

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 Manager/Operations Manager

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Management	Budgeting	4	Introduction to Finance for Small Business	Asian Culinary Institute of Singapore
			Manage Budgeting and Forecasting Processes for the Business Unit	SHATEC Institutes Pte. Ltd.
			Manage Budgeting and Forecasting Processes for the Business Unit	Singapore National Employers Federation
			Financial Analysis and Business Decisions for Non-Finance Managers	NUS School of Continuing and Lifelong Education (SCALE)
General Management	Business Negotiation	5	Getting to Yes, The Art of Successful Negotiation	The Leadership Institute Pte. Ltd.
Business Management	Business Planning	5	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Business Development	Business Presentation Delivery	5	Managing Disruption with Future-Proof Workplace Communication Skills	NUS School of Continuing and Lifelong Education (SCALE)
Business Management	Change Management	5	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Customer Challenges Management	4	Manage Guests/Customers' Concerns and Feedbacks	YMCA Education Centre Limited
Front Office Operations and Services	Front Office Operations Management	5	Manage Front Office Operations	Ascott International Management (2001) Pte Ltd
Infocomm Technology and Data	Hospitality Data Collection and Analysis	4	Customer Insight Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			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)
			Data Visualisation in Python	NUS School of Continuing and Lifelong Education (SCALE)
			Data-driven Customer Experience	NUS School of Continuing and Lifelong Education (SCALE)
			Marketing Analytics	NUS School of Continuing and Lifelong Education (SCALE)
Productivity and Innovation	Innovation Management	4	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)

People Management	Organisational Relationship Building	5	Foster Business Relationships and Organisational Diversity	Human Capital (Singapore) Pte. Ltd.
			Strategic Leadership	SeraphCorp Institute Pte. Ltd.
			Foster Business Relationship	Training Vision Institute Pte. Ltd.
			Leadership for Managers in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
People Management	People and Performance Management	4	Performance Management and Appraisal	Capelle Academy Pte. Ltd.
			Monitor and Reward Performance Across Teams to Manage Achievement of Results	MDIS Corporation Pte. Ltd.
			WSQ Monitor and Reward Performance Across Teams to Manage Achievement of Results powered by John Maxwell	NTUC Learninghub Pte. Ltd.
			Monitor and Reward Performance Across Teams to Manage Achievement of Results	Raffles Skills Lab International Training Centre Pte. Ltd.
			LPM Manage Achievement of Results	SeraphCorp Institute Pte. Ltd.
			Adopt Design Thinking Approach to Achievement of Business Results	SSTC Institute Pte. Ltd.
			Monitor and Reward Performance Across Teams to Manage Achievement of Results	Training Masters Workforce Institute Pte Ltd
			Manage Achievements of Results (Blended)	Training Vision Institute Pte. Ltd.
People Management	People Development	4	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
			Develop Team Leaders Through Capability Development and Coaching	Aaarya Business College Pte. Ltd.
			Coaching for Performance and Capability Development	BP Coach Training Pte. Ltd.
			Develop Team Leaders through Capability Development and Coaching	Force 21 Equipment Pte Ltd
			Develop Team Leaders through Capability Development and Coaching	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			Develop Team Leaders through Capability Development and Coaching.	NATC Institute Pte. Ltd.
			WSQ Develop Team Leaders through Capability Development and Coaching powered by John Maxwell	NTUC Learninghub Pte. Ltd.
			Develop Team Leaders through Capability Development and Coaching (Develop Team)	Raffles Skills Lab International Training Centre Pte. Ltd.
			LPM Enable People.	SeraphCorp Institute Pte. Ltd.
			Develop Design Thinking Skills Coaches	SSTC Institute Pte. Ltd.
			Enable People	Training Vision Institute Pte. Ltd.
			Workplace Coaching Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
Productivity and Innovation	Productivity Improvement	5	Lean Six Sigma Advanced (Green Belt)	NUS School of Continuing and Lifelong Education (SCALE)
			Lean Six Sigma Advanced to Expert (Black Belt) Accelerated	NUS School of Continuing and Lifelong Education (SCALE)
Revenue and Distribution Management	Room Revenue Management	4	Revenue Management and Distribution for Practitioners	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Revenue and Distribution Management	Revenue Optimisation	4	Optimising Restaurant Performance with Revenue Management	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Revenue Management and Distribution for Practitioners	SITLEARN Professional Development, Singapore Institute of Technology (SIT)

Customer Experience	Service Challenges	4	Develop Service Recovery Framework	Training Vision Institute Pte. Ltd.
Customer Experience	Service Challenges	5	Drive Customer Loyalty for Service Excellence	Training Vision Institute Pte. Ltd.
Customer Experience	Service Information and Results	4	Analyse Service Quality and Customer Satisfaction	Training Vision Institute Pte. Ltd.
			Customer Insight Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			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)
			Data-driven Customer Experience	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Service Information and Results	5	Drive Service Quality and Customer Satisfaction	Golden Compass School Pte. Ltd.
			Drive Service Quality and Customer Satisfaction	Training Vision Institute Pte. Ltd.
			Customer Insight Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
			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)
			Data-driven Customer Experience	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Service Innovation	5	At-Sunrice GlobalChef Academy Pte. Ltd.	WSQ - Innovate The Customer Experience
			Training Vision Institute Pte. Ltd.	Innovate the Customer Experience
			Design Thinking for Building Innovation	NUS School of Continuing and Lifelong Education (SCALE)
			Innovation Management for Leaders in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Innovation Management for Managers/Supervisors in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Customer Experience	Service Innovation Culture	4	NTUC Learninghub Pte. Ltd.	WSQ Foster Service Innovation.
			NTUC Learninghub Pte. Ltd.	WSQ Foster Service Innovation powered by ESSEC.
			Training Vision Institute Pte. Ltd.	Foster Service Innovation
			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)
			Innovation Management for Functional Employees in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Innovation Management for Managers/Supervisors in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Customer Experience	Service Leadership	4	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
			Workplace Coaching Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)

			Coaching for Supervisors in the Hospitality Sector	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Customer Experience	Service Planning and Implementation	4	Develop Service Operations	Asian Culinary Institute of Singapore
			WSQ - Develop Service Operations	At-Sunrice GlobalChef Academy Pte. Ltd.
			Develop Service Operations	Training Vision Institute Pte. Ltd.
			Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Service Planning and Implementation	5	Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
Infocomm Technology and Data	Technology Adoption and Innovation	4	From Ideas to Assets: Industry 4.0 and Innovation Management in the Digital Economy	NUS School of Continuing and Lifelong Education (SCALE)
Executive Leadership	Vision Leadership	5	Lead Managers to Develop Organisational and Governance Strategies	Human Capital (Singapore) Pte. Ltd.
			Lead Managers to Develop Organisational and Governance Strategies	NATC Institute Pte. Ltd.
			Strategic Leadership	SeraphCorp Institute Pte. Ltd.
			Lead Managers	Training Vision Insitute 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.