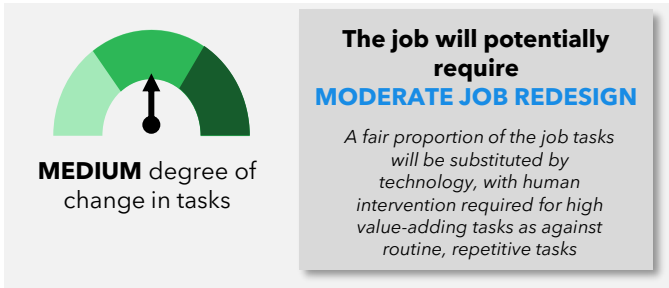




Trends impacting this role

 Guest Preferences	 Shift in Ops Models	 Workforce Challenges	
 Bluetooth/ RFID	 Enterprise Systems	 IoT	 Robotics & Automation

In the next **1 - 3 years...**



Responsibilities of the role today

The Butler Supervisor / Club Floor Executive/Club Floor Supervisor supervises and coordinates the daily operations of the club floor and/or butler services to ensure that caring, thoughtful and **dedicated personalised service** is always provided to guests in accordance with organisational standards and procedures. He/She **plans resources, allocates work assignments** to team members, handles operational irregularities and assists in providing **personalised room check-ins and check-outs for club floor VIP guests**. He also conducts regular checks on club floor lounge, facilities and equipment and **maintains the stock level of club floor supplies**.

Responsibilities of the role in the future

**Moving forward**, the job holder will still be required to supervise and coordinate the daily operations of the club floor and/or butler services. Technology **will enhance the efficiency of certain repetitive tasks**, such as **manpower allocation** and the **compiling of operations reports**. The job holder will be freed to perform higher value-added tasks such as **resolving guest concerns** and **managing team performance**. He/She will also be responsible for proposing **creative and sustainable operating** and **resourcing plans** to mitigate manpower shortages and rising costs in support of business objectives.

Critical Work Function

Job tasks today

Job tasks within the next 3 years

Manage club floor operations	Supervise and coordinate the daily operations of club floor and/or butler services for VIP guests, and handle irregularities related to the delivery of services		<ul style="list-style-type: none"><li>Supervise and coordinate the daily operations of club floor and/or butler services for VIP guests, and handle irregularities related to the delivery of services</li></ul>
	Conduct checks on club floor lounge, facilities and equipment and maintain stock level of guest rooms and club lounge inventories and supplies		<ul style="list-style-type: none"><li>A <b>combination of RFID sensors and smart Inventory Management Systems (IMS) track and monitor inventory and supply levels in real-time</b>, alerting the job holder to re-stock when necessary. The job holder will then be required to trigger procurement or replenishment processes.</li></ul>
Drive service and operational excellence	Resolve guests' concerns and requests, and monitor feedback		<ul style="list-style-type: none"><li>Resolve guests' concerns and requests and monitor feedback.</li></ul>
	Propose innovation, improvement, and sustainability plans to enhance operational efficiency and guest experience		<ul style="list-style-type: none"><li>Professional judgement and technical expertise remain important in prioritising and proposing improvements. However, the job holder may be required to examine operational and guest data from a wide variety of sources, including direct feedback and <b>Customer Relationship Management (CRM) systems</b> to <b>identify areas for improvements</b>.</li></ul>
Manage operational risks	Identify and analyse signs of potential service incidents, safety risks or emergencies and execute response and recovery actions		<ul style="list-style-type: none"><li>Identify and analyse signs of potential service incidents, safety risks or emergencies and execute response and recovery actions.</li></ul>



Critical Work Function	Job tasks today	Job tasks within the next 3 years
Manage human resources, finance and report management	Verify and compile operations reports and guest statistics for management updates	<ul style="list-style-type: none"><li>• <b>Robotics Process Automation (RPA) automates the extraction and compilation of operations reports and guest statistics.</b> Human judgement may still be required for verifying and managing the quality of output.</li></ul>
	Plan resources and allocate work assignments to team members, monitor and provide coaching to team members and identify training needs to enhance team capabilities	<ul style="list-style-type: none"><li>• <b>Internet of Things (IoT)-based applications, integrated with Property Management System (PMS) and HR Management System (HRMS), monitor and assign work duties,</b> as well as <b>track availability and performance of teams,</b> freeing up time for the job holder to manage team performance or plan for possible manpower shortages. Human intervention may still be required to override and/or adjust work plans in the event of operational exigencies.</li></ul>

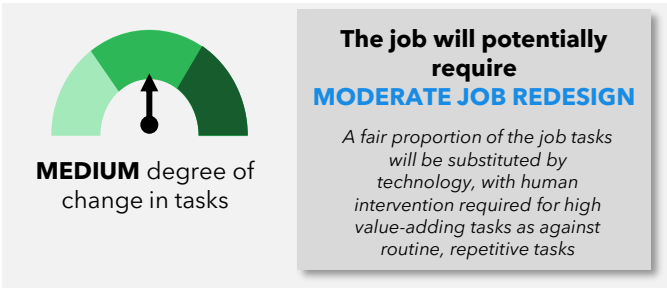
Redesign possibilities	
Horizontal stacking	<ul style="list-style-type: none"><li>• Stacked <i>Concierge and Front Office Executive / Guest Services Executive / Guest Relations Executive / Front Office Supervisor / Guest Services Supervisor / Guest Relations Supervisor</i> to become <b>Guest Experience Ambassador</b>.</li></ul>



Trends impacting this role

 Guest Preferences	 Shift in Ops Models	 Workforce Challenges	
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In the next **1 - 3 years...**



In addition to the Skills and Competencies identified in the [Skills Framework for Hotel and Accommodation Services](#), the following additional TSCs and CCSs have been identified as relevant for the job role going forward:

Additional Technical Skills and Competencies (TSCs)		
Internet of Things Management*	Product, Content and Experience Performance Management*	Tourism Promotion^

Additional Critical Core Skills (CCSs)		
Adaptability	Digital Fluency	Learning Agility

- Skills denoted by an asterisk (\*) are not available in Skills Framework (SFw) for Hotel and Accommodation Services (HAS) but available in other SFw.
- Skills denoted by an arrow (^) are found in SFw for HAS but may require updates to descriptions, knowledge and abilities.