

**SKILLS FRAMEWORK FOR RETAIL
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Workplace Housekeeping, Safety and Security					
TSC	Store Facilities and Housekeeping					
TSC Description	Identify facility and space requirements and negotiate contract terms and conditions to support business needs and volume					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	RET-WHS-1002-1.1		RET-WHS-3002-1.1	RET-WHS-4002-1.1	RET-WHS-5002-1.1	
	Identify facilities and space requirements to reflect business needs and volume and report equipment faults or failures, in accordance with service agreements and store policies		Supervise and monitor work carried out by staff and/or cleaning contractors, conduct regular checks to meet housekeeping standards of stores, liaise with management on housekeeping matters and take actions on non-compliant housekeeping standards	Negotiate maintenance contracts with contractors and suppliers in accordance with store policies and procedures, coordinate with contractors on housekeeping matters, review work carried out by staff and/or cleaning contractors and implement store facilities and house keeping standards	Negotiate and implement contract terms and conditions to maximise benefits for stores, establish effective maintenance systems that promotes the effectiveness of store facilities and housekeeping standards and communicate standards to staff	
Knowledge	<ul style="list-style-type: none"> Organisational housekeeping standards Designated work areas to be cleaned Maintenance and storage of cleaning equipment and supplies Actions to be taken to address non-compliance of housekeeping standards by staff or cleaning contractor Organisational guidelines, standards and procedures in relation to monitoring cleaning work carried by staff or cleaning contractor 		<ul style="list-style-type: none"> Organisational standards for the maintenance of cleanliness, hygiene, safety, attractive merchandise displays and space utilisation of store facilities and equipment Maintenance terms and conditions and source for qualified maintenance contractors Organisational guidelines, standards and procedures in relation to store maintenance requirements for facilities, premises and equipment and planning and managing store budgets Related occupational health and safety knowledge 	<ul style="list-style-type: none"> Organisational standards for the maintenance of cleanliness, hygiene, safety, attractive merchandise displays and space utilisation of store facilities and equipment Maintenance terms and conditions and source for qualified maintenance contractors Organisational guidelines, standards and procedures in relation to store maintenance requirements for facilities, premises and equipment and planning and managing store budgets Related occupational health and safety knowledge 	<ul style="list-style-type: none"> Organisational standards for the maintenance of cleanliness, hygiene, safety, attractive merchandise displays and space utilisation of store facilities and equipment Organisational guidelines, standards and procedures in relation to maintenance programmes for facilities, premises and equipment, supplier and contractor terms and agreements for maintenance of facilities and equipment Impact of relevant industry codes of practice as applicable to managing and maintaining store facilities Related occupational health and safety knowledge Types of negotiation techniques to obtain the best agreements in terms of cost, service frequencies and response 	

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<p>Abilities</p>	<ul style="list-style-type: none"> • Carry out housekeeping activities at work areas • Identify and report facilities, non-operational ready equipment and potential area for escalation to maintenance team's or cleaning contractors' action • Provide inputs for improvements to housekeeping standards 		<ul style="list-style-type: none"> • Review housekeeping standards in alignment to brand image and/or organisation's requirement • Monitor and ensure adequate supplies of cleaning tools and materials needed to maintain housekeeping standards in the store • Monitor and ensure proper maintenance and storage of cleaning equipment and supplies used by staff and/or cleaning contractor • Monitor safety of work processes carried out by staff and/or equipment manufacturers, equipment suppliers and/or cleaning contractors • Monitor performance of equipment manufacturers, equipment suppliers and/or cleaning contractors • Report housekeeping and/or store facilities and equipment maintenance non-compliance incidents to management • Recommend improvements pertaining to housekeeping standards, policies and procedures 	<ul style="list-style-type: none"> • Establish store facilities and equipment maintenance schedule and plan in accordance to store operational requirements • Monitor compliance to housekeeping standards in alignment to brand image and/or organisation's requirement • Monitor compliance of store facilities and equipment maintenance contracts with equipment manufacturers, equipment suppliers and/or cleaning contractors • Reviews of store facilities and equipment maintenance schedule and plan • Review and propose new equipment purchase for renewal or spoilage based on existing store configurations and store operational requirement 	<p align="center">times with contractors</p> <ul style="list-style-type: none"> • Develop store facilities and equipment maintenance policies and procedures in accordance to business operational requirements • Establish housekeeping standards in alignment to brand image and/or organisation's requirement • Negotiate and endorse terms and conditions of store facilities and equipment maintenance contracts with equipment manufacturers, equipment suppliers and/or cleaning contractors • Review performance of equipment manufacturers, equipment suppliers and/or cleaning contractors in execution of store facilities and equipment maintenance contracts • Lead in resolutions of store facilities issues with external stakeholders e.g. landlord, government agencies, and etc. 	
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