



WSQ Certificate in Food & Beverage Service

Module:

Interact with Guests

Introduction

The WSQ competency programme is designed to equip students with the knowledge and application skills in interacting with guests and be able to apply them to the workplace.

Module Content

The contents are:

- Maintain Professional Appearance and attitude
- Provide Quality Service
- Address Concerns

Upon completion of the programme, students would receive a WSQ Statement of Attainment in Interact with Guests.

Awarding Body

Singapore Workforce Development Agency
<http://app2.wda.gov.sg/web/Common/homepage.aspx>

Duration

01 day Training and Assessment Programme.

The programme would be planned for 8 hours of lecture and 1.25 hours of assessment.

Entry Requirements

Applicant must also demonstrate simple proficiency in English or Chinese language as there are separate classes conducted in English and Chinese.

No formal qualifications are required for admission to this course

Teaching Methodology

- Lecture
- Discussion
- Demonstration
- Quiz
- Questioning

Intakes

Every Month [Please check intake schedule for more information]

Assessment Methods

At the end of the programme, students will be required to undergo an assessment which comprises of written MCQ and practical performance competency assessment.

Lecturer to Student Ratio

1:20

Lecturers

Full Time Lecturers

Programme Fees (subject to 7% GST)

S\$150.00

The fees cover registration and learning materials

Through the WDA Skills Development Fund (SDF), employers can enjoy training grants up to 95% course fees for staff training and SRP absentee payroll. Employers to apply via the SkillsConnect system to obtain these training grants and absentee payroll. [Funding applicable for Singaporeans and Permanent Residents (PR) of Singapore only]

Application Procedure

Interested applicants are required to call us at 6423 1703 or email info@guilford.com.sg to register.

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