**Introduction**

In Oct 2019, WSG launched the Job Redesign Place-and-Train Programme for Hotel Industry, a holistic support to hotels under the Hotel Job Redesign Initiative which encourages and enables hoteliers to review, optimise and value-add to existing jobs in their establishments, in order to create higher quality jobs and a heightened sense of job satisfaction amongst the employees.

The Career Conversion Programme for Hotel Professionals will continue to support progressive hotels to redesign jobs for the post-COVID19 new norm. Aligned to the shift towards contactless experience/interactions and crowd management, supportable job redesign projects are to be enabled by technology implementation.

Under the 3-month programme, hotels can receive up to 90% of course fee funding and salary support for the training duration.

**Instructions**

1. Please complete sections 1 to 4 in the application form.
2. **Please use one application per project or department for faster processing**. For multiple role application in a single project, hotels are required to submit section 2 & 3 for each role.
3. Please complete trainee details in trainee details form attached in **Annex A** and password protect the file.
4. Please complete all fields in this application form (including declaration) in black font,

except for any deviation from pre-approved classroom training courses and OJT template which must be highlighted for separate approval.

1. You may direct all programme-related enquiries to Singapore Hotel Association at [jrpnt@sha.org.sg](mailto:jrpnt@sha.org.sg)

**1. Company Details**

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| **Company Name (as per ACRA records)** |  |
| **SME Status** | Please select drop-down here: |
| **Company UEN** |  |
| **Registered Address (as per ACRA records)** |  |
| **Overall Employment Size** | Please select drop-down here: |
| **Local Employment Size** | Please select drop-down here: |
| **Contact Person Name** |  |
| **Contact Number** |  |
| **Email Address** |  |

**2. Project Proposal** (*Please complete all fields.)*

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| 1. **Project Title:** | |
| **b. Impetus for Change / Objectives of Job Redesign**  *Please share the objective/rationale behind this project, a brief description of what the hotel hopes to achieve after JR from a medium to long-term perspective (eg. To create a more seamless check-in experience), as well as how the JR will transform lead to a more value-added job scope.* | |
| **c. Describe the technology adopted/to be adopted and how it enables job redesign**  (*Please complete all fields in the table below and you are strongly encouraged to select and list the most relevant technology for this JR project)*   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Name and brief description of technology solution | Date of Implementation | Impacted job titles and its current job scope  (please list job title followed by bullet points of main duties) | No of pax | Describe how Technology has enabled / will enable redesigning of the role | |  |  |  |  |  | |  |  |  |  |  |   *Note: Please use one line per job title* | |
| **d. Whitelisted Job Role after Job Redesign** | Please select drop-down here: |
| **e. Will there be an increase in salary after the job redesign?** | Please select drop-down here: |
| **If no, please provide reason:** |  |
| |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **f. Main Job Scope after Job Redesign**  *Please select the job scope of the redesigned role(s).*  *(Note: You will need to include at least 3 out of 5 new job scopes for each redesigned roles to qualify.*  *To ensure the role is redesigned, these selected duties cannot be part of the existing job scope.)* | | | | | | | | | | | | **Rank-and-File Job Roles** | | | | | | | | | | | | **Front Office** | | | | | **Guest Experience Designer** | | | **Front Office** | | **Guest Experience Ambassador** | | Curate customised experiences for different guest profiles  Conduct targeted upselling based on guest preferences  Assist with manual check-in for special cases (e.g. tour groups)  Perform research and analysis on consumer trends  Handle guest feedback through digital and physical channels | | | | | | | | Recommend itineraries based on guest preferences from the CRMS  Upsell hotel experiences based on guest preferences  Deliver curated customer experiences based on the guest profiles  Perform guest arrival, check-in/out duties  Coordinate with other departments to delight guests | | | | **Front Office** | | | | | | | **Safety Support Officer** | **Security** | **Safety and Security Officer** | | | Provide guidance on usage of luggage technology  Carry out crowd control duties  Support deployment for peak occupancy periods  Engage guests and assist with guest enquiries  Coordinate with other departments to ensure smooth flow through of guests to their rooms after check-in | | | | | | | | Follow-up on suspicious activities and/or persons identified by the mobile job dispatch app/ any other security systems  Operate and maintain security systems such as video surveillance technology, smart cameras and IoT sensors  Read and analyse security data and trends  Prepare and present reports  Plan and implement crowd control measures in common areas | | | | **Kitchen** | | | | | | **Kitchen Officer** | | **F&B** | **Service Supervisor** | | | Conduct/support hygiene audits and ensure compliance to hygiene standards  Lead/support corrective and/or improvement actions from hygiene audits  Monitor stock of kitchen supplies and food  Maintain kitchen logs for food safety programme(s) and food products  Read data and pick out trends for kitchen and food supplies to derive procurement cost savings in the long-term | | | | | | | | Manage F&B operations through hybrid of physical and digital platforms  Perform simple analysis of data gathered through digital platforms  Generate reports and recommend areas for improvement  Work with other departments to drive revenue and manage cost structure of F&B business  Manage escalated guest feedback/ enquiry | | | | **F&B** | | | | **F&B Ambassador** | | | | **Housekeeping** | **Housekeeping Specialist** | | | Engage guests and answer questions on menu items  Make recommendations on food pairing and/or wine pairing  Suggest food recommendations based on customer profile  Attend to and manage customer feedback and requests  Provide assistance on usage of technology and perform simple troubleshooting | | | | | | | | Utilise motorised equipment and tools to perform cleaning  Receive assignments through housekeeping system / mobile application  Update room statuses through housekeeping system/ mobile application  Interact with and assist guest with queries  Perform simple troubleshooting of motorised equipment | | | | **Housekeeping** | | | | | **Housekeeping Supervisor** | | |  | | | | Use housekeeping app/system to assign jobs and use data collected to improve staff rostering  Use housekeeping app/ system to monitor room statuses and coordinate with other departments  Delight guests and assists with escalated guest requests/feedback  Perform simple maintenance and troubleshooting of motorised equipment  Prepare and present reports to improve housekeeping workflows | | | | | | | | | **Professional, Manager, Executive & Technician Roles** | | | | | | | | | | | | **Engineering** | | **Technician Sustainability Specialist** | | | | | | **Engineering** | **Engineer and Sustainability Lead** | | | Monitor and analyse real-time readings of different systems through a common dashboard  Investigate any deviances flagged out by system(s)  Track room control system statuses  Conduct preventive maintenance activities  Respond to guest enquiries and engage guests. | | | | | | | | Lead/support sustainability initiatives and monitor performance  Run system checks for smart equipment and investigate any deviances  Develop schedule for preventive maintenance and assign jobs according to actionable insights from smart energy systems  Generate and analyse reports from system(s)  Recommend areas for improvement to optimise operations and energy consumption | | | | **Human Resource** | | | **Human Resource Generalist** | | | | | **Events/Banquet** | **Meetings & Event Technology Executive** | | | Work with hiring managers to review hiring needs and requirements  Project future skills demand  Analyse departmental learning needs  Develop and customise training content  Use HR Analytics to identify trends and coordinate hiring and staffing plans | | | | | | | | Interact with guests and understand event requirements through digital channels  Curate and personalise guest experience according to event requirements  Apply customer journey awareness and deliver experiences using mobile and integrated technology  Collect and analyse data on guest preferences and requirements  Make use of data to improve future guest experience | | | | **Sales & Marketing** | | | **Revenue and Experience Executive** | | | | | **Sales & Marketing** | **Digital Marketing Executive** | | | Work with relevant departments to facilitate safe management measures  Perform data analysis to support new sources of revenue generation  Work with other departments to make use of revenue forecast insights to better plan marketing  Understand and utilize revenue management technology to improve business mix, pricing and inventory  Prepare and present data reports | | | | | | | | Develop personalised marketing content for digital platforms  Maintain the performance of hotel website and digital and social media platforms  Analyse data from technology to curate highly-relevant marketing strategies and plans for different guests  Analyse performance of digital marketing campaigns to identify areas for improvement  Prepare and present marketing analytics reports | | | | **Kitchen** | **Head Chef & Technologist** | | | | | | | **Front Office** | **Guest Experience Manager** | | | Develop new menu items with a focus on sustainability and reducing food wastage  Conceptualise sustainability Packaging  Support the implementation of new tech within the kitchen and/or F&B establishments  Conceptualise and lead hotel's food waste programmes  Provide general performance analysis of sustainability programmes as needed | | | | | | | | Champion customer engagement and develop targeted strategies for different guest profiles  Develop and organise training to deepen customer engagement skills in team members  Perform data analysis to generate customer insights to support development of new revenue streams  Prepare and present customer satisfaction analytics reports to share results with relevant stakeholders  Conceptualise and implement new customer engagement programs within hotel | | | | |

**3. Training Plan**

The training duration is a continuous period of 3 months and must include:

1. minimally 6 days of external classroom training
2. up to 54 days of in-house classroom/on-the-job training

Note: Salary support will be capped at 3 months.

a. Facilitated External Classroom training

Companies are free to select and include minimally 6 days of external classroom training from the list of pre-approved courses provided by SHATEC and NTUC Learning Hub. Companies are advised to check on course availability before including the courses as part of the training plan. The pre-approved external classroom training courses can be access via <https://sha.org.sg/job-redesign/reskilling-programme-for-hotel-industry>. Proposed classroom training which are outside the pre-approved list must be highlighted for approval in this application, with reasons stated in Section 4.

b. OJT

WSG has worked with industry partner to curate OJT plans for each whitelisted job roles. The pre-approved OJT plans can be accessed via <https://sha.org.sg/job-redesign/reskilling-programme-for-hotel-industry> . Companies are able to customise the **activities** highlighted *in italic blue* while any changes to **critical tasks** and **duration of training** will be subjected to WSG’s approval and should be highlighted, with reasons stated in Section 4.

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| **Job Role after Job Redesign** | **Training Plan**  *(Note: Both critical tasks and activities must be listed.* Please complete one training plan per job role) |
| Please select drop-down here: | |  |  |  | | --- | --- | --- | | **S/N** | **External Classroom Training Courses**  **(min. 6 days)** | **Days** | |  |  |  | |  |  |  | |  |  |  | | **S/N** | **On-the-Job Training**  **(To include Critical Tasks and Activities)** | **Days** | |  |  |  | |  |  |  | |  |  |  | |  |  |  | |  | **Total** | **60 days** | |

**4. Declaration** *(Please complete all fields.)*

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| **S/N** | **Requirement** | **Please check (√) if requirements are met** |
| **Declaration on Company** | | |
|  | The company is registered or incorporated in Singapore. | Yes  No |
|  | The redesigned job role(s) offers monthly gross salaries of at least $1,600. | Yes  No |
|  | The company will not claim Absentee Payroll for classroom training duration that is funded under the programme | Yes  No |
|  | The training plan in section 3:  a) Includes only pre-approved external classroom training courses:  b) Includes only pre-approved critical tasks from the corresponding pre-approved OJT template  If “No” to either (a) or (b) please specify reason(s): | Yes  No  Yes  No |
|  | All the selected new job scopes under the whitelisted role(s) in section 2 (Main Job Scope after Job Redesign)  are not part of the trainees’ existing job scope. | Yes  No |
| **Declaration on Trainee(s)**  The trainees listed in **Annex A** are: | | |
|  | Not shareholders of the applicant company, or of its related companies. | Yes  No |
|  | Not immediate ex-staff of the applicant company or related entities. | Yes  No |
|  | Individuals who are unrelated to the owners of the PCP company. | Yes  No |
|  | Not undergoing any similar programme funded by WSG or any agencies concurrently. | Yes  No |
|  | Not funded by WSG or any other agencies for the same project previously. | Yes  No |
|  | Individuals who have not undergone Hotel JR Reskilling Programme in 2019/2020 | Yes  No |
|  | Have been hired for at least one year in the company and not newly hired after 1 Sep 2020 | Yes  No |
|  | 21 years old and above | Yes  No |

All the information provided in the application form and the attached trainee details form are complete and correct. I also understand that any incomplete or inaccurate information in this submission may render this application to be rejected, or clawback of any monies disbursed.

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| Name & Designation (HR Manager or equivalent) |  | Company Stamp |

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| Signature |  | Date (DDMMYY) |

**Annex A**

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| --- | --- |
| **Document for Submission** | |
| Trainee Details Form  (Please password protect Annex A before embedding file) |  |