

<b>TSC Category</b>	Housekeeping Operations					
<b>TSC</b>	Laundry Operations Management					
<b>TSC Description</b>	Manage the provision of laundry services to ensure timely delivery of processed laundry to external and internal customers					
<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-1009-1.1</b>		<b>HAS-HTO-3009-1.1</b>	<b>HAS-HTO-4009-1.1</b>		
	Perform laundry services for internal and external customers		Supervise laundry operations to ensure adherence to organisational standards and operational efficiency	Manage laundry operations and evaluate operational results to achieve departmental goals, objectives and continuous improvement		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>Types of laundry services, equipment, chemicals and forms for laundry operations</li> <li>Process of laundry flow cycles</li> <li>Types of laundry articles, fabrics and labelling codes</li> <li>Characteristics of laundry articles fabrics and their laundering and dyeing requirements</li> <li>Methods of stain removal</li> <li>Procedures for collection and delivery of laundry</li> <li>Types of defects and discrepancies in laundry articles requiring appropriate follow-up, prior to processing</li> <li>Specific areas in guestrooms and/or apartments to place laundry</li> <li>Methods of posting charges</li> <li>Preparation of work areas for next shift</li> </ul>		<ul style="list-style-type: none"> <li>Guidelines for assigning work assignments</li> <li>Use of property management system</li> <li>Organisational standards for delivery of laundry service</li> <li>Process of laundry flow cycles</li> <li>Types and usage of laundry tools, equipment, chemicals and personal protective equipment</li> <li>Procedures for handling damaged linens, uniforms and guests' garments</li> <li>Maintenance procedures for laundry equipment and tools</li> <li>Documentation procedures</li> <li>Organisational and regulatory requirements on hygiene, security, and workplace safety and health</li> </ul>	<ul style="list-style-type: none"> <li>Resource planning, in support of delivery of laundry services and guidelines for conducting staff briefings</li> <li>Use of property management system</li> <li>Characteristics of textile fibres</li> <li>Types and usages of chemicals and laundry equipment</li> <li>Key performance indicators for evaluating effectiveness of laundry operations</li> <li>Quality control tools</li> <li>Techniques of root cause analyses</li> <li>Methods of monitoring delivery of laundry operations and staff interaction with guests</li> <li>Techniques and methods for monitoring progress, and evaluating operational results, in achieving operational targets and service standards</li> </ul>		

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

	<ul style="list-style-type: none"> <li>Organisational and regulatory requirements on hygiene, security, and workplace safety and health</li> </ul>			<ul style="list-style-type: none"> <li>Strategies and techniques for service recovery and compensation policies for handling service breakdowns</li> <li>Guidelines for maintaining safe work areas in accordance with the Workplace Safety and Health Act</li> </ul>		
<b>Abilities</b>	<ul style="list-style-type: none"> <li>Perform start-of-shift activities and end-of-shift activities</li> <li>Collect guests' laundry</li> <li>Process laundry articles</li> <li>Deliver guests' laundry</li> <li>Reinstate work area</li> </ul>		<ul style="list-style-type: none"> <li>Organise laundry operations at start-of-shift</li> <li>Supervise laundry operations</li> <li>Follow up on inspections</li> <li>Reinstate laundry operations at end-of-shift</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate daily operational needs and organise resources for managing laundry operations</li> <li>Manage laundry operations</li> <li>Resolve laundry delivery issues</li> <li>Respond to concerns and feedback from guests and internal customers</li> <li>Manage unresolved, escalated stakeholders' complaints</li> <li>Review effectiveness of laundry operations</li> <li>Implement approved improvement actions and changes</li> </ul>		