



TEMASEK POLYTECHNIC

Preparing Students Today for Greater Service Tomorrow

Every year, 15,000 students arrive to the Temasek Polytechnic (TP) campus, each striving to become an asset in a competitive job market. While TP has long advocated team skills and creative thinking to give these students an edge, the school soon realized that this would not be enough.

In 2006, Temasek teamed up with service educator Ron Kaufman to better prepare their students for value-adding customer, client, and colleague interactions. Deploying Kaufman's Uplifting Service education programs, TP equips their students with a uplifting service mindset and service excellence skills needed to help their students stand apart in their internships and careers.

EXTENDING SERVICE TO STUDENTS

More than 50 academic teaching staff from TP have been certified to conduct the Uplifting Service "Achieving Superior Service" course, and more than 1,000 students complete this two-day course each year prior to graduation. And since 2010, Temasek Poly has offered students two other Uplifting Service workshops in their curriculum: "Building Service Partnerships" (Course 200) and "Increasing Customer Loyalty" (Course 300). Students who complete all three workshops are recognized as "Certified Service Ambassadors".

"The Uplifting Service mindset is giving our graduates a competitive edge and enhancing their future career prospects."

EDMOND KHOO
Deputy Principal



CLIENT

Temasek Polytechnic (TP)

ESTABLISHED

April 6, 1990

COMPANY PROFILE

TP is a significant contributor to the field of para-professional education in Singapore.

SCHOOLS OF STUDY

6 including schools of Applied Science, Business, Design, Engineering, Humanities & Social Sciences, and Informatics & IT

FULL-TIME PROGRAMS

52 full-time workshops

TEAM MEMBERS

Around 1,200

STUDENTS

15,000+ full-time students