

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

<b>TSC Category</b>	Risk and Compliance Management					
<b>TSC</b>	Loss and Risk Prevention Management					
<b>TSC Description</b>	Manage loss and risk policies and procedures to prevent loss and risk incidents in daily business operations to safeguard the property, safety and well-being of guests and/or customers					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b> <b>HAS-RIM-3033-1.1</b>	<b>Level 4</b> <b>HAS-RIM-4033-1.1</b>	<b>Level 5</b>	<b>Level 6</b>
			Implement and review loss and risk preventive policies and procedures to safeguard privacy and security of property, guest, customers and/or residents	Manage inspection activities, measures and mitigation actions to minimise loss and risk in business operations		
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Importance of loss and risk prevention in business operations</li> <li>• Loss and risk preventive policies and procedures</li> <li>• Regulations and guidelines on storing, preparing and delivering of food and beverages services</li> <li>• Organisational guidelines for receiving and storing products</li> <li>• Empowerment in delegation of responsibilities for loss and risk prevention</li> </ul>	<ul style="list-style-type: none"> <li>• Importance of loss and risk prevention in business operations</li> <li>• Importance of identifying potential safety and/or security concerns for preventive actions</li> <li>• Benefits of empowerment in the delegation of responsibilities for loss and risk prevention</li> <li>• Investigation and disciplinary actions in exceptional cases</li> <li>• Criteria for setting targets for successful loss and risk prevention management</li> <li>• Importance of implementing changes after reviewing loss and risk policies and procedures</li> <li>• Guidelines for maintaining safe work areas, in accordance with the Workplace Safety and Health Act</li> </ul>		

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<p><b>Abilities</b></p>			<ul style="list-style-type: none"> <li>• Plan loss and risk preventive procedures</li> <li>• Apply measures to ensure organisational compliance with loss and risk preventive policies and procedures</li> <li>• Assist to review effectiveness of loss and risk preventive policies and procedures</li> <li>• Influence others to be vigilant in safeguarding privacy and security of property, guests, customers and/or residents</li> <li>• Explore implementation of alternative measures for loss and risk prevention</li> </ul>	<ul style="list-style-type: none"> <li>• Identify causes, areas and perpetrators of potential loss and risk</li> <li>• Review safety, privacy and security practices with relevant stakeholders</li> <li>• Manage inspection activities and mitigation actions to minimise loss and risk</li> <li>• Handle exceptional cases via investigation and disciplinary actions</li> <li>• Review effectiveness of loss and risk policies and procedures, and implement changes</li> <li>• Influence others to be vigilant in safeguarding privacy and security of property, guests, customers and/or residents</li> </ul>		
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