### Skills Framework for Hotel and Accommodation Services

Programmes that equip new entrants with skills and knowledge for the specific job role in the sector at their respective entry level

#### Front Office

<table>
<thead>
<tr>
<th>Job Role</th>
<th>Programmes</th>
<th>Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Head Butler/Butler Manager/Club Floor Manager</td>
<td>Bachelor of Hospitality Business (Honours)</td>
<td>Singapore Institute of Technology</td>
</tr>
<tr>
<td>Butler Supervisor/Club Floor Executive/Club Floor Supervisor</td>
<td>Diploma in Business Practice (Customer Relationship &amp; Service Management)</td>
<td>Nanyang Polytechnic</td>
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<tr>
<td>Butler/Club Floor Officer/Club Floor Agent</td>
<td>Diploma in Business Practice (Hospitality &amp; Tourism Management)</td>
<td>Nanyang Polytechnic</td>
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<tr>
<td>Front Office Manager/Operations Manager</td>
<td>Diploma in Business Management</td>
<td>Nanyang Polytechnic</td>
</tr>
<tr>
<td>Assistant Front Office Manager/Duty Manager/Guest Services Manager/Guest Relations Manager</td>
<td>Diploma in Hospitality &amp; Tourism Management</td>
<td>Nanyang Polytechnic</td>
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<tr>
<td>Front Office Executive/Guest Services Executive/Guest Relations Executive/Front Office Supervisor/Guest Services Supervisor/Guest Relations Supervisor</td>
<td>Modular Certificate in Hospitality Management</td>
<td>Nanyang Polytechnic</td>
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<tr>
<td>Front Office Officer/Guest Services Officer/Guest Relations Officer/Front Office Agent/Guest Services Agent/Guest Relations Agent</td>
<td>Diploma in Hotel and Leisure Facilities Management</td>
<td>Ngee Ann Polytechnic</td>
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<tr>
<td>Chef Concierge/Assistant Chef Concierge</td>
<td>Specialist Diploma in Hospitality Business Management</td>
<td>Republic Polytechnic</td>
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<tr>
<td>Concierge</td>
<td>Diploma in Business Practice (Hospitality Management)</td>
<td>Republic Polytechnic</td>
</tr>
<tr>
<td>Assistant Concierge</td>
<td>Diploma in Hotel and Hospitality Management</td>
<td>Republic Polytechnic</td>
</tr>
<tr>
<td>Role</td>
<td>Programme</td>
<td>Organisation</td>
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<tr>
<td>Bell Captain</td>
<td>Higher Nitec in Hospitality Operations</td>
<td>Institute of Technical Education</td>
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<tr>
<td>Bellhop/Bell Attendant</td>
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<tr>
<td></td>
<td><strong>Programmes by Workforce Skills Qualifications</strong></td>
<td><strong>Approved Training Organisations (WSQ ATOs)</strong></td>
</tr>
<tr>
<td></td>
<td>WSQ Higher Certificate in Hotel and Accommodation Services</td>
<td>Ascott International Management (2001) Pte Ltd</td>
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<tr>
<td></td>
<td>WSQ Higher Certificate in Hotel and Accommodation Services</td>
<td>SHATEC Institutes Pte Ltd</td>
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<tr>
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