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**…

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

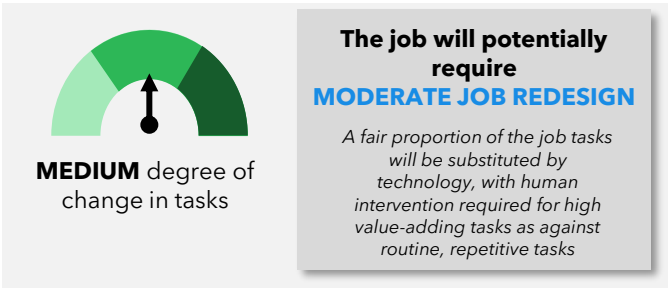| Responsibilities of the role <u>today</u>	Responsibilities of the role <u>in the future</u>
The Linen Room Attendant / Laundry Valet Attendant **performs daily assigned duties** to **support** the day-to-day **laundry, linen and uniform room operations**, ensuring the delivery of clean garments, uniforms, towels and linens to all internal and external customers. He/She collects and delivers guest laundry, performs laundry cleaning, sorts and issues linens and uniforms, and assists in inventory count. He also cleans and maintains laundry equipment and the work area.	**Moving forward,** the job holder will remain responsible for the delivery of clean linens and laundry. Technology will **automate repetitive tasks** such as the sorting of laundry, as well as **facilitate swift sharing of information** to 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 Function	Job tasks today	Job tasks within the next 3 years
Manage housekeeping operations	Perform activities for shift duty check-in and check-out and clean and maintain equipment and work areas	• Perform activities for shift duty check-in and check-out and clean and maintain equipment and work areas.
	Collect and deliver guests' laundry, perform sorting, storage and issuance of linens and uniforms and cleaning	• Collect and deliver guests' laundry. • Linen, uniforms, and other laundry items tagged with **barcodes RFID tags** will be **automatically sorted**. • Perform storage and issuance of linens and uniforms and cleaning.
	Assist to conduct inventory count, document and maintain records on work activities and inventory tracking	• A **combination of RFID sensors, Internet of Things (IoT)-based applications 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. • **Robotic Process Automation (RPA) documents and maintains records on work activities and inventory tracking**. The job holder can focus on ideating solutions to enhance operational efficiency.
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 and directly. • Identify areas for work performance improvement.
Manage operational risks	Report and respond to safety hazards and security threats in accordance with organisational guidelines	• Report and respond to safety hazards and security threats in accordance with organisational guidelines.

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

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In addition to the Skills and Competencies identified in the <u>*Skills Framework for Hotel and Accommodation Services*</u>*, 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*		

Additional Critical Core Skills (CCSs)		
Adaptability	Collaboration	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.