

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - ASSISTANT EXECUTIVE HOUSEKEEPER				
Sector	Hotel and Accommodation Services			
Track	Housekeeping			
Sub-Track	Housekeeping Operations			
Occupation	Housekeeping Professional			
Job Role	Assistant Executive Housekeeper			
Job Role Description	<p>The Assistant Executive Housekeeper manages the day-to-day housekeeping operations to ensure consistently high operating standards in every area of housekeeping. He/She develops operations plans, implements housekeeping operating procedures and service standards and monitors the department's adherence to these performance requirements.</p> <p>To support service excellence and organisational continuous improvement, he takes on service recovery for escalated guest concerns and feedback as well as initiatives to bring about improvement, innovation and sustainability to housekeeping operations and service quality. He ensures workplace safety and security for staff and guests through compliance and prevention management. His role also includes providing coaching to staff, managing staff development and performance, as well as supporting budget forecasting and managing cost control for the department.</p> <p>He is an effective communicator who is able to interact with all levels of staff as well as guests. He has a passion for delivering an exceptional level of guest service and is able to handle multiple tasks in a dynamic environment. He may be required to frequently move around the property and to work on some weekends and public holidays.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage housekeeping operations	Key Tasks	
			Develop operations plans for the department	
			Review manpower allocation for work assignments	
			Implement operating procedures and service standards for housekeeping operations	
			Monitor housekeeping operations to ensure adherence to organisational standards and procedures	
			Monitor outsourced services and work quality of vendors	
	Drive service and operational excellence	Manage service recovery for escalated guests' concerns and feedback		
		Analyse service quality of housekeeping operations for continuous improvement		
		Review systems and processes for workflow and productivity improvement		
		Innovate new ideas on housekeeping services to enhance guest experience		
		Direct the implementation of sustainability programmes to drive organisational green initiatives		
	Manage operational risks	Operationalise compliance management on hygiene, and workplace safety and health requirements		
		Manage loss and risk prevention policies and procedures to minimise loss and risk in business operations		
		Manage emergency situations		
	Manage human resources, finance and report management	Review housekeeping reports to monitor and report departmental performance		
		Support budget forecasting processes for the department		
		Manage cost control to keep departmental operating expenses within budget		
		Provide coaching and guidance to improve staff work performance		
Establish learning and development plans and facilitate learning and development opportunities to enhance work performance				
Manage team performance to achieve department goals				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asset and Inventory Management	Level 3	Leadership	Intermediate
	Budgeting	Level 3	Decision Making	Advanced
	Business Continuity Planning	Level 4	Sense-Making	Intermediate
	Business Planning	Level 4	Problem Solving	Advanced
	Business Presentation Delivery	Level 4	Interpersonal Skills	Advanced
	Business Relationship Building	Level 4		

Skills and Competencies	Change Management	Level 4
	Crisis Management	Level 4
	Customer Experience Management	Level 4
	Dispute Resolution	Level 4
	Environmental Sustainability Management	Level 4
	Hospitality Data Collection and Analysis	Level 3
	Innovation Management	Level 4
	Loss and Risk Prevention Management	Level 4
	Organisational Relationship Building	Level 4
	People and Performance Management	Level 4
	People and Relationship Management	Level 4
	People Development	Level 4
	Productivity Improvement	Level 4
	Resource Management	Level 4
	Room Housekeeping Operations Management	Level 4
	Service Challenges	Level 4
	Service Coaching	Level 3
	Service Excellence	Level 4
	Service Information and Results	Level 4
	Service Innovation	Level 4
	Service Innovation Culture	Level 4
	Service Planning and Implementation	Level 4
	Staff Management	Level 4
	Technology Adoption and Innovation	Level 4
Vendor Management	Level 4	
Vision Leadership	Level 4	
Workplace Safety and Health Performance Management	Level 4	
Programme Listing	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit www.skillsfuture.sg/skills-framework/has	

The information contained in this document serves as a guide.