



YOUR SERVICE[®]

CLIENT CASE STUDY

Temasek Polytechnic

Established in April 1990, Temasek Polytechnic (TP) is a significant contributor to the field of para-professional education in Singapore. TP currently offers more than 50 full-time diploma courses in the areas of Applied Sciences, Business, Design, Engineering, Humanities and Social Sciences, and Informatics and IT to 15,000 students. TP is an advocate of the problem-based learning approach which develops abilities in self-directed learning, self-reflection, team skills and creative thinking.

To better prepare TP's students for internships and employment in the industry, TP set out to equip as many students as possible with a service mindset and with service excellence skills through a partnership with UP! Your Service that was launched in 2006. Since that time more than 50 academic teaching staff from TP have been certified to conduct

the UP! Your Service course - Achieving Superior Service™. And more than 1,000 students completed this course each year prior to their graduation.

In 2010, Temasek Polytechnic included two other UP! Your Service courses in its curriculum: "Building Service Partnerships" (Course 200) and "Increasing Customer Loyalty" (Course 300). Students who completed all three courses are recognized as "Certified Service Ambassadors".

Note: If you an employer and are interested in engaging these remarkably well prepared and motivated students for internship or employment opportunities, more information is available for you at TP's website at www.tp.edu.sg/home/global/glo_sip.htm Or send a message expressing your interest to irishotline@tp.edu.sg



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