

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - HOUSEKEEPING ATTENDANT/ROOM ATTENDANT/PUBLIC AREA ATTENDANT				
<b>Sector</b>	Hotel and Accommodation Services			
<b>Track</b>	Housekeeping			
<b>Sub-Track</b>	Housekeeping Operations			
<b>Occupation</b>	Housekeeping Professional			
<b>Job Role</b>	Housekeeping Attendant/Room Attendant/Public Area Attendant			
<b>Job Role Description</b>	<p>The Housekeeping Attendant/Room Attendant/Public Area Attendant is responsible for the cleanliness and orderly presentation of rooms and/or public areas to create a positive impression for guests and/or customers. He/She performs cleaning, replenishes amenities and supplies as well as checks and reports items in need of maintenance or replacement. He updates room cleaning status, turns over any lost and found items and maintains the housekeeping cart before and after each shift.</p> <p>As a service operations staff, he projects a professional image and provides assistance to address guests' concerns and special requests at the floor. He complies with organisational and regulatory requirements to ensure hygiene, security and workplace safety and health when carrying out his duties.</p> <p>He is a service-oriented individual who is able to interact with guests in a professional and respectful manner. He has an eye for detail and is able to work independently and as a team on shifts, including 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>			
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	Manage housekeeping operations	Key Tasks	
			Perform activities for shift duty check-in and check-out	
			Perform cleaning activities in rooms and/or public areas	
			Replenish amenities and supplies in rooms and/or public areas	
			Inspect rooms and/or public areas to report defects and missing items	
			Update room status on completion of housekeeping work activities	
			Report and turn over lost and found items	
	Drive service and operational excellence	Adhere to personal grooming and hygiene standards to project a professional image		
		Respond to guests' requests, concerns and feedback on the floor		
		Identify areas for work performance improvement		
	Manage operational risks	Comply with organisational and regulatory requirements on hygiene, and workplace safety and health when carrying out work		
		Report safety hazards and security threats in accordance with organisational guidelines		
		Respond to emergency situations in accordance with organisational standard operating procedures		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Crisis Management	Level 1	Service Orientation	Basic
	Customer Challenges Management	Level 2	Problem Solving	Basic
	People and Relationship Management	Level 1	Communication	Basic
	Productivity Improvement	Level 1	Teamwork	Basic
	Public Areas Housekeeping Operations Management	Level 1	Interpersonal Skills	Basic
	Room Housekeeping Operations Management	Level 1, Level 2		
	Service Excellence	Level 1		
	Service Planning and Implementation	Level 1		
	Technology Adoption and Innovation	Level 1		
	Threat Observation	Level 1		
	Workplace Safety and Health Performance Management	Level 1		
<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.