

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

TSC Category	Housekeeping Operations					
TSC	Room Housekeeping Operations Management					
TSC Description	Manage housekeeping operations to maintain the cleanliness of guestrooms and/or serviced apartments for the comfort of guests					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HAS-HTO-1012-1.1	HAS-HTO-2012-1.1	HAS-HTO-3012-1.1	HAS-HTO-4012-1.1		
	Carry out housekeeping services for guestrooms and/or serviced apartments, including performing start-of-shift and end-of shift activities	Coordinate housekeeping operations and perform supporting administrative duties	Supervise housekeeping operations for guestrooms and/or serviced apartments to ensure operational efficiency and adherence to organisational standards	Manage housekeeping operations in rooms and public areas, and evaluate operational results to achieve departmental goals, objectives and continuous improvement		
Knowledge	<ul style="list-style-type: none"> Organisational guidelines on personal grooming and attire Importance and guidelines for performing start-of-shift and end-of-shift activities Importance of clean and well-presented properties Organisational guidelines on using cleaning agents, cleaning tools and equipment Cleanliness of tools and acceptable working conditions of equipment Types of beds and linens Documentation and handover procedures for reporting irregularities Organisational and regulatory requirements on hygiene, security, and workplace safety and health 	<ul style="list-style-type: none"> Policies for filing and printing reports Priority status of rooms and apartments for cleaning Benefits of comparing room and/or apartment status in room attendant reports with status on computer records Importance of reporting discrepancies in room and/or apartment status to supervisor Consequences of improper handling of requests and feedback Benefits of preparing equipment and workstations for next shift Procedures for logging off at end-of-shift 	<ul style="list-style-type: none"> Guidelines for assigning work assignments Use of property management system Standards for housekeeping, cleaning and servicing of rooms Protocol for entering properties for housekeeping Procedures for inspecting guestrooms, resident apartments and/or related work areas Types and usage of housekeeping tools, equipment, chemicals and personal protective equipment Maintenance procedures for housekeeping equipment and tools Documentation procedures Organisational and regulatory requirements on hygiene, security, 	<ul style="list-style-type: none"> Resource planning, in support of housekeeping services Guidelines for conducting staff briefings Use of property management system Guidelines for managing department supplies Job scopes of outsourced contractors Key performance indicators for housekeeping operations Quality control tools Techniques of root cause analyses Methods of monitoring delivery of housekeeping services and staff interaction with guests and/or residents Techniques and methods for monitoring progress and evaluating operational results in achieving operational 		

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			and workplace safety and health	<p>targets and service standards</p> <ul style="list-style-type: none"> • Strategies and techniques for service recovery and compensation policies for handling service breakdowns • Guidelines for maintaining safe work areas in accordance with the Workplace Safety and Health Act 		
Abilities	<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Make beds in accordance with organisational standards • Complete servicing of guestrooms and/or apartments • Carry out cleaning of balconies, patios, kitchens and yard areas • Provide turndown service • Respect and protect the privacy of guests and/or residents, in accordance with organisational procedures 	<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Perform updates of room and/or apartment status • Handle guests' and/or residents' requests and feedback • Perform housekeeping support activities • Respect and protect the privacy of guests and/or residents, in accordance with organisational procedures 	<ul style="list-style-type: none"> • Organise housekeeping operations at start-of-shift • Supervise housekeeping operations • Inspect guestrooms and/or serviced apartments for cleanliness and readiness for incoming guests in accordance with organisational standards • Follow up on inspections to close gaps in room cleanliness and readiness for incoming guests, if any • Reinstate housekeeping operations at end-of-shift 	<ul style="list-style-type: none"> • Keep updated of changes to property status to manage housekeeping operations in rooms and public areas • Review daily operational activities and results to ensure operational efficiency • Resolve operational issues arising from housekeeping delivery • Respond to concerns and feedback from guests and/or residents • Manage unresolved, escalated guests' and/or residents' complaints • Review efficiency of housekeeping operations in rooms and public areas • Recommend and implement improvement actions and changes 		