



Trends impacting this role

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

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

**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 Linen Room Supervisor **supervises the daily operations of the laundry, linen and uniform room** to ensure adherence to organisational procedures and standards. He/She **plans resources, allocates work assignments, oversees laundry, linen and uniform room workflow** and **supervises work performance** and quality control. He also maintains an inventory of assets and supplies and coordinates equipment and facilities maintenance.

**Responsibilities of the role in the future**

**Moving forward**, the job holder will continue to supervise daily operations of the laundry, linen and uniform room. Technology will **automate certain repetitive tasks** performed by the job holder to improve operational efficiency, freeing the job holder to **perform higher value-added tasks** such as **monitoring guests' requests** and follow-up actions. He/She will also be required to propose improvements to enhance the efficiency of linen and laundry operations.

**Critical Work Function**

**Job tasks today**

**Job tasks within the next 3 years**

|   |   |   |
|---|---|---|
| Manage housekeeping operations            | Organise work activities for shift commencement and completion and coordinate maintenance of laundry, linen and uniform room equipment and facilities | <ul style="list-style-type: none"> <li>Organise work activities for shift commencement and completion and supervise work performance.</li> <li><b>Internet of Things (IoT)-based applications and sensors monitor alert the job holder to equipment or facility faults and breakdowns</b>, allowing the job holder to schedule required maintenance activities.</li> </ul>  |
|   | Maintain inventory of laundry, linen and uniform room supplies, oversee workflow and inspect processed laundry and linen to ensure quality control    | <ul style="list-style-type: none"> <li><b>A 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> <li>Oversee workflow on collection and delivery of laundry and linen.</li> </ul>  |
| Manage service and operational excellence | Monitor guests' requests and follow-up actions and propose improvements to enhance operational efficiency and guest experience                        | <ul style="list-style-type: none"> <li><b>In-room Smart systems, integrated with Internet of Things (IoT)-based applications, seamlessly direct guests' requests to the job holder</b>, allowing the job holder to monitor follow-up actions and track the progress of the request.</li> <li>Propose improvements to enhance operational efficiency and guest experience. 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 to identify areas for improvements.</li> </ul> |
|   | Implement innovation, improvement and sustainability plans for continuous improvement   | <ul style="list-style-type: none"> <li>Implement innovation, improvement and sustainability plans for continuous improvement.</li> </ul>  |



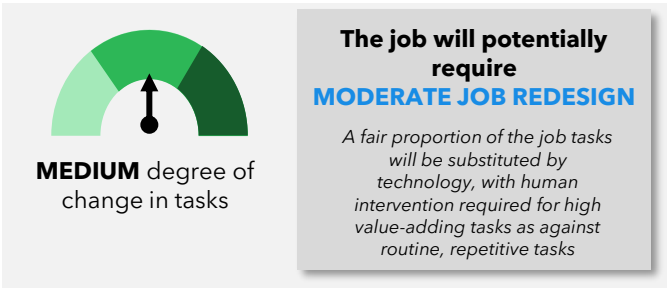
| Critical Work Function                                | Job tasks today   |  | Job tasks within the next 3 years  |
|---|---|--|--|
| Manage operational risks                              | Execute response and recovery actions during emergency situations   |  | <ul style="list-style-type: none"><li>Execute response and recovery actions during emergency situations.</li></ul>   |
| Manage human resources, finance and report management | Generate and verify operations reports for management updates   |  | <ul style="list-style-type: none"><li><b>Robotics Process Automation (RPA) automates the drafting and cross-checking of operation reports</b> for management updates.</li><li>Human judgment may still be required for verifying and managing the quality of output.</li></ul> |
|   | 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"><li>Plan resources and allocate work assignments to team, monitor team performance and provide feedback for improvement and implement training plans to enhance team capabilities</li></ul>  |



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|                       |                         |                          |                           |
|-----------------------|-------------------------|--------------------------|---------------------------|
| <br>Guest Preferences | <br>Shift in Ops Models | <br>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*                      |  |  |

| 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.