

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - HOTEL MANAGER/RESIDENT MANAGER/EXECUTIVE ASSISTANT MANAGER		
Sector	Hotel and Accommodation Services	
Track	-	
Sub-Track	-	
Occupation	Management Executive	
Job Role	Hotel Manager/Resident Manager/Executive Assistant Manager	
Job Role Description	<p>The Hotel Manager/Resident Manager/Executive Assistant Manager is responsible for the strategic planning and day-to-day operations management of the property. He/She works with the senior management team to set business operations strategies and performance indicators, leads the review of operating procedures and service standards and directs all property services including front office, housekeeping and food and beverage operations to ensure that the property runs smoothly each day. He resolves operational and guest-related issues, oversees property maintenance and establishes organisational networks and relationships for business growth. He also acts as a brand ambassador to promote the property.</p> <p>As a champion for organisational excellence, he drives innovative and productivity efforts as well as technology adoption to enhance property operations and service delivery. He also oversees operational risk management for the property and holds accountability for financial and people management which includes budgeting, cost control, organisational capability development, performance management as well as staff discipline and wellness. As a leader, he advocates and upholds organisational core values and standards through organisational culture building and programmes.</p> <p>He is an individual with strong interpersonal, organisational and problem-solving skills to handle guests and various operations within the property. He is also a good communicator who is eloquent when managing media and promoting the brand image of the property. He may be required to frequently move around the property and work on some weekends and public holidays.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Drive business strategies and operations	Lead the development of business operations strategies and performance indicators for the property Lead the review of operating procedures and service standards for the property Lead operations teams to manage the day-to-day property operations Oversee operational and guest issues to ensure service continuity and excellence Oversee property facilities and maintenance processes to maintain property value Establish organisational networks to provide strategic value to the organisation Foster tripartite relationships for harmonious work collaboration Act as a brand ambassador to promote the property to various target audiences
	Drive service and operational excellence	Establish systems to support innovation within the organisation Drive productivity strategies to improve operational efficiency Direct change management initiatives for property operations Lead technology adoption for productivity improvement and innovation Fosters staff commitment to providing excellent service
	Lead risk management	Review organisational corporate governance and compliance management for the operations departments Establish organisational risk management framework and policy Lead the development and management of business continuity strategies and plans Oversee management of emergency situations
	Lead financial performance and reporting	Formulate financial plans and budgets to maintain property operations Oversee cost control to manage operational expenditures and improve financial performance Present operational and performance reports to key stakeholders Build relationships with the board
	Lead people management	Review organisational talent capability and develop high potential employees Oversee performance management for the operations teams to achieve key performance indicators Manage disciplinary and human resource related issues Advocate diversity and an inclusive organisational culture

		Lead staff performance and wellness programmes to achieve people excellence		
		Drive business ethics and values management programmes to guide code of conduct for employees		
Skills and Competencies	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 5	Leadership	Advanced
	Business Continuity Planning	Level 6	Decision Making	Advanced
	Business Ethics and Values Management	Level 6	Interpersonal Skills	Advanced
	Business Presentation Delivery	Level 5	Sense-Making	Advanced
	Business Relationship Building	Level 5	Developing People	Advanced
	Change Management	Level 6		
	Corporate Governance	Level 5		
	Crisis Management	Level 6		
	Dispute Resolution	Level 6		
	Enterprise Risk Management	Level 5		
	Innovation Management	Level 5		
	Legal Compliance Management	Level 5		
	Organisation Representative	Level 6		
	Organisational Relationship Building	Level 6		
	Organisational Vision, Mission and Values Formulation	Level 5		
	People and Performance Management	Level 5		
	People Development	Level 5		
	Productivity Improvement	Level 5		
	Property Operations Management	Level 6		
	Resource Management	Level 5		
	Service Information and Results	Level 5		
	Service Innovation Culture	Level 5		
	Service Leadership	Level 5		
	Service Planning and Implementation	Level 5		
Technology Adoption and Innovation	Level 6			
Vision Leadership	Level 5			
Work-Life Harmony	Level 6			
Workplace Safety and Health Performance Management	Level 5			
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.