Trends impacting this role

Guest Preferences	Shift in Ops Models		
Enterprise Systems	IoT		

*In the next **1 – 3 years**...*

MEDIUM degree of change in tasks

The job will potentially require
MODERATE JOB REDESIGN

A fair proportion of the job tasks will be substituted by technology, with human intervention required for high value-adding tasks as against routine, repetitive tasks

Responsibilities of the role today

The Housekeeping Attendant / Room Attendant / Public Area Attendant is **responsible for the cleanliness and orderly presentation of rooms and/or public areas** to create a positive impression for guests and/or customers. He/She **performs cleaning, replenishes amenities** and supplies as well as **checks and reports items in need of maintenance or replacement**. He updates room cleaning status, turns over any lost and found items and maintains the housekeeping cart before and after each shift.

Responsibilities of the role in the future

Moving forward, the job holder will remain responsible for the cleanliness and orderly presentation of rooms. While technology will not be able to automate housekeeping tasks, it will **facilitate swift sharing of information** and **allow the job holder to prioritise** and **respond quickly to operational needs**. Technical expertise and strong interpersonal skills remain central to perform in this role.

Critical Work Functions	Job tasks today	Job tasks within the next 3 years
Manage housekeeping operations	Perform activities for shift duty check-in and check-out and update of room status on completion of housekeeping work activities	• Perform activities for shift duty check-in and check-out. • **Internet of Things (IoT)-based applications, integrated with Property Management Systems (PMS),** allow the job holder to **update room status on completion of housekeeping work activities in real time**.
	Perform cleaning activities in rooms and/or public areas, including replenishment of amenities and supplies, report of defects and missing items and maintain cleanliness of cleaning carts	• Perform cleaning activities in rooms and/or public areas, including replenishment of amenities and supplies, report of defects and missing items and maintain cleanliness of cleaning carts. • A **combination of RFID sensors and unique RFID tags** on hotel equipment, furniture, and other loose articles **automatically detect defects and missing items**, allowing the job holder to quickly investigate and perform corrective or recovery actions where needed.
Drive service and operational excellence	Respond to guests' requests, concerns and feedback on the floor and identify areas for work performance improvement	• **In-room Smart systems, integrated with Internet of Things (IoT)-based applications**, seamlessly **direct guests' requests, concerns and feedback to the job holder**, allowing the job holder to respond quickly. • Identify areas for work performance improvement, **based on guest feedback and observations of guest trends** as well as **cleaning operations.**
Manage operational risks	Report and respond to safety hazards and security threats	• Report and respond to safety hazards and security threats.

Redesign possibilities	
Vertical stacking	• Stacked with *Housekeeping Coordinator* and enlarged to become **Housekeeping Associate**.
Segmentation	• Tasks in this role may be segmented depending on individual workers' profiles and needs to cater for alternative workers and the contingent workforce.

 A list of new or additional skills can be found on the following page.

Trends impacting this role

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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*	

Additional Critical Core Skills (CCSs)		
Adaptability	Learning Agility	Self Management

- 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.