

Factsheet on Career Conversion Programme for Tourism Professionals

WSG's Career Conversion Programme for Tourism Professionals aims to support tourism companies to train new hires and reskill existing workers for job roles in the tourism-related sectors including Hotel, MICE, Attractions and Tour and Travel. Companies can receive up to 90% of salary support over the programme duration.

The target trainees are:

- New Hires with no prior experience in the job that they are hired for;
- Existing workers whose jobs have been redesigned.

Funding Rates

Though this CCP can support up to 100% On-the-Job Training (OJT), companies are free to include a few external training programmes over the supportable training period. Companies can reference suitable courses relevant to the tourism sector at [Tourism Careers Hub Recommended Courses - Employment and Employability Institute \(e2i.com.sg\)](https://www.e2i.com.sg/tourism-careers-hub/recommended-courses-employment-and-employability-institute).

From 1 April 2024¹

Details

Up to 6 months of salary support, based on the following:

- Up to 70%, capped at \$5,000 a month for Singapore Citizens/Permanent Residents below age of 40²
- Up to 90%, capped at \$7,500 a month for Singapore Citizens/Permanent Residents aged 40² and above, or Long-term Unemployed (LTU)³

Eligibility Criteria

For Companies

- Registered or incorporated in Singapore
- Committed to work with WSG or its appointed partner on the necessary administrative matters related to the programme
- Committed to design and implement a robust training plan to support the trainees

For Employees

(Please check to ensure that your employees fulfil the criteria before enrolling them)

¹ The enhanced salary support caps will apply to all CCP participants commencing training from 1 April 2024. For CCP participants who commenced training before 1 April 2024, their employers will receive salary support based on current caps.

² Based on age in the year of CCP commencement

³ LTUs are new hires who have been unemployed and actively looking for jobs for six months or more.

- Singapore Citizen or Permanent Resident
- Minimally 21 years old
- Must be offered a fixed monthly salary⁴ of:
 - RnF: ≥\$2,000
 - PMET: ≥\$2,700
- Must be a full-timer, on a permanent basis or at least a 12-month employment contract
- Must not be a shareholder of the company, or its related companies
- Must not be related to the owner(s) of the company
- Must not be immediate ex-staff of the company
- Must not be undergoing any programmes funded by WSG concurrently
- **[For new hires]**
 - Must have graduated or completed NS for at least two years at the point of application⁵
 - Must not have prior working experience or been in a similar job role in previous employment⁶
 - Must be newly hired and able to commence training within the first three months of employment
- **[For existing employees]**
 - Have been hired for at least one year in the company as of date of training commencement
 - Have not been enrolled for the same programme⁷ before

For more information and to register for the programme, please contact **Singapore Hotel Association** at ccp@sha.org.sg

⁴ Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances

⁵ This will be counted from the date of graduation from latest qualification, or date of completion of national service, whichever is later.

⁶ Individuals who have a continuous employment gap of at least 2 years prior to CCP commencement will be allowed to apply for CCP job roles similar to their previous jobs.

⁷ WSG's Career Conversion Programme for Hotel Professionals in 2019-2022

Programme Whitelist

Note

The whitelist is meant to support the follow modalities:

Existing Employees

The whitelist is meant to support applications for Job Redesign Reskilling projects where eligible trainees must take on **at least 3 new post-JR Key Tasks** that they have not been required to perform previously

New Hires

To ensure that the supportable job roles are aligned to ITM/JTM growth jobs, jobs within the following job functions will require trainees to take on **at least 1 new post-JR Key Task** that they have not been required to perform previously with reference to the programme whitelist:

- a. Human Resource
- b. Digital Marketing

Companies can reference the Post-JR Key Tasks to develop customized On-the-Job Training Plans for the workers who will be undergoing reskilling. The Post-JR Key Tasks are non-exhaustive and subject to changes from time to time as deemed necessary by WSG and our Tripartite Partners.

Companies are welcome to reference the whitelist when hiring for new positions, though there is **no need** to adhere to the Post-JR Key Tasks.

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
Emerging Roles				
Environmental Sustainability Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Develop and implement ESG strategies and roadmap <input type="checkbox"/> Analyse emerging trends, regulations and best practices to drive continuous improvement in sustainability <input type="checkbox"/> Work with functional teams to integrate sustainability into various aspects of operations <input type="checkbox"/> Ensure operations are compliant to sustainability-related standards or regulations and laws <input type="checkbox"/> Prepare reports on ESG progress to updates both internal and external stakeholders <input type="checkbox"/> Use sustainability as part of company's marketing / branding / communications strategies <input type="checkbox"/> Develop and oversee implementation stakeholder engagement strategy (e.g. training, change management) as part of the sustainability project <input type="checkbox"/> Drive the adoption of system to track property's carbon emissions, as well as the carbon footprints from guests to identify opportunities for improvement/offsetting	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Solar Panels Heat Exchangers Occupancy Sensors Smart Meters Submetering Food Waste Processors 	<ul style="list-style-type: none"> Environmental and Social Governance Environmental Sustainability Management Energy Management and Audit Carbon Footprint Management Sustainable Sourcing Waste Management (includes food and general waste) Recycling Change Management Business Acumen Data Analytics Supply-chain Management Market Research Project Management

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
				<ul style="list-style-type: none"> • Stakeholders and Community Engagement • Sustainability principles and frameworks
Business Intelligence Analysis Aligned to Post-JR Job Title: <hr/>	<ul style="list-style-type: none"> <input type="checkbox"/> Crawl data from different sources, analyse and evaluate business trends to support strategic decision making <input type="checkbox"/> Drive information integration from different data sources to generate insights such as market share performance, market segmentation and overall business performance <input type="checkbox"/> Create, use and maintain tools, reports and dashboards to support performance management and manage the underlying data <input type="checkbox"/> Collaborate with other functions to analyse business and operational performance, and recommend improvements to increase productivity and revenue <input type="checkbox"/> Communicate and present findings to management and propose recommendations using data tools such as dashboarding, storytelling and visualisation <input type="checkbox"/> Familiarisation of key data gathering and storytelling platforms 	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Business intelligence tools and technologies 	<ul style="list-style-type: none"> • Business Acumen • Data Analytics • Data Mining and Modelling • Data Storytelling and Visualisation • Data Collection and Analysis • Predictive Analysis • Coding

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
Technology and Innovation Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Facilitate innovation by ideating innovative technology solutions with stakeholders <input type="checkbox"/> Direct and manage all technology evaluation and adoption initiatives <input type="checkbox"/> Drive integration of front-of-house and back-of-house systems to achieve performance optimisation <input type="checkbox"/> Lead tech and innovation initiatives and projects <input type="checkbox"/> Run proof-of-concepts to experiment and scale new technologies <input type="checkbox"/> Build a business case and obtain buy-in <input type="checkbox"/> Educate staff on the implementation <input type="checkbox"/> Monitor and maintain the performance of digital assets to ensure optimal functioning <input type="checkbox"/> Information gathering on key industry trends and innovation eco-system	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Enterprise systems Robotic Process Automation Chatbot / Voicebot Event Management Systems AI / RPA 	<ul style="list-style-type: none"> Technology Road Mapping Technology Strategy Formulation LEAN management Design/Systems Thinking Project Management Change Management
Wellness Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Keep abreast of the latest wellness trends and propose recommendations on how they can be translated into new products and service offerings <input type="checkbox"/> Work with various departments to ensure that guest mental and physical wellbeing is maintained throughout service journey <input type="checkbox"/> Conduct pre-trip consultations with guests to understand their needs and ensure a personalised experience even prior to arrival	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> Wearable Technologies Customer Relationship Management System Property Management Systems 	<ul style="list-style-type: none"> Customer Behaviour Analysis Customer Experience Innovation Service Innovation

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<ul style="list-style-type: none"> <input type="checkbox"/> Design and develop personalised wellness itineraries and programmes for guests to ensure health, wellbeing, and overall guest satisfaction <input type="checkbox"/> Collaborate with other departments such as Food & Beverage to develop custom meal recipes and plans based on guest dietary preferences 			
<p>Placemaking and Community Partnerships/ Education and Outreach</p> <p>Aligned to Post-JR Job Title:</p> <hr style="width: 100px; margin-left: 0;"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Develop an overall strategy for placemaking and activating public spaces and communities around the venue/destination <input type="checkbox"/> Design and deliver new unique experience and concepts through educational programmes for guests, such as on sustainability <input type="checkbox"/> Cultivate meaningful relationships with local enterprises, organisations, and creatives in support of placemaking programmes <input type="checkbox"/> Manage community-led place strategies and coordinate activities and initiatives <input type="checkbox"/> Enhance the guest experience through storytelling techniques, sharing local history, culture and heritage and/or sustainable features of the vicinity to promote immersive experiences for guests <input type="checkbox"/> Monitor and evaluate the effectiveness of educational programs and initiatives to measure impact and identify areas for improvement <input type="checkbox"/> Develop communication strategies to promote and report on company's placemaking 	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Customer Relationship Management System 	<ul style="list-style-type: none"> • Business Acumen • Business Negotiation • Events Planning • Cultural Sensitivity • Customer Experience Innovation • Empathetic Design • Placemaking • Public Speaking and Presentation Skills • Environmental Knowledge • Waste Management • Community Partnerships

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	sustainability efforts to internal and external stakeholders <input type="checkbox"/> Organise or collaborate with partners to curate guided tours for guests which showcase sustainable features (e.g. renewable energy systems, green building practices, or wildlife conservation efforts)			
Business Development, Sales & Marketing				
Marketing / Public Relations/ Community Outreach Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Conduct in-depth research on industry trends and best practices to generate market intelligence, especially in emerging areas such as sustainability <input type="checkbox"/> Take a data-driven approach to understand consumer needs, discover areas of improvement, and implement innovative solutions <input type="checkbox"/> Use of CRM to create archetypes of consumer segments (such as ‘Green Tourist’) to develop strategies for targeted marketing <input type="checkbox"/> Plan, ideate, and develop highly relevant and engaging content which the audience will resonate with <input type="checkbox"/> Plan and execute marketing campaigns on omni channels, including managing Key Opinion Leaders	<ul style="list-style-type: none"> • Digital Marketing Specialist • Marketing Communications Specialist • Marketing Specialist • Product and Experience Development Specialist • Public Relations Specialist 	<ul style="list-style-type: none"> • Customer Relationship Management System • Google Analytics • WebTrends • NetInsight • Search Engine Optimisation • Virtual, Mixed, Augmented reality technologies • Visualisation tools • Robotic Process Automation 	<ul style="list-style-type: none"> • UX/UI Design • Business Environment Analysis • Business Needs Analysis • Consumer Intelligence Analysis • Customer Experience Innovation • Data Analytics • Infographics and Data Visualisation • Digital and Social Media Marketing

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<ul style="list-style-type: none"> <input type="checkbox"/> Measure performance of omni channels through surveys, generate reports for analytics and identify areas for improvement <input type="checkbox"/> Evaluate how latest technology trends can be leveraged to spur innovation in product and customer brand experience <input type="checkbox"/> Collaborate with community stakeholders to identify, implement and communicate joint projects in sustainability and or/community outreach <input type="checkbox"/> Develop communication strategies to promote and report on company's efforts (such as on sustainability) to internal and external stakeholders <input type="checkbox"/> Identify and develop strategies for improvement based on customer feedback 			<ul style="list-style-type: none"> • Website Performance Management • Project and Budget Management • Stakeholder Engagement • Community Partnership • Social Media Performance Management
<p>Sales / Business Development</p> <p>Aligned to Post-JR Job Title:</p> <hr style="width: 100%; border: 0.5px solid #0070C0; margin-top: 5px;"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Conduct in-depth research on industry emerging trends (e.g. sustainability) and competitors to generate market intelligence <input type="checkbox"/> Take a data-driven approach to understand consumer needs, discover areas of improvement, and implement innovative solutions <input type="checkbox"/> Identify and pursue new business opportunities (such as sustainable travel itineraries) arising from data and customer/consumer insights aligned to industry's trends and company's service 	<ul style="list-style-type: none"> • Sales Specialist • Reservations Specialist • Business Development Specialist • Travel Advisor 	<ul style="list-style-type: none"> • Customer Relationship Management System • Robotic Process Automation • Chatbot/Voicebot • Proposal Generation Software 	<ul style="list-style-type: none"> • Consumer Intelligence Analysis • Data Analytics • Business Negotiation • Stakeholder Management • Revenue Management • Pricing • Lead Generation

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	capabilities to grow the business locally and regionally <input type="checkbox"/> Optimise sales and drive customer engagements via offline and online platforms <input type="checkbox"/> Customise proposal based on customer needs and data insights <input type="checkbox"/> Lead generation and qualification based on market research <input type="checkbox"/> Partner local businesses to showcase local culture and heritage, and craft immersive stories for travelers <input type="checkbox"/> Propose and promote sustainable travel itineraries/packages to clients, for instance using storytelling techniques on how they can play their part in sustainability <input type="checkbox"/> Provide advisory on sustainable travel options and importance of responsible travel <input type="checkbox"/> Monitor sustainability performance and identify areas of improvements			<ul style="list-style-type: none"> • Customer Service • Customer Feedback • Relationship Management • Tourism Promotion
Procurement				
Procurement Aligned to Post-JR Job Title: <hr style="width: 100px; margin-left: 0;"/>	<input type="checkbox"/> Develop and implement procurement policies (such as on sustainability) for evaluation and selection of suppliers and products <input type="checkbox"/> Work closely with functional teams to identify sustainable alternatives for products and equipment	<ul style="list-style-type: none"> • Procurement Specialist 	<ul style="list-style-type: none"> • Supply Chain management System 	<ul style="list-style-type: none"> • Lifecycle Analysis • Green Impact Indicators • Measurement and Reporting • Circular Economy Mapping

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<ul style="list-style-type: none"> <input type="checkbox"/> Implement sustainable procurement policies and criteria that suppliers need to meet to qualify for patronage <input type="checkbox"/> Track and assess environmental impact of purchased products and services throughout their lifecycle <input type="checkbox"/> Stay informed about emerging trends and regulations to drive continuous improvement <input type="checkbox"/> Source and procure from verified sustainable sources and partners 			<ul style="list-style-type: none"> • Green Standards and Criteria
Revenue & Distribution				
Revenue Management Aligned to Post-JR Job Title: <hr style="width: 100px; margin-left: 0;"/>	<ul style="list-style-type: none"> <input type="checkbox"/> Analyse demand forecast and translate insights into revenue management / optimisation strategies (pricing, distribution, upselling, and inventory control) using new systems/software <input type="checkbox"/> Monitor and analyse market and competitor trends and key performance metrics, and recommend changes in strategies as appropriate <input type="checkbox"/> Champion and educate revenue management practices <input type="checkbox"/> Apply revenue management principles beyond company's core services/products and to other revenue-generating business units <input type="checkbox"/> Identify and pursue ancillary revenue opportunities (e.g., creation of IP from 	<ul style="list-style-type: none"> • Reservations Specialist • Revenue Management Specialist 	<ul style="list-style-type: none"> • Real-time monitoring software • Artificial Intelligence • Revenue Management System • Robotics Process Automation 	<ul style="list-style-type: none"> • Data Analytics • Asset Enhancement • Asset Optimisation • Placemaking • Total Revenue Management

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	proprietary shows) and innovative opportunities to improve revenue management operations <input type="checkbox"/> Coordinate with other departments to make use of revenue forecast insights to better plan marketing and operations			
Venue Management & Event Operations				
Meetings & Events Production Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Effective use of data-driven insights to understand attendee and stakeholder needs <input type="checkbox"/> Effective communication with suppliers with working knowledge of various event technologies and platforms <input type="checkbox"/> Plan and execute hybrid experiences, events and/or exhibition <input type="checkbox"/> Develop internal sustainable event strategies aligned with the Singapore Sustainability Roadmap <input type="checkbox"/> Identify specific sustainability goals for each event and incorporate into overall event planning and execution process <input type="checkbox"/> Evaluate and prioritize venues that have implemented sustainable practices across energy efficiency, waste management, sustainable procurement, and overall sustainable operations <input type="checkbox"/> Leverage on sustainability as part of company's sales & marketing / branding / communications strategies	<ul style="list-style-type: none"> • Conference Services Specialist • Event Operations Specialist 	<ul style="list-style-type: none"> • Customer Relationship Management System • Enterprise systems • Robotic Process Automation • Event Management Systems • Event Technologies • Waste Tracking software • Carbon / Energy Tracking Software 	<ul style="list-style-type: none"> • Data Analytics • Infographics and Data Visualisation • Consumer Intelligence Analysis • Sustainable Event Planning and Management • Proposal Writing • Environmental Sustainability Management • Green Facilities Management • Sustainable Procurement • Revenue Management • Virtual Event Production

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<input type="checkbox"/> Monitor and evaluate the effectiveness of sustainability initiatives implemented during events; prepare reports on sustainability performance			<ul style="list-style-type: none"> • Broadcasting and video production skills • Environmental Impact Assessment • Green Technologies & Innovation • Waste Management & Recycling • Energy Efficiency & Conservation • Sustainable Transport Solutions • Sustainable Design & Venue Selection • Sustainable F&B Management • Communication strategies for sustainability
Venue Operations Specialist	<input type="checkbox"/> Collect and analyze data to understand attendee behavior and preferences and make data-driven decisions about event planning and management	<ul style="list-style-type: none"> • Meeting Planner • Venue Manager • Exhibition Manager 	<ul style="list-style-type: none"> • Event management software 	<ul style="list-style-type: none"> • Project management

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
<p>Aligned to Post-JR Job Title: _____</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Coordinate with event organizers to ensure venue meets their technology requirements (audio-visual equipment, lighting systems etc.) <input type="checkbox"/> Manage event logistics with technology tools such as scheduling and coordinating with vendors, managing transportation and parking, and coordinating with security personnel etc. <input type="checkbox"/> Establish sustainability goals and curate eco-friendly packages <input type="checkbox"/> Educate and encourage event organizers to adopt sustainable practices <input type="checkbox"/> Work with functional teams to implement sustainable practices across energy efficiency, waste management, procurement, and overall sustainable operations <input type="checkbox"/> Leverage on data analytics to predict attendee turnout to reduce food wastage <input type="checkbox"/> Encourage sustainable transportation such as providing bike racks and offering shuttle services <input type="checkbox"/> Monitor, evaluate and report on the effectiveness of sustainability initiatives 		<ul style="list-style-type: none"> • Customer relationship management software • Audio-visual equipment • Mobile event apps • Waste Tracking software • Carbon / Energy Tracking Software 	<ul style="list-style-type: none"> • Environmental Impact Assessment • Green Technologies & Innovation • Waste Management & Recycling • Energy Efficiency & Conservation • Sustainable Transport Solutions • Sustainable Design & Venue Selection • Sustainable F&B Management • Communication strategies for sustainability
<p>Exhibition Stand Builder/Specialist</p> <p>Aligned to Post-JR Job Title: _____</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Use 3D modelling and design software to develop highly detailed, accurate, and visually appealing exhibition stand designs for a realistic preview of final product <input type="checkbox"/> Leverage on digital fabrication technologies such as machines and laser cutters for precision 	N/A	<ul style="list-style-type: none"> • Waste Tracking software • Carbon / Energy Tracking Software • Sustainable Transportation 	<ul style="list-style-type: none"> • Sustainable Exhibition Building Management • Sustainable Transportation Solutions

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<p>cutting and shaping of materials, to enhance stand building accuracy and speed</p> <ul style="list-style-type: none"> <input type="checkbox"/> Employ digital prototyping tools to test and refine stand components before physical construction, to reduce the risk of errors and minimize material waste <input type="checkbox"/> Install smart sensors in exhibition stands to collect data on attendee interactions, providing insights for client marketing strategies <input type="checkbox"/> Set up a comprehensive recycling system at the exhibition space, segregating waste streams and encouraging all staff, suppliers, vendors and clients to recycle materials like cardboard, plastics, and glass <input type="checkbox"/> Optimize routes and schedules for transporting of materials and stand components to reduce fuel consumption and carbon emissions <input type="checkbox"/> Collaborate with designers to create exhibition stands with energy-efficient lighting, including LED fixtures with motion sensors for reduced energy consumption during off-peak periods <input type="checkbox"/> Develop and implement waste reduction strategies within the stand construction process; Identify opportunities for material reuse in future projects <input type="checkbox"/> Establish partnerships with suppliers to 		<ul style="list-style-type: none"> and Logistics software • Data analytics software • Sustainable Procurement platform • Sustainable Reporting software • 3D Modelling and Design software • Digital Fabrication technologies • Digital Prototyping tools • Smart sensors 	<ul style="list-style-type: none"> • Sustainable Procurement • Waste Management & Recycling • Green Technologies & Innovation • Energy Efficiency & Conservation • Data Analytics and Sustainability Reporting • Environmental Impact Assessment • Communication strategies for sustainability

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	procure sustainable and eco-friendly materials for stand construction to reduce environmental impact <input type="checkbox"/> Monitor and prepare reports on resource consumption, waste reduction, and other sustainability metrics			
Banquet Operations Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Plan roster and staff manning using digital systems <input type="checkbox"/> Use AI and data analytics to improve crowd-control and operations <input type="checkbox"/> Use data to forecast beverages and food requisition <input type="checkbox"/> Track expenses and perform billing using digital systems <input type="checkbox"/> Track movement of banquet assets using technology such as RFID	<ul style="list-style-type: none"> Banquet Operations Specialist F&B Captain Service Crew 	<ul style="list-style-type: none"> Artificial Intelligence Smart cameras and IoT sensors Auto-inventory management RFID Manpower Scheduling Solution Food Delivery Robots Lightweight Autonomous Carts Autonomous Banquet Robots (to move furniture) 	<ul style="list-style-type: none"> Procurement Management Cost Control Food Safety Sustainable Procurement Customer Feedback and Relationship Management Data Analytics Events Planning and Management
Human Resources				
Human Resources Aligned to Post-JR Job Title:	<input type="checkbox"/> Work with business units to assess staffing requirements and succession planning	<ul style="list-style-type: none"> Human Resource Specialist 	<ul style="list-style-type: none"> Human Resource Information System 	<ul style="list-style-type: none"> Business Continuity Planning

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<ul style="list-style-type: none"> <input type="checkbox"/> Create safe work environments for on-site and remote employees and prescribe wellness programmes suitable for employees' well-being <input type="checkbox"/> Establish competency frameworks and training roadmaps to uplift workforce capabilities with the help of L&D Software <input type="checkbox"/> Use HR Data Analytics to inform talent decisions, improve workforce processes and promote positive employee experience <input type="checkbox"/> Review HR policies and frameworks to keep them relevant to current industry practice, and work with management to initiate new practices to ascertain stronger employer branding <input type="checkbox"/> Identify and pursue ancillary employee engagement opportunities (such as onboarding, recognition and rewards, feedback management, performance management) using relevant tools 		<ul style="list-style-type: none"> • Human Resource Management System • HR Analytics Software • L&D software • Chatbots • Employee Engagement Software 	<ul style="list-style-type: none"> • Change Management • Talent Development • Career Planning • HR Data Analytics and Visualisation • Strategic Workforce Planning • Knowledge in HR technology • Project Management
General Operations				
Operations Aligned to Post-JR Job Title:	<ul style="list-style-type: none"> <input type="checkbox"/> Use digital tools (such as RPA) to create and collate bookings/reservations or perform crowd management <input type="checkbox"/> Perform data analysis to generate customer insights <input type="checkbox"/> Design and develop personalised itineraries and programmes based on customer needs and data insights 	<ul style="list-style-type: none"> • Ticketing Agent • Park Operator • Crew • Customer Support Agent 	<ul style="list-style-type: none"> • Robotic Process Automation • Chatbot/ Voicebot 	<ul style="list-style-type: none"> • Consumer Intelligence Analysis • Customer Feedback and Relationship Management • Data Analytics

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<ul style="list-style-type: none"> <input type="checkbox"/> Deliver curated customer experiences and upsell services based on the customer insights <input type="checkbox"/> Handle guest feedback through digital platforms (such as Chatbot) and physical channels <input type="checkbox"/> Perform incident management, work safe reporting and risk assessment to ensure safe operations 			<ul style="list-style-type: none"> • Tourism Promotion

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
Front Office				
Guest Experience Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Perform data analysis to generate customer insights <input type="checkbox"/> Conceptualise and implement new customer engagement programs based on customer insights <input type="checkbox"/> Perform guest arrival, check-in/out duties or assist guest check-in/out via technology solutions <input type="checkbox"/> Deliver curated customer experiences and upsell services based on the guest profiles and guest insights <input type="checkbox"/> Provide guidance on usage of luggage technology <input type="checkbox"/> Handle guest feedback through digital and physical channels	<ul style="list-style-type: none"> • Front Office / Duty Manager • Front Office / Guest Relations Officer • Concierge • Butler • Bellhop 	<ul style="list-style-type: none"> • Property Management Systems • Customer Relationship Management Systems • Self check-in/out kiosks • Mobile check-in with facial recognition • Express check-out box with RFID and RPA • Digital Concierge / Chatbot • Autonomous luggage cart • Automated baggage storage system with facial recognition 	<ul style="list-style-type: none"> • Consumer Intelligence Analysis • Customer Feedback and Relationship Management • Data Analytics • Tourism Promotion

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
Food & Beverage				
Back-of-House Aligned to Post-JR Job Title: _____	<input type="checkbox"/> Source sustainable ingredients, such as locally grown produce, organic meats, sustainably caught seafood and plant-based meat <input type="checkbox"/> Reduce food waste by using all parts of ingredients and implement portion control measures <input type="checkbox"/> Analyse food waste for optimal procurement and menu planning <input type="checkbox"/> Use energy-efficient equipment and ensure equipment is properly maintained for optimal performance <input type="checkbox"/> Implement a program such as composting, in the kitchen to reduce/divert food waste <input type="checkbox"/> Smart procurement through predictive ordering <input type="checkbox"/> Recommend pricing for menu items using data/software and market research	<ul style="list-style-type: none"> • Executive Chef • Head Chef • Sous Chef • Cuisine Chef • Junior Sous Chef • Cook • Steward 	<ul style="list-style-type: none"> • Food waste tracker • Automated temperature-measuring and recording system • Inventory Management System • Integrated occupancy and table management system • Kitchen equipment 	<ul style="list-style-type: none"> • Consumer Intelligence Analysis • Menu Forecasting • Environmental Sustainability Management • Sustainable Procurement • Total Revenue Management • Environment Sustainability Management • Waste Reduction Techniques • Energy-efficient Cooking Methods
Front-of-House Aligned to Post-JR Job Title: _____	<input type="checkbox"/> Manage F&B operations (such as reservations) through hybrid of physical and digital platforms <input type="checkbox"/> Use data analytics to drive revenue and manage cost structure of operations <input type="checkbox"/> Use technology to manage the turnover of tables, stocktake and manage inventory	<ul style="list-style-type: none"> • Restaurant Manager • Service Crew 	<ul style="list-style-type: none"> • Point-of-Sales Systems • Digital Menu • Manpower Scheduling Solution • Service Robots • Data Management Systems 	<ul style="list-style-type: none"> • Consumer Intelligence Analysis • Customer Relationship Management • Upselling

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<input type="checkbox"/> Engage guests and make recommendations on menu items based on customer profile, preferences and insights from data <input type="checkbox"/> Provide assistance on usage of technology and perform simple troubleshooting		<ul style="list-style-type: none"> • Robotics Process Automation • Integrated occupancy and table management system • RFID 	
Housekeeping & Cleaning Operations				
Hygiene / Sanitisation Audit Aligned to Post-JR Job Title: _____	<input type="checkbox"/> Develop hygiene plans <input type="checkbox"/> Conduct hygiene audits and ensure compliance to hygiene standards <input type="checkbox"/> Lead corrective and/or improvement actions from hygiene audits	<ul style="list-style-type: none"> • Housekeeping Supervisor/Manager • Public Area Cleaning Supervisor /Manager 	<ul style="list-style-type: none"> • N/A 	<ul style="list-style-type: none"> • Data Analytics • Sustainable Procurement • Environmental Sustainability Management
Housekeeping / Linens / Public Area Cleaning Aligned to Post-JR Job Title: _____	<input type="checkbox"/> Use motorised equipment and other efficient cleaning tools to facilitate cleaning <input type="checkbox"/> Use RFID and other technology to facilitate tracking of linens <input type="checkbox"/> Perform simple maintenance and troubleshooting of motorised equipment <input type="checkbox"/> Use housekeeping app/system to assign jobs and improve staff rostering	<ul style="list-style-type: none"> • Housekeeping / Public Area Cleaning Supervisor • Housekeeping / Public Area Cleaning Attendant • Linen Attendant 	<ul style="list-style-type: none"> • Property Management System (Knowcross, Hotsos etc) • Auto-inventory management • Digitised forms • Bluetooth & RFID • Internet of Things 	<ul style="list-style-type: none"> • Basic Maintenance and Diagnostics • Troubleshooting • Chemical usage and protection

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	<input type="checkbox"/> Use housekeeping app/system to update/monitor room statuses and coordinate with other departments <input type="checkbox"/> Initiate and implement initiatives aligned to sustainability strategy <input type="checkbox"/> Use AI, IoT devices or mobile applications to anticipate and assist with guest requests/feedback		<ul style="list-style-type: none"> • Motorised pushcart • Cleaning robots • Linen cart robots • Smart waste and recycling bins 	
Engineering & Maintenance				
Engineering & Maintenance Aligned to Post-JR Job Title: <hr style="width: 100px; margin-left: 0;"/>	<input type="checkbox"/> Monitor and analyse real-time readings of different systems through a common dashboard <input type="checkbox"/> Investigate deviances flagged out by system(s) to ensure prompt rectification <input type="checkbox"/> Ensure equipment and systems are properly maintained for optimal performance and energy efficiency <input type="checkbox"/> Conduct energy and/or waste audits to identify areas for improvement <input type="checkbox"/> Monitor water usage and identify areas where water conservation measures/technologies can be implemented <input type="checkbox"/> Perform competitor and industry analysis and generate reports and recommendations to improve processes, procedures, and standards <input type="checkbox"/> Lead/support sustainability initiatives and monitor performance <input type="checkbox"/> Responsible for managing the budget, capital expenditure projects, preventative	<ul style="list-style-type: none"> • Engineer Technician 	<ul style="list-style-type: none"> • Smart IoT sensors • Predictive maintenance AI • Building Management Systems • Engineering job dispatch system 	<ul style="list-style-type: none"> • Carbon Footprint Management • Environmental Sustainability Management • Green Facilities Management • Data Analytics • Environmental Management System Framework/Policy • Sustainable Engineering • Green Process Design

Function	Post-JR Key Tasks	Possible Pre-JR Job Role(s)	Possible Technology / Equipment Supporting JR (non-exhaustive)	Possible Skills Required
	maintenance, and energy conservation, such as exploring the use of renewable energy sources <input type="checkbox"/> Participate in the endeavor towards obtaining a green building certification			
Security Operations				
Safety and Security Aligned to Post-JR Job Title: <hr/>	<input type="checkbox"/> Follow-up on suspicious activities and/or persons <input type="checkbox"/> Operate and maintain security systems such as video surveillance technology, smart cameras and IoT sensors <input type="checkbox"/> Read and analyse security data and trends <input type="checkbox"/> Prepare annual security goals, develop working methods, and plans to carry out goals, compare actual accomplishments against goals periodically, and take necessary corrective action	<ul style="list-style-type: none"> • Security Supervisor • Security Guards 	<ul style="list-style-type: none"> • Video surveillance technology • Smart cameras and IoT sensors • Facial Recognition Analytics • Autonomous security robots • Customer Relationship Management Systems 	<ul style="list-style-type: none"> • Footfall Management • Data Analytics