TECHNICIAN & SUSTAINABILITY SPECIALIST

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 COMPLETED AFTER TRAINING)	
CATEGORY **Engineering** **Technician and Sustainability Specialist**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS / ACTIVITIES	**POINTS TO OBSERVE**			
1. Check technological tools are in working order (as adopted by establishment): • *Smart building and facilities management system* • *IoT sensors* • *Job dispatch system*		20 days		
2. Operate and manage engineering system • *Smart building and facilities management system* • *IoT sensors* • *Job dispatch system*				
3. Apply basic troubleshooting techniques in event technological tools not working: • *Wiring* • *Power source* • *Rebooting*	• Practice good safety guidelines in accordance with organization guidelines			
4. Check operating equipment (Communications tools, logistics items):	• Practice good safety guidelines in accordance with organization guidelines			

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CRITICAL TASKS / ACTIVITIES	**POINTS TO OBSERVE**			
• *In working order* • *Stored correctly*				
5. Monitor and analyse system readings • *Understand readings and implications* • *Alert supervisor when need for reactive action arises*	• Able to pick up anomalies in readings and perform appropriate actions to rectify, including alerting supervisors when needed	8 days		
6. Investigate system readings that are out of the norm • *Understand possible causes and run tests/checks to confirm* • *Know when to escalate to supervisor* • *Perform remediation actions*		8 days		
7. Preventive maintenance • *Perform preventive maintenance activities as assigned by supervisor*	• Perform different types of reactive maintenance activities as required	14 days		
8. Engage guests • *Understand common queries from guests and how to respond professionally and politely*	• Communicate with guests professionally and politely	4 days		