

Certified Service Professional

The CSP Program is a newly launched professional training program in service mindset skills that offers you the opportunity to enter & grow a rewarding career in the Tourism sub sectors like Hospitality, Retail & Services Industry.

Initiated by the Workforce Development Agency (WDA), the program aims to train you in portable skills & inculcate the right service mindset to enhance employability in Tourism & Services Industry.

5 Distinctive Features of CSP Program:

- Develop a service mindset
- Intensive experiential learning
- Employment relevance
- Recognized qualifications
- Commitment to service excellence

The 5-day program aims to:

- Develop in learners positive service mindset
- Engage & expose learners to realistic service environments
- Showcase employers & real life service professionals so that learners can benefit from their perspectives & experience
- Enhance competitiveness of learners to gain employment in the tourism & services industry

The program is designed to be fun in learning in near realistic work environment and is rewarding with valuable experiences for immediate application at work.

The program consists of 3 WSQ Service Excellence modules:

- Provide GEMS Service /Interact with Guest
- Deliver Service Excellence
- Offer Customised & Personalised Service

Upon successful completion of the program, participants will be awarded a Certificate + issued personalised Ez- Link card bearing participant's names & 10 qualities of CSP - the mark of a Certified Service Professional.

Benefits of CSP:

- Be transformed with a brand new mindset to be a True Service Professional
- Be equipped with skills to face challenges in the Services Industry
- Stand out from the service workforce bearing the mark of a CSP
- Graduate with a nationally recognised qualification – WSQ CSP
- Be a model to all service industry workforce projecting the 10 qualities of CSP