

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:
Linen Room Attendant/Laundry Valet Attendant

Full Qualification Programmes	Providers
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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
Housekeeping Operations	Linen and Uniform Room Operations Management	1	Maintain Linen/Uniform Room	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
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)
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.
			Implement Operations for Service Excellence	Golden Compass School Pte. Ltd.
			Effective Customer Service Skills (Module 1)	Impact Management Seminars Pte Ltd

Customer Experience	Service Planning and Implementation	1	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.