

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - LINEN ROOM SUPERVISOR				
Sector	Hotel and Accommodation Services			
Track	Housekeeping			
Sub-Track	Laundry Operations			
Occupation	Housekeeping Professional			
Job Role	Linen Room Supervisor			
Job Role Description	<p>The Linen Room Supervisor supervises the daily operations of the laundry, linen and uniform room to ensure adherence to organisational procedures and standards. He/She plans resources, allocates work assignments, oversees laundry, linen and uniform room workflow and supervises work performance and quality control. He also maintains an inventory of assets and supplies and coordinates equipment and facilities maintenance.</p> <p>He monitors guests' requests and follow-up actions, and responds to their concerns and feedback to uphold service standards. He implements improvement, innovation and sustainability plans for the department for continuous improvement. To ensure workplace safety, he monitors the team's compliance with hygiene and workplace safety and health requirements, and executes response and recovery actions during emergency situations. He provides coaching to team members and manages team development and performance.</p> <p>He is an individual with strong communication and problem-solving skills who can work well under pressure in a fast-paced environment, He works on shifts, including weekends and public holidays. 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 during a shift.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Manage housekeeping operations	Plan resources and allocate work assignments to team members	
			Organise work activities for shift commencement and completion	
			Supervise work performance to ensure laundry, linen and uniform room processes are carried out in accordance with organisational procedures and standards	
			Oversee workflow on collection and delivery of laundry and linen	
			Inspect processed laundry and linen to ensure quality control	
			Maintain inventory of laundry, linen and uniform room supplies and equipment	
			Coordinate maintenance of laundry, linen and uniform room equipment and facilities	
	Manage service and operational excellence	Monitor guests' requests and follow-up actions		
		Resolve guests' concerns and feedback		
		Propose improvements to enhance operational efficiency and guest experience		
		Implement innovation, improvement and sustainability plans for continuous improvement		
	Manage operational risks	Monitor team's compliance with organisational and regulatory requirements on hygiene, and workplace safety and health		
		Execute response and recovery actions during emergency situations		
	Manage human resources, finance and report management	Generate and verify operations reports for management updates		
Provide coaching and feedback to improve team performance				
Identify training needs and implement training plans to enhance team capabilities				
Monitor team performance and provide feedback for improvement				
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Asset and Inventory Management	Level 2, Level 3	Communication	Intermediate
	Crisis Management	Level 3	Service Orientation	Intermediate
	Customer Challenges Management	Level 3	Interpersonal Skills	Intermediate
	Customer Experience Management	Level 3	Resource Management	Intermediate
	Environmental Sustainability Management	Level 3	Problem Solving	Intermediate
	Innovation Management	Level 3		
	Laundry Operations Management	Level 3		
	Linen and Uniform Room Operations Management	Level 3		
	Organisational Relationship Building	Level 3		

Skills and Competencies	People and Performance Management	Level 3	
	People and Relationship Management	Level 3	
	People Development	Level 3	
	Productivity Improvement	Level 3	
	Resource Management	Level 3	
	Service Coaching	Level 3	
	Service Excellence	Level 3	
	Service Planning and Implementation	Level 3	
	Staff Management	Level 3	
	Technology Adoption and Innovation	Level 3	
	Vendor Management	Level 3	
	Workplace Safety and Health Performance Management	Level 3	
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.