

**SKILLS FRAMEWORK FOR TOURISM  
SKILLS MAP - EVENT SERVICES EXECUTIVE**

<b>Sector</b>	Tourism	
<b>Sub-Sector</b>	Attractions/Meetings, Incentives, Conferences and Exhibitions	
<b>Track</b>	Venue Management and Operations	
<b>Occupation</b>	Service Professional	
<b>Job Role</b>	<b>Event Services Executive</b>	
<b>Job Role Description</b>	<p>The Event Services Executive supports the socialisation of clients' event venue needs with the venue capability, capacity and features to ascertain the feasibility of the venues in supporting events. He/She understands clients' requirements and work with the venue operations department to configure venue facilities accordingly.</p> <p>Organised and meticulous, he leverages his strong interpersonal skills to coordinate between multiple stakeholders to drive the successful execution of event venue services. He is also able to multi-task effectively and works independently to mitigate any limitations of venue in conforming to event needs.</p> <p>He works on an irregular schedule due to events often occurring over weekends, holidays and after-office hours. He also commutes frequently between the office, clients' offices and the event locations to implement the planning and execution of the event venue services.</p>	
<b>Critical Work Functions and Key Tasks</b>	<b>Critical Work Functions</b>	<b>Key Tasks</b>
	Coordinate event preparation activities	Liaise with clients to understand their requirements and document the event specifications
		Develop draft venue operational proposals based on clients' requirements and specifications
		Source for venue-related logistics to support events
		Facilitate the discussion between stakeholders on the event-related requirements and venue needs
		Provide client support in response to venue-related enquiries
		Facilitate the development of sustainable venue set-up and tear-down plans
	Support event delivery	Escalate deviations from event plans
		Coordinate communication and meetings between venue technical services personnel and client or client's representatives and/or vendors
		Collaborate with venue's internal stakeholders and vendors to ensure events are carried out to clients' satisfaction and expectations
		Initiate mitigation steps to address venue operations' shortcomings
	Manage post-event activities	Analyse venue performance metrics and post-event feedback from delegates and participants to determine areas of improvement for future events
		Conduct after-action reviews
		Prepare documentations in support of project closure sessions
		Coordinate with office administration on clients' invoicing and payment
		Compile events' expense information

	Support human resource, technology and/or finance operations	Report budget utilisation and spending against department key performance indicators within approved departmental financial budget		
		Conduct research on market trends in relevant technology applications to improve productivity and innovation		
		Provide feedback on usage of workplace technology		
<b>Skills and Competencies</b>	<b>Technical Skills and Competencies</b>		<b>Generic Skills and Competencies (Top 5)</b>	
	Budgeting	Level 3	Interpersonal Skills	Intermediate
	Business Continuity Planning	Level 3	Teamwork	Intermediate
	Continuous Improvement Management	Level 3	Communication	Intermediate
	Events Planning and Management	Level 3	Problem Solving	Intermediate
	Market Research	Level 3	Service Orientation	Intermediate
	Meetings, Incentives, Conferences and Exhibitions (MICE) Equipment Management and Venue Management	Level 3		
	Productivity Improvement	Level 3		
	Project Administration	Level 3		
	Project Feasibility Assessment	Level 4		
	Project Management	Level 3		
	Resource Management	Level 3		
	Service Excellence	Level 3		
	Stakeholder Management	Level 3		
	Strategy Implementation	Level 3		
	Systems Thinking Application	Level 3		
	Technology Application	Level 3		
	Technology Scanning	Level 3		
	Tourism and Economic Development	Level 3		
Vendor Management	Level 3			
<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.