SAFETY SUPPORT OFFICER

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 **Safety Support Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
1. Support Deployment for Peak Occupancy Periods • *Receive instructions on deployment from supervisor/team leader* • *Perform assigned duty as deployed*	• Area of deployment is confirmed: lobby, driveway, luggage delivery, foyer for group check-in, errands etc. • Check with supervisor if unclear	20 days		
2. Handle Guest Arrival • *Welcome guest to the property* • *Offer luggage assistance* • *Unload luggage from vehicle and load onto cart* • *Attach e-tag to luggage, print a slip from hand-held device and issue to guest* • *Direct guest to the reception/self check-in kiosk for registration and/or key collection* • *Coordinate with reception on delivery of luggage to room after*	• Safety management measures (SMM) are carried out: face mask, safe entry, temperature check and health and travel declaration • Safe distancing measures are ensured • Appropriate action(s) taken for any violation of the SMM according to the organisation and regulatory guidelines • Luggage is handled with care, noting any defects, if any, and guest informed			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Safety Support Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
check in by collecting the slip with QR code • *Retrieve luggage using the slip with QR code* • *Secure luggage on autonomous cart* • *Key guest's room number and convey password via guest's mobile to open door* • *Ensure luggage is securely delivered to room and autonomous cart returns to charging station*	• All Safety Management Measures (SMM) are implemented according to regulatory and organisational guidelines • Violations to SMM are handled according to organisational guidelines			
3. Carry out Crowd Control Duties • *Designate and set check -in lines or entrances with stanchions at taxi lines, registration or self check-in kiosks* • *Implement Safety Management Measures (SMM) for every individual (including each guest, visitor, delivery personnel, contractor and staff) before allowing entry into hotel premises* ○ *SafeEntry for entry and exit* ○ *Face mask* ○ *Temperature check*	• The regulatory limit occupancy of guest-accessible public space per person (excluding hotel staff) at any point in time is adhered to			

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Safety Support Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Implement regulatory requirements on the total occupancy in the hotel lobby area at any one point in time* • *Ensure no inter-mingling of guests at lobby* • *Guide guests to the correct line if there are multiple registration/check-in areas* • *Report on safety concerns or breaches to supervisor, duty manager or security*				

4. Handle Guest Departure and Luggage Storage using Luggage Technology
 	
5. Collecting luggage from room and storing luggage using Luggage Technology
• *Receive instructions to collect luggage from guest or reception*
• *Retrieve luggage from guestroom*
• *Confirm the number of luggage*
• *Count and load luggage securely on cart*
• *Key in guest details on hand-held device:*
  ○ *Room number*
  ○ *Number of luggage*
  ○ *Delivery time*
	• Guest details are accurately captured on hand-held device
	
	• Luggage is stored appropriately in storage room area
	
	• Guidance is provided to guest on the retrieval process and the use of autonomous cart where necessary
	
	• Advice should include
	  – Presentation of slip with QR code
	  – Use of password to open door to automous cart
		20 days		

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Safety Support Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
○ *Remarks, if any* • *Print slip with QR code and issue to guest* • *Attach e-tag to luggage* • *Store luggage appropriately*				
6. Retrieving luggage using Luggage Technology • *Scan QR code on slip* • *Locate and retrieve luggage from storage* • *Bring luggage to guest* • *Offer assistance in loading luggage in vehicle*	• QR code on e-tag attached to luggage will light up and vibrate for retrieval • Correct luggage is retrieved from storage			
7. Handle Guest Enquiries • *Greet guest with appropriate greeting, using his/her name, if known* • *Listen attentively to guest enquiries* • *Clarify, if in doubt by applying appropriate questioning techniques* • *Confirm guest's enquiries by paraphrasing*	• Guest enquiries are answered accurately • Positive guest service techniques are applied to engage guest during interaction • Frequent enquiries and responses are prepared in chatbots based on data analytics	14 days		

TASKS AND TRAINING DURATION			OJT LOGBOOK (TO BE COMPLETED AFTER TRAINING)	
CATEGORY **Safety Support Officer**		**TOTAL OJT DURATION** **54 days**	**TRAINER'S ACKNOWLEDGEMENT**	**TRAINEES' ACKNOWLEDGEMENT**
CRITICAL TASKS/ ACTIVITIES	**POINTS TO OBSERVE**			
• *Check for information in chatbot to answer guest enquiries, if appropriate* • *Answer guest enquiries* • *Pay attention to guest's response: verbal and non-verbal (facial expression, body language, tone of voice etc.)* • *Confirm that information provided met guest enquiries* • *Offer additional assistance*				