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**Annex – Quotes from participants of the CapitaLand SkillsFuture Queen Bee Programme**

**Create Restaurant Asia Pte Ltd (CRA)**

“At CRA, we attribute our success to the dedication of our staff, whom we deeply value and appreciate. Our commitment to their continuous development is reflected in our efforts to upskill them and provide them with the knowledge they need to excel in their roles.

Since 2023, we participated in the CapitaLand SkillsFuture Queen Bee programme to send our staff for the recommended trainings. We are pleased to witness the positive impact these trainings have had on improving team productivity and performance, leading to increased customer satisfaction and higher annual revenue. The webinars have also provided our management with valuable insights into industry trends and developments.”

* Mr Teong Ngi Whi, Managing Director

**Tempur Singapore**

“We believe that investing in the continuous development of our workforce positions us at the forefront of the bedding and sleep product industry, ready to adapt to evolving trends and challenges. Through the CapitaLand SkillsFuture Queen Bee Programme, our team has attended various training initiatives, including specialised training in ‘Customer Relationship Management’. This has significantly improved our employees’ ability to anticipate and address customer needs, leading to higher satisfaction and increased brand loyalty.

As a result of this customer-centric approach, our retail sales representatives were recipients of the Excellent Service Award 2023, organised by the Singapore Retailers Association. We are grateful for CapitaLand SkillsFuture Queen Bee’s instrumental role in facilitating the award nomination and thank them for their support in our ongoing journey to upskill our workforce.”

* Ms Iris Leong, Managing Director

**TOG Connection Pte Ltd**

“The training initiatives recommended by the CapitaLand SkillsFuture Queen Bee programme have played a major role in driving growth, boosting productivity, and addressing key challenges within our organisation. For example, our supervisors have implemented new strategies and best practices to streamline processes, optimise workflow and enhance overall team efficiency. As a result, we have seen a noticeable increase in productivity, leading to smoother operations and improved output.

We firmly believe that our investment in these training programmes has delivered both measurable and intangible benefits. We remain committed to working closely with the programme operators to cultivate a culture of continuous learning and development for our staff, ensuring that they remain agile and ready to embrace the future of retail.”

* Ms Eleen Tan, General Manager