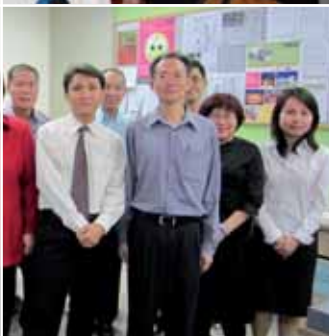




National Continuing Education and Training Institute (NCI) For Tourism Workforce Skills Qualification (WSQ)





Dear Readers,

We have seen great improvements in the tourism market performance for the first half of the year. With the opening of the second Integrated Resort (IR), Marina Bay Sands in Singapore, the tourism industry will no doubt continue to contribute even more significantly to Singapore's economy.

As the industry continues to thrive, labour shortage and movements are inevitable issues that companies will face. We welcome these companies to approach TMIS for job matching services and also for continuous upgrading to retain your staff.

Since the beginning of last year, many companies have benefited in many ways by sending their staff for our WSQ Certified Service Professional (CSP) workshop. To gain even more from this training, we highly encourage companies to send these staff to top up to a full certificate that will definitely aid in their productivity and performance at work.

Mr Loi Hai Poh
 Chief Executive Officer
 Tourism Management Institute of Singapore

TMIS INSIGHTS

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 Tourism Management Institute of Singapore

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GET LINKED TO THE **TOURISM INDUSTRY**

TMIS organised a career networking session for the first batch of Professional Conversion Programme (PCP) graduates in January this year.

Following the success of the previous event, TMIS organised a similar session on 25 May 2010 for the second batch of graduates of the PCP programme with new potential employers taking part this time. Companies from various sectors across the tourism industry, gathered at TMIS for an afternoon of fruitful recruitment exercise. The companies who took part were Coffee Club, Holiday Inn Atrium, Singapore Flyer and Thai Express.

We extend our congratulations to our graduates who successfully kick start their career in the tourism industry through this career networking session.



A **JOINT DISCUSSION**



On 22 April 2010, the Pacific Asia Travel Association (PATA), together with Singapore Tourism Board (STB) and Tourism Training institutions including TMIS, Cornell-Nanyang Institute of Hospitality Management, University

of Nevada Las Vegas (UNLV) and Temasek Polytechnic gathered at TMIS@Orchard for a joint discussion about tourism training in Singapore. New and innovative ideas on manpower training for the tourism industry were exchanged and discussed.



TRIP TO **AUSTRALIA**

TMIS and Singapore Spa Institute (SSI), together with the Singapore Workforce Development Agency (WDA) had a meaningful study trip to Australia from 3 to 11 May 2010. Seven delegates visited 10 institutions across Australia and studied their programmes, operating model as well as their training facilities. It was indeed a successful and rewarding experience and many useful pointers were exchanged between the institutions.





A GLITZY MASQUERADE NIGHT

21 MAY 2010





The tourism trade gathered for a night of fun, catching up and guessing-who for the masquerade themed party organised by NATAS on 21 May 2010 at the newly opened Integrated Resorts, Marina Bay Sands.

Though there were no elaborate floor-sweeping lace ball gowns, like any other masquerade parties, the guests had a fun time guessing the identity of the person they were talking to and also admiring pretty masks being paraded around for the night.

Mr William Tan, Chairman of the National Association of Travel Agents Singapore shared in his speech that even though the tourism industry was badly hit by the global economic slowdown and the outbreak of a flu pandemic last year, he is optimistic that the industry will return to 2008 levels or even better, either by the second half of this year or the first half of next year. Chairman also urged NATAS members to continue sending staff for training despite the tight labour and employment situation.



Another highlight of the night was the WSQ Award presentation ceremony where shining stars of Year 2009 were recognized and commended. A total of 8 awards were won, namely:

- 1. WSQ Outstanding Tourism Graduate - New Entrant:**
Ms M Jamuna Rani Grace Christine
- 2. WSQ Outstanding Tourism Graduate - In-Employment Upgrade:**
Ms Karen Wong Mei Chi
- 3. WSQ Outstanding Tourism Trainer:**
Ms Barkathunnisha D/O Abu Bakar Maricair
- 4. WSQ Most Supportive Employer - Tour & Travel:**
Chan Brothers Travel Pte Ltd
- 5. WSQ Most Supportive Employer - Attractions:**
Resorts World Sentosa
- 6. WSQ Training Excellence - Tour & Travel:**
Hong Thai Travel Services
- 7. WSQ Training Excellence - Attractions:**
Wildlife Reserves Singapore
- 8. New WSQ ATO:**
Marina Bay Sands



Following the award presentation, guests were entertained by songs and dance specially put up by Romito Mendoza and also Donna Daniel.



As the night drew nearer to a close, hearts were beating faster as the winners of the final Grand Draw were announced. Fabulous prizes such as travel packages and air tickets were given away including the first prize of a pair of air tickets to exotic Brazil on Qatar Airways kindly sponsored by Qatar Airways.

We congratulate all winners of the lucky draw as well as the winners of the various WSQ Awards.

To come up close with some of the winners of the WSQ Awards, turn to page 7!

FIVE FOR THE PRICE OF ONE



Be smart like Swensen's restaurant (owned by ABR Holdings) and get Five for the price of One!

In April this year, Swensen's sent more than 15 of their service staff to TMIS for WSQ Skills Assessment for Food & Beverage. With this Skills Assessment, participants will be able to get 5 Statement Of Attainments (SOAs) by passing one test within a day.

Swensen's Assistant Training Manager from Learning and Development department, Ms Koh Xiu Yun said that upon passing this assessment, these participants will be able to top up another 2 units for a full WSQ Certificate in Food and Beverages. As WSQ training is a skill based training, having gone through all the necessary units will no doubt benefit both the staff as well as the company in terms of work performance and productivity.

Commented one of the participants from Swensen's who passed the assessment, "My assessor, Mr David Tan, was very patient and professional. His approach has certainly helped me ease through the assessment."

When asked how the assessment has helped the company, Ms Koh further commented, "This assessment has helped us identify which staff are competent in their area of work. It also further aid us in identifying which are the areas a particular staff is weak in, and we can look at strengthening those areas."

SERVICE AND SMILES ROUND THE CLOCK



Mustafa Centre, one of the largest and the only 24 hours shopping mall in Singapore joined in the Certified Service Professional (CSP) league!

Since last December, Mustafa Centre started sending its staff for the 5-days CSP workshop with TMIS. To date, over 170 staff has already been certified as service professionals.

Said Mr Mohamed Ghouse, Human Resource Manager of Mustafa Centre, "We deem it a great privilege to thank TMIS for providing us with the intensive, enriching, customised and personalised CSP programme for our employees.

The participants feel that this programme is extremely enjoyable, fun-filled, informative and the skills learnt are transferable to their workplace.

Not forgetting to mention about the entertaining, knowledgeable and top class trainers who not only made this programme a great success and also helped the participants to release out the negativity from oneself. We wholeheartedly thank them too.

We are certainly looking forward to send more employees to this vibrant and interesting CSP programme."



Don't you think it will definitely make your day (or night, depending on your perspective) to be greeted with a smile and a chirpy "Good Morning!" while shopping for gym equipments, rice cookers, and Adidas T-shirts at 3am?

Visit Mustafa Centre today and experience for yourself what CSP has done for its staff!



THE SHINING STARS OF 2009

Come in and find out what some of the recipients of the WSQ Awards have to say.

Ms Karen Wong, Manager with Tour Asia (S) Pte Ltd and a proud graduate of WSQ Diploma in Tourism with TMIS tells us why she sacrificed her time to study despite having vast years of experience in the industry.

TMIS Insights: You are already holding a managerial position and have been in the industry for 10 years. What motivated you to come out of the comfort zone and sign up for WSQ training?

Karen: The Chinese says "One is Never Too Old to Learn". I love to learn and know more be it through studying or through travel experiences. As such, I would say that it is because of this passion to learn and equip myself with more knowledge and skills that motivated me to sign up for WSQ training. My company Director also played a part when he encouraged me to take up courses to upgrade myself.

TMIS Insights: How has WSQ training benefited you in your current job?

Karen: I would say I benefited very much from the WSQ Diploma in Tourism. Other than the modules that are related to Tourism which has given me in-depth knowledge and skills that I can apply to my current job, the different views and ideas of my classmates who are from different walks of life has also enabled me to think out of the box to enhance travel products and services to suit my existing and potential consumer markets.

TMIS Insights: How do you juggle between work, studies and your personal life?

Karen: I think it all boils down to time management and prioritizing the things you want to do. Support and encouragement from family, friends, management and fellow colleagues of the company are relatively important too. At work, I will finish all the important tasks and if time permits, allocate some time to study. For studies, I will discipline myself to finish off all assignments on the same day after class. For personal life, I will definitely make time to relax myself by either going for short holidays or catching up with friends

Ms M Jamuna Rani Grace Christine, Birds' Eye Tour Guide with Jurong Bird Park graduated from the WSQ Dual Certificate in Tour & Travel Services/Attractions with TMIS shares her story of chasing her dreams and following her passion.

TMIS Insights: What inspired you to join the tourism industry?

Grace: It has always been my wish to work in wildlife attractions like the Jurong Bird Park and the Singapore Zoo as I am very passionate about wildlife and nature. I wanted to be an 'ambassador' not only to these attractions which draw hundreds and thousands of visitors but also a voice for our birds and animals. Since young, I have always been proud of our Zoo and Bird Park because even though we are a small country, we have some of the best parks in the world. I am happy to be a part of the parks which attract people from all over the world.

TMIS Insights: How has WSQ training benefited you in your current job?

Grace: The classroom training provided much guidance from our trainers who were all from the tourism industry. As we were able to discuss many situations and scenarios that all of us have experienced in our jobs relating to this field, I was able to apply many of the ideas and guidelines we learned in the course.

TMIS Insights: What are some challenges you face as a new entrant in the tourism industry and how did you overcome these challenges?

Grace: This is the first time I have encountered large crowds, especially many who are tourists. As the course attracted a good mix of people from different cultures, I was able to speak to them and learn more about their different customs and cultures. This has helped me understand tourists and be able to attend to their needs.



WSQ Award recipients, Grace, Karen and Nisha

One of our all-time favourite WSQ Trainer, Nisha shares with us her happiness in winning the WSQ Outstanding Tourism Trainer award.

TMIS Insights: You mentioned to us in the first issue of TMIS Insights that an effective trainer must have high expectations. What is then your expectation for yourself in the area of teaching?

Nisha: To me, expectations are reflections of my personal vision for my developments (both in personal and professional). When I set high expectations, it becomes my own self-fulfilling prophecy and I try to "rise to the occasion" through lots of sheer determination. As educators if we walk the talk and adhere to uniformly high expectations, I feel that, we can share with students our own enthusiasm for learning and development. I totally believe in what Ralph Marston said "Don't lower your expectations to meet your performance. Raise your level of performance to meet your expectations. Expect the best of yourself, and then do what is necessary to make it a reality."

TMIS Insights: What is the significance of this award to you in both your career and personal life?

Nisha: This prestigious recognition is truly a humbling and honorable experience for me. It is undeniably the greatest award that I have received and I was deeply moved that my contributions and pursuits have been recognized by my trainees, training providers and colleagues. It has provided me with enormous enthusiasm and motivation to strive further. My greatest fulfillment upon receiving the award was in receiving sincere well wishes and appreciation from all that I have touched and in knowing that no matter how small my contributions had been, they have made a positive difference in so many lives. I look forward to the new and exciting opportunities this award will open up for my future. Although, I have been awarded this time, I know that there are many other fellow trainers deserving of this award and with them, I share this honor.

TMIS Insights: Lastly, any special people you would like to thank?

Nisha: I am certain I would not have received this award if I had not found out what I love to do. Indeed, I would not have achieved this without the help and support of so many wonderful people around me.

Most importantly, my family, who for the last few years have been have been rolling their eyes and shaking their heads when they see me work so hard and have been getting so little of me, but they've been behind me every step of the way. I've also had the good fortune to be at the right place with the right people; TMIS. I've been fortunate to have developed a professional family where the bonds go far beyond work. I value the colleagues who have supported me in so many ways and with whom I've collaborated and worked so closely and the various trainers who have mentored and guided me through along the way. And of course, to my students and trainees who have defined me in many ways, who have helped shape my learning process and brought a smile to my face at the end of a tiring day for making a difference.

I read once that "It takes the best in each of us, to bring out the best in all of us". Thank you all for sharing your best with me. Thank you all for what you did to make my career so worthwhile.

CALENDAR OF NEW COURSES

October to December 2010



Degree Programme

Course		Commencement Date	Nett Fee Payable*
Bachelor of Business in Tourism Management	Part-time / Full-time	1 Nov 2010	\$25,787.00

Diploma Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Diploma in Tourism	Part-time	8 Nov 2010	\$856.00
WSQ Diploma in Tourism (Hospitality Management)	Part-time	4 Oct 2010	\$963.00
IATA-UFTAA Travel & Tourism Foundation Diploma	Full-time	18 Oct 2010	\$3,210.00
IATA-UFTAA Travel & Tourism Foundation Diploma	Part-time	19 Oct 2010	\$3,210.00
IATA-UFTAA Travel & Tourism Consultant Diploma	Full-time	18 Oct 2010	\$3,498.90
IATA-UFTAA Travel & Tourism Consultant Diploma	Part-time	18 Oct 2010	\$3,498.90

Certificate Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certificate in Hotel & Accommodation Services (Front Office)	Full-time	8 Nov 2010	\$444.05
WSQ Certificate in Hotel & Accommodation Services (Housekeeping) (English/Chinese)	Full-Time	8 Nov 2010	\$465.45
WSQ Certificate in Tour & Travel Services	Full-Time	8 Nov 2010	\$411.95
WSQ Certificate in Attractions	Full-Time	8 Nov 2010	\$379.85
WSQ Dual Certificate in Tour & Travel Services and Attractions	Full-Time	8 Nov 2010	\$470.80

Other Programmes

Course		Commencement Date	Nett Fee Payable*
WSQ Certified Service Professional (CSP)	Full-time	14 Oct 2010 28 Oct 2010 11 Nov 2010 25 Nov 2010 9 Dec 2010 16 Dec 2010	\$65.00
WSQ Tourist Guide Programme (English/Chinese)	Part-time	5 Oct 2010	\$684.80
WSQ Skills Advancement Pack (Front Office)	Full-Time	18 Oct 2010	\$235.40
Certificate of Proficiency in Travel Insurance	Full-Time	14 Oct 2010	\$160.50

* Applicable to Singaporeans and PRs only. Terms & conditions apply.

Please note:

- NATAS sponsorship available for employees of NATAS members for WSQ Certificate and short-term programmes.
- All application should reach TMIS 14 days before the commencement date.

