







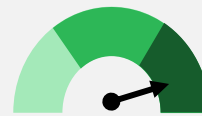




## Trends impacting this role

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

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



**HIGH** degree of change in tasks

The job will potentially require  
**EXTENSIVE JOB REDESIGN**

*Job role will likely be enlarged, reconfigured or enriched. As such, there will be a need to reskill job holders with new skills to maintain their employability.*

Responsibilities of the role today

The Housekeeping Coordinator **coordinates and assists** in the **daily housekeeping operations** and requirements and performs administrative duties to **ensure the smooth running** of the Housekeeping department. He/She liaises with various departments to **coordinate housekeeping activities**, assists in **allocating housekeeping assignments** and **updates room status for allocation**. He also takes stock of inventories and administers maintenance works for rooms, public areas as well as housekeeping equipment and machines.

Responsibilities of the role in the future

**Moving forward**, the job holder will leverage technology to coordinate and assist in daily housekeeping operations. Technology will **augment coordination tasks** performed by this role, freeing up the job holder to **perform higher value-added tasks** such as **coaching team members** and **engaging with guests to deliver excellent service**. **Human judgement**, and **people and relationship management skills** will remain important as the job holder liaises with various departments and responds to guest requests.

## Critical Work Function

## Job tasks today

## Job tasks within the next 3 years

## Manage housekeeping operations

Assist in the assignment and coordination of housekeeping tasks and rooms to the housekeeping team including update of room status to facilitate coordination assignments

Conduct inventory count on housekeeping supplies and equipment and perform safekeeping of lost and found items

Conduct maintenance checks on housekeeping equipment and machines and assist in the coordination of maintenance workrooms, public areas and housekeeping equipment and machines

- **Internet of Things (IoT)-based applications, integrated with Property Management System (PMS), monitor and assign work duties**, as well as track availability and performance of teams, freeing up time for the job holder to coach team members 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.
- **Integrated e-Housekeeping applications** allow for **real-time** and **automatic tracking** and **updates of room status** by Housekeeping Attendants, freeing up the job holder to prioritise other areas of housekeeping operations or coaching team members.

- A **combination of RFID sensors and smart Inventory Management Systems (IMS) monitor inventory levels** and **alert the job holder when inventory levels are low**. This **improves the accuracy of inventory tracking** and frees up the job holder to prioritise other day-to-day tasks, such as engaging with guests. At times, the job holder may still be required to conduct manual stock counts.
- Perform safekeeping of lost and found items.

- Conduct maintenance checks on housekeeping equipment and machines.
- **Internet of Things (IoT)-based applications, integrated with Property Management System (PMS), monitor and assign work duties**, as well as **track availability and performance of teams**, freeing up the job holder to prioritise other areas of housekeeping operations or coaching team members.











Critical Work Function	Job tasks today	Job tasks within the next 3 years
Drive service and operational excellence	Coordinate and monitor follow-up on guest requests and provide suggestions to improve housekeeping operations and enhance customer experience	<ul style="list-style-type: none"> <li>• <b>Internet of Things (IoT)-based applications, integrated with Property Management System (PMS), monitor and assign guest requests to team members, as well track the completion status of guest requests</b>, freeing up the job holder to prioritise other areas of housekeeping operations or coaching team members.</li> <li>• Provide suggestions to improve housekeeping operations and enhance customer experience.</li> </ul>
Manage operational risks	Report and assist in the execution of response to safety hazards and security threats	<ul style="list-style-type: none"> <li>• Report and assist in the execution of response to safety hazards and security threats.</li> </ul>
Manage human resources, finance and report management	Consolidate budget reports, maintain and generate housekeeping records and coordinate meetings for the department	<ul style="list-style-type: none"> <li>• <b>Robotic Process Automation (RPA) generates reports for the department based on recorded data.</b> Human oversight is still required to ensure quality of the output.</li> <li>• <b>Enterprise Resource Planning (ERP) solutions</b> may serve as a <b>central repository for budget reports</b>, automatically consolidating, organising, storing, and integrating budget reports for the department, freeing up the job holder to prioritise day-to-day housekeeping operations.</li> <li>• <b>Enterprise Resource Planning (ERP) solutions track staff and conference room availabilities</b> for ease of coordination of department meetings.</li> </ul>

#### Redesign possibilities


<b>Vertical stacking consolidation</b>	<ul style="list-style-type: none"> <li>• Stacked with <i>Housekeeping Coordinator</i> and enlarged to become <b>Housekeeping Associate</b>.</li> </ul>
<b>Segmentation</b>	<ul style="list-style-type: none"> <li>• Tasks in this role may be segmented depending on individual workers' profiles and needs to cater for alternative workers and the contingent workforce.</li> </ul>



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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	Digital Fluency	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.