

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - HOUSEKEEPING COORDINATOR				
<b>Sector</b>	Hotel and Accommodation Services			
<b>Track</b>	Housekeeping			
<b>Sub-Track</b>	Housekeeping Operations and Laundry Operations			
<b>Occupation</b>	Housekeeping Professional			
<b>Job Role</b>	<b>Housekeeping Coordinator</b>			
<b>Job Role Description</b>	<p>The Housekeeping Coordinator coordinates and assists in the daily housekeeping operations and requirements, and performs administrative duties to ensure the smooth running of the Housekeeping department. He/She liaises with various departments to coordinate housekeeping activities, assists in allocating housekeeping assignments and updates room status for allocation. He also takes stock of inventories and administers maintenance works for rooms, public areas as well as housekeeping equipment and machines.</p> <p>He responds to guests' requests and feedback, and handles lost and found items as part of his responsibilities to serve guests to their satisfaction. To ensure workplace safety and the security of the property, he assists to monitor the housekeeping team's compliance with hygiene and workplace safety and health requirements and reports safety hazards and security threats. His administrative role includes maintaining records, generating reports and coordinating meetings for the department. He provides suggestions for continuous improvement and may be required to take on other duties as assigned.</p> <p>He is an effective communicator with good organisational and administrative skills. He is able to work independently and as a team. He may be required to work on shifts, including weekends and public holidays.</p>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage housekeeping operations	Assist in the assignment of housekeeping tasks and rooms to the housekeeping team	
			Coordinate daily housekeeping activities with other functional areas within the organisation	
			Monitor and update room status to facilitate coordination of housekeeping assignments	
			Conduct maintenance checks on housekeeping equipment and machines	
			Assist in the coordination of maintenance works for rooms, public areas and housekeeping equipment and machines	
			Record and perform safekeeping of lost and found items	
			Conduct inventory count on housekeeping supplies and equipment	
	Drive service and operational excellence	Coordinate and monitor follow-up on guest requests		
		Handle guests' concerns and feedback		
		Provide suggestions to improve housekeeping operations and enhance customer experience		
	Manage operational risks	Assist to monitor team's compliance with organisational and regulatory requirements on hygiene, and workplace safety and health		
		Report safety hazards and security threats in accordance with organisational guidelines		
		Assist in the execution of response and recovery actions during emergency situations		
Manage human resources, finance and report management	Consolidate budget reports for the department			
	Maintain housekeeping records and generate reports for the department			
	Coordinate meetings for the department			
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Asset and Inventory Management	Level 2	Service Orientation	Basic
	Crisis Management	Level 2	Communication	Basic
	Customer Challenges Management	Level 2	Problem Solving	Basic
	People and Relationship Management	Level 1	Interpersonal Skills	Basic
	Productivity Improvement	Level 2	Teamwork	Basic
	Room Housekeeping Operations Management	Level 2		
	Service Challenges	Level 1		
	Service Excellence	Level 2		
	Service Innovation	Level 1		
Service Planning and Implementation	Level 1			

	Technology Adoption and Innovation	Level 2	
	Threat Observation	Level 1	
	Workplace Safety and Health Performance Management	Level 2	
<b>Programme Listing</b>	For a list of Training Programmes available for the Hotel and Accommodation Services sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/has">www.skillsfuture.sg/skills-framework/has</a>		

The information contained in this document serves as a guide.