

TSC Category	Housekeeping Operations					
TSC	Linen and Uniform Room Operations Management					
TSC Description	Manage linen and uniform room operations to ensure timely delivery of clean uniform and linen supplies to staff and relevant departments to meet daily operational requirements					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HAS-HTO-1010-1.1		HAS-HTO-3010-1.1	HAS-HTO-4010-1.1		
	Perform linen and uniform room operations		Supervise linen and uniform room operations to ensure adherence to organisational standards and operational efficiency	Manage linen and uniform room operations, and evaluate operational results, to achieve departmental goals, objectives and continuous improvement		
Knowledge	<ul style="list-style-type: none"> Workflows and set-ups in linen and uniform room Manufacturers' instructions on equipment operation Proper stacking and arrangement of clean linens and uniforms Inventory control for linens and uniforms Procedures for accurate updating of inventory records and completing forms Procedures for reporting defects in facilities, equipment and structures Security in linen and uniform rooms Organisational and regulatory requirements on hygiene, security, and workplace safety and health 		<ul style="list-style-type: none"> Importance and guidelines for performing start-of-shift and end-of-shift activities Objectives of staff briefings Strategies for service recovery Documentation procedures Guidelines on work hazards and unsafe work practises related to the Workplace Safety and Health Act 	<ul style="list-style-type: none"> Guidelines for conducting staff briefings Use of property management system Methods of monitoring linen and uniform room operations and staff interactions with other departments Methods to check utilisation of linens and uniforms Strategies to resolve irregularities related to linen and uniform room operations Guidelines for maintaining safe work areas, in accordance with the Workplace Safety and Health Act 		
Abilities	<ul style="list-style-type: none"> Prepare linen and uniform rooms for service Carry out daily linen and uniform-related services 		<ul style="list-style-type: none"> Perform start-of-shift and end-of-shift activities Oversee linen and uniform room operations 	<ul style="list-style-type: none"> Monitor linen and uniform room operations Resolve concerns and feedback escalation 		

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

	<ul style="list-style-type: none">• Apply inventory procedures• Perform end-of-shift closing activities		<ul style="list-style-type: none">• Handle operational concerns and feedback	<p>from staff and other departments</p> <ul style="list-style-type: none">• Review linen and uniform room operations		
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