

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - LINEN ROOM ATTENDANT/LAUNDRY VALET ATTENDANT				
Sector	Hotel and Accommodation Services			
Track	Housekeeping			
Sub-Track	Laundry Operations			
Occupation	Housekeeping Professional			
Job Role	Linen Room Attendant/Laundry Valet Attendant			
Job Role Description	<p>The Linen Room Attendant/Laundry Valet Attendant performs daily assigned duties to support the day-to-day laundry, linen and uniform room operations, ensuring the delivery of clean garments, uniforms, towels and linens to all internal and external customers. He/She collects and delivers guest laundry, performs laundry cleaning, sorts and issues linens and uniforms, and assists in inventory count. He also cleans and maintains laundry equipment and the work area.</p> <p>As part of service delivery, he has to handle guests' requests and respond to their concerns and feedback in a professional and courteous manner. He complies with organisational guidelines and regulations on hygiene and workplace safety and health, and reports safety hazards observed to ensure workplace safety and security.</p> <p>He is a team player with a high level of attentiveness to details and good communication skills to interact with guests and all levels of staff. He works on shifts, including weekends and public holidays. He is physically fit to meet the physical demands of the job which may involve constant standing, walking and lifting of heavy laundry and linen loads during a shift.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage housekeeping operations	Key Tasks	
			Perform activities for shift duty check-in and check-out	
			Collect and deliver guests' laundry	
			Perform laundry cleaning in accordance with organisational procedures	
			Perform sorting, storage and issuance of linens and uniforms	
			Assist to conduct inventory count	
			Clean and maintain equipment and work areas	
	Document and maintain records on work activities and inventory tracking			
	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			
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asset and Inventory Management	Level 2	Service Orientation	Basic
	Crisis Management	Level 1	Problem Solving	Basic
	Customer Challenges Management	Level 2	Communication	Basic
	Laundry Operations Management	Level 1	Teamwork	Basic
	Linen and Uniform Room Operations Management	Level 1	Interpersonal Skills	Basic
	People and Relationship Management	Level 1		
	Productivity Improvement	Level 1		
	Service Excellence	Level 1		
	Service Planning and Implementation	Level 1		
	Technology Adoption and Innovation	Level 1		
Workplace Safety and Health Performance Management	Level 1			
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.