

Skills Framework for Hotel and Accommodation Services

Programmes that equip new entrants with skills and knowledge for the specific job role in the sector at their respective entry level

Front Office

Job Role	Programmes	Providers
Head Butler/Butler Manager/Club Floor Manager	Bachelor of Hospitality Business (Honours)	Singapore Institute of Technology
Butler Supervisor/Club Floor Executive/Club Floor Supervisor	Diploma in Business Practice (Customer Relationship & Service Management)	Nanyang Polytechnic
Butler/Club Floor Officer/Club Floor Agent	Diploma in Business Practice (Hospitality & Tourism Management)	Nanyang Polytechnic
Front Office Manager/Operations Manager	Diploma in Business Management	Nanyang Polytechnic
Assistant Front Office Manager/Assistant Operations Manager/Duty Manager/Guest Services Manager/Guest Relations Manager	Diploma in Hospitality & Tourism Management	Nanyang Polytechnic
Front Office Executive/Guest Services Executive/Guest Relations Executive/Front Office Supervisor/Guest Services Supervisor/Guest Relations Supervisor	Modular Certificate in Hospitality Management	Nanyang Polytechnic
Front Office Officer/Guest Services Officer/Guest Relations Officer/Front Office Agent/Guest Services Agent/Guest Relations Agent	Diploma in Hotel and Leisure Facilities Management	Ngee Ann Polytechnic
Chef Concierge/Assistant Chef Concierge	Diploma in Tourism & Resort Management	Ngee Ann Polytechnic
Concierge	Specialist Diploma in Hospitality Business Management	Republic Polytechnic
Assistant Concierge	Diploma in Business Practice (Hospitality Management)	Republic Polytechnic
	Diploma in Hotel and Hospitality Management	Republic Polytechnic

Bell Captain	Higher Nitec in Hospitality Operations	Institute of Technical Education
Bellhop/Bell Attendant	Programmes by Workforce Skills Qualifications Approved Training Organisations (WSQ ATOs)	
	WSQ Higher Certificate in Hotel and Accommodation Services	Ascott International Management (2001) Pte Ltd
	WSQ Higher Certificate in Hotel and Accommodation Services	SHATEC Institutes Pte Ltd
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