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Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	
					FSS-FBS-5011-1.1	Manage Customer Services
					FSS-FBP-5015-1.1	Manage Food and Beverage Operations
					FSS-SNM-6001-1.1	Optimise Sales
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	SVCF-SI-502C-1	Innovate the Customer Experience
				·····	FSS-CEX-5002-1.1	Maintain Service Quality and Professional
					FSS-PNI-5001-1.1	Administer Purchasing and Receiving Proce
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Pro
	Conducto Dislama in Untel	The Blue Mountains			FSS-PDV-5001-1.1	Conduct Orientation and Training
Megan Harris	Graduate Diploma in Hotel	International Hotel Management			TOU-OTO-5006-1.1-1	Adopt Social Media Strategies
	Management	School		WSQ Graduate Diploma in Tourism	TOU-HRM-6038-1.1	Create Strong Employee Relationship Man
					TOU-PMN-6016-1.1	Establish Organisational Guidelines for Pro
			-		TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and P
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experie Develop Plans and Procedures for Effective
					TOU-RIM-4019-1.1	
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	Develop Service Excellence Strategies
					TOU-MOP-4001-1.1 TOU-SNM-4015-1.1	Develop Participants Management Proced Manage Event Planning and Implementation
					TOU-BIN-4015-1.1	Create Innovation Opportunities and Capa
					ТОО-ЫМ-4007-1.1	create intovation opportunities and capa
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-FBP-5014-1.1	Manage Cost and Quality Controls
					FSS-FIN-6002-1.1	Develop and Implement Budgets
					FSS-PNI-5001-1.1	Administer Purchasing and Receiving Proce
				WSQ Graduate Diploma in Tourism	TOU-FIN-6006-1.1	Endorse Accounting Policies, Plans and Fin
					HAS-BIN-4039-1.1-1	Staff Management
					HAS-CEX-4035-1.1	Customer Experience Management
					HAS-FIN-4001-1.1	Budgeting
				WCO Dialogo in Uotal and Assemblation Services	HAS-BIN-4066-1.1	Crisis Management
	Master in Professional			WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1	Environmental Sustainability Management
Carrol Seah	Accounting	The University of Texas at Austin	Part Time		HAS-OTO-4007-1.1	Social Media Marketing
	_				HAS-HTO-4005-1.1	Front Office Operations Management
					HAS-HTO-4012-1.1	Room Housekeeping Operations Managem
					TOU-FIN-4001-1.1	Manage Budgeting and Forecasting for Bus
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experi
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective
				WSQ Diploma in Tourism (Events Management and Operations)		Develop Service Excellence Strategies
						Develop Participants Management Proced
					TOU-MOP-4001-1.1	
					TOU-SNM-4015-1.1	Manage Event Planning and Implementation
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capa
					FSS-FBS-5011-1.1	Manage Customer Services
	Master in Business of	Royal Melbourne Institute of			FSS-FBP-5015-1.1	Manage Food and Beverage Operations
Andy Tanamas	Information Technology	Technology	Part Time	WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Pro
	l line indicit recinology	l			FSS-PDV-5001-1.1	Conduct Orientation and Training

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Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	Unit Title
					FSS-FBS-5011-1.1	Manage Customer Services
					FSS-FBP-5015-1.1	Manage Food and Beverage Operations
				WCO Creativity Dislams in Fred Comises (Fred and Devenues Comises)	SVCF-SI-502C-1	Innovate the Customer Experience
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-CEX-5002-1.1	Maintain Service Quality and Professional Etiquette
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Process
					FSS-PDV-5001-1.1	Conduct Orientation and Training
					TOU-ATO-2007-1.1	Develop Programmes for Visitor Groups
				WCO Higher Cortificate in Tourism (Attractions Management and Operations)	TOU-ATO-2005-1.1	Monitor Frontline Guest Relations Operations
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-PMN-2014-1.1	Create Attractions Content and Experience Concepts
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demands
				TOU-BIN-2067-1.1-1	Implement Innovation Initiatives	
					HAS-CEX-2010-1.1-1	Service Excellence
				Higher Certificate in Hotel and Accommodation Services	HAS-CEX-1013-1.1	Service Innovation
					HAS-HTO-2012-1.1	Room Housekeeping Operations Management
					HAS-HTO-2005-1.1	Front Office Operations Management
					HAS-TTO-2004-1.1	Tourism Promotion
	Bachelor of Commerce (Double				HAS-SNM-2015-1.1	Events Planning and Management
Alex Wee	Major in Hospitality & Tourism	Murdoch University	Part Time		TOU-CEX-2023-1.1	Create Positive Customer Experience
	Management and Business	Wardoen oniversity	i di c i inic		TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demands
	Management)			Higher Certificate in Tourism	TOU-BIN-2067-1.1-1	Implement Innovation Initiatives
					TOU-SNM-2019-1.1-1	Perform Customer Sales Operations
					TOU-PMN-2016-1.1	Collate Information for Performance Analysis
					HAS-BIN-4039-1.1-1	Staff Management
					HAS-CEX-4035-1.1	Customer Experience Management
					HAS-FIN-4001-1.1	Budgeting
				WSQ Diploma in Hotel and Accommodation Services	HAS-BIN-4066-1.1	Crisis Management
					HAS-ENV-4002-1.1	Environmental Sustainability Management
					HAS-OTO-4007-1.1	Social Media Marketing
					HAS-HTO-4005-1.1	Front Office Operations Management
					HAS-HTO-4012-1.1	Room Housekeeping Operations Management
					TOU-FIN-4001-1.1	Manage Budgeting and Forecasting for Business Unit
					TOU-PMN-4015-1.1	
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective Crowd Control
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	Develop Service Excellence Strategies
					TOU-MOP-4001-1.1	Develop Participants Management Procedures
					TOU-SNM-4015-1.1	Manage Event Planning and Implementation
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capabilities within Organisation

Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code	
					FSS-FBS-5011-1.1	Manage Customer Services
					SVCF-SI-502C-1	Innovate the Customer Experience
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-CEX-5002-1.1	Maintain Service Quality and Professional E
					FSS-PNI-5001-1.1	Administer Purchasing and Receiving Proce
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Pro
					FSS-PDV-5001-1.1	Conduct Orientation and Training
					HAS-CEX-2010-1.1-1	Service Excellence
					HAS-CEX-1013-1.1	Service Innovation
				Higher Certificate in Hotel and Accommodation Services	HAS-HTO-2012-1.1	Room Housekeeping Operations Managem
				higher certificate in noter and Accommodation bervices	HAS-HTO-2005-1.1	Front Office Operations Management
					HAS-TTO-2004-1.1	Tourism Promotion
					HAS-SNM-2015-1.1	Events Planning and Management
				Higher Certificate in Tourism	TOU-CEX-2023-1.1	Create Positive Customer Experience
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Dema
					TOU-BIN-2067-1.1-1	Implement Innovation Initiatives
					TOU-SNM-2019-1.1-1	Perform Customer Sales Operations
achmi Kulkarni	Deeley of Arts	Dune Liniversity	Full Time		TOU-PMN-2016-1.1	Collate Information for Performance Analy
Rashmi Kulkarni	Bachelor of Arts	Pune University	Full Time		HAS-BIN-4039-1.1-1	Staff Management
					HAS-CEX-4035-1.1	Customer Experience Management
					HAS-BIN-4066-1.1	Crisis Management
				WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1	Environmental Sustainability Management
					HAS-OTO-4007-1.1	Social Media Marketing
					HAS-HTO-4005-1.1	Front Office Operations Management
					HAS-HTO-4012-1.1	Room Housekeeping Operations Managem
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experie
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective
					TOU-CEX-4023-1.1	Develop Service Excellence Strategies
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-MOP-4001-1.1	Develop Participants Management Procedu
					TOU-SNM-4015-1.1	Manage Event Planning and Implementation
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capa
					TOU-OTO-5006-1.1-1	Adopt Social Media Strategies
					TOU-HRM-6038-1.1	Create Strong Employee Relationship Mana
				WSQ Graduate Diploma in Tourism	TOU-PMN-6016-1.1	Establish Organisational Guidelines for Pro
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and P

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Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code				
				WSQ Tourist Guide Course SFw	TOU-TTO-3003-1.1	Tour Leading Operations			
				wood Tourist Guide Course Srw	TOU-TTO-3002-1.1	Tour Guide Operations			
				Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience			
					TOU-ATO-2007-1.1	Develop Programmes for Visitor Groups			
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-ATO-2005-1.1	Monitor Frontline Guest Relations Operatio			
				wsQ higher certificate in rounsin (Attractions Management and Operations)	TOU-PMN-2014-1.1	Create Attractions Content and Experience			
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demar			
			-		TOU-BIN-2067-1.1-1	Implement Innovation Initiatives			
					HAS-CEX-2010-1.1-1	Service Excellence			
				Higher Certificate in Hotel and Accommodation Services	HAS-CEX-1013-1.1	Service Innovation			
Annie You	Masters in Business	University of New Hempshire	Part Time		HAS-TTO-2004-1.1	Tourism Promotion			
Anne rou	Administration	onversity of New Hempshire	Part Time		HAS-SNM-2015-1.1	Events Planning and Management			
					TOU-CEX-2023-1.1	Create Positive Customer Experience			
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demar			
							Higher Certificate in Tourism	TOU-BIN-2067-1.1-1	Implement Innovation Initiatives
					TOU-PMN-2016-1.1	Collate Information for Performance Analy			
					HAS-BIN-4066-1.1	Workplace Safety and Security Managemer			
							HAS-ENV-4002-1.1	Productivity and Innovation	
					HAS-BIN-4039-1.1-1	People Management			
				WSQ Diploma in Hotel and Accommodation Services	HAS-OTO-4007-1.1	Marketing Communications			
					HAS-HTO-4012-1.1	Housekeeping Operations			
					HAS-HTO-4005-1.1	Front Operations and Services			
					HAS-CEX-4035-1.1	Customer Experience			
					HAS-FIN-4001-1.1	Business Management			
						Adopt Social Media Strategies			
				WSQ Graduate Diploma in Tourism		Create Strong Employee Relationship Mana			
					TOU-PMN-6016-1.1	Establish Organisational Guidelines for Pro			
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and Po			

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Name of Trainer	Highest Academic	Name of Awarding	Part Time/	Course approved to teach	Unit Code														
	Qualification	Institution	Full Time																
					TOU-ATO-2007-1.1	Develop Programmes for Visitor Groups													
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-ATO-2005-1.1	Monitor Frontline Guest Relations Operati													
					TOU-PMN-2014-1.1	Create Attractions Content and Experience													
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Dema													
					TOU-BIN-2067-1.1-1	Implement Innovation Initiatives													
					HAS-CEX-2010-1.1-1	Service Excellence													
				Higher Certificate in Hotel and Accommodation Services	HAS-CEX-1013-1.1	Service Innovation													
						Room Housekeeping Operations Managen													
					HAS-HTO-2005-1.1	Front Office Operations Management													
					HAS-TTO-2004-1.1	Tourism Promotion													
						Events Planning and Management													
					TOU-CEX-2023-1.1	Create Positive Customer Experience													
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Dema													
				Higher Certificate in Tourism	TOU-BIN-2067-1.1-1	Implement Innovation Initiatives													
	Bachelor of Arts (Honours) in				TOU-SNM-2019-1.1-1	Perform Customer Sales Operations													
Adeline Rajamanickam	Business with Tourism	Northumbria University	Part Time		TOU-PMN-2016-1.1	Collate Information for Performance Analy													
Auenne Rajamanickam		Northumbha Oniversity	Part Time		HAS-BIN-4039-1.1-1	Staff Management													
	Management				HAS-CEX-4035-1.1	Customer Experience Management													
					HAS-BIN-4066-1.1	Crisis Management													
				WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1	Environmental Sustainability Management													
					HAS-OTO-4007-1.1	Social Media Marketing													
					HAS-HTO-4005-1.1	Front Office Operations Management													
					HAS-HTO-4012-1.1	Room Housekeeping Operations Managen													
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experi													
						Develop Plans and Procedures for Effective													
				WSQ Diploma in Tourism (Events Management and Operations)		Develop Service Excellence Strategies													
						Develop Participants Management Proced													
						Manage Event Planning and Implementation													
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capa													
					TOU-OTO-5006-1.1-1	Adopt Social Media Strategies													
						Create Strong Employee Relationship Man													
				WSQ Graduate Diploma in Tourism		Establish Organisational Guidelines for Pro													
						Develop Organisation Strategy Plans and P													
	Bachelor of Arts				TOU-TTO-3003-1.1	Tour Leading Operations													
Jean Wang	(Communication), major in	University of Monash	Part Time	WSQ Tourist Guide Course SFw		Tour Guide Operations													
	Tourism Management	oniversity of mondsh	i di c i inic	Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience													
					100-012-2023-1.1														
	Bachelor of Arts, English				TOU-TTO-3003-1.1	Tour Leading Operations													
Olivia I-Shing Chey	Language major and European	National University of Singapore	Part Time	WSQ Tourist Guide Course SFw		Tour Guide Operations													
Olivia I-Shing Chey	Studies major	National Oniversity of Singapore	Fait fille	Cuesto Customer Europieneo	TOU-TTO-3002-1.1														
				Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience													
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				WSQ Tourist Guide Course SFw		Tour Leading Operations													
Karen Chen Ching Wen	GCE O-Level	Dunman Secondary School	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time	Part Time		TOU-TTO-3002-1.1	Tour Guide Operations
				Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience													
				WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1	Environmental Sustainability Management													
	Diploma in Tourism (Event	Singapore Chinese Chamber		WSQ Tourist Guide Course SFw		Tour Leading Operations													
Pauline Teo Poh Ling	Management and Operations)	Institute of Business	Part Time			Tour Guide Operations													
	·······			Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience													
lacon Tan Vian Chan-	Bachelor of Hospitality	Edith Cowan University	Dart Time	WEO Graduato Dialama in Taurian	TOU-HRM-6038-1.1	Employee and Labour Relations													
Jason Tan Kian Cheng	Management	Edith Cowan University	Part Time	WSQ Graduate Diploma in Tourism	TOU-PMN-6016-1.1	Product, Content and Experience Performa													
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					HAS-CEX-2010-1.1-1	Service Excellence						
				History Contificate in Hatel and Assessment dation Convises	HAS-CEX-1013-1.1	Service Innovation						
				Higher Certificate in Hotel and Accommodation Services	HAS-TTO-2004-1.1	Tourism Promotion						
					HAS-SNM-2015-1.1	Events Planning and Management						
					TOU-CEX-2023-1.1	Create Positive Customer Experience						
					TOU-BIN-2119-1.1	Define Tourism Industry Trends and Demand						
				Higher Certificate in Tourism	TOU-BIN-2067-1.1-1	Implement Innovation Initiatives						
					TOU-SNM-2019-1.1-1	Perform Customer Sales Operations						
					TOU-PMN-2016-1.1	Collate Information for Performance Analysi						
				WSQ Specialist Diploma in Food Services (Food and Beverage Services)	FSS-FBS-5011-1.1	Manage Customer Services						
					FSS-FBP-5015-1.1	Manage Food and Beverage Operations						
					FSS-SNM-6001-1.1	Optimise Sales						
					SVCF-SI-502C-1	Innovate the Customer Experience						
					FSS-CEX-5002-1.1	Maintain Service Quality and Professional E						
					FSS-PNI-5001-1.1	Administer Purchasing and Receiving Procee						
	Master of Business	University of Northumbria /			FSS-PDV-5003-1.1	Conduct Staff Performance Assessment Pro						
Geraldine Yan	Administration	Newcastle Business School	Full Time	Full Time	Full Time	Full Time	Full Time	Full Time	Full Time		FSS-PDV-5001-1.1	Conduct Orientation and Training
	Administration	Newcastle Busiliess School						HAS-BIN-4039-1.1-1	Staff Management			
					HAS-CEX-4035-1.1	Customer Experience Management						
				WSQ Diploma in Hotel and Accommodation Services	HAS-BIN-4066-1.1	Crisis Management						
					HAS-ENV-4002-1.1	Environmental Sustainability Management						
					HAS-OTO-4007-1.1	Social Media Marketing						
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Experier						
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective						
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	Develop Service Excellence Strategies						
				wood Diploma in Tourism (Events Management and Operations)	TOU-MOP-4001-1.1	Develop Participants Management Procedu						
					TOU-SNM-4015-1.1	Manage Event Planning and Implementation						
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Capab						
					TOU-OTO-5006-1.1-1	Adopt Social Media Strategies						
					TOU-HRM-6038-1.1	Create Strong Employee Relationship Mana						
				WSQ Graduate Diploma in Tourism	TOU-PMN-6016-1.1	Establish Organisational Guidelines for Prod						
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and Po						
					TOU-FIN-6006-1.1	Endorse Accounting Policies, Plans and Fina						

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Name of Trainer	Highest Academic Qualification	Name of Awarding Institution	Part Time/ Full Time	Course approved to teach	Unit Code		
				Create Customer Experience	TOU-CEX-2023-1.1	Create Customer Experience	
					· · ·	TOU-BIN-2119-1.1	Define Tourism Trends and Demands
					TOU-ATO-2007-1.1	Develop Programs for Visitor Groups	
				WSQ Higher Certificate in Tourism (Attractions Management and Operations)	TOU-ATO-2005-1.1	Monitor Frontline Guest Relations Operat	
					TOU-PMN-2014-1.1	Create Attractions Content and Experienc	
					TOU-BIN-2067-1.1-1	Implement Innovation Initiatives	
					HAS-CEX-2010-1.1-1	Deliver all Aspects of Customer Service w Processing Feedback to Facilitate Custom	
					HAS-CEX-1013-1.1	Understand the Importance of Service Inn Staff to Generate Ideas that Contribute to	
				Higher Certificate in Hotel and Accommodation Services	HAS-HTO-2012-1.1	Coordinate Housekeeping Operations and	
					HAS-HTO-2005-1.1	Perform Front Office Operations to Meet	
					HAS-TTO-2004-1.1	Provide Tourist Information to Guests and	
					HAS-SNM-2015-1.1	Collect information, Prepare Reports to E	
					TOU-CEX-2023-1.1	Create Positive Customer Experience	
						Define Tourism Industry Trends and Dem	
				Higher Certificate in Tourism	TOU-BIN-2067-1.1-1	Implement Innovation Initiatives	
					TOU-SNM-2019-1.1-1	Perform Customer Sales Operations	
					TOU-PMN-2016-1.1	Collate Information for Performance Ana	
					FSS-PDV-5001-1.1	Conduct Orientation and Training	
					FSS-CEX-5002-1.1	Maintain Service Quality and Professiona	
contlong	Decholog of Duciness (Maglasting)	lamas Cook University	Full Time		FSS-FIN-6002-1.1	Develop and Implement Budgets	
ncent Leng	Bachelor of Business (Marketing)	James Cook University	Full Time	WCO Specialist Diplome in Food Services (Food and Powerses Service)	FSS-SNM-6001-1.1	Optimise Sales	
				WSQ Specialist Diploma in Food Services (Food and Beverage Service)	FSS-FBS-5011.1.1	Manage Customer Services	
					FSS-FBP-5015.1.1	Manage Food and Beverage Operations	
					FSS-PDV-5003-1.1	Conduct Staff Performance Assessment P	
					SVCF-SI-502C01	Innovate the Customer Experience	
					TOU-BIN-6049-1.1	Develop Organisation Strategy Plans and	
				WSQ Graduate Diploma in Tourism	TOU-PMN-6016-1.1	Establish Organisational Guidelines for P	
					TOU-HRM-6038-1.1	Create Strong Employee Relationship Ma	
					TOU-OTO-5006-1.1-1	Adopt Social Media Strategies	
					HAS-BIN-4039-1.1-1	People Management	
					HAS-CEX-4035-1.1	Customer Experience	
					HAS-BIN-4066-1.1	Workplace Safety and Security Managem	
				WSQ Diploma in Hotel and Accommodation Services	HAS-ENV-4002-1.1	Productivity and Innovation	
					HAS-OTO-4007-1.1	Marketing Communications	
					HAS-HTO-4005-1.1	Front Office Operations and Services	
					HAS-HTO-4012-1.1	Housekeeping Operations	
					TOU-PMN-4015-1.1	Develop MICE & Event Content and Expe	
					TOU-RIM-4019-1.1	Develop Plans and Procedures for Effective	
				WSQ Diploma in Tourism (Events Management and Operations)	TOU-CEX-4023-1.1	Develop Service Excellence Strategies	
					TOU-MOP-4001-1.1	Develop Participants Management Proce	
					TOU-SNM-4015-1.1	Manage Event Planning and Implementat	
					TOU-BIN-4067-1.1	Create Innovation Opportunities and Cap	

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hich include Attending to Customer Queries, Identifying Customers' Needs and
er Experience Enhancements
novation and the Methods and Opportunities that are Available for a Service
o Service Innovation d Perform Supporting Administrative Duties
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d/or Customers to Address their Queries
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