

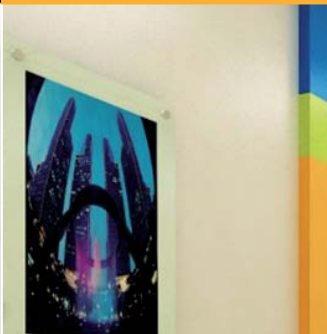
**TMiS**

# INSIGHTS

Tourism Management Institute of Singapore

NOV-DEC 2009

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





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

Dear Readers,

It is with great pleasure that I present you the inaugural issue of TMIS Insights. We are delighted to bring you a host of entertaining and informative articles on the latest training trend in the tourism industry.

With 22 years of training experience in the tourism and hospitality sectors, TMIS will continue to maintain quality training by providing more new relevant courses and using enhanced teaching methodologies.

Last year, TMIS was awarded the status of first National CET (Continuing Education & Training) Institute (NCI) for Tourism WSQ in Singapore, by the Singapore Workforce Development Agency (WDA). This award is the pinnacle status of all CET centres. We will continue to uphold the status by delivering quality training and strong outcome through job placements.

I hope this TMIS newsletter will help the school to better communicate with our students, alumni and all our supportive clients.

It will be published quarterly and we welcome readers to come forward with any interesting articles or views.

Once again, thank you for the unrelentless support and happy reading!

# TMIS INSIGHTS

TMIS Insights is a quarterly publication of  
Tourism Management Institute of Singapore

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# TMIS' LONG SERVICE AWARD

Congratulations to TMIS' Long Service Award recipients! On 8th September 2009, Mr William Tan, Chairman of TMIS presented token of appreciation to our long service award recipients for their strong devotion and commitment rendered to TMIS.

## 15-year Long Service Award Ms Lily Kow, Director

Lily started in TMIS as a trainer and has moved up to management position. She has extensive experience in curriculum development and was the key person in the development of the WSQ Tourist Guide Course.

## 10-year Long Service Award Mr H P Loi, CEO

Mr Loi is instrumental in transforming TMIS from a small training centre to a full-fledged tourism training school. With his extensive networks in the tourism fields, he has spearheaded many new initiatives such as setting up the existing training centre and forging partnerships with other schools and WDA.

## 5-year Long Service Award Mr Andy Koh, Head (International Recruitment)

Andy's strengths lie in his overseas networks and familiarity with overseas' private educators. Andy is instrumental in bringing many of the foreign students to TMIS.



Ms Lily Kow receiving her award from Mr William Tan



Mr H P Loi receiving his award from Mr William Tan



Mr Andy Koh receiving his award from Mr William Tan

## OUR HEARTIEST CONGRATULATIONS TO **MR WILLIAM TAN** (Chairman, TMIS)



Mr William Tan  
UFTTA Chairman

The United Federation of Travel Agents' Associations (UFTAA) unanimously elected Mr William Tan as UFTTA Chairman at its 42nd Annual Congress held in Manila on 19 October 2008.

Mr Tan is also the President of the National Association of Travel Agents Singapore, President of the Federation of ASEAN Travel Associations and the Honorary Treasurer of the ASEAN Tourism Association.

In his inaugural speech, Mr Tan said 'UFTAA under the new Board will work towards providing value-added services and implementing new UFTAA projects that will benefit the members.'

William is now working on the UFTAA Travel & Tourism Card (U-TTIC) – a card that brings the holder recognition as a bona-fide travel agent. It also provides cardholders with travel insurance, UFTAASure by AXA Assistance.



# TMIS AND OUR LATEST TRAINING FACILITIES

## TMIS @ Orchard

Set on a generous 15,000 square feet of space, **TMIS @ Orchard** houses 11 training rooms, 6 skills assessment rooms, a comprehensive resource centre, a students' lounge and a trainers' lounge.

Located on the 6th floor of Singapore Shopping Centre are 11 spacious training rooms which offer a conducive learning environment, engaging students and trainers with our enhanced training facilities. The resource centre and students' lounge are also equipped with wireless broadband connection and provide computing facilities for students.

The 6 assessment rooms on the 4th floor provide career guidance and facilitates placement of trainees, preparing them for the workforce. The assessment rooms are also used for conducting skill assessments to certify experienced workers from the Hotels and Food & Beverages sectors.

## TMIS @ Dhoby Ghaut

**TMIS @ Dhoby Ghaut** is located on the 14th floor of Park Mall. Students are also well provided with spacious training rooms and a students' lounge.



Students' Lounge



Reception



Assessment Room



Classroom



Resource Centre

# A BIG THANK YOU

## To Our WSQ Trainers

On 11th September 2009, trainers and staff of TMIS gathered for an evening of good food and entertainment.

The laughter-filled evening was hosted by Mr Loi, CEO of TMIS, in recognition of our trainers' hard work and dedication in grooming students of TMIS. All were treated to a sumptuous BBQ buffet spread and fine wine.



## LEARNING IS NEVER RESTRICTED

*to the Classrooms*

Learning at TMIS is never restricted to the classrooms. Our training & curriculum team constantly makes a point to include some experiential learning to the curriculum for our international students.

At TMIS, international students learn to master the English language through theories taught in class and also class outings to various places related to tourism, attractions and hospitality.

Like her other colleagues, TMIS English Language trainer, Mimi Engstrom has led groups of enthusiastic students to places like the Singapore Flyer, Jurong Bird Park, Sentosa, East Coast Park, Natas Travel Fair, and even Pulau Ubin!

'During class excursions, students are more relaxed. This allows them to strengthen friendships across nationalities. The students are more likely to remember their 'real life' outdoor encounters than reading from the book or an article from the newspaper. This makes learning more effective.' says Mimi.

Such class outings are always followed up with assignments in class to complete the learning process. According to Mimi, her students loved the outdoor activities and have always asked for more!



Mimi (3rd from right) with students at the NATAS Travel Fair



# TMIS IS PROUD TO TRAIN FOR FORMULA 1 SINGTEL SINGAPORE GRAND PRIX 2009



F1 trainees with trainer, Jessie (front: 4th from left)

We were part of this spectacular event! TMIS was engaged to train over 2,000 candidates who were hired by the organiser to fill the positions of Access Control Officials, Customer Service Officers, Information Ambassadors, Porters, Buggy Drivers, Lift Operators, Circuit Park Transport Coordinators, Accreditation Supervisors and Artiste Coordinators.

Selected candidates were expected to possess a friendly disposition, an ability to display maturity, be able to think on their feet and always be willing to deliver above expectations. All these qualities were re-enforced when they attended our 'WSQ Interact with Guests for Singapore GP' programme. Extracted from one of the units in the WSQ framework, this 1-day programme was skillfully modified to suit Singapore Grand Prix's context so as to achieve optimal results.

We are certainly very proud of our trainees for their contribution to this world-class event on our home-ground. Well done folks!

“ We hope to be able to work together for 2010. I must say that TMIS did a stellar job with the training as evidenced on the ground this year at the race. Truly hoping to connect very soon again. Many thanks for all the good work. ”

- Ms Sarah Martin, F1 Director of Operations

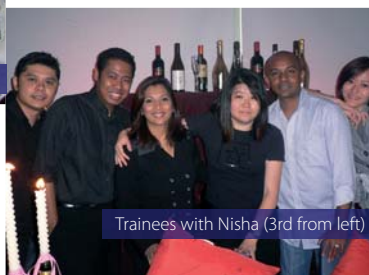
## ALL GEARED UP FOR EXCELLENT SERVICE WITH CSP

The Fullerton Hotel Singapore equipped its staff with excellent service through trainings at TMIS. A total of 95 employees of the hotel attended the WSQ Certified Service Professional (CSP) programme offered by WDA at TMIS.

The 5-day CSP programme offered attendees the opportunity to acquire knowledge and skills to demonstrate their competencies in interacting with guests, delivering service excellence, and offering customised and personalised services. TMIS trainer, Nisha never fails to encourage her learners to learn in an interactive environment. Classrooms are often transformed into a spa, lounge, or kopitiam setting to facilitate and entice her students' learning interest.

*“ The Fullerton Hotel Singapore sees much value in this programme and it is only after much involvement and input from the management of both TMIS and the Fullerton Hotel Singapore, as well as from the handpicked selected trainers with relevant experience that the CSP programme kicked off.*

*The underlying structure of the existing CSP curriculum of experiential learning through service-in-action activities, role-playing and facilitated classroom learning has been extremely effective in complementing and substantiating the hotel's own service excellence curriculum.”*



Mr Dylan Choong  
Head of Training  
Human Resources – Training  
The Fullerton Hotel Singapore



Celest Foo – Miss Tourism International

## SCU GRADUATE CELEST SHARES HER THOUGHTS

Meet Ms Celest Foo, leading stewardess with Singapore Airlines, and a proud graduate of Bachelor of Business in Tourism Management from Southern Cross University (SCU).

### Humble beginning..

*TMIS Insights:* What inspired you to join the tourism industry and why SCU at TMIS?

*Celest:* My love for the tourism industry developed during my 1-year employment with Chan Brothers Travel Agency as a travel consultant and tour leader before I joined SIA. The passion grew stronger when I was providing in-flight service to passengers of different nationalities. Playing host to them, promoting all things wonderful about Singapore had never been a chore.

Joining SCU at TMIS was to prepare myself with the knowledge and skills essential to excel in the industry. I was drawn to SCU for its well designed programme, made up of comprehensive and practical modules.

### Perseverance magic..

*TMIS Insights:* How did you manage your time for studies and work?

*Celest:* Managing between studies and work was tough, especially when I need to ensure my classes did not clash with my flying schedule. I converted my rest time to study hours during my off-duty times in the destination I flew to. I must say, perseverance is one good quality I had learnt.

### Sweet harvest..

*TMIS Insights:* How has obtaining the degree benefited you?

*Celest:* I am more confident now, in all things I do. I am able to perform more effectively at work. I was promoted to leading stewardess shortly after my graduation. I believe, completing the degree programme had one way or another attributed to my career advancement with SIA. I was also offered the opportunity to venture into providing trainings within the organisation. My self confidence had also earned me various beauty pageant titles.

### Moving forward..

*TMIS Insights:* Any plans for new ventures?

*Celest:* Oh yes, I'm now preparing for the launch of my business in offering personal grooming services. Thanks to my trainings at SCU and TMIS, the programme had inculcated entrepreneurship in me, and eventually led me to achieving my goal.

## MEET NISHA OUR ALL TIME FAVOURITE WSQ TRAINER

For almost 8 faithful years, Nisha has never failed to play her part as an engaging trainer at TMIS. Well loved by her students, she shares with us the passion she has for training and grooming in the tourism industry.

*TMIS Insights:* What inspired you to teach?

*Nisha:* Prior to becoming a trainer, I was working in the tourism industry for more than a decade. Being in a dynamic tourism industry, I developed a passion for the industry and wanted to contribute towards the professional development of the industry as well as inspire people to seek the wonders of this industry. After obtaining my MBA in Hospitality and Tourism, I decided to seek professional and personal satisfaction in my career as a trainer.

*TMIS Insights:* In your opinion, what are the 3 most important qualities that a trainer should possess?

*Nisha:* I once read that good teaching is one-fourth preparation and three-fourths theatre which I totally agree. It is crucial for trainers to be lively, enthusiastic and original. We need to use humour, contrasts, metaphors and suspense to keep our listeners interested.

Another key quality is humility. As trainers, we should be open to new ideas. We need to be aware that we do not know all the answers and recognise that while offering our audience new knowledge or perspectives, we can also learn from them. We need to demonstrate humility and an open mind to learn.

Also, an effective trainer must have high expectations. Our expectations will be one of the key factors in helping students learn and achieve. I love this quote by Willain Arthur Ward; The mediocre teacher tells. The good teacher explains. The superior teacher demonstrates. The great teacher inspires.

*TMIS Insights:* How do you engage your students to learn?

*Nisha:* I believe that good teaching is more a giving of right questions than a giving of right answers. I tell my students that at the end of course they should have more 'whys' than answers. When people's minds get ignited, that becomes true learning.

*TMIS Insights:* What motivated you to stay in training?

*Nisha:* Honestly, teaching is a demanding career, nevertheless, I love my job, to a point that I see it as a hobby. I see myself maturing as a person when I teach and train. I find myself developing professionally and personally over the years. When I am with young people, I feel young and rejuvenated. The more I teach, the more I learn.



# CALENDAR OF NEW COURSES

January to March 2010



## Degree Programmes

Course		Commencement Date	Tuition Fee
Bachelor of Business in Tourism Management	Full & Part Time	4 January 2010	\$ 24,000
Bachelor of Business in Tourism Management (with advanced standing)	Full & Part Time	22 February 2010	Please call us at 6238 8688

## Diploma Programmes

Course		Commencement Date	Net Fee Payable*
WSQ Diploma in Tourism	Full-time	15 March 2010	\$749
WSQ Diploma in Tourism (Hospitality)	Full-Time	22 February 2010	\$856
WSQ Diploma in Tourism (Hospitality)	Part-time	15 March 2010	\$856

## Certificate Programmes

Course		Commencement Date	Net Fee Payable*
WSQ Dual Certificate in Attractions and Tour & Travel Services	Full-time	4 January 2010 1 March 2010	\$363.80
WSQ Certificate in Hotel & Accommodation Services (Front Office)	Full-Time	4 January 2010 1 March 2010	\$337.05
WSQ Certificate in Hotel & Accommodation Services (Housekeeping)	Full-Time	4 January 2010 1 March 2010	\$310.30

## Other Programmes

Course		Commencement Date	Net Fee Payable*
WSQ Certified Service Professional	Full-time	7 January 2010 21 January 2010 4 February 2010 18 February 2010 4 March 2010 18 March 2010 31 March 2010	\$65
Skills Advancement Park (Tour & Travel/Attractions)	Full-Time	2 March 2010	\$96.30
Skills Advancement Park (Front Office)	Full-Time	22 March 2010	\$139.10
Skills Advancement Park (Housekeeping)	Full-Time	2 March 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.

