

# 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:  
Head Butler/Butler Manager/Club Floor Manager

Full Qualification Programmes	Providers
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Technical Skills and Competencies (TSC)			Modular Programmes	Providers
Category	Title	Proficiency Level		
Business Management	Budgeting	3	Financial Analysis and Business Decisions for Non-Finance Managers	NUS School of Continuing and Lifelong Education (SCALE)
Business Management	Business Planning	4	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)
Customer Experience	Customer Challenges Management	4	Manage Guests/Customers' Concerns and Feedbacks	YMCA Education Centre Limited
Customer Experience	Customer Experience Management	4	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 Experience Management	5	Create Guest / Customer Experience	Ascott International Management (2001) Pte Ltd
			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	4	Building Positive Customer Relationship	Ibosses Pte. Ltd.
			WSQ Manage Relationship with Customers	SFIC Institute Pte. Ltd.
General Management	Dispute Resolution	4	Participate in Dispute Resolution	SeraphCorp Institute Pte. Ltd.
			Participate In Dispute Resolution: Strategic Conflict Management for Professionals Module 1	Singapore Mediation Centre
Infocomm Technology and Data	Hospitality Data Collection and Analysis	3	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)

Risk and Compliance Management	Legal Compliance Management	4	Comply with Legal Requirements in a Lodging Property	Ascott International Management (2001) Pte Ltd
People Management	Organisational Relationship Building	4	WSQ Cultivate Workplace Relationships and Diversity powered by John Maxwell	NTUC Learninghub Pte. Ltd.
			Cultivate Workplace Relationships and Diversity	SeraphCorp Institute Pte. Ltd.
			Adopt Design Thinking for Team Building	SSTC Institute Pte. Ltd.
			Cultivate Workplace Relationships and Diversity	Training Masters Workforce Institute Pte Ltd
			Organisational Culture Change Begins with Me	NUS School of Continuing and Lifelong Education (SCALE)
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.
			Business Agility	NUS School of Continuing and Lifelong Education (SCALE)
People Management	People Development	4	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	4	Lean Six Sigma Advanced (Green Belt)	NUS School of Continuing and Lifelong Education (SCALE)
Customer Experience	Service Challenges	4	Develop Service Recovery Framework	Training Vision Institute Pte. Ltd.
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 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 Innovation	4	Design Thinking for Building Innovation	NUS School of Continuing and Lifelong Education (SCALE)
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)
			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)
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	4	Lead Team Leaders to Develop Business Strategies and Governance Management	Aaarya Business College Pte. Ltd.
			Lead Team Leaders to Develop Business Strategies and Governance Management	Mendaki Social Enterprise Network Singapore Pte. Ltd.
			WSQ Lead Team Leaders to Develop Business Strategies and Governance Management powered by John Maxwell.	NTUC Learninghub Pte. Ltd.
			Lead Team	SeraphCorp Institute Pte Ltd
			Dynamic Planning and Execution for Managers.	Singapore Institute of Management (SIM)
			Develop People Management Strategies using Design Thinking	SSTC Institute Pte. Ltd.
			Lead Team Leaders to Develop Business Strategies and Governance Management	Training Masters Workforce Institute Pte Ltd
			Lead Team	Training Vision Institute 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.