

SGUNITED SKILLS PROGRAMME IN WSQ DIPLOMA IN HOTEL AND ACCOMMODATION SERVICES (FULL-TIME)

Course Modules

Certificate Level

1. Food Hygiene [7.5 hours]

Food Safety Course Level 1

On completion of this unit, the learner will have the knowledge and application skills in following food and beverage safety and hygiene policies and procedures and be able to apply them to the workplace. This includes:

- Practising good personal hygiene
- Using safe ingredients for the preparation of food
- Handling food safely
- Storing food safely
- Maintaining the cleanliness of food preparation and service utensils, equipment and storage areas

2. Front Office Operations 1 [35 hours]

I. Provide Bell Services

On completion of this unit, the learner will have the knowledge and application skills in providing bell services and be able to apply them to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Attending to arriving and departing guests courteously and professionally
- Handling and transporting luggage and items systematically, for storage and collection at the bell desk
- Delivering and handling messages, mail, faxes, packages and couriered items efficiently to guests
- Orienting guests with the room amenities

II. Provide Workplace Safety and Security

On completion of this unit, the learner will have the knowledge and application skills in providing workplace safety and security and be able to apply them to the workplace. This includes:

- Planning the daily work to maintain safe work environment

- Identifying and monitoring workplace safety and security
- Maintaining the safe usage of equipment and following risk control procedures
- Responding to emergencies

3. Housekeeping Operations [55 hours]

I. Provide Related Housekeeping Services

On completion of this unit, the learner will have the knowledge and application skills in providing related housekeeping services and be able to apply them to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Updating guestroom and resident apartment statuses
- Handling guests' and residents' requests and feedback
- Performing housekeeping support activities

II. Service Guestrooms/Serviced Apartments

On completion of this unit, the learner will have the knowledge and application skills in servicing guestrooms/resident apartments and be able to apply them to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Making beds and maintaining the cleanliness of guestrooms and resident apartments
- Carrying out the cleaning of balconies, patios, kitchens and yard areas
- Providing turndown service

4. Professional Development [20 hours]

Project a Positive and Professional Image

On completion of this unit, the learner will have the knowledge and application skills in projecting a positive and professional image and be able to apply them to the workplace. This includes:

- Recognising the impact of one's professional image and persona on the organisation
- Projecting a professional image and persona when serving guests/customers
- Communicating professionally with guests/customers
- Equipping oneself with a positive and guest/customer-oriented mindset

Higher Certificate Level

5. Front Office Operations 2 [50 hours]

I. Provide Front Office Services

On completion of this unit, the learner will have the knowledge and application skills in providing front office services and be able to apply them to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities, including activities prior to guests/customers' arrivals and departures
- Performing inter-departmental communication to address the needs of guests
- Handling check-in and check-out activities
- Handling cashier and foreign exchange transactions

II. Provide Reservation Services

On completion of this unit, the learner will have the knowledge and application skills in providing reservation services and be able to apply them to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Carrying out reservation procedures, from taking requests to confirming the details of reservations, in the property's reservation system
- Using the correct sales techniques to secure reservations
- Performing enquiries to check constantly on room availability to advise guests accordingly
- Following procedures to amend and cancel reservations according to request, and updating the system diligently
- Resolving problems related to making, amending and cancelling reservations

6. Property Management Systems [20 hours]

Apply Software Systems in Hospitality Management

On completion of this unit, the learner will have the knowledge and application skills in applying software systems in hospitality management and be able to apply them to the workplace. This includes:

- Using the Property Management System (PMS) to extract or record guests'/customers' bookings, purchases and data
- Managing the inventory of the organisation (rooms, facilities etc.) using the PMS
- Managing information and data in accordance with organisational procedures and guidelines
- Managing hotel personnel using the software applications and systems
- Monitoring and managing sale transactions using the POS System

7. Quality Service for Hospitality [30 hours]

I. Apply Upselling and Suggestive Selling Techniques

On completion of this unit, the learner will have the knowledge and application skills in applying upselling and suggestive selling techniques and be able to apply them to the workplace. This includes:

- Identifying available sources of information on organisation's products and services
- Developing, accessing and maintaining knowledge on organisation's products and services
- Establishing guests'/customers' requirements
- Recommending, explaining and highlighting product features and benefits, in accordance with guests'/customers' requirements
- Identifying and explaining a range of products and services, which best meet guests'/customers' requirements
- Applying appropriate service techniques to encourage guests/customers to experience recommended products and services, in accordance with their requirements
- Managing guests'/customers' concerns or objections

II. Promote Tourism

On completion of this unit, the learner will have the knowledge and application skills in promoting tourism and Singapore, and be able to apply them to the workplace. This includes:

- Identifying and accessing available, common, and useful sources of tourism information on organisation's products and services
- Determining guests'/customers' requirements through the use of appropriate questioning techniques
- Complying with legal requirements when recommending tourism products and services
- Presenting and recommending additional products and services
- Performing follow up with guests/customers

8. Restaurant Service Skills 1 [48 hours]

Interact With and Serve F&B Customers

On completion of this unit, the learner will have the knowledge and application skills in interacting with and serving food and beverage customers and be able to apply them to the workplace. This includes:

- Displaying a positive attitude and good posture when interacting with customers
- Welcoming and seating customers
- Recommending menu items and taking food and beverage orders from customers in accordance with customers' dietary requirements and preferences
- Setting cutlery, crockery and glassware on the table
- Serving food and beverages
- Handling customers' feedback and/or complaints
- Presenting bills to customers and assisting with their departure

Advanced Certificate Level

9. Communication Skills [20 hours]

Facilitate Effective Communication and Engagement at the Workplace

On completion of this unit, the learner will have the knowledge and application skills in facilitating effective communication and engagement in the workplace and be able to apply it to the workplace. This includes:

- Maintaining channels of communication to update staff on the latest and other relevant work-related information
- Promoting effective communication among staff taking into account diversity issues
- Assessing conflict situations and developing appropriate conflict resolution strategies to negotiate issues towards a mutually acceptable outcome
- Building rapport with colleagues, stakeholders and customers

10. Housekeeping Supervision 1 [40 hours]

Supervise Housekeeping and Laundry Operations

On completion of this unit, the learner will have the knowledge and application skills in providing luxury and personalised butler services and be able to apply it to the workplace. This includes:

- Organising housekeeping and laundry operations at the start-of-shift
- Supervising housekeeping operations
- Inspecting guestrooms and serviced apartments
- Supervising laundry operations
- Following up on inspections
- Reinstating housekeeping and laundry operations at the end-of-shift

11. Managing Diversity [20 hours]

Manage a Diverse Service Environment

On completion of this unit, the learner will have the knowledge and application skills in managing a diverse service environment and be able to apply it to the workplace. This includes:

- Incorporating team building activities into work schedules to build an inclusive work environment
- Building team cohesion to achieve organisational service excellence
- Managing diversity challenges and opportunities that have implications on service delivery

12. Managing Guest Experiences in Hospitality [40 hours]

I. Provide Butler Service

On completion of this unit, the learner will have the knowledge and application skills in providing luxury and personalised butler services and be able to apply it to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Attending to guests'/customers' errands with prestigious and personalised services
- Orienting guests/customers with the rooms' amenities and services
- Setting up room amenities and coordinating amenity deliveries
- Servicing and refreshing guests'/customers' rooms upon request
- Providing butler duties such as hand pressing of garments, care of fine clothing and shoes, sorting and storing guests'/customers' wardrobes, packing and unpacking luggage, and shoe shining
- Preparing and performing turndown services
- Drawing bath and spa services for guests/customers upon request
- Performing room inspections to ensure guests'/customers' requests are taken with great care
- Reporting deficiencies and following up to ensure satisfactory completion
- Participating in formal table settings and related meal services
- Coordinating with internal and external stakeholders for resources to complete guests'/customers' requests

II. Resolve Guests/Customers' Concerns and Feedback

On completion of this unit, the learner will have the knowledge and application skills in resolving guests'/customers' concerns and feedback, and be able to apply it to the workplace. This includes:

- Investigating concerns and feedback received from guests/customers
- Handling guests'/customers' concerns and feedback
- Clarifying and address guests'/customers' concerns and feedback
- Performing closure to resolve guests'/customers' concerns and feedback

13. Restaurant Service Skills 2 [30 hours]

Perform Hosting Duties

This skill describes the ability to perform hosting duties. It also includes preparing for hosting duties, handling enquiries and reservations, and handling customers' arrivals and departures.

On completion of this unit, the learner will have the knowledge and application skills in performing hosting duties and be able to apply it to the workplace. This includes:

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- Preparing for hosting duties
- Responding to enquiries and reservations
- Taking and recording reservations
- Welcoming customers, escorting them to the table and seating them
- Assisting with customers' departures
- Notifying the supervisor of customers' complaints or concerns

Diploma Level

14. Basic Revenue Management [20 hours]

Apply Principles of Revenue Management

On completion of this unit, the learner will have the knowledge and application skills in applying principles of revenue management, and be able to apply it to the workplace. This includes:

- Applying concepts of revenue management, using the organisation's rooms inventory
- Creating operational road maps for rooms allocation and pricing
- Determining break-even points and profitability
- Determining the market segments and demand drivers of the organisation
- Creating forecasting dashboards and using key metrics to develop working forecasts
- Calculating performance measurements, which include occupancy, ADR, RevPAR, TrevPAR, and GOPPAR, FMS, ARI, MPI and RGI
- Interpreting benchmark reports generated on the organisation and on competitors

16. Coaching Skills for Supervisors [20 hours]

Coach for Service Performance

On completion of this unit, the learner will have the knowledge and application skills in coaching individuals for service performance and be able to apply it to the workplace. This includes:

- Reviewing feedback on individuals' work performance to identify root causes of performance gaps
- Preparing coaching plans for individuals taking into account barriers to learning
- Using coaching techniques to address service performance issues
- Monitoring the progress of individuals for improvements in service performance through customer feedback

17. Front Office Supervision [40 hours]

I. Supervise Concierge and Uniformed Services

On completion of this unit, the learner will have the knowledge and application skills in supervising concierge and uniformed services and be able to apply it to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Monitoring concierge and uniformed services
- Providing support for functions and events
- Coaching and supporting the training activities of team members
- Handling guests/customers' concerns and feedback promptly, and monitoring guests'/customers' experiences to ensure their satisfaction is met

II. Supervise Front Office Operations

On completion of this unit, the learner will have the knowledge and application skills in supervising front office operations and be able to apply it to the workplace. This includes:

- Performing start-of-shift and end-of-shift activities
- Supervising front office operations
- Attending to guests'/customers' arrivals and departures
- Handling and resolving any irregularities and guests'/customers' concerns and feedback
- Recording and following up on work processes that compromise the security of guests/customers

18. Housekeeping Supervision 2 [20 hours]

I. Monitoring Housekeeping Operations in Rooms, Laundry & Public Area

On completion of this unit, the learner will have the knowledge and application skills in monitoring housekeeping operations in rooms, laundry and public areas, and be able to apply it to the workplace. This includes:

- Preparing to manage housekeeping operations in rooms, laundry and public areas
- Managing housekeeping operations in rooms, laundry and public areas
- Responding to concerns and feedback from guests and residents
- Reviewing housekeeping operations in rooms, laundry and public areas
- Implementing changes to housekeeping operations in rooms, laundry and public areas

II. Supervise Public Areas

On completion of this unit, the learner will have the knowledge and application skills in supervising public areas, and be able to apply it to the workplace. This includes:

- Organising public area cleaning at the start-of-shift
- Inspecting public areas
- Following up on inspections
- Reinstating public area cleaning at the end-of-shift

19. Restaurant Service Skills 3 [30 hours]

Coordinate Food and Beverage Service

On completion of this unit, the learner will have the knowledge and application skills in coordinating food and beverage service, and be able to apply it to the workplace. This includes:

- Implementing service standards within the organisation
- Taking corrective actions of guest dissatisfaction events
- Providing feedback for changes to service standards and providing inputs for ongoing changes to outlet procedures
- Scheduling and completing scheduling documentations based on operational needs
- Ensuring the safety and hygiene of the final products and working environment
- Identifying signs of pest infestations and carry out follow-up actions
- Ensuring that the outlet's cleanliness and appearance are maintained
- Training, coaching and mentoring staff on service, safety and hygiene standards in accordance with organisational procedures and recipes, food and Workplace Safety and Health requirements

20. Understanding Operational Reports [20 hours]

Read and Interpret Operational Reports

On completion of this unit, the learner will have the knowledge and application skills in reading and interpreting operational reports, and be able to apply it to the workplace. This includes:

- Identifying operational reports
- Interpreting operational reports
- Reporting non-compliances
- Recommending improvements
- Reporting findings and recommendations to relevant stakeholders

21. Supervised Field Training [126 hours]

Learner will be provided with an opportunity to apply theories, principles and skills acquired from the course in a commercial setting under guidance and supervision, to achieve a sense of professional competence and accomplishment.