



AUDREY LOO

Audrey started her career as a Flight Stewardess with Singapore Airlines in 1979. During her tenure as a flight stewardess, she rose to the rank of a leading stewardess. Part of her job scope was to lead, develop and guide the stewards and stewardesses to greater heights in service excellence.

In 1989 she joined a chain of high-end boutiques as a Retail Manager. She extended her continuation of service excellence to the boutiques' customers and led the sales personnel team. Her role as a manager honed her competencies in retailing, customer service, marketing and merchandising.

Since 2001 she has been a corporate trainer for Singapore Airlines, training pilots and cabin crew on Safety & Emergency Procedures. She conducted training on communication, teamwork and situational awareness.

She was an associate trainer with Kaplan Professional teaching Workplace Literacy (WPL) English at various levels and Workplace Safety and Health (WSH) programs. She taught WPL English and WSQ Soft Skills courses such as Personal Effectiveness and Teamwork for SSA. She developed an English programme and conducted courses for Resorts World, Cathay Restaurant and did public runs for the Singapore Culinary Institute. She also did the development of National Competency Standards for Sigma Solutions HRD for the Singapore Workforce Development Agency (WDA).

Audrey holds the following qualifications and certifications:

- Master's Degree in Business Administration (MBA) from Anglia Ruskin University, UK
- Advanced Certificate in Training and Assessment (ACTA)
- Diploma in Advanced and Continuing Education (DACE)
- Diploma in Teaching English to Speakers of Other Language (TESOL)
- Human Performance Limitation
- Advanced Facilitation Training

Now, she is developing and updating training courseware for Training Vision Institute (TVI) and SAB's partners in Myanmar.