

SKILLS FRAMEWORK FOR TOURISM
SKILLS MAP - ASSISTANT EVENT SERVICES EXECUTIVE

Sector	Tourism	
Sub-Sector	Attractions/Meetings, Incentives, Conferences and Exhibitions	
Track	Venue Management and Operations	
Occupation	Service Executive	
Job Role	Assistant Event Services Executive	
Job Role Description	<p>The Assistant Event Services Executive supports the Event Services department in communicating and collaborating with the venue operations department. He/She is responsible for detailing key points requiring the venue operations department's attention.</p> <p>Detailed oriented and organised, he leverages his strong organisation skills to coordinate the necessary ground work to facilitate the event execution in accordance to clients' specifications. He is also able to multi-task effectively and works accordingly to mitigate any limitations of venue in conforming to event needs.</p> <p>He works on an irregular schedule due to the events often occurring over weekends, holidays and after-office hours. He also commutes frequently between the office and clients' offices, vendors and event locations to coordinate the planning and execution of the events in accordance with clients' requirements and specifications.</p>	
Critical Work Functions and Key Tasks	Critical Work Functions	Key Tasks
	Coordinate event preparation activities	Coordinate clients' requirements and specifications
		Prepare documentation for development of venue operational proposals
		Liaise with technical services department and vendors to source for venue-related logistics to support events
		Coordinate clients' event-related requirements with vendors
		Prepare fact sheet for venue-related enquiries
		Prepare documentation for sustainable venue set-up and tear-down plans
	Support event delivery	Collaborate with venue operations department to ensure venue set-up and tear-down plans are adhered to
		Support venue internal stakeholders to resolve operational issues during events
		Identify venue operations shortcomings
	Manage post-event activities	Consolidate venue performance metrics and post-event feedback from participants
		Compile post-event feedback from clients
		Compile information on industry best practices for venue management
	Support human resource, technology and/or finance operations	Maintain records of departmental spending and budget utilisation for periodic reviews
		Assist in research on market trends in relevant technology applications to improve productivity and innovation
		Provide feedback on usage of workplace technology

	Technical Skills and Competencies		Generic Skills and Competencies (Top 5)				
		Budgeting	Level 2	Communication	Intermediate		
	Business Continuity Planning	Level 2	Teamwork	Basic			
	Continuous Improvement Management	Level 2	Interpersonal Skills	Intermediate			
	Events Planning and Management	Level 2	Service Orientation	Basic			
	Market Research	Level 2	Decision Making	Basic			
Skills and Competencies	Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management	Level 2					
	Productivity Improvement	Level 2					
	Project Administration	Level 2					
	Project Feasibility Assessment	Level 3					
	Project Management	Level 2					
	Resource Management	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					
	Vendor Management	Level 2					
	Programme Listing	For a list of Training Programmes available for the Tourism sector, please visit www.skillsfuture.sg/skills-framework/tourism					

The information contained in this document serves as a guide.