

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

TSC Category	Front Office Operations and Services					
TSC	Concierge and Uniformed Service Delivery					
TSC Description	Provide concierge and uniformed services to guests and/or customers to fulfil their requests for information and assistance, and enhance their stay at the property					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HAS-HTO-2004-1.1	HAS-HTO-3004-1.1	HAS-HTO-4004-1.1		
		Attend to arriving guests and/or customers and provide concierge and uniformed services	Supervise concierge and uniformed services	Manage and oversee concierge and uniformed services		
Knowledge		<ul style="list-style-type: none"> Importance of and guidelines for performing start-of-shift and end-of-shift activities, including verifying stamp and cash float Personal grooming, attire and role in providing positive first and last impressions to arriving and departing guests and/or customers Guidelines for handling, and safekeeping of guests' luggage, belongings, mails, documents and packages Guidelines and service standards for providing in-house-off-premise reservations services for guests and handling payments for services rendered Guidelines for handling problems related to guests Guidelines on workplace safety and health Organisation's product offerings and services 	<ul style="list-style-type: none"> Importance of supervising and performing start-of-shift and end-of-shift activities Importance and benefits of reviewing property's activity levels before operations Guidelines for assigning tasks to team members and workplace safety and health Techniques for effective co-ordination of concierge and uniformed services Importance of reporting irregularities in operations to managers Importance of and procedures for validating completed staff work assignments for accuracy and completeness Interpretation of event orders and identification of key activities to provide support Factors to consider in planning resources and allocating additional 	<ul style="list-style-type: none"> Guidelines to prepare for start-of-shift and end-of-shift activities to manage concierge and uniformed services Importance of reviewing property's activity levels in property management system Importance of ensuring concierge and uniformed services are delivered in accordance with organisational procedures Methods of overseeing delivery of concierge and uniformed services, and staff interactions with guests and customers Strategies for resolving irregularities related to concierge and uniformed services, and taking corrective actions to address irregularities in operations Guidelines on workplace safety and health 		

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		<p>and their benefits, and information sources for local shopping, dining, entertainment, transportation, tours and other features</p> <ul style="list-style-type: none"> • Benefits of offering appropriate reference materials when providing information and service • Guidelines and techniques for upselling and suggestive selling when providing information and services • Importance of maintaining proper documentation related to concierge services • Organisation's duty of care towards guests and/or customers • Limitations of innkeepers' liability 	<p>duties to staff to support functions, events and/or overcome critical situations</p> <ul style="list-style-type: none"> • Guidelines for handling irregularities and guests' and/or customers' feedback and concerns related to concierge and uniformed services • Strategies for service recovery and techniques to handle irate guests and/or customers • Benefits and procedures for proper documentation of concierge and uniformed services • Techniques for coaching • Organisation's duty of care to guests and/or customers 	<ul style="list-style-type: none"> • Guidelines for managing team contingencies, responding to changes in business levels and handling service recovery • Techniques of root cause analyses • Compensation policies for handling service breakdowns • Methods of monitoring progress in achieving operational targets and services standards • Techniques for evaluating effectiveness of concierge and uniformed services delivery • Factors influencing achievement of operational targets and service standards • Guidelines for documenting records, reports, guest and/or customer feedback and irregularities related to concierge and uniformed services 		
Abilities		<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Maintain proper attire and professional grooming at all times • Provide guests with information about attractions, events, facilities, services and activities in, or outside, the property 	<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Monitor concierge and uniformed services in accordance with organisational procedures • Provide support for functions and events • Handle guests' and/or customers' concerns and feedback promptly, 	<ul style="list-style-type: none"> • Prepare start-of-shift and end-of-shift activities to manage concierge and uniformed services • Manage guests' and/or customers' experiences, concerns and feedback escalation • Review and develop concierge and uniformed services to 		

		<ul style="list-style-type: none"> • Leverage on infocomm technology (ICT)-related resources to make information seamlessly accessible to guests and/or customers • Attend to guests' requests by uncovering their needs, verifying their interests and preferences, and suggesting alternatives if their requests cannot be accommodated • Handle guests' requests for reservation bookings • Handle guests' mails, documents and packages • Handle guests' luggage and belongings for storage, transportation and collection • Handle guests' requests for reservation booking • Update concierge operations records 	<p>and monitor guest and/or customer experiences to ensure their satisfaction is met</p> <ul style="list-style-type: none"> • Apply situational responses to reallocate available resources to overcome critical situations within tight timelines • Protect the integrity and confidentiality of guests' and/or customers' information • Coach, and support training activities of team members 	<p>enhance service delivery</p> <ul style="list-style-type: none"> • Review concierge and uniformed services team's performance and welfare to improve work performance • Adapt and respond to changing business levels by maximising the potential of resources for concierge services • Advocate feedback loops for continuous improvement to encourage a work environment where team members' feedback is valued 		
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