

WSQ HIGHER CERTIFICATE IN HOTEL & ACCOMMODATION SERVICES

Entry Requirements:

- GCE 'N' level with a credit in English or WPLN level 4
- Must be customer oriented and possess an outgoing personality
- Applicant must be a Singaporean or Permanent Resident to enjoy Skillsfuture funding
- We accept payment in cash, cheque, PSEA & skillsfuture credit

Course	Course Unit	Start Date	End Date	[FULL COURSE FEE S\$3200 + 7% GST] Fees after 90% funding for Sporeans/PR only (Nett fee - Inclusive of 7%GST)	
I N T A K E 3 6	Apply Upselling and Suggestive Selling Techniques	Thursday, September 27, 2018	Monday, October 01, 2018	\$	43.66
	Handle Guests/Customers' Concerns and Feedback	Tuesday, October 02, 2018	Friday, October 05, 2018	\$	57.35
	Provide Reservation Services	Monday, October 08, 2018	Thursday, October 11, 2018	\$	62.06
	Provide Front Office Services	Friday, October 12, 2018	Thursday, October 18, 2018	\$	70.19
	Service Guestrooms/ Serviced Apartments	Monday, October 22, 2018	Thursday, October 25, 2018	\$	55.64
	Promote Tourism	Friday, October 26, 2018	Wednesday, October 31, 2018	\$	53.50
				\$	342.40

Modules		Date	Start Time	End Time
WSQ Higher Certificate in Hotel & Accommodation Services Intake-36: 27-September-2018 to 31-October-2018 [S\$3200 + 7% GST]				
Apply Upselling and Suggestive Selling Techniques - 3 Days (15hrs + 1hr)				16 HRS
Day 1 of 24	Apply Upselling and Suggestive Selling Techniques	Thursday, September 27, 2018	9:00 AM	5:30 PM
Day 2 of 24	Apply Upselling and Suggestive Selling Techniques	Friday, September 28, 2018	9:00 AM	5:30 PM
Day 3 of 24	Apply Upselling and Suggestive Selling Techniques 1-hr/pax	Monday, October 01, 2018	TIME SLOTS WILL BE GIVEN DURING CLASS	
Handle Guests/Customers' Concerns and Feedback - 4 Days (20hrs + 1hr)				21 HRS
Day 4 of 24	Handle Guests/Customers' Concerns and Feedback	Tuesday, October 02, 2018	9:00 AM	6:00 PM
Day 5 of 24	Handle Guests/Customers' Concerns and Feedback	Wednesday, October 03, 2018	9:00 AM	6:00 PM
Day 6 of 24	Handle Guests/Customers' Concerns and Feedback	Thursday, October 04, 2018	9:00 AM	1:00 PM
Day 7 of 24	Assessment: Handle Guests/Customers' Concerns and Feedback 1-hr/pax	Friday, October 05, 2018	TIME SLOTS WILL BE GIVEN DURING CLASS	
Provide Reservation Services - 4 Days (22.5hrs + 1.5hrs)				24 HRS
Day 8 of 24	Provide Reservation Services	Monday, October 08, 2018	9:00 AM	5:30 PM
Day 9 of 24	Provide Reservation Services	Tuesday, October 09, 2018	9:00 AM	5:30 PM
Day 10 of 24	Provide Reservation Services	Wednesday, October 10, 2018	9:00 AM	5:30 PM
Day 11 of 24	Assessment: Provide Reservation Services 1.5-hrs/pax	Thursday, October 11, 2018	TIME SLOTS WILL BE GIVEN DURING CLASS	
Provide Front Office Services - 5 Days (18.75 + 8 + 1.25hrs)				28 HRS
Day 12 of 24	Provide Front Office Services	Friday, October 12, 2018	9:00 AM	5:30 PM
Day 13 of 24	Provide Front Office Services	Monday, October 15, 2018	9:00 AM	5:30 PM
Day 14 of 24	Provide Front Office Services	Tuesday, October 16, 2018	9:00 AM	12:45 PM
Day 15 of 24	Practicum: Provide Front Office Services 8 hrs /pax	Wednesday, October 17, 2018	9:00 AM	6:00 PM
Day 16 of 24	Assessment: Provide Front Office Services 1.25-hr/pax	Thursday, October 18, 2018	TIME SLOTS WILL BE GIVEN DURING CLASS	
Service Guestrooms/ Serviced Apartments - 4 Days (16hrs + 4hrs + 1.5hrs)				21.5 HRS
Day 17 of 24	Service Guestrooms/ Serviced Apartments	Monday, October 22, 2018	9:00 AM	6:00 PM
Day 18 of 24	Service Guestrooms/ Serviced Apartments	Tuesday, October 23, 2018	9:00 AM	6:00 PM
Day 19 of 24	Practicum: Service Guestrooms/ Serviced Apartments 4 hrs/pax	Wednesday, October 24, 2018	9:00 AM	1:00 PM
Day 20 of 24	Assessment: Service Guestrooms/ Serviced Apartments 1.5-hrs/pax	Thursday, October 25, 2018	TIME SLOTS WILL BE GIVEN DURING CLASS	
Promote Tourism - 4 Days (16hrs + 4hrs + 1hr)				21 HRS
Day 21 of 24	Promote Tourism	Friday, October 26, 2018	9:00 AM	6:00 PM
Day 22 of 24	Promote Tourism	Monday, October 29, 2018	9:00 AM	6:00 PM
Day 23 of 24	Practicum: Promote Tourism 4-hrs/pax	Tuesday, October 30, 2018	9:00 AM	1:00 PM
Day 24 of 24	Assessment: Promote Tourism 1-hr/pax	Wednesday, October 31, 2018	TIME SLOTS WILL BE GIVEN DURING CLASS	