



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Housekeeping Attendant/ Room Attendant/ Public Area Attendant

Job Description

The Housekeeping Attendant/Room Attendant/Public Area Attendant ensures the cleanliness and orderly presentation of assigned guestrooms or serviced apartments and maintains a positive overall impression of the hotel in accordance with the hotel's procedures and standards.

Besides the cleaning and servicing of guestrooms or serviced apartments, he/she is required to check and report items which are damaged or in need of maintenance.

He/She interacts with guests in a professional and respectful manner and plays an important role in addressing special requests or problems.

Skills Category

Skills

Customer Experience

- Handle Guests/Customers' Concerns and Feedback
- Project a Positive and Professional Image
- Provide Go-the-Extra-Mile Service

Housekeeping Operations

- Provide Related Housekeeping Services
- Service Guestrooms/Service Apartments
- Service Public Areas

Infocomm Technology

- Use Essential Functions of a Mobile Device

People and Relationship Management

- Work in a Team

Personal Management and Development

- Adapt to Change
- Apply Emotional Competence to Manage Self at the Workplace
- Develop Personal Effectiveness at Operations Level

Workplace Safety and Security

- Provide Workplace Safety and Security



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Linen Room Attendant/ Laundry Valet Attendant

Job Description

The Linen Room Attendant/Laundry Valet Attendant carries out daily assigned duties such as replacing guest laundry, washing linens, replenishing amenities and cleaning guest rooms in accordance with the property's established standards.

He/she assists in the sorting and issuing of staff uniforms to employees and maintains uniform records. Duties also include restocking, checking and assembling supplies and inventory.

The Linen Room Attendant/Laundry Valet Attendant ensures the delivery of clean uniforms, towels and linens to all internal and external clients and handles all guests' requests in a professional and courteous manner.

Skills Category

Skills

Customer Experience

- ♦ Handle Guests/Customers' Concerns and Feedback
- ♦ Project a Positive and Professional Image
- ♦ Provide Go-the-Extra-Mile Service

Housekeeping Operations

- ♦ Maintain Linen/Uniform Room
- ♦ Provide Laundry Services
- ♦ Provide Related Housekeeping Services

Infocomm Technology

- ♦ Use Essential Functions of a Mobile Device

People and Relationship Management

- ♦ Work in a Team

Personal Management and Development

- ♦ Adapt to Change
- ♦ Apply Emotional Competence to Manage Self at the Workplace
- ♦ Develop Personal Effectiveness at Operations Level

Workplace Safety and Security

- ♦ Provide Workplace Safety and Security



SKILLS MAP FOR HOUSEKEEPING TRACK

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Occupation

Housekeeping Coordinator

Job Description

The Housekeeping Coordinator responds to internal and external guest requests and is well versed on the hotel's products, services and procedures so as to serve guests to their satisfaction.

The Housekeeping Coordinator organises and assists in the daily housekeeping operations and requirements. He/She is responsible for ensuring the cleaning tasks are carried out properly.

The Housekeeping Coordinator performs administrative duties and prepares paperwork such as drafting housekeeping budget reports, maintaining staff records, assigning cleaning tasks and taking inventories. He/She is an effective communicator when in contact with all internal and external guests as this position requires a high level of guest phone contact.

Skills Category

Skills

Customer Experience

- ◆ Contribute to Customer Service over Various Platforms
- ◆ Handle Guests/Customers' Concerns and Feedback
- ◆ Respond to Service Challenges

Housekeeping Operations

- ◆ Provide Related Housekeeping Services

Infocomm Technology

- ◆ Use Basic Functions and Applications of a Computer

People and Relationship Management

- ◆ Communicate and Relate Effectively at the Workplace
- ◆ Work in a Team

Personal Management and Development

- ◆ Develop Personal Effectiveness at Operations Level

Planning and Implementation

- ◆ Handle Basic Administrative Duties
- ◆ Implement Operations for Service Excellence



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Housekeeping Supervisor

Job Description

The Housekeeping Supervisor is fully conversant with all housekeeping operations and procedures. He/She is responsible for assigning and supervising the activities of Housekeeping Attendants/Room Attendants/Public Area Attendants to ensure that guest rooms and service areas are well-maintained for the comfort of guests.

The Housekeeping Supervisor establishes effective internal communications to ensure optimum teamwork and productivity. He/She works well under pressure in a fast-paced, shift work environment.

Skills Category

Skills

Analytical, Conceptual and Evaluative

- ◆ Demonstrate Initiative and Enterprising Behaviours

Customer Experience

- ◆ Establish Relationships for Customer Confidence
- ◆ Monitor Guest/Customer Experience
- ◆ Resolve Guests/Customers' Concerns and Feedback

Environmental Sustainability

- ◆ Implement Sustainable Operations Using Green Initiatives

Housekeeping Operations

- ◆ Supervise Housekeeping and Laundry Operations
- ◆ Supervise Public Areas

Infocomm Technology

- ◆ Use Basic Functions and Applications of a Computer

Innovation

- ◆ Engage in Service Innovation Initiatives

People and Relationship Management

- ◆ Facilitate Effective Communication and Engagement at the Workplace
- ◆ Facilitate Effective Work Teams

People Management

- ◆ Develop and Motivate Team Members through Capability Development

Personal Management and Development

- ◆ Apply Emotional Competence to Manage Self and Team at the Workplace
- ◆ Develop Personal Effectiveness at Supervisory Level

Planning and Implementation

- ◆ Assign Work
- ◆ Conduct Stocktaking
- ◆ Monitor Asset and Inventory

Results Achievement

- ◆ Monitor and Reward Performance in a Team to Support Achievement of Results

Workplace Safety and Security

- ◆ Monitor Workplace Safety and Security



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Linen Room Supervisor

Job Description

The Linen Room Supervisor supervises the linen and uniform room operations such as the storage of linens, towels and staff uniforms. He/She responds to guests' requests for articles and ensures that the repairs and alteration works are completed according to the standards set by the hotel.

The Linen Room Supervisor establishes effective internal communications to ensure optimum teamwork and productivity. He/She works well under pressure in a fast-paced, shift work environment.

Skills Category

Skills

Analytical, Conceptual and Evaluative

- ◆ Demonstrate Initiative and Enterprising Behaviours

Customer Experience

- ◆ Establish Relationships for Customer Confidence
- ◆ Monitor Guest/Customer Experience
- ◆ Resolve Guests/Customers' Concerns and Feedback

Environmental Sustainability

- ◆ Implement Sustainable Operations Using Green Initiatives

Housekeeping Operations

- ◆ Supervise Linen/Uniform Room Operations

Infocomm Technology

- ◆ Use Basic Functions and Applications of a Computer

Innovation

- ◆ Engage in Service Innovation Initiatives

People and Relationship Management

- ◆ Facilitate Effective Communication and Engagement at the Workplace
- ◆ Facilitate Effective Work Teams

People Management

- ◆ Develop and Motivate Team Members through Capability Development

Personal Management and Development

- ◆ Apply Emotional Competence to Manage Self and Team at the Workplace
- ◆ Develop Personal Effectiveness at Supervisory Level

Planning and Implementation

- ◆ Assign Work
- ◆ Conduct Stocktaking
- ◆ Monitor Asset and Inventory

Results Achievement

- ◆ Monitor and Reward Performance in a Team to Support Achievement of Results

Workplace Safety and Security

- ◆ Monitor Workplace Safety and Security



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Assistant Housekeeper/ Assistant Manager (Housekeeping)

Job Description

The Assistant Housekeeper/Assistant Manager (Housekeeping) is conversant in all duties of the housekeeping department. He/She is responsible for the hiring and training of staff and planning of department work schedules.

The Assistant Housekeeper/Assistant Manager (Housekeeping) maintains the high standards of cleanliness and presentation in all back-of-house and hotel public areas. He/She is responsible for immediately reporting any maintenance issues with furniture, fittings and equipment to the head of department to ensure operational excellence.

Skills Category

Skills

Analytical, Conceptual and Evaluative

- ◆ Foster Initiative and Enterprise in Teams
- ◆ Read and Interpret Operational Reports
- ◆ Solve Problems and Make Decisions at Supervisory Level

Business Continuity Management

- ◆ Conduct Business Continuity Exercise and Test

Customer Experience

- ◆ Manage Guest/Customer Experience
- ◆ Manage Guests/Customers' Concerns and Feedback

Environmental Sustainability

- ◆ Manage Sustainable Operations Using Green Initiatives

Housekeeping Operations

- ◆ Monitor Housekeeping Operations in Rooms, Laundry and Public Area

Infocomm Technology

- ◆ Manage Online Information

Information and Results

- ◆ Acquire Industry Knowledge

Innovation

- ◆ Contribute to Innovation Process within Own Scope of Work in Business Unit
- ◆ Engage in Service Innovation Initiatives

Leadership

- ◆ Lead Team to Develop Operational Plan
- ◆ Role Model the Service Vision

People and Relationship Management

- ◆ Coach for Service Performance
- ◆ Cultivate Workplace Relationships and Diversity
- ◆ Manage a Diverse Service Environment

Planning and Implementation

- ◆ Display Critical Thinking and Analytical Skills
- ◆ Implement Loss/Risk Prevention
- ◆ Implement Process Improvement Change
- ◆ Manage Operations for Service Excellence
- ◆ Support Strategic and Operational Plans



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Laundry Manager

Job Description

The Laundry Manager controls and oversees all laundry operators, supplies and materials to ensure maximum efficiency in the performance of the housekeeping department. He/She ensures that the laundry equipment is well-maintained to function properly. He/She works effectively with engineering, maintenance and other relevant departments or sections to ensure smooth operations daily.

The Laundry Manager manages the department budget and expenses to ensure that operational needs and financial objectives of the hotel are met. He/She must ensure the department's compliance with all policies, standards and procedures.

Skills Category

Skills

Analytical, Conceptual and Evaluative

- ◆ Facilitate the Implementation of a Productivity Framework
- ◆ Solve Problems and Make Decisions at Managerial Level

Business Continuity Management

- ◆ Manage Crisis Situations

Change Management

- ◆ Facilitate Innovation and Lead Team Leaders to Implement Change

Communications

- ◆ Conduct Interviews

Customer Experience

- ◆ Develop Service Recovery Framework

Finance

- ◆ Review and Implement Financial Controls

Housekeeping Operations

- ◆ Manage Laundry Operations
- ◆ Manage Linen and Uniform Room Operations

Infocomm Technology

- ◆ Apply Workplace Information and Communication Technology (ICT)

Information and Results

- ◆ Analyse Service Quality and Customer Satisfaction

Innovation

- ◆ Manage Innovation in the Business Function

Leadership

- ◆ Lead Team Leaders to Develop Business Strategies and Governance Management

People and Relationship Management

- ◆ Develop a Work Team
- ◆ Lead Workplace Communication and Engagement

Personal Management and Development

- ◆ Contribute Towards a Learning Organisation
- ◆ Manage Workplace Challenges with Resilience

Planning and Implementation

- ◆ Develop Service Operations
- ◆ Manage and Review Systems and Processes
- ◆ Provide Information for Management Decision Making

Results Achievement

- ◆ Monitor and Reward Performance Across Teams to Manage Achievement of Results

Risk Management

- ◆ Manage Loss/Risk Prevention

Workplace Safety and Health

- ◆ Manage Workplace Safety and Health System



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Assistant Executive Housekeeper

Job Description

Reporting to the Executive Housekeeper or Director of Housekeeping, the Assistant Executive Housekeeper ensures consistently high operating standards in every area of housekeeping and laundry. He/She is responsible for the development of the team members so as to provide an exceptional experience for the guests.

The Assistant Executive Housekeeper implements effective stock and cost controls and adheres to the department budget. He/She is proficient with computers and computer programs and is familiar with workplace health, safety and hygiene regulatory requirements.

The Assistant Executive Housekeeper is an effective communicator and has a passion for delivering exceptional levels of guest services.

Skills Category

Skills

Analytical, Conceptual and Evaluative

- ◆ Facilitate the Implementation of a Productivity Framework
- ◆ Solve Problems and Make Decisions at Managerial Level
- ◆ Support the Establishment of a Framework for Initiative and Enterprise

Business Continuity Management

- ◆ Manage Crisis Situations

Change Management

- ◆ Facilitate Innovation and Lead Team Leaders to Implement Change

Communications

- ◆ Conduct Interviews

Customer Experience

- ◆ Develop Service Recovery Framework
- ◆ Manage the Service Brand

Finance

- ◆ Review and Implement Financial Controls

Housekeeping Operations

- ◆ Manage Housekeeping Operations

Infocomm Technology

- ◆ Apply Workplace Information and Communication Technology (ICT)

Information and Results

- ◆ Analyse Service Quality and Customer Satisfaction

Innovation

- ◆ Manage Innovation in the Business Function

Leadership

- ◆ Lead Team Leaders to Develop Business Strategies and Governance Management

People and Relationship Management

- ◆ Develop a Work Team
- ◆ Lead Workplace Communication and Engagement

Personal Management and Development

- ◆ Contribute Towards a Learning Organisation
- ◆ Manage Workplace Challenges with Resilience

Planning and Implementation

- ◆ Develop Service Operations
- ◆ Manage and Review Systems and Processes
- ◆ Provide Information for Management Decision Making

Results Achievement

- ◆ Monitor and Reward Performance Across Teams to Manage Achievement of Results

Risk Management

- ◆ Manage Loss/Risk Prevention

Workplace Safety and Health

- ◆ Manage Workplace Safety and Health System



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Executive Housekeeper/ Director of Housekeeping

Job Description

The Executive Housekeeper/Director of Housekeeping is the head of department and oversees the housekeeping operations. He/she is responsible for providing the highest level of comfort and hospitality to guests to achieve maximum guest satisfaction and organisational profitability.

The Executive Housekeeper/Director of Housekeeping establishes the standard operating procedures for housekeeping operations, in line with the hotel's service standards. The Executive Housekeeper/Director of Housekeeping also oversees inventory checks, and handles the budgeting and control of departmental expenses.

The Executive Housekeeper/Director of Housekeeping is responsible for hiring, developing and evaluating staff. He/She is able to fix problems and direct teams to meet the standards required by the hotel. He/She displays a high level of organisational awareness and leadership and works in a consultative manner with other departments or sections within the hotel.

Skills Category

Skills

Analytical, Conceptual and Evaluative

- ♦ Apply Systems Thinking in Problem Solving and Decision Making
- ♦ Contribute to the Design and Development of a Productivity Framework

Business Continuity Management

- ♦ Direct Management of Crisis Situations

Business Negotiation

- ♦ Manage and Direct Negotiations

Communications

- ♦ Conduct Presentation to Senior Management

Customer Experience

- ♦ Drive Customer Loyalty for Service Excellence

Finance

- ♦ Manage Budgeting and Forecasting Processes for the Business Unit
- ♦ Prepare Budget for the Business Unit

Infocomm Technology

- ♦ Analyse and Recommend Best Practices and Technology in Hospitality
- ♦ Analyse Hospitality Data

Information and Results

- ♦ Drive Service Quality and Customer Satisfaction
- ♦ Manage Quality System and Processes

Innovation

- ♦ Innovate the Customer Experience

Leadership

- ♦ Lead Managers to Develop Organisational and Governance Strategies

People and Relationship Management

- ♦ Manage Cross Functional and Culturally Diverse Teams

People Management

- ♦ Manage Human Resources in the Department

Personal Management and Development

- ♦ Develop Self to Maintain Professional Competence at Senior Management Level

Planning and Implementation

- ♦ Manage Asset and Inventory
- ♦ Manage Resource Planning
- ♦ Provide Information for Management Decision Making



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Rooms Division Manager/ Director of Rooms

Job Description

The Rooms Division Manager/Director of Rooms oversees multiple departments under rooms, which includes but is not limited to the front office, concierge and bell services, club floor, housekeeping, and facilities and security. As a member of the property's senior management team, he/she develops and reviews the business plan and strategies, key performance indicators and manpower planning for rooms. He/She provides solutions and implements corrective measures on problem areas and monitors and manages expenses to ensure that they are kept within operational budget.

As a champion of organisational excellence, the Rooms Division Manager/Director of Rooms works towards achieving high levels of guest/customer satisfaction through the consistent execution of the property's brand standards, visible operational leadership, active trend analysis and hands-on interaction with guests/customers and team members. He/She builds high performance teams that are empowered and can work collaboratively to create excellent guest/customer experiences. He/She also works together with the human capital department to ensure the efficiency and effectiveness of the recruitment processes for employment and retention of outstanding team members.

Skills Category

Skills

Business Continuity Management

- Direct Management of Crisis Situations

Change Management

- Facilitate Innovation and Lead Managers to Manage Change

Finance

- Develop and Establish Financial Budget and Plans

Infocomm Technology

- Leverage Technology for Productivity and Innovation

Innovation

- Champion Service Innovation
- Facilitate Innovation Process within the Organisation

Knowledge Management

- Develop and Establish a Knowledge Management System

People and Relationship Management

- Develop Self to Maintain Professional Competence to Lead an Organisation

People Management

- Develop Strategies for Talent Management

Results Achievement

- Monitor Divisional Performance and Develop Reward Strategies to Facilitate Achievement of Results



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

Hotel Manager/ Resident Manager/ Executive Assistant Manager

Job Description

The Hotel Manager/Resident Manager/Executive Assistant Manager is responsible for the day-to-day management of a property and its staff. He/She has commercial accountability for budgeting and financial management, planning, organising and directing all property services, including front-of-house, food and beverage operations and housekeeping. He/She needs to ensure efficient operations, maximise standards of guest service, and drive occupancy rates and revenue goals. He/She performs regular site inspections on the facilities and services of the property, resolves issues and ensures that the property runs smoothly each day. He/She reviews the financial performance of the property and works with the senior management team to set the overall business strategies and performance indicators, which may include sales and marketing and revenue management.

The Hotel Manager/Resident Manager/Executive Assistant Manager interacts with and promotes the property to local and international audiences. He/She also keeps up to date with the latest trends and best practices for hospitality, and introduces innovation to enhance property operations and deliver excellent guest experiences. As a champion of organisational excellence, he/she hosts guests and leads by example. He/She also provides guidance and support to managers and colleagues, and ensures that the property's core values and standards are upheld for the welfare of the property's staff and guests. He/She is a good communicator, and a leader who is eloquent in managing media and promoting the brand image of the property.

Skills Category

Skills

Business Continuity Management

- Endorse Business Continuity Framework, Strategies, Policies and Plans

Infocomm Technology

- Capitalise on Opportunities Created through Digital Disruption in the Hospitality Industry

Leadership

- Adopt Modern Concepts in Business Ethics and Values Management
- Adopt New Business Models for Productivity Maximization
- Manage Hotel Operations

People and Relationship Management

- Build Positive Relationships with the Board
- Create Positive Work-life Harmony
- Establish Organisational Relationships and Lead Organisational Diversity
- Foster Business Relationships and Organisational Diversity
- Promote Harmonious Tripartite Relations

Personal Management and Development

- Develop Self to Maintain Professional Competence to Lead an Organisation



SKILLS MAP FOR HOUSEKEEPING TRACK

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES

Occupation

General Manager

Job Description

The General Manager directs all strategies and operations in the property, together with a team of senior management staff. He/She sets the vision and works closely with his/her team to ensure proper return on investment, higher revenues and enough sales to keep the property running smoothly. He/She leads the management team to effectively manage the various functional areas to maximise financial performance and guest experiences while upholding quality standards, property's brand image and values.

Innovative and transformative, the General Manager strategises and leads organisational growth to stay ahead of competition and trends, as well as take advantage of business opportunities. The General Manager also directs the maximisation of revenue by anticipating market shifts, develops and monitors annual business and marketing plans. He/She conducts regular meetings with all Heads of Departments and safeguards quality of both internal and external operations. He/She represents the property for civic, business, industry and local government matters (including statutory and legal regulations), as well as promotes the property as its lead brand ambassador.

The General Manager establishes and oversees the employment and development of staff, and communicates with his/her management team and all staff regularly. He/She should possess good communication skills, and be an enabler to motivate and empathise with staff while enforcing high standards of service in the property.

Skills Category

Skills

Business Continuity Management

- ◆ Provide Leadership during Crisis Situations

Change Management

- ◆ Lead Change Management

Communications

- ◆ Represent and Promote the Organisation

Finance

- ◆ Set Organisation's Finance Philosophy and Strategies

Innovation

- ◆ Lead and be Accountable for Innovation within the Organisation

Leadership

- ◆ Act as an Effective Board Member
- ◆ Adopt International Hotel Asset Valuation and Acquisition Business Models
- ◆ Develop Strategic Business Partnerships
- ◆ Identify and Develop Business Opportunities
- ◆ Interpret Statutory Financial Statements for Business Leaders
- ◆ Lead Organisation to Develop Organisational Strategic Priorities, Culture and Governance

People Management

- ◆ Develop Succession Plan
- ◆ Lead Organisational Succession Planning, Capability Development and Employee Engagement

Planning and Implementation

- ◆ Develop and Drive Organisational Vision, Mission and Values
- ◆ Direct Organisational Strategies and Set Targets

Results Achievement

- ◆ Monitor Organisational Performance and Develop Reward Strategies to Lead Achievement of Results