

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Business Management					
TSC	Property Operations Management					
TSC Description	Manage property operations and evaluate operational results to ensure operational efficiency and high service standards to enhance guest experience					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
						HAS-HTO-6016-1.1
						Manage property operations to achieve organisational objectives for service quality, operational efficiency and profit
Knowledge						<ul style="list-style-type: none"> • Legal and ethical considerations relating to performance management • Organisational policies and procedures relating to the measurement of organisational performance • Relevant professional or industrial codes of practice and standards • Communication techniques and channels for disseminating information • Facilities management • Key performance indicators (KPIs) to evaluate effectiveness of property operations • Strategies for evaluating operational results against organisational objectives
Abilities						<ul style="list-style-type: none"> • Review daily hotel operations with heads of departments, to achieve organisational objectives • Set financial budgets and control expenditures

						<ul style="list-style-type: none">• Monitor and review service operation standards to ensure service quality• Establish quality standards and procedures, in accordance to organisation needs and requirements• Develop strategies and action plans to improve operational efficiency• Manage staff performance and expectations• Encourage professional development of staff to enhance job role effectiveness• Perform regular checks with relevant personnel on facilities maintenance to ensure property's effectiveness in operations and service delivery
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