

## 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 Officer/Guest Services Officer/Guest Relations Officer/  
Front Office Agent/Guest Services Agent/Guest Relations Agent

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		
Customer Experience	Customer Challenges Management	2	Handle Guests/Customers' Concerns and Feedback	Ascott International Management (2001) Pte Ltd
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)
Front Office Operations and Services	Front Office Operations Management	2	Provide Front Office Services	Ascott International Management (2001) Pte Ltd
People Management	People and Relationship Management	1	Work in a Diverse Service Environment	Civil Service College
			Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd
			Applying Emotional Intelligence at the Workplace	Impact Management Seminars Pte Ltd
			WSQ Workplace Training for "Work in a Diverse Service Environment"	Leacov Singapore Pte. Ltd.
			Work in a Diverse Service Environment	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Work in a Diverse Service Environment	NTUC Learninghub Pte. Ltd.
			Optimise Performance in Diverse Service Environment (in Chinese)	Singapore Chinese Chamber Institute of Business
			Working Together for Professional Service	Singapore Institute of Hospitality
			Work in a Diverse Service Environment	Singapore Institute of Retail Studies (SIRS)
			Work in a Diverse Service Environment	Singapore Sports Council
Productivity and Innovation	Productivity Improvement	2	Lean Six Sigma Foundation (Yellow Belt)	NUS School of Continuing and Lifelong Education (SCALE)
Revenue and Distribution Management	Room Reservation Operations Management	2	Provide Reservation Services	Ascott International Management (2001) Pte Ltd
Sales and Marketing	Sales Delivery	1	Optimising Revenues and winning Customers with Service Excellence and Customer Delight	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
			Apply Upselling and Suggestive Selling Techniques	Singapore Institute of Hospitality

Sales and Marketing	Sales Delivery	2	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)
Customer Experience	Service Excellence	1	Optimising Revenues and winning Customers with Service Excellence and Customer Delight	SITLEARN Professional Development, Singapore Institute of Technology (SIT)
Customer Experience	Service Excellence	2	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	1	Acquire Industry Knowledge	Andalus Corporation Pte Ltd
			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 Planning and Implementation	1	Implement Operations for Service Excellence	Ascendo Consulting Pte. Ltd.
			Implement Operations for Service Excellence	Civil Service College
			Implement Operations for Service Excellence	Compas Management Consulting Pte. Ltd.
			Implement Operations for Service Excellence	Golden Compass School Pte. Ltd.
			Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd
			WSQ Workplace Training for "Implement Operations for Service Excellence"	Leacov Singapore Pte. Ltd.
			Implement Operations for Service Excellence	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Implement Operations for Service Excellence.	NTUC Learninghub Pte. Ltd.
			Our Excellence Towards Service	Singapore Institute of Hospitality
			Implement Operations for Service Excellence	Singapore Sports Council
			Implement Operations for Service Excellence	Training Vision Institute Pte. Ltd.
Front Office Operations and Services	Switchboard Operations Management	2	Provide Switchboard Services	Ascott International Management (2001) 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.