

NO	TARGET AUDIENCE	COURSE TITLE	HOURS	DAYS	FULL FEE / PER PAX	SSG 90% ENHANCED COURSE FEE GRANT	FEES FOR SINGAPOREAN / PR [Inclusive of 7% GST]	ENHANCED ABSENTEE PAYROLL ELIGIBILITY [80% of hourly basic salary] From Jan 2021 Capped at \$7.50 per hour	OBJECTIVES	OUTLINE	ASSESSMENT ONLY PATHWAY (AOP) AVAILABLE FOR FOREIGNERS [FULL COURSE FEES APPLY, NO APSENTEE PAYROLL] FOREIGNERS MAY ATTEND THE IN HOUSE CLASSES AND ENJOY AOP FEES & GET CERTIFIED	MODULE ID
1	ALL HOTEL OPERATIONAL STAFFS [REQUIRED: 1 HOUR ASSESSMENT PER PAX]	WSQ Apply Upselling and Suggestive Selling Techniques	16	2	\$ 408.00	\$ 367.20	\$ 43.66	Yes	This course aims to equip learners with knowledge and practical techniques of performing upselling and suggestive selling in hotel operations. It targets to improve guest satisfaction, hotel revenue in general and financial benefit of staff members performing these techniques.	<ul style="list-style-type: none"> •Prepare for Selling •Apply Upselling and Suggestive Selling Techniques •Handle Guest/Customer's Concerns or Objections •Develop and Improve Oneself in Providing Upselling and Suggestive Selling 	\$ 100.00	HAS-SNM-2003-1.1
2		WSQ Handle Guests/Customers Concerns and Feedback *With E-Learning	19	2.375	\$ 536.00	\$ 482.40	\$ 57.35	Yes	Learners will be equipped with the soft skills of handling guest's complaints and compliments. This course also aim to provide learners with an understanding of basic guest service, the need to address guest's concerns, as well as, the techniques of handling guests' feedback (both positive and negative) to prevent recurrences of undesirable incidents.	<ul style="list-style-type: none"> •Understanding Basic Guest / Customer Service •Managing Guests' Concerns and Feedback •Reporting a Guest's Concerns / Feedback 	\$ 100.00	HAS-CEX-2001-1.1
3		WSQ Provide Reservation Services	24	3	\$ 580.00	\$ 522.00	\$ 62.06	Yes	This course aims to equip learners with practical techniques of processing hotel room reservations including creating, amending and cancelling a reservation; as well as to provide underpinning knowledge of hotel room categories, rates and terminology required to perform their reservation duties.	<ul style="list-style-type: none"> •Perform start-of-shift and end-of-shift procedures and activities •Knowledge of hotel products and in room reservations operations for providing room reservation services •Make room reservations •Amend and Cancel room reservations •Handle problems related to making, amending and cancelling room reservations •Develop and improve oneself in providing room reservation services 	\$ 150.00	HAS-REM-2001-1.1
4		WSQ Provide Front Office Services	28	3.5	\$ 656.00	\$ 590.40	\$ 70.19	Yes	Front Office Executives will also need to be proficient in essential communication and guest service skills for effective front office operations and to create a memorable stay for hotel room guests. Through this course, learners will acquire the knowledge and skills in providing check-ins, check-outs and the related services to hotel room guests, which are the basic but essential tasks of the department.	<ul style="list-style-type: none"> •Start-of-shift and end-of-shift procedures and activities •Effective guest relations and communications •Safety and security for guests/customers and staff members •Effective and efficient check-in/out operations •Develop and improve oneself in providing front office services 	\$ 150.00	HAS-FOS-2002-1.1
5		WSQ Service Guestrooms/ Serviced Apartments	21.5	2.6875	\$ 520.00	\$ 468.00	\$ 55.64	Yes	This course is designed to provide learners with housekeeping skills (i.e. making a hotel bed, carrying cleaning services of a guestroom, and providing turn-down service etc.) Learners will be equipped with the knowledge of using different tools / equipment and chemicals to perform cleaning tasks, as well as be trained to be security-conscious to provide privacy to in-house guests. This course includes a practicum, offering learners an experiential understanding through hands-on practice to validate learning at an actual workplace.	<ul style="list-style-type: none"> •Perform start-of-shift and end-of-shift procedures, activities •Understanding Housekeeping Equipment, Chemicals, Tools •Performing Room Cleaning •Providing Basic Mini-Bar and Turndown Services •Becoming a Professional Housekeeper 	\$ 150.00	HAS-HKO-1004-1.1
6		WSQ Promote Tourism	21	2.625	\$ 500.00	\$ 450.00	\$ 53.50	Yes	As guest information remains paramount for any guest-contact personnel at the lodging sector, learners should be able to articulate proper recommendations, access tourist information needs and deliver memorable experiences. Apart from classroom facilitation, this course contains a practical session akin to a scavenger hunt where learners experience learning through sights and sounds of some sites within the Civic District of Singapore	<ul style="list-style-type: none"> Knowing Tourist Information •Understanding Tourists' Needs •Communicating Effectively •Making Tourist Recommendations •Becoming Singapore's Ambassador 	\$ 100.00	HAS-CEX-2002-1.1
7		WSQ Service Excellence (as of 1 Feb'20) *PGEMS* *With E-Learning	19	2.375	\$ 430.00	\$ 387.00	\$ 46.01	Yes	Good customer service is easy, but excellent customer service only occurs when your hotel goes that one step further than your guests could ever possibly expect. This course covers knowledge and application skills in equipping service staffs with the mindset to go the extra mile in providing excellence service	<ul style="list-style-type: none"> •Understanding the Guest Experience •Exhibiting Qualities & Attributes of a Service Professional •Communicating Effectively •Creating a Positive Guest Experience •Enhancing Guest Experience through Feedback 		RET-CEX-1010-1.1
8		WSQ Provide Workplace Safety and Security	18	2.25	\$ 455.00	\$ 409.50	\$ 48.69	Yes	The course is targeted at learners who are current employees or new entrants to the hospitality industry. Aiming to equip learners with the required knowledge and practical techniques of participating in, and handling safety, health and security activities; this course covers emergency response procedures, safe work practices and risk control procedures for the safety and security of hotel guests and staff members, as well as the interest of the hotel.	<ul style="list-style-type: none"> •Plan daily work to maintain safe work environment •Maintain safety and security for hotel guests •Maintain a safe work environment for staff •Respond to emergencies •Respect and protect the privacy of guests/customers, in accordance with organisational procedures 		HAS-WSS-1001-1

9		WSQ Maintain Linen and Uniform Room	16	2	\$ 350.00	\$ 315.00	\$ 37.45	Yes	The programme aims to equip learners the knowledge and skills for working in a linen/uniforms used in a hotel setting, i.e: how to receive soiled linen as well as the procedures for reporting defects in equipment and facilities	<ul style="list-style-type: none"> •Prepare linen/uniform room for service •Handle linens/uniforms •Perform closing activities 		HAS-HKO-1001-1
10		WSQ Service Public Areas	24	3	\$ 560.00	\$ 504.00	\$ 59.92	Yes	The programme aims to equip learners the knowledge and practical skills to clean public toilets and shower rooms. Upon completion of the module, participants will learn the correct procedure to enter a cleaning area according to safety and hygiene guidelines. They will also be aware of the list of areas to clean and of using cleaning supplies, tools and equipment properly.	<ul style="list-style-type: none"> •Follow procedures for starting and ending shift •Follow procedures for servicing toilets, showers and change rooms •Clean surfaces in toilets, showers and change rooms properly. 		HAS-HKO-1005-1
11	EXECUTIVES, SUPERVISORS & NEW MANAGERS [REQUIRED: WRITTEN ASSIGNMENT BEFORE SITTING FOR ASSESSMENT]	WSQ Service Challenges	25	3.125	\$ 550.00	\$ 495.00	\$ 58.85	Yes	<ul style="list-style-type: none"> •Identify the tangible and intangible expectations of guests. •Describe the sources of challenges and factors that impact guests' satisfaction •Use methods developed to analyse causes of service challenges •Explain and use the service recovery components to develop a service recovery framework •Cascade developed service recovery framework to stakeholders for implementation •Identify and use pointers to evaluate and improve service recovery framework 		RET-CEX-4008-1.1	
12		WSQ Supervise Reservation Services	24	3	\$ 504.00	\$ 453.60	\$ 53.93	Yes	<ul style="list-style-type: none"> •Prepare to supervise reservation services •Organise reservation services section at Start-of-Shift and End-of-Shift •Supervise reservation processes •Monitor and analyse reservation request •Take action for self-improvement as a supervisor 		HAS-REM-4001-1.1	
13		WSQ Implement Loss/Risk Prevention *With E-Learning	23	2.875	\$ 522.00	\$ 469.80	\$ 55.85	Yes	<ul style="list-style-type: none"> •Planning loss/risk preventive policies and procedures •Implementing loss/risk preventive policies and procedures •Complying with loss/risk preventive policies and procedures •Reviewing effectiveness of loss risk preventive policies and procedures 		HAS-PNI-4002-1.1	
14		WSQ Service Planning and Implementation	16	2	\$ 392.00	\$ 352.80	\$ 41.94	Yes	<ul style="list-style-type: none"> •Develop service operations plan that is in line with the organization's service strategy •Communicate service operations plan to team •Evaluate performance of service operations against organization's key performance indicators 		RET-CEX-4016-1.1	
15		WSQ Contribute Towards a Learning Organisation	33.5	4.1875	\$ 690.00	\$ 621.00	\$ 73.83	Yes	<ul style="list-style-type: none"> •Analyse employability issues in both local and global contexts •Contribute to the development of a learning organization •Facilitate learning in a learning organization •Adapt to change in a learning organization •Embrace diversity in a learning organisation 		ES-PMD-404G-1	
16		WSQ Manage Housekeeping Operations	33.5	4.1875	\$ 690.00	\$ 621.00	\$ 73.83	Yes	<ul style="list-style-type: none"> •Manage daily operational activities •Manage escalated guests' complaints •Evaluate operational results against organizational objectives •Recommend and implement improvement actions 		HAS-HKO-5001-1.1	
17		WSQ Supervise Front Office Operations	33.5	4.1875	\$ 690.00	\$ 621.00	\$ 73.83	Yes	<ul style="list-style-type: none"> •Supervision and roles of supervisor •Guidelines for supervising Front Office operation activities •Supervising guests/customers' check-in and check-out activities •Handling irregularities •Guidelines for handling guests/customers' concern, feedback and security •Supervisory skills in coaching and self-development 		HAS-FOS-4003-1	
18		WSQ Service Innovation Culture *With E-Learning	25	3.125	\$ 580.00	\$ 522.00	\$ 62.06	Yes	<ul style="list-style-type: none"> •Promote a service innovation culture •Lead team in generating service innovation ideas •Facilitate implementation of service innovation ideas •Evaluate success of implemented service innovation ideas 		RET-CEX-4012-1.1	
19	MANAGERS [REQUIRED: WRITTEN ASSIGNMENT BEFORE SITTING FOR ASSESSMENT]	WSQ Conduct Staff Performance Assessment Process *With E-Learning	20	2.5	\$ 480.00	\$ 432.00	\$ 51.36	Yes	<ul style="list-style-type: none"> •Prepare and conduct performance appraisals •Develop personal development plans •Manage performance outcomes 		HAS-DEV-5002-1	
20		WSQ Manage Front Office Operations	30	3.75	\$ 550.00	\$ 495.00	\$ 58.85	Yes	<ul style="list-style-type: none"> •Establish guest experience framework •Implement and monitor enhanced guest experience •Evaluate enhanced guest experience •Take corrective measures to improve guest experience 		HAS-FOS-5005-1	
21		WSQ Create Guest Customer Experience *With E-Learning	24	3	\$ 530.00	\$ 477.00	\$ 56.71	Yes	<ul style="list-style-type: none"> •Establish guest experience framework •Implement and monitor enhanced guest experience •Evaluate enhanced guest experience •Take corrective measures to improve guest experience 		HAS-CEX-5001-1	
22	Supervisors and New Managers	COACH THE COACH	8	1	\$ 240.00	\$ 216.00	Yes	Yes	<p>Upon completion of the programme, Given the suitable work resources, participants should be able to apply the 4-step coaching techniques and appropriate communication skills to transfer learning at the workplace, so as to enable the staff to perform tasks independently.</p>	<ul style="list-style-type: none"> •Identify strengths and areas for improvement as a coach through reflection •Explain the importance of coaching •Describe the characteristics of adult trainees •Describe methods to identify skill gaps •Discuss communication techniques deployed by a coach •Provide feedback using the appropriate guidelines •Describe the strategies to be a better coach •Describe the advantages of structured OJT •Perform a task analysis •Apply the steps in OJT 		
23	Supervisors and New Managers	SUPERVISING FOR RESULTS	8	1	\$ 240.00	\$ 216.00	Yes	Yes	The programme aims to provide knowledge and skills in effective supervision to achieve results through their staff, & equip participants with tools for effective problem solving and decision making.	<ul style="list-style-type: none"> •What Do Supervisors Do? •People Management Through Teamwork •People Management Through Problem-solving •People Management Through Change 		

24	All operational staff	GUESTS SERVICE INTERACTIVE SKILLS	8	1	\$ 250.00	\$ 225.00	Yes	Yes	This programme is designed to highlight the areas that affect guests' experience, during the interaction between staff and guests. These areas ranging from department to communication skills, as well as the ability to manage challenging situations.	<ul style="list-style-type: none"> •Create positive first impression •Explain the importance of delivering excellent service •Communicate effectively with guests •Discuss the art of service •Manage challenging situations 		
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