

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES				
SKILLS MAP - ASSISTANT HOUSEKEEPER/ASSISTANT HOUSEKEEPING MANAGER/HOUSEKEEPING SUPERVISOR				
Sector	Hotel and Accommodation Services			
Track	Housekeeping			
Sub-Track	Housekeeping Operations			
Occupation	Housekeeping Professional			
Job Role	Assistant Housekeeper/Assistant Housekeeping Manager/Housekeeping Supervisor			
Job Role Description	<p>The Assistant Housekeeper/Assistant Housekeeping Manager/Housekeeping Supervisor organises and supervises the day-to-day housekeeping operations to ensure rooms and public areas are well-maintained for the comfort of guests. He/She plans resources, allocates work assignments, supervises cleaning activities, inspects rooms and monitors the turnover of rooms to uphold the highest level of cleanliness and efficiency of the team.</p> <p>To support service excellence and continuous improvement, he looks into escalated guest concerns and implements improvement, innovation and sustainability plans for the department. He monitors operational risks including security threats, emergency situations and the team's compliance with hygiene and workplace safety and health requirements. His supervisory role includes providing coaching to team members, and managing team development needs and performance.</p> <p>He is an individual with strong communication and problem-solving skills. He works well under pressure in a fast-paced environment. He works on shifts, including on weekends and public holidays. To meet the physical demands of the job, he has to be physically fit to lift heavy loads such as mattresses.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage housekeeping operations	Key Tasks	
			Plan resources and allocate work assignments to team members	
			Organise work activities for shift commencement and completion	
			Supervise work performance to ensure cleaning and maintenance are carried out in accordance with organisational procedures and standards	
			Inspect rooms and public areas to ensure cleanliness level conforms to organisational standards	
			Monitor turnover of rooms to ensure housekeeping efficiency	
			Coordinate the maintenance of rooms, public areas and housekeeping equipment	
	Drive service and operational excellence	Resolve guests' concerns and feedback		
		Propose improvements to enhance operational efficiency and guest experience		
		Implement innovation, improvement and sustainability plans for continuous improvement		
	Manage operational risks	Monitor team's compliance with organisational and regulatory requirements on hygiene, and workplace safety and health		
		Identify and monitor signs of potential security threats for appropriate follow-up		
		Execute response and recovery actions during emergency situations		
		Implement loss and risk prevention policies and procedures		
	Manage human resources, finance and report management	Generate and interpret operations reports for management reporting		
		Provide coaching and feedback to improve team performance		
Identify training needs and implement training plans to enhance team capabilities				
Monitor team performance and provide feedback for improvement				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asset and Inventory Management	Level 2, Level 3	Communication	Intermediate
	Crisis Management	Level 3	Interpersonal Skills	Intermediate
	Customer Challenges Management	Level 3	Service Orientation	Intermediate
	Customer Experience Management	Level 3	Resource Management	Intermediate
	Environmental Sustainability Management	Level 3	Problem Solving	Intermediate
	Innovation Management	Level 3		
	Loss and Risk Prevention Management	Level 3		
Organisational Relationship Building	Level 3			

Skills and Competencies	People and Performance Management	Level 3	
	People and Relationship Management	Level 3	
	People Development	Level 3	
	Productivity Improvement	Level 3	
	Public Areas Housekeeping Operations Management	Level 3	
	Resource Management	Level 3	
	Room Housekeeping Operations Management	Level 3	
	Service Coaching	Level 3	
	Service Excellence	Level 3	
	Service Innovation	Level 3	
	Service Planning and Implementation	Level 3	
	Staff Management	Level 3	
	Technology Adoption and Innovation	Level 3	
	Threat Observation	Level 2	
	Vendor Management	Level 3	
	Workplace Safety and Health Performance Management	Level 3	
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.