HOUSEKEEPING SUPERVISOR

ON-THE-JOB TRAINING

Job Redesign Reskilling Programme for Hotel Industry

ON-THE-JOB TRAINING

Hotels are able to customise the **activities** (in *blue italic).* Any changes to **critical task** and **duration of training** will need to seek WSG's approval.

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Housekeeping** **Housekeeping Supervisor**	**TOTAL TASK(S)**	**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
<u>Start-of-Shift</u> 1. Gather information on room statuses and special guests' requests and /or preferences: • *Log onto cloud-based e-housekeeping app integrated with Hotel Property Management System (PMS) and HR systems to review rooms (as adopted by establishment)* • *Liaise with Front Office team on urgent rooms to rush and/or last minute changes to arrival/departure timings* • *Liaise with Engineering team on statuses of Out of Order (OOO) and Out of Service (OOS) rooms*	• The following information are noted: - Early arrivals - Early/late checkouts - VIP arrivals - VIP stayovers - Special guests' requests and/or preferences - Special events ongoing - OOS/OOO rooms	10 days		
2. Create Room Assignment task sheet and assign rooms for Housekeeping Specialists using e-housekeeping app (as adopted by establishment)	• The following are taken into consideration: - Priority of rooms - Special requests e.g. early MUR service - Specialist's availability and individual performance level			

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3. Issue devices and key (as adopted by establishment): • *Tablet/mobile device* • *Communication device* • *Sub-master key* 4. Conduct briefing 5. Inspect housekeeping equipment and tools: • *Check sufficient quantities of cleaning and guestroom supplies* • *Check condition of trolley* • *Check working condition of cleaning tools and equipment* 6. Assist with basic troubleshooting techniques in event cleaning tools and equipment or devices are not working: • *Wiring* • *Power source* • *Rebooting*	- Estimated time required to clean per room • All safety guidelines are met in accordance with organization & manufacturer's instruction • Practice good safety guidelines in accordance with organization guidelines & manufacturer's instruction			

<u>Inspection of Guestrooms</u> 7. Verify rooms completed by Specialists via system / mobile application: • *Vacant clean rooms for VIP arrivals* • *Occupied clean VIP rooms* • *Vacant clean rooms for early arrivals* • *Occupied clean rooms of regular guests* 8. Conduct inspection of guestrooms based on establishment's standard operating procedures: • *Record Specialist's performance using e-housekeeping app* 9. Note and report any defect or malfunction in guestroom to the appropriate department e.g. Engineering: • *If non-urgent, raise and submit work order via e-housekeeping app* • *If urgent, call appropriate department directly using communication device, followed by submitting work order via e-housekeeping app* 10. Update room status accurately via housekeeping system / mobile app	• Guidelines to follow during a room inspection: - Ensure DND sign is not on - Enter room in accordance with establishment's standard - Inspect bedroom in systematic manner (clockwise/anti-clockwise) using a checklist - Inspect bathroom in systematic manner (clockwise/anti-clockwise) using a checklist	34 days		

<u>Guestrooms Management</u> 11. Check housekeeping system / mobile app and liaise with Front Office to: • *Resolve any room discrepancies* • *Check whether there are last minute reservations with special requests or early departures* 12. Assign additional rooms to Specialists using housekeeping system / mobile app according to operational needs and requirement 13. Liaise with other departments e.g. Room Service to arrange special amenities for VIP guests or celebrating special occasions: • *Honeymoons* • *Anniversaries* • *Birthdays* • *Milestones*				
<u>End-of-shift</u> 14. Check all assigned rooms for the day are completed by Specialists and statuses are updated correctly in housekeeping system / mobile application 15. Track Specialists' performances via data analytics generated by e-housekeeping app • *Compare Specialists' performances to previous data collected to identify potential service gaps/service improvements*	• Feedback and corrective actions to be taken for Specialists who do not meet establishment's requirement and standards	10 days		

16. Perform adjustments of room distribution and manpower deployment for next day through e-housekeeping app based on data analysis
• *Download and review data collected from cleaning robots and devices*
• *Data to be analysed:*
  ○ *Current room statuses*
  ○ *Time required to clean per room*
  ○ *Hotel's occupancy level*
  ○ *Number of Specialists available*
  ○ *Specialists' performances and time taken to complete tasks*				