

Skills Framework for Hotel and Accommodation Services

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

Housekeeping

Job Role:

Housekeeping Attendant/Room Attendant/Public Area Attendant

| Full Qualification Programmes | Providers |
|---|---------------------------|
| WSQ 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 |
| 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 |
| Work in a Diverse Service Environment | Training Vision Institute Pte. Ltd. | | | |
| Productivity and Innovation | Productivity Improvement | 1 | Lean Six Sigma Foundation (Yellow Belt) | NUS School of Continuing and Lifelong Education (SCALE) |
| Housekeeping Operations | Public Areas Housekeeping Operations Management | 1 | Service Public Areas | Ascott International Management (2001) Pte Ltd |
| Housekeeping Operations | Room Housekeeping Operations Management | 1 | Service Guestrooms/Serviced Apartments | Singapore Institute of Hospitality |
| | | | Service Guestrooms/Serviced Apartments | Ascott International Management (2001) Pte Ltd |
| Customer Experience | Service Excellence | 1 | Optimising Revenues and winning Customers with Service Excellence and Customer Delight | SITLEARN Professional Development, Singapore Institute of Technology (SIT) |
| | | | 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. |

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| Customer Experience | Service Planning and Implementation | 1 | 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. |
| Workplace Safety and Security Management | Workplace Safety and Health Performance Management | 1 | Provide Workplace Safety and Security | Singapore Institute of Hospitality |
| | | | Provide Workplace Safety and Security | Ascott International Management (2001) Pte Ltd |
| | | | Provide Workplace Safety and Security | SHATEC Institutes Pte. Ltd. |
| | | | Provide Workplace Safety and Security | Compas Management Consulting 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.