

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:

Front Office Executive/Guest Services Executive/Guest Relations Executive/
Front Office Supervisor/Guest Services Supervisor/Guest Relations Supervisor

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
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	3	Data Analytics Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			Data Visualisation Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
Front Office Operations and Services	Front Office Operations Management	3	Supervise Front Office Operations	Ascott International Management (2001) Pte Ltd
Productivity and Innovation	Innovation Management	3	Design Thinking: ADEPT at Delivering the Future	Capelle Academy Pte. Ltd.
			Innovation: Turning Ideas into Gold (Project)	Everest Innovation Pte. Ltd.
			Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
			Design Thinking for Building Innovation	NUS School of Continuing and Lifelong Education (SCALE)
			From Ideas to Assets: Industry 4.0 and Innovation Management in the Digital Economy	NUS School of Continuing and Lifelong Education (SCALE)
Risk and Compliance Management	Legal Compliance Management	3	Facilitate compliance with legislative and regulatory requirements	Lloyd McGill Pte Ltd
Risk and Compliance Management	Loss and Risk Prevention Management	3	Implement Loss/Risk Prevention	Ascott International Management (2001) Pte Ltd
People Management	People and Performance Management	3	Team Leadership Toolkit	Bootstrap Pte. Ltd.
			Achieve Personal and Team Work Targets	Capelle Academy Pte. Ltd.
			LPM WSQ High Impact Performance Supervision	Integrated Learning Systems Pte Ltd
			WSQ Support Achievement of Results powered by John Maxwell	NTUC Learninghub Pte. Ltd.
			Support achievement of results	Raffles Skills Lab International Training Centre Pte. Ltd.
			LPM Support Achievement of Results	SeraphCorp Institute Pte. Ltd.
			Manage A Diverse Service Environment	Andalus Corporation Pte Ltd

People Management	People and Relationship Management	3	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.
			Manage a Diverse Service Environment	Training Vision Institute Pte. Ltd.
People Management	People Development	3	Team Leadership Toolkit	Bootstrap Pte. Ltd.
			WSQ Encourage People	NTUC Learninghub Pte. Ltd.
			Encourage people	Raffles Skills Lab International Training Centre Pte. Ltd.
			LPM Encourage People	SeraphCorp Institute Pte. Ltd.
			Workplace Coaching Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
Productivity and Innovation	Productivity Improvement	3	Lean Six Sigma Advanced (Green Belt)	NUS School of Continuing and Lifelong Education (SCALE)
Sales and Marketing	Sales Delivery	2	Apply Upselling and Suggestive Selling Techniques	Singapore Institute of Hospitality
			Apply Upselling and Suggestive Selling Techniques (SF)	Ascott International Management (2001) Pte Ltd
			Apply Upselling and Suggestive Selling Techniques	Shatec Institutes Pte. Ltd.
			Optimising Revenues and winning Customers with Service Excellence and Customer Delight	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
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.
			Establish Relationships for Customer Confidence	

			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 Innovation	3	Design Thinking for Building Innovation	NUS School of Continuing and Lifelong Education (SCALE)
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.
Infocomm Technology and Data	Technology Adoption and Innovation	3	From Ideas to Assets: Industry 4.0 and Innovation Management in the Digital Economy	NUS School of Continuing and Lifelong Education (SCALE)

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.