

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.

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.

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.



THE SHINING STARS OF 2009

Come in and find out what some of the recipients of the WSQ Awards have to say.

Ms Karen Wong, Manager with Tour Asia (S) Pte Ltd and a proud graduate of WSQ Diploma in Tourism with TMIS tells us why she sacrificed her time to study despite having vast years of experience in the industry.

TMIS Insights: You are already holding a managerial position and have been in the industry for 10 years. What motivated you to come out of the comfort zone and sign up for WSQ training?

Karen: The Chinese says "One is Never Too Old to Learn". I love to learn and know more be it through studying or through travel experiences. As such, I would say that it is because of this passion to learn and equip myself with more knowledge and skills that motivated me to sign up for WSQ training. My company Director also played a part when he encouraged me to take up courses to upgrade myself.

TMIS Insights: How has WSQ training benefited you in your current job?

Karen: I would say I benefited very much from the WSQ Diploma in Tourism. Other than the modules that are related to Tourism which has given me in-depth knowledge and skills that I can apply to my current job, the different views and ideas of my classmates who are from different walks of life has also enabled me to think out of the box to enhance travel products and services to suit my existing and potential consumer markets.

TMIS Insights: How do you juggle between work, studies and your personal life?

Karen: I think it all boils down to time management and prioritizing the things you want to do. Support and encouragement from family, friends, management and fellow colleagues of the company are relatively important too. At work, I will finish all the important tasks and if time permits, allocate some time to study. For studies, I will discipline myself to finish off all assignments on the same day after class. For personal life, I will definitely make time to relax myself by either going for short holidays or catching up with friends

Ms M Jamuna Rani Grace Christine, Birds' Eye Tour Guide with Jurong Bird Park graduated from the WSQ Dual Certificate in Tour & Travel Services/Attractions with TMIS shares her story of chasing her dreams and following her passion.

TMIS Insights: What inspired you to join the tourism industry?

Grace: It has always been my wish to work in wildlife attractions like the Jurong Bird Park and the Singapore Zoo as I am very passionate about wildlife and nature. I wanted to be an 'ambassador' not only to these attractions which draw hundreds and thousands of visitors but also a voice for our birds and animals. Since young, I have always been proud of our Zoo and Bird Park because even though we are a small country, we have some of the best parks in the world. I am happy to be a part of the parks which attract people from all over the world.

TMIS Insights: How has WSQ training benefited you in your current job?

Grace: The classroom training provided much guidance from our trainers who were all from the tourism industry. As we were able to discuss many situations and scenarios that all of us have experienced in our jobs relating to this field, I was able to apply many of the ideas and guidelines we learned in the course.

TMIS Insights: What are some challenges you face as a new entrant in the tourism industry and how did you overcome these challenges?

Grace: This is the first time I have encountered large crowds, especially many who are tourists. As the course attracted a good mix of people from different cultures, I was able to speak to them and learn more about their different customs and cultures. This has helped me understand tourists and be able to attend to their needs.



WSQ Award recipients, Grace, Karen and Nisha

One of our all-time favourite WSQ Trainer, Nisha shares with us her happiness in winning the WSQ Outstanding Tourism Trainer award.

TMIS Insights: You mentioned to us in the first issue of TMIS Insights that an effective trainer must have high expectations. What is then your expectation for yourself in the area of teaching?

Nisha: To me, expectations are reflections of my personal vision for my developments (both in personal and professional). When I set high expectations, it becomes my own self-fulfilling prophecy and I try to "rise to the occasion" through lots of sheer determination. As educators if we walk the talk and adhere to uniformly high expectations, I feel that, we can share with students our own enthusiasm for learning and development. I totally believe in what Ralph Marston said "Don't lower your expectations to meet your performance. Raise your level of performance to meet your expectations. Expect the best of yourself, and then do what is necessary to make it a reality."

TMIS Insights: What is the significance of this award to you in both your career and personal life?

Nisha: This prestigious recognition is truly a humbling and honorable experience for me. It is undeniably the greatest award that I have received and I was deeply moved that my contributions and pursuits have been recognized by my trainees, training providers and colleagues. It has provided me with enormous enthusiasm and motivation to strive further. My greatest fulfillment upon receiving the award was in receiving sincere well wishes and appreciation from all that I have touched and in knowing that no matter how small my contributions had been, they have made a positive difference in so many lives. I look forward to the new and exciting opportunities this award will open up for my future. Although, I have been awarded this time, I know that there are many other fellow trainers deserving of this award and with them, I share this honor.

TMIS Insights: Lastly, any special people you would like to thank?

Nisha: I am certain I would not have received this award if I had not found out what I love to do. Indeed, I would not have achieved this without the help and support of so many wonderful people around me.

Most importantly, my family, who for the last few years have been have been rolling their eyes and shaking their heads when they see me work so hard and have been getting so little of me, but they've been behind me every step of the way. I've also had the good fortune to be at the right place with the right people; TMIS. I've been fortunate to have developed a professional family where the bonds go far beyond work. I value the colleagues who have supported me in so many ways and with whom I've collaborated and worked so closely and the various trainers who have mentored and guided me through along the way. And of course, to my students and trainees who have defined me in many ways, who have helped shape my learning process and brought a smile to my face at the end of a tiring day for making a difference.

I read once that "It takes the best in each of us, to bring out the best in all of us". Thank you all for sharing your best with me. Thank you all for what you did to make my career so worthwhile.