

## Skills Framework for Hotel and Accommodation Services

Programmes that broaden or deepen specific skills and knowledge for the various job roles in the sector

### Front Office

Job Role:  
Assistant Concierge

Full Qualification Programmes	Providers
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

Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Front Office Operations and Services	Concierge and Uniformed Service Delivery	2	Provide Concierge and Uniformed Services	Ascott International Management (2001) Pte Ltd
Customer Experience	Customer Experience Management	3	Customer Insight Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			Data-driven Customer Experience	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Customer Feedback and Relationship Management	2	Managing Disruption with Future-Proof Workplace Communication Skills	NUS School of Continuing and Lifelong Education (SCALE)
			Optimising Revenues and winning Customers with Service Excellence and Customer Delight	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
People Management	People and Relationship Management	3	Manage A Diverse Service Environment	Andalus Corporation Pte Ltd
			Manage a Diverse Service Environment	Civil Service College
			Manage a Diverse Service Environment	Leacov Singapore Pte. Ltd.
			Manage a Diverse Service Environment	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Manage a Diverse Service Environment	NTUC Learninghub Pte. Ltd.
Productivity and Innovation	Productivity Improvement	2	Lean Six Sigma Foundation (Yellow Belt)	NUS School of Continuing and Lifelong Education (SCALE)
People Management	Service Coaching	3	Coach for Service Performance	Andalus Corporation Pte Ltd
			Coach for Service Performance (Optimising Performance Through Coaching)	Beacon Consulting Pte Ltd
			The Service Coach	Capelle Academy Pte. Ltd.
			Coach for Service Performance	Civil Service College
			Coach for Service Performance	DSI Academy Pte. Ltd.
			Coach for Service Performance	Leacov Singapore Pte. Ltd.
			Coach for Service Performance	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Coach for Service Performance.	NTUC Learninghub Pte. Ltd.
			Coach for Service Performance	Training Vision Institute Pte. Ltd.
Workplace Coaching Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)			

Customer Experience	Service Excellence	3	Establish Relationship for Customer Confidence	Andalus Corporation Pte Ltd
			Establish Relationships for Customer Confidence	Avanta Global Pte. Ltd.
			Establish Relationships for Customer Confidence	Center for Competency-Based Learning and Development Pte. Ltd.
			Establish Relationships for Customer Confidence	Civil Service College
			Establish Relationships for Customer Confidence	DSI Academy Pte. Ltd.
			WSQ Establish Relationships for Customer Confidence	Educare International Consultancy Pte. Ltd.
			Effective Customer Service Skills	Impact Management Seminars Pte Ltd
			Building Rapport to Create Selling Opportunities	Impact Management Seminars Pte Ltd
			Establish Relationships for Customer Confidence	Leacov Singapore Pte. Ltd.
			WSQ Establish Relationships for Customer Confidence	NTUC Learninghub Pte. Ltd.
			Establish Relationship for Customer Confidence	Training Masters Workforce Institute Pte Ltd
			Establish Relationships for Customer Confidence	Training Vision Institute Pte. Ltd.
			Optimising Revenues and winning Customers with Service Excellence and Customer Delight	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Customer Experience	Service Information and Results
Acquire Industry Knowledge	Mendaki Social Enterprise Network Singapore Pte. Ltd.			
Acquire Industry Knowledge	Training Vision Institute Pte. Ltd.			
Customer Experience	Service Innovation	1	WSQ Engage in Service Innovation Initiatives	Civil Service College
			WSQ Workplace Training for "Engage in Service Innovation Initiatives"	Leacov Singapore Pte. Ltd.
			Engage in Service Innovation Initiatives	Lighthouse Global Training And Consultancy Pte. Ltd.
			Engage in Service Innovation Initiatives	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Engage in Service Innovation Initiatives.	NTUC Learninghub Pte. Ltd.
			WSQ Engage in Service Innovation Initiatives powered by ESSEC.	NTUC Learninghub Pte. Ltd.
			Engage in Service Innovation Initiatives	Singapore Sports Council
			Engage in Service Innovation Initiatives	Training Vision Institute Pte. Ltd.
Customer Experience	Service Leadership	3	Role Model The Service Vision	Andalus Corporation Pte Ltd
			Role Model the Service Vision	Civil Service College
			Role Model the Service Vision	Leacov Singapore Pte. Ltd.
			Role Model the Service Vision	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Role Model the Service Vision.	NTUC Learninghub Pte. Ltd.
			Role Model the Service Vision	Training Vision Institute Pte. Ltd.
Customer Experience	Service Planning and Implementation	3	Manage Operations for Service Excellence	Andalus Corporation Pte Ltd
			Manage Operations for Service Excellence	Civil Service College
			Manage Operations for Service Excellence	Leacov Singapore Pte. Ltd.

			Manage Operations for Service Excellence	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Manage Operations for Service Excellence	NTUC Learninghub Pte. Ltd.
			Manage Operations for Service Excellence	Training Vision Institute Pte. Ltd.
Front Office Operations and Services	Tourism Promotion	2	Promote Tourism	Singapore Institute of Hospitality
			Promote Tourism	Ascott International Management (2001) Pte Ltd

For Generic Skills and Competencies (GSCs) programme listing, please refer to Section (v) (c) - View the *Training Programmes for Generic Skills and Competencies (GSCs)* section, or click on this [link](#) to view the GSCs Programme Listing.