

**SKILLS FRAMEWORK FOR TOURISM  
SKILLS MAP - OPERATIONS CREW**

<b>Sector</b>	Tourism	
<b>Sub-Sector</b>	Attractions	
<b>Track</b>	Attractions Management and Operations	
<b>Occupation</b>	Attractions Operations Executive	
<b>Job Role</b>	<b>Operations Crew</b>	
<b>Job Role Description</b>	<p>The Operations Crew is responsible for the operation of specific attractions or rides and ensures the safety of the visitors, guests or customers visiting the attractions or rides.</p> <p>Service-oriented with excellent interpersonal skills, he/she enhances the enjoyment of his guests/visitors/customers by providing hands-on guidance on any queries raised which are specific to the attractions/rides. He is also knowledgeable on the first-level mechanical issues related to the attractions/rides and is able to report the issues to the relevant maintenance staff after conducting a first-level triage of any mechanical or operational concerns.</p> <p>Able to work on a shift system, he is comfortable with working in an outdoor environment, be on his feet for long hours and maintains a flexible work-week including weekends, evenings and public holidays.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Support attractions operations	Assist in regulating queue times according to queue management approaches and methods
		Assist in directing crowd flows through the attractions sites
		Provide feedback to management team on improving ground operations
		Report deviations from established operations goals, such as long queue times and crowd congestion
		Apply digital technology to enhance attractions experience
	Enhance customer service	Deliver customer service in line with developed procedures
		Tailor visitor engagement based on visitor demographics
		Perform first-level service assistance and recovery
		Address attractions-related visitor enquiries
		Solicit visitor feedback
	Enforce safety and security of attractions sites	Enforce visitor adherence to safety rules
		Carry out health and safety standards and procedures
		Escalate incidents for follow-up actions
		Support emergency response procedures
		Assist in conducting safety briefs
		Perform basic maintenance of attractions rides, equipment and displays
Perform thorough inspections of equipment, rides and displays		
Assist in performing pre-ride and post-ride safety checks		

		Operate attractions rides according to safety standards		
	Support human resource, technology and/or finance operations	Guide peers and subordinates on job requirements		
		Provide feedback based on usage of technology		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Accident and Incident Response Management	Level 2	Problem Solving	Basic
	Attractions Guest Relations Management	Level 1	Decision Making	Basic
	Attractions Ride and Equipment Maintenance	Level 1	Communication	Basic
	Business Continuity Planning	Level 2	Teamwork	Basic
	Business Performance Management	Level 2	Interpersonal Skills	Basic
	Crowd Control and Planning	Level 2		
	Learning and Development	Level 2		
	Productivity Improvement	Level 2		
	Resource Management	Level 2		
	Risk Management and Administration	Level 2		
	Service Excellence	Level 2		
	Stakeholder Management	Level 2		
	Strategy Implementation	Level 2		
	Systems Thinking Application	Level 2		
	Technology Application	Level 2		
	Technology Scanning	Level 2		
	Tourism and Economic Development	Level 2		
	Workplace Safety and Health Performance Management	Level 2		
<b>Programme Listing</b>	For a list of Training Programmes available for the Tourism sector, please visit <a href="http://www.skillsfuture.sg/skills-framework/tourism">www.skillsfuture.sg/skills-framework/tourism</a>			

The information contained in this document serves as a guide.