

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
SKILLS STANDARDS FOR
CATERING SALES COORDINATOR/SALES COORDINATOR**

Occupation: Catering Sales Coordinator/Sales Coordinator

Occupation Description:

The Catering Sales Coordinator/Sales Coordinator undertakes administrative duties to support the department. He/She prepares sales-related documents throughout the sales process, gathers materials and assembles information packages. The Catering Sales Coordinator/Sales Coordinator also maintains a database of sales met, renews sales contracts and plans sales enhancement strategies with the help of the sales team. He/She prepares monthly sales reports and submits them to senior level management, as well as the rest of the department for tracking on the progress of sales activities.

The Catering Sales Coordinator/Sales Coordinator possesses good knowledge of the property's facilities and activities, and is aware of market trends. He/She maintains good contact with guests/customers to understand their needs and provides details on new packages and new products, while adhering to and complying with quality assurance expectations and standards set by the property. He/She also needs to answer to queries and communicate promptly via phone and emails with guests/customers.

Important Points to Note about this Document

This document is intended purely to provide general information to enable individuals, employers and training providers to be informed about the skills for career, training and education purposes. WDA provides no warranty whatsoever about the contents of this document, and does not warrant that the courses of action mentioned in this document will secure employment, promotion, or monetary benefits.

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The skills expected of the Catering Sales Coordinator/Sales Coordinator are summarised as below:

Skill Category	Skill
Customer Experience	<ol style="list-style-type: none"> 1. Contribute to Customer Service over Various Platforms 2. Handle Guests/Customers' Concerns and Feedback 3. Project a Positive and Professional Image 4. Promote Tourism 5. Provide Go-the-Extra-Mile Service
Food and Beverage <i>(Title is subject to change)</i>	<ol style="list-style-type: none"> 6. *Set up Venue and Site <p><i>* Title is subject to change and Skills Standard to be issued later</i></p>
Infocomm Technology	<ol style="list-style-type: none"> 7. Demonstrate Secure Use of IT 8. Perform Essential Online Functions 9. Apply Software Systems in Hospitality Management 10. Perform Computer Applications at Basic Level
Leadership	<ol style="list-style-type: none"> 11. Demonstrate the Service Vision
People and Relationship Management	<ol style="list-style-type: none"> 12. Communicate and Relate Effectively at the Workplace 13. Work in a Team
Personal Management and Development	<ol style="list-style-type: none"> 14. Apply Emotional Competence to Manage Self at the Workplace 15. Develop Personal Effectiveness at Operations Level
Sales and Marketing	<ol style="list-style-type: none"> 16. Apply Upselling and Suggestive Selling Techniques 17. Issue Sales Proposals 18. Provide Sales Services
Workplace Safety and Security	<ol style="list-style-type: none"> 19. Provide Workplace Safety and Security

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Skill Code	SVCF-CS-101E-1	Skill Category	Customer Experience
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Contribute to Customer Service over Various Platforms		
Skill Description	This skill describes the ability to leverage on available organisational resources when engaging with customers over various platforms. It also includes portraying a professional etiquette and escalating feedback received over various platforms.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Platforms to engage customers • Reasons for engaging with customers over various platforms • Types of available organisational resources • Methods to portray professional etiquette over various platforms • Principles of effective communication • Methods to escalate feedback 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Leverage on organisational resources when engaging with customers over various platforms • Portray professional etiquette when responding to customers over various platforms in accordance with organisational guidelines • Escalate feedback received over various platforms using appropriate channels and in accordance with the organisation's guidelines 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Identify and suggest areas of improvement that may arise out of one's interaction with customers
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Adhere to code of ethics when handling customers over various platforms
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Keep abreast of changes in organisational resources used when engaging customers

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<p>Range of Application <i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>Platforms over which customers may be engaged with must include:</p> <ul style="list-style-type: none"> • Telephone • Social media such as internet forums and social networks • E-mail/mail <p>Organisational resources used when engaging customers must include:</p> <ul style="list-style-type: none"> • Stock lists • Contact details of stockists • Organisation policies (e.g. return and exchange policies) • Customer complaint forms • Product knowledge databases • Standard Frequently Asked Questions (FAQs) supplied by organisation • Customer Relationship Management (CRM) databases
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Skill Code	HAS-CEX-2001-1.1	Skill Category	Customer Experience
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Handle Guests/Customers' Concerns and Feedback		
Skill Description	This skill describes the ability to recognise and approach dissatisfied guests/customers. It also includes the ability to follow up with guests/customers on concerns and feedback to prevent recurrences.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Types of dissatisfied guests/customers • Principles of effective communication and interpersonal techniques • Guidelines for planning approach to handle concerns and feedback • Guidelines for offering different solutions to guests/customers • Incident records in incident log book 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Recognise concerns and feedback from guests/customers' perspectives • Deal with guests/customers' concerns and feedback • Follow up on concerns and feedback to prevent recurrences 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>N/A</p>
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Seek dialogue with guests/customers to establish concerns and feedback to prevent recurrences
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Self-reflect on effectiveness of offering different solutions to guests/customers
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	SVCF-CS-102C-1	Skill Category	Customer Experience
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Project a Positive and Professional Image		
Skill Description	This skill describes the ability to project a professional image when serving customers. It also includes equipping oneself with a positive and customer-oriented mind-set to impress and wow customers in their day-to-day engagement.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Impact of one’s professional image and persona on the organisation • Methods to project a professional image and persona • Principles of effective communication • Non-verbal communication skills • Types of customers 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Recognise the impact of one’s professional image and persona on the organisation • Project a professional image and persona in accordance with organisational guidelines • Communicate professionally with customers in accordance with organisation’s guidelines 		

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<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Adhere to professional codes of conduct when projecting a professional image
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Monitor others' reactions to own professional image by obtaining verbal and non-verbal feedback from customers, peers and supervisors

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<p>Range of Application <i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>A professional image is the set of qualities and characteristics that represent perceptions of one's competence as judged by customers, superiors, subordinates and colleagues.</p> <p>Persona may be defined as the conduct of one at work which characterizes the organisation.</p> <p>Impact of one's professional image and persona on self and the organisation must include:</p> <ul style="list-style-type: none"> • Increased customer confidence in the organisation's product or services • Increased customer retention and loyalty • Enhancing brand value of organisation's product or services • Positive first impression of the organisation • Positive associations with the organisation's product brand
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Skill Code	HAS-CEX-2002-1.1	Skill Category	Customer Experience
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Promote Tourism		
Skill Description	This skill describes the ability to promote tourism and Singapore to guests/customers at the workplace, by obtaining sufficient knowledge on the country.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Common types of tourist information that guests/customers might request for • Guidelines for accessing tourism information and promoting products and services • Guidelines for, and benefits of, providing tourist recommendations to suit guests/customer's requirements • Benefits of possessing updated tourism information • Types of guests/customers' needs and wants • Importance of performing ambassadorial role in providing information and additional services • Importance of identifying guests/customers' verbal and non-verbal cues that will provide opportunities for additional sales • Benefits of follow up service with guests/customers 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Identify available sources of tourism information, in accordance with organisational procedures • Access and identify common, useful tourism information, in accordance with organisational procedures • Determine guests/customers' requirements through the use of appropriate questioning techniques, in accordance with organisational procedures • Comply with legal requirements when recommending tourism products and services • Present and recommend additional products and services, in accordance with guests/customers' requirements • Perform follow up with guests/customers, in accordance with organisational standards 		

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<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Keep up-to-date with changes in the tourism industry, in line with business operations • Communicate effectively with guests/customers to recommend tourism information that best meet their requirements • Identify guests/customers' verbal and non-verbal cues that will provide opportunities for additional sales, in accordance with organisational procedures
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Seek feedback from supervisor and peers on ways to improve on sourcing of tourism information and services for guests/customers
<p>Range of Application</p> <p><i>(where applicable)</i> <i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>Legal requirements must include:</p> <ul style="list-style-type: none"> • Consumer Protection (Fair Trading) Act • Goods and Services Tax (GST) Act

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Skill Code	SVCF-CS-101C-1	Skill Category	Customer Experience
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Provide Go-the-Extra-Mile Service		
Skill Description	This skill describes the ability to provide go-the-extra-mile service to exceed customer expectations and create a positive customer experience. It also includes demonstrating the qualities and characteristics of a service professional and escalating feedback on areas of improvement to enhance the customer experience.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Types of customers • Customer needs and expectations • Qualities and characteristics of a service professional • Importance of go-the-extra-mile for service to oneself and the organisation • Methods to exceed customer expectations • Principles of effective communication • Methods to escalate areas of improvement to enhance customer experience 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Recognise the diverse range of customers and their needs and expectations • Demonstrate the qualities and characteristics of a service professional when delivering go-the-extra-mile service to exceed customer expectations • Create a positive customer experience by offering customized and personalized service in accordance with organisation guidelines 		

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<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Empathise with customers' needs to exceed customers' expectations to create a positive customer experience • Demonstrate customer-friendly communication principles in go-the-extra-mile interactions with customers
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Seek customer's feedback on service delivery to improve own performance in providing go-the-extra-mile service
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>Customer expectations may be defined as the perceived value customers seek from the purchase of a good or service and must include:</p> <ul style="list-style-type: none"> • Reliability • Quality of product/ service • Safety of product / service • Performance of product / service • Aesthetic appearance of product / service • Comfort of product / service • Durability of product/ service

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	<p>Qualities and characteristics of a service professional must include:</p> <ul style="list-style-type: none">• Ability to work with diverse team members• Good communication skills• Integrity• Positive attitude• Flexible and ability to adapt to provide service to a diverse range of customers• Proactive in seeking out unmet needs of customers• Consistent service• Initiative• Customer-first mindset <p>Go-the-extra-mile service is defined as service that exceeds both internal and external customer expectations and must include:</p> <ul style="list-style-type: none">• Being aware of the different customer's needs before approaching customers• Offering alternate solutions to customers• Providing value-add services to customers (e.g. calling another store in the area to see if that product is available)• Suggesting alternate choices to customers when preferred choices are not available• Establishing rapport with customers to build relationships with customers who frequent the establishment• Following up with customers on unanswered questions <p>Customer experience is the sum of all experiences a customer has with an organisation and its product or service. A positive customer experience makes the customer feel happy, satisfied, justified, valued, served and cared for throughout their relationship with the organisation. The ability to deliver a positive customer experience enhances customer loyalty and retention.</p> <p>Methods to offer customised and personalised service must include:</p> <ul style="list-style-type: none">• Balancing time spent with one customer against the needs of other customers• Treating customers as individuals• Varying personal approaches in response to customer attributes such as being patient with older customers and being sensitive when handling customers from different cultural backgrounds• Acceding to customer's special requests according to organisational guidelines such as extending warranty period• Up-selling products or services by offering the customer the opportunity
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	<p>to purchase additional items</p> <ul style="list-style-type: none"> • Cross-selling products or services by offering the customer additional options to complement their purchase
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Skill Code	ES-FSI-108G-1	Skill Category	Infocomm Technology
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Demonstrate Secure Use of IT		
Skill Description	This skill describes the ability to practise the secure use of IT and ICT. It also includes protecting a computer, device, network or files against malware and unauthorised access and managing internet data appropriately and safely.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Key concepts underlying the secure use of ICT • Concepts relating to malware • Concepts relating to protection against malware • Concepts of networks • Concepts relating to network security • Concepts relating to wireless security • Security concepts relating to browsing of web pages • Security concepts relating to communicating on the Internet • Security concepts relating to management of data 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Protect a computer, device, network and files from malware and unauthorised access by applying appropriate security measures in accordance with the Computer Misuse and Cybersecurity Act • Browse web pages securely by applying appropriate security measures in accordance with the Computer Misuse and Cybersecurity Act • Communicate on the Internet securely by applying appropriate security measures in accordance with the Computer Misuse and Cybersecurity Act • Manage data appropriately and safely by applying appropriate security measures in accordance with the Computer Misuse and Cybersecurity Act 		

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<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Communicate with others via social networking sites, email, instant messaging and mobile and be aware of inappropriate social behaviour such as cyber bullying and grooming
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Update own knowledge in data protection and privacy legislations and keep abreast of any changes in organisational ICT guidelines and policies
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	ES-FSI-107G-2	Skill Category	Infocomm Technology
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Perform Essential Online Functions		
Skill Description	This skill describes the ability to perform web browsing, manage email and appointment scheduling. It also includes using appropriate functions of a web browser application and evaluating online information using search engines and social media applications.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Concepts relating to web browsing • Concepts relating to online security • Concepts relating to online information search • Concepts relating to online communities • Concepts relating to types of online communication tools • Concepts relating to copyright and data protection • Methods to share information online • Evaluation criteria for webpage content and its importance • Good practices for sharing of information online • Types of security measures to protect personal data when sharing information online • Concepts relating to the use of e-mail 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Manage e-mails according to requirements by applying appropriate functions of an e-mail application • Manage appointments according to requirements by applying appropriate functions of a calendar application • Manage online information by applying appropriate methods and security measures in accordance with copyright and data protection regulations and other requirements 		

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<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Share information with online communities using online communication tools • Acknowledge online information sources and seek permission to use online information as appropriate • Browse web pages by applying appropriate security measures and functions in a web browsing application
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Update own learning through diverse information channels such as internet forums and web conferences
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	HAS-ICT-2001-1.1	Skill Category	Infocomm Technology
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Apply Software Systems in Hospitality Management		
Skill Description	This skill describes the ability to use the front-of-house and back-of-house systems, such as the property management system (PMS), point of sale (POS) system, hotel information system and other proprietary systems where appropriate.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Security in Information and Communications Technology (ICT) and systems • Security concepts relating to management of data • Property Management System (PMS) and its usage • Management of data and information for hospitality sector operations and tasks 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Use the PMS to extract or record guests/customers' bookings, purchases and data • Manage inventory of organisation (rooms, facilities etc.) using the PMS • Manage information and data in accordance with organisational procedures and guidelines • Manage hotel personnel using the software applications and systems • Monitor and manage sale transactions using POS System 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Improve on the use of software applications to increase the productivity of these systems
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Demonstrate awareness of communications related challenges pertaining to operations and management
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Reflect and be kept abreast of new ICT developments that will increase the productivity of the systems that support operations

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<p>Range of Application</p> <p><i>(where applicable) It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>
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Skill Code	HAS-ICT-2002-1.1	Skill Category	Infocomm Technology
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Perform Computer Applications at Basic Level		
Skill Description	This skill describes the ability to operate word processing, presentation, database management and spreadsheet applications, at elementary level, on a computer or smart device. It also includes using the Internet and online communication functions at elementary level.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Concepts relating to computer hardware, including mobile devices • Practices to protect personal and environmental wellbeing when using a computer or device • Computer security and sharing of information online, copyright and data protection • Components of a desktop, files and folders • Components in a word processing application • Components in a spreadsheet application • Online communication applications • Uses and principles of a database • Online communities, web browsing, communication tools and information searches • Use of emails 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Manage desktop settings in computers and mobile devices, using basic operating system functions • Manage files and folders in computers and mobile devices, using basic file management functions • Perform basic word processing functions using a word processing application • Perform basic spreadsheet functions using a spreadsheet application • Perform basic online communication functions using online communication applications 		

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<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Demonstrate awareness of cross-departmental communications, when using online communication applications
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Reflect and keep abreast of new developments and software versions, that could enhance or improve usage of online applications
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	SVCF-LS-101C-1	Skill Category	Leadership
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Demonstrate the Service Vision		
Skill Description	This skill describes the ability to recognise the role and impact that one plays in demonstrating the organisation’s vision, mission and values. It also includes suggesting ways to improve service delivery and monitoring own performance to enhance service delivery standards.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Organisation’s vision, mission and values • Organisation’s code of conduct in service delivery • Methods to demonstrate service delivery in line with the organisation’s vision, mission and values • Role one plays in contributing to the organisation’s vision, mission and values • Significance and impact that one has on the organisation’s service value chain and service standards • Methods to monitor own performance 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Demonstrate service delivery in accordance with the organisation’s vision, mission and values 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Recognise the significance and impact that one has on the organisation's service value chain and service standards • Suggest ways to improve service delivery that may value-add to the organisation's service value chain and increase service standards
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Adhere to organisation's professional code of conduct in service delivery
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Monitor own performance to ensure consistency with the organisation's vision, mission and values • Obtain feedback to improve own service delivery performance through feedback from peers, supervisors and customers
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>An organisation's service value chain is made up of multiple stakeholders at different levels, all of whom have a part to play within the organisation in upholding the organisation's service standards.</p>

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Skill Code	ES-IP-101G-1	Skill Category	People and Relationship Management
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Communicate and Relate Effectively at the Workplace		
Skill Description	This skill describes the ability to use effective communication techniques at the workplace, while taking into consideration social and cultural differences. It also includes interpreting, clarifying, analysing and responding to information received, as well as using effective negotiation skills to resolve conflicts for a win-win outcome.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Sources of information within and outside the organisation • Types of information to be received, clarified and responded to and their feature • Different modes of communication and communication tools and their characteristics • Principles of effective communication and interpersonal techniques • Internal and external barriers to effective communication • Strategies for communicating in a courteous and respectful manner that considers social and cultural differences • Ways to distinguish between objective facts and subjective interpretation in a conflict • Definition of conflict and common types of conflict at the workplace • Definition of negotiation and types of negotiation styles and their characteristics • Types of reference documents to use during negotiations • Types of conflict resolution strategies to achieve outcomes in negotiation 		

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<p>Application and Adaptation</p> <p><i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Interpret and analyse information received according to workplace procedures • Plan response to information received taking into account the social and cultural background of the recipient of the information • Identify signs, stages and causes of conflict with individuals or groups of people based on objective facts and interpretation • Define the conflict and highlight points of differences and contention objectively, taking into consideration social and cultural differences of parties involved
<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Work towards achieving a win-win outcome in assessing mutually acceptable solutions
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Use appropriate communication techniques that consider social and cultural differences to clarify and respond to information received • Negotiate for mutually acceptable solutions by all parties using effective communication and negotiation skills • Communicate outcome of negotiation and propose relevant recommendations with justifications to supervisor to seek concurrence and endorsement

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<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Reflect on communication techniques to learn from weaknesses
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>Principles of effective communication and interpersonal techniques must include:</p> <ul style="list-style-type: none"> • Feedback – to ensure that the receiver was listening, understood the information or message and agrees to the required action. Suggestions and criticisms to be provided when necessary at this stage • Clarity – message or information must be clear and concise and should not be ambiguous • Objectivity – the purpose of the message or information to be communicated must be clear, so as to decide the best mode of communication and medium for the message and to trigger the emotional and cognitive responses to ensure receivers are engaged e.g.: To gain information, to provide information, initiate action, praise, criticize, inspire, change a person's attitude, etc. • Listen and understand – use active listening skills to probe into a situation, repeat what was said to ensure that the information received is accurate. It is important to interpret the information correctly. Understanding include being aware of the receiver's state of mind and being upon receiving the information, emotions, social climate and customs • Connectivity – to connect with the receiver(s) and address their needs • Consistency – message or information must be consistent to the current plans, policies and procedures, programmes and goals of the organisation • Completeness – message or information must be completed and adequate to avoid any misunderstanding and any delay of action if required • Time – information should be communicated at the right time • Respect – to respect various cultural backgrounds, histories, and experiences, accepting their rights and paying attention to their needs

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Skill Code	ES-IP-102G-1	Skill Category	People and Relationship Management
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Work in a Team		
Skill Description	This skill describes the ability to apply effective communication techniques to achieve individual and team goals. It also includes providing support to team members while taking into consideration diversity issues.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Definition of organisational vision, mission and goals • Different roles played by team members • Interdependence of roles within a team • Importance of maintaining open communication within a team • Effects of trust, respect and support within a team • Diversity issues and their impact on communication • Relevant parties from whom one can seek feedback, advice and assistance • Effects of organisational, industry and legislative requirements and work performance standards and/or targets on attainment of individual, team and organisational goals • Organisational policies, limits of autonomy and span of control 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Define and align team goals with departmental and organisational goals • Demonstrate responsibility and commitment for work done and to the achievement of individual and team goals • Identify potential areas of conflict with team members and methods to overcome them, taking into consideration diversity issues 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Listen to and contribute ideas and skills using appropriate communication techniques to achieve team goals • Recommend improvements to established policies and procedures in a proactive manner
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Maintain open communication with team members by sharing information and discussing work-related issues to achieve individual and team goals to meet organisational requirements • Demonstrate trust, respect and support towards team members in daily activities to achieve team goals • Identify and resolve issues and concerns through collaborative activities with supervisor
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Define own and individual roles within the team and work within the team and organisation dynamics • Accept and provide feedback, advice and assistance in a considerate and constructive manner to accomplish task assigned
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	ES-PMD-103G-1	Skill Category	Personal Management and Development
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Apply Emotional Competence to Manage Self at the Workplace		
Skill Description	This skill describes the ability to understand and apply self-awareness techniques. It also includes applying emotional intelligence principles to manage oneself at the workplace.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Definitions of emotional intelligence • Aspects of emotional intelligence • Domains of emotional intelligence and their application • Importance of emotional intelligence at work • Importance of considering cultural differences in the application of emotional intelligence • Factors in recognising the emotional needs of others at the workplace • Traits of low personal confidence • Characteristics of individuals with high emotional intelligence • Importance of demonstrating initiative and optimism at the workplace • Methods to develop emotional intelligence and their features 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Demonstrate conscientiousness and trustworthiness to complete given tasks according to organisational standards 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Present self with confidence and show flexibility in responding to changes at the workplace
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Manage own emotions and impulses to work effectively with others, taking into consideration the different cultures and background of individuals at the workplace • Recognise the emotional needs of others, empathise and respond appropriately to their needs
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Recognise own emotional states, the causes of those emotional states and its effects on performance and interpersonal relationships at the workplace • Identify personal strengths and weaknesses and make improvements needed to develop emotional intelligence • Demonstrate initiative and optimism in pursuing goals beyond what is required and expected of self

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<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>Definitions of emotional intelligence must include:</p> <ul style="list-style-type: none"> • The innate potential to feel, use, communicate, recognise, remember, describe, identify, learn from, manage, understand and explain emotions • The ability, capacity, skill or, in the case of the trait EI model, a self-perceived ability to identify, assess, and control the emotions of oneself, of others, and of groups • The capacity to reason about emotions, and of emotions to enhance thinking. It includes the abilities to accurately perceive emotions, to access and generate emotions so as to assist thought, to understand emotions and emotional knowledge, and to reflectively regulate emotions so as to promote emotional and intellectual growth <p>Aspects of emotional intelligence must include:</p> <ul style="list-style-type: none"> • Understanding oneself, personal goals, intentions, responses, behaviour and all • Understanding others and their feelings <p>Domains of emotional intelligence must include:</p> <ul style="list-style-type: none"> • Knowing one's emotions • Managing one's emotions • Motivating oneself • Recognising and understanding others' emotions • Managing relationship through use of emotional intelligence
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Skill Code	ES-PMD-101G-1	Skill Category	Personal Management and Development
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Develop Personal Effectiveness at Operations Level		
Skill Description	This skill describes the ability to apply knowledge and life skills and relate them to personal and team goals. It also includes managing time effectively, maintaining work-life balance, managing stress as well as personal finances.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Types of motivational factors affecting personal goal setting and achievement • Strategies to link one's roles and responsibilities to individual and team success • Factors that may affect the achievement of team goals • Strategies to achieving goals • Benefits of prioritising tasks according to team goals • Various types of paraphernalia, technology and methods to manage time and work priorities and their features • Various barriers to effective time management and their characteristics • Various ways to access resources to overcome barriers to effective time management and their characteristics • Practices that promote personal well-being and aspects of personal management • Issues related to personal and family responsibilities and their impact on work • Common sources of assistance available to support personal management 		

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<p>Application and Adaptation</p> <p><i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Set up personal goals and align them to team goals based on objectives set • Plan and complete personal tasks to meet team goals according to timelines set • Identify work-life balance programmes to maintain personal work-life balance for the achievement of team goals
<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Recognise symptoms of and deal with stress to maintain work effectiveness
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Seek guidance when setting and achieving personal goals

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<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Identify own roles and responsibilities and their contribution towards the achievement of team goals • Identify personal strengths and weaknesses, list the strategies to overcome weaknesses and describe how personal strengths can contribute towards the achievement of team goals • Identify own existing financial position using appropriate tools and describe how to manage such a position
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	HAS-SNM-2003-1.1	Skill Category	Sales and Marketing
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Apply Upselling and Suggestive Selling Techniques		
Skill Description	This skill describes the ability to upsell, and provides suggestive selling to guests/customers, based on the knowledge of the organisation's products and services. It also includes the ability to establish their requirements, and manage guests/customers' concerns or objections.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Guidelines for accessing information on organisation's products and services • Techniques for developing, maintaining, and getting updated on knowledge of organisation's products and services • Key features and benefits of organisation's product offerings and services • Guidelines for assessing information on guests/customers • Importance of knowing and clarifying guests' and customer's requirements in upselling and suggestive selling • Techniques and benefits of upselling and suggestive selling to guests, customers, organisations and staff • Consumer Protection (Fair Trading) Act • Similarities and differences between upselling and suggestive selling • Guidelines and strategies to address and overcome guests' and customer's concerns or objections 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Identify available sources of information on organisation's products and services, in accordance with organisational procedures • Develop, access and maintain knowledge on organisation's products and services, in accordance with organisational procedures • Provide acknowledgement to guests/customers, in accordance with organisational standards • Recommend, explain and highlight product features and benefits, in accordance with guest/customer's requirements • Perform follow-up actions, in accordance with organisational procedures 		

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	<ul style="list-style-type: none"> • Identify and explain a range of products and services, which best meet guests/customers' requirements • Apply appropriate service techniques to encourage guests/customers to experience recommended products and services, in accordance with their requirements • Determine reasons behind guests/customers' concerns or objections, in accordance with organisational procedures
<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Identify opportunities to perform upselling or suggestive selling, in accordance with guests/customers' requirements
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Keep up-to-date with changes in the organisation's products and services, in accordance with organisational procedures • Demonstrate professionalism in managing concerns or objections, in accordance with organisational standards • Use appropriate questioning techniques to determine guests/customers' requirements, in accordance with organisational procedures • Clarify guests/customers' requirements using appropriate communication techniques, in accordance with organisational procedures • Address queries, concerns or objections from guests/customers with a positive note, in accordance with organisational procedures

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<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Seek feedback from supervisor and peers on ways to improve upselling and suggestive selling techniques to potential clients
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	HAS-SNM-2001-1.1	Skill Category	Sales and Marketing
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Issue Sales Proposals		
Skill Description	This skill describes the ability to identify proposal objectives and gather information to develop proposals for presentation to clients.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Information to extract from requests for proposal (RFP) sources • Clients' requirements and guidelines for interaction • Information and sources for drafting proposals • Key components of sales proposals • Competitors' products and services, and their characteristics • Factors influencing pricing • Guidelines and key design parameters for proposals • Validation by relevant stakeholders for sales proposals • Presentation techniques • Techniques for handling feedback and objections • 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Classify and evaluate clients' requests in accordance with organisational procedures • Establish proposal objectives and organisation's capacity for offering, through proper clarification of clients' requirements • Obtain specifications and quotations, according to client's and organisation's requirements • Determine cost, offer price, availability and capacity of facilities, in accordance with organisational guidelines and client's requirements • Draft objectives, terms and conditions and compile the sales proposals, in accordance with organisational guidelines and client's requirements 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Research and compare competitors' offerings with own organisation's • Amend and issue sales proposals, in accordance with client's requirements and organisational procedures
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Check and verify feasibility in consultation with, and feedback from, relevant stakeholders • Present comprehensive proposals and obtain feedback from clients, based on their requirements
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Update own learning in preparing and developing sales proposals that are attractive and meet clients' requirements, with minimal amendments
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Version Control

Version	Date	Changes Made	Edited by
HAS-SNM-2001-1.1	1-Sep-16	Initial Version	WDA and STB

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Skill Code	HAS-SNM-2002-1.1	Skill Category	Sales and Marketing
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Provide Sales Services		
Skill Description	This skill describes the ability to propose suitable room packages to new and existing guests and customers, and to close these sales. It also includes knowledge of the property's sales cycle, with good understanding of the organisation's products, facilities and services.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Identification, profile and importance of qualified, potential guests/customers and their needs • Types, features, advantages and benefits of products and services offered by the property • The importance of increasing the property's market share in the industry • Techniques for planning an effective sales presentation for various potential guests/customers • Techniques for building rapport, engaging and maintaining contact with guests/customers to garner repeat business • Factors influencing credibility when pitching sales • Guidelines for interpreting buying signals and closing sales • Guidelines for responding to feedback and managing guest/ customer satisfaction • Importance of finalising sales requirements 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Identify potential guests/customers • Prepare approaches for qualified guests/customers • Present products and services to guests/customers • Close sales with guests/customers • Provide after-sales follow up 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Search for different sources of potential guests/customers, in accordance with organisational procedures • Identify qualifying requirements and the needs of potential guests/customers, in accordance with organisational procedures • Arrange and confirm appointments with qualified guests/customers based on designated schedule, in accordance with organisational procedures • Develop sales presentations and proposals, in accordance with organisational procedures • Confirm alignment of presentation plans to presentation objectives, in accordance with organisational procedures • Review sales presentations to determine potential follow up actions, in accordance to organisational procedures • Confirm organisational capability to meet guests/customers' needs in consultation with relevant stakeholders, in accordance with organisational procedures • Finalise sales contracts in accordance with organisational procedures • Provide feedback to appropriate departments within the organisation on products and service, in accordance with organisational procedures
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Address and offer solutions to guests/customers' feedback, in accordance with organisation policies and procedures • Practise customer relationship management in accordance with business operations • Identify buying signals in accordance with organisational procedures • Maximise potential of guests/customers, in accordance with organisation procedures • Recommend complementary products and services, in accordance with organisational procedures

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<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Question effectively, and listen actively, to determine guest/customer needs in accordance with organisational procedures • Comply with legal requirements when recommending products and services • Promote guest/customer satisfaction in accordance with organisation procedures • Confirm client requirements by analysing information gathered, in accordance to organisational procedures
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>N/A</p>

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Skill Code	HAS-WSS-1001-1.1	Skill Category	Workplace Safety and Security
		Skill Sub-Category <i>(where applicable)</i>	N/A
Skill	Provide Workplace Safety and Security		
Skill Description	This skill describes the ability to participate in Workplace Safety and Health activities. It also includes following emergency response procedures, safe work practices and risk control procedures.		
Knowledge and Analysis <i>It refers to gathering, cognitive processing, integration and inspection of facts and information required to perform the work tasks and activities.</i>	<p>The ability to understand:</p> <ul style="list-style-type: none"> • Financial losses due to work-related injuries • Proper documentation when reporting hazards • Manufacturers' instructions for safe use and maintenance of equipment • Methods to identify unsafe and faulty equipment • Key concepts of protecting privacy and confidentiality of guests/customers' information and property • Workplace Safety and Health guidelines 		
Application and Adaptation <i>It refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	<p>The ability to:</p> <ul style="list-style-type: none"> • Plan daily work to maintain safe work environments • Identify and monitor workplace safety and security • Maintain safe usage of equipment • Respond to emergencies 		

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<p>Innovation and Value Creation</p> <p><i>It refers to the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to organisational goals.</i></p>	<p>N/A</p>
<p>Social Intelligence and Ethics</p> <p><i>It refers to the ability to use affective factors in leadership, relationship and diversity management guided by professional codes of ethics.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Respect and protect the privacy of guests/customers, in accordance with organisational procedures
<p>Learning to Learn</p> <p><i>It refers to the ability to develop and improve one's self within and outside of one's area of work.</i></p>	<p>The ability to:</p> <ul style="list-style-type: none"> • Seek advice from supervisor to get updates on changes to Workplace Safety and Health regulatory requirements
<p>Range of Application</p> <p><i>(where applicable)</i></p> <p><i>It refers to the critical circumstances and contexts that the skill may be demonstrated.</i></p>	<p>Types of legal requirements must include:</p> <ul style="list-style-type: none"> • Workplace Safety and Health Act • Innkeepers' Act • Hotels Licensing Regulations • Consumer Protection (Fair Trading Act) • Factory Act

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Definitions of the Five (5) Domains

Domain	Definition
Knowledge and Analysis	Knowledge includes the gathering of facts and information through traditional and digital forms. Analysis involves the cognitive processing, integration and inspection of single or multiple sources of facts and information required to perform work tasks and activities and takes into consideration, the work contexts in which the tasks and activities are carried out. The result of knowledge and analysis produce judgements on work tasks/activities/issues/areas, and the conceptualisation of solutions to solve problems at work.
Application and Adaptation	Application involves the ability to perform work tasks and activities defined by the requirements of the occupation. Adaptation involves the ability to react to and manage the changes in the work contexts. The result of application and adaptation leads to the production of psycho-motor actions and behavioural reactions to the work tasks/activities/issues/areas, and the execution of the planned solutions to solve problems at work.
Innovation and Value Creation	Innovation includes the ability to generate purposive ideas to improve work performance and/or enhance business values that are aligned to the organisational goals. As a result of innovation, the organisation is able to reap the values from individual or team contributors to achieve organisational growth.
Social Intelligence and Ethics	Social intelligence includes the ability to appreciate and use affective factors in leadership, relationship and diversity management guided by professional codes of ethics as effective individuals or team contributors.
Learning to Learn	Learning-to-learn includes the ability to improve on self-development within and outside of one's area of work. It involves the continual inspection of one's knowledge, analytical, application; adaptive, innovative and social skills that are needed to perform the work optimally and/or solve problems effectively.