






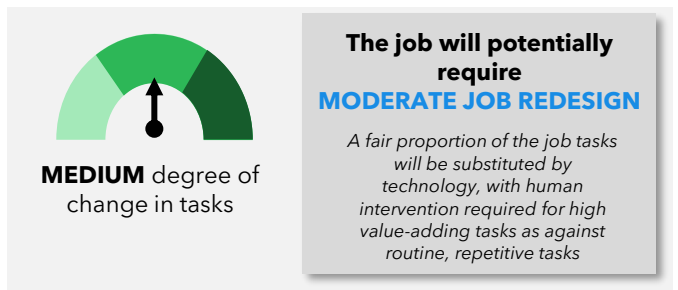




Trends impacting this role

 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 Assistant Housekeeper / Assistant Housekeeping Manager / Housekeeping Supervisor **organises and supervises** the **day-to-day housekeeping operations** to ensure **rooms and public areas are well-maintained** for the comfort of guests. He/She **plans resources, allocates work assignments, supervises cleaning activities**, inspects rooms and **monitors the turnover of rooms** to uphold the highest level of cleanliness and efficiency of the team.

Responsibilities of the role in the future

Moving forward, the job holder will still be required to organise and supervise day-to-day operations. Technology will **automate certain repetitive tasks** and **improve the visibility of operational performance**, freeing up the job holder to focus on managing team performance and **propose improvements to operations and guest experience**. The job holder will also be required to propose **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 housekeeping operations	Coordinate and supervise the maintenance of rooms, public areas and housekeeping equipment, and organise work activities for shift commencement and completion		Coordinate and supervise the maintenance of rooms, public areas and housekeeping equipment, and organise work activities for shift commencement and completion
	Inspect rooms and public areas to ensure satisfactory level of cleanliness, monitor turnover of rooms to ensure housekeeping efficiency, and maintain inventory of housekeeping supplies and equipment		<ul style="list-style-type: none"> Inspect rooms and public areas to ensure cleanliness level conforms to organisational standards. Internet of Things (IoT)-based applications, integrated with Property Management System (PMS) and Automated Manpower Scheduling System, track and monitor turnover of rooms for housekeeping efficiency, freeing up time for the job holder to perform higher value-add activities such as issue resolution, continuous improvement, and team performance management. A combination of RFID sensors and smart Inventory Management Systems (IMS) track and monitor inventory and supply levels in real-time, alerting the job holder to re-stock when necessary. The job holder will then be required to trigger procurement or replenishment processes.



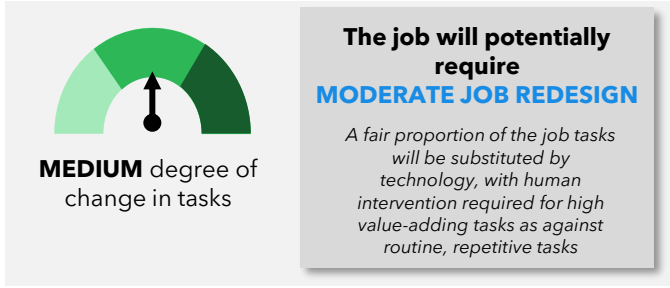
Critical Work Function	Job tasks today		Job tasks within the next 3 years
Drive service and operational excellence	Implement innovation, improvement and sustainability plans for continuous improvement		<ul style="list-style-type: none"> Implement innovation, improvement and sustainability plans for continuous improvement.
	Resolve guests' concerns and feedback and propose improvements to enhance operational efficiency and guest experience		<ul style="list-style-type: none"> Resolve guests' concerns and feedback. 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 Customer Relationship Management (CRM) systems to identify areas for improvements.
Manage operational risks	Identify and monitor signs of potential security threats for appropriate follow-up and execute response and recovery actions during emergency situations		<ul style="list-style-type: none"> Identify and monitor signs of potential security threats for appropriate follow-up and execute response and recovery actions during emergency situations.
Manage human resources, finance and report management	Generate and interpret operations reports for management reporting		<ul style="list-style-type: none"> Robotic Process Automation (RPA) automates the generation of operations reports based on data on housekeeping activity. However, human intervention is still required to interpret reports for management reporting.
	Plan resources and allocate work assignments to team, monitor team performance and provide feedback for improvement and implement training plans to enhance team capabilities		<ul style="list-style-type: none"> Internet of Things (IoT)-based applications, integrated with Property Management System (PMS) and Automated Manpower Scheduling System, monitor and assign work assignments, as well as track availability and performance of teams, 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. Monitor team performance, provide feedback for improvement, and implement training plans to enhance team capabilities.



Trends impacting this role

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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)		
Hospitality Data Collection and Analysis	Internet of Things Management*	Service Leadership

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 not marked are available in SFw for HAS but are not currently tagged to this job role in the function.