

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

|                                    |  |   |  |  |                |                |
|------------------------------------|--|---|--|--|----------------|----------------|
| <b>TSC Category</b>                | Front Office Operations and Services   |   |  |  |                |                |
| <b>TSC</b>                         | One-Stop Service Delivery  |   |  |  |                |                |
| <b>TSC Description</b>             | Provide guests with one-stop services to offer information and assistance as requested during their stay at the property |   |  |  |                |                |
| <b>TSC Proficiency Description</b> | <b>Level 1</b>   | <b>Level 2</b>  | <b>Level 3</b>   | <b>Level 4</b>   | <b>Level 5</b> | <b>Level 6</b> |
|                                    |  | <b>HAS-HTO-2006-1.1</b>   | <b>HAS-HTO-3006-1.1</b>  | <b>HAS-HTO-4006-1.1</b>  |                |                |
|                                    |  | Provide one-stop services to guests in accordance with organisational procedures  | Supervise one-stop services, in accordance with organisational procedures  | Manage and review one-stop services to meet service standards  |                |                |
| <b>Knowledge</b>                   |  | <ul style="list-style-type: none"> <li>Importance and guidelines for performing start-of-shift and end-of shift activities</li> <li>Operational guidelines of the required property management system and operating consoles to facilitate one-stop services</li> <li>Importance of providing and relaying accurate information to guests</li> <li>Information on hotel and accommodation services, local attractions and places of interest</li> <li>Importance and benefits of performing service recovery</li> <li>Types of forms used to record guests' requests, concerns and feedback</li> <li>Policies for protecting guests' privacy, safety and security</li> <li>Guidelines on workplace safety and health</li> </ul> | <ul style="list-style-type: none"> <li>Importance of supervising and performing start-of-shift and end-of-shift activities</li> <li>Objectives for updating briefing sheets and communication logbooks</li> <li>Guidelines for using in-house operating systems</li> <li>Importance of reporting operational irregularities and verifying defects before operations</li> <li>Types of irregularities related to staff interaction with guests and delivery of one-stop services, and appropriate corrective measures</li> <li>Guidelines for responding to exceptional calls and techniques for handling concerns and feedback over the telephone</li> <li>Criteria to consider when recommending rectification measures</li> <li>Procedures for escalating service</li> </ul> | <ul style="list-style-type: none"> <li>Guidelines and procedures to prepare for one-stop services</li> <li>Measures to address irregularities in one-stop service operations</li> <li>Types of corrective actions to address irregularities in the delivery of one-stop services, and their impact</li> <li>Methods for monitoring concerns and feedback escalation related to one-stop services</li> <li>Importance of documenting irregularities, records, reports and recommendations on the delivery of one-stop services</li> <li>Criteria for auditing one-stop services</li> <li>Criteria for data analyses and compiling data and statistics for reporting</li> <li>Strategies to achieve operational and service standards</li> <li>Methods for monitoring progress and evaluating</li> </ul> |                |                |

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|                  |  |   | <p>recovery to management</p> <ul style="list-style-type: none"> <li>Guidelines on workplace safety and health</li> </ul>   | <p>effectiveness of delivering one-stop services, and communicating changes</p>   |  |  |
| <b>Abilities</b> |  | <ul style="list-style-type: none"> <li>Perform start-of-shift activities and end-of-shift activities</li> <li>Present reliable and accurate information on services</li> <li>Integrate content from diverse channels and sources, and present a variety of information to guests, based on their preferences and needs</li> <li>Attend to guests' concerns and feedback</li> <li>Engage guests and initiate meaningful conversations to personalise their experiences when providing one-stop services</li> </ul> | <ul style="list-style-type: none"> <li>Perform start-of-shift and end-of-shift activities</li> <li>Handle and resolve irregularities and guests' concerns and feedback related to one-stop service operations</li> <li>Prioritise high-level guests' concerns and feedback and recommend rectification measures</li> <li>Maintain complete and accessible records for future reference</li> </ul> | <ul style="list-style-type: none"> <li>Prepare to manage one-stop services</li> <li>Address critical guest issues, and provide alternative solutions to meet their desired outcomes in a timely manner</li> <li>Manage guests' concerns and feedback escalation</li> <li>Conduct regular audits to ensure one-stop service requests keyed into property's software system are completed in accordance with organisational standards</li> <li>Review one-stop services in achieving operational and service standards</li> <li>Compile statistical reports</li> <li>Advocate feedback loops for continuous improvement to encourage a work environment where team members' feedback is valued</li> </ul> |  |  |