

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - EXECUTIVE HOUSEKEEPER/DIRECTOR OF HOUSEKEEPING				
Sector	Hotel and Accommodation Services			
Track	Housekeeping			
Sub-Track	Housekeeping Operations and Laundry Operations			
Occupation	Housekeeping Professional			
Job Role	Executive Housekeeper/Director of Housekeeping			
Job Role Description	<p>The Executive Housekeeper/Director of Housekeeping is the head of department. He/She leads the housekeeping department to provide the highest level of comfort and hospitality to guests to achieve guest satisfaction and organisational profitability. He leads the development and implementation of the department's operational strategies and plans, operating procedures and service standards, and oversees the department's adherence to these performance requirements. He oversees outsourced services, asset and inventory control and knowledge management for the department.</p> <p>As a head of department, he drives improvement, innovation and sustainability initiatives and adopts best practices and new technology applications as part of the organisation's continuous improvement efforts. He minimises operational risks through compliance management and crisis management. He also oversees budgeting, cost control as well as staff performance and development.</p> <p>Analytical and well-organised, he is able to make decisions and manage priorities under time and resource pressure. With strong leadership and interpersonal skills, he is able to lead staff and work with other departments in a consultative manner. He may be required to move around the property as he performs his duties and responsibilities.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage housekeeping operations	Key Tasks	
			Lead the development and implementation of operations strategies and plans for the housekeeping department	
			Develop and review operating procedures and service standards for housekeeping operations	
			Oversee housekeeping operations to ensure adherence to organisational standards and procedures	
			Oversee partnerships and quality of outsourced services	
			Manage asset and inventory control	
	Drive service and operational excellence	Lead the development and evaluation of service recovery strategies for addressing service gaps		
		Lead improvement initiatives and service innovation to enhance service quality and operational efficiency		
		Lead sustainable operations using green initiatives		
		Evaluate industry best practices and new technology applications for organisation's adoption		
	Manage operational risks	Review compliance management on organisational guidelines and regulatory requirements for housekeeping operations		
		Develop crisis management, business continuity and recovery plans for the housekeeping department		
	Manage human resources, finance and report management	Present housekeeping reports and recommendations for management update and decision-making		
		Lead budget forecasting processes for the department		
		Manage departmental budgets to ensure proper utilisation and accounting of resources		
Oversee the implementation of capability development plans for staff				
Lead the management of staff performance to achieve department goals				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asset and Inventory Management	Level 4	Leadership	Advanced
	Budgeting	Level 4	Interpersonal Skills	Advanced
	Business Continuity Planning	Level 5	Decision Making	Advanced
	Business Negotiation	Level 5	Developing People	Advanced
	Business Planning	Level 5	Sense-Making	Advanced
	Business Presentation Delivery	Level 5		
	Business Relationship Building	Level 5		
	Change Management	Level 5		
	Crisis Management	Level 5		

Skills and Competencies	Dispute Resolution	Level 5
	Environmental Sustainability Management	Level 5
	Hospitality Data Collection and Analysis	Level 4
	Innovation Management	Level 4
	Knowledge Management	Level 4
	Organisational Relationship Building	Level 5
	People and Performance Management	Level 4
	People Development	Level 4
	Productivity Improvement	Level 5
	Resource Management	Level 4
	Service Challenges	Level 4
	Service Excellence	Level 5
	Service Information and Results	Level 5
	Service Innovation	Level 5
	Service Innovation Culture	Level 4
	Service Planning and Implementation	Level 4, Level 5
	Staff Management	Level 5
	Technology Adoption and Innovation	Level 4
	Vendor Management	Level 5
	Vision Leadership	Level 5
Workplace Safety and Health Performance Management	Level 5	
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.