

List of SHATEC Courses Eligible under Enhanced Training Support¹

(Information is updated as at 25 March 2021 and subjected to changes.)

MASTERCLASS SERIES (IN PARTNERSHIP WITH UNIVERSITY OF SAN FRANCISCO)

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																					
Hospitality Revenue Management ♦ Who should attend the course: Executives, supervisors, managers, senior managers and owners in the hotel and MICE industry	<ul style="list-style-type: none"> Venue revenue management and customer journey mapping Creating new customer segments Group room contribution factors Attrition clauses and group business demand MICE-value assessment tool Linkage between travel destination bureau bookings and overall contribution to the market convention hotels Optimizing socially distanced function space utilization 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 14 Hours	<u>Sessions:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr><td>1</td><td>12pm</td><td>3.30pm</td></tr> <tr><td>2</td><td>12pm</td><td>3.30pm</td></tr> <tr><td>3</td><td>12pm</td><td>3.30pm</td></tr> <tr><td>4</td><td>12pm</td><td>3.30pm</td></tr> </tbody> </table> <u>Run Dates:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr><td>1</td><td>10 May 21</td><td>13 May 21</td></tr> </tbody> </table>	Day	Start Time	End Time	1	12pm	3.30pm	2	12pm	3.30pm	3	12pm	3.30pm	4	12pm	3.30pm	Intake	Start Date	End Date	1	10 May 21	13 May 21	Full Course Fee b/4 GST: S\$1,200.00 Enhanced Course Fee Support: S\$1,080.00 Nett Course Fee Payable after GST: S\$128.40
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IoT in the Hospitality Sector ♦ Who should attend the course: Sales and marketing staff, HR personnel	<ul style="list-style-type: none"> IoT Overview and Application to the Hospitality Sector- Customer Acquisition IoT Workforce Programming/New Hire and Onboarding IoT Integration with Customer Experience and Acquisition IoT Employee Engagement and Retention 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 14 Hours	<u>Sessions:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr><td>1</td><td>12pm</td><td>3.30pm</td></tr> <tr><td>2</td><td>12pm</td><td>3.30pm</td></tr> <tr><td>3</td><td>12pm</td><td>3.30pm</td></tr> <tr><td>4</td><td>12pm</td><td>3.30pm</td></tr> </tbody> </table> <u>Run Dates:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr><td>1</td><td>17 May 21</td><td>20 May 21</td></tr> </tbody> </table>	Day	Start Time	End Time	1	12pm	3.30pm	2	12pm	3.30pm	3	12pm	3.30pm	4	12pm	3.30pm	Intake	Start Date	End Date	1	17 May 21	20 May 21	Full Course Fee b/4 GST: S\$1,200.00 Enhanced Course Fee Support: S\$1,080.00 Nett Course Fee Payable after GST: S\$128.40
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***WSQ Qualification**

1. Enhanced training support includes
 - a. Enhanced Absentee Payroll (EAP) support at 80% of hourly basic salary capped at S\$7.50 per hour for employers in all sectors.
 - b. Enhanced course fee support at 90% of course fees.
2. Class commencement is subjected to minimum class size. Sat, Sun and public holidays are excluded, where applicable.
3. Enhanced course fee support by SSG at 90% is applicable to Singaporeans and Singapore Permanent Residents, subject to SSG's approval.

♦WSQ Job Redesign Reskilling Programme (JRRP) for the Hotel Industry

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MASTERCLASS SERIES (IN PARTNERSHIP WITH UNIVERSITY OF SAN FRANCISCO) (CONTD)

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Restaurant Revenue Management ♦ Who should attend the course: Executives, supervisors, managers, senior managers and owners in the F&B industry	<ul style="list-style-type: none"> Restaurant Revenue Management Framework and Decision Tree Maximizing Revenues through Price Position Price Elasticity of Demand Menu Engineering-Linking Item Contribution with Dynamic Pricing and Alternative Revenue Generating Ideas Exploring Price Elasticity and Demand Constraints 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 14 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12pm</td> <td>3.30pm</td> </tr> <tr> <td>2</td> <td>12pm</td> <td>3.30pm</td> </tr> <tr> <td>3</td> <td>12pm</td> <td>3.30pm</td> </tr> <tr> <td>4</td> <td>12pm</td> <td>3.30pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>24 May 21</td> <td>28 May 21</td> </tr> </tbody> </table> (26 May 21 is PH)	Day	Start Time	End Time	1	12pm	3.30pm	2	12pm	3.30pm	3	12pm	3.30pm	4	12pm	3.30pm	Intake	Start Date	End Date	1	24 May 21	28 May 21	Full Course Fee b/4 GST: S\$1,200.00 Enhanced Course Fee Support: S\$1,080.00 Nett Course Fee Payable after GST: S\$128.40
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Systems Thinking in the Services Industry♦ Who should attend the course: Executives, supervisors, managers, senior managers and owners in the hotel and F&B industry	<ul style="list-style-type: none"> System View of Internal Hotel Operations and the Production Process Design Thinking and Post COVID Hotel Product Innovation Design Thinking and Post COVID Restaurant Experience Innovation Prototyping Post-COVID Customer Experiences 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 14 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12pm</td> <td>3.30pm</td> </tr> <tr> <td>2</td> <td>12pm</td> <td>3.30pm</td> </tr> <tr> <td>3</td> <td>12pm</td> <td>3.30pm</td> </tr> <tr> <td>4</td> <td>12pm</td> <td>3.30pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>31 May 21</td> <td>3 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	12pm	3.30pm	2	12pm	3.30pm	3	12pm	3.30pm	4	12pm	3.30pm	Intake	Start Date	End Date	1	31 May 21	3 Jun 21	Full Course Fee b/4 GST: S\$1,200.00 Enhanced Course Fee Support: S\$1,080.00 Nett Course Fee Payable after GST: S\$128.40
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BACK OF HOUSE

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Menu Planning and Pricing ♦ Who should attend the course: Culinary cooks	<ul style="list-style-type: none"> • Planning a Menu • Preparing the Menu • Recipes and Costing • Menu Composition and Writing • Menu Pricing 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>19 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>16 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	17 May 21	19 May 21	3	14 Jun 21	16 Jun 21	Full Course Fee b/4 GST: S\$576.00 Enhanced Course Fee Support: S\$518.40 Nett Course Fee Payable after GST: S\$61.63			
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Understand Nutritional Knowledge and Dietary Requirements *♦ Who should attend the course: Culinary cooks, Pastry cooks	<ul style="list-style-type: none"> • Understand Basic Nutritional Knowledge and Dietary Requirements • Understand Healthy Diet Pyramid and Guidelines • Apply Strategies for Healthy Choices and Special Dietary Requirements 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 32 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>8 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>6 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>10 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	4	9am	6pm	Intake	Start Date	End Date	1	5 Apr 21	8 Apr 21	2	3 May 21	6 May 21	3	7 Jun 21	10 Jun 21	Full Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20
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EMERGING SKILLS

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<p>Apply Principles of Revenue Management *</p> <p>Who should attend the course: Existing practitioners who seek an in-depth understanding of revenue management</p>	<ul style="list-style-type: none"> • Introduction to Revenue Management • Inventory and Price Management • Pricing and Value • Forecasting Demand • The Nature of Competitive Markets • Performance Measures of Rooms Revenue Management 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 30 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>7 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>5 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>9 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	Intake	Start Date	End Date	1	5 Apr 21	7 Apr 21	2	3 May 21	5 May 21	3	7 Jun 21	9 Jun 21	<p>Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20</p>
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<p>Designing a Sales Proposal for an Event</p> <p>Who should attend the course: Existing sales and marketing and catering sales staff in the MICE industry</p>	<ul style="list-style-type: none"> • Preparing for Sales Presentations • Pitching the Sales • Cross Selling • Developing Proposals 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 24 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6 Apr 21</td> <td>8 Apr 21</td> </tr> <tr> <td>2</td> <td>4 May 21</td> <td>6 May 21</td> </tr> <tr> <td>3</td> <td>8 Jun 21</td> <td>10 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	6 Apr 21	8 Apr 21	2	4 May 21	6 May 21	3	8 Jun 21	10 Jun 21	<p>Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36</p>
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EMERGING SKILLS

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Developing Budgets for MICE Who should attend the course: Existing sales and marketing and catering sales staff in the MICE industry	<ul style="list-style-type: none"> Types of Costs in a MICE event Income and Expense Items Budgets and Income Statement Calculating Contribution Margin and Breakeven Point 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>14 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>12 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>16 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	12 Apr 21	14 Apr 21	2	10 May 21	12 May 21	3	14 Jun 21	16 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36			
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Digital Marketing in Hospitality *♦ Who should attend the course: Individuals from the hospitality/F&B industry who wish to deepen their knowledge and skills in the area of digital marketing	<ul style="list-style-type: none"> Introduction to the Digital Marketing Landscape Digital Marketing Indirect Digital Marketing Channels Direct Digital Marketing Channels Online Travel Agents (OTAs), Wholesalers and Global Distribution Systems (GDS) SEO, SEM and Meta Search Email Marketing Local Channels Integration Social Media and Marketing Managing the Online Conversation 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 45 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>5</td> <td>9am</td> <td>2pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>31 May 21</td> <td>4 Jun 21</td> </tr> <tr> <td>2</td> <td>28 Jun 21</td> <td>2 Jul 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	4	9am	7pm	5	9am	2pm	Intake	Start Date	End Date	1	31 May 21	4 Jun 21	2	28 Jun 21	2 Jul 21	Course Fee b/4 GST: S\$980.00 Enhanced Course Fee Support: S\$882.00 Nett Course Fee Payable after GST: S\$104.86
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HOTS – Application of Business Strategy ♦ Who should attend the course: New entrants and existing practitioners in the hotel industry	<ul style="list-style-type: none"> Preparing a Business Plan Virtual Simulation of application of Business Plan 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>6 Apr 21</td> <td>8 Apr 21</td> </tr> <tr> <td>2</td> <td>4 May 21</td> <td>6 May 21</td> </tr> <tr> <td>3</td> <td>28 Jun 21</td> <td>30 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	6 Apr 21	8 Apr 21	2	4 May 21	6 May 21	3	28 Jun 21	30 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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Keeping Personal Data Safe: What You Need to Know about PDPA ♦ Who should attend the course: Staff of any organization that handle personal data, especially middle to senior management	<ul style="list-style-type: none"> What is PDPA: An Updated View of the Latest PDPA Requirement Key Obligations in PDPA and Exceptions The Do Not Call (DNC) Registry Developing an Effective System to Ensure Compliance with the PDPA 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>26 Apr 21</td> <td>28 Apr 21</td> </tr> <tr> <td>2</td> <td>24 May 21</td> <td>27 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>23 Jun 21</td> </tr> </tbody> </table> (26 May 21 is PH)	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	26 Apr 21	28 Apr 21	2	24 May 21	27 May 21	3	21 Jun 21	23 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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<p>Manage a Diverse Service Environment *</p> <p>Who should attend the course: New entrants and existing practitioners performing roles in kitchens, rooms divisions, F&B service or human resource</p>	<ul style="list-style-type: none"> The Multiple Dimensions of Diversity What's in It for You: Why Diversity Management Matters in Business Cross-cultural Communication Managing Culturally Diverse Teams 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 32 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>15 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>20 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>17 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	4	9am	6pm	Intake	Start Date	End Date	1	12 Apr 21	15 Apr 21	2	17 May 21	20 May 21	3	14 Jun 21	17 Jun 21	<p>Full Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20</p>
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<p>Manage Cost and Quality Controls *</p> <p>Who should attend the course: New entrants and existing practitioners performing F&B roles</p>	<ul style="list-style-type: none"> Introduction to Cost and Quality Controls F&B: Purchasing, Receiving, Issuing and Inventory Controls F&B: Production Controls Menu Engineering Analysis Monitoring F&B Operations F&B Quality Control and Audit 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 30 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>26 Apr 21</td> <td>28 Apr 21</td> </tr> <tr> <td>2</td> <td>24 May 21</td> <td>27 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>23 Jun 21</td> </tr> </tbody> </table> <p>(26 May is PH)</p>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	Intake	Start Date	End Date	1	26 Apr 21	28 Apr 21	2	24 May 21	27 May 21	3	21 Jun 21	23 Jun 21	<p>Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee after GST: S\$64.20</p>			
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<p>Selling from the War Room *♦</p> <p>Who should attend the course: Sales executive and managers</p>	<ul style="list-style-type: none"> Prospecting and Qualifying Potential Clients Prospecting: Methods and Approaches Responding to Prospects' Interest – Customer Engagement Closing the Deal Sales and Selling in Perspective 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 45 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>5</td> <td>9am</td> <td>2pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>9 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>7 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>11 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	4	9am	7pm	5	9am	2pm	Intake	Start Date	End Date	1	5 Apr 21	9 Apr 21	2	3 May 21	7 May 21	3	7 Jun 21	11 Jun 21	<p>Course Fee b/4 GST: S\$980.00 Enhanced Course Fee Support: S\$882.00 Nett Course Fee Payable after GST: S\$104.86</p>
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<p>Sustainability in Tourism ♦</p> <p>Who should attend the course: Existing practitioners from hospitality and tourism fields</p>	<ul style="list-style-type: none"> Define and Understand the Principle of Sustainable Tourism Analyse Mutual Relationships between Tourism and its Environment Identify the Trade-Offs in Sustainable Tourism Understand the Role of Different Stakeholders and their Participation in Sustainable Tourism 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 24 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>12 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>23 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	10 May 21	12 May 21	3	21 Jun 21	23 Jun 21	<p>Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36</p>						
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<p>Coach for Service Performance *</p> <p>Who should attend the course: Learning and development staff, Line supervisors, HR staff</p>	<ul style="list-style-type: none"> Recognise the Role of a Coach in Coaching for Service Performance Prepare Coaching Plan for Individuals to Address Service Performance Issues Demonstrate the Use of Coaching Techniques to Address Service Performance Issues Monitor Progress of Individual for Improvements in Service Performance 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 32 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>7 Jun 21</td> <td>10 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	4	9am	6pm	Intake	Start Date	End Date	1	7 Jun 21	10 Jun 21	<p>Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20</p>
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<p>Coaching for On-Job-Training Workshop</p> <p>Who should attend the course: Learning and development staff, Line supervisors, HR staff</p>	<ul style="list-style-type: none"> Common Pedagogies Adopted in OJT Supervising and Evaluating OJT 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 8 Hours</p>	<p><u>Session:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9 Apr 21</td> <td>9 Apr 21</td> </tr> <tr> <td>2</td> <td>14 May 21</td> <td>14 May 21</td> </tr> <tr> <td>3</td> <td>11 Jun 21</td> <td>11 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	Intake	Start Date	End Date	1	9 Apr 21	9 Apr 21	2	14 May 21	14 May 21	3	11 Jun 21	11 Jun 21	<p>Course Fee b/4 GST: S\$170.00 Enhanced Course Fee Support: S\$153.00 Nett Course Fee Payable after GST: S\$18.19</p>			
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<p>Facilitate Effective Communication and Engagement at the Workplace *</p> <p>Who should attend the course: New entrants or existing staff who seeks to improve workplace communication skills</p>	<ul style="list-style-type: none"> Maintain Channels of Communication Promote Effective Communication in a Diverse Workplace Assess Conflict Situation and Develop Appropriate Conflict Resolution Strategies 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 32 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>26 Apr 21</td> <td>29 Apr 21</td> </tr> <tr> <td>2</td> <td>24 May 21</td> <td>28 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>24 Jun 21</td> </tr> </tbody> </table> <p>(26 May 21 is PH)</p>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	4	9am	6pm	Intake	Start Date	End Date	1	26 Apr 21	29 Apr 21	2	24 May 21	28 May 21	3	21 Jun 21	24 Jun 21	<p>Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20</p>
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<p>Read and Interpret Operational Reports **</p> <p>Who should attend the course: Supervisors of a hotel to acquire essential skills for financial literacy</p>	<ul style="list-style-type: none"> Introduction to Accounting Preparation of Income Statements Hotel Management Reports Introduction to Budgeting Budget Control and Monitoring Personal Data Protection Policy in Hospitality Industry 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 30 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>19 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>16 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	17 May 21	19 May 21	3	14 Jun 21	16 Jun 21	<p>Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20</p>			
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EMERGING SKILLS (CONTD)

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Supervising Across Functions in a Hotel * Who should attend the course: Supervisors of a hotel to acquire essential skills for managing across different functions	<ul style="list-style-type: none"> • Introduction to Supervision in a Hotel • Role of A Supervisor: Front Office and F&B Outlets • Essential People Skills for Supervisors • Understanding Regulatory Requirements and Organizational Procedures • Introduction to Basic Financial Management 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 60 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr><td>1</td><td>9am</td><td>7pm</td></tr> <tr><td>2</td><td>9am</td><td>7pm</td></tr> <tr><td>3</td><td>9am</td><td>7pm</td></tr> <tr><td>4</td><td>9am</td><td>7pm</td></tr> <tr><td>5</td><td>9am</td><td>7pm</td></tr> <tr><td>6</td><td>9am</td><td>7pm</td></tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>21 Jun 21</td> <td>28 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	4	9am	7pm	5	9am	7pm	6	9am	7pm	Intake	Start Date	End Date	1	21 Jun 21	28 Jun 21	Course Fee b/4 GST: S\$1,800.00 Enhanced Course Fee Support: S\$1,620.00 Nett Course Fee Payable after GST: S\$192.60
Day	Start Time	End Time																													
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FRONT OF HOUSE

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																								
Apply Food and Beverages Concepts and Set-Up * Who should attend the course: New entrants or existing staff performing F&B roles	<ul style="list-style-type: none"> • Various F&B Concepts, Formats and Set-Ups • F&B Trends in Singapore and the International Arena • Optimum Space Planning and Design of Efficient Workflow Systems • Legal and Regulatory Requirements in the Set-Up of a F&B Business 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 30 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr><td>1</td><td>9am</td><td>7pm</td></tr> <tr><td>2</td><td>9am</td><td>7pm</td></tr> <tr><td>3</td><td>9am</td><td>7pm</td></tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>7 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>5 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>9 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	3	9am	7pm	Intake	Start Date	End Date	1	5 Apr 21	7 Apr 21	2	3 May 21	5 May 21	3	7 Jun 21	9 Jun 21	Full Course Fee b/4 GST: S\$600.00 Enhanced Course Fee Support: S\$540.00 Nett Course Fee Payable after GST: S\$64.20
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FRONT OF HOUSE (CONTD)

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																								
Banquet Events Who should attend the course: New entrants and existing practitioners performing F&B or catering sales roles	<ul style="list-style-type: none"> Types of Banquet Events Types of Set-Ups Types of Menus served in Banquet Events AV Equipment for Banquet Events Manpower Scheduling 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>14 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>12 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>16 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	12 Apr 21	14 Apr 21	2	10 May 21	12 May 21	3	14 Jun 21	16 Jun 21	Full Course Fee b/4 GST: S\$432.00 Enhanced Course Fee Support: S\$388.80 Nett Course Fee Payable after GST: S\$46.22
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Cost Control for Beverages ♦ Who should attend the course: Existing F&B and beverage service practitioners	<ul style="list-style-type: none"> Cost and Sales Concepts Control Process Recipes Costs and Sales Monitoring Costs 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>19 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>9 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	17 May 21	19 May 21	3	7 Jun 21	9 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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FRONT OF HOUSE (CONTD)

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																								
<p>Essentials in Incentive Travel Events</p> <p>Who should attend the course: Existing sales and marketing and catering sales staff in the MICE industry</p>	<ul style="list-style-type: none"> • Introduction to Incentive Travel Event • Handling Client Requests on Incentive Travel Event • Evaluate Ideas for Incentive Travel Event • Develop Incentive Travel Event Programme and Budget • Develop and Present Proposal 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 24 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>26 Apr 21</td> <td>28 Apr 21</td> </tr> <tr> <td>2</td> <td>24 May 21</td> <td>27 May 21</td> </tr> <tr> <td>3</td> <td>28 Jun 21</td> <td>30 Jun 21</td> </tr> </tbody> </table> <p>(26 May 21 is PH)</p>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	26 Apr 21	28 Apr 21	2	24 May 21	27 May 21	3	28 Jun 21	30 Jun 21	<p>Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36</p>
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<p>Essentials of Beverage Knowledge ♦</p> <p>Who should attend the course: New entrants or existing staff performing beverage service roles</p>	<ul style="list-style-type: none"> • Fermentation • Types of Alcoholic Beverages (Beer, Brandies, Whiskies, Other Spirits, Liqueurs) • Types of Non-Alcoholic Beverages (Bottled Water, Juices, Syrups and Cordials, Soft Drinks) • Serving Alcoholic and Non-Alcoholic Beverages • Licensing and Regulations 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 24 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>7 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>5 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>9 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	5 Apr 21	7 Apr 21	2	3 May 21	5 May 21	3	7 Jun 21	9 Jun 21	<p>Full Course Fee b/4 GST: S\$576.00 Enhanced Course Fee Support: S\$518.40 Nett Course Fee Payable after GST: S\$61.63</p>
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FRONT OF HOUSE (CONTD)

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																											
Essentials of Wine Knowledge Who should attend the course: New entrants or existing staff performing wine service roles	<ul style="list-style-type: none"> • Classification of Wines • Common Grape Varieties • Vinification <ul style="list-style-type: none"> – Red – White – Rose • Wines of the World <ul style="list-style-type: none"> – Old World – New World – Fortified Wines 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>26 Apr 21</td> <td>28 Apr 21</td> </tr> <tr> <td>2</td> <td>24 May 21</td> <td>27 May 21</td> </tr> <tr> <td>3</td> <td>28 Jun 21</td> <td>30 Jun 21</td> </tr> </tbody> </table> (26 May 21 is PH)	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	26 Apr 21	28 Apr 21	2	24 May 21	27 May 21	3	28 Jun 21	30 Jun 21	Full Course Fee b/4 GST: S\$576.00 Enhanced Course Fee Support: S\$518.40 Nett Course Fee Payable after GST: S\$61.63			
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Interact and Serve Food and Beverage Customers * Who should attend the course: New entrants or existing staff in the food services industry	<ul style="list-style-type: none"> • Assisting Guests with Seating • Taking Food & Beverage Orders • Serving Beverages • Picking-up Food Orders and Serving Food • Presenting Bills • Assisting Guests with Departure 	<u>Delivery</u> In-Person Training <u>Duration</u> 32 Hours	<u>Sessions:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>15 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>14 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>10 Jun 21</td> </tr> </tbody> </table> (13 May 21 is PH)	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	4	9am	6pm	Intake	Start Date	End Date	1	12 Apr 21	15 Apr 21	2	10 May 21	14 May 21	3	7 Jun 21	10 Jun 21	Full Course Fee b/4 GST: S\$648.00 Enhanced Course Fee Support: S\$583.20 Nett Course Fee Payable after GST: S\$69.34
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FRONT OF HOUSE (CONTD)

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																								
Guide to Organising Conferences – Reimagining the Event Who should attend the course: Existing sales and marketing and catering sales staff in the MICE industry	<ul style="list-style-type: none"> Develop Concepts and Designs Implement Financial Management and Budgeting Conference Logistics Managing Speakers Managing Sponsorships 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>7 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>5 May 21</td> </tr> <tr> <td>3</td> <td>15 Jun 21</td> <td>17 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	5 Apr 21	7 Apr 21	2	3 May 21	5 May 21	3	15 Jun 21	17 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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Open and Serve Wines Who should attend the course: New entrants or existing staff performing wine service roles	<ul style="list-style-type: none"> Prepare Equipment for Wine Service Storing Wines Open and Serve Red Wines Open and Serve White Wines Open and Serve Sparkling Wines 	<u>Delivery</u> In-Person Training <u>Duration</u> 20 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>1pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>14 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>12 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>16 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	1pm	Intake	Start Date	End Date	1	12 Apr 21	14 Apr 21	2	10 May 21	12 May 21	3	14 Jun 21	16 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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FRONT OF HOUSE (CONTD)

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																								
Planning an F&B Promotion Who should attend the course: Existing F&B and catering sales practitioners	<ul style="list-style-type: none"> Food & Beverage Promotion Planning Process Implementation Process Evaluating the Promotion 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>19 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>23 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	17 May 21	19 May 21	3	21 Jun 21	23 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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Prepare and Serve Cocktails and Non-Alcoholic Beverages Who should attend the course: New entrants or existing staff performing F&B service roles	<ul style="list-style-type: none"> Types of cocktails (Martinis, Manhattans, Sours, Cream drinks, Liqueur drinks, Others) Mixing methods Types of non-alcoholic beverages Preparing non-alcoholic beverages 	<u>Delivery</u> In-Person Training <u>Duration</u> 20 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>1pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>19 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>23 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	1pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	17 May 21	19 May 21	3	21 Jun 21	23 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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Promote Tourism * Who should attend the course: New entrants or existing front of house staff in the hospitality industry	<ul style="list-style-type: none"> Obtaining Tourism Resources Promoting Singapore at the Workplace 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 22 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>4pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>21 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>19 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>16 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	4pm	Intake	Start Date	End Date	1	19 Apr 21	21 Apr 21	2	17 May 21	19 May 21	3	14 Jun 21	16 Jun 21	Full Course Fee b/4 GST: S\$360.00 Enhanced Course Fee Support: S\$324.00 Nett Course Fee Payable after GST: S\$38.52
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HOTEL & F&B GUESTS' ENGAGEMENT

Courses	Content	Delivery / Duration	Training Schedule ²	Course Fee ³																								
Apply Upselling & Suggestive Selling Techniques * Who should attend the course: Existing practitioners who seek deepening of skills and learning in upselling and suggestive selling	<ul style="list-style-type: none"> Introduction to Upselling and Suggestive selling Opportunities for Upselling Mindset Shift: Think Strawberries Strategies for Success in Upselling and Suggestive Selling 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 20 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>19 Apr 21</td> <td>20 Apr 21</td> </tr> <tr> <td>2</td> <td>17 May 21</td> <td>18 May 21</td> </tr> <tr> <td>3</td> <td>21 Jun 21</td> <td>22 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	Intake	Start Date	End Date	1	19 Apr 21	20 Apr 21	2	17 May 21	18 May 21	3	21 Jun 21	22 Jun 21	Full Course Fee b/4 GST: S\$360.00 Enhanced Course Fee Support: S\$324.00 Nett Course Fee Payable after GST: S\$38.52			
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Apply Upselling & Suggestive Selling Techniques * [MANDARIN] Who should attend the course: Mandarin literate practitioners who seek deepening of skills and learning in upselling and suggestive selling	<ul style="list-style-type: none"> Introduction to Upselling and Suggestive selling Opportunities for Upselling Mindset Shift: Think Strawberries Strategies for Success in Upselling and Suggestive Selling 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 20 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <u>Run Dates:</u> Contact us for more run dates!	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	Full Course Fee b/4 GST: S\$360.00 Enhanced Course Fee Support: S\$324.00 Nett Course Fee Payable after GST: S\$38.52															
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Art of Service Who should attend the course: Existing practitioners who seek deepening of skills in service to guests	<ul style="list-style-type: none"> Service as an Art Positive Attitudes in Mastering Service Ambassadorship Communicate and Interact Effectively with Customers 	<u>Delivery</u> Home-Based Learning <u>Duration</u> 24 Hours	<u>Sessions:</u> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <u>Run Dates:</u> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>5 Apr 21</td> <td>7 Apr 21</td> </tr> <tr> <td>2</td> <td>3 May 21</td> <td>5 May 21</td> </tr> <tr> <td>3</td> <td>28 Jun 21</td> <td>30 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	Intake	Start Date	End Date	1	5 Apr 21	7 Apr 21	2	3 May 21	5 May 21	3	28 Jun 21	30 Jun 21	Full Course Fee b/4 GST: S\$480.00 Enhanced Course Fee Support: S\$432.00 Nett Course Fee Payable after GST: S\$51.36
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HOTEL & F&B GUESTS' ENGAGEMENT (CONT HOTEL & F&B GUESTS' ENGAGEMENT (CONTD))

Courses	Content	Delivery / Duration	Delivery / Duration	Course Fee ³																											
<p>Handle Guests/Customers' Concerns and Feedback *</p> <p>Who should attend the course: New entrants or existing staff in the hospitality industry</p>	<ul style="list-style-type: none"> Managing Difficult Customers: Turning Challenges into Opportunities Beyond Understanding: Empathize with the Customer Strategies for Success: From Difficult to Loyal Customers 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 20 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>22 Mar 21</td> <td>23 Mar 21</td> </tr> <tr> <td>2</td> <td>26 Apr 21</td> <td>27 Apr 21</td> </tr> <tr> <td>3</td> <td>24 May 21</td> <td>25 May 21</td> </tr> <tr> <td>4</td> <td>28 Jun 21</td> <td>29 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	Intake	Start Date	End Date	1	22 Mar 21	23 Mar 21	2	26 Apr 21	27 Apr 21	3	24 May 21	25 May 21	4	28 Jun 21	29 Jun 21	<p>Full Course Fee b/4 GST: S\$360.00 Enhanced Course Fee Support: S\$324.00 Nett Course Fee Payable after GST: S\$38.52</p>			
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<p>Handle Guests/Customers' Concerns and Feedback* [MANDARIN]</p> <p>Who should attend the course: Mandarin literate new entrants or existing staff in the hospitality industry</p>	<ul style="list-style-type: none"> Managing Difficult Customers: Turning Challenges into Opportunities Beyond Understanding: Empathize with the Customer Strategies for Success: From Difficult to Loyal Customers 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 20 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u> Contact us for more run dates!</p>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	<p>Full Course Fee b/4 GST: S\$360.00 Enhanced Course Fee Support: S\$324.00 Nett Course Fee Payable after GST: S\$38.52</p>																		
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<p>Project a Positive and Professional Image *</p> <p>Who should attend the course: New entrants or existing staff in the hospitality industry</p>	<ul style="list-style-type: none"> Recognise the Impact of One's Professional Image and Persona on the Organisation Project a Professional Image and Persona in accordance with Organisational Guidelines Demonstrate Effective Communication Skills when Interacting with Customers at the Workplace 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 32 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>3</td> <td>9am</td> <td>6pm</td> </tr> <tr> <td>4</td> <td>9am</td> <td>6pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>15 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>14 May 21</td> </tr> <tr> <td>3</td> <td>7 Jun 21</td> <td>10 Jun 21</td> </tr> </tbody> </table> <p>(13 May 21 is PH)</p>	Day	Start Time	End Time	1	9am	6pm	2	9am	6pm	3	9am	6pm	4	9am	6pm	Intake	Start Date	End Date	1	12 Apr 21	15 Apr 21	2	10 May 21	14 May 21	3	7 Jun 21	10 Jun 21	<p>Full Course Fee b/4 GST: S\$648.00 Enhanced Course Fee Support: S\$583.20 Nett Course Fee Payable after GST: S\$69.34</p>
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Courses	Content	Delivery / Duration	Delivery / Duration	Course Fee ³																					
<p>Provide Go-the-Extra-Mile Service *</p> <p>Who should attend the course: New entrants or existing staff in the hospitality industry</p>	<ul style="list-style-type: none"> Going Above and Beyond: An Introduction to Go-The-Extra-Mile Customer Service Customer Service Excellence Starts with You Knowing What Customers Need Essential Skills that Drive Customer Service Excellence How to Handle Irate Customers 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 20 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>12 Apr 21</td> <td>13 Apr 21</td> </tr> <tr> <td>2</td> <td>10 May 21</td> <td>11 May 21</td> </tr> <tr> <td>3</td> <td>14 Jun 21</td> <td>15 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	Intake	Start Date	End Date	1	12 Apr 21	13 Apr 21	2	10 May 21	11 May 21	3	14 Jun 21	15 Jun 21	<p>Course Fee b/4 GST: S\$432.00 Enhanced Course Fee Support: S\$388.80 Nett Course Fee Payable after GST: S\$46.22</p>
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<p>Provide Go-the-Extra-Mile Service * [Mandarin]</p> <p>Who should attend the course: Mandarin literate new entrants or existing staff in the hospitality industry</p>	<ul style="list-style-type: none"> Going Above and Beyond: An Introduction to Go-The-Extra-Mile Customer Service Customer Service Excellence Starts with You Knowing What Customers Need Essential Skills that Drive Customer Service Excellence How to Handle Irate Customers 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 20 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u> Contact us for more run dates!</p>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	<p>Course Fee b/4 GST: S\$432.00 Enhanced Course Fee Support: S\$388.80 Nett Course Fee Payable after GST: S\$46.22</p>												
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<p>Provide Workplace Safety and Security *</p> <p>Who should attend the course: Existing practitioners or fresh entrants to the hospitality industry who seek to provide a safe and secure workplace for all staff and guests</p>	<ul style="list-style-type: none"> Introduction to Workplace Safety and Security Maintenance of Safe Work Environment Potential Safety Hazards and Security Breaches in the Workplace Workplace Safety and Security Guidelines and Practices Protection of Guest/Customer Information, Privacy and Property 	<p><u>Delivery</u> Home-Based Learning</p> <p><u>Duration</u> 20 Hours</p>	<p><u>Sessions:</u></p> <table border="1"> <thead> <tr> <th>Day</th> <th>Start Time</th> <th>End Time</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>9am</td> <td>7pm</td> </tr> <tr> <td>2</td> <td>9am</td> <td>7pm</td> </tr> </tbody> </table> <p><u>Run Dates:</u></p> <table border="1"> <thead> <tr> <th>Intake</th> <th>Start Date</th> <th>End Date</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>31 May 21</td> <td>1 Jun 21</td> </tr> <tr> <td>2</td> <td>28 Jun 21</td> <td>29 Jun 21</td> </tr> </tbody> </table>	Day	Start Time	End Time	1	9am	7pm	2	9am	7pm	Intake	Start Date	End Date	1	31 May 21	1 Jun 21	2	28 Jun 21	29 Jun 21	<p>Full Course Fee b/4 GST: S\$360.00 Enhanced Course Fee Support: S\$324.00 Nett Course Fee Payable after GST: S\$38.52</p>			
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CONTACT US

SHATEC Enhanced Training Courses

Tel : 6415 3561 / 590 / 513 / 531

Email : enhancedtraining@shatec.sg

LOCATE US

SHATEC Institutes Pte Ltd
21 Bukit Batok Street 22
Singapore 659589

Office Hours : 9.00a.m. to 5.00p.m
Monday to Friday (excluding Public Holidays)

For latest course updates and online registration, please visit <https://shatecenhancedtraining.com/>.

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 - Enhanced Absentee Payroll (EAP) support at 80% of hourly basic salary capped at S\$7.50 per hour for employers in all sectors.
 - Enhanced course fee support at 90% of course fees.
- Class commencement is subjected to minimum class size. Sat, Sun and public holidays are excluded, where applicable.
- Enhanced course fee support by SSG at 90% is applicable to Singaporeans and Singapore Permanent Residents, subject to SSG's approval.

♦WSQ Job Redesign Reskilling Programme (JRRP) for the Hotel Industry

- These are pre-approved courses under the external classroom training programme under the WSG Job Redesign Reskilling Programme (JRRP) for the Hotel Industry.
- Absentee payroll will not be claimable if the employee is attending this course under the WSG JRRP as it is covered in salary support claims.
- For more information or clarification on the WSG Job Redesign Reskilling Programme for the Hotel Industry, please contact the Singapore Hotel Association at JRPnT@sha.org.sg