

| SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES | | | | |
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| SKILLS MAP - LAUNDRY MANAGER | | | | |
| Sector | Hotel and Accommodation Services | | | |
| Track | Housekeeping | | | |
| Sub-Track | Laundry Operations | | | |
| Occupation | Housekeeping Professional | | | |
| Job Role | Laundry Manager | | | |
| Job Role Description | <p>The Laundry Manager oversees the laundry, linen and uniform room operations to ensure maximum efficiency in the functioning of the housekeeping department. He/She develops operations plans, implements operating procedures and service standards and monitors the department's adherence to these performance requirements. He oversees the distribution of linens and laundry, inventory management, outsourced services as well as maintenance work.</p> <p>To ensure service excellence and continuous improvement, he monitors service quality, manages service recovery and implements initiatives to bring about improvement, innovation and sustainability to the operations of the laundry, linen and uniform room. He operationalises compliance management, loss and risk prevention and manages emergency situations to control operational risks. His role also includes providing coaching, overseeing staff development plans and performance, as well as supporting budget forecasting and cost control for the department.</p> <p>He is a well-organised individual with good communication and problem-solving skills. He is able to work effectively with other departments to ensure the smooth running of daily operations. He is physically fit to meet the physical demands of the job which may involve standing, walking and lifting of heavy laundry and linen loads at times. He may be required 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 laundry, linen and uniform room operations | |
| | | | Monitor laundry, linen and uniform room operations to ensure adherence to organisational standards and procedures | |
| | | | Monitor distribution of linens and laundry to guest rooms and other departments | |
| | | | Monitor inventory of laundry, linen and uniform room supplies and equipment | |
| | Drive service and operational excellence | Manage service recovery for escalated guests' concerns and feedback | | |
| | | Monitor service quality to uphold organisational service standards | | |
| | | Review systems and processes for workflow and productivity improvement | | |
| | | Innovate new ideas on laundry, linen and uniform room services to enhance operations efficiency and guest satisfaction | | |
| | | 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 operations 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 staff work performance | | | | |
| Manage staff performance to achieve department goals | | | | |
| | Technical Skills and Competencies | | Generic Skills and Competencies (Top 5) | |
| | Asset and Inventory Management | Level 3 | Communication | Advanced |
| | Budgeting | Level 3 | Interpersonal Skills | Advanced |
| | Business Continuity Planning | Level 4 | Resource Management | Advanced |
| | Business Planning | Level 4 | Decision Making | Advanced |

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| Skills and Competencies | Business Presentation Delivery | Level 4 | Problem Solving | Advanced |
| | Business Relationship Building | Level 4 | | |
| | 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 | | |
| | Laundry Operations Management | Level 4 | | |
| | Linen and Uniform Room Operations 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 | | |
| | Service Challenges | Level 4 | | |
| | Service Coaching | Level 3 | | |
| | Service Excellence | Level 4 | | |
| | Service Information and Results | 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.