

CAREER PATHWAYS

Skills Framework for Hotel and Accommodation Services

LEADERSHIP	General Manager				
	Hotel Manager/Resident Manager/Executive Assistant Manager		Director of Sales and Marketing		Director of Revenue Management
	Rooms Division Manager/Director of Rooms				
	FRONT OFFICE	HOUSEKEEPING	SALES AND MARKETING		REVENUE MANAGEMENT
MANAGERIAL	<ul style="list-style-type: none"> Front Office Manager/Operations Manager 	<ul style="list-style-type: none"> Executive Housekeeper/Director of Housekeeping 	<ul style="list-style-type: none"> Director of Sales Director of Events/Director of Catering/Director of Conference Services 	<ul style="list-style-type: none"> Public Relations/Marketing Communications Director of Public Relations/Director of Marketing Communications 	<ul style="list-style-type: none"> Revenue Manager Reservations Manager
	<ul style="list-style-type: none"> Assistant Front Office Manager/Assistant Operations Manager Chef Concierge Head Butler/Butler Manager 	<ul style="list-style-type: none"> Assistant Executive Housekeeper Laundry Manager 	<ul style="list-style-type: none"> Assistant Director of Sales Assistant Director of Events/Assistant Director of Catering/Assistant Director of Conference Services 	<ul style="list-style-type: none"> Assistant Director of Public Relations/Assistant Director of Marketing Communications 	<ul style="list-style-type: none"> Assistant Revenue Manager Assistant Reservations Manager
	<ul style="list-style-type: none"> Duty Manager Assistant Chef Concierge Club Floor Manager Guest Relation(s) Manager/Guest Service(s) Manager/Call Centre Manager 				
SUPERVISORY/EXECUTIVE	<ul style="list-style-type: none"> Concierge Butler Supervisor Club Floor Executive (Supervisor) Front Office Executive (Supervisor)/Guest Relation(s) Executive (Supervisor)/Guest Service(s) Executive (Supervisor)/Call Centre Executive (Supervisor) 	<ul style="list-style-type: none"> Assistant Housekeeper/Assistant Manager (Housekeeping) 	<ul style="list-style-type: none"> Catering Sales Manager/Sales Manager Events Services Manager/Conference Services Manager 	<ul style="list-style-type: none"> Public Relations Manager/Marketing Communications Manager Digital Marketing Manager 	<ul style="list-style-type: none"> Revenue Specialist/Revenue Analyst Reservations Supervisor
	<ul style="list-style-type: none"> Assistant Concierge Butler 	<ul style="list-style-type: none"> Housekeeping Supervisor Linen Room Supervisor 	<ul style="list-style-type: none"> Assistant Catering Sales Manager/Assistant Sales Manager/Catering Sales Executive/Sales Executive Assistant Events Services Manager/Assistant Conference Services Manager/Events Services Executive/Conference Services Executive 	<ul style="list-style-type: none"> Assistant Public Relations Manager/Assistant Marketing Communications Manager/Public Relations Executive/Marketing Communications Executive Assistant Digital Marketing Manager/Digital Marketing Executive 	<ul style="list-style-type: none"> Reservations Executive
	<ul style="list-style-type: none"> Club Floor Agent (Officer) Front Office Agent (Officer)/Guest Relation(s) Agent (Officer)/Guest Service(s) Agent (Officer)/Call Centre Agent (Officer) Bell Captain 	<ul style="list-style-type: none"> Housekeeping Coordinator 	<ul style="list-style-type: none"> Catering Sales Coordinator/Sales Coordinator Events Services Coordinator/Conference Services Coordinator 	<ul style="list-style-type: none"> Marketing Communications Officer/Sales and Marketing Officer/Digital Marketing Officer 	<ul style="list-style-type: none"> Reservations Agent (Officer)
OPERATIONS	<ul style="list-style-type: none"> Bellhop/Bell Attendant 	<ul style="list-style-type: none"> Housekeeping Attendant/Room Attendant/Public Area Attendant Linen Room Attendant/Laundry Valet Attendant 	<p>Wage Information For reference only</p>		

The Career Pathways will include a Food and Beverage Track, which will take reference from the Skills Framework for Food Services.

WAGE RANGE (MONTHLY GROSS WAGE)				
	FRONT OFFICE	HOUSEKEEPING	SALES AND MARKETING	REVENUE MANAGEMENT
LEADERSHIP	\$7,000 – \$19,400			
MANAGERIAL	\$2,400 – \$5,900	\$2,360 – \$7,500	\$3,700 – \$11,100	\$3,100 – \$7,000
SUPERVISORY	\$1,800 – \$3,300	\$1,700 – \$3,100	\$3,200 – \$4,900	
OPERATIONS	\$1,400 – \$2,400	\$1,300 – \$1,800	\$2,100 – \$2,800	\$2,100 – \$2,800

Source: Wage information taken from Occupation Insights in CareerResource.sg and Hospitality Manpower Study 2016 commissioned by the Singapore Hotel Association and supported by Singapore Tourism Board.

Note: The wage range, from historical data, is based on monthly gross salary which includes allowances and bonus.