

SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES SKILLS MAP - ROOMS DIVISION MANAGER/DIRECTOR OF ROOMS				
Sector	Hotel and Accommodation Services			
Track	Front Office and Housekeeping			
Sub-Track	Concierge Operations, Front Office Operations, Club Floor Operations, Housekeeping Operations and Laundry Operations			
Occupation	Management Executive			
Job Role	Rooms Division Manager/Director of Rooms			
Job Role Description	<p>The Rooms Division Manager/Director of Rooms oversees the operations and performance of the front office and housekeeping departments including the front desk, concierge, bell service, club floor, laundry, and linen and uniform rooms. He/She leads the strategic planning for the rooms division to develop operational strategies and performance indicators as well as review operating procedures and service standards. To grow revenue and maximise the financial performance of the rooms division, he leads the division to maximise room occupancy and foster customer loyalty and retention.</p> <p>He works towards achieving high levels of guest satisfaction through the consistent execution of the property's standards, operational leadership and hands-on interaction with guests and team members. He provides solutions and leads corrective measures on problem areas and drives improvement initiatives. He is also responsible for knowledge management and operational risks management through compliance management, corporate governance and crisis management. His senior management role includes managing financial plans and budgets as well as overseeing talent capability development and performance management for the rooms division.</p> <p>Analytical and articulate, he is able to make challenging decisions and communicate effectively to a diverse group of stakeholders. He possesses strong leadership skills to lead a big team and influence others towards achieving common goals. He has the ability to work under pressure in a fast-paced environment and is able to relate to guests and employees at all levels.</p>			
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks		
	Manage rooms division operations	Lead the development of operations strategies and performance indicators for the rooms division		
		Lead the review of operating procedures and service standards for the rooms division		
		Lead the rooms division in strategies to maximise room occupancy and revenue		
		Drive customer relationship strategies and programmes to foster customer loyalty and retention		
		Lead the front office department and housekeeping department to manage daily operations		
		Manage partnerships to enhance relationships and collaboration efforts		
		Oversee knowledge management and data needs for the rooms division to achieve operational efficiency		
	Drive service and operational excellence	Direct the resolution of guest issues for service recovery		
		Review and improve guest experience satisfaction metrics		
		Facilitate innovation and productivity processes for the rooms division		
		Lead change management activities to achieve divisional goals		
		Drive adoption of technology for productivity and innovation		
	Manage operational risks	Oversee implementation of compliance management and corporate governance		
		Oversee the development of crisis management, business continuity and recovery plans for the rooms division		
	Manage human resources, finance and report management	Present reports and recommendations for management updates and decision-making		
		Establish financial plans and budget requirements for the rooms division		
		Review expenditure reports and statements to address budget variances		
		Review talent capability and develop high potential employees for the rooms division		
		Oversee performance management for the rooms division to achieve key performance indicators		
	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)	
	Budgeting	Level 5	Leadership	Advanced
	Business Continuity Planning	Level 5	Decision Making	Advanced
	Business Negotiation	Level 6	Interpersonal Skills	Advanced
	Business Presentation Delivery	Level 5	Developing People	Advanced
	Business Relationship Building	Level 5	Problem Solving	Advanced
	Change Management	Level 5		

Skills and Competencies	Corporate Governance	Level 4
	Crisis Management	Level 5
	Customer Feedback and Relationship Management	Level 5
	Dispute Resolution	Level 5
	Hospitality Data Collection and Analysis	Level 5
	Innovation Management	Level 5
	Knowledge Management	Level 5
	Legal Compliance Management	Level 5
	Organisational Relationship Building	Level 5
	People and Performance Management	Level 5
	People Development	Level 5
	Productivity Improvement	Level 5
	Resource Management	Level 5
	Room Revenue Management	Level 4
	Service Challenges	Level 5
	Service Information and Results	Level 5
	Service Innovation	Level 5
	Service Innovation Culture	Level 4
	Service Leadership	Level 4
	Service Planning and Implementation	Level 5
	Staff Management	Level 6
Technology Adoption and Innovation	Level 5	
Vision Leadership	Level 5	
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.