SGUS Hotel Operations and Management Programme Schedule

SGUNITED SKILLS PROGRAMME FOR THE TOURISM SECTOR

PROGRAMME CODE: 2020-SGUS-01   **COURSE FORMAT:** MONDAYS - FRIDAYS (9:00 AM - 6:00PM)

DURATION: 2 November 2020 - 13 July 2021   **PROGRAMME FEE:** $750 NETT

No.	Module ID	Module Name		
1	**201102-AUSST**	**WSQ Apply Upselling and Suggestive Selling Techniques**		
	Training Session	Date	Time	Hours
	Session 1	Monday, November 2, 2020	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, November 3, 2020	9:00AM - 5:00PM	7.0
	Assessment	Wednesday, November 4, 2020	Timeslot to be allocated	1.0
				16.0
2	**201105-HGCCF**	**WSQ Handle Guests/Customers' Concerns and Feedback**		
	Training Session	Date	Time	Hours
	E-learning activity	To be completed before Session 1	-	2.0
	Session 1	Thursday, November 5, 2020	9:00AM - 6:00PM	8.0
	Session 2	Friday, November 6, 2020	9:00AM - 5:00PM	8.0
	Assessment	Monday, November 9, 2020	Timeslot to be allocated	1.0
				19.0
3	**201110-PRS**	**WSQ Provide Reservation Services**		
	Training Session	Date	Time	Hours
	Session 1	Tuesday, November 10, 2020	9:00AM - 6:00PM	8.0
	Session 2	Wednesday, November 11, 2020	9:00AM - 6:00PM	8.0
	Session 3	Thursday, November 12, 2020	9:00AM - 4:30PM	6.5
	Assessment	Friday, November 13, 2020	Timeslot to be allocated	1.5
				24.0
4	**201116-PFOS**	**WSQ Provide Front Office Services**		
	Training Session	Date	Time	Hours
	Session 1	Monday, November 16, 2020	9:00AM - 5:30PM	7.5
	Session 2	Tuesday, November 17, 2020	9:00AM - 5:30PM	7.5
	Session 3	Wednesday, November 18, 2020	9:00AM - 12:45PM	3.75
	Practicum	Thursday, November 19, 2020	9:00AM - 5:00PM	8.0
	Assessment	Friday, November 20, 2020	Timeslot to be allocated	1.25
				28.0
5	**201123-SGSA**	**WSQ Service Guestrooms/Serviced Apartments**		
	Training Session	Date	Time	Hours
	Session 1	Monday, November 23, 2020	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, November 24, 2020	9:00AM - 6:00PM	8.0
	Practicum	Wednesday, November 25, 2020	9:00AM - 1:00PM	4.0
	Assessment	Thursday, November 26, 2020	Timeslot to be allocated	1.5
				21.5
6	**201127-PT**	**WSQ Promote Tourism**		
	Training Session	Date	Time	Hours
	Session 1	Friday, November 27, 2020	9:00AM - 6:00PM	8.0
	Session 2	Monday, November 30, 2020	9:00AM - 6:00PM	8.0
	Practicum	Tuesday, December 1, 2020	9:00AM - 1:00PM	4.0
	Assessment	Thursday, December 3, 2020	Timeslot to be allocated	1.0
				21.0
7	**201204-SRS**	**WSQ Supervise Reservation Services**		
	Training Session	Date	Time	Hours
	Session 1	Friday, December 4, 2020	9:00AM - 6:00PM	8.0
	Session 2	Monday, December 7, 2020	9:00AM - 6:00PM	8.0
	Session 3	Tuesday, December 8, 2020	9:00AM - 4:30PM	6.50
	Project: 9 - 15 December 2020			*40.0*
	Assessment	Wednesday, December 16, 2020	Timeslot to be allocated	1.5
				64.0

8	201217-SE	WSQ Service Excellence		
	Training Session	Date	Time	Hours
	E-learning activity	To be completed before Session 1	-	2.0
	Session 1	Thursday, December 17, 2020	9:00AM - 6:00PM	8.0
	Session 2	Friday, December 18, 2020	9:00AM - 6:00PM	8.0
	Assessment	Monday, December 21, 2020	Timeslot to be allocated	1.0
				19.0

9	210104-SFOO	WSQ Supervise Front Office Operations		
	Training Session	Date	Time	Hours
	Session 1	Monday, January 4, 2021	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, January 5, 2021	9:00AM - 6:00PM	8.0
	Session 3	Wednesday, January 6, 2021	9:00AM - 6:00PM	8.0
	Session 4	Thursday, January 7, 2021	9:00AM - 4:30PM	8.0
	Project: 8 - 14 January 2021			*40.0*
	Assessment	Friday, January 15, 2021	Timeslot to be allocated	1.5
				73.5

10	210118-SC	WSQ Service Challenges		
	Training Session	Date	Time	Hours
	Session 1	Monday, January 18, 2021	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, January 19, 2021	9:00AM - 6:00PM	8.0
	Session 3	Wednesday, January 20, 2021	9:00AM - 6:00PM	8.0
	Project: 21 - 27 January 2021			*40.0*
	Assessment	Thursday, January 28, 2021	Timeslot to be allocated	1.0
				65.0

11	210201-MHO	WSQ Manage Housekeeping Operations		
	Training Session	Date	Time	Hours
	Session 1	Monday, February 1, 2021	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, February 2, 2021	9:00AM - 6:00PM	8.0
	Session 3	Wednesday, February 3, 2021	9:00AM - 6:00PM	8.0
	Session 4	Thursday, February 4, 2021	9:00AM - 6:00PM	8.0
	Project: 5 - 14 February 2021			*40.0*
	Assessment	Monday, February 15, 2021	Timeslot to be allocated	1.5
				73.5

12	210216-CTC	Coach-the-Coach		
	Training Session	Date	Time	Hours
	Session 1	Tuesday, February 16, 2021	9:00AM - 5:00PM	7.0
	Assessment	Wednesday, February 17, 2021	Timeslot to be allocated	1.0
				8.0

13	210218-PWSS	WSQ Provide Workplace Safety and Security		
	Training Session	Date	Time	Hours
	Session 1	Thursday, February 18, 2021	9:00AM - 6:00PM	8.0
	Session 2	Friday, February 19, 2021	9:00AM - 6:00PM	8.0
	Assessment	Monday, February 22, 2021	Timeslot to be allocated	2.0
				18.0

14	210301-CSPAP	WSQ Conduct Staff Performance Assessment Process		
	Training Session	Date	Time	Hours
	E-learning activity	To be completed before Session 1	-	2.0
	Session 1	Monday, March 1, 2021	9:00AM - 5:00PM	7.0
	Session 2	Tuesday, March 2, 2021	9:00AM - 5:00PM	7.0
	Session 3	Wednesday, March 3, 2021	9:00AM - 12:00PM	3.0
	Project: 4 - 10 March 2021			*40.0*
	Assessment	Thursday, March 11, 2021	Timeslot to be allocated	1.0
				60.0

15	**210405-SPI**	**WSQ Service Planning and Implementation**		
	Training Session	Date	Time	Hours
	Session 1	Monday, April 5, 2021	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, April 6, 2021	9:00AM - 5:00PM	7.0
		Project : 7 - 13 April 2021		*40.0*
	Assessment	Wednesday, April 14, 2021	Timeslot to be allocated	1.0
				56.0

16	**210419-SFR**	**WSQ Supervising for Results**		
	Training Session	Date	Time	Hours
	Session 1	Monday, April 19, 2021	9:00AM - 5:00PM	7.0
	Assessment	Tuesday, April 20, 2021	Timeslot to be allocated	1.0
				8.0

17	**210503-CTLO**	**WSQ Contribute Towards a Learning Organisation**		
	Training Session	Date	Time	Hours
	Session 1	Monday, May 3, 2021	9:00AM - 6:00PM	8.0
	Session 2	Tuesday, May 4, 2021	9:00AM - 6:00PM	8.0
	Session 3	Wednesday, May 5, 2021	9:00AM - 6:00PM	8.0
	Session 4	Thursday, May 6, 2021	9:00AM - 6:00PM	8.0
		Project: 7 - 16 May 2021		*40.0*
	Assessment	Monday, May 17, 2021	Timeslot to be allocated	1.5
				73.5

18	**210518-IOPT**	**Introduction to Office Productivity Tools**		
	Training Session	Date	Time	Hours
	Session 1	Tuesday, May 18, 2021	9:00AM - 5:00PM	7.0
	Assessment	Wednesday, May 19, 2021	Timeslot to be allocated	1.0
				8.0

19	**210520-IOPT**	**Complete Data Analytics for Beginners**		
	Training Session	Date	Time	Hours
	Session 1	Thursday, May 20, 2021	9:00AM - 5:00PM	7.0
	Assessment	Friday, May 21, 2021	Timeslot to be allocated	1.0
				8.0

20	**210601-ILRP**	**WSQ Implement Loss/Risk Prevention**		
	Training Session	Date	Time	Hours
	E-learning activity	To be completed before Session 1	-	2.0
	Session 1	Tuesday, June 1, 2021	9:00AM - 6:00PM	8.0
	Session 2	Wednesday, June 2, 2021	9:00AM - 6:00PM	8.0
	Session 3	Thursday, June 3, 2021	9:00AM - 6:00PM	4.0
		Project : 4 - 10 June 2021		*40.0*
	Assessment	Friday, June 11, 2021	Timeslot to be allocated	1.0
				63.0

21	**210701-SIC**	**WSQ Service Innovation Culture**		
	Training Session	Date	Time	Hours
	E-learning activity	To be completed before Session 1	-	2.0
	Session 1	Thursday, July 1, 2021	9:00AM - 6:00PM	8.0
	Session 2	Friday, July 2, 2021	9:00AM - 6:00PM	8.0
	Session 3	Monday, July 5, 2021	9:00AM - 4:00PM	6.0
		Project: 6 - 12 July 2021		*40.0*
	Assessment	Tuesday, July 13, 2021	Timeslot to be allocated	1.0
				65.0

Note:
- Actual assessment time slot will be informed during class.
- Commencement of class is subjected to meeting minimum enrollment.
For attendance matters, please contact:
Ms Mazinah: mazinah.yusoff@the-ascott.com or 63500 3346.

Total Classroom Hours & Elearning	406.8
Total Assessment Hours	25.3
Total Training Hours	432.0
Total Project Hours (40hr x 9 modules)	360.0
	792.00