



**OCCUPATIONAL FRAMEWORK**

**SECTION I: ACCOMMODATION AND FOOD SERVICE**

**ACTIVITIES**

**DIVISION 55: ACCOMMODATION**

First Printing 2021

Copyright Department of Skills Development

Ministry of Human Resources

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical including photocopy, recording or any information storage and retrieval system, without permission in writing from the Department of Skills Development, Ministry of Human Resources, Malaysia

Published in Malaysia by

Department of Skills Development (DSD)

Level 7-8, Block D4, Complex D

Federal Government Administrative Centre

62530 Putrajaya, Malaysia

<http://www.dsd.gov.my>

Printed by

De' Armani Niaga (M) Sdn Bhd (556584-H)

No 32 Jalan 1/76D, Desa Pandan, 55100 Kuala Lumpur

Tel: 03-9200 9200

Fax: 03-9200 9300

Perpustakaan Negara Malaysia

Cataloguing-in-Publication Data

Occupational Framework

Accommodation

ISBN 9789672763031

## ABSTRACT

An Occupational Framework (OF) is the outcome of an Occupational Analysis that identify the competencies within the work scope of an occupational area. It is used to analyse the competency requirement for skilled human resources within a specific industrial sector. The development of the Occupational Structure is a preliminary process in developing the relevant National Occupational Skills Standard (NOSS). The NOSS in turn will be developed to be used as the basis to conduct skills training and certification of competent personnel. This OF is developed for the Accommodation sector; which is based on the Malaysian Standards Industrial Classification 2008 (MSIC 2008) under Section I: Accommodation and Food Services Activities; Division 55: Accommodation; Group 551: Short Term Accommodation Activities; 552: Camping Grounds, Recreational Vehicle Parks and Trailer Parks; and 559: Other Accommodation. The Accommodation sector represents one of the most potential sectors in the economy and is directly affected by the current industrial revolution IR4.0. This document is divided into five chapters. The first two chapters being the introduction and industrial overview highlighted the definition and scope of the sector; the current analysis of the local sector and its skilled worker requirements; as well as the government bodies and development plans supporting the growth of the industry. The third chapter explained the methodology used during the OF development, which is a mixed-method using both qualitative and quantitative analysis. The qualitative analysis consists of document analysis and Focus Group Discussion (FGD) sessions, whereas the quantitative analysis used a survey instrument. Workshops for the FGD were held to get a better understanding of the organisational structure, job titles and main activities of the specified positions. The FGD that involved 12 industry experts were accomplished through brainstorming sessions to achieve the deliverables of this OF, namely the Occupational Structure, job titles, competency required and critical job titles for the sector. The FGD also discussed and evaluated the analysis of the survey and questionnaire results. The final chapters presented the findings of the OF that is translated into the Occupational Structures, levels of competencies and critical job titles. These findings will in turn be the basis of reference for the development of the NOSS document. The NOSS will serve not only as a reference of skills standards for certification but also as a guide to developing the skills training curriculum. The total number of job areas identified is 43 with 251 job titles. A total of 46 job titles were identified as relevant to the current industrial revolution and 11 job titles are classified as critical jobs in the Accommodation sector.

## ABSTRAK

Kerangka Pekerjaan adalah hasil Analisis Pekerjaan untuk mengenalpasti skop kerja bidang pekerjaan dari segi kecekapan. Ia digunakan untuk menganalisa keperluan kecekapan sumber manusia untuk sektor ini. Pembangunan Kerangka Pekerjaan adalah proses awal dalam membangunkan Standard Kemahiran Pekerjaan Kebangsaan (SKPK) yang berkaitan. SKPK pula akan dibangunkan untuk digunakan sebagai asas untuk menjalankan latihan kemahiran dan pensijilan kakitangan yang kompeten. Kerangka Pekerjaan yang dibangunkan ini merangkumi aktiviti Perkhidmatan Penginapan dan ianya adalah berdasarkan Klasifikasi Perindustrian Piawaian Malaysia 2008 (MSIC 2008) di bawah Seksyen I: Penginapan dan Aktiviti Perkhidmatan Makanan; Bahagian 55: Penginapan; Kumpulan 551: Aktiviti Penginapan Jangka Pendek; Kumpulan 551: Perkhemahan, Taman Rekreasi Kendaraan dan Taman Trelar dan Kumpulan 559: Penginapan Lain-lain. Industri ini mewakili salah satu sektor yang paling berpotensi dalam ekonomi dan pemain utama dalam revolusi industri seterusnya iaitu Revolusi Industri 4.0. Dokumen ini dibahagikan kepada lima bab, dua bab pertama menjadi pengenalan dan gambaran industri yang menjelaskan definisi dan skop sektor, analisis semasa sektor tempatan dan keperluan pekerja mahir, badan-badan kerajaan yang terlibat dan pelan pembangunan yang menyokong pertumbuhan industri berkaitan. Bab ketiga menerangkan metodologi yang digunakan dalam pembangunan Kerangka Pekerjaan yang merangkumi kedua-dua analisis kualitatif dan kuantitatif. Metodologi kualitatif melibatkan analisis dokumen berkaitan dan sesi perbincangan fokus berkumpulan, manakala analisis kuantitatif melibatkan penggunaan instrumen kaji selidik. Bengkel perbincangan fokus berkumpulan diadakan untuk mendapatkan pemahaman yang lebih baik mengenai struktur organisasi, tajuk pekerjaan dan aktiviti utama jawatan yang ditentukan. Perbincangan tersebut melibatkan 12 ahli panel mahir yang berbincang untuk mencapai penemuan kajian seperti struktur pekerjaan, tajuk pekerjaan, kompetensi yang diperlukan dan bidang kerja kritikal. Bab-bab terakhir akan membentangkan penemuan Kerangka Pekerjaan yang diterjemahkan ke dalam Struktur Pekerjaan, tahap kompetensi dan bidang kerja kritikal. Penemuan ini akan menjadi asas rujukan untuk pembangunan dokumen SKPK. SKPK akan bertindak bukan sahaja sebagai rujukan piawaian kemahiran untuk pensijilan tetapi juga sebagai panduan untuk membangunkan kurikulum latihan kemahiran. Jumlah bidang penjawatan yang dikenalpasti adalah 43 dengan 251 pekerjaan. Sejumlah 46 pekerjaan yang dikenal pasti berkaitan dengan

Revolusi Industri dan 11 pekerjaan diklasifikasikan sebagai pekerjaan kritikal dalam sektor/bidang ini.

## TABLE OF CONTENTS

<b>ABSTRACT</b>	<b>iii</b>
<b>ABSTRAK</b>	<b>iv</b>
<b>LIST OF TABLES</b>	<b>ix</b>
<b>LIST OF FIGURES</b>	<b>xiii</b>
<b>ABBREVIATION</b>	<b>xiv</b>
<b>GLOSSARY</b>	<b>xvii</b>
<b>CHAPTER I INTRODUCTION</b>	<b>1</b>
1.1 Research Background	1
1.2 Problem Statement	2
1.3 Objectives of Study	3
1.4 Scope of Study	3
1.5 Structure of Chapters	4
<b>CHAPTER II LITERATURE REVIEWS</b>	<b>5</b>
2.1 Introduction	5
2.2 Occupational Framework (OF)	5
2.2.1 Elements of Occupational Framework	6
2.2.2 The Importance of Occupational Framework	6
2.3 Malaysia Standard Industrial Classification 2008 (MSIC 2008)	7
2.3.1 Overview of MSIC	7
2.3.2 Scope of Occupational Framework Based on MSIC 2008 – Accommodation	8
2.4 Industry and Market Analysis	11
2.4.1 Growth of Accommodation Industry	11
2.4.2 Employment Statistics	13
2.4.3 Occupational Comparison Between Malaysia and Selected Countries	18
2.5 Relation of Industry Revolution with Occupation	19
2.6 NOSS Relevant to MSIC 2008 Section I, Division 55	23
2.7 Malaysia Skills Certification System	24
2.7.1 National Skills Development Act 2006 (Act 652)	25
2.7.2 Malaysian Qualification Framework (MQF)	25
2.7.3 National Occupational Skills Standard (NOSS) and National Competency Standard (NCS)	27
2.7.4 Competency-Based Training (CBT)	27
2.8 Key Stakeholders	28
2.8.1 Government Agencies and Regulatory Bodies	28
2.8.2 Government Legislations	32

2.8.3 Industry Associations and Professional Bodies	41
2.8.4 Training Centers	45
<b>2.9 Conclusion</b>	<b>47</b>
<b>CHAPTER IV FINDINGS</b>	<b>48</b>
<b>4.1 Introduction</b>	<b>48</b>
<b>4.2 Findings Analysis</b>	<b>48</b>
<b>4.2.1 Discussion of Results</b>	<b>48</b>
<b>4.2.2 Demographic Profile</b>	<b>49</b>
<b>4.2.3 Jobs in Demand</b>	<b>51</b>
<b>4.2.4 Competencies in Demand</b>	<b>54</b>
<b>4.2.5 Jobs Relevant to the Industrial Revolution</b>	<b>58</b>
<b>4.2.6 Emerging Skills</b>	<b>61</b>
<b>4.2.7 Related Issues in Accommodation Industry</b>	<b>62</b>
<b>4.3 Occupational Structure</b>	<b>64</b>
<b>4.4 Occupational Responsibilities</b>	<b>94</b>
<b>4.5 Mapping OS to Available NOSS</b>	<b>191</b>
<b>4.6 Occupational Description</b>	<b>195</b>
<b>4.7 Conclusion</b>	<b>195</b>
<b>CHAPTER V DISCUSSION, RECOMMENDATIONS AND CONCLUSION</b>	<b>196</b>
<b>5.1 Discussion</b>	<b>196</b>
<b>5.1.1 Objective 1: To Establish Occupational Structure (OS) for the Accommodation Sector Based on the MSIC 2008 version 1.0.</b>	<b>196</b>
<b>5.1.2 Objective 2: To identify the Skills in Demand in the Accommodation Sector.</b>	<b>197</b>
<b>5.1.3 Objective 3: To Identify Critical Jobs in the Accommodation Sector</b>	<b>198</b>
<b>5.1.4 Objective 4: To Propose Job Titles Related to Current National Industrial Revolution for the Accommodation Sector.</b>	<b>198</b>
<b>5.1.5 Objective 5: To Establish Occupational Description for Each Job Title In Demand Based on the Proposed OS</b>	<b>199</b>
<b>5.2 Recommendations</b>	<b>200</b>
<b>5.3 Limitation</b>	<b>200</b>
<b>5.4 Conclusion</b>	<b>201</b>
<b>REFERENCES</b>	<b>202</b>
<b>ANNEX 1: MOSQF LEVEL DESCRIPTORS</b>	<b>209</b>

<b>ANNEX 2: LIST OF CONTRIBUTORS</b>	<b>212</b>
<b>ANNEX 3: QUESTIONNAIRE</b>	<b>217</b>
<b>ANNEX 4: LIST OF CRITICAL JOB TITLES</b>	<b>250</b>
<b>ANNEX 5: JOB TITLES RELEVANT TO INDUSTRIAL REVOLUTION</b>	<b>252</b>
<b>ANNEX 6: OCCUPATIONAL DESCRIPTION (OD)</b>	<b>256</b>

## LIST OF TABLES

<b>Table No</b>	<b>Title</b>	<b>Page</b>
Table 1:	Levels Based on MSIC 2008.....	8
Table 2:	Summary of Detailed Levels in Malaysia .....	8
Table 3:	Summary of Scope Based on MSIC Section, Division and Group (Source: MSIC 2008) .....	9
Table 4:	Description of Scope Based on MSIC Section, Division, Group, Class and Item (Source: MSIC 2008).....	9
Table 5:	Accommodation Classification Statistics by Standard as of January 2021 (Source: Ministry of Tourism, Culture and Arts).....	12
Table 6:	Major Group of Occupation Based on Level of Skill Set .....	14
Table 7:	Comparison between Malaysia and Selected Countries, 2019-2020 Accommodation and Food & Beverage Sector .....	19
Table 8:	The 9 Pillars of Industrial Revolution .....	20
Table 9:	NOSS relevant to MSIC 2008 Section I, Division 55 Accommodation (Source: Standard Registry version 24 <sup>th</sup> June 2021, DSD) .....	23
Table 10:	Malaysian Qualification Framework (MQF) Chart (Source: Malaysian Qualifications Agency, 2017).....	26
Table 11:	Government Agencies and Regulatory Bodies .....	28
Table 12:	Government Legislation .....	32
Table 13:	Industry Associations and Professional Bodies .....	42
Table 14:	Training Centers .....	45
Table 15:	Respondents' Demographic Profile .....	49

Table 16: Job in Demand and Critical Jobs.....	51
Table 17: Competency Skills Description.....	55
Table 18: Pillars and Elements of Industrial Revolution Relevant to Accommodation Sector .....	60
Table 19: Emerging Skills and Requirement.....	61
Table 20: Occupational Structure - Group 551 (Hotels and Resort Hotels) (1/8).....	66
Table 21: Occupational Structure - Group 551 (Hotels and Resort Hotels) (2/8).....	67
Table 22: Occupational Structure - Group 551 (Hotels and Resort Hotels) (3/8).....	68
Table 23: Occupational Structure - Group 551 (Hotels and Resort Hotels) (4/8).....	69
Table 24: Occupational Structure - Group 551 (Hotels and Resort Hotels) (5/8).....	70
Table 25: Occupational Structure - Group 551 (Hotels and Resort Hotels) (6/8).....	71
Table 26: Occupational Structure - Group 551 (Hotels and Resort Hotels) (7/8).....	72
Table 27: Occupational Structure - Group 551 (Hotels and Resort Hotels) (8/8).....	73
Table 28: Occupational Structure - Group 551 (Apartment Hotels) (1/8) .....	74
Table 29: Occupational Structure - Group 551 (Apartment Hotels) (2/8) .....	75
Table 30: Occupational Structure - Group 551 (Apartment Hotels) (3/8) .....	76
Table 31: Occupational Structure - Group 551 (Apartment Hotels) (4/8) .....	77
Table 32: Occupational Structure - Group 551 (Apartment Hotels) (5/8) .....	78
Table 33: Occupational Structure - Group 551 (Apartment Hotels) (6/8) .....	79
Table 34: Occupational Structure - Group 551 (Apartment Hotels) (7/8) .....	80
Table 35: Occupational Structure - Group 551 (Apartment Hotels) (8/8) .....	81

Table 36: Occupational Structure - Group 551 (Chalet) (1/2).....	82
Table 37: Occupational Structure - Group 551 (Chalet) (2/2).....	83
Table 38: Occupational Structure - Group 551 (Eco Resort) (1/3) .....	84
Table 39: Occupational Structure - Group 551 (Eco Resort) (2/3) .....	85
Table 40: Occupational Structure - Group 551 (Eco Resort) (3/3) .....	86
Table 41: Occupational Structure - Group 551 (Homestay) (1/1).....	87
Table 42: Occupational Structure - Group 552 (Camping) (1/2) .....	88
Table 43: Occupational Structure - Group 552 (Camping) (2/2) .....	89
Table 44: Occupational Structure - Group 559 (Student Residences) (1/1).....	90
Table 45: Summary of Job Titles .....	91
Table 46: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (1/7) .....	95
Table 47: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (2/7) .....	106
Table 48: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (3/7) .....	113
Table 49: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (4/7) .....	126
Table 50: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (5/7) .....	131
Table 51: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (6/7) .....	141
Table 52: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (7/7) .....	154
Table 53: Occupational Responsibilities - Group 551 (Chalet) (1/2).....	159
Table 54: Occupational Responsibilities - Group 551 (Chalet) (2/2).....	161
Table 55: Occupational Responsibilities - Group 551 (Eco Resort) (1/2) .....	165
Table 56: Occupational Responsibilities - Group 551 (Eco Resort) (2/2) .....	169

Table 57: Occupational Responsibilities - Group 551 (Homestay) (1/1).....	175
Table 58: Occupational Responsibilities - Group 552 (Camping) (1/2) .....	178
Table 59: Occupational Responsibilities - Group 552 (Camping) (2/2) .....	180
Table 60: Occupational Responsibilities - Group 559 (Student Residences) (1/1).....	185
Table 61: Mapping OS with Available NOSS (1/3).....	192
Table 62: Mapping OS with Available NOSS (2/3).....	193
Table 63: Mapping OS with Available NOSS (3/3).....	194

## LIST OF FIGURES

Figure No.	Title	Page
Figure 1:	Concepts and Definitions of Employment Classification (Source: Employment Statistics, First Quarter 2021, DoSM) .....	14
Figure 2:	Annual Share of Jobs by Economic Activity and Skill for Food & Beverages and Accommodation Sector, 2018-2020 (Source: Employment Statistics, First Quarter 2021, DoSM) .....	16
Figure 3:	Annual Filled Jobs by Economic Activity and Skill for Food & Beverages and Accommodation Sector, 2018-2020 (Source: Employment Statistics, First Quarter 2021, DoSM) .....	17
Figure 4:	Annual Vacancies by Economic Activity and Skill for Food & Beverages and Accommodation Sector, 2018-2020 (Source: Employment Statistics, First Quarter 2021, DoSM) .....	18
Figure 5:	Competency Set .....	54
Figure 6:	The Impact of Technology on Economic Activities .....	59
Figure 7:	The Impact of Technology on Jobs.....	59
Figure 8:	Issues in Accommodation Industry.....	62

## ABBREVIATION

4IR	National Fourth Industrial Revolution Policy
Act 652	National Skills Development Act 2006
BDA	Big Data Analytics
CBT	Competency-Based Training
COL	Critical Occupational List
CSC	Critical Skills Monitoring Committee
CUEPACS	Congress of Unions of Employees in the Public and Civil Services
DoSM	Department of Statistics Malaysia
DSD	Department of Skills Development
DSS	Decisions Support System
FGD	Focus Group Discussion
GDS	Global Distribution System
HI	Highly Important
ILMIA	Institute of Labour Market Information and Analysis
INFRA	Institute For Rural Advancement
IoT	Internet of Things
IR4.0	Fourth National Industrial Revolution Policy
ISIC	International Standard Industrial Classification of All Economic Activities
ITA	Investment Tax Allowance
ITE	Income Tax Exemption
KeTSA	Ministry of Environment and Water
KKKM	Ministry of Communications and Multimedia Malaysia
KPDNHEP	Ministry of Domestic Trade and Consumer Affairs
KPKT	Ministry of Housing and Local Government
LI	Low Importance
LS	Low-skilled worker
MAH	Malaysian Association Hotel
MAHO	Malaysian Association Hotel Owners
MAHTEC	MAH Training and Education Centre

MARTA	Malaysia Association Residential Tourism Accommodation
MASCO	Malaysia Standard Classification of Occupations
MCO	Movement Control Order
MEF	Malaysian Employers Federation
MI	Moderately Important
MIDA	Malaysian Investment Development Authority
MIS	Management Information Systems
MITI	Ministry of International Trade and Industry
MOF	Ministry of Finance
MoHR	Ministry of Human Resources
MOSQF	Malaysian Occupational Skills Qualification Framework
MOTAC	Ministry of Tourism, Arts and Culture Malaysia
MQF	Malaysian Qualification Framework
MSC	Malaysian Skills Certificate
MSIC 2008	Malaysian Standard Industrial Classification 2008
MTGC	Malaysian Tourist Guides' Council
MTPB Employee Union	Malaysian Tourism Promotion Board Employee Union
MyBHA	Malaysia Budget & Business Hotel Association
NCS	National Competency Standard
NGTP	National Green Technology Policy
NJT	No Job Title
NOSS	National Occupational Skills Standard
OA	Occupational Analysis
OD	Occupational Description
OECD	Organisation for Economic Co-operation and Development
OF	Occupational Framework
OS	Occupational Structure
PMS	Property Management Systems
PoS	Point of Sale
RPA	Recognition Prior Achievement
S	Skilled worker
SDG	Sustainable Development Goals

SKM	Malaysia Skills Certification
SS	Semi-skilled worker
Talent Corp	Talent Corporation Malaysia Berhad
TVET	Technical and Vocational Education and Training

## GLOSSARY

Apartment hotels	Also known as a Residential Hotel or Extended Stay Hotels, it has long-term housing for guests, but may still have hotel services like housekeeping and on-site dining. It usually includes a full kitchen and one or more bedrooms.
Bed and breakfast units (BnB)	A small lodging establishment that offers overnight accommodation and breakfast. Often owned by private family homes and typically have between four and eleven rooms, with six being the average.
Campground	A place used for camping, especially one equipped with cooking grills, water, and toilets.
Chalets	A small wooden house, especially in a mountain area or a holiday camp.
Convention	A large meeting or conference, especially of members of a particular society or profession.
Dormitories	A large bedroom for several people in a school or institution.
Furnished Accommodation	An accommodation that comes with amenities that are required to live in; such as a couch, beds, and basic appliances.
Homestay	A type of hospitality and lodging whereby visitors share a residence with a local of the city to which they are travelling.

Hostel	A house or home providing board and lodging for temporary, long-stay or permanent residence.
Hostels	An establishment that provides inexpensive food and lodging for a specific group of people, such as students, workers, or travellers.
Hotels	An establishment that host guests overnight with multiple types of rooms as well as accessible amenities; such as restaurants, spa, swimming pools, meeting rooms, and business centres.
Housekeeping services	The management of a hotel that is responsible for cleaning guests' bedrooms.
Motels	A roadside hotel designed primarily for travelling motorists.
Railway sleeping car	It is a railway/railroad passenger car that can accommodate all of its passengers in beds of one kind or another, primarily to make nighttime travel more restful.
Recreational vehicles (RV)	A motor vehicle or trailer that includes living quarters designed for Accommodation. Types of RVs include motorhomes, campervans, coaches, caravans (also known as travel trailers and camper trailers), fifth-wheel trailers, popup campers, and truck campers.
Resort Hotel	A luxury facility intended primarily for vacationers and is usually located near special attractions, such as beaches, scenic or historic areas, and spas.
Rest house/guest house	A separate facility from the main home that is designed to

provide accommodations for visitors.

Short stay

A place in which someone stays or remains for only a short period.

## **CHAPTER I**

### **INTRODUCTION**

#### **1.1 Research Background**

The Accommodation sector is one of the service industries that contributed to the development of the national economy. This sector was recorded as the second highest expenditure component in the tourism industry from 2015 to 2020. A total of 23.4 per cent logged after the shopping component (35.4%); hence surpassing other expenditure components related to the tourism industry such as food and beverage (14.6%), local transportation (7.3%), and organised tours (4.7%) for the year 2020. It shows that the constant contribution of the Accommodation sector is vital in helping the development of the Malaysian economy.

Apart from that, Accommodation is one of the industry segments that contributed to job occupancy. According to the Department of Statistics Malaysia (DoSM), the Accommodation sector combined with the food and beverages industry created an average of 826,000 jobs annually or 9.6% from the year 2018 to 2020 of the total workforce. Briefly, the workforce can be categorised into three different levels, such as (1) skilled; (2) semi-skilled; and (3) low-skilled workers. The various classification of workers has aided the government, especially the Ministry of Human Resources (MOHR), in identifying the demand for the job required in the respective industry. Owing to that, the MOHR, through the Department of Skills Development (DSD), is responsible for developing the document of Occupational Framework (OF).

This Occupational Framework (OF) document serves as the foundation for creating occupational standards, particularly in the Accommodation sector. In addition, the OF specifies the Occupational Structure that includes the industry-specific task and job titles based on the industry requirements. The information in the OF document will act as a guide to the academic

institutions offering relevant courses in producing the future workers of the industry.

This chapter outlined the problem statement of the OF from the viewpoint of the Accommodation sector, followed by the objectives of the study, scope and the structure of the chapters. The use of the OF for training purposes, such as skills and curriculum development by academic institutions is also explained.

## **1.2 Problem Statement**

An Occupational Framework (OF) is a comprehensive document on a specific Occupational Structure that describes tier-based job areas and job/position titles within an industry in Malaysia. The development of this OF is based on the Malaysia Standard Industrial Classification 2018 (MSIC 2008 version 1.0), produced by the Department of Statistics Malaysia (DoSM). According to MSIC 2008 version 1.0, Section I of the Accommodation and Food Services Activities consists of two divisions, firstly the Accommodation (division I55) and secondly the Food Service activities (division I56). Henceforth, this OF document will specifically cover the Accommodation division (excluding the Food Service activities) based on the definition outlined in MSIC 2008 version 1.0.

The OF articulates the work scope of an occupation area in terms of competencies requirement and in-demand competency for the industry. The OF is the preliminary process that takes place before the development of the associated National Occupational Skills Standards (NOSS), the document that focused on the competencies of labour. To date, no OF has been developed yet for the Accommodation sector. However, several NOSS documents have already been developed for the Accommodation sector. Hence, the development of this OF is critical as it serves as the fundamental reference for revising the existing NOSS and the development of additional NOSS. This is essential due to the current trend in the demand and supply of labour; which requires the identification of critical jobs, required competencies, and jobs relevant to the advancement of technology. All of these factors may influence the occupational landscape, hence demanding the revisiting and updating of the existing NOSS based on the new Occupational Structures that will be developed in this OF. This also underlines the need for research into the overall Occupational Structure and available career paths in the Accommodation sector.

### **1.3 Objectives of Study**

The objectives of the study are as below:

- a) To establish Occupational Structure (OS) for the Accommodation sector based on MSIC 2008 version 1.0.
- b) To identify the competency in demand in the Accommodation sector.
- c) To identify critical jobs in the Accommodation sector.
- d) To propose job titles related to the current national industrial revolution for the Accommodation sector.
- e) To establish Occupational Descriptions for each job title in demand based on the proposed OS for the Accommodation sector.

### **1.4 Scope of Study**

The scope of the study refers to the identification of job areas, position titles and Occupational Descriptions based on the economic activities listed under the MSIC 2008 version 1.0 document, in specific the Accommodation sector under Division I55. This study also considers the current national industrial revolution to identify critical job titles that will be shaped by the future direction of the country's industrial revolution. Furthermore, the study is limited to the occupation being practised within Malaysia only; whilst taking note of certain local establishment that follows their parent companies' international practices. Reference is also made to the National Occupational Skills Standards (NOSS) developed under the Department of Skills Development (DSD), which are associated with the I55 Accommodation division under the MSIC 2008 version 1.0.

The scope of the research will address the competency description, mapping of current competency against the occupational framework and critical job analysis. Methods that will be employed include document analysis, focus group discussion, interview and survey. The primary data input comes from an expert panel that comprises selected professionals from the hotel industry.

## 1.5 Structure of Chapters

This chapter concludes with a brief overview of the overall study which includes:

- a) Chapter 1 Introduction- provides the rationale of the study by giving the research background, problem statement, research objectives, research scope and overview of the major contents within this OF.
- b) Chapter 2 Literature Review- examines the prevailing govern the ent initiatives, policies, legislation and stakeholder related to the Accommodation occupation, as well as an overview of the current industry and market situation.
- c) Chapter 3 Methodology- explains the research approach and design deployed for sampling, data collection, research instruments and justification towards achieving the objectives of the study.
- d) Chapter 4 Findings- analyses the results obtained from the research methodology deployed in Chapter 3 that are consistent with the research objectives outlined in Chapter 1.
- e) Chapter 5 Discussion, Recommendations and Conclusion- concludes the overall research findings and provides recommendations that include the input from the industry experts. The chapter hence wraps up the study on the Occupational Framework for the Accommodation sector.

## **CHAPTER II**

### **LITERATURE REVIEWS**

#### **2.1 Introduction**

This chapter reviews the current background of the Accommodation sector in the industry. It first discussed the background of the Occupational Framework (OF), such as its elements and importance. This is followed by the basis of the scope of this OF, which is the Malaysia Standard Industrial Classification 2008 (MSIC) version 1.0. Next, the discussion continued with the industry and market analysis, including the comparison between Malaysia and selected countries. The chapter continues with the relation of the industrial revolution to the occupation. NOSS relevant to the Accommodation sector that had been developed previously will also be reviewed. Before the chapter ends with the key stakeholders of the sector (such as government agencies and regulatory bodies; government legislation; industry associations and professional bodies; and training centres), it will discuss the training aspect of the labour, which is the Malaysia Skills Certification System.

#### **2.2 Occupational Framework (OF)**

The Occupational Framework (OF) is a document that outlines a job structure covering job fields and job titles of a specific industry in Malaysia. It was first developed in 2016, covering various sectors involving supply and demand from small, medium and large enterprises. Previously, OF is known as Occupational Analysis (OA), produced from 2005 to 2016 based on existing classifier by the Malaysia Third Industrial Master Plan (IMP3). The OA process takes into account the industry requirements and studies of relevant job structures. However, due to the shift on industrial code entities by the Department of Statistics (DoSM), a more

comprehensive document involving certain elements is needed, which reflects on the OF.

### **2.2.1 Elements of Occupational Framework**

The elements in the OF consists of Occupational Structure (OS), Occupational Description (OD) or job description and competency in demand. Occupational Structure refers to the aggregate distribution of occupations in the organisation, classified according to skill level, economic function, or social status. It depicts the occupational areas and career paths for a particular profession. On the other hand, the Occupational Description reflects a structured and factual statement of a job's functions and objectives. It contains the list of responsibilities, requirements, job level and soft skills attributed to the particular job. Competency in demand indicates the shortage of skilled workforce in the industry. This shortage is said to happen based on a few factors, such as legislative requirements, global trades, and the introduction of new processes and emerging technologies.

In the Accommodation sector, the three elements highlighted (OS, OD, and competency in demand) may differ subject to several factors, such as follows:

- The international or local brand of properties.
- Chain or Independent establishment.
- Classifications, for instance, star-rating.
- Types of Accommodation (e.g., hotel, resort, camping site, hostels, etc.)
- Size of establishments, such as the number of rooms.

However, regardless of the mentioned factors, the OF developed for this purpose will gather information from a more large-scale perspective, where applicable in Malaysia.

### **2.2.2 The Importance of Occupational Framework**

A meticulously planned, precise and accurate OF will serve as a reliable source of information. Among the insights considered necessary in OF development are; (1) identifying jobs in demand, (2) competency in demand, and (3) emerging skills. Jobs in demand indicates the jobs that are important in the smooth running of the main operations of the Accommodation sector; whereas critical jobs are jobs in demand in the respective sectors that are hard to fill due to the

shortage of supply or require workers with a certain level of skills in performing the tasks. Competency in demand reflects on the ability in performing the tasks efficiently according to the industry requirements. In addition, it also involved behavioural traits required by the industry or organisation, such as knowledge and attitude. On the other hand, emerging skills are skills predicted to be imperative to the industry in the near future based on the recent development, trend or study. The emerging skills are generally associated with the rapid change of technological advancement. Thus, the need to identify these three relevant points is necessary for fulfilling the industry's requirements and also for OF development.

Overall, in developing the OF, few documents are used in guiding the structure of the process. The classification of an OF is produced based on the MSIC 2008 version 1.0 issued by DoSM. The document is a governed field classification that aims to restructure the industry sector to be in line with the national and international standards as a whole. Later, the disclosed OF report will be one of the references in developing the National Occupational Skills Standard (NOSS) for related industries. The following sub-titles highlight the MSIC 2008 version 1.0 and associated information in the Accommodation sector.

## **2.3 Malaysia Standard Industrial Classification 2008 (MSIC 2008)**

The Malaysia Standard Industrial Classification 2008 (MSIC) version 1.0 is a classification of all economic activities in Malaysia. It utilises the International Standard Industrial Classification (ISIC) Revision 4 released in December 2006, with the required adjustments to fit the national requirements. The MSIC 2008 supersedes the MSIC 2000 that referred to ISIC Revision 3, published by the United Nations Statistics Division. In addition, the primary goal of MSIC is to create a set of activities by categories. It gathers and reports statistics based on relevant economic activities. Then the industries are constructed by grouping units with universal primary activity based on predefined similarity criteria.

### **2.3.1 Overview of MSIC**

The MSIC 2008 is structured by different levels reflecting each respective industry. The levels stated are as per Table 1.

Table 1: Levels Based on MSIC 2008

<b>Level</b>	<b>Codes</b>
Section	A
Division	01
Group	011
Class	0111
Item	01111

In general, a "Section" denotes a single alphabetical letter representing the industry. It will be followed by "Division" with a two-digit code which a Section may have two different Divisions. Further, more detailed categories are reflected by the "Group" with a three-digit code and broken down into "Class" (four-digit) and "Item" (five-digit). Overall, in Malaysia, the whole structure of the classification based on MSIC 2008 portrays in Table 2.

Table 2: Summary of Detailed Levels in Malaysia

<b>Level</b>	<b>Total</b>
Section	21
Division	88
Group	238
Class	423
Item	1,174

### 2.3.2 Scope of Occupational Framework Based on MSIC 2008 – Accommodation

Based on the MSIC 2008 classification, the scope of the Accommodation industry classifies under Section I. In this section, there are two Divisions involved, (1) I55 - Accommodation, and; (2) I56 - Food and Beverage Service Activities. This document focuses specifically on I55, the Accommodation division. Under Division 55, there are three () major groups of activities that can be further divided into collectively three (3) classes and eleven (11) items. Table 3 presents the summary of cope based on the hierarchy of section, division, and groups.

Table 3: Summary of Scope Based on MSIC Section, Division and Group  
(Source: MSIC 2008)

Classification	Code	Title
Section	I	Accommodation and Food Services Activities
Division	55	Accommodation
Group	551	Short term Accommodation activities
	552	Camping grounds, recreational vehicle parks and trailer parks
	559	Other Accommodation

Meanwhile, Table 4 describes the scope further based on the respective section, division, group, class, and item.

Table 4: Description of Scope Based on MSIC Section, Division, Group, Class and Item  
(Source: MSIC 2008)

Classification	Code	Description
<b>SECTION</b>	<b>I</b>	Accommodation and Food Services Activities
<b>DIVISION</b>	<b>55</b>	<p>Accommodation</p> <p><i>Includes:</i></p> <p>Provision of short-stay Accommodation for visitors and other travellers.</p> <p>Provision of longer-term Accommodation for students, workers and similar individuals. Some units may provide only Accommodation while others provide a combination of Accommodation, meals and/or recreational facilities.</p> <p><i>Excludes:</i></p> <p>Activities related to the provision of long-term primary residences in facilities such as apartments typically leased on a monthly or annual basis.</p>
<b>GROUP</b>	<b>551</b>	<p>Short term Accommodation activities</p> <p><i>Includes:</i></p> <p>Provision of Accommodation, typically on a daily or weekly basis, principally for short stay by visitors.</p>

		Provision of furnished Accommodation in guest rooms and suites, or complete self-contained units with kitchens, with or without daily or other regular housekeeping services, and may often include a range of additional services such as food and beverage services, parking, laundry services, swimming pools and exercise rooms, recreational facilities and conference and convention facilities.
<i>Class</i>	5510	Short term Accommodation activities <i>Excludes:</i> Provision of homes and furnished or unfurnished flats or apartments for more permanent use, typically on a monthly or annual basis.
<i>Item</i>	55101 55102 55103 55104 55105 55106 55107 55108 55109	Hotels and resort hotels (including inn and lodge) Motels Apartment hotels (including serviced apartment and condo) Chalets Rest house/guest house Bed and breakfast units Hostels Homestay Other short term Accommodation activities
<b>GROUP</b>	<b>552</b>	Camping grounds, recreational vehicle parks and trailer parks. <i>Includes:</i> Provision of Accommodation in campgrounds, trailer parks, recreational camps and fishing and hunting camps for short stay visitors, provision of space and facilities for recreational vehicles.
<i>Class</i>	5520	Camping grounds, recreational vehicle parks and trailer parks
<i>Item</i>	55200	Camping grounds/sites and recreational vehicle parks <i>Includes:</i>

		Provision of Accommodation in campgrounds, trailer parks, recreational camps and fishing and hunting camps for short stay visitors. Provision of space and facilities for recreational vehicles.
<b>GROUP</b>	<b>559</b>	Other Accommodation <i>Includes:</i> Provision temporary or longer-term Accommodation in single or shared rooms or dormitories for students, migrant (seasonal) workers and other individuals.
<i>Class</i>	5590	Other Accommodation
<i>Item</i>	55900	Other Accommodation <i>Includes:</i> Student residences School dormitories Workers hostels Rooming and boarding houses Railway sleeping car

## 2.4 Industry and Market Analysis

Industry and market analysis are important in comprehending how the industry dynamics work in relevance to the needs of its market. The knowledge is critical in developing strategies towards the growth of the industry, such as in the areas of manpower development, training requirements and market players' business decisions. This section provides insight into the Accommodation industry by looking at its recent growth and employment statistics.

### 2.4.1 Growth of Accommodation Industry

The Covid-19 pandemic has brought a tremendous impact in the Accommodation sector since early 2020. It was due to restricting travel movement globally. Based on the World Travel and Tourism Economic Impact 2021 report, the whole region shows a decline in the total travel and tourism contribution to the respective GDP. In addition, it is worth denoting that the data, specifically focusing on Accommodation, is grouped under travel and tourism activity. Among

the region that hit the most are the Caribbean and Asia.

Streaming down to Malaysia, the number of Accommodation classifications in Malaysia has recorded a total of 2,041, ranging from 1 to 5 star to Apartment and Orchid rating. To highlight, the Orchid classification refers to hotels that do not qualify for any Star Rating. In addition, it also includes hostels, beds and breakfasts, inns, boarding houses, rest houses and lodging houses.

Table 5: Accommodation Classification Statistics by Standard as of January 2021  
(Source: Ministry of Tourism, Culture and Arts)

Star Rating	Total Establishments	Total Number of Rooms
5	143	46,799
4	222	55,810
3	371	56,481
2	362	22,445
1	275	11,380
Apartment	20	4,565
Orchid	648	16,906
TOTAL	2,041	214,386

Table 5 portrays the Accommodation Classification Statistics by Standard as of January 2021. Based on the same table, the significant number of the total establishments and rooms may reflect on the vacancies on the Accommodation workforce.

On the other perspective, the Accommodation component combined with two other segments, namely shopping and food and beverages (F&B), led to the three top tourists' expenditures with a combined value of RM6.1 billion (70.9% in shares). The Accommodation itself recorded a 24% share of the overall expenditure components, only second after the shopping component. The report also documented a 5-year increase in Accommodation expenditure, from RM17,556.4 million in 2015 to RM20,674.4 million in 2019. The 18% increase between the five years charted a progressive growth in the Accommodation sector.

Although a similar report in 2020 showed a significant decline in tourist expenditure for Accommodation; however, the segment still sustains as the second most contributor in the

sector. The expenditure only reached RM2,964.7 million, or 86% less than the year before. The Covid-19 pandemic and Movement Control Order (MCO) imposed by the Malaysian government resulted in a massive impact on Malaysia economy and hospitality industry.

## **2.4.2 Employment Statistics**

This section will discuss the employment statistics from two angles. Firstly is to introduce the segregation of the Malaysian employment economic activity based on employment classification and skillsets, as

defined by the Department of Statistics Malaysia (DoSM). Having known that, the discussion will explore further into the Accommodation and the Food and Beverages economic activity by looking at the sector's annual share of jobs, annual filled jobs and annual vacancies for the last three years.

### ***2.4.2.1 Malaysian Employment Economic Activity***

Malaysian employment economic activity builds upon four types of classifications, which are jobs, filled jobs, vacancies and jobs created (refer to Figure 11). Based on the Quarterly Employment Survey, the employment classification indicates the demand in labour on various economic activities, namely Services, Manufacturing, Agriculture, Construction, Mining and Quarrying (Source: Employment Statistics, First Quarter 2021, DoSM). As the term highlights, 'jobs' consist of two elements, namely filled jobs and vacancies. Meanwhile, the term 'jobs created' indicates the new service scheme, which may not reflect the current and prevalent position available throughout all organisations. Thus, 'jobs created' will not be included in the explanation of the following sub-section.

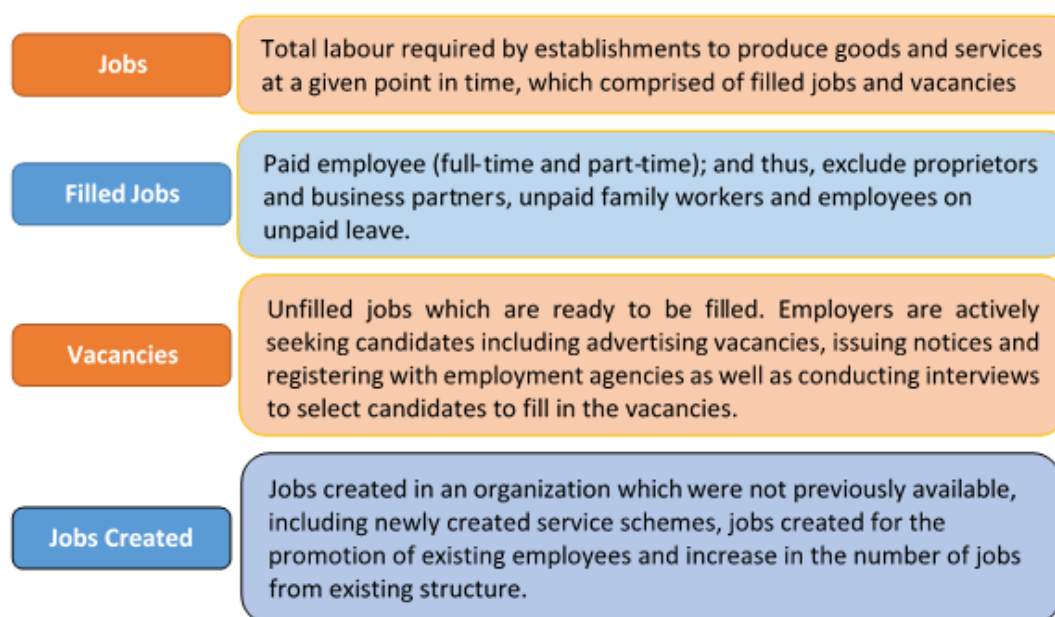


Figure 1: Concepts and Definitions of Employment Classification  
(Source: Employment Statistics, First Quarter 2021, DoSM)

The employment classification is further defined based on skill sets. In general, there are three levels of skills as outlined by DoSM, namely skilled, semi-skilled and low-skilled. Table 6 portrays how the major group of occupations defined under the Malaysia Standard Classification of Occupations (MASCO publication by Ministry of Human Resources) are categorised based on the three levels of skill set mentioned.

Table 6: Major Group of Occupation Based on Level of Skill Set	
Skill Set	Masco Major Groups
Skilled	Managers Professionals Technicians and associate professionals
Semi-skilled	Clerical support workers Service and sales workers Skilled agricultural, forestry, livestock and fishery workers Craft and related trades workers Plant and machine operators and assemblers
Low-skilled	Elementary occupations

The following sub-sections discuss the employment activity within the Accommodation sector. It is worth noting that the Accommodation data provided by the DoSM is also combined with the Food and Beverages sector. In addition, the following information will emphasise the three concepts of employment (jobs, filled jobs, and vacancies) and the associated level of skill set.

#### ***2.4.2.2 Accommodation and Food & Beverages Economic Activity***

Accommodation, together with Food and Beverages, fall under the services sector. Among the other sectors, meanwhile, are wholesale and retail trade; transportation and storage; information and communication; finance, insurance, real estate and business services.

Figure 22 below exhibits the annual share of jobs in the Food & Beverages and Accommodation based on skill sets, from 2018 until 2020. In other words, it indicates the number of workers required based on the evaluation year. As highlighted earlier, the figure represents the overall picture of filled jobs and vacancies available in the industry.

In general, a total of 832,300 jobs existed in 2018, considering all levels of skills. The data also shows an increase in 2019 with 852,400 jobs in the industry. However, due to the pandemic, the number of jobs in 2020 dropped to 792,400 in the total share of the industry. It was due to the cessation of operation of some Accommodation providers. The Movement Control Order (MCO) imposed generally affected the operational cost of the organisation.

The percentage share of jobs in Figure 22 revealed the total workforce required on each level of skill set. It clearly shows the semi-skilled, and low-skilled categories contributed to more than 80 per cent of the total workforce in the industry. As this OF shall also function as one of the main references to the academic institutions offering Accommodation-related courses/training such as the TVET program, hence this input signals the need for the appropriate education to develop the labour force at such level of entry into the industry.

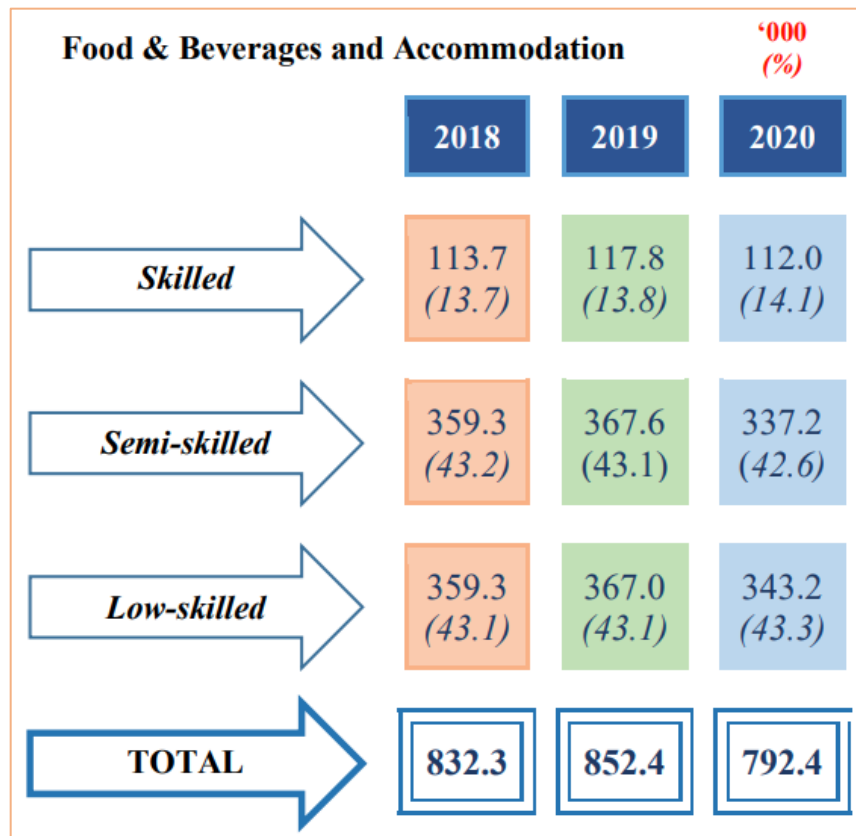


Figure 2: Annual Share of Jobs by Economic Activity and Skill for Food & Beverages and Accommodation Sector, 2018-2020  
(Source: Employment Statistics, First Quarter 2021, DoSM)

Meanwhile, Figure 3 below displays the annual filled jobs by economic activity and skills in the Food and Beverage and Accommodation sector from 2018 until 2020. In this case, it reflects on paid workers, regardless of full-time and part-time positions. The data from the abovementioned figure shows that 2019 has recorded the highest number of filled jobs (842,300 workers) throughout all skills levels. As highlighted in the previous explanation, the number of filled jobs also dropped to 788,600 workers in 2020 due to the pandemic.

At the same time, the annual filled jobs in percentage indicated that more than 40 per cent contribution of filled jobs were from the semi-skilled and low-skilled levels. Thus, this reveals that throughout the evaluation years, the significance of both skills levels is vital to the industry. To fill both of these levels, the academic institutions have become the feeder to the industry. In addition, a required competency level that suits the industry requirements must be achieved before working in the establishments. Academic institutions must equip future graduates in preparing themselves before entering the industry. Early exposure by the institutions may, at the same time, aid the industry in fulfilling the needed competency.

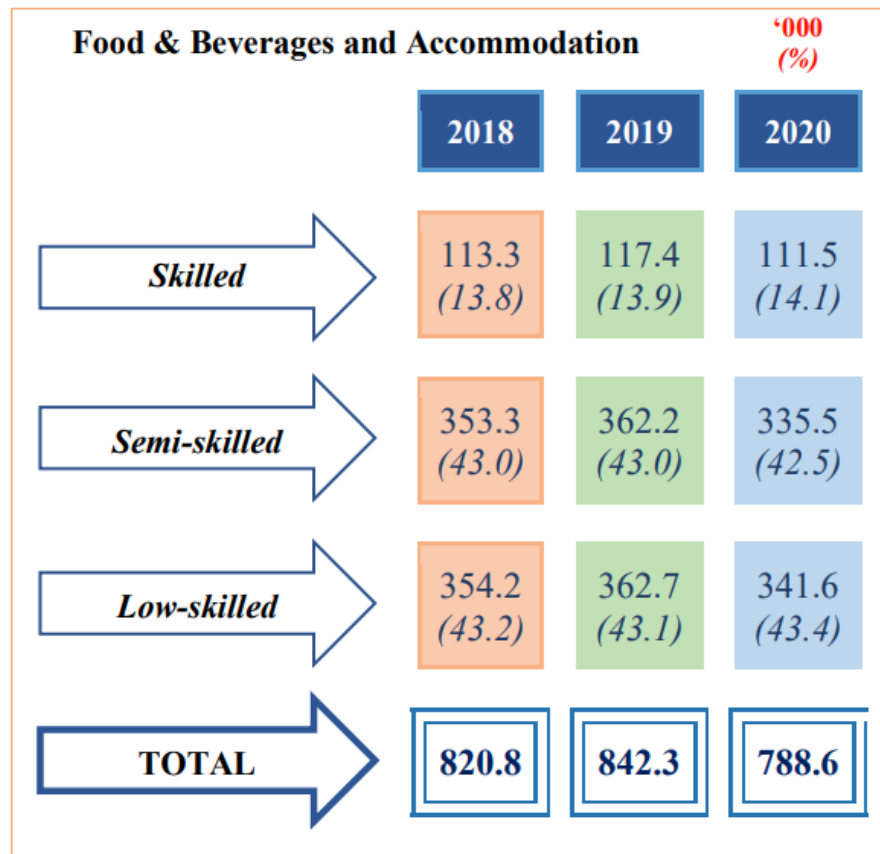


Figure 3: Annual Filled Jobs by Economic Activity and Skill for Food & Beverages and Accommodation Sector, 2018-2020  
(Source: Employment Statistics, First Quarter 2021, DoSM)

Moreover, Figure 44 below presents the annual vacancies by economic activity and skills in the Food & Beverage and Accommodation sector from 2018 until 2020. Based on the definitions by DoSM (Employment Statistics, First Quarter 2021), unfilled jobs are jobs that are ready to be filled. The highest vacancies exist in the year 2018, with a total of 11,400 jobs available. In the following year, the number of vacancies dropped to 9,900 job openings due to the increase in the filled jobs in 2019.

On the other hand, the decreasing number of vacancies (3,700 jobs opening) in 2020 does not reflect the filled jobs in the same year. It was due to the cessation of Accommodation operation and minimising the operational cost, which also affects the hiring of new workers. The year 2020 has created a new norm in the Accommodation industry, particularly employment activity. The use of technology has played a vital role, especially in the actual business process. Thus, it may affect the changes in the Occupational Structure, job description, and ultimately the competency level required.

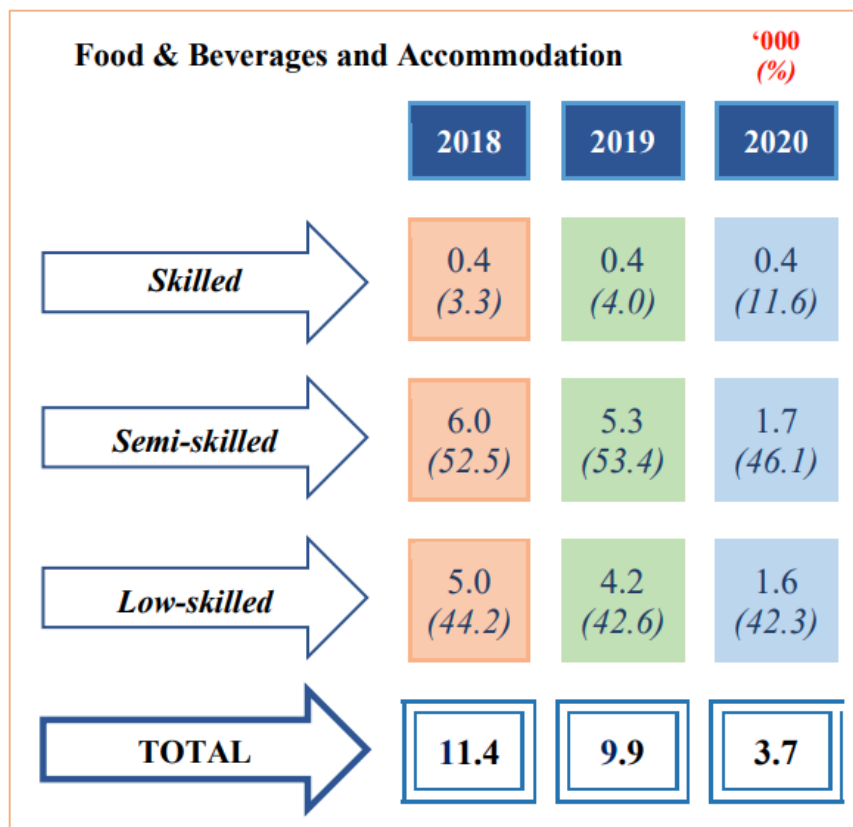


Figure 4: Annual Vacancies by Economic Activity and Skill for Food & Beverages and Accommodation Sector, 2018-2020  
(Source: Employment Statistics, First Quarter 2021, DoSM)

### 2.4.3 Occupational Comparison Between Malaysia and Selected Countries

The occupational comparison between Malaysia and selected countries for the Accommodation (combined with the Food & Beverage) sectors will be based on the contribution towards the respective nations' GDP and employment-related data. These are the two indicators that are chiefly used by the World Travel and Tourism Council in their findings. Other factors, such as visitors' impact, tourists' spending, arrivals and departures, will not be included due to irrelevancy with the OF development. Located in the United Kingdom, the World Travel & Tourism Council is the global authority on the economic and social contribution of the travel and tourism industry, as well as producer of reports on the economic and employment impact of the industry for hundreds of countries, economies and geographical/economic regions in the world.

The two countries selected for this comparison purpose are Thailand and the United States of America. The justification for choosing Thailand is that apart from it being the largest travel and tourism sector in Asia-Pacific Region (Benchmarking Research Trends 2019), the country

also has the closest tourism landscape similar to Malaysia. As for the United States of America, being one of the developed countries with a long history in travel and tourism-related activities makes it a best-practice benchmark in the hospitality industry.

Referring to Table 7 below, Malaysia has recorded a decrease in the sector's contribution to the Nation's GDP, from 11.7% (2019) to 5.2% (2020). However, Malaysia is not the only country that reported the contraction of contribution due to the pandemic. Alongside Malaysia, Thailand and the United States also portrayed the same result. The percentage drop for Malaysia is still considerable (6.5% differences) compared to Thailand with 11.7% differences. The United States seems to be stable, which affect only 3.3% of the contribution towards their GDP comparing 2019 to 2020.

On the other hand, the contribution of the sector to the Nation's Total Employment shows that Malaysia has the smallest gap (1.7% difference), compared to the United States (3% difference) and Thailand (3.3%). In a way, it shows that the workforce in the sector still plays an essential role in the nation's economy.

Table 7: Comparison between Malaysia and Selected Countries, 2019-2020  
Accommodation and Food & Beverage Sector

Country	Contribution of the Sector to the Nation's GDP (%)		Contribution of the Sector to the Nation's Total Employment (%)	
	2019	2020	2019	2020
Malaysia	11.7	5.2	15.1	13.4
Thailand	20.1	8.4	21.4	18.1
United States	8.6	5.3	10.5	7.5

## 2.5 Relation of Industry Revolution with Occupation

The Fourth National Industrial Revolution Policy was launched by the Malaysian government recently in 2021. The wide adoption of current national industrial revolution technologies will accelerate the growth of the digital economy and aims to develop Malaysia as a high-tech nation by 2030. The current national industrial revolution refers to the disruptive transformation of industries through the application of emerging technology. It is characterised by new technology that is fusing the physical, digital and biological worlds, impacting all

disciplines, industries and the economy. The current national industrial revolution policy contains four thrusts for society, business, and the government. The thrusts are first, to equip the people with current national industrial revolution related knowledge and skillsets; secondly, to form a nation with connectivity through the development of digital infrastructure; thirdly, to provide appropriate rules towards flexibility in adapting to technological changes; and finally, to accelerate innovation and adoption of current national industrial revolution technology. The thrusts would be implemented based on 16 strategies, 32 national initiatives, and 60 sectorial initiatives that had been identified by the government. Deployment of current national industrial revolution technologies will be focused on ten key economic sectors and six supporting sectors, which among others include the tourism sector (Source: National 4IR Policy, 2021).

Nine pillars of technologies have been identified as the main pillars of the national industrial revolution, which can support the deployment and optimisation of other technologies. The nine pillars of technologies are described in Table 8 below.

Table 8: The 9 Pillars of Industrial Revolution  
(Source: Ministry of International Trade and Industry)

No	Pillars of Industrial Revolution	Description
1.	Autonomous Robots	Coordinated and automated actions of robots to complete tasks intelligently, with minimal human input.
2.	Big Data Analysis	The analysis of ever-larger volumes of data. Circulation, collection, and analysis of information is a necessity because it supports productivity growth based on a real-time decision-making process
3.	Cloud Computing	Storing and accessing data and programs over the Internet instead of your computer's hard drive.
4.	Internet of Things (IoT)	All machines and systems connected to the main system can collect, exchange and save massive volumes of information in a completely autonomous way and without the need for human intervention.

5.	Additive Manufacturing (3D printing)	Use in prototyping, design iteration and small-scale production and often described as “rapid prototyping” - produce the desired components faster, more flexibly and more precisely than ever before.
6.	System Integration	The process of linking together different computing systems and software applications physically or functionally to act as a coordinated whole via the Internet of Things (IoT).
7.	Cyber-security	With the increased connectivity and use of standard communications protocols, the need to protect critical industrial systems and manufacturing lines from cybersecurity threats is increasing.
8.	Augmented Reality	Augmented-reality-based systems support a variety of services, such as selecting parts in a warehouse and sending repair instructions over mobile devices - providing workers with real-time information to improve decision making and work procedures.
9.	Simulation	Simulations will leverage real-time data to mirror the physical world in a virtual model, which can include machines, products, and humans. This allows operators to test and optimise the machine settings for the next product in line in the virtual world before the physical changeover, thereby driving down machine setup times and increasing quality

The launching of the Fourth National Industrial Revolution Policy (IR 4.0) has certainly impacted the occupation landscape of the Accommodation industry. Digitalisation automation and the emerging of new technologies are transforming how work is done. These technologies and their predecessors have already shifted the composition of the Malaysian workforce away from tasks that involve repetitive work to tasks that require creative thinking, social intelligence, and the ability to adapt to new situations. The forces of digitisation automation and the industrial revolution will increasingly take over even the dynamic, interpersonal tasks that computers have traditionally struggled to automate. These forces are likely to have a significant impact on the Malaysian economy: half of all jobs in Malaysia are at a high risk of

automation.

According to the Automatability of Occupations in Malaysia: Automatability Profiles of Occupations on the 2017/2018 Critical Occupations List report by Talent Corp shows that 50 per cent of the Malaysian workforce is at high risk of automation, 25 per cent is at medium risk, and another 25 per cent is at high risk where nearly 90 per cent of employment in the Accommodations and food service sector is at high risk of automation. These are jobs that involve routine tasks and jobs that are likely to be undertaken by computers relatively soon as the cost of robots and sensors declines. This reflects the advance of technologies in this sector, such as automated check-in kiosks, checkout counters, cashless transactions, online reservations and chatbots that replace the front office and customer service employees. However, jobs that involve creativity, social perceptiveness, persuasion, and social intelligence tasks are likely to remain difficult to automate into the future. Even though these jobs are not at immediate risk, but they may be automated as improvements that enhance the perception and manipulation capabilities of computers are made (Frey and Osborne 2017). Nevertheless, automatability of occupations may potentially be a mechanism to fill the shortages in a certain level of occupation, especially the lower level of the Occupational Structure.

On the other hand, technological advancement supports the operations and the service level of the Accommodation sector in many ways. Tracking customers' needs and wants from the historical data leads to a sense of value in serving them. It can be done by having a fully integrated system between hotels, cloud computing and big data for customer profiling, customer management, especially those involved in chain establishments that may lead to customers' satisfaction and brand loyalty. In terms of operations, an integrated system is useful for linking different organisation functions such as Human Resource Management, Revenue and Financial Management, Purchasing, etc. that if it is not managed properly, would affect the employees' productivity and organisation performance.

Additionally, the outbreak of the Covid-19 pandemic saw changes in the travelling behaviour, travelling preferences and travel arrangement, including in deciding where to stay when travelling. The need to limit human contact to reduce the risk of getting and possibly spreading the virus will transform the operations of Accommodations in the long run; for example, the introduction of new protocols to ensure travellers and workers feel safe and protected. Many hotels have cut down on housekeeping and food and beverage services to

limit guests' contact with people outside their group. Contactless online check-in, checkout and payment are getting frequently practised, in addition to digital room keys. That makes the check-in process safer and more efficient by removing the requirement for face-to-face interaction at the front desk. This reflects the important role of technology to cater for emerging needs.

However, several constraints will hinder the expansion of automation in the industry. First, establishments decide to invest in new technologies based on their costs and benefits, not simply because they are available. Therefore, many establishments may not be able to afford cutting-edge automation and continue to rely on labour-intensive technologies. Second, automation technologies will affect the types of jobs that workers do but may not eliminate or replace jobs entirely; rather, it may only change the jobs that workers do. Third, laws and regulations may inhibit the swift adoption of automation technologies. Fourth, the new technologies associated with automatability and the improved productivity implied by automation will themselves create new job opportunities and new job titles that cannot be foreseen today.

Since the gradual move away from the traditional method to the digitalisation era, the industry needs to identify the jobs related that essential for them to equip with the readiness to address the emerging technologies. Having said that, the relevant competency required from the future workforce concerning technology will have an impact on shaping the industry needs.

## 2.6 NOSS Relevant to MSIC 2008 Section I, Division 55

Currently, there are sixteen (16) National Occupational Skills Standards (NOSS) developed by the Department of Skills Development (DSD) that are associated with the MSIC 2008 Section I, Division 55 Accommodation sector. Table 9 provides details of the said NOSS.

Table 9: NOSS relevant to MSIC 2008 Section I, Division 55 Accommodation  
(Source: Standard Registry version 24<sup>th</sup> June 2021, DSD)

MSIC Group	MSIC Group Corresponding NOSS/ Level		
I551 Short term Accommodation services	I551-001-5:2018	Reservation, Revenue & Distribution (RRD) Management	L5
	I551-001-4:2018	Reservation, Revenue & Distribution (RRD)	L4

		Administration	
	I551-001-3:2017	Rooms Reservation Operation	L3
	I551-002-5:2018	Front Office Management	L5
	I551-002-4:2018	Front Office Administration	L4
	I551-002-3:2017	Front Office Operation	L3
	AF-064-3:2013	Farmstay Operation	L3
	AF-064-2:2013	Farmstay Operation	L2
	HT-040-3:2014	Homestay Coordination & Supervision	L3
	HT-040-2:2014	Homestay Operation	L2
	HT-050-5:2011	Housekeeping Management	L5
	HT-050-4:2011	Housekeeping Management	L4
	HT-053-4:2013	Laundry Service Operation	L4
	I551-003-3:2018	Housekeeping Operation Supervision	L3
	HT-053-3:2013	Laundry Service Operation	L3
	I551-003-2:2018	Housekeeping Operation	L2

An OF would consist of comprehensive Occupational Structure and job titles relevant to a specific sector and hence becomes the main source for the subsequent development of NOSS for the same sector. Therefore, it is expected that the above NOSS will be reviewed upon the completion of the Accommodation OF. Job titles in the Accommodation OF that are not in the existing NOSS will need to be developed in virtue of the growth of the Accommodation workforce. For instance, the two groups, I552 and I559, of which their NOSS documents have not been developed yet, may provide insight into the current OF development.

## 2.7 Malaysia Skills Certification System

The Department of Skills Development (DSD) under the Ministry of Human Resources carries the mandate to implement skills training and develop job competency standards towards producing skilled and knowledge-driven workers. The aspiration is not only to produce employable workers that contribute to the economic growth of the country but also with

continuous quality that receives international recognition.

With these objectives in hand, one of the most important efforts by DSD is the establishment of Malaysia Skills Certification or known as SKM. To produce trained skilled workers for the nation, SKM offers five (5) levels of authentication, which are recognisable by the Malaysian industries. The five levels are Malaysian Skills Certificate Level 1,2, and 3, Malaysian Skills Diploma and Malaysian Skills Advanced Diploma. The certification also includes the skills training and competency standards for the Accommodation occupation.

The following sections explain the supporting factors that steer the Malaysian Skills Certification System.

### **2.7.1 National Skills Development Act 2006 (Act 652)**

The National Skills Development Act 2006 (Act 652) came into effect on 1st September 2006 with the mandate of promoting the development and improvement of a person's abilities needed for vocation via skills training. The Act is the first national legislation enacted exclusively for skills training and development. It is a significant act in the sense that the meaning and scope of skills training has been clarified and given a statutory interpretation that can be used to distinguish it from other components of the country's national education and training system. The establishment of the five (5) levels of national skills qualification under the Malaysian Skills Certification System was made possible under Act 652.

### **2.7.2 Malaysian Qualification Framework (MQF)**

The Malaysia Qualification Framework was first published in 2007, and its implementation was enforced in 2011. It is a policy framework that consists of titles and guidelines, together with the principles and protocols covering articulation and issuance of qualifications as well as statements of attainment. It provides progression routes for all graduates within their respective occupational fields that satisfy both the national and international recognised qualifications. In a nutshell, the MQF represents Malaysia's declaration about its qualifications and their quality to the education system.

The framework incorporates eight (8) levels of qualification in three sectors and is supported by lifelong education pathways, as shown in Table 10. As for the skills sector, there

are five (5) levels of skills qualification being governed by the DSD. The definition for each level of skills qualification is specified under the Malaysian Occupational Skills Qualification Framework (MOSQF) in Annex 1: MOSQF Level Descriptors.

Table 10: Malaysian Qualification Framework (MQF) Chart  
(Source: Malaysian Qualifications Agency, 2017)

MQF Level	Minimum Graduating Credit	Academic Sector	TVET Sector	Lifelong Learning/APEL Criteria For APEL (A)
8	No credit rating	PhD by Research		Admission criteria: 35 years old Bachelor's degree in the relevant field/equivalent Five years' work experience Passed APEL assessment
	80	Doctoral Degree by Mixed Mode & Coursework		
7	No credit rating	Master's by Research		Admission criteria: 30 years old STPM/Diploma/equivalent Relevant work experience Passed APEL assessment
	40	Master's by Mixed Mode & Coursework		
	30	Postgraduate Diploma		
	20	Postgraduate Certificate		
6	120	Bachelor's degree		Admission criteria: 21 years old Relevant work experience Passed APEL assessment
	66	Graduate Diploma		
	36	Graduate Certificate		
5	40	Advanced Diploma	Advanced Diploma	
4	90	Diploma	Diploma	Admission criteria: 20 years old Relevant work experience Passed APEL assessment
3	60	Certificate	Certificate	Admission criteria: 19 years old Relevant work experience Passed APEL assessment

2	30	Certificate	Certificate	3R
1	15	Certificate	Certificate	3R

### **2.7.3 National Occupational Skills Standard (NOSS) and National Competency Standard (NCS)**

National Occupational Skills Standard (NOSS) is a document that outlines the competency required of an employee working in Malaysia at a certain level of employment and the pathway to achieving the competency. It is gazetted as Part IV of the National Skills Development Act 652. NOSS is developed by a pool of industry experts and skilled workers who carry out the job based on the needs of the industry. It serves as the main reference in the implementation of the Malaysia Skills Certification System. Consequently, the performance of industry workers and trainees will be assessed based on NOSS prior to the conferment of the Malaysian Skills Certificate.

Meanwhile, National Competency Standard (NCS) is a document that outlines the competency required by a skilled worker working in Malaysia for a particular field of employment. It can be across several sectors or related employment areas and does not refer to any specific level.

### **2.7.4 Competency-Based Training (CBT)**

Competency-Based Training (CBT) is an approach to vocational training which emphasises what a person can do in a workplace as a result of education and training obtained. CBT is based on performance standards which are set by the industry with a focus on measuring the performance while considering knowledge and attitude rather than the duration taken to complete the course. CBT is a learner-centric, outcome-based approach to training that allows each individual to develop skills at their own pace for a similar outcome, thus meaning training practices can be customised for each individual to achieve a similar outcome. The CBT concept is the basis of the Malaysia Skills Certification System, which is coordinated by DSD. Further, the CBT guided by the OF can increase the competency level by focusing on the specific task and enhancing the current skills needed.

## 2.8 Key Stakeholders

The stakeholder for the Accommodation sector refers to any person, group, organisation or society at large that has an interest in the sector. They will also have the capability to influence the sector or become affected by any actions, objectives and policies coming from the sector in specific or the economic environment in general. In Malaysia, the stakeholders for the Accommodation sector comprises government agencies, regulatory bodies, industry associations, professional bodies and training centres.

### 2.8.1 Government Agencies and Regulatory Bodies

Table 11 provides information on the government agencies and regulatory bodies related to the Accommodation service activities.

Table 11: Government Agencies and Regulatory Bodies

No	Organisations	Overview, Roles, Functions and Responsibilities
1.	Ministry of Tourism, Arts and Culture Malaysia (MOTAC)	The Ministry of Tourism, Arts and Culture (MOTAC) is a ministry of the Government of Malaysia that is responsible for Developing Malaysia as a world-class tourist and cultural destination, as well as building the national identity based on arts, culture and heritage. It strives to drive the tourism and culture sectors towards becoming the catalyst for sustainable socio-economic growth. MOTAC also carries the mission to strengthen, conserve and preserve national arts, culture and heritage.
2.	Ministry of Human Resources (MOHR)	The Ministry of Human Resources (MOHR) is a ministry under the Government of Malaysia that is responsible for skills development, labour, occupational safety and health, trade unions, industrial relations, industrial court, labour market information and analysis, social security. It carries the vision to

		become a leader in the human resources development and management of the country.
3.	Malaysian Investment Development Authority (MIDA)	Malaysian Investment Development Authority (MIDA) is the Malaysian government's principal investment promotion agency for the development of the manufacturing and services sector in Malaysia. Today, MIDA is Malaysia's cutting-edge, dynamic and pioneering force in opening pathways to new frontiers around the globe. Its mission and vision are to create dynamic and sustainable investment ecosystems to make Malaysia the pre-eminent preferred investment destination.
4.	Ministry of International Trade and Industry (MITI)	The Ministry of Industry and International Trade (MITI) is a ministry under the government of Malaysia responsible for making Malaysia the preferred investment destination and among the most globally competitive trading nations. Its mission is to attract quality investment and further innovate industrial activities to produce high value-added goods and services. It also aims to elevate Malaysia's competitiveness among the top global trading nations. Among its effort to generate sustainable economic growth is to create innovative and high skilled employment opportunities for Malaysia's growing workforce.
5.	Ministry of Domestic Trade and Consumer Affairs (KPDNHEP)	The objectives of the Ministry are to promote the development of a viable, competitive and sustainable domestic economy, specifically in the Distributive Trade Sector. The Ministry is committed to protecting the interest and rights of consumers. This includes the development of an ecosystem of consumers and

		businesses that complements each other towards self-regulation, in line with the aspirations of people in a developed country. It is hoped that matured and ethical consumers and businesses can be developed with the outcome of an economically and socially balanced nation. In 2009, the Ministry's roles and functions were expanded to cover the Franchise.
6.	Ministry of Finance (MOF)	<p>The Ministry carries the vision to become the leading strategic authority enabling financial and economic outcomes to ensure sustainable growth and prosperity for the people and the nation. The objectives of MOF are as follows:</p> <ul style="list-style-type: none"> <li>– Ensure sustained and continuous economic growth.</li> <li>– Strengthen national competitiveness and economic resilience.</li> <li>– Ensure effective and prudent financial management.</li> <li>– Pursue a more equitable sharing of national wealth.</li> <li>– Improve the quality of life and wellbeing of society.</li> </ul>
7.	Ministry of Housing and Local Government (KPKT)	<p>The Ministry is responsible for the housing and local government administering, town planning, urban development, country planning, as well as the authority for fire and rescue, landscape, solid waste management, strata management, moneylenders, and pawnbrokers. Some of the roles and functions of the Ministry are as follows:</p> <ul style="list-style-type: none"> <li>– To provide affordable housing, regulate aspects of private housing development and management of residential strata, as well as solve housing disputes.</li> <li>– Help guide the local authority in providing municipal services, quality recreational and socio-economic facilities to meet the needs of local</li> </ul>

		<p>residents.</p> <ul style="list-style-type: none"> <li>– To provide efficient and effective fire prevention services, firefighting and rescue operations to protect lives and properties.</li> <li>– To provide policy and technical advice to the federal government, state governments and local authorities concerning the planning, management, development and conservation of land under the National Physical Plan.</li> </ul>
8.	Ministry of Environment and Water (KeTSA)	<p>The Ministry is responsible for the sustainable development of the country's environment so that it stays clean, healthy and safe for the wellbeing of the people. It also acts as a disseminator of information, skills and ideas for the development of people's minds towards the continuous appreciation of the natural environment, including promoting the concept of self-compliance by both the industry and public at large. The Ministry's vision and mission are to become the leader in a sustainable environment and water preservation through policy formulation, legal compliance, mitigation, adaptation and education that are under international standards and practices.</p>
9.	Ministry of Communications and Multimedia Malaysia (KKKM)	<p>The Ministry is responsible for all areas of communications, multimedia, broadcasting, and personal data protection. Its vision is to create intellectuality in a connected, informed, creative and digitally cultured society for the nation. Meanwhile, it carries the mission to empower network and digital telecommunication infrastructure and social communication; to spur the growth of the digital economy. It strives toward strengthening an</p>

		informative, connected and viable society through information, broadcasting and quality information. The Ministry also promotes effectiveness and integrity in developing the country's creative industry.
--	--	--

Overall, the knowledge of the government agencies and regulatory bodies is value-added to the workers in exploring the career path of the relevant industry. A higher level of competency, such as at the managerial level, needs to equip themselves and is deemed necessary since it is involved in the decision-making process.

## 2.8.2 Government Legislations

Table 12 below outlines several government legislations to which the Accommodation sector is subject.

Table 12: Government Legislation

No	Organisations	Description
1.	Employment Act 2012	Employment Act 1955 is the fundamental legislation that regulates the relationship between employers and employees in private sectors in Malaysia. Effective 1 <sup>st</sup> April 2012, several amendments to Malaysia's Employment Act came into operation. Among the significant changes to the Act is the wages threshold for non-manual workers raised from MYR1500 to MYR2000, the new sexual harassment regime, the extension of maternity leave entitlements, notification requirements for a foreign employee's termination of employment and personal liability for officers of corporate entities.
2.	Innkeepers Act 1952 (Act 248)	Innkeepers Act 1952 (Act 248) came into effect on 29th May 1952. It was heavily influenced by the United

		<p>Kingdom. In its preamble, the objective of the Act is to provide relief for innkeepers. It is a brief piece of legislation as it contains only seven (7) sections; namely short title and application (section 1); interpretation (section 2); the power of sale of goods deposited with the innkeeper (section 3); limitation of innkeepers' liability (section 4); refusal to accept property for safe custody (section 5); copy of section 4 to be exhibited (section 6) and repeal (section 7). It could be seen that the Act provides basic protections for those involved in operating an Accommodation business. Since its promulgation, the Act was amended via the Malaysian Currency (Ringgit) Act 1975 (Act 160), which modified sections 4 and 5, which came into effect on 29th August 1975. The Act was last revised in 1981 that came into force on 14th May 1981.</p>
3.	Minimum Wages Order (Amendment) 2020	<p>The Minimum Wages Order (Amendment) 2020 came into effect on 1st February 2020, providing for a minimum wage in the City Council or Municipal Council areas is set at RM1,200 per month or at RM5.77 per hour for workers paid at the hourly rate. The minimum wages payable to an employee who works in a place of employment in any area other than the City Council or Municipal Council areas is set at RM1,100 per month or at RM5.29 per hour. This order is applicable for workers in all sectors and businesses but not applicable for domestic workers as defined under Section 2 of the Sarawak Labour Ordinance, Chapter 76. Under the amended order, the minimum wage is the basic wage paid by employers and does not include other payments in cash made by employers for work done by the employees under the service contract.</p>

4.	Personal Data Protection Act 2010	<p>The Personal Data Protection Act 2010 (PDPA) is an Act that regulates the processing of personal data in regard to commercial transactions. It was gazetted in June 2010. The penalty for non-compliance is between RM100k to 500k and/or between 1 to 3 years imprisonment. This Act applies to any person who collects and processes personal data in regard to commercial transactions. In the case where personal data processing is outsourced to a third party, known as the data processor, it is the responsibility of the data used to ensure that the data processor provides sufficient guarantee to protect the personal data from any loss, misuse, modification, unauthorised accidental access or disclosure, alteration or destruction.</p>
5.	Price Control and Anti-Profiteering (Marking of Service Charge for Hotel & Restaurant) Order 2015	<p>Effective 1st May 2015, hotel and restaurant operators must display the service charge notice imposed by the premise according to the format gazetted in the Price Control and Anti-Profiteering (Marking of Service Charge for Hotel and Restaurant) Order 2015. According to the gazette, operators who wish to impose a service charge for their goods and services should display the service charges by using a standard expression of, "All prices or charges are subject to 10 per cent service charge." On the other hand, if the prices of goods or charges for service determined by the operators are inclusive of a service charge, it should display a standard expression; "All prices or charges are inclusive of... per cent service charge. The expression should be displayed at the entrance or other conspicuous places on the premises. Hotel and restaurant operators who violate the order can be fined not exceeding RM100,000 if found guilty.</p>

6.	Service Tax 2018 Guide on Accommodation	Service Tax is a consumption tax governed by the Service Tax Act 2018 and its subsidiary legislation. The effective date of the Service Tax Act 2018 is 1st September 2018. 2. Service tax is imposed on prescribed services called “taxable services”. Provision of Accommodation premises is subject to service tax at the rate of 6% and chargeable at the time when payment is received for the taxable services provided to the customer by the registered hotel operator. The service provider refers to an operator of hotels, inns, lodging houses, and service apartments.
7.	Competition Act 2010	The Competition Act 2010 prohibits anti-competitive agreements and the abuse of dominant position in the market. The Act has been in force since 1st January 2012. It was enacted in order to protect the interests of consumers by the promotion of competition and the prohibition of anti-competitive practices. The Act is broken up into several parts, namely, Part I - Preliminary, Part II - Anti Competitive Practices, Part III - Investigation and Enforcement, Part IV - Decision of the Commission, Part V - Competition Appeal Tribunal, and Part VI - General.
8.	Town and Country Planning Act 1976 [Act 172]	An Act for the proper control and regulation of town and country planning in Peninsular Malaysia and for purposes connected therewith or ancillary thereto. Town and Country Planning Act 1976 [Act 172] was enacted in pursuance of Clause (4) of Article 76 of the Federal Constitution. It shall only apply to the states of Peninsular Malaysia. However, this Act shall come into operation in a state on a date appointed by the State Authority concerned with the concurrence of the

		<p>Minister of Housing and Local Government. The states of Sabah, Sarawak and the Federal Territory of Kuala Lumpur enforce their own sets of planning legislation. Originally, Act 172 contained nine parts with 59 sections and was amended four times between the years 1993 to 2007.</p>
9.	Local Government Act 1976 [Act 171]	<p>The Act is to restructure and consolidate the laws relating to local government and only applicable to West Malaysia/Peninsular Malaysia. It came into effect on 1st January 1977.</p> <p>Being an act of body for each local authority for West Malaysia, Section 3 provides for the powers of the State Authority, in consultation with the Minister and the Secretary of Elections by notification in the Gazette to perform as follows:</p> <p>Declaring any area within the state as a local authority area.</p> <p>Give a name to the local authority area.</p> <p>Determine the boundaries of local authority areas.</p> <p>Set the status of the local authority for the area of the local authority, and that status is the status of the Municipal Council or District Council.</p>
10.	Street, Drainage and Building Act 1974	<p>An Act to amend and consolidate laws relating to roads, drains and buildings within the local authority area of Peninsular Malaysia, and for purposes connected thereto. This Act aims to provide a uniform system in local authority areas of Malaysia and sets out rules to regulate the activities relating to streets, drainage and building in those areas. In terms of streets, the Act covers maintenance, repair, extension and widening of streets. The streets could be made by either local</p>

		<p>authorities or private persons with permission from local authorities. The Act also sets out rules on trees, lamps, water pipes and other infrastructures built under/alongside the streets. Further, the Act stipulates that local authority is under the obligation to construct and maintain drains and watercourses, as well as back-lanes. Furthermore, the Act prescribes rules on building activities in Part V, which include but are not limited to reviewing safety and stability of erection of building, demolition of the unauthorised building, penalty for letting out and sale of the unauthorised building, etc.</p>
11.	National Land Code (Act No. 56 of 1965)	<p>The main object of the Code (NLC) is to ensure uniformity of law and policy for land tenure, registration of titles relating to land, transfer of land, leases and charges in respect of land, easements and other rights and interests inland. To these ends, the Code introduces in the form of a National Code a uniform system within the States of Johor, Kedah, Kelantan, Malacca, Negeri Sembilan, Pahang, Penang, Perak, Perlis, Selangor, and Terengganu. The text consists of the following divisions: Introductory (I); Disposal of Land (II); Alienated Lands: Incidents and Registration of Title (III); Alienated Lands: Dealings (IV); Alienated Lands: Supplemental (V); General and Miscellaneous (VI).</p> <p>Land can be categorised into five groups: alienated land (registered title), mining land (mining leases), reserved land (land reserved for a public purpose under Section 62 of the NLC), forest reserve (land gazetted under the National Forestry Act 1984) and state land (all land in the state, other than above mentioned).</p>

12.	Tourism Industry Act 1992	An Act to provide for the licensing and regulation of tourism enterprises and matters relating to such licensing and regulation. The term “tourism enterprise” means, (a) any tour operating business; (b) any travel agency business; or (c) any business providing tourism training institutions. The Act consists of the following divisions: (I) Preliminary, (II) Licensing of Tourism Enterprises, (III) Requirements And Duties On Licensed Tourism Enterprises, (IV) Licensing Of Tourist Guides, (V) General.
13.	Employees Provident Fund Act 1991	An Act to provide for the law relating to a scheme of savings for employees' retirement and the management of the savings for retirement purposes and matters incidental thereto. The Act ensures employees in the private sector are financially secure after retirement by enforcing a scheme of compulsory contribution and saving on both the employers and employees within the private sector. Based on rates stipulated in Schedule 3 of the Act, employers need to pay the employee's contribution to EPF every month at rates that differ under certain conditions and circumstances. Types of wages that are subject to EPF represent all monetary remuneration which includes salary, bonus, commission and allowance due under the employees' contract of service regardless of the frequency of compensation.
14.	Registration Of Businesses Act 1956 (ROBA 1956)	An Act to provide for the registration of businesses. Under the Act as well as the Companies Act 1965, entrepreneurs are required to register their business with the Companies Commission of Malaysia (CCM). Businesses that can be registered under the Act 1956 at

		<p>the Commission of Companies Malaysia are sole-proprietorships and partnerships. A sole proprietorship is a business owned by a single owner. A partnership is a business owned by two or more people but does not have more than 20 partners. To register, a business must fulfil the following prerequisites:</p> <ol style="list-style-type: none"> <li>1) fulfil Section 2: Interpretation under the Business Registration Act 1956 &amp; Command of Business Registration 1957;</li> <li>2) business owner must be a Malaysian citizen or permanent resident and must be eighteen years old and above,</li> <li>3) The business conducted must operate in Peninsular Malaysia and the Federal Territory of Labuan.</li> </ol>
15.	Employees' Social Security Act 1969	<p>An Act to provide social security in certain contingencies and to make provision for certain other matters concerning it. The Act consists of the following divisions: Part I: Preliminary, Part II: Insurability and Contributions, Part III: Benefits, Part IV: Administration, Finance and Audit, Part V: Adjudication of Dispute and Claims, Part VI: Penalties and Part VII: Miscellaneous. The Social Security Organisation (SOCSO) is a government agency established to implement and govern the social security schemes as enacted by the Employees' Social Security Act 1969.</p>
16.	Pembangunan Sumber Manusia Berhad Act 2001	<p>The PSMB Act 2001 is to provide for the imposition and collection of a human resources development levy to promote the training and development of employees, apprentices and trainees, the establishment and the administration of the Fund by the Corporation and for</p>

		<p>matters connected therewith.</p> <p>Effective 1st March 2021, Malaysia's Human Resources Development Fund (HRDF, also known as PSMB) has confirmed the expansion of the Pembangunan Sumber Manusia Berhad Act 2001. The expansion implies an increase in the number of employers and industries covered, thus an increase in employees that are eligible for training under HRDF from the current 2.5mn in 2020 to 6.1mn effective March 2021. In a nutshell, after this expansion, all industries are now covered under HRDF's training except for the Federal &amp; State Government, as well as NGOs involved in social welfare activities.</p>
17.	Environmental Quality Act 1974	<p>An Act about preventing, removing, controlling pollution and improving the environment, and for purposes connected thereto. This Act is related to the prevention, abatement, control of pollution and enhancement of the environment. It also deals with the administration of the environment towards the achievement of the national environmental policy. The Act provides specific provisions concerning licences, prohibition and control of pollution, appeal, the delegation of powers, and makes regulations concerning any matters to the environment.</p>
18.	Architects (Amendment) Act 2015	<p>It is an Act that serves as an amendment to the previous Architects Act 1967. The Architects Act 1967 provides for the registration of architects, sole proprietorships, partnerships and bodies corporate providing architectural consultancy services, and building draftsmen and matters connected therewith. The amendment was driven by the result of challenges that</p>

		come with the economic globalisation and services liberalisation, the need to redefine existing regulations and the inclusion of the registration for Inspector of Works and the Architectural Technologist.
19.	Communications and Multimedia Act 1998	An Act to provide for and to regulate the converging communications and multimedia industries and for incidental matters. It is based on the basic principles of transparency and clarity; more competition and less regulation; flexibility; bias towards generic rules; regulatory forbearance; emphasis on process rather than content; administrative and sector transparency; and industry self-regulation. The Act seeks to provide a generic set of regulatory provisions based on generic definitions of market and service activities and services. The jurisdiction of this Act is restricted to networked services and activities only. Under the Act, the Malaysian Communications and Multimedia Commission (MCMC) was created according to a new regulator for the communications and multimedia industry in Malaysia. MCMC is also responsible for the administration of the Postal Services Act, which governs postal and courier services via the powers given under the Postal Services Act 2012 (PSA 2012).

### 2.8.3 Industry Associations and Professional Bodies

Table 13 below provides information on the major industry associations and professional bodies related to Accommodation service activities.

Table 13: Industry Associations and Professional Bodies

No	Organisations	Overview, Roles, Functions and Responsibilities
1.	Malaysian Association of Hotels (MAH)	<p>Malaysian Association of Hotels (MAH) was established in 1974. Since its inception, MAH has constantly enhanced the hotel and tourism industry by integrating member hotels throughout Malaysia. Being officially recognised as a National Hotel Association, MAH is committed to the exacting standards of service quality acknowledged by Malaysia and beyond. As the official national network for the hotel industry of Malaysia, the mission of MAH is to act as the voice of the industry, working as one body to promote, protect, represent and advance the interests of its members.</p>
2.	Malaysian Association of Hotel Owners (MAHO)	<p>Malaysian Association of Hotel Owners (MAHO) was established in March 1998 and registered with The Registrar of Societies under the Society Act 1966 on 12th March 1998. It is a grouping of hotel owners in Malaysia with the common objective of representing the interests of members in safeguarding their return on investments through a conducive business environment and promoting and supporting the healthy development of the hotel industry. Since the establishment of the association, MAHO has carried out various activities for the benefit of members, especially in dealing with the authorities on issues affecting the hospitality industry, particularly the concerns of hotel owners and the tourism industry generally.</p>
3.	Malaysia Budget & Business Hotel	<p>The Malaysia Budget Hotel Association (MyBHA) is the umbrella body for all budget hotels (3 stars and below) in</p>

	Association (MyBHA)	Malaysia. Its membership is made up of hotel entities that are represented by proprietors of hotels or appointed representatives. The mission of MyBHA is to be the collective voice of all budget hotels in Malaysia and promote the interest of members with the common objective of advancing sustainable growth.
4.	Malaysia Association Residential Tourism Accommodation (MARTA)	MARTA or Malaysia Association of Residential Tourism Accommodation was established in 2020. The idea of the establishment was started by a few STRA (Short Term Rental Accommodation) operators way back in 2016 as there were no bodies in the country that was able to protect the industry player from any challenges ahead. MARTA is an association for Short Term Rental Accommodation/Guesthouse or also known as home2stay in Malaysia. As the official national network for the STRA industry Malaysia, it strives to act as the voice of the industry, working as one body to promote, protect, represent and advance the interests of its members.
5.	Malaysian Employers Federation (MEF)	Malaysian Employers Federation (MEF) is the central organisation of private-sector employers in Malaysia recognised nationally, regionally and internationally. Established in 1959, MEF promotes and safeguards the rights and interests of employers. MEF provides a forum for consultation and discussion among members on matters of common interest and seeks for the adoption of sound principles and practices of human resource and industrial relations through information, advice, research and information, training and other activities. The Federation achieves its vision and mission through the

		<p>following core activities and objectives:</p> <ul style="list-style-type: none"> <li>i. Representation of members at conciliation and mediation proceedings and proceedings before the Labour and Industrial Courts.</li> <li>ii. Provision of advisory/consultancy services at all levels.</li> <li>iii. Provision of professional training and related activities through the establishment of a MEF Academy.</li> <li>iv. Research and development of best practices in all relevant fields.</li> <li>v. Advocacy and representation of employers' interests and business needs at national, regional and international fora.</li> </ul>
6.	Malaysian Tourist Guides' Council (MTGC)	<p>On 27<sup>th</sup> September 1966, Penang Tourist Guides Association (PTGA) was officially registered as the first tourist guide body in Malaysia. Subsequently, Kuala Lumpur Tourist Guides Association (KLTGA) was formed on 10<sup>th</sup> May 1967. Johore Tourist Guides Association (JTGA) was also formed on 14<sup>th</sup> January 1972. These three pioneer tourist guides associations conceived the Malaysian Tourist Guides Council (MTGC) (also known as the Majlis Pemandu-Pemandu Pelancong Malaysia), which was officially registered on 28<sup>th</sup> June 1976. To date, MTGC has a total of 13 affiliates representing about 5,000 tourist guides throughout Malaysia. The main objectives of MTGC are to commit to professional practices, thus maintaining the highest level of competence in their work, coordinating and organising tourism-related education and courses, looking into the overall interests of tourist guides, promoting fellowship amongst tourist guides and tourist</p>

		guides' associations of Malaysia, and to provide a platform for discussions.
--	--	--

The industry associations and professional bodies play a vital role in highlighting the current needs of the industry. Information, such as technological changes, will create or amend the customary tasks as stipulated in the Occupational Description. In addition, these associations and bodies can contribute to the OF development, particularly in identifying the competency in demand of the industry.

#### 2.8.4 Training Centers

Table 14 provides information on the major training centres related to the Accommodation service activities.

Table 14: Training Centers

No	Organisations	Description
1.	MAH Training and Education Centre (MAHTEC)	The Malaysian Association of Hotels Training and Education Center (MAHTEC) is owned and managed by the Malaysian Association of Hotels. As the training arm of the Association, MAHTEC is committed to Human Resource Development and strongly believes that investment in human resources is the key factor for growth, sustainability, productivity and profitability in the Malaysian hospitality industry. In line with the organisation's vision in striving towards service excellence, MAHTEC has embarked on a range of training programs and workshops designed exclusively for the industry. It carries the vision to become a well-respected regional training and educational institution dedicated to building a workforce of highly skilled,

		innovative and competent individuals and committed to upsurging the level of Excellency and competency in the hotel sector.
2.	Institute For Rural Advancement (INFRA)	The Institute for Rural Advancement (INFRA) is the main training institute for rural development management under the Ministry of Rural and Regional Development (KKLW). The establishment of INFRA in 1996 should be seen as the culmination and extension to the great determination and vision of the late Tun Haji Abdul Razak bin Hussein who began in the early 1960s to defend the fate of the rural community through strategies to develop rural areas and empower the potential of the villagers. The main focus of INFRA is to train leaders at the grassroots level and conduct studies on rural development issues in an effort to improve rural management methods and approaches. INFRA is also internationally involved in a co-organising training program such as the Malaysian Technical Cooperation Program (MTCP) Training Program for Third World Countries and other rural institutions such as the Afro-Asian Rural Development Organisation (AARDO), Centre in Integrated Rural Development for Asia and the Pacific (CIRDAP) and Commonwealth Secretariat (COMSEC).
3.	Training Institutions	Include universities, colleges, community colleges, TVET training providers and schools that offer a wide range of hospitality and hotel management courses.

Training Centers serves as the establishment in which knowledge sharing takes place. The new knowledge requires training to achieve the competency level required by the industry. As

new technology emerges, the skills in demand may change. Therefore, the training provided should accommodate the current trends as required by the industry.

## **2.9 Conclusion**

Based on the literature review findings, it is concluded that the Accommodation sector is regarded as one of the major employability segments within the Malaysian workforce. The various ongoing effort and initiatives carried out, as well as the roles undertaken by the key stakeholders, showed that the Accommodation sector would continue to be one of the dynamics behind the Malaysian economy despite the pandemic challenges currently faced by the country. Hence this Occupational Framework (OF) redefine the Occupational Structure (OS), Occupation Description (OD), competency in demand, and the critical jobs within the Accommodation sector, especially in light of the national fourth industrial revolution policy that will shape the future of the nation. The applied methodology that will deliver the objectives of this OF will be discussed in the following Chapter 4.

## CHAPTER IV

### FINDINGS

#### 4.1 Introduction

This chapter elaborates the findings from the analysis of data collected during the research work. The findings revolved around the objectives set for the study, namely to determine the jobs in demand and the critical job titles in the industry; to investigate the competency in demand and job titles pertinent to the industrial revolution, to produce Occupational Structure (OS) and to define the Occupational Descriptions (OD) (*including the Occupational Responsibilities, OR*) of each job titles identified from the OS.

#### 4.2 Findings Analysis

This section provides the findings from the analysis of the document review, survey and the Focus Group Discussions with the industry representatives (FGD); to develop the Occupational Framework for the Accommodation sector.

##### 4.2.1 Discussion of Results

The discussion results will cover the three main groups under Division I55 of MSIC 2008 version 1.0; which are:

- 551 Short term Accommodation
- 552 Camping grounds, recreational vehicle parks and trailer parks
- 559 Other Accommodation

The identification of job areas and job titles for the Accommodation industry was obtained through Focus Group Discussions with 12 industry representatives during the development workshops.

As for the data related to the jobs in demand, skills in demand, critical job titles, job titles relevant to the industrial revolution and emerging skills, they were gathered through the online survey and verified via the Focus Group Discussions. Additionally, issues related to the Accommodation sector were also discussed, examined and reported.

Finally, the development of Occupational Responsibilities (OR) and Occupational Descriptions (OD) that described the job responsibilities and the competency set required were determined based on documents review and analysis of the Focus Group Discussions,

#### 4.2.2 Demographic Profile

The survey received 239 responses which are lower than the targeted minimum sample size of 384. Despite deploying the link to the questionnaire survey quite extensively via various platforms (such as email, WhatsApp, Instagram, websites of numerous establishments) and the access made available for 14 days, the responses were still not encouraging; probably due to pandemic circumstances such as limitation of social interaction and temporary closure of business operations/employment. Nevertheless, according to Roscoe (1975), a sample size of 30 and less than 500 are appropriate for most survey research. This means that the number of respondents collected is valid to represent the population of employees in the Accommodation sector. Moreover, the demographic profile shows that the respondents were well represented by almost all of the occupational groups under Division I55 and came from different states in Malaysia. Table 18 shows the demographic profile of the respondents.

Table 15: Respondents' Demographic Profile

Profile	Item	Quantity	%
Age	Below 20	1	0.4
	20-29	40	16.7
	30-39	65	27.2
	40-49	78	32.6

	Above 50	55	23
Gender	Male	134	56.1
	Female	105	43.9
Location	Johor	10	4.2
	Kedah	3	1.3
	Kelantan	2	0.8
	Melaka	11	4.6
	Negeri Sembilan	3	1.3
	Pahang	38	15.9
	Perak	11	4.6
	Perlis	1	0.4
	Pulau Pinang	24	10
	Selangor	73	30.6
	Terengganu	1	0.4
	Sabah	5	2.1
	Sarawak	6	2.5
	Wilayah Persekutuan Kuala Lumpur	38	15.9
	Wilayah Persekutuan Labuan	1	0.4
	Wilayah Persekutuan Putrajaya	12	5
Types of Accommodation Establishment	Hotel and resorts hotel (including inn and lodge)	182	76.1
	Motels	1	0.4
	Apartment hotels	19	7.9
	Chalet	3	1.3
	Rest house/guest house	2	0.8
	Bed and breakfast	3	1.3
	Hostels	4	1.7
	Homestay	21	8.8
	Camping sites/trailer parks	2	0.8
	Student residences	0	0
	School dormitories	1	0.4
	Workers hostels	1	0.4
	Rooming and boarding	0	0
	Railway sleeping car	0	0
Number of years in the industry	Below five years	50	20.9
	6-10 years	62	25.9

	11-20 years	59	24.7
	22-3- years	56	23.4
	Above 30 years	12	5

### 4.2.3 Jobs in Demand

This section provides information on the jobs in demand in the Accommodation industry. Jobs in demand are jobs that are required and important in the smooth running of the main operations of the establishment. The jobs are divided into three categories of worker skills; namely low-skilled worker (LS), semi-skilled worker (SS) and skilled worker (S). Based on the Department of Skills Development (DSD), eight levels of qualification are identified, which is level 1 (low skilled worker), level 2 and 3 (semi-skilled worker) and four until 8 (skilled worker).

Meanwhile, the critical jobs are jobs in demand but hard to fill and are always short of supply due to the nature of the jobs, which require a certain set of skills. It is also considered as the strategic occupation of the industry that is critical to the success of the business.

The jobs in demand based on the category of workers and the corresponding critical jobs for the Accommodation industry are listed in Table 19 below.

Table 16: Job in Demand and Critical Jobs

No.	Category Of Worker Skills	Jobs In Demand	Critical Jobs
1.	Low Skilled Workers	Laundry Attendants / Tailor or Seamstress / Linen or Uniform Maid / House person or Helper or Runner / Gardener / Public Area Attendant / Assistant Florist / Upholster / Bell Boy / Homestay General Worker	Tailor or Seamstress, Upholster, Laundry Attendant, Linen or Uniform Maid, Assistant Florist
2.	Semi-Skilled Worker	Runner or Laundry Valet / Linen or Uniform Supervisor / Room Attendant or Maid or Boys / Head Gardener / Head Houseperson / Horticulturist / Florist / Concierge or Information Assistant / Bell	Room Attendant or Maid or Boys, Florist, Public Area Supervisor, Floor or Room or Night

		<p>Captain / Front Desk or Guest Service or Front Office Assistant / Telephone Agent or Assistant / Reservation Assistant / Reservation Officer / Reception / Front Office Assistant / Operation Assistant Room / Public Area Assistant / Front Office Assistant / Night Auditor / Laundry Supervisor / Floor or Room or Night Supervisor / Public Area Supervisor / Executive Housekeeper Secretary or Desk Control Supervisor / Concierge or Information Supervisor / Front Desk Supervisor / Personal Butler / Telephone Supervisor / Reservation Supervisor / Laundry Supervisor / Floor or Room or Night Supervisor / Housekeeping Supervisor / Reservation Agent / Front Office Supervisor / In-house Tour Guide / Hostel supervisor / Homestay Program Coordinator or Supervisor / Homestay Event or Activity Coordinator / Homestay Operator or House owner or Homestay Entrepreneur</p>	Supervisor, Personal Butler
3.	Skilled Worker	<p>General Manager / Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager / Director of Rooms, Front Office Manager / Executive Housekeeper / Assistant Housekeeper, Laundry Manager, Chief Concierge / Assistant Front Office Manager / Lobby or Duty or Guest Relation Manager / Night Manager / Reservation Manager (Room Booking), Resort or Chalet Manager/ Resort or Chalet Assistant Manager / Eco Resort Manager / Eco Resort Assistant Manager /</p>	Night Manager

		Camping Manager / Camping Assistant Manager / College or Hostel Principal / Hostel Manager / Assistant Hostel Manager / Homestay Program Manager	
--	--	---	--

Summary of the critical jobs based on occupational area, level and category of worker skills can be referred to Annex 4 List of Critical Job Titles.

From the survey, there are 70 jobs in demand in the main operations of the Accommodation sector. Across the board, jobs are relatively easy to be filled in although requiring specific skill sets. However, the data also shows that there are a few jobs that experienced a shortage in supply, mostly derived from the low skilled workers' category. Nevertheless, based on an interview during the quality visit, on average, the employee turnover replacement cycle is between 2 to 3 months. It is also worth noting that the shortage is often taken over by part-time employment, casual and seasonal workers, especially students who repeatedly exit and re-enter the workforce from inactivity.

Additional to the survey, analysis from the Focus Group Discussions has identified the following factors as contributing to the shortage of jobs in demand:

- a) Lack of certified workforce to execute and operate front-end work activities.
- b) Mismatch of qualification, knowledge and required skills to perform the job function. The high salary expectation in which the salary offered is often regarded as not well compensated with the job requirement.
- c) Intra-occupational transitions (changes of employer) and inter-occupational movement (transitions between occupations where exits from an occupation were compensated in full by entries to that occupation).
- d) Demanding work conditions with odd and long working hours.

On a different note, from the document analysis of the Critical Occupational List (COL) 2019/2020 report collated by the Critical Skills Monitoring Committee (CSC), led by TalentCorp and the Institute of Labour Market Information and Analysis (ILMIA) under the Ministry of Human Resources (MOHR); that includes high-skilled, semi-skilled, and TVET occupations from 18 economic sectors; none of the 58 critical occupations covered in the study

falls under Accommodation sector. The report considered the occupations as critical if they are skilled, sought-after, and strategic. The Critical Occupations List (COL) is primarily concerned with identifying shortages in occupations that are associated with Malaysia's growing knowledge-based economy. It is also interested in determining whether there are mismatches between employers' demand for certain occupations and the supply of the skills associated with these occupations.

To accomplish this, the COL is focused on identifying occupations that are skilled and seeking to identify shortages in occupations that are sought-after by employers. Sought-after means that demand for an occupation or job title exceeds the supply of appropriately qualified workers despite efforts on the part of employers to satisfy their demand and for reasons not easily addressed through changes in employer hiring practices. Thus, even after identifying shortages in skilled occupations, an occupation is only considered to be critical if filling that occupational shortage is closely linked to Malaysia's economic growth and consistent with Malaysia's strategic economic development objectives. Hence, based on the criterion, none of the occupations or jobs, although in demand for the Accommodation sector, is listed as a critical job.

#### 4.2.4 Competencies in Demand

This section comprises the skills/competency in demand in the Accommodation industry. Competency in demand reflects on the ability in performing the tasks efficiently according to the industry requirements. It also involved behavioural traits that are required by the industry, such as knowledge and attitude. The competency characterises Knowledge, Skills and Attributes, as illustrated in Figure 7.

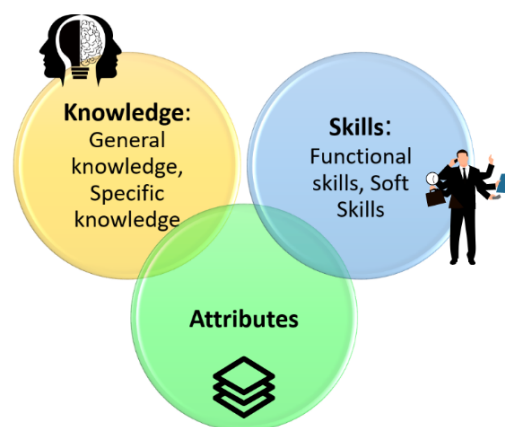


Figure 5: Competency Set

Elicited through the Focus Group Discussions and supported by the data analysis from the survey, the competency and its descriptions that are highly important to the Accommodation industry are illustrated in Table 20.

Table 17: Competency Skills Description

No	Competency	Description
KNOWLEDGE		
1.	Policy and Standard Operating Procedure of organisation.	Follow and abide by rules that govern the operation of the organisation and those who work for it.
2.	Rules and Legislation of the industry	Follow and abide by the rules and legislation set by the governing bodies and legislators.
3.	Culture Awareness	Being cognizant, observant and conscious of similarities and differences among and between cultural groups as well as their impact on behaviour.
SKILLS		
1.	Customer Orientation	Demonstrate concern for satisfying one's external and/or internal customers' needs and able to deliver a positive customer service experience.
2.	Time Management	Making the most of the time available prioritising, scheduling, task management and delegation in working efficiently.
3.	Communication	Ability to plan and deliver oral and written communication and ensure that information is passed on to others in a way that can be understood and related to.
4.	Entrepreneurship	Being business focused and looking for the opportunity to innovate and improve.
5.	Problem-solving capacity	The ability to use cognition, actions, and attitudes, motives and emotions to cope with situations and problems where there are no available common procedures and solutions.

6.	Information Technology Skills	Ability, knowledge and talents related to the use, administration, development, design, architecture and management of technology to complete tasks.
ATTRIBUTES		
1.	Team Work	Ability to and willingness to work cooperatively with others on a team.
2.	Multi-tasking	Being able to execute or fulfil multiple roles or perform more than one task simultaneously while completing each task assigned.
3.	Professionalism	Competence in conducting tasks expected of a professional.
4.	Attention to Detail	Ability to efficiently allocate cognitive resources to achieve thoroughness and accuracy when accomplishing tasks, no matter how small or large.
5.	Resilience	Ability to keep functioning effectively when under pressure and/or experiencing rapidly changing or uncertain conditions.
6.	Agility	Ability to move, think, understand and act quickly from one task to another as the situation may arise.
7.	Personal Hygiene	Keeping the external body clean and healthy.

The competencies listed in the table above are important to all jobs in the Accommodation regardless of the level and job titles. However, the level of importance may differ following the specific functional job responsibilities. For example, to be multitasking is essential to all levels of the job, especially during peak hours where it is normal to see managers taking over some of the tasks of the lower-level job; for example, a Sales Manager covering work in the laundry section. Similarly, across the same level of job, employees are expected to be able to perform the task of other functional departments; for instance, housekeeping personnel to support the Food & Beverages or recreation activities. This multi-tasking scenario is normal in the context of smaller establishments such as chalets, rest houses, budget hotels, etc. Due to limitations in the characteristics of their operations, the workers are often not confined to specialisation but required to perform multiple tasks.

Besides the competency in demand, data related to the skills gap and factors contributing to it were also captured through the survey. Out of 239, 64% of the respondents agreed that the current workers, including graduates, do not possess the skills and the right abilities required by the industry. The majority of the respondents highlighted attitude as the major concern. Among the issues concerning attitude includes lack of initiative, adaptability to changes, lack of passion and commitment. Choosy and selective in performing the work are also reflected as an issue that influences the level of competency. As service quality is part and parcel of the hospitality industry, including the Accommodation sector, customer orientation personalised service also seemed to be lacking. In this line of thought, the attitudes of employees are not only influenced by their personal value, but it also contributes to external factors such as mismatch of job performance expectation between worker and employer. Among the concerns is remuneration that is not compensating for the workload and social discrimination by the employment of foreign workers for top managerial positions.

The changes in the traditional training and new skills requirements have also influenced the competency gap among the workers. It is suggested that education providers and training institutions keep their syllabus updated with the emerging skills to gear the workers or graduates towards job-ready. Emerging skills can be due to many factors, including technology advancement, environmental change, government policy, etc., that possibly change the way jobs are done. Nevertheless, it pins down on the individuals' preferences and how they perceive their jobs that would eventually affect their level of performance. For example, even if the workers are well trained before joining the establishment, but if the tasks are given are not of their interest or expectations, they might not perform well; hence a competency gap exists.

Looking into the future trend, several factors are likely to impact skills in demand in the Accommodation sector. These include:

a) Demographic change

Demographic change in terms of the ageing populations will likely alter the mix and nature of products and services required. Similarly, the continuing growth in the number of “digital travellers” using mobile platforms is, in a way, becoming less dependent on the traditional hotel concierge for guidance. Hence there is a customer service imperative for hotel front-of-house staff to be able to provide all travellers with deeper local knowledge

and individual value-added. Indirectly, web platforms such as Airbnb that adds to the mix of Accommodation types available to visitors will impact the supply/demand balance for different skills in the sector. Another important growing segment is the “millennials”, who holds a strong focus on empathy, personal customer connection, and a penchant for personalised services, which will alter the service offerings.

b) Market and Marketing trends

Web platforms acting as agents and intermediaries between Accommodation establishments and consumers have achieved strong market positions. Reacting to the growth of online travel agencies (OTAs) who can charge high commissions, especially for premium placements, hotels are now highlighting the benefits of direct booking. There has been significant growth of collaborative/sharing platforms such as Airbnb. Consumer direct service, cutting out the commercial middleman, is on the rise. Similarly, the advocacy platforms allow Accommodation establishments to engage with their customers in social media conversations and aim to encourage repeat visits.

In conclusion, there will be demand for new skills and training of the workforce in light of the above trends, hence creating the need for re-skilling or re-training of the workforce.

#### **4.2.5 Jobs Relevant to the Industrial Revolution**

This section reports the probability that the entire occupation will be automated given the existing industrial revolution. Technologies relevant to the industrial revolution include those that facilitate customer interaction and increase efficiency within businesses. Based on the survey, the technology revolution would have an impact on the economic activities of the Accommodation sector. Out of 239, 66.5% of the respondents agreed, 28.5% were not sure if technology would impact the landscape of the industry, while 12% did not think the industry would be affected by the technology. The distribution is shown in Figure 8.

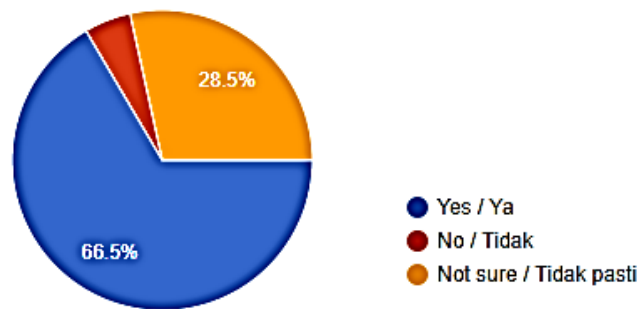


Figure 6: The Impact of Technology on Economic Activities

In terms of whether technology advancement affects the job in the Accommodation sector, the responses showed a similar connotation. 69.9% of respondents agreed that their job would be affected by the technology, while 18.4% disagreed, and the remaining stated not sure. The distribution is shown in Figure 9.

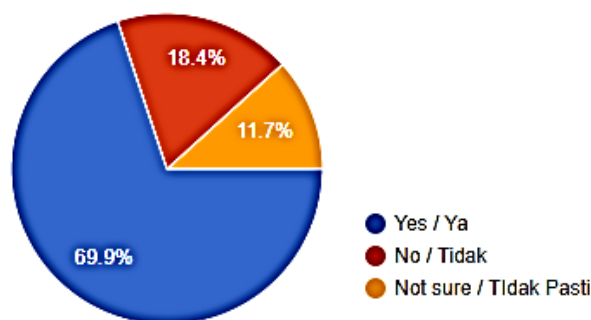


Figure 7: The Impact of Technology on Jobs

However, through FGDs, an important remark to consider is the fact that the industry will not optimise the technology. It will continue to rely on physical labour and human touch in providing the service to the customers. Especially to the smaller scale Accommodation, the investment to embrace technology is too costly. Hence, it would only adopt some of the basic elements of technology, such as the Internet of Things and digital platforms.

The Ministry of International Trade and Industry (MITI) outlines nine critical pillars of the industrial revolution. From the nine pillars described in Chapter 2, data from the survey indicates that seven of the critical pillars are in some way influencing the job landscape. Table 21 illustrates the seven pillars, their elements, and job titles critical to the Accommodation sector.

Table 18: Pillars and Elements of Industrial Revolution Relevant to Accommodation Sector

No.	Pillars of Industrial Revolution	Elements	Job Titles Related to Industrial Revolution
1.	Internet of Things	E-mail, Websites, Social media, Guestroom Automation, Mobile Engagement, Predictive Maintenance, Location-based Interactions, User Interfaces.	<p><i>Refer to Annex 5: Job Titles Relevant to Industrial Revolution</i></p>
2.	Cyber-security	Phishing attacks, Ransomware, DDoS, Point of sale/payment card attack, Hacking, Data theft.	
3.	System Integration	Transaction Processing System, Point of Sale (PoS), Property Management Systems (PMS), Management Information Systems (MIS), Decisions Support System (DSS), Global Distribution System (GDS)	
4.	Cloud Computing	Web-booking engine	
5.	Artificial Intelligence	Chatbots, AI concierges, Machine Learning, Robots check in guests	
6.	Augmented Reality	Interactive hotel rooms, Map Features, Gamification, Guest Recognition, Translation Facilities, Beacon Technology, Maintenance Information.	
7.	Big Data Analytics	Customer Data Analysis & Market Segmentation, Real-time Data and Hotel Pricing Strategies, Managing Hotel Booking	

		Channels, Inventory Management, Demand Forecasting,	
--	--	--	--

The acceleration in the need for technology skills accounts for many factors - at the minimum, the lack of physical interaction induced by the pandemic. These changes appear unlikely to recede as the pandemic does; instead, the Accommodation establishments will continue to move forward with digitalisation at an accelerated pace. Through technology, the Accommodation sector can continually raise the level of service expectations. However, although technology can be a powerful tool to ensure guests satisfaction, so does the importance of each opportunity to interact with the guests. Hence, employees must fully understand that each opportunity to interact with a guest must be executed flawlessly to create a pleasant lasting impression.

#### 4.2.6 Emerging Skills

Emerging skills are defined as the skills that are predicted to be imperative to the industry in the near future based on the recent development, trend, government policy, or study, for example, the technology revolution, sustainability issues and many more. The emerging skills identified as having a significant impact on the future of the Accommodation industry, as well as the reasons that lead to the requirement of such skills, are presented in Table 22.

Table 19: Emerging Skills and Requirement

No	Emerging Skills	Reasons for the Requirement of Emerging Skills
1.	Information Technology Literacy and Applications	a) Increase productivity and efficiency b) Enhance customer experience c) Facilitate better internal and external communication Minimise human error
2.	Digital Marketing – Social Media	a) The changing trend in the marketing practice and promotion initiatives b) The growing importance of personal customer connection and engagement in social media conversations.

3.	Advance Technology – Artificial Intelligence and Virtual Reality	<ul style="list-style-type: none"> <li>a) The need to enhance customer experience</li> <li>b) Increase potential customers through virtual visits.</li> </ul>
4.	Sustainability Practices	<ul style="list-style-type: none"> <li>a) Increased awareness among the community to conserve and preserve the environment based on the Sustainable Development Goals (SDG) Strategy that has been adopted by all United Nations Member States, including Capitalising in Green technology, helps to reduce operating costs and increase profitability.</li> <li>b) Longing for international recognition and reputation.</li> <li>c) Great emphasis on more environmentally friendly operations and responsible tourism by the world community.</li> </ul>

#### 4.2.7 Related Issues in Accommodation Industry

This section explores the common issues surrounding the Accommodation industry. Feedback from the FGDs can be summarised into four main trends that explain the challenges faced by local Accommodation industry players, as shown in Figure 10.

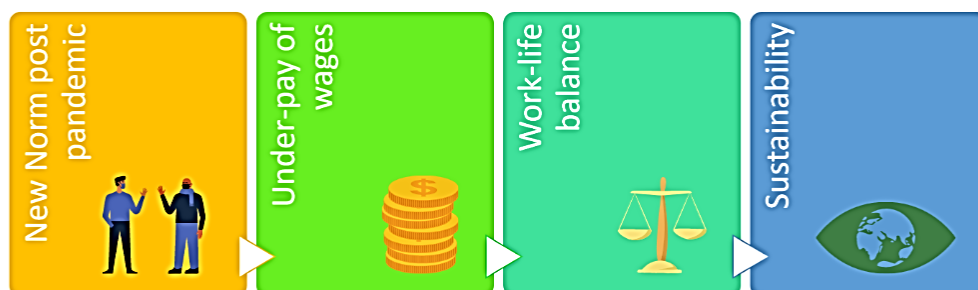


Figure 8: Issues in Accommodation Industry

##### a) New Norm Post Pandemic

The Covid-19 pandemic shook the Accommodation industry particularly hard and turned many Accommodation businesses upside down. In the wake of the pandemic,

the hospitality sector is adapting to the new normal with key initiatives. The new normal will need Accommodation adapting to the behaviours of its customers. The industry would see customers demand additional health and safety measures. Therefore, making the guest feel comfortable and feel safer when they enter the establishments has become the priority. New cleaning processes should be instituted with intense room cleaning, additional cleaning downtime between stays, no housekeeping during the stay minimise exposure and letting the rooms sit for 72 hours before cleaning. Accommodation establishments could also consider exercising touchless elements to the customer experience, for instance, contactless checkouts via app or email or kiosk, robots to assist with transporting luggage to the room, etc. Other safety measures such as measuring guests' body temperature at check-in, anytime they enter and exit the Accommodation during their stay, unlimited access to a sanitiser, offering personal protective equipment/mask and filling out a declaration card stating their health status could be the initiatives to go for to act agilely to address health and safety concerns.

b) Underpayment of Remuneration

The issue of underpaid remuneration is not only rife in Malaysia but worldwide and across the board. Despite the contribution employees make to the success of the Accommodation industry, employees are often badly rewarded for their efforts. This issue has so far contributed to the high staff turnover and skill shortages. In Malaysia, employee remuneration is regulated under the Minimum Wages Order (Amendment) 2020 and businesses are bound to provide at least the minimum wages of RM 1,200 per month or at RM5.29 per hour. Most employers abide by the rule; however, the economic values of the amount of money translate differently between the urban and suburban's cost of living. Hence, the feeling of being underpaid is much higher for those residing in urban areas. This resulted in workers in this industry employees rapidly changing employees within the sector.

c) Work-life Balance

With the multiple roles of employees in this fast-paced environment and the increasing demand for workers, boundaries between work and home are blurring. Conflicting in reconciling the demand of paid work and employee personal lives has made the work-

life balance an issue in the Accommodation sector. Due to the nature of the services provided by the Accommodation business, extended or excessively long working hours, as well as unpredictable schedules, often affect all levels of occupation and are particularly challenging during peak seasons. Although it is almost impossible to have the right work-life balance, it can be obtained with support from the supervisors, co-workers and possibly through flexible working arrangements.

#### d) Sustainability

Besides the advancement in Information Technology, the awareness for sustainability such as Going Green is related to the act of pursuing knowledge and practices conducive to more environmentally friendly and ecologically responsible decisions and lifestyles, which can help protect the environment and sustain its natural resources for current and future generations. Going green from an Accommodation perspective has become important in maintaining the factors and practices that contribute to the quality of the environment on a long-term basis. Although the hospitality industry has started practising green in their daily operation, many more steps can be addressed by the Accommodation sector, such as green buildings, greenhouse emission, energy-efficient, solid waste management, food waste management and recycling. As more health- and environmentally-conscious travellers want to maintain healthy and sustainable carbon-neutral lifestyles on the road, this is perhaps an area that industry players should anticipate and consider adopting. The Government continues to prioritise green adoption and has set a range of initiatives and policies which aim to increase the use of environmental-friendly. In line with the Sustainable Development Goal (SDG), the initiative could considerably impact the future job of the industry, which need to be immediately addressed.

### 4.3 Occupational Structure

Occupational Structure (OS) refers to the aggregate distribution of occupations in the organisation; classified according to skill level, economic function, or social status. Based on the Focus Group Discussions with the industry representatives, there are altogether 43 job

areas, 251 job titles, 11 critical job titles and 46 industrial revolution-related job titles identified within the Accommodation industry; all of which will be featured in the OS.

From the OS, the job titles that performed the main functions within the Accommodation sector will be further deliberated in the following sections, namely 4.4 Occupational Responsibilities, 4.5 Mapping of OS to NOSS, and 4.6 Occupational Description. As for the other job titles that are considered as support functions in Accommodation (represented by italic fonts in the OS tables), they are still included in the OS as they serve as part of the organisational structure of an Accommodation establishment as a whole; however, they will not be deliberated further in this OF as their occupations are better represented by other divisions under the MSIC 2008 version 1.0.

The OS is presented in the following pages, from Table 23 to Table 47. The tables also indicate the job titles identified as critical and relevant to the industrial revolution by a single asterisk and double asterisks, respectively. This will be followed by Table 48 that provides a quantifiable summary of all the job titles in the OS.

Table 20: Occupational Structure - Group 551 (Hotels and Resort Hotels) (1/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Hotels and Resort Hotels - Human Resource Department		Hotels and Resort Hotels - Engineering / Maintenance Department		
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**	NJT
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	NJT
LEVEL 6	<i>Director of Human Resources</i>	<i>Director of Human Resources</i>	<i>Chief Engineer or Maintenance</i>	<i>Chief Engineer or Maintenance</i>	NJT
LEVEL 5	<i>Human Resource Manager</i>	<i>Training Manager</i>	<i>Assistant Maintenance Manager</i>	<i>Assistant Maintenance Manager</i>	NJT
LEVEL 4	<i>Human Resource Executive</i>	<i>Training Coordinator</i>	<i>Senior Technician</i>	<i>Chargeman</i>	NJT
LEVEL 3	<i>Human Resource Officer</i>	<i>Human Resource Officer</i>	<i>Technician</i>	<i>Engineering Coordinator</i>	NJT
LEVEL 2	<i>Human Resource Assistant</i>	<i>Personal Assistant</i>	NJT	NJT	<i>Carpenter/ Painter</i>
LEVEL 1	NJT	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 21: Occupational Structure - Group 551 (Hotels and Resort Hotels) (2/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Hotels and Resort Hotels - Sales and Marketing Department				Hotels and Resort Hotels - Safety and Security Department
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	<i>Director of Sales &amp; Marketing</i>	<i>Director of Sales &amp; Marketing</i>	<i>Director of Sales &amp; Marketing</i>	NJT	<i>Director of Safety &amp; Security</i>
LEVEL 5	<i>Assistant Director of Sales</i>	<i>Sales Manager</i>	<i>Marketing &amp; Communication Manager</i>	NJT	<i>Quality &amp; Safety Manager</i>
LEVEL 4	<i>Sales &amp; Marketing Executive</i>	<i>Catering or Banquet Sales Executive</i>	<i>Revenue Executive</i>	NJT	<i>Security Executive or Supervisor</i>
LEVEL 3	NJT	NJT	NJT	<i>Graphic Artist</i>	<i>Security Assistant or Staff</i>
LEVEL 2	NJT	NJT	NJT	NJT	NJT
LEVEL 1	NJT	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 22: Occupational Structure - Group 551 (Hotels and Resort Hotels) (3/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Hotels and Resort Hotels - Recreational Department	Hotels and Resort Hotels - IT Department	Hotels and Resort Hotels - Finance Department	Hotels and Resort Hotels - Finance Department
LEVEL 8	NJT	NJT	General Manager**	General Manager**
LEVEL 7	NJT	NJT	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	NJT	NJT	<i>Financial Controller</i>	<i>Financial Controller</i>
LEVEL 5	<i>Recreational Manager</i>	<i>IT Manager</i>	<i>Income or Revenue Auditor</i>	<i>Cost Controller</i>
LEVEL 4	<i>Assistant Recreational Manager</i>	<i>IT Executive</i>	NJT	NJT
LEVEL 3	<i>Lifeguard</i>	NJT	NJT	NJT
LEVEL 2	<i>Pool Attendant / Gym Attendant</i>	NJT	NJT	NJT
LEVEL 1	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 23: Occupational Structure - Group 551 (Hotels and Resort Hotels) (4/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Hotels and Resort Hotels - Finance Department	Hotels and Resort Hotels - Finance Department	Hotels and Resort Hotels - Finance Department	Hotels and Resort Hotels - Finance Department
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	<i>Financial Controller</i>	<i>Financial Controller</i>	<i>Financial Controller</i>	<i>Financial Controller</i>
LEVEL 5	<i>Accounts Manager</i>	<i>Purchasing Manager or Executive</i>	<i>Purchasing Manager or Executive</i>	<i>Purchasing Manager or Executive</i>
LEVEL 4	<i>Night Auditor</i>	<i>Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive</i>	<i>Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive</i>	<i>Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive</i>
LEVEL 3	<i>Senior Cashier</i>	<i>Purchasing Officer</i>	<i>Purchasing Officer</i>	<i>Paymaster</i>
LEVEL 2	<i>Cashier</i>	<i>Receiving Clerk</i>	<i>Store Room Staff</i>	NJT
LEVEL 1	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution; NJT=No Job Title

Table 24: Occupational Structure - Group 551 (Hotels and Resort Hotels) (5/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Laundry)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Laundry)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Laundry)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Room)
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	Director of Rooms**	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**
LEVEL 4	Laundry Manager**	Laundry Manager**	Laundry Manager**	Assistant Housekeeper**
LEVEL 3	Laundry Supervisor**	Laundry Supervisor**	Laundry Supervisor**	Floor or Room or Night Supervisor***
LEVEL 2	Runner or Laundry Valet	Linen or Uniform Supervisor	Linen or Uniform Supervisor	Room Attendants or Maid or Boys*
LEVEL 1	Laundry Attendant*	Tailor or Seamstress*	Linen or Uniform Maid*	Houseperson or Helper or Runner

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 25: Occupational Structure - Group 551 (Hotels and Resort Hotels) (6/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Public Area)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Public Area)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Public Area)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Others)
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	Director of Rooms**	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**
LEVEL 4	Assistant Housekeeper**	Assistant Housekeeper**	Assistant Housekeeper**	Executive Housekeeper Secretary or Desk Control Supervisor**
LEVEL 3	Public Area Supervisor*	Public Area Supervisor*	Public Area Supervisor*	NJT
LEVEL 2	Head Gardener/ Horticulturist	Head Houseperson	Florist*	NJT
LEVEL 1	Gardener	Public Area Attendant	Assistant Florist*	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 26: Occupational Structure - Group 551 (Hotels and Resort Hotels) (7/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Others)	Hotels and Resort Hotels - Rooms Division (Front Office - Concierge)	Hotels and Resort Hotels - Rooms Division (Front Office - Concierge)	Hotels and Resort Hotels - Rooms Division (Front Office - Reservation)
LEVEL 8	NJT	General Manager**	General Manager**	General Manager**
LEVEL 7	NJT	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	NJT	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	NJT	Front Office Manager**	Front Office Manager**	Front Office Manager**
LEVEL 4	NJT	Chief Concierge**	Chief Concierge**	Reservation Manager (Room Booking)**
LEVEL 3	NJT	Concierge or Information Supervisor**	Concierge or Information Supervisor**	Reservation Supervisor**
LEVEL 2	NJT	Concierge or Information Assistant**	Bell Captain	Reservation Assistant**
LEVEL 1	Upholster*	NJT	Bell Boy	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 27: Occupational Structure - Group 551 (Hotels and Resort Hotels) (8/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	Hotels and Resort Hotels - Rooms Division (Front Office)	Hotels and Resort Hotels - Rooms Division (Front Office)	Hotels and Resort Hotels - Rooms Division (Front Office)
LEVEL 8	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	Front Office Manager**	Front Office Manager**	Front Office Manager**
LEVEL 4	Assistant Front Office Manager     Lobby or Duty or Guest Relation Manager     Night Manager***	Assistant Front Office Manager     Lobby or Duty or Guest Relation Manager     Night Manager***	Assistant Front Office Manager     Lobby or Duty or Guest Relation Manager     Night Manager***
LEVEL 3	Front Desk Supervisor	Personal Butler***	Telephone Supervisor
LEVEL 2	Front Desk or Guest Service or Front Office Assistant	NJT	Telephone Agent or Assistant
LEVEL 1	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 28: Occupational Structure - Group 551 (Apartment Hotels) (1/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Apartment Hotels - Human Resource Department		Apartment Hotels - Engineering / Maintenance Department		
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**	NJT
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	NJT
LEVEL 6	<i>Director of Human Resources</i>	<i>Director of Human Resources</i>	<i>Chief Engineer or Maintenance</i>	<i>Chief Engineer or Maintenance</i>	NJT
LEVEL 5	<i>Human Resource Manager</i>	<i>Training Manager</i>	<i>Assistant Maintenance Manager</i>	<i>Assistant Maintenance Manager</i>	NJT
LEVEL 4	<i>Human Resource Executive</i>	<i>Training Coordinator</i>	<i>Senior Technician</i>	<i>Chargeman</i>	NJT
LEVEL 3	<i>Human Resource Officer</i>	<i>Human Resource Officer</i>	<i>Technician</i>	<i>Engineering Coordinator</i>	NJT
LEVEL 2	<i>Human Resource Assistant</i>	<i>Personal Assistant</i>	NJT	NJT	<i>Carpenter/ Painter</i>
LEVEL 1	NJT	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 29: Occupational Structure - Group 551 (Apartment Hotels) (2/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Apartment Hotels - Sales and Marketing Department				Apartment Hotels - Safety and Security Department
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	<i>Director of Sales &amp; Marketing</i>	<i>Director of Sales &amp; Marketing</i>	<i>Director of Sales &amp; Marketing</i>	NJT	<i>Director of Safety &amp; Security</i>
LEVEL 5	<i>Assistant Director of Sales</i>	<i>Sales Manager</i>	<i>Marketing &amp; Communication Manager</i>	NJT	<i>Quality &amp; Safety Manager</i>
LEVEL 4	<i>Sales &amp; Marketing Executive</i>	<i>Catering or Banquet Sales Executive</i>	<i>Revenue Executive</i>	NJT	<i>Security Executive or Supervisor</i>
LEVEL 3	NJT	NJT	NJT	<i>Graphic Artist</i>	<i>Security Assistant or Staff</i>
LEVEL 2	NJT	NJT	NJT	NJT	NJT
LEVEL 1	NJT	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 30: Occupational Structure - Group 551 (Apartment Hotels) (3/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Apartment Hotels - Recreational Department	Apartment Hotels - IT Department	Apartment Hotels - Finance Department	Apartment Hotels - Finance Department
LEVEL 8	NJT	NJT	General Manager**	General Manager**
LEVEL 7	NJT	NJT	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	NJT	NJT	<i>Financial Controller</i>	<i>Financial Controller</i>
LEVEL 5	<i>Recreational Manager</i>	<i>IT Manager</i>	<i>Income or Revenue Auditor</i>	<i>Cost Controller</i>
LEVEL 4	<i>Assistant Recreational Manager</i>	<i>IT Executive</i>	NJT	NJT
LEVEL 3	<i>LifeGuard</i>	NJT	NJT	NJT
LEVEL 2	<i>Pool Attendant / Gym Attendant</i>	NJT	NJT	NJT
LEVEL 1	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 31: Occupational Structure - Group 551 (Apartment Hotels) (4/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Apartment Hotels - Finance Department	Apartment Hotels - Finance Department	Apartment Hotels - Finance Department	Apartment Hotels - Finance Department
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	<i>Financial Controller</i>	<i>Financial Controller</i>	<i>Financial Controller</i>	<i>Financial Controller</i>
LEVEL 5	<i>Accounts Manager</i>	<i>Purchasing Manager or Executive</i>	<i>Purchasing Manager or Executive</i>	<i>Purchasing Manager or Executive</i>
LEVEL 4	<i>Night Auditor</i>	<i>Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive</i>	<i>Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive</i>	<i>Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive</i>
LEVEL 3	<i>Senior Cashier</i>	<i>Purchasing Officer</i>	<i>Purchasing Officer</i>	<i>Paymaster</i>
LEVEL 2	<i>Cashier</i>	<i>Receiving Clerk</i>	Store Room Staff	NJT
LEVEL 1	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution; NJT=No Job Title

Table 32: Occupational Structure - Group 551 (Apartment Hotels) (5/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Apartment Hotels - Rooms Division (Housekeeping - Laundry)	Apartment Hotels - Rooms Division (Housekeeping - Laundry)	Apartment Hotels - Rooms Division (Housekeeping - Laundry)	Apartment Hotels - Rooms Division (Housekeeping - Room)
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	Director of Rooms**	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**
LEVEL 4	Laundry Manager**	Laundry Manager**	Laundry Manager**	Assistant Housekeeper**
LEVEL 3	Laundry Supervisor**	Laundry Supervisor**	Laundry Supervisor**	Floor or Room or Night Supervisor***
LEVEL 2	Runner or Laundry Valet	Linen or Uniform Supervisor	Linen or Uniform Supervisor	Room Attendants or Maid or Boys*
LEVEL 1	Laundry Attendant*	Tailor or Seamstress*	Linen or Uniform Maid*	Houseperson or Helper or Runner

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution; NJT=No Job Title

Table 33: Occupational Structure - Group 551 (Apartment Hotels) (6/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Apartment Hotels - Rooms Division (Housekeeping - Public Area)	Apartment Hotels - Rooms Division (Housekeeping - Public Area)	Apartment Hotels - Rooms Division (Housekeeping - Public Area)	Apartment Hotels - Rooms Division (Housekeeping - Others)
LEVEL 8	General Manager**	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	Director of Rooms**	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**	Executive Housekeeper**
LEVEL 4	Assistant Housekeeper**	Assistant Housekeeper**	Assistant Housekeeper**	Executive Housekeeper Secretary or Desk Control Supervisor**
LEVEL 3	Public Area Supervisor*	Public Area Supervisor*	Public Area Supervisor*	NJT
LEVEL 2	Head Gardener/ Horticulturist	Head Houseperson	Florist*	NJT
LEVEL 1	Gardener	Public Area Attendant	Assistant Florist*	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution; NJT=No Job Title

Table 34: Occupational Structure - Group 551 (Apartment Hotels) (7/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Apartment Hotels - Rooms Division (Housekeeping - Others)	Apartment Hotels - Rooms Division (Front Office - Concierge)	Apartment Hotels - Rooms Division (Front Office - Concierge)	Apartment Hotels - Rooms Division (Front Office - Reservation)
LEVEL 8	NJT	General Manager**	General Manager**	General Manager**
LEVEL 7	NJT	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	NJT	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	NJT	Front Office Manager**	Front Office Manager**	Front Office Manager**
LEVEL 4	NJT	Chief Concierge**	Chief Concierge**	Reservation Manager (Room Booking)**
LEVEL 3	NJT	Concierge or Information Supervisor**	Concierge or Information Supervisor**	Reservation Supervisor**
LEVEL 2	NJT	Concierge or Information Assistant**	Bell Captain	Reservation Assistant**
LEVEL 1	Upholster*	NJT	Bell Boy	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
NJT=No Job Title

Table 35: Occupational Structure - Group 551 (Apartment Hotels) (8/8)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	Apartment Hotels - Rooms Division (Front Office)	Apartment Hotels - Rooms Division (Front Office)	Apartment Hotels - Rooms Division (Front Office)
LEVEL 8	General Manager**	General Manager**	General Manager**
LEVEL 7	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager**
LEVEL 6	Director of Rooms**	Director of Rooms**	Director of Rooms**
LEVEL 5	Front Office Manager**	Front Office Manager**	Front Office Manager**
LEVEL 4	Assistant Front Office Manager    Lobby or Duty or Guest Relation Manager    Night Manager***	Assistant Front Office Manager    Lobby or Duty or Guest Relation Manager    Night Manager***	Assistant Front Office Manager    Lobby or Duty or Guest Relation Manager    Night Manager***
LEVEL 3	Front Desk Supervisor	Personal Butler***	Telephone Supervisor
LEVEL 2	Front Desk or Guest Service or Front Office Assistant	NJT	Telephone Agent or Assistant
LEVEL 1	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution; NJT=No Job Title

Table 36: Occupational Structure - Group 551 (Chalet) (1/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Chalets - Housekeeping Department	Chalets - Housekeeping Department	Chalets - Housekeeping Department	Chalets - Operation
LEVEL 8	NJT	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT	NJT
LEVEL 5	Resort or Chalet Manager**	Resort or Chalet Manager**	Resort or Chalet Manager**	Resort or Chalet Manager**
LEVEL 4	Resort or Chalet Assistant Manager**	Resort or Chalet Assistant Manager**	Resort or Chalet Assistant Manager**	Resort or Chalet Assistant Manager**
LEVEL 3	Housekeeping Supervisor**	Housekeeping Supervisor**	Housekeeping Supervisor**	Reservation Agent**
LEVEL 2	Room Attendants	Public Area Attendant	Horticulturist	Registration Officer or Reception or Front Office Assistant**
LEVEL 1	NJT	NJT	Gardener	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 37: Occupational Structure - Group 551 (Chalet) (2/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Chalets - Accounts Department	Chalets - Accounts Department	Chalets – Back Office and Others	Chalets – Back Office and Others	Chalets – Back Office and Others
LEVEL 8	NJT	NJT	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT	NJT	NJT
LEVEL 5	Resort or Chalet Manager**	NJT	Resort or Chalet Manager**	Resort or Chalet Manager**	NJT
LEVEL 4	Resort or Chalet Assistant Manager**	NJT	Resort or Chalet Assistant Manager**	Resort or Chalet Assistant Manager**	NJT
LEVEL 3	<i>Accounts Officer</i>	NJT	<i>Marketing and Government Relations</i>	<i>Administration Executive</i>	NJT
LEVEL 2	<i>Accounts Clerk / Receiving or Purchasing Clerk</i>	Store-keeper	NJT	<i>Human Resource Officer</i>	NJT
LEVEL 1	NJT	NJT	NJT	<i>Personal Assistant</i>	<i>Maintenance Personnel</i>

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 38: Occupational Structure - Group 551 (Eco Resort) (1/3)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Other Short Term Accommodation Activities - Housekeeping Department	Other Short Term Accommodation Activities - Housekeeping Department	Other Short Term Accommodation Activities - Front Office Department	Other Short Term Accommodation Activities - Front Office Department	Other Short Term Accommodation Activities - Front Office Department
LEVEL 8	NJT	NJT	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT	NJT	NJT
LEVEL 5	Eco Resort Manager**	Eco Resort Manager**	Eco Resort Manager**	Eco Resort Manager**	Eco Resort Manager**
LEVEL 4	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**
LEVEL 3	Housekeeping Supervisor**	Housekeeping Supervisor**	Front Office Supervisor**	Front Office Supervisor**	In-House Tour Guide**
LEVEL 2	Housekeeping Assistant	Public Area Assistant	Front Office Assistant**	Night Auditor**	NJT
LEVEL 1	NJT	Gardener	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 39: Occupational Structure - Group 551 (Eco Resort) (2/3)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Other Short Term Accommodation Activities – Back Office and Others	Other Short Term Accommodation Activities – Back Office and Others	Other Short Term Accommodation Activities – Back Office and Others	Other Short Term Accommodation Activities – Back Office and Others
LEVEL 8	NJT	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT	NJT
LEVEL 5	Eco Resort Manager**	Eco Resort Manager**	NJT	NJT
LEVEL 4	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**	NJT	NJT
LEVEL 3	Human Resource Executive	Sales & Marketing Officer	NJT	NJT
LEVEL 2	Human Resource Officer	NJT	NJT	NJT
LEVEL 1	NJT	NJT	Maintenance Assistant	Safety & Security Assistant

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 40: Occupational Structure - Group 551 (Eco Resort) (3/3)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	Other Short Term Accommodation Activities - Accounts Department	Other Short Term Accommodation Activities - Accounts Department	Other Short Term Accommodation Activities - Accounts Department
LEVEL 8	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT
LEVEL 5	Eco Resort Manager**	Eco Resort Manager**	Eco Resort Manager**
LEVEL 4	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**	Eco Resort Assistant Manager**
LEVEL 3	Accounts Officer	Accounts Officer	Accounts Officer
LEVEL 2	Accounts Clerk	Receiving or Purchasing Clerk	Storekeeper
LEVEL 1	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 41: Occupational Structure - Group 551 (Homestay) (1/1)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES – HOMESTAY	
AREA	Homestay Operation	Homestay Operation
LEVEL 8	NJT	NJT
LEVEL 7	NJT	NJT
LEVEL 6	NJT	NJT
LEVEL 5	NJT	NJT
LEVEL 4	Homestay Program Manager**	Homestay Program Manager**
LEVEL 3	Homestay Program Coordinator or Supervisor**	Homestay Event or Activity Coordinator**
LEVEL 2	Homestay Operator or House owner or Homestay Entrepreneur**	Homestay Operator or House owner or Homestay Entrepreneur**
LEVEL 1	Homestay General Worker	Homestay General Worker

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 42: Occupational Structure - Group 552 (Camping) (1/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES			
DIVISION	(55) ACCOMMODATION			
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES			
AREA	Camping - Housekeeping Department	Camping - Housekeeping Department	Camping - Housekeeping Department	Camping – Operation
LEVEL 8	NJT	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT	NJT
LEVEL 5	Camping Manager**	Camping Manager**	Camping Manager**	Camping Manager**
LEVEL 4	Assistant Camping Manager**	Assistant Camping Manager**	Assistant Camping Manager**	Assistant Camping Manager**
LEVEL 3	Housekeeping Supervisor	Housekeeping Supervisor	Housekeeping Supervisor	Reservation Agent**
LEVEL 2	Room Attendants	Public Area Attendant	Horticulturist	Registration Officer or Reception or Front Office Assistant**
LEVEL 1	NJT	NJT	Gardener	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 43: Occupational Structure - Group 552 (Camping) (2/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES				
DIVISION	(55) ACCOMMODATION				
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES				
AREA	Camping - Accounts Department	Camping - Accounts Department	Chalets – Back Office and Others	Chalets – Back Office and Others	Chalets – Back Office and Others
LEVEL 8	NJT	NJT	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT	NJT	NJT
LEVEL 6	NJT	NJT	NJT	NJT	NJT
LEVEL 5	Camping Manager**	NJT	Camping Manager**	Camping Manager**	NJT
LEVEL 4	Assistant Camping Manager**	NJT	Assistant Camping Manager**	Assistant Camping Manager**	NJT
LEVEL 3	<i>Accounts Officer</i>	NJT	<i>Marketing and Government Relations</i>	<i>Administration Executive</i>	NJT
LEVEL 2	<i>Accounts Clerk / Receiving or Purchasing Clerk</i>	<i>Store-keeper</i>	NJT	<i>Human Resource Officer</i>	NJT
LEVEL 1	NJT	NJT	NJT	<i>Personal Assistant</i>	<i>Maintenance Personnel</i>

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 44: Occupational Structure - Group 559 (Student Residences) (1/1)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(559) OTHER ACCOMMODATION		
AREA	Student Residences - Administration	Student Residences - Operation	Student Residences - Operation
LEVEL 8	NJT	NJT	NJT
LEVEL 7	NJT	NJT	NJT
LEVEL 6	College/Hostel Principal**	College/Hostel Principal**	College/Hostel Principal**
LEVEL 5	Hostel Manager**	Hostel Manager**	Hostel Manager**
LEVEL 4	Assistant Hostel Manager (Administration)**	Assistant Hostel Manager (Operation)**	Assistant Hostel Manager (Operation)**
LEVEL 3	Clerk	Hostel Supervisor**	Hostel Supervisor**
LEVEL 2	Administration Assistant	Operation Assistant (Room)	Operation Assistant (Maintenance)
LEVEL 1	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to Industrial Revolution;  
 NJT=No Job Title

Table 45: Summary of Job Titles

No	Job Area	Level							
		1	2	3	4	5	6	7	8
551 SHORT TERM ACCOMMODATION ACTIVITIES									
1	Hotels and Resort Hotels - Human Resource Department	NJT	2	1	2	2	1	3	1
2	Hotels and Resort Hotels - Engineering/Maintenance Department	NJT	1	2	2	1	1	NJT	NJT
3	Hotels and Resort Hotels - Sales and Marketing Department	NJT	NJT	1	3	3	1	NJT	NJT
4	Hotels and Resort Hotels - Finance Department	NJT	3	3	3	4	1	NJT	NJT
5	Hotels and Resort Hotels - Safety and Security Department	NJT	NJT	1	1	1	1	NJT	NJT
6	Hotels and Resort Hotels - Recreational Department	NJT	2	1	1	1	NJT	NJT	NJT
7	Hotels and Resort Hotels - IT Department	NJT	NJT	NJT	1	1	NJT	NJT	NJT
8	Hotels and Resort Hotels - Rooms Division (Housekeeping - Laundry)	3	2	1	1	NJT	NJT	NJT	NJT
9	Hotels and Resort Hotels - Rooms Division (Housekeeping - Room)	1	1	1	1	1	1	NJT	NJT
10	Hotels and Resort Hotels - Rooms Division (Housekeeping - Public Area)	3	3	1	NJT	NJT	NJT	NJT	NJT
11	Hotels and Resort Hotels - Rooms Division (Housekeeping - Others)	1	NJT	1	NJT	NJT	NJT	NJT	NJT
12	Hotels and Resort Hotels - Rooms Division (Front Office - Concierge)	1	2	1	1	NJT	NJT	NJT	NJT
13	Hotels and Resort Hotels - Rooms Division (Front Office)	NJT	2	3	3	1	1	NJT	NJT
14	Hotels and Resort Hotels - Rooms Division (Front Office - Reservation)	NJT	1	1	1	NJT	NJT	NJT	NJT
15	Apartment Hotels - Human Resource Department	NJT	2	1	2	2	1	3	1
16	Apartment Hotels - Engineering/Maintenance Department	NJT	1	2	2	1	1	NJT	NJT
17	Apartment Hotels - Sales and Marketing Department	NJT	NJT	1	3	3	1	NJT	NJT
18	Apartment Hotels - Finance Department	NJT	3	3	3	4	1	NJT	NJT
19	Apartment Hotels - Safety and Security Department	NJT	NJT	1	1	1	1	NJT	NJT
20	Apartment Hotels - Recreational Department	NJT	2	1	1	1	NJT	NJT	NJT

21	Apartment Hotels - IT Department	NJT	NJT	NJT	1	1	NJT	NJT	NJT
22	Apartment Hotels - Rooms Division (Housekeeping - Laundry)	3	2	1	1	NJT	NJT	NJT	NJT
23	Apartment Hotels - Rooms Division (Housekeeping - Room)	1	1	1	1	1	1	NJT	NJT
24	Apartment Hotels - Rooms Division (Housekeeping - Public Area)	3	3	1	NJT	NJT	NJT	NJT	NJT
25	Apartment Hotels - Rooms Division (Housekeeping - Others)	1	NJT	1	NJT	NJT	NJT	NJT	NJT
26	Apartment Hotels - Rooms Division (Front Office - Concierge)	1	2	1	1	NJT	NJT	NJT	NJT
27	Apartment Hotels - Rooms Division (Front Office)	NJT	2	3	3	1	1	NJT	NJT
28	Apartment Hotels - Rooms Division (Front Office - Reservation)	NJT	1	1	1	NJT	NJT	NJT	NJT
29	Chalets - Housekeeping Department	1	3	1	NJT	NJT	NJT	NJT	NJT
30	Chalets – Operation	NJT	1	1	NJT	NJT	NJT	NJT	NJT
31	Chalets - Accounts Department	NJT	2	1	NJT	NJT	NJT	NJT	NJT
32	Chalets - Back Office and Others	2	1	2	1	1	NJT	NJT	NJT
33	Other Short Term Accommodation Activities - Housekeeping Department	1	2	1	NJT	NJT	NJT	NJT	NJT
34	Other Short Term Accommodation Activities - Front Office Department	NJT	2	2	NJT	NJT	NJT	NJT	NJT
35	Other Short Term Accommodation Activities - Back Office and Others	2	1	2	1	1	NJT	NJT	NJT
36	Other Short Term Accommodation Activities - Accounts Department	NJT	3	1	NJT	NJT	NJT	NJT	NJT
37	Homestay – Operation	1	1	2	1	NJT	NJT	NJT	NJT
552 CAMPING GROUNDS, RECREATIONAL VEHICLE PARKS AND TRAILER PARKS									
38	Camping Housekeeping Department	1	3	1	NJT	NJT	NJT	NJT	NJT
39	Camping – Operation	0	1	1	NJT	NJT	NJT	NJT	NJT
40	Camping Accounts Department	NJT	2	1	NJT	NJT	NJT	NJT	NJT
41	Camping - Back Office and Others	2	1	2	1	1	NJT	NJT	NJT
559 OTHER ACCOMMODATION									
42	Student Residences – Administration	NJT	1	1	1	1	1	0	0

43	Student Residences – Operation	NJT	2	1	1	NJT	NJT	NJT	NJT
Identified Job Titles (Per Level)		28	64	56	46	34	15	6	2
Total Identified Job Titles		251							
Critical Job Titles (Per Level)		5	2	3	1	0	0	0	0
Total Critical Job Titles		11							
Job Titles Relevant to Industrial Revolution (Per Level)		0	8	17	12	6	1	1	1
Total Job Titles Relevant to Industrial Revolution		46							

NJT=No Job Title

#### **4.4 Occupational Responsibilities**

The Occupational Responsibilities (OR) describe the main duties of each of the job titles listed under the Occupational Structure (OS), which also corresponds with the particular job's respective area and level. The OR listed in this section may include but are not limited to the OR within the Accommodation industry. The OR will serve as the future reference for the development of the National Occupational Skills Standard (NOSS) for the Accommodation occupation under the MSIC 2008 version 1.0, Division I55.

The OR are presented on the following pages, from Table 49 to Table 63.

*Note: The Occupational Responsibilities for Hotels and Resort Hotels are also the same for Apartment Hotels, as the job titles/Occupation Structure for both types of establishments are the same.*

Table 46: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (1/7)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Laundry)		
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>

	9) Selecting or approving the selection of senior staff; 10) Ensuring the organisation complies with relevant legislation and regulations; 11) Performing related tasks; 12) Managing, planning, scheduling and monitoring the tasks of other workers.	9) Selecting or approving the selection of senior staff; 10) Ensuring the organisation complies with relevant legislation and regulations; 11) Performing related tasks; 12) Managing, planning, scheduling and monitoring the tasks of other workers.	9) Selecting or approving the selection of senior staff; 10) Ensuring the organisation complies with relevant legislation and regulations; 11) Performing related tasks; 12) Managing, planning, scheduling and monitoring the tasks of other workers.
LEVEL 7	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager 1) Planning and organising accommodation, catering, housekeeping and other hotel services; 2) Promoting and marketing the business; 3) Managing budgets and controlling expenditure; 4) Maintaining statistical and financial records; 5) Setting and achieving sales and profit targets; 6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Providing guests with information on local tourism; 9) Addressing problems and troubleshooting; 10) Ensuring events and conferences run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers;	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager 1) Planning and organising accommodation, catering, housekeeping and other hotel services; 2) Promoting and marketing the business; 3) Managing budgets and controlling expenditure; 4) Maintaining statistical and financial records; 5) Setting and achieving sales and profit targets; 6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Providing guests with information on local tourism; 9) Addressing problems and troubleshooting; 10) Ensuring events and conferences run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers;	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager 1) Planning and organising accommodation, catering, housekeeping and other hotel services; 2) Promoting and marketing the business; 3) Managing budgets and controlling expenditure; 4) Maintaining statistical and financial records; 5) Setting and achieving sales and profit targets; 6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Providing guests with information on local tourism; 9) Addressing problems and troubleshooting; 10) Ensuring events and conferences run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers;

	13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers	13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers	13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers
LEVEL 6	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the

	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p> <p>14) Directs the training and development of all Room Divisions. Works closely with</p>	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p> <p>14) Directs the training and development of all Room Divisions. Works closely with</p>	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p> <p>14) Directs the training and development of all Room Divisions. Works closely with</p>
--	--	--	--

	<p>the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects the hotel daily to ensure that housekeeping, sanitation, security and safety standards are met.</p>	<p>the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>	<p>the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>
LEVEL 5	<p>Executive Housekeeper</p> <p>1) Plan and achieve the operational target of the housekeeping department.</p> <p>2) Design all housekeeping policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>	<p>Executive Housekeeper</p> <p>1) Plan and achieve the operational target of the housekeeping department.</p> <p>2) Design all housekeeping policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>	<p>Executive Housekeeper</p> <p>1) Plan and achieve the operational target of the housekeeping department.</p> <p>2) Design all housekeeping policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>

<ul style="list-style-type: none"> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ul>	<ul style="list-style-type: none"> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources compliance with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ul>	<ul style="list-style-type: none"> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ul>
---	---	---

LEVEL 4	<p>Laundry Manager</p> <ol style="list-style-type: none"> <li>1) Plan the daily operation of the laundry department and delegate the task to staff depending on the workload and priority requirements.</li> <li>2) Supervise the daily operation to ensure a consistent supply of clean, neat and quality linens and uniforms.</li> <li>3) Ensure all staff perform laundry activities according to OSHA guidelines and requirements.</li> <li>4) Ensure laundry equipment and facility are in the best operating condition and suggest repair activities to the management if needed.</li> <li>5) Maintain top-level cleanliness following set policies, standards and procedures.</li> <li>6) Handle the guest requests and follow up as required.</li> <li>7) Ensure that the clothing is clean, disinfected, washed, dried, ironed and stored in a proper manner, so as to make the guest content and satisfied.</li> <li>8) Regularly inspect the progress of the operation and ensure standard procedures and service quality is maintained.</li> <li>9) Schedules preventative maintenance of laundry equipment and co-ordinate with the engineering department for any maintenance issues.</li> </ol>	<p>Laundry Manager</p> <ol style="list-style-type: none"> <li>1) Plan the daily operation of the laundry department and delegate the task to staff depending on the workload and priority requirements.</li> <li>2) Supervise the daily operation to ensure a consistent supply of clean, neat and quality linens and uniforms.</li> <li>3) Ensure all staff perform laundry activities according to OSHA guidelines and requirements.</li> <li>4) Ensure laundry equipment and facility are in the best operating condition and suggest repair activities to the management if needed.</li> <li>5) Maintain top-level cleanliness following set policies, standards and procedures.</li> <li>6) Handle the guest requests and follow up as required.</li> <li>7) Ensure that the clothing is clean, disinfected, washed, dried, ironed and stored in a proper manner, so as to make the guest content and satisfied.</li> <li>8) Regularly inspect the progress of the operation and ensure standard procedures and service quality is maintained.</li> <li>9) Schedules preventative maintenance of laundry equipment and co-ordinate with the engineering department for any maintenance issues.</li> </ol>	<p>Laundry Manager</p> <ol style="list-style-type: none"> <li>1) Plan the daily operation of the laundry department and delegate the task to staff depending on the workload and priority requirements.</li> <li>2) Supervise the daily operation to ensure a consistent supply of clean, neat and quality linens and uniforms.</li> <li>3) Ensure all staff perform laundry activities according to OSHA guidelines and requirements.</li> <li>4) Ensure laundry equipment and facility are in the best operating condition and suggest repair activities to the management if needed.</li> <li>5) Maintain top-level cleanliness following set policies, standards and procedures.</li> <li>6) Handle the guest requests and follow up as required.</li> <li>7) Ensure that the clothing is clean, disinfected, washed, dried, ironed and stored in a proper manner, so as to make the guest content and satisfied.</li> <li>8) Regularly inspect the progress of the operation and ensure standard procedures and service quality is maintained.</li> <li>9) Schedules preventative maintenance of laundry equipment and co-ordinate with the engineering department for any maintenance issues.</li> </ol>
---------	--	--	--

	10) Maintain and update all the records related to staff attendance, punctuality, leaves taken, etc. 11) Recommend recruitment of new staff and perform interviews in coordination with Executive Housekeeper and human resource department. 12) Train and mentor new staff by providing valuable information regarding various laundry procedures and standards. 13) Plan budgets and forecast future requirements. 14) Regulate operational expenditure for the laundry department. 15) Coordinate sensible use of all resources in daily operation.	10) Maintain and update all the records related to staff attendance, punctuality, leaves taken, etc. 11) Recommend recruitment of new staff and perform interviews in coordination with Executive Housekeeper and human resource department. 12) Train and mentor new staff by providing valuable information regarding various laundry procedures and standards. 13) Plan budgets and forecast future requirements. 14) Regulate operational expenditure for the laundry department. 15) Coordinate sensible use of all resources in daily operation.	10) Maintain and update all the records related to staff attendance, punctuality, leaves taken, etc. 11) Recommend recruitment of new staff and perform interviews in coordination with Executive Housekeeper and human resource department. 12) Train and mentor new staff by providing valuable information regarding various laundry procedures and standards. 13) Plan budgets and forecast future requirements. 14) Regulate operational expenditure for the laundry department. 15) Coordinate sensible use of all resources in daily operation.
LEVEL 3	Laundry Supervisor 1) Prepare and allocate task assignments to all team members. 2) Supervise overall daily operations of the laundry and linen room in compliance with operating procedures and services standards. 3) Ensure all the machines and equipment well function. 4) Manage the process of linen or the uniform collection and delivery via the hotel's requisition system. 5) Supervise the quality controls for all linen and uniform procedures.	Laundry Supervisor 1) Prepare and allocate task assignments to all team members. 2) Supervise overall daily operations of the laundry and linen room in compliance with operating procedures and services standards. 3) Ensure all the machines and equipment well function. 4) Manage the process of linen or the uniform collection and delivery via the hotel's requisition system. 5) Supervise the quality controls for all linen and uniform procedures.	Laundry Supervisor 1) Prepare and allocate task assignments to all team members. 2) Supervise overall daily operations of the laundry and linen room in compliance with operating procedures and services standards. 3) Ensure all the machines and equipment well function. 4) Manage the process of linen or the uniform collection and delivery via the hotel's requisition system. 5) Supervise the quality controls for all linen and uniform procedures.

	6) Responsible for maintaining the cleanliness of the laundry and linen room area. 7) Report to the Laundry Manager in case any linen or uniforms need to be discarded or replenished by following the standard procedure. 8) Report any malfunctioning machines or equipment to the Laundry Manager. 9) Keep updated and maintain all the records and inventory of laundry, linen, uniform, chemical supplies and equipment. 10) Ensure team members adhere to all OSHA guidelines and requirements. 11) Preparing laundry and linen productivity reports on a daily basis. 12) Recommends equipment, linen and chemical purchasing needs to the Laundry Manager for forecasting budget. 13) Manage guest request issues quickly and effectively. 14) Train, develop, and appraise the laundry team.	6) Responsible for maintaining the cleanliness of the laundry and linen room area. 7) Report to the Laundry Manager in case any linen or uniforms need to be discarded or replenished by following the standard procedure. 8) Report any malfunctioning machines or equipment to the Laundry Manager. 9) Keep updated and maintain all the records and inventory of laundry, linen, uniform, chemical supplies and equipment. 10) Ensure team members adhere to all OSHA guidelines and requirements. 11) Preparing laundry and linen productivity reports on a daily basis. 12) Recommends equipment, linen and chemical purchasing needs to the Laundry Manager for forecasting budget. 13) Manage guest request issues quickly and effectively. 14) Train, develop, and appraise the laundry team.	6) Responsible for maintaining the cleanliness of the laundry and linen room area. 7) Report to the Laundry Manager in case any linen or uniforms need to be discarded or replenished by following the standard procedure. 8) Report any malfunctioning machines or equipment to the Laundry Manager. 9) Keep updated and maintain all the records and inventory of laundry, linen, uniform, chemical supplies and equipment. 10) Ensure team members adhere to all OSHA guidelines and requirements. 11) Preparing laundry and linen productivity reports on a daily basis. 12) Recommends equipment, linen and chemical purchasing needs to the Laundry Manager for forecasting budget. 13) Manage guest request issues quickly and effectively. 14) Train, develop, and appraise the laundry team.
LEVEL 2	Runner or Laundry Valet 1) Responsible for collecting and delivering in house guest laundry or dry cleaning in compliance with operating procedures and services standards. 2) Count and verify all items collected as per laundry price lists/laundry sheet	Linen or Uniform Supervisor 1) Prepare and allocate task assignments to all team members. 2) Supervise overall daily operations of the linen room in compliance with operating procedures and services standards.	Linen or Uniform Supervisor 1) Prepare and allocate task assignments to all team members. 2) Supervise overall daily operations of the linen room in compliance with operating procedures and services standards.

	<p>signed by the guest and note down any discrepancy or damages on the same sheet.</p> <p>3) Check all items for damage or stains and take appropriate action to rectify these issues.</p> <p>4) Report immediately to the Laundry Supervisor in case any valuable items like cash, jewellery, credit cards etc. are found in guests cloth pockets.</p> <p>5) Responsible to wash, drying, ironing, fold or drying clean the guests clothing, staff uniforms and other linen according to standard operating procedure.</p> <p>6) Retrieves folded linens and stacks or hangs clean linens as appropriate.</p> <p>7) Sorts clean towels, rugs and robes.</p> <p>8) Responsible to adhere to all OSHA guidelines and requirements.</p> <p>9) Reports any technical problems or deficiencies to the Laundry Manager or maintenance department.</p> <p>10) Manage guest request issues quickly and effectively.</p> <p>11) Assist in preparing and maintaining inventories.</p> <p>12) Attend all departmental training as informed and scheduled by the manager to improve work performance.</p> <p>13) Maintain high standards of personal appearance and grooming.</p>	<p>3) Ensure all the machines and equipment well function.</p> <p>4) Manage the process of linen or the uniform collection and delivery via the hotel's requisition system.</p> <p>5) Supervise the quality controls for all linen and uniform procedures.</p> <p>6) Responsible for maintaining the cleanliness of the linen room area.</p> <p>7) Report to the Laundry Manager in case any linen or uniforms need to be discarded or replenished by following the standard procedure.</p> <p>8) Report any malfunctioning machines or equipment to the Laundry Manager.</p> <p>9) Keep updated and maintain all the records and inventory of linen, uniform, chemical supplies and equipment.</p> <p>10) Ensure team members adhere to all OSHA guidelines and requirements.</p> <p>11) Preparing linen productivity reports on a daily basis.</p> <p>12) Recommends equipment, linen and chemical purchasing needs to the Laundry Manager for forecasting budget.</p> <p>13) Manage guest request issues quickly and effectively.</p> <p>14) Train, develop, and appraise the laundry team.</p>	<p>3) Ensure all the machines and equipment well function.</p> <p>4) Manage the process of linen or the uniform collection and delivery via the hotel's requisition system.</p> <p>5) Supervise the quality controls for all linen and uniform procedures.</p> <p>6) Responsible for maintaining the cleanliness of the linen room area.</p> <p>7) Report to the Laundry Manager in case any linen or uniforms need to be discarded or replenished by following the standard procedure.</p> <p>8) Report any malfunctioning machines or equipment to the Laundry Manager.</p> <p>9) Keep updated and maintain all the records and inventory of linen, uniform, chemical supplies and equipment.</p> <p>10) Ensure team members adhere to all OSHA guidelines and requirements.</p> <p>11) Preparing linen productivity reports on a daily basis.</p> <p>12) Recommends equipment, linen and chemical purchasing needs to the Laundry Manager for forecasting budget.</p> <p>13) Manage guest request issues quickly and effectively.</p> <p>14) Train, develop, and appraise the laundry team.</p>
--	--	--	--

LEVEL 1	<p>Laundry Attendants</p> <ol style="list-style-type: none"> <li>1) Perform and maintain laundry operations on a daily basis in compliance with operating procedures and services standards.</li> <li>2) Places linen and uniforms in containers for transport to laundry.</li> <li>3) Sort, count and record soiled linen.</li> <li>4) Separates linen that needs special attention.</li> <li>5) Responsible to wash, drying, ironing, fold or dry cleaning the guests clothing, staff uniforms and other linen according to standard operating procedure.</li> <li>6) Ensure that the linen and uniforms are neatly and systematically arranged and stacked.</li> <li>7) Check periodically the condition of linen and uniform.</li> <li>8) Responsible for maintaining a time schedule for the laundry required.</li> <li>9) Ensure all equipment is maintained in good working order in order to maximise efficiency.</li> <li>10) Report any maintenance issues to the Laundry Supervisor and complete maintenance requests as needed.</li> <li>11) Maintain a clean and safe laundry area at all times.</li> <li>12) Responsible to adhere to all OSHA guidelines and requirements.</li> </ol>	<p>Tailor or Seamstress</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations in compliance with operating procedures and services standards.</li> <li>2) Ensure the sewing machine is well function and all sewing supplies required are available at all times.</li> <li>3) Execute simple tailoring jobs as per guest's requests and meet or accedes to guest's mending expectations.</li> <li>4) Coordinate with laundry valet for billing requirements of tailoring requests of guest rooms.</li> <li>5) Perform timely repairs on all items of uniform and linen.</li> <li>6) Ensure all linen and uniforms are repaired before issuing to user departments.</li> <li>7) Report any malfunction of equipment or machine to the maintenance department.</li> <li>8) Assist others team members in sorting out linen and uniform according to repairs to be done.</li> <li>9) Notify the Laundry Supervisor of any damages or missing items in the tailoring room.</li> <li>10) Responsible to adhere to all OSHA guidelines and requirements.</li> <li>11) Maintain a clean and safe tailoring area at all times.</li> </ol>	<p>Linen or Uniform Maid</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations in compliance with operating procedures and services standards.</li> <li>2) Places linen and uniforms in containers for transport to laundry.</li> <li>3) Sort, count and record soiled linen.</li> <li>4) Separates linen that needs special attention.</li> <li>5) Responsible to wash, drying, ironing, fold or drying cleaning the guests clothing, staff uniforms and other linen according to standard operating procedure.</li> <li>6) Ensure that the linen and uniforms are neatly and systematically arranged and stacked.</li> <li>7) Check periodically the condition of linen and uniform.</li> <li>8) Responsible for maintaining a time schedule for the laundry required.</li> <li>9) Ensure all equipment is maintained in good working order in order to maximise efficiency</li> <li>10) Report any maintenance issues to the Laundry Supervisor and complete maintenance requests as needed.</li> <li>11) Maintain a clean and safe laundry area at all times.</li> <li>12) Responsible to adhere to all OSHA guidelines and requirements.</li> </ol>
---------	--	---	--

	13) Assist Laundry Supervisor in monthly inventory count including discarded items and new incoming linen. 14) Maintain high standards of personal appearance and grooming.	12) Maintain high standards of personal appearance and grooming.	13) Assist Laundry Supervisor in monthly inventory count including discarded items and new incoming linen. 14) Maintain high standards of personal appearance and grooming.
--	--	--	--

Table 47: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (27/)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
DIVISION	(55) ACCOMMODATION
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Room)
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ol>
LEVEL 7	<p>Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager</p> <ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> </ol>

	<ul style="list-style-type: none"> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> <li>12) Dealing with contractors and suppliers;</li> <li>13) Ensuring security is effective;</li> <li>14) Carrying out inspections on property and services;</li> <li>15) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>16) Performing related tasks;</li> <li>17) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ul>
LEVEL 6	<p>Director of Rooms</p> <ul style="list-style-type: none"> <li>1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures.</li> <li>2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives.</li> <li>3) Maintain a positive guest experience.</li> <li>4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager.</li> <li>5) Implements company policies, procedures and programs.</li> <li>6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the home office or other destinations, such as the brand, on a timely basis.</li> <li>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</li> <li>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</li> <li>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</li> <li>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</li> <li>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</li> <li>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</li> <li>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</li> <li>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</li> </ul>

	<p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>
LEVEL 5	<p>Executive Housekeeper</p> <ol style="list-style-type: none"> <li>1) Plan and achieve the operational target of the housekeeping department.</li> <li>2) Design all housekeeping policies and procedures as indicated by required standards.</li> <li>3) Coordinate all operations and staff by implementing operating procedures and service standards.</li> <li>4) Conduct quality inspections of overall operational standards.</li> <li>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</li> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulates operational expenditure for the housekeeping department.</li> <li>11) Oversees and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinates sensible use of all resources in daily operation.</li> <li>13) Recommends recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plans on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepares and presents operation report to the top management and suggest any recommendations for service improvement.</li> </ol>
LEVEL 4	<p>Assistant Housekeeper</p> <ol style="list-style-type: none"> <li>1) Assists the Executive Housekeeper in the development and implementation of plans for all aspects of housekeeping management and operation.</li> <li>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</li> <li>3) Represents the Housekeeping Department when Executive Housekeeper is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.</li> <li>6) Ensures guest rooms are properly secured and that proper key control procedures are utilised by the housekeeping staff.</li> <li>7) Distributes and oversees the distribution of daily work schedules, reports, and tasks to the Housekeeping staff.</li> </ol>

	<ul style="list-style-type: none"> <li>8) Coordinates ordinary activity planning and scheduling with the Public Area Supervisor, Linen Supervisor and Laundry Supervisor.</li> <li>9) Supervises a daily inspection program to ensure guest rooms, back of the house and public areas are clean and supplied with necessary items and services.</li> <li>10) Conducts regular inventories of linen, supplies and uniforms ensuring required stocks are maintained.</li> <li>11) Recommends to the Executive Housekeeping renovation and repair needs for rooms and public areas.</li> <li>12) Submit requests for repair and periodic maintenance of cleaning equipment to the maintenance department.</li> <li>13) Responds to guest requests and immediately handles problems and complaints about housekeeping functions to maximise guest satisfaction.</li> <li>14) Assists the Department of Human Resources with the recruitment of all Housekeeping staff setting both tasks and qualifications.</li> <li>15) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</li> <li>16) Facilitates Housekeeping staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</li> <li>17) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>18) Reports any health or safety hazards to the Executive Housekeeper.</li> </ul>
LEVEL 3	<p>Floor or Room or Night Supervisor</p> <ul style="list-style-type: none"> <li>1) Prepare and allocate task assignments to all team members.</li> <li>2) Supervise and perform overall daily operations of the floor or guest rooms during the night shift in compliance with operating procedures and services standards.</li> <li>3) Welcome and acknowledge all guests according to company standards anticipate and address guests service needs during the night shift.</li> <li>4) Use housekeeping checklists to ensure that the cleanliness and condition of each assigned area meet designated standards.</li> <li>5) Ensure all guest rooms have been cleaned according to the report and update the room status in the hotel system.</li> <li>6) Respond promptly to guest requests.</li> <li>7) Monitor cleanliness and orderliness of Room Attendants' carts, linen closets, control closets, stairways and landings.</li> <li>8) Maintain high standards of personal appearance and grooming.</li> <li>9) Maximise efforts towards productivity, identify problem areas and assist in implementing solutions.</li> <li>10) Ensure that housekeeping staff during the night shift are attentive, friendly, helpful and courteous to all guests, managers and fellow employees.</li> <li>11) Facilitates Housekeeping staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</li> </ul>

	<ul style="list-style-type: none"> <li>12) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>13) Reports any health or safety hazards to the Executive Housekeeper.</li> <li>14) In the absence of the Executive Housekeeper or Assistant Housekeeper, inspect all V.I.P. rooms and report their availability to the Front Office, according to hotel standards.</li> <li>15) Ensure daily assignments have been recorded and prepare a report for the next morning briefing.</li> <li>16) Request preventative maintenance or non-urgent repairs using the appropriate method and contact other departments directly for urgent repairs.</li> <li>17) Maintain key control during the night shift.</li> <li>18) Handle items for "Lost and Found" according to the standards.</li> <li>19) Attend all hotel required meetings night time and also attend departmental training.</li> <li>20) Provide on-the-job training to all staff.</li> <li>21) Complete required housekeeping paperwork during the night time.</li> <li>22) Develop and maintain positive working relationships with the other support team to reach common goals.</li> </ul>
LEVEL 2	<p>Room Attendants or Maid or Boys</p> <ul style="list-style-type: none"> <li>1) Perform and maintain guest room cleaning operations on a daily basis in compliance with operating procedure and services standards.</li> <li>2) Inspect the cleaned rooms and update the hotel system.</li> <li>3) Replenish amenities according to the operational standards.</li> <li>4) Report to the Room Supervisor for any lost and found item in the guest room.</li> <li>5) Ensure security of guest rooms and privacy of guests</li> <li>6) Perform rotation cleaning duties (e.g. steam clean carpets, spring cleaning, super cleaning etc.) as required</li> <li>7) Maintain the cleanliness and safety of the guest room area, corridor, pantry and other work areas at all times.</li> <li>8) Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day.</li> <li>9) Maintain positive guest relations at all times.</li> <li>10) Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.</li> <li>11) Resolve guest complaints and ensure guest satisfaction.</li> <li>12) Authorise to enter guestrooms for cleaning and providing turndown services as per requirement.</li> <li>13) Restock and maintain supplies for maid trolley at end of shift.</li> <li>14) Report any maintenance issues to the Room Supervisor and complete maintenance requests as needed.</li> <li>15) Responsible to adhere to all OSHA guidelines and requirements.</li> <li>16) Assist Room Supervisor in monthly inventory count.</li> <li>17) Maintain high standards of personal appearance and grooming.</li> </ul>

LEVEL 1	<p>Houseperson or Helper or Runner</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily general cleaning operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Execute scheduled cleaning operation (e.g. clean carpets, upholstered furniture, hallways, restrooms, walls, ceilings, polish floor and metalwork, spring cleaning etc.) as required by the supervisor.</li> <li>3) Collect soiled linen and trash from the guest room area, pool area, gym and another service area to a specific location (Laundry or dumpster).</li> <li>4) Restock linen, guest supplies and amenities on each floor pantry according to par stock.</li> <li>5) Assist Room Attendant / Maid / Boys in the cleaning of guest rooms if required.</li> <li>6) Report lost and found articles or maintenance issues to the Room Supervisor.</li> <li>7) Responsible to adhere to all OSHA guidelines and requirements.</li> <li>8) Respond to any emergency circumstances in line with the hotel's policies and procedures.</li> <li>9) Manage customer service issues quickly and effectively.</li> <li>10) Assist in preparing and maintaining inventories.</li> <li>11) Attend all departmental training as informed and scheduled by the manager to improve work performance.</li> <li>12) Maintain high standards of personal appearance and grooming.</li> </ol>
---------	--

Table 48: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (3/7)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Public Area)		
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>

	9) Selecting or approving the selection of senior staff; 10) Ensuring the organisation complies with relevant legislation and regulations; 11) Performing related tasks; 12) Managing, planning, scheduling and monitoring the tasks of other workers.	9) Selecting or approving the selection of senior staff; 10) Ensuring the organisation complies with relevant legislation and regulations; 11) Performing related tasks; 12) Managing, planning, scheduling and monitoring the tasks of other workers.	9) Selecting or approving the selection of senior staff; 10) Ensuring the organisation complies with relevant legislation and regulations; 11) Performing related tasks; 12) Managing, planning, scheduling and monitoring the tasks of other workers.
LEVEL 7	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager 1) Planning and organising accommodation, catering, housekeeping and other hotel services; 2) Promoting and marketing the business; 3) Managing budgets and controlling expenditure; 4) Maintaining statistical and financial records; 5) Setting and achieving sales and profit targets; 6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Providing guests with information on local tourism; 9) Addressing problems and troubleshooting; 10) Ensuring events and conferences run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers;	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager 1) Planning and organising accommodation, catering, housekeeping and other hotel services; 2) Promoting and marketing the business; 3) Managing budgets and controlling expenditure; 4) Maintaining statistical and financial records; 5) Setting and achieving sales and profit targets; 6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Providing guests with information on local tourism; 9) Addressing problems and troubleshooting; 10) Ensuring events and conferences run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers;	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager 1) Planning and organising accommodation, catering, housekeeping and other hotel services; 2) Promoting and marketing the business; 3) Managing budgets and controlling expenditure; 4) Maintaining statistical and financial records; 5) Setting and achieving sales and profit targets; 6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Providing guests with information on local tourism; 9) Addressing problems and troubleshooting; 10) Ensuring events and conferences run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers;

	13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers	13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers	13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers
LEVEL 6	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention in accordance with company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the

	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p> <p>14) Directs the training and development of all Room Divisions. Works closely with</p>	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p> <p>14) Directs the training and development of all Room Divisions. Works closely with</p>	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion prior to processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p> <p>14) Directs the training and development of all Room Divisions. Works closely with</p>
--	--	--	--

	<p>the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>	<p>the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>	<p>the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>
LEVEL 5	<p>Executive Housekeeper</p> <p>1) Plan and achieve the operational target of the housekeeping department.</p> <p>2) Design all housekeeping policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>	<p>Executive Housekeeper</p> <p>1) Plan and achieve the operational target of the housekeeping department.</p> <p>2) Design all housekeeping policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>	<p>Executive Housekeeper</p> <p>1) Plan and achieve the operational target of the housekeeping department.</p> <p>2) Design all housekeeping policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>

	<ul style="list-style-type: none"> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ul>	<ul style="list-style-type: none"> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ul>	<ul style="list-style-type: none"> <li>6) Observe and ensure a response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ul>
--	---	---	---

LEVEL 4	<p>Assistant Housekeeper</p> <ol style="list-style-type: none"> <li>1) Assists the Executive Housekeeper in the development and implementation of plans for all aspects of housekeeping management and operation.</li> <li>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</li> <li>3) Represents the Housekeeping Department when Executive Housekeeper is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.</li> <li>6) Ensures guest rooms are properly secured and that proper key control procedures are utilised by the housekeeping staff.</li> <li>7) Distributes and oversees the distribution of daily work schedules, reports, and tasks to the Housekeeping staff.</li> <li>8) Coordinates ordinary activity planning and scheduling with the Public Area Supervisor, Linen Supervisor and Laundry Supervisor.</li> <li>9) Supervises a daily inspection program to ensure guest rooms, back of the house</li> </ol>	<p>Assistant Housekeeper</p> <ol style="list-style-type: none"> <li>1) Assists the Executive Housekeeper in the development and implementation of plans for all aspects of housekeeping management and operation.</li> <li>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</li> <li>3) Represents the Housekeeping Department when Executive Housekeeper is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.</li> <li>6) Ensures guest rooms are properly secured and that proper key control procedures are utilised by the housekeeping staff.</li> <li>7) Distributes and oversees the distribution of daily work schedules, reports, and tasks to the Housekeeping staff.</li> <li>8) Coordinates ordinary activity planning and scheduling with the Public Area Supervisor, Linen Supervisor and Laundry Supervisor.</li> <li>9) Supervises a daily inspection program to ensure guest rooms, back of the house</li> </ol>	<p>Assistant Housekeeper</p> <ol style="list-style-type: none"> <li>1) Assists the Executive Housekeeper in the development and implementation of plans for all aspects of housekeeping management and operation.</li> <li>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</li> <li>3) Represents the Housekeeping Department when Executive Housekeeper is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Front Office and other departments of the hotel.</li> <li>6) Ensures guest rooms are properly secured and that proper key control procedures are utilised by the housekeeping staff.</li> <li>7) Distributes and oversees the distribution of daily work schedules, reports, and tasks to the Housekeeping staff.</li> <li>8) Coordinates ordinary activity planning and scheduling with the Public Area Supervisor, Linen Supervisor and Laundry Supervisor.</li> <li>9) Supervises a daily inspection program to ensure guest rooms, back of the house</li> </ol>
---------	--	--	--

	<p>and public areas are clean and supplied with necessary items and services.</p> <p>10) Conducts regular inventories of linen, supplies and uniforms ensuring required stocks are maintained.</p> <p>11) Recommends to the Executive Housekeeping renovation and repair needs for rooms and public areas.</p> <p>12) Submit requests for repair and periodic maintenance of cleaning equipment to the maintenance department.</p> <p>13) Responds to guest requests and immediately handles problems and complaints about housekeeping functions to maximise guest satisfaction.</p> <p>14) Assists the Department of Human Resources with the recruitment of all Housekeeping staff setting both tasks and qualifications.</p> <p>15) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</p> <p>16) Facilitates Housekeeping staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</p> <p>17) Ensures all operations comply with Occupational Safety and Health</p>	<p>and public areas are clean and supplied with necessary items and services.</p> <p>10) Conducts regular inventories of linen, supplies and uniforms ensuring required stocks are maintained.</p> <p>11) Recommends to the Executive Housekeeping renovation and repair needs for rooms and public areas.</p> <p>12) Submit requests for repair and periodic maintenance of cleaning equipment to the maintenance department.</p> <p>13) Responds to guest requests and immediately handles problems and complaints about housekeeping functions to maximise guest satisfaction.</p> <p>14) Assists the Department of Human Resources with the recruitment of all Housekeeping staff setting both tasks and qualifications.</p> <p>15) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</p> <p>16) Facilitates Housekeeping staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</p> <p>17) Ensures all operations comply with Occupational Safety and Health</p>	<p>and public areas are clean and supplied with necessary items and services.</p> <p>10) Conducts regular inventories of linen, supplies and uniforms ensuring required stocks are maintained.</p> <p>11) Recommends to the Executive Housekeeping renovation and repair needs for rooms and public areas.</p> <p>12) Submit requests for repair and periodic maintenance of cleaning equipment to the maintenance department.</p> <p>13) Responds to guest requests and immediately handles problems and complaints about housekeeping functions to maximise guest satisfaction.</p> <p>14) Assists the Department of Human Resources with the recruitment of all Housekeeping staff setting both tasks and qualifications.</p> <p>15) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</p> <p>16) Facilitates Housekeeping staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</p> <p>17) Ensures all operations comply with Occupational Safety and Health</p>
--	--	--	--

	<p>Administration (OSHA) guidelines and requirements.</p> <p>18) Reports any health or safety hazards to the Executive Housekeeper.</p>	<p>Administration (OSHA) guidelines and requirements.</p> <p>18) Reports any health or safety hazards to the Executive Housekeeper.</p>	<p>Administration (OSHA) guidelines and requirements.</p> <p>18) Reports any health or safety hazards to the Executive Housekeeper.</p>
LEVEL 3	<p>Public Area Supervisor</p> <ol style="list-style-type: none"> <li>1) Prepare and allocate task assignments to all team members.</li> <li>2) Participate in the daily briefing with the Executive Housekeeper or Assistant Executive Housekeeper.</li> <li>3) Supervise overall daily cleaning operations of the hotel public areas including hotel exterior in compliance with operating procedures and services standards.</li> <li>4) Schedule and supervise deep cleaning and coordinate pest control, flowers, plants and periodical deep cleaning operations on all areas of responsibility.</li> <li>5) Inspects all public areas to ensure that quality standards are met for cleanliness, function and aesthetic value.</li> <li>6) Report all lost and found articles, theft, damage or loss of hotel property immediately to the Assistant Housekeeper.</li> <li>7) Reports any malfunctioning machines and equipment to Assistant Housekeeper.</li> </ol>	<p>Public Area Supervisor</p> <ol style="list-style-type: none"> <li>1) Prepare and allocate task assignments to all team members.</li> <li>2) Participate in the daily briefing with the Executive Housekeeper or Assistant Executive Housekeeper.</li> <li>3) Supervise overall daily cleaning operations of the hotel public areas including hotel exterior in compliance with operating procedures and services standards.</li> <li>4) Schedule and supervise deep cleaning and coordinate pest control, flowers, plants and periodical deep cleaning operations on all areas of responsibility.</li> <li>5) Inspects all public areas to ensure that quality standards are met for cleanliness, function and aesthetic value.</li> <li>6) Report all lost and found articles, theft, damage or loss of hotel property immediately to the Assistant Housekeeper.</li> <li>7) Reports any malfunctioning machines and equipment to Assistant Housekeeper.</li> </ol>	<p>Public Area Supervisor</p> <ol style="list-style-type: none"> <li>1) Prepare and allocate task assignments to all team members.</li> <li>2) Participate in the daily briefing with the Executive Housekeeper or Assistant Executive Housekeeper.</li> <li>3) Supervise overall daily cleaning operations of the hotel public areas including hotel exterior in compliance with operating procedures and services standards.</li> <li>4) Schedule and supervise deep cleaning and coordinate pest control, flowers, plants and periodical deep cleaning operations on all areas of responsibility.</li> <li>5) Inspects all public areas to ensure that quality standards are met for cleanliness, function and aesthetic value.</li> <li>6) Report all lost and found articles, theft, damage or loss of hotel property immediately to the Assistant Housekeeper.</li> <li>7) Reports any malfunctioning machines and equipment to Assistant Housekeeper.</li> </ol>

	8) Provide feedback on staff performance and report disciplinary problems to Housekeeper. 9) Preparing public area productivity reports on a daily basis. 10) Manage customer service issues quickly and effectively. 11) Efficiently manage inventory control and the maintenance of all equipment. 12) Manage and train Public Area Attendants and other team members to ensure their performance meets the standards required. 13) Ensures high standards of personal appearance and hygiene. 14) Keep updated and maintain all the records and inventory of chemical supplies and equipment. 15) Recommends equipment and chemical purchasing needs to Assistant Housekeeper for forecasting budget. 16) Ensure team members adhere to all OSHA guidelines and requirements.	8) Provide feedback on staff performance and report disciplinary problems to Housekeeper. 9) Preparing public area productivity reports on a daily basis. 10) Manage customer service issues quickly and effectively. 11) Efficiently manage inventory control and the maintenance of all equipment. 12) Manage and train Public Area Attendants and other team members to ensure their performance meets the standards required. 13) Ensures high standards of personal appearance and hygiene. 14) Keep updated and maintain all the records and inventory of chemical supplies and equipment. 15) Recommends equipment and chemical purchasing needs to Assistant Housekeeper for forecasting budget. 16) Ensure team members adhere to all OSHA guidelines and requirements.	8) Provide feedback on staff performance and report disciplinary problems to Housekeeper. 9) Preparing public area productivity reports on a daily basis. 10) Manage customer service issues quickly and effectively. 11) Efficiently manage inventory control and the maintenance of all equipment. 12) Manage and train Public Area Attendants and other team members to ensure their performance meets the standards required. 13) Ensures high standards of personal appearance and hygiene. 14) Keep updated and maintain all the records and inventory of chemical supplies and equipment. 15) Recommends equipment and chemical purchasing needs to Assistant Housekeeper for forecasting budget. 16) Ensure team members adhere to all OSHA guidelines and requirements.
LEVEL 2	Head Gardener/ Horticulturist 1) Provides professional advice on the selection, ordering, planting, and maintenance of trees, shrubs, ground covers, and turf grasses on campus; 2) Plans and designs annual and perennial flower beds;	Head Houseperson 1) Perform and maintain daily general cleaning operations of work areas in compliance with operating procedure and services standards. 2) Prepare and allocate task assignments to all team members.	Florist 1) Perform and maintain daily operations in compliance with operating procedures and services standards. 2) Provides the highest standards of service to the hotel and guests. 3) Provide training for florist staff.

	<ul style="list-style-type: none"> <li>3) Grows potted plants and nursery stock and maintains records on the growing operation;</li> <li>4) Trains and supervises subordinate personnel in greenhouse operations and in the proper methods and techniques of planting ornamental plants;</li> <li>5) Trains ground personnel in the techniques of pruning, wound dressing, cavity repair, and the cabling and bracing of trees and shrubs;</li> <li>6) Prepares orders for various types of plants and seeds;</li> <li>7) Inventories, maps, and labels trees and shrubs on campus for instructional and maintenance purposes;</li> <li>8) Assists in the preparation of maintenance programs for the control of plant diseases and insects;</li> <li>9) Prepares fertiliser programs for various types of plants;</li> <li>10) Confers with landscape architect and other personnel in the selection of plants;</li> <li>11) Supervises the operation of the departmental greenhouse.</li> </ul>	<ul style="list-style-type: none"> <li>3) Ensure soiled linens and trash are collected from the guest room area, pool area, gym and another service area to a specific location (Laundry or dumpster).</li> <li>4) Execute scheduled cleaning operation (e.g. clean carpets, upholstered furniture, hallways, restrooms, walls, ceilings, polish floor and metalwork, spring cleaning etc.) as required by the supervisor.</li> <li>5) Restock linen, guest supplies and amenities on each floor pantry according to par stock.</li> <li>6) Assist Room Attendant / Maid / Boys in the cleaning of guest rooms if required.</li> <li>7) Report lost and found articles or maintenance issues to the Room Supervisor.</li> <li>8) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Respond to any emergency circumstances in line with the hotel's policies and procedures.</li> <li>10) Manage customer service issues quickly and effectively.</li> <li>11) Assist supervisor in preparing and maintaining inventories.</li> <li>12) Attend all departmental training as informed and scheduled by the</li> </ul>	<ul style="list-style-type: none"> <li>4) Submits monthly work and stock control reports to a supervisor.</li> <li>5) Ensure that all designs meet hotels standards and guests' expectations.</li> <li>6) Ensure that all floral arrangements are within the allocated budget and deadlines are met for both hotels requirements and guest orders.</li> <li>7) Ensure proper communication of project status, timelines and delivery information to guests, bookers, organisers and other departments.</li> <li>8) Responsible for preparing floral containers, required props, floral foams and floral carts for storage, refrigeration and delivery.</li> <li>9) Responsible for creating new floral recipes or floral designs according to current trends and creativity.</li> <li>10) Monitor par stocks and make required requisitions for restocking all supplies.</li> <li>11) Ensure good relations with internal departments, clients and vendors to resolve issues.</li> <li>12) Monitor all flower vase inventory and counts for breakage or loss.</li> <li>13) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>14) Maintain high standards of personal appearance and grooming.</li> </ul>
--	---	--	--

		Housekeeper to improve work performance. 13) Maintain high standards of personal appearance and grooming.	
LEVEL 1	<p>Gardener</p> <ol style="list-style-type: none"> <li>1) Performing operations such as planting, transplants, fertilizing, applying chemicals, waters, prunes, and weeds flower beds including soil preparation;</li> <li>2) Cultivating flowers, trees, shrubs and other plants in parks or public or private gardens;</li> <li>3) Operating and maintaining machinery or powered equipment used in gardening tasks;</li> <li>4) Performing water lawns, trees, or plants, using portable sprinkler systems, hoses, or watering cans;</li> <li>5) Dispose of trash or waste materials;</li> <li>6) Performing related tasks.</li> </ol>	<p>Public Area Attendant</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily cleaning operations of hotel public areas in compliance with operating procedure and services standards.</li> <li>2) Attend daily briefings for functions and events held in the hotel.</li> <li>3) Ensure the front of the hotel is clean at all times.</li> <li>4) Execute scheduled cleaning operation (e.g. clean carpets, upholstered furniture, hallways, restrooms, walls, ceilings, polish floor and metalwork, spring cleaning etc.) as required by the supervisor.</li> <li>5) Report lost and found articles or maintenance issues to the Room Supervisor.</li> <li>6) Responsible to adhere to all OSHA guidelines and requirements.</li> <li>7) Respond to any emergency circumstances in line with the hotel's policies and procedures.</li> <li>8) Manage customer service issues quickly and effectively.</li> <li>9) Assist supervisor in preparing and maintaining inventories.</li> </ol>	<p>Assistant Florist</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations in compliance with operating procedures and services standards.</li> <li>2) Provides the highest standards of service to the hotel and guests.</li> <li>3) Maintains close coordination with other staff.</li> <li>4) Assist Florist preparing bouquets for guests, lobby centre-piece and other flower arrangements as per request or memo from both housekeeping and other departments.</li> <li>5) Assist Florist with loading or unloading of flowers and props from vehicles and when required.</li> <li>6) Ensure that all designs meet hotels standards and meet or exceed guests' expectations.</li> <li>7) All floral orders are updated in the requisition system.</li> <li>8) Issue bill or voucher to all guest orders, events and charge to the appropriate guest or banquet folio.</li> <li>9) Responsible for preparing floral containers, required props, floral foams and floral carts for storage, refrigeration and delivery.</li> </ol>

		<ul style="list-style-type: none"><li>10) Attend all departmental training as informed and scheduled by the Housekeeper to improve work performance.</li><li>11) Maintain high standards of personal appearance and grooming.</li></ul>	<ul style="list-style-type: none"><li>10) Responsible for sorting, organizing, cleaning and restocking all supplies.</li><li>11) Responsible for water and maintaining all in-house plants and floral decorations.</li><li>12) Monitor all flower vase inventory and counts for breakage or loss</li></ul>
--	--	---	--

Table 49: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (4/7)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES	
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Others)	
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ol>	No Job Title
LEVEL 7	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager	No Job Title

	<ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> <li>12) Dealing with contractors and suppliers;</li> <li>13) Ensuring security is effective;</li> <li>14) Carrying out inspections on property and services;</li> <li>15) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>16) Performing related tasks;</li> <li>17) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ol>	
LEVEL 6	<p>Director of Rooms</p> <ol style="list-style-type: none"> <li>1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures.</li> <li>2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives.</li> <li>3) Maintain a positive guest experience.</li> <li>4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager.</li> <li>5) Implements company policies, procedures and programs.</li> </ol>	No Job Title

	<ul style="list-style-type: none"> <li>6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the home office or other destinations, such as the brand, on a timely basis.</li> <li>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</li> <li>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</li> <li>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</li> <li>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</li> <li>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</li> <li>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</li> <li>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</li> <li>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</li> <li>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</li> <li>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</li> <li>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</li> </ul>	
LEVEL 5	<p>Executive Housekeeper</p> <ul style="list-style-type: none"> <li>1) Plan and achieve the operational target of the housekeeping department.</li> </ul>	No Job Title

	<ol style="list-style-type: none"> <li>2) Design all housekeeping policies and procedures as indicated by required standards.</li> <li>3) Coordinate all operations and staff by implementing operating procedures and service standards.</li> <li>4) Conduct quality inspections of overall operational standards.</li> <li>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</li> <li>6) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</li> <li>7) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>8) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Plan budgets and forecast future requirements.</li> <li>10) Regulate operational expenditure for the housekeeping department.</li> <li>11) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>12) Coordinate sensible use of all resources in daily operation.</li> <li>13) Recommend recruitment of new staff and perform interviews in coordination with the human resource department.</li> <li>14) Plan on-the-job training and guide staff with the hotel policies, rules and regulations.</li> <li>15) Evaluate training effectiveness and monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> </ol>	
LEVEL 4	<p>Executive Housekeeper Secretary or Desk Control Supervisor</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Responsible for departmental keys and guest room master card.</li> <li>3) Responsible for all calls coming to the Desk and conveying the right message to the right person.</li> <li>4) Maintaining records related to daily operations of Housekeeping.</li> </ol>	No Job Title

	<ul style="list-style-type: none"> <li>5) Responsible for all calls forwarded to the Desk and ensuring that the right message is conveyed to the right person.</li> <li>6) Maintain a guest call register E.g. Maintenances, requests, special instructions etc.</li> <li>7) Follow up with concerned departments in case of guest requests/ complaints.</li> <li>8) Receiving, acquiring and conveying information to the entire necessary department.</li> <li>9) Notify supervisor about prioritizing cleaning guest room according to guest arrival.</li> <li>10) Liaise with the Front Office department regarding the arrival of pre-registered guests as regards profile/VIP status, timing, number of guests, any special request.</li> <li>11) Receive information from the Floor Supervisor on rooms that are clean and ready for sale and make the relevant room status changes in the hotel system as per the instruction given by floor supervisors.</li> <li>12) Maintaining records related to daily operations of Housekeeping.</li> <li>13) Coordinate with Engineering / Maintenance department for room maintenance issues.</li> <li>14) Assist Housekeeper and Assistant Housekeeper in preparing the monthly reports.</li> <li>15) Participate in any training/development schemes required by management</li> <li>16) To comply with any statutory and legal requirement for fire, licensing, health and safety and to ensure that you are working under these requirements</li> <li>17) Maintain high standards of personal appearance and grooming.</li> </ul>	
LEVEL 3	No Job Title	No Job Title
LEVEL 2	No Job Title	No Job Title

LEVEL 1	No Job Title	<p>Upholster</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations in compliance with operating procedures and services standards.</li> <li>2) Fit, install, and secure material on frames, using hand tools, power tools, glue, cement, or staples.</li> <li>3) Measure and cut new covering materials, using patterns and measuring and cutting instruments, following sketches and design specifications.</li> <li>4) Build furniture up with loose fibre stuffing, cotton, felt, or foam padding to form smooth, rounded surfaces.</li> <li>5) Make, restore, or create custom upholstered furniture, using hand tools and knowledge of fabrics and upholstery methods.</li> <li>6) Read work orders, and apply knowledge and experience with materials to determine types and amounts of materials required to cover workpieces.</li> <li>7) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ol>
---------	--------------	---

Table 50: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (5/7)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
---------	---

DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES	
AREA	Hotels and Resort Hotels - Rooms Division (Front Office - Concierge)	
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ol>
LEVEL 7	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager

	<ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> <li>12) Dealing with contractors and suppliers;</li> <li>13) Ensuring security is effective;</li> <li>14) Carrying out inspections on property and services;</li> <li>15) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>16) Performing related tasks;</li> <li>17) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ol>	<ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> <li>12) Dealing with contractors and suppliers;</li> <li>13) Ensuring security is effective;</li> <li>14) Carrying out inspections on property and services;</li> <li>15) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>16) Performing related tasks;</li> <li>17) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ol>
LEVEL 6	<p>Director of Rooms</p> <ol style="list-style-type: none"> <li>1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures.</li> <li>2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives.</li> <li>3) Maintain a positive guest experience.</li> <li>4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager.</li> <li>5) Implements company policies, procedures and programs.</li> </ol>	<p>Director of Rooms</p> <ol style="list-style-type: none"> <li>1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures.</li> <li>2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives.</li> <li>3) Maintain a positive guest experience.</li> <li>4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager.</li> <li>5) Implements company policies, procedures and programs.</li> </ol>

	<ul style="list-style-type: none"> <li>6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the home office or other destinations, such as the brand, on a timely basis.</li> <li>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</li> <li>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</li> <li>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</li> <li>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</li> <li>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</li> <li>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</li> <li>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</li> <li>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</li> <li>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</li> <li>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</li> </ul>	<ul style="list-style-type: none"> <li>6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the home office or other destinations, such as the brand, on a timely basis.</li> <li>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</li> <li>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</li> <li>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</li> <li>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</li> <li>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</li> <li>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</li> <li>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</li> <li>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</li> <li>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</li> <li>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</li> </ul>
--	--	--

	17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met	17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met
LEVEL 5	<p>Front Office Manager</p> <ol style="list-style-type: none"> <li>1) Plan and achieve the operational target of the Front Office department.</li> <li>2) Design all Front Office policies and procedures as indicated by required standards.</li> <li>3) Coordinate all operations and staff by implementing operating procedures and service standards.</li> <li>4) Conduct quality inspections of overall operational standards.</li> <li>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</li> <li>6) Implement a thorough and clear system for all legislative documents and records required by the government and the company ensuring they are current for regular auditing</li> <li>7) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</li> <li>8) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>9) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>10) Participate in the preparation of the departmental budgets and objectives programs and manage the relevant budget accordingly.</li> <li>11) Control departmental costs through correct stock ordering, minimizing wastage and forecasting.</li> <li>12) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>13) Coordinate sensible use of all resources in daily operation.</li> </ol>	<p>Front Office Manager</p> <ol style="list-style-type: none"> <li>1) Plan and achieve the operational target of the Front Office department.</li> <li>2) Design all Front Office policies and procedures as indicated by required standards.</li> <li>3) Coordinate all operations and staff by implementing operating procedures and service standards.</li> <li>4) Conduct quality inspections of overall operational standards.</li> <li>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</li> <li>6) Implement a thorough and clear system for all legislative documents and records required by the government and the company ensuring they are current for regular auditing</li> <li>7) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</li> <li>8) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>9) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>10) Participate in the preparation of the departmental budgets and objectives programs and manage the relevant budget accordingly.</li> <li>11) Control departmental costs through correct stock ordering, minimizing wastage and forecasting.</li> <li>12) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>13) Coordinate sensible use of all resources in daily operation.</li> </ol>

	<ul style="list-style-type: none"> <li>14) Liaise with Human Resource department on related issues like recruitment new staff, staff performance appraisals, promotion and disciplinary issues.</li> <li>15) Plan on-the-job training and guide staff with the hotel policies, rules and regulations to monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> <li>17) Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all departmental associates</li> <li>18) Ensure that all potential and real hazards are reported immediately and rectified.</li> <li>19) Encourage a general awareness of Health and Safety concerning all tasks and activities undertaken in the department and the hotel.</li> </ul>	<ul style="list-style-type: none"> <li>14) Liaise with Human Resource department on related issues like recruitment new staff, staff performance appraisals, promotion and disciplinary issues.</li> <li>15) Plan on-the-job training and guide staff with the hotel policies, rules and regulations to monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> <li>17) Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all departmental associates</li> <li>18) Ensure that all potential and real hazards are reported immediately and rectified.</li> <li>19) Encourage a general awareness of Health and Safety concerning all tasks and activities undertaken in the department and the hotel.</li> </ul>
LEVEL 4	<p>Chief Concierge</p> <ul style="list-style-type: none"> <li>1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Prepare and allocate task assignments to all staff.</li> <li>3) Supervise and direct guest services attendants and concierges.</li> <li>4) Manage guest request issues quickly and effectively.</li> <li>5) Communicate directly with guests, in person or by telephone.</li> <li>6) Provide information on facilities and services, events and attractions, tours, travel routes and transportation schedules.</li> <li>7) Arrange tickets, bookings, appointments and reservations for guests.</li> <li>8) Stay current and up to date with all hotel services as well as daily VIP requests and special events.</li> <li>9) Work closely with Security and Duty Manager in the lobby control to prevent any undesirable behaviour or activities.</li> <li>10) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ul>	<p>Chief Concierge</p> <ul style="list-style-type: none"> <li>1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Prepare and allocate task assignments to all staff.</li> <li>3) Supervise and direct guest services attendants and concierges.</li> <li>4) Manage guest request issues quickly and effectively.</li> <li>5) Communicate directly with guests, in person or by telephone.</li> <li>6) Provide information on facilities and services, events and attractions, tours, travel routes and transportation schedules.</li> <li>7) Arrange tickets, bookings, appointments and reservations for guests.</li> <li>8) Stay current and up to date with all hotel services as well as daily VIP requests and special events.</li> <li>9) Work closely with Security and Duty Manager in the lobby control to prevent any undesirable behaviour or activities.</li> <li>10) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ul>

	<ul style="list-style-type: none"> <li>11) Maintain high standards of personal appearance and grooming.</li> <li>12) Plan and provide on-the-job training to all staff.</li> <li>13) Liaise with the Human Resource department in future recruitment, performance appraisal, training and any related human resource issues.</li> <li>14) Assists in coordinating the preparation of the departmental annual budget</li> <li>15) Controls and monitors departmental costs on an ongoing basis to ensure performance against budget.</li> <li>16) Maintain high standards of personal appearance and grooming.</li> </ul>	<ul style="list-style-type: none"> <li>11) Maintain high standards of personal appearance and grooming.</li> <li>12) Plan and provide on-the-job training to all staff.</li> <li>13) Liaise with the Human Resource department in future recruitment, performance appraisal, training and any related human resource issues.</li> <li>14) Assists in coordinating the preparation of the departmental annual budget</li> <li>15) Controls and monitors departmental costs on an ongoing basis to ensure performance against budget.</li> <li>16) Maintain high standards of personal appearance and grooming.</li> </ul>
LEVEL 3	<p>Concierge or Information Supervisor</p> <ul style="list-style-type: none"> <li>1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Supervise activities of Bell Desk and Bell Staff.</li> <li>3) Responsible for sorting and distributing guests and administrative mail and returning mail to the sender for forwarding mail.</li> <li>4) Provide information on all hotel services, local places of interest, restaurants, doctors, sightseeing tours and any other information likely to be of interest to guests.</li> <li>5) Coordinates the paging of guests in the lobby, Food &amp; Beverage outlets, and where considered appropriate by the Management.</li> <li>6) Work closely with Security and Duty Manager in the lobby control to prevent any undesirable behaviour or activities.</li> <li>7) Manage guest request issues quickly and effectively.</li> <li>8) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly.</li> </ul>	<p>Concierge or Information Supervisor</p> <ul style="list-style-type: none"> <li>1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Supervise activities of Bell Desk and Bell Staff.</li> <li>3) Responsible for sorting and distributing guests and administrative mail and returning mail to the sender for forwarding mail.</li> <li>4) Provide information on all hotel services, local places of interest, restaurants, doctors, sightseeing tours and any other information likely to be of interest to guests.</li> <li>5) Coordinates the paging of guests in the lobby, Food &amp; Beverage outlets, and where considered appropriate by the Management.</li> <li>6) Work closely with Security and Duty Manager in the lobby control to prevent any undesirable behaviour or activities.</li> <li>7) Manage guest request issues quickly and effectively.</li> <li>8) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>9) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly.</li> </ul>

	10) Initiate action to correct a hazardous situation and notify supervisors of potential dangers. 11) Log security incidents and accidents following hotel requirements. 12) Maintain high standards of personal appearance and grooming	10) Initiate action to correct a hazardous situation and notify supervisors of potential dangers. 11) Log security incidents and accidents following hotel requirements. 12) Maintain high standards of personal appearance and grooming
LEVEL 2	Concierge or Information Assistant 1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards. 2) Responsible for sorting and distributing guests and administrative mail and returning mail to the sender for forwarding mail. 3) Provide information on all hotel services, local places of interest, restaurants, doctors, sightseeing tours and any other information likely to be of interest to guests. 4) Coordinates the paging of guests in the lobby, Food & Beverage outlets, and where considered appropriate by the Management. 5) Deliver and safely store guest luggage. 6) Work closely with Security and Duty Manager in the lobby control to prevent any undesirable behaviour or activities. 7) Manage guest request issues quickly and effectively. 8) Handles guest complaints and solve the problem to the degree possible. 9) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements. 10) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly. 11) Initiate action to correct a hazardous situation and notify supervisors of potential dangers. 12) Log security incidents and accidents following hotel requirements.	Bell Captain 1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards. 2) Supervise daily activities of Bell Desk staff and upkeep the lobby area. 3) Assist guests with all inquiries, both hotel and non-hotel related. 4) Conduct effective shift briefings to ensure hotel activities and operational requirements are known. 5) Maintain detailed knowledge of the activities of the day and alert to any potential problems. 6) Provide information on all hotel services, local places of interest, restaurants, doctors, sightseeing tours and any other information likely to be of interest to guests. 7) Manage all calls, guest mail, messages, telexes, facsimiles and special deliveries, by the policy. 8) Assign bell staff for daily newspaper ordering and delivery to guest rooms and outlets. 9) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements. 10) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly. 11) Initiate action to correct a hazardous situation and notify supervisors of potential dangers. 12) Log security incidents and accidents following hotel requirements.

	13) Maintain high standards of personal appearance and grooming	13) Maintain high standards of personal appearance and grooming. 14) Assist Security and Duty Manager in traffic control at the Hotel Porch area as and when necessary.
LEVEL 1	No Job Title	<p>Bell Boy</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of work areas in compliance with operating procedure and services standards.</li> <li>2) Assist guests with all inquiries, both hotel and non-hotel related.</li> <li>3) Maintain detailed knowledge of the activities of the day and alert to any potential problems.</li> <li>4) Provide information on all hotel services, local places of interest, restaurants, doctors, sightseeing tours and any other information likely to be of interest to guests.</li> <li>5) Manage all calls, guest mail, messages, telexes, facsimiles and special deliveries, following policy.</li> <li>6) Alert guest check-in and check-out procedures in regards to baggage handling.</li> <li>7) Assist arriving and departing of guests by opening and closing of vehicle doors.</li> <li>8) Be familiar with hotel layout and preferred route for escorting guests.</li> <li>9) Provide information to guests on hotel facilities and services including locations of emergency exits in case of fire.</li> <li>10) Keep the luggage Room clean and tidy and inform the Bell captain if any major cleaning or repair is required.</li> <li>11) Upon the arrival of newspapers, prepare and deliver them to guest rooms and outlets as assigned by Bell Captain.</li> <li>12) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ol>

		<ul style="list-style-type: none"><li>13) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly.</li><li>14) Initiate action to correct a hazardous situation and notify supervisors of potential dangers.</li><li>15) Log security incidents and accidents following hotel requirements.</li><li>16) Maintain high standards of personal appearance and grooming.</li></ul>
--	--	--

Table 51: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (6/7)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES		
AREA	Hotels and Resort Hotels - Rooms Division (Front Office)		
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>1) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>2) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>3) Providing overall leadership and management to the organisation;</li> <li>4) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>5) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>6) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>7) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> </ol>

	<ul style="list-style-type: none"> <li>8) Selecting or approving the selection of senior staff;</li> <li>9) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>10) Performing related tasks;</li> <li>11) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ul>	<ul style="list-style-type: none"> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ul>	<ul style="list-style-type: none"> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ul>
LEVEL 7	<p>Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager</p> <ul style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> </ul>	<p>Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager</p> <ul style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> </ul>	<p>Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager</p> <ul style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> </ul>

	12) Dealing with contractors and suppliers; 13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers	12) Dealing with contractors and suppliers; 13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers	12) Dealing with contractors and suppliers; 13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; 17) Managing, planning, scheduling and monitoring the tasks of other workers
LEVEL 6	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the	Director of Rooms 1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures. 2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives. 3) Maintain a positive guest experience. 4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager. 5) Implements company policies, procedures and programs. 6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the

	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p>	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p>	<p>home office or other destinations, such as the brand, on a timely basis.</p> <p>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</p> <p>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</p> <p>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</p> <p>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</p> <p>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</p> <p>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</p> <p>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</p>
--	--	--	--

	<p>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>	<p>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>	<p>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</p> <p>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</p> <p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>
LEVEL 5	<p>Front Office Manager</p> <p>1) Plan and achieve the operational target of the Front Office department.</p> <p>2) Design all Front Office policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>	<p>Front Office Manager</p> <p>1) Plan and achieve the operational target of the Front Office department.</p> <p>2) Design all Front Office policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>	<p>Front Office Manager</p> <p>1) Plan and achieve the operational target of the Front Office department.</p> <p>2) Design all Front Office policies and procedures as indicated by required standards.</p> <p>3) Coordinate all operations and staff by implementing operating procedures and service standards.</p> <p>4) Conduct quality inspections of overall operational standards.</p> <p>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</p>

	<p>6) Implement a thorough and clear system for all legislative documents and records required by the government and the company ensuring they are current for regular auditing</p> <p>7) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</p> <p>8) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</p> <p>9) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p> <p>10) Participate in the preparation of the departmental budgets and objectives programs and manage the relevant budget accordingly.</p> <p>11) Control departmental costs through correct stock ordering, minimizing wastage and forecasting.</p> <p>12) Oversee and ensure all incoming supplies or resources comply with all specifications.</p> <p>13) Coordinate sensible use of all resources in daily operation.</p> <p>14) Liaise with Human Resource department on related issues like recruitment new staff, staff performance appraisals, promotion and disciplinary issues.</p>	<p>6) Implement a thorough and clear system for all legislative documents and records required by the government and the company ensuring they are current for regular auditing</p> <p>7) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</p> <p>8) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</p> <p>9) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p> <p>10) Participate in the preparation of the departmental budgets and objectives programs and manage the relevant budget accordingly.</p> <p>11) Control departmental costs through correct stock ordering, minimizing wastage and forecasting.</p> <p>12) Oversee and ensure all incoming supplies or resources comply with all specifications.</p> <p>13) Coordinate sensible use of all resources in daily operation.</p> <p>20) Liaise with Human Resource department on related issues like recruitment new staff, staff performance appraisals, promotion and disciplinary issues.</p>	<p>6) Implement a thorough and clear system for all legislative documents and records required by the government and the company ensuring they are current for regular auditing</p> <p>7) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</p> <p>8) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</p> <p>9) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p> <p>10) Participate in the preparation of the departmental budgets and objectives programs and manage the relevant budget accordingly.</p> <p>11) Control departmental costs through correct stock ordering, minimizing wastage and forecasting.</p> <p>12) Oversee and ensure all incoming supplies or resources comply with all specifications.</p> <p>13) Coordinate sensible use of all resources in daily operation.</p> <p>26) Liaise with Human Resource department on related issues like recruitment new staff, staff performance appraisals, promotion and disciplinary issues.</p>
--	--	--	--

	<p>15) Plan on-the-job training and guide staff with the hotel policies, rules and regulations to monitor staff performance.</p> <p>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</p> <p>17) Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all departmental associates</p> <p>18) Ensure that all potential and real hazards are reported immediately and rectified.</p> <p>19) Encourage a general awareness of Health and Safety concerning all tasks and activities undertaken in the department and the hotel.</p>	<p>21) Plan on-the-job training and guide staff with the hotel policies, rules and regulations to monitor staff performance.</p> <p>22) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</p> <p>23) Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all departmental associates</p> <p>24) Ensure that all potential and real hazards are reported immediately and rectified.</p> <p>25) Encourage a general awareness of Health and Safety concerning all tasks and activities undertaken in the department and the hotel.</p>	<p>27) Plan on-the-job training and guide staff with the hotel policies, rules and regulations to monitor staff performance.</p> <p>28) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</p> <p>29) Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all departmental associates</p> <p>30) Ensure that all potential and real hazards are reported immediately and rectified.</p> <p>31) Encourage a general awareness of Health and Safety concerning all tasks and activities undertaken in the department and the hotel.</p>
LEVEL 4	<p>Assistant Front Office Manager     Lobby or Duty or Guest Relation Manager*     Night Manager</p> <p>1) Assists the Front Office Manager in the development and implementation of plans for all aspects of front office management and operation.</p> <p>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</p>	<p>Assistant Front Office Manager     Lobby or Duty or Guest Relation Manager*     Night Manager</p> <p>1) Assists the Front Office Manager in the development and implementation of plans for all aspects of front office management and operation.</p> <p>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</p>	<p>Assistant Front Office Manager     Lobby or Duty or Guest Relation Manager*     Night Manager</p> <p>1) Assists the Front Office Manager in the development and implementation of plans for all aspects of front office management and operation.</p> <p>2) Ensures all staff perform duties in compliance with operating procedure and service standards.</p>

	<ul style="list-style-type: none"> <li>3) Represents the Front Office Department when Front Office Manager is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Housekeeping and other departments of the hotel for smooth daily operation.</li> <li>6) Responds to guest requests and immediately handles problems and complaints about front office functions to maximise guest satisfaction.</li> <li>7) Ensure all Repeat guests and other VIP guests received due recognition and special attention.</li> <li>8) Perform initial system recovery whenever needs arise in the absence of an IT Manager.</li> <li>9) Perform backup file maintenance</li> <li>10) Review all audits and reconciliation of daily sales transactions of Front Office and all outlets.</li> <li>11) Aware of credit policy and procedure and work with Finance Department to ensure credit procedures are carried out.</li> <li>12) Assist Front Office Manager in planning and preparing departmental budget and controlling department cost.</li> </ul>	<ul style="list-style-type: none"> <li>3) Represents the Front Office Department when Front Office Manager is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Housekeeping and other departments of the hotel for smooth daily operation.</li> <li>6) Responds to guest requests and immediately handles problems and complaints about front office functions to maximise guest satisfaction.</li> <li>7) Ensure all Repeat guests and other VIP guests received due recognition and special attention.</li> <li>8) Perform initial system recovery whenever needs arise in the absence of an IT Manager.</li> <li>9) Perform backup file maintenance</li> <li>10) Review all audits and reconciliation of daily sales transactions of Front Office and all outlets.</li> <li>11) Aware of credit policy and procedure and work with Finance Department to ensure credit procedures are carried out.</li> <li>12) Assist Front Office Manager in planning and preparing departmental budget and controlling department cost.</li> </ul>	<ul style="list-style-type: none"> <li>3) Represents the Front Office Department when Front Office Manager is not available.</li> <li>4) Plans and organises daily operation activities and reports depending on occupancy.</li> <li>5) Maintain clear and efficient communication and coordination with the Housekeeping and other departments of the hotel for smooth daily operation.</li> <li>6) Responds to guest requests and immediately handles problems and complaints about front office functions to maximise guest satisfaction.</li> <li>7) Ensure all Repeat guests and other VIP guests received due recognition and special attention.</li> <li>8) Perform initial system recovery whenever needs arise in the absence of an IT Manager.</li> <li>9) Perform backup file maintenance</li> <li>10) Review all audits and reconciliation of daily sales transactions of Front Office and all outlets.</li> <li>11) Aware of credit policy and procedure and work with Finance Department to ensure credit procedures are carried out.</li> <li>12) Assist Front Office Manager in planning and preparing departmental budget and controlling department cost.</li> </ul>
--	--	--	--

	<p>13) Assists the Department of Human Resources with the recruitment of all Front Office staff setting both tasks and qualifications.</p> <p>14) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</p> <p>15) Facilitates Front Office staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</p> <p>16) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p> <p>17) Be familiar with property safety, first aid and fire and emergency procedures and proper operations of supporting equipment.</p> <p>18) Initiate action to correct a hazardous situation and notify relevant departments and personnel of the potential danger.</p> <p>19) Log security and safety incidents and accidents in accordance with hotel requirements.</p>	<p>13) Assists the Department of Human Resources with the recruitment of all Front Office staff setting both tasks and qualifications.</p> <p>14) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</p> <p>15) Facilitates Front Office staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</p> <p>16) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p> <p>17) Be familiar with property safety, first aid and fire and emergency procedures and proper operations of supporting equipment.</p> <p>18) Initiate action to correct a hazardous situation and notify relevant departments and personnel of the potential danger.</p> <p>19) Log security and safety incidents and accidents in accordance with hotel requirements.</p>	<p>13) Assists the Department of Human Resources with the recruitment of all Front Office staff setting both tasks and qualifications.</p> <p>14) Assists with the training of staff in coordination with the Training Department to achieve the highest standard of service and guest satisfaction.</p> <p>15) Facilitates Front Office staff on emergency procedures relating to fire, theft, accident, medical emergency and other threats to the hotel and guest security according to standard procedures.</p> <p>16) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p> <p>17) Be familiar with property safety, first aid and fire and emergency procedures and proper operations of supporting equipment.</p> <p>18) Initiate action to correct a hazardous situation and notify relevant departments and personnel of the potential danger.</p> <p>19) Log security and safety incidents and accidents in accordance with hotel requirements.</p>
--	--	--	--

LEVEL 3	<p>Front Desk Supervisor</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Prepare and allocate task assignments to all team members.</li> <li>3) Conducts shift briefings to ensure hotel activities and requirements are known</li> <li>4) Supervise Front Office daily operations during assigned shifts including checking in and checking out guests.</li> <li>5) Report all lost and found articles, theft, damage or loss of hotel property immediately to the Assistant Front Office Manager.</li> <li>6) Assist Assistant Front Office Manager to plan and preparing for departmental budget.</li> <li>7) Preparing front office daily report.</li> <li>8) Manage customer service issues quickly and effectively.</li> <li>9) Handling guest complaints with the best service quality.</li> <li>10) Manage and provide training to Front Office Staff their performance meets the standards required.</li> <li>11) Ensures high standards of personal appearance and hygiene.</li> <li>12) Ensures all operations comply with Occupational Safety and Health</li> </ol>	<p>Personal Butler</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Meet and greet guests in the room.</li> <li>3) In the absence of Guest Service personnel, escort guests to their rooms.</li> <li>4) Arrange for delivery of guest's luggage to the room.</li> <li>5) Provide guests with stay-related information including room types, rates, packages, promotions, relative features and facilities, food and beverage outlets.</li> <li>6) Ensure all guests receive and handle efficient, prompt, friendly, accurate and courteous services upon check-in and check-out.</li> <li>7) Maintains a record of guest feedback and takes remedial action to resolve problems.</li> <li>8) Ensure that all VIPs and regular guests are identified, recognised, pre-blocked and special treatments are extended.</li> <li>9) Ensure the availability of Breakfast, daily tea/coffee service and evening happy hour is ready before opening hours.</li> <li>10) Conduct monthly inventory for glassware, chinaware and food stocks etc.</li> </ol>	<p>Telephone Supervisor</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Supervise and co-ordinates the activities in the Telecommunication Department.</li> <li>3) Implement and supervise proper handling in and out-going telephone calls, facsimile transmissions, rental of telephone equipment, guest's wakeup call requests, lease telephone lines and other telecommunication services.</li> <li>4) Ensure proper control of the Operator and MDF room.</li> <li>5) Monitor temperature settings in both Operator and MDF room for efficient telephony system performance.</li> <li>6) Keep inventory of the lightning arrestors placed in each telephone frame in the MDF room and initiate action with Superior for any replacements for faulty parts.</li> <li>7) Assist Superior in investigating guest complaints regarding Telecommunication services, the Operators, and technicians and take necessary corrective actions within hotel guidelines.</li> <li>8) Manages and monitors the operations of all equipment's software, hardware</li> </ol>
---------	--	--	---

	Administration (OSHA) guidelines and requirements.	<ul style="list-style-type: none"> <li>11) Maintain effective communications with the Front Office and Housekeeping to provide accurate, consistent and highest standard service to all guests.</li> <li>12) Ensure effective communications between the Front Desk and Housekeeping to provide accurate, consistent and highest standard service to all guests.</li> <li>13) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ul>	<p>and ensure all are working and installed properly.</p> <ul style="list-style-type: none"> <li>9) Monitors the performance of PABX/Voicemail/Call Accounting software and maintain a logbook of equipment report.</li> <li>10) Assist Superior to investigate and report any software problems to vendors, co-ordinates interface problem solving with Hotel IT Manager.</li> <li>11) Maintain updated Hotel telephone extension lists/directory for internal distribution</li> <li>12) Assist Maintenance Manager and IT manager in troubleshooting problematic telephone lines.</li> <li>13) Investigates and reports any problematic lease lines and follow up with telecommunication line provider.</li> <li>14) Perform PABX database programming and regular service change to control class of service on all telephone lines in the hotel.</li> <li>15) Monitors Hotel Television channels and multimedia related activities.</li> <li>16) Supervise handling of all In-house pipe music lists and recommend purchases of new song lists as and when required.</li> <li>17) Prepares efficient work schedule for Telephone staff taking into consideration of Staff leave allocation,</li> </ul>
--	--	---	--

			<p>occupancy forecast and projections, large group movements</p> <p>18) Works with Superior and Human Resource Manager to ensure the departmental performance of staff is productive.</p> <p>19) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p>
LEVEL 2	<p>Front Desk or Guest Service or Front Office Assistant</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the front office in compliance with operating procedures and services standards.</li> <li>2) Maintains an intimate knowledge of departmental standards and procedures.</li> <li>3) Aware of Hotel's Credit policy and act accordingly.</li> <li>4) Responsible and attends to guest's request of using the service of safety box at all times.</li> <li>5) Knowledgeable of all special promotion procedures, for programs such as; Seasonal Packages, Frequent Flyers Programs, and also Intercontinental Hotels Group Loyalty programs.</li> <li>6) Attends to guest's complaints, inquiries and requests, promptly refer pending</li> </ol>	No Job Title	<p>Telephone Agent or Assistant</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Attend to and manage all incoming calls, referrals and inquiry details and re-direct them to appropriate departments or guest rooms via the telephone switchboard in a courteous and timely manner.</li> <li>3) Logs all wake-up call requests and perform wake-up services.</li> <li>4) Assists in reporting telephone equipment or service complaints and problems with equipment vendor or lease line service provider.</li> <li>5) Fully aware of and adhere to fire, life and safety guidelines whenever a critical situation arises.</li> <li>6) Knows what action to take when an emergency call is required.</li> </ol>

	<p>issues to supervisor/Duty Manager if he/she is unable to handle them.</p> <p>7) Maintains comprehensive knowledge of standard reservation procedures including correct forms to use, how to read telex, e-mail, messages, and how to interpret availability sources within the reservation systems.</p> <p>8) Maintains exemplary deportment standards of behaviour and appearance and attitude as per hotel guidelines.</p> <p>9) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements</p> <p>10) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly.</p> <p>11) Initiate action to correct a hazardous situation and notify supervisors of potential dangers.</p> <p>12) Log security incidents and accidents following hotel requirements</p>		<p>7) Provides emergency paging service (Public Announcement) for hotel guests within hotel guidelines.</p> <p>8) Follow standard hotel Telephone Etiquette.</p> <p>9) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements</p> <p>10) Be familiar with property safety, first aid and fire and emergency procedures and operate equipment safely and sensibly.</p> <p>11) Initiate action to correct a hazardous situation and notify supervisors of potential dangers.</p> <p>12) Log security incidents and accidents following hotel requirements.</p>
LEVEL 1	No Job Title	No Job Title	No Job Title

Table 52: Occupational Responsibilities - Group 551 (Hotels and Resort Hotels) (7/7)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
DIVISION	(55) ACCOMMODATION
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES
AREA	Hotels and Resort Hotels - Rooms Division (Front Office - Reservation)
LEVEL 8	<p>General Manager</p> <ol style="list-style-type: none"> <li>1) Planning, directing and coordinating the general functions of the organisation;</li> <li>2) Reviewing the operations and results of the organisation and reporting to the board of directors and governing bodies;</li> <li>3) Determining objectives, strategies, policies and programmes for the organisation;</li> <li>4) Providing overall leadership and management to the organisation;</li> <li>5) Establishing and managing budgets, controlling expenditure and ensuring the efficient use of resources;</li> <li>6) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>7) Consulting and reviewing recommendations and reports with senior subordinate staff;</li> <li>8) Representing the organisation at official occasions and board meetings, in negotiations, at conventions, seminars, public hearings and forums;</li> <li>9) Selecting or approving the selection of senior staff;</li> <li>10) Ensuring the organisation complies with relevant legislation and regulations;</li> <li>11) Performing related tasks;</li> <li>12) Managing, planning, scheduling and monitoring the tasks of other workers.</li> </ol>
LEVEL 7	<p>Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager</p> <ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other hotel services;</li> <li>2) Promoting and marketing the business;</li> <li>3) Managing budgets and controlling expenditure;</li> <li>4) Maintaining statistical and financial records;</li> <li>5) Setting and achieving sales and profit targets;</li> <li>6) Recruiting, training and monitoring staff;</li> <li>7) Meeting and welcoming customers;</li> <li>8) Providing guests with information on local tourism;</li> <li>9) Addressing problems and troubleshooting;</li> <li>10) Ensuring events and conferences run smoothly;</li> </ol>

	<ul style="list-style-type: none"> <li>11) Supervising maintenance, supplies, renovations and furnishing;</li> <li>12) Dealing with contractors and suppliers;</li> <li>13) Ensuring security is effective;</li> <li>14) Carrying out inspections on property and services;</li> <li>15) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>16) Performing related tasks;</li> <li>17) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ul>
LEVEL 6	<p>Director of Rooms</p> <ul style="list-style-type: none"> <li>1) Directs the operation of Housekeeping, Guest Services, and Loss Prevention following company policies and procedures.</li> <li>2) Provide the best quality of Guest Services Sleeping accommodations, and atmosphere for our guest enjoyment while meeting designated profit objectives.</li> <li>3) Maintain a positive guest experience.</li> <li>4) Develops and coordinates annual objectives for the Rooms Division within the parameters of the company's objectives, and with direction from the General Manager.</li> <li>5) Implements company policies, procedures and programs.</li> <li>6) Establishes controls to ensure that they are followed and that necessary reports are produced and transmitted to the home office or other destinations, such as the brand, on a timely basis.</li> <li>7) Supervises all Rooms Division employees, directly supervising the Front Office Supervisors and Housekeeping Manager.</li> <li>8) Coordinates all departmental activities within the Rooms Division and facilitates communication between departments by conducting regularly scheduled department and supervisory meetings.</li> <li>9) Develops and submits budgets and forecasts for Occupied Rooms as well as Rooms Expenses.</li> <li>10) Weekly reviews and analyses monthly operating statements to monitor progress toward established targets and implements cost controls for labour and other controllable costs.</li> <li>11) Reviews and approves the semi-monthly payroll transmittals in a timely fashion before processing.</li> <li>12) Directs the employment process for all Room Division employees, including hiring, evaluating performance, disciplining, promoting and terminating.</li> <li>13) Administrators the pay program for all hourly employees, ensuring that all wage guidelines are adhered to and all pay policies are followed.</li> <li>14) Directs the training and development of all Room Divisions. Works closely with the department heads to identify needs and provide appropriate training for employees with management and supervisory potential.</li> <li>15) Establishes and maintains standards of performance for all Room Division personnel and establishes a relationship that will motivate them to meet and exceed those standards.</li> </ul>

	<p>16) Maintains good customer relations by ensuring the quality of service and resolving customer complaints.</p> <p>17) Inspects hotel daily to ensure that housekeeping, sanitation, security and safety standards are met</p>
LEVEL 5	<p>Front Office Manager</p> <ol style="list-style-type: none"> <li>1) Plan and achieve the operational target of the Front Office department.</li> <li>2) Design all Front Office policies and procedures as indicated by required standards.</li> <li>3) Coordinate all operations and staff by implementing operating procedures and service standards.</li> <li>4) Conduct quality inspections of overall operational standards.</li> <li>5) Identify and implement current industry practice, systems and technology to maximise operation proficiency and improve service quality.</li> <li>6) Implement a thorough and clear system for all legislative documents and records required by the government and the company ensuring they are current for regular auditing</li> <li>7) Observe and ensure the response to all guest requests and maintain hotel service standards at all times.</li> <li>8) Facilitate emergency team and ensure all staff has the essential knowledge of emergency practices.</li> <li>9) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> <li>10) Participate in the preparation of the departmental budgets and objectives programs and manage the relevant budget accordingly.</li> <li>11) Control departmental costs through correct stock ordering, minimizing wastage and forecasting.</li> <li>12) Oversee and ensure all incoming supplies or resources comply with all specifications.</li> <li>13) Coordinate sensible use of all resources in daily operation.</li> <li>14) Liaise with Human Resource department on related issues like recruitment new staff, staff performance appraisals, promotion and disciplinary issues.</li> <li>15) Plan on-the-job training and guide staff with the hotel policies, rules and regulations to monitor staff performance.</li> <li>16) Prepare and present operation report to the top management and suggest any recommendations for service improvement.</li> <li>17) Maintain appropriate standards of conduct, dress, hygiene, uniforms, appearance and posture of all departmental associates</li> <li>18) Ensure that all potential and real hazards are reported immediately and rectified.</li> <li>19) Encourage a general awareness of Health and Safety concerning all tasks and activities undertaken in the department and the hotel.</li> </ol>
LEVEL 4	<p>Reservation Manager (Room Booking)</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Monitors and handles all activities in relation to Hotel Room bookings by applying relevant mechanisms to ensure optimum room occupancy and hotel revenue.</li> <li>3) Applying Room &amp; rate block strategies following hotel guidelines.</li> <li>4) Work with Sales &amp; Marketing Department and hotel's Travel Agents in optimising occupancy forecast during seasonal changes.</li> <li>5) Prepare occupancy and rates forecast for management review of Sales strategies.</li> </ol>

	<ul style="list-style-type: none"> <li>6) Monitors and ensure all correspondences and communications in regards to room bookings are attended to promptly.</li> <li>7) Maintains proper documentation of correspondence.</li> <li>8) Delegating tasks to the Reservation team to manage an influx of calls, emails and other communications are attended to in a prompt and timely manner.</li> <li>9) Work closely with Housekeeping and Maintenance Department to minimise rooms block for maintenance during peak periods to maximise room bookings and minimise overbook and potential issues.</li> <li>10) Responsible for preparation of Occupancy forecast and projected occupancy for Front Office Manager and Director of Sales.</li> <li>11) Responsible for various Production Reports and distribution to relevant departments.</li> <li>12) Identify Top Producing Accounts to ensure proper recognition by the Reservations team.</li> <li>13) Work closely with Credit Control Manager on Corporate and Travel Agents' Credit standing.</li> <li>14) Maintain cordial relations with corporate clients.</li> <li>15) Plan and conduct staff training for performance improvement.</li> <li>16) Coordinate with Front Office Manager in preparation and management of department's budget.</li> <li>17) Configured rates and packages in the Hotel Online reservation system as well as Front Office Operating system as and when required.</li> <li>18) Ensure all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ul>
LEVEL 3	<p>Reservation Supervisor</p> <ul style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Supervise and coordinate all reservations activities in the Reservations department to ensure all influx of reservation communication are attended to in a timely and prompt manner to ensure optimisation of room occupancy and revenue.</li> <li>3) Ensure guest reservations requests are responded to in a prompt, courteous and accurate manner.</li> <li>4) Assist and monitor rates configured in Hotel software.</li> <li>5) Assists and prepare in group pre-arrival process and group rooming lists by tracking from online channels.</li> <li>6) Coordinate with Channel Manager or software vendor or IT Manager for any availability, rate or booking integration issues and highlight the same to Reservation Manager.</li> <li>7) Attend all scheduled meetings as required with Front Office Manager.</li> <li>8) Manage customer service issues quickly and effectively.</li> <li>9) Handling guest complaints with the best service quality.</li> <li>10) Works with Superior and Human Resource Manager to ensure the departmental performance of staff is productive.</li> <li>11) Conduct staff training following the departmental standards and procedures for performance improvement.</li> <li>12) Provide input for probation and formal performance appraisal discussions in line with hotel guidelines.</li> <li>13) Assist the Reservation Manager in preparing departmental budget and being aware of financial targets.</li> </ul>

	<p>14) Ensures high standards of personal appearance and hygiene.</p> <p>15) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</p>
LEVEL 2	<p>Reservation Assistant</p> <ol style="list-style-type: none"> <li>1) Perform and maintain daily operations of the Front Office in compliance with operating procedure and services standards.</li> <li>2) Attend to all incoming calls on room bookings and inquiries accurately, promptly and in a timely manner.</li> <li>3) Help guests plan and make room reservations by taking into considerations guests' needs and requests.</li> <li>4) Perform upselling.</li> <li>5) Fully knowledgeable on hotel guest rooms rates, promotions, amenities, programs, hotel facilities.</li> <li>6) Perform update/input of all reservations picked up from online channels like hotel websites, OTAs, GDs and third parties.</li> <li>7) Attend scheduled training as and when required.</li> <li>8) Maintains a well-groomed appearance and ensure proper and neat uniforms</li> <li>9) Follows Hotel's guidelines on Telephone etiquette.</li> <li>10) Maintain effective communication with all team members from all departments for an effective work environment.</li> <li>11) Ensures high standards of personal appearance and hygiene.</li> <li>12) Ensures all operations comply with Occupational Safety and Health Administration (OSHA) guidelines and requirements.</li> </ol>
LEVEL 1	No Job Title

Table 53: Occupational Responsibilities - Group 551 (Chalet) (1/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES - CHALETS	
AREA	Chalets - Housekeeping Department	Chalets - Housekeeping Department
LEVEL 8	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title
LEVEL 5	Resort or Chalet Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers	Resort or Chalet Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers
LEVEL 4	Resort or Chalet Assistant Manager	Resort or Chalet Assistant Manager

	<ol style="list-style-type: none"> <li>1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations;</li> <li>2) Assist in managing all departments daily and directly oversee all assigned departments;</li> <li>3) Lead all resort departments daily to optimise operational efficiency;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions;</li> <li>6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience;</li> <li>7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation;</li> <li>8) Lead and participate in resort security functions;</li> <li>9) Oversee daily operation ensuring all staff follow resort procedures;</li> <li>10) Attend trade shows and participate in any marketing and/or promotional events as requested;</li> <li>11) Enforce all resort rules, policies, and procedures</li> </ol>	<ol style="list-style-type: none"> <li>1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations;</li> <li>2) Assist in managing all departments daily and directly oversee all assigned departments;</li> <li>3) Lead all resort departments daily to optimise operational efficiency;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions;</li> <li>6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience;</li> <li>7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation;</li> <li>8) Lead and participate in resort security functions;</li> <li>9) Oversee daily operation ensuring all staff follow resort procedures;</li> <li>10) Attend trade shows and participate in any marketing and/or promotional events as requested;</li> <li>11) Enforce all resort rules, policies, and procedures</li> </ol>
LEVEL 3	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> </ol>	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> </ol>

	6) Making beds, cleaning bathrooms, supplying towels, soap and related items; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Restocking minibars and replenishing items such as drinking glasses and stationery; 9) Performing related tasks; 10) Supervising other workers.	6) Making beds, cleaning bathrooms, supplying towels, soap and related items; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Restocking minibars and replenishing items such as drinking glasses and stationery; 9) Performing related tasks; 10) Supervising other workers.
LEVEL 2	<b>Room Attendants</b> 1) Maintain complete knowledge of and comply with all housekeeping departmental policies/service and procedures/standards; 2) Maintain complete knowledge of correct maintenance and use of equipment; 3) Ensure security of guest rooms and privacy of guests; 4) Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day; 5) Controlling storage and issue of supplies; 6) Sweeping, vacuuming, washing and polishing floors, furniture and other room fixtures; 7) Making beds, cleaning bathrooms, supplying towels, soap and related items; 8) Performing related tasks; 9) Assist other workers from different departments if required.	<b>Public Area Attendant</b> 1) Sweeping or vacuum-cleaning, washing and polishing floors, furniture and other fixtures in buildings; 2) Keeps all lobbies and public facilities (such as lobby restrooms, telephone area, the front desk, and offices) in a neat and clean condition; 3) To follow up a special cleaning schedule given by the housekeeping supervisor; 4) Assist guests in public areas when required; 5) Responsible to follow departmental policies and procedures; 6) Responsible for upkeep of all the equipment i.e., vacuum cleaner, trolleys, scrubbing machine; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Picking up rubbish, emptying dustbins and taking rubbish to disposal areas for removal; 9) Performing other related tasks required by the supervisor.
LEVEL 1	No Job Title	No Job Title

Table 54: Occupational Responsibilities - Group 551 (Chalet) (2/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES - CHALETS	
AREA	Chalets - Housekeeping Department	Chalets - Operation
LEVEL 8	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title
LEVEL 5	Resort or Chalet Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers	Resort or Chalet Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers
LEVEL 4	Resort or Chalet Assistant Manager 1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations;	Resort or Chalet Assistant Manager 1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations;

	<ol style="list-style-type: none"> <li>2) Assist in managing all departments daily and directly oversee all assigned departments;</li> <li>3) Lead all resort departments daily to optimise operational efficiency;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions;</li> <li>6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience;</li> <li>7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation;</li> <li>8) Lead and participate in resort security functions;</li> <li>9) Oversee daily operation ensuring all staff follow resort procedures;</li> <li>10) Attend trade shows and participate in any marketing and/or promotional events as requested;</li> <li>11) Enforce all resort rules, policies, and procedures</li> </ol>	<ol style="list-style-type: none"> <li>2) Assist in managing all departments daily and directly oversee all assigned departments;</li> <li>3) Lead all resort departments daily to optimise operational efficiency;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions;</li> <li>6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience;</li> <li>7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation;</li> <li>8) Lead and participate in resort security functions;</li> <li>9) Oversee daily operation ensuring all staff follow resort procedures;</li> <li>10) Attend trade shows and participate in any marketing and/or promotional events as requested;</li> <li>11) Enforce all resort rules, policies, and procedures</li> </ol>
LEVEL 3	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> <li>6) Making beds, cleaning bathrooms, supplying towels, soap and related items;</li> </ol>	<p>Reservation Agent</p> <ol style="list-style-type: none"> <li>1) Receiving and welcoming visitors, guests, or clients;</li> <li>2) Making appointments for clients;</li> <li>3) Handling telephone requests for information or appointments;</li> <li>4) Compiling and checking guest accounts for changes using a computerised or manual system;</li> <li>5) Receiving and forwarding messages in person or by telephone or telephone switchboard;</li> <li>6) Maintaining an inventory of rooms available for occupancy, handling reservations and assigning rooms;</li> <li>7) Providing information about facilities available and making room reservations;</li> </ol>

	<ul style="list-style-type: none"> <li>7) Cleaning kitchens and generally helping with kitchen work, including dishwashing;</li> <li>8) Restocking minibars and replenishing items such as drinking glasses and stationery;</li> <li>9) Performing related tasks;</li> <li>10) Supervising other workers.</li> </ul>	<ul style="list-style-type: none"> <li>8) Reviewing statements of charges to departing guests and receiving payment;</li> <li>9) Supplying information pamphlets, brochures or forms;</li> <li>10) Performing related tasks;</li> <li>11) Supervising, scheduling and monitoring the tasks of other workers</li> </ul>
LEVEL 2	<p>Horticulturist</p> <ul style="list-style-type: none"> <li>1) Provides professional advice on the selection, ordering, planting, and maintenance of trees, shrubs, ground covers, and turf grasses on campus;</li> <li>2) Plans and designs annual and perennial flower beds;</li> <li>3) Grows potted plants and nursery stock and maintains records on the growing operation;</li> <li>4) Trains and supervises subordinate personnel in greenhouse operations and in the proper methods and techniques of planting ornamental plants;</li> <li>5) Trains ground personnel in the techniques of pruning, wound dressing, cavity repair, and the cabling and bracing of trees and shrubs;</li> <li>6) Prepares orders for various types of plants and seeds;</li> <li>7) Inventories, maps, and labels trees and shrubs on campus for instructional and maintenance purposes;</li> <li>8) Assists in the preparation of maintenance programs for the control of plant diseases and insects;</li> <li>9) Prepares fertiliser programs for various types of plants;</li> <li>10) Confers with landscape architect and other personnel in the selection of plants;</li> <li>11) Supervises the operation of the departmental greenhouse.</li> </ul>	<p>Registration Officer** / Reception / Front Office Assistant</p> <ul style="list-style-type: none"> <li>1) Receiving and welcoming visitors, guests, or clients;</li> <li>2) Making appointments for clients;</li> <li>3) Handling telephone requests for information or appointments;</li> <li>4) Compiling and checking guest accounts for changes using a computerised or manual system;</li> <li>5) Receiving and forwarding messages in person or by telephone or telephone switchboard;</li> <li>6) Registering new guests, assigning rooms, verifying customer credit and handing over room keys;</li> <li>7) Providing information about facilities available and making room reservations;</li> <li>8) Responding to guests' requests for housekeeping and maintenance services as well as complaints;</li> <li>9) Reviewing statements of charges to departing guests and receiving payment;</li> <li>10) Supplying information pamphlets, brochures or forms;</li> <li>11) Performing related tasks;</li> <li>12) Supervising, scheduling and monitoring the tasks of other workers</li> </ul>

LEVEL 1	<p>Gardener</p> <ol style="list-style-type: none"> <li>1) Performing operations such as planting, transplants, fertilizing, applying chemicals, waters, prunes, and weeds flower beds including soil preparation;</li> <li>2) Cultivating flowers, trees, shrubs and other plants in parks or public or private gardens;</li> <li>3) Operating and maintaining machinery or powered equipment used in gardening tasks;</li> <li>4) Performing water lawns, trees, or plants, using portable sprinkler systems, hoses, or watering cans;</li> <li>5) Dispose of trash or waste materials;</li> <li>6) Performing related tasks.</li> </ol>	No Job Title
---------	---	--------------

Table 55: Occupational Responsibilities - Group 551 (Eco Resort) (1/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
---------	---

DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES - ECO RESORTS	
AREA	Other Short Term Accommodation Activities - Housekeeping Department	Other Short Term Accommodation Activities - Housekeeping Department
LEVEL 8	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title
LEVEL 5	<p>Eco Resort Manager</p> <ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other services;</li> <li>2) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>3) Promoting and marketing the business;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Involved in recruiting, training and monitoring staff;</li> <li>6) Addressing problems and troubleshooting;</li> <li>7) Supervising maintenance, supplies, renovations and furnishing;</li> <li>8) Dealing with contractors and suppliers;</li> <li>9) Ensuring security is effective;</li> <li>10) Carrying out inspections on property and services;</li> <li>11) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>12) Performing related tasks;</li> <li>13) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ol>	<p>Eco Resort Manager</p> <ol style="list-style-type: none"> <li>1) Planning and organising accommodation, catering, housekeeping and other services;</li> <li>2) Monitoring and evaluating the performance of the organisation against established objectives and policies;</li> <li>3) Promoting and marketing the business;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Involved in recruiting, training and monitoring staff;</li> <li>6) Addressing problems and troubleshooting;</li> <li>7) Supervising maintenance, supplies, renovations and furnishing;</li> <li>8) Dealing with contractors and suppliers;</li> <li>9) Ensuring security is effective;</li> <li>10) Carrying out inspections on property and services;</li> <li>11) Ensuring compliance with licensing laws, health and safety and other statutory regulations;</li> <li>12) Performing related tasks;</li> <li>13) Managing, planning, scheduling and monitoring the tasks of other workers</li> </ol>
LEVEL 4	Eco Resort Assistant Manager	Eco Resort Assistant Manager

	<ol style="list-style-type: none"> <li>1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations;</li> <li>2) Assist in managing all departments daily and directly oversee all assigned departments;</li> <li>3) Lead all resort departments daily to optimise operational efficiency;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions;</li> <li>6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience;</li> <li>7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation;</li> <li>8) Lead and participate in resort security functions;</li> <li>9) Oversee daily operation ensuring all staff follow resort procedures;</li> <li>10) Attend trade shows and participate in any marketing and/or promotional events as requested;</li> <li>11) Enforce all resort rules, policies, and procedures</li> </ol>	<ol style="list-style-type: none"> <li>1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations;</li> <li>2) Assist in managing all departments daily and directly oversee all assigned departments;</li> <li>3) Lead all resort departments daily to optimise operational efficiency;</li> <li>4) Managing budgets and controlling expenditure;</li> <li>5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions;</li> <li>6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience;</li> <li>7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation;</li> <li>8) Lead and participate in resort security functions;</li> <li>9) Oversee daily operation ensuring all staff follow resort procedures;</li> <li>10) Attend trade shows and participate in any marketing and/or promotional events as requested;</li> <li>11) Enforce all resort rules, policies, and procedures</li> </ol>
LEVEL 3	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> </ol>	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> </ol>

	6) Making beds, cleaning bathrooms, supplying towels, soap and related items; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Restocking minibars and replenishing items such as drinking glasses and stationery; 9) Performing related tasks; 10) Supervising other workers.	6) Making beds, cleaning bathrooms, supplying towels, soap and related items; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Restocking minibars and replenishing items such as drinking glasses and stationery; 9) Performing related tasks; 10) Supervising other workers.
LEVEL 2	Housekeeping Assistant 1) Sweeping or vacuum-cleaning, washing and polishing floors, furniture and other fixtures in buildings; 2) Making beds, cleaning bathrooms, supplying towels, soap and related items; 3) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 4) Picking up rubbish, emptying dustbins and taking rubbish to disposal areas for removal; 5) Performing related tasks.	Public Area Assistant 1) Sweeping or vacuum-cleaning, washing and polishing floors, furniture and other fixtures in buildings; 2) Keeps all lobbies and public facilities (such as lobby restrooms, telephone area, the front desk, and offices) in a neat and clean condition; 3) To follow up a special cleaning schedule given by the housekeeping supervisor; 4) Assist guests in public areas when required; 5) Responsible to follow departmental policies and procedures; 6) Responsible for upkeep of all the equipment i.e., vacuum cleaner, trolleys, scrubbing machine; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Picking up rubbish, emptying dustbins and taking rubbish to disposal areas for removal; 9) Performing other related tasks required by the supervisor.
LEVEL 1	No Job Title	Gardener 1) Performing operations such as planting, transplants, fertilizing, applying chemicals, waters, prunes, and weeds flower beds including soil preparation;

		<ul style="list-style-type: none"> <li>2) Cultivating flowers, trees, shrubs and other plants in parks or public or private gardens;</li> <li>3) Operating and maintaining machinery or powered equipment used in gardening tasks;</li> <li>4) Performing water lawns, trees, or plants, using portable sprinkler systems, hoses, or watering cans;</li> <li>5) Dispose of trash or waste materials;</li> <li>6) Performing related tasks.</li> </ul>
--	--	---

Table 56: Occupational Responsibilities - Group 551 (Eco Resort) (2/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
DIVISION	(55) ACCOMMODATION

GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES - ECO RESORTS		
AREA	Other Short Term Accommodation Activities - Front Office Department	Other Short Term Accommodation Activities - Front Office Department	Other Short Term Accommodation Activities - Front Office Department
LEVEL 8	No Job Title	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title	No Job Title
LEVEL 5	Eco Resort Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations;	Eco Resort Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations;	Eco Resort Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Monitoring and evaluating the performance of the organisation against established objectives and policies; 3) Promoting and marketing the business; 4) Managing budgets and controlling expenditure; 5) Involved in recruiting, training and monitoring staff; 6) Addressing problems and troubleshooting; 7) Supervising maintenance, supplies, renovations and furnishing; 8) Dealing with contractors and suppliers; 9) Ensuring security is effective; 10) Carrying out inspections on property and services; 11) Ensuring compliance with licensing laws, health and safety and other statutory regulations;

	12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers	12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers	12) Performing related tasks; 13) Managing, planning, scheduling and monitoring the tasks of other workers
LEVEL 4	Eco Resort Assistant Manager 1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations; 2) Assist in managing all departments daily and directly oversee all assigned departments; 3) Lead all resort departments daily to optimise operational efficiency; 4) Managing budgets and controlling expenditure; 5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions; 6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience; 7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation; 8) Lead and participate in resort security functions; 9) Oversee daily operation ensuring all staff follow resort procedures;	Eco Resort Assistant Manager 1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations; 2) Assist in managing all departments daily and directly oversee all assigned departments; 3) Lead all resort departments daily to optimise operational efficiency; 4) Managing budgets and controlling expenditure; 5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions; 6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience; 7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation; 8) Lead and participate in resort security functions; 9) Oversee daily operation ensuring all staff follow resort procedures;	Eco Resort Assistant Manager 1) Works under the direction of the Resort Manager in the management and optimisation of overall resort operations; 2) Assist in managing all departments daily and directly oversee all assigned departments; 3) Lead all resort departments daily to optimise operational efficiency; 4) Managing budgets and controlling expenditure; 5) Responsible for practising, supporting and promoting high expectations for professionalism, hospitality and positive guest interactions; 6) Supervise and direct the housekeeping and rental operation and ensure high-quality outcomes and guest experience; 7) Respond quickly to and resolve guest complaints and incidents and complete all required reporting documentation; 8) Lead and participate in resort security functions; 9) Oversee daily operation ensuring all staff follow resort procedures;

	10) Attend trade shows and participate in any marketing and/or promotional events as requested; 11) Enforce all resort rules, policies, and procedures	10) Attend trade shows and participate in any marketing and/or promotional events as requested; 11) Enforce all resort rules, policies, and procedures	10) Attend trade shows and participate in any marketing and/or promotional events as requested; 11) Enforce all resort rules, policies, and procedures
LEVEL 3	<b>Front Office Supervisor</b> 1) Provide outstanding services and ensure customer satisfaction. 2) Address customer concerns and complaints promptly and professionally. 3) Respond to customer needs and requests promptly. 4) Answer phone switchboards and transfer calls and take messages. 5) Manage incoming and outgoing mails and faxes. 6) Post charges to customers and handle card and cash transactions. 7) Plan and assign workloads for front office associates. 8) Supervise associates in their assigned job duties. 9) Prepare operational and financial records for Manager to review. 10) Identify resource requirements and manage resource allocations to ensure complete coverage and continuous availability. 11) Assist in hiring and training associates in front office duties. 12) Evaluate the performance of associates and provide appropriate feedback.	<b>Front Office Supervisor</b> 1) Provide outstanding services and ensure customer satisfaction. 2) Address customer concerns and complaints promptly and professionally. 3) Respond to customer needs and requests promptly. 4) Answer phone switchboards and transfer calls and take messages. 5) Manage incoming and outgoing mails and faxes. 6) Post charges to customers and handle card and cash transactions. 7) Plan and assign workloads for front office associates. 8) Supervise associates in their assigned job duties. 9) Prepare operational and financial records for Manager to review. 10) Identify resource requirements and manage resource allocations to ensure complete coverage and continuous availability. 11) Assist in hiring and training associates in front office duties. 12) Evaluate the performance of associates and provide appropriate feedback.	<b>In-House Tour Guide</b> 1) Informing customers about the itinerary for each tour. 2) Planning itineraries following weather forecasts and the length of each tour. 3) Scheduling visits and purchasing tickets to museums, galleries, protected parks, and other attractions ahead of time, if required. 4) Plan alternate activities if cancellations, closures, or weather prohibit you from attending scheduled events. 5) Gathering and maintaining the requisite equipment for each tour. 6) Familiarizing oneself with the layout and history of the region or establishment in which you will be working. 7) Familiarizing customers with each region or establishment. 8) Greeting and welcoming customers to the tour 9) Encouraging guests to apply sunscreen regularly and to remain hydrated, if applicable. 10) Directing customers to other, non-competing services that might be of interest to them

	13) Ensure associates follow company policies and operational procedures. 14) Schedule regular meetings to discuss issues and updates. 15) Educate associates on safety, emergency and security procedures	13) Ensure associates follow company policies and operational procedures. 14) Schedule regular meetings to discuss issues and updates. 15) Educate associates on safety, emergency and security procedures	
LEVEL 2	Front Office Assistant 1) Receiving and welcoming visitors, guests, or clients; 2) Making appointments for clients; 3) Handling telephone requests for information or appointments; 4) Compiling and checking guest accounts for changes using a computerised or manual system; 5) Receiving and forwarding messages in person or by telephone or telephone switchboard; 6) Registering new guests, assigning rooms, verifying customer credit and handing over room keys; 7) Providing information about facilities available and making room reservations; 8) Responding to guests' requests for housekeeping and maintenance services as well as complaints; 9) Reviewing statements of charges to departing guests and receiving payment; 10) Supplying information pamphlets, brochures or forms; 11) Performing related tasks;	Night Auditor 1) Balancing the accounts from day shift 2) Managing front desk activity and handling guest check-ins and check-outs 3) Ensuring customer satisfaction by scheduling wake-up-calls and other concierge activities according to guest preference 4) Handling customer requests and complaints and directing other employees or departments accordingly 5) Creating invoices, bills and checks for vendors, employees and contractors 6) Managing and updating all official documentation on the role 7) Ensuring that all end-of-day activities have been successfully executed by employees in all departments 8) Answering calls and queries related to the potential booking.	No Job Title

LEVEL 1	No Job Title	No Job Title	No Job Title
---------	--------------	--------------	--------------

Table 57: Occupational Responsibilities - Group 551 (Homestay) (1/1)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES – HOMESTAY	
AREA	Homestay Operation	Homestay Operation
LEVEL 8	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title
LEVEL 5	No Job Title	No Job Title
LEVEL 4	Homestay Program Manager 1) Develop the homestay program 2) Plan and organise Accommodation, catering, housekeeping and other hotel services 3) Promoting and marketing the business 4) Manage budgets and control expenditure 5) Maintain statistical and financial records 6) Set and achieve sales and profit targets 7) Meeting and welcoming customers 8) Address problem and troubleshooting 9) Ensuring events and activities run smoothly 10) Supervise maintenance, supplies, renovation and furnishing 11) Conduct interviews and carry out home inspections of Homestay operators	Homestay Program Manager 1) Develop the homestay program 2) Plan and organise Accommodation, catering, housekeeping and other hotel services 3) Promoting and marketing the business 4) Manage budgets and control expenditure 5) Maintain statistical and financial records 6) Set and achieve sales and profit targets 7) Meeting and welcoming customers 8) Address problem and troubleshooting 9) Ensuring events and activities run smoothly 10) Supervise maintenance, supplies, renovation and furnishing 11) Conduct interviews and carry out home inspections of Homestay operators

	12) Ensuring compliance with licensing laws, health and safety and other statutory regulations 13) Recruiting, training and monitoring of staff and Homestay operators 14) Recruit, screen and assist new host/operators	12) Ensuring compliance with licensing laws, health and safety and other statutory regulations 13) Recruiting, training and monitoring of staff and Homestay operators 14) Recruit, screen and assist new host/operators
LEVEL 3	Homestay Program Coordinator or Supervisor 1) Assist to plan and organise Accommodation, catering, housekeeping and other hotel services 2) Promoting and marketing the business 3) Meeting and welcoming customers 4) Provide information on the customers to the Homestay operators 5) Communicate any new information, changes of itinerary/schedule, arrival, etc, of the customer 6) Ensuring compliance with licensing laws, health and safety and other statutory regulations 7) Perform a related task	Homestay Event or Activity Coordinator 1) Organise and promote activities and local tours for/to the customer 2) Coordinate transportation and catering for the tour or activities 3) Deal and coordinate activities or events with the provider or supplier 4) Ensure the safety and security of customers effectively. 5) Perform a related task
LEVEL 2	Homestay Operator or House owner or Homestay Entrepreneur 1) Conduct a briefing on safety and security and the house rules upon check-in. 2) Explain program itinerary and visit attraction spots 3) Ensure the cleanliness of the overall house area meets the minimum required standard 4) Ensure amenities provided meet the minimum required standard 5) Check periodically the condition of linen in the customer room and change it whenever necessary. 6) Prepare and serve food to the customer according to order requests.	Homestay Operator or House owner or Homestay Entrepreneur 1) Conduct a briefing on safety and security and the house rules upon check-in. 2) Explain program itinerary and visit attraction spots 3) Ensure the cleanliness of the overall house area meets the minimum required standard 4) Ensure amenities provided meet the minimum required standard 5) Check periodically the condition of linen in the customer room and change it whenever necessary. 6) Prepare and serve food to the customer according to order requests.

	<ul style="list-style-type: none"> <li>7) Organise activities to introduce local products, culture, custom, sport, etc.</li> <li>8) Perform pest control inside and outside the house to prevent vector diseases such as mosquitos, cockroaches, flies, rats, etc. periodically.</li> <li>9) Promote Homestay program through various approaches regularly</li> </ul>	<ul style="list-style-type: none"> <li>7) Organise activities to introduce local products, culture, custom, sport, etc.</li> <li>8) Perform pest control inside and outside the house to prevent vector diseases such as mosquitos, cockroaches, flies, rats, etc. periodically.</li> <li>9) Promote Homestay program through various approaches regularly</li> </ul>
LEVEL 1	<p>Homestay General Worker</p> <ul style="list-style-type: none"> <li>1) Perform cleaning of the room, living hall, dining area and toilet</li> <li>2) Wash dishes and linen</li> <li>3) Repair minor broken.</li> </ul>	<p>Homestay General Worker</p> <ul style="list-style-type: none"> <li>1) Perform cleaning of the room, living hall, dining area and toilet</li> <li>2) Wash dishes and linen</li> <li>3) Repair minor broken.</li> </ul>

Table 58: Occupational Responsibilities - Group 552 (Camping) (1/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(552) CAMPING GROUNDS, RECREATIONAL VEHICLE PARKS AND TRAILER PARKS	
AREA	Camping - Housekeeping Department	Camping - Housekeeping Department
LEVEL 8	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title
LEVEL 5	<p>Camping Manager</p> <ol style="list-style-type: none"> <li>1) Manage the maintenance and administration of a campsite;</li> <li>2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp;</li> <li>3) Ensure that all our guests are properly cared for, often before they even arrive;</li> <li>4) Monitor and survey the camp, looking for areas of focus for repairs or improvements;</li> <li>5) Ensure campground to be ready at all times;</li> <li>6) Overseeing maintenance and security of the campgrounds;</li> <li>7) Creating work schedules and task sheets;</li> <li>8) Tracking finances and overseeing banking transactions;</li> <li>9) Budgeting for salaries and camp expenses;</li> <li>10) Monitoring campgrounds for hazards and unwanted guests, including nuisance animals;</li> <li>11) Initiating local advertising campaigns;</li> <li>12) Creating quarterly reports for campground progress monitoring;</li> <li>13) Greeting and interacting with guests to ensure customer satisfaction.</li> </ol>	<p>Camping Manager</p> <ol style="list-style-type: none"> <li>1) Manage the maintenance and administration of a campsite;</li> <li>2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp;</li> <li>3) Ensure that all our guests are properly cared for, often before they even arrive;</li> <li>4) Monitor and survey the camp, looking for areas of focus for repairs or improvements;</li> <li>5) Ensure campground to be ready at all times;</li> <li>6) Overseeing maintenance and security of the campgrounds;</li> <li>7) Creating work schedules and task sheets;</li> <li>8) Tracking finances and overseeing banking transactions;</li> <li>9) Budgeting for salaries and camp expenses;</li> <li>10) Monitoring campgrounds for hazards and unwanted guests, including nuisance animals;</li> <li>11) Initiating local advertising campaigns;</li> <li>12) Creating quarterly reports for campground progress monitoring;</li> <li>13) Greeting and interacting with guests to ensure customer satisfaction.</li> </ol>

LEVEL 4	<p>Assistant Camping Manager</p> <ol style="list-style-type: none"> <li>1) Assist in the management of the maintenance and administration of a campsite;</li> <li>2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp;</li> <li>3) Ensure that all our guests are properly cared for, often before they even arrive.</li> <li>4) Monitor and survey the camp, looking for areas of focus for repairs or improvements;</li> <li>5) Ensure campground to be ready at all times;</li> <li>6) Overseeing maintenance and security of the campgrounds;</li> <li>7) Creating work schedules and task sheets.</li> <li>8) Supervising campgrounds for hazards and unwanted guests, including nuisance animals;</li> <li>9) Greeting and interacting with guests to ensure customer satisfaction.</li> </ol>	<p>Assistant Camping Manager</p> <ol style="list-style-type: none"> <li>1) Assist in the management of the maintenance and administration of a campsite;</li> <li>2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp;</li> <li>3) Ensure that all our guests are properly cared for, often before they even arrive.</li> <li>4) Monitor and survey the camp, looking for areas of focus for repairs or improvements;</li> <li>5) Ensure campground to be ready at all times;</li> <li>6) Overseeing maintenance and security of the campgrounds;</li> <li>7) Creating work schedules and task sheets.</li> <li>8) Supervising campgrounds for hazards and unwanted guests, including nuisance animals;</li> <li>9) Greeting and interacting with guests to ensure customer satisfaction.</li> </ol>
LEVEL 3	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> <li>6) Making beds, cleaning bathrooms, supplying towels, soap and related items;</li> <li>7) Cleaning kitchens and generally helping with kitchen work, including dishwashing;</li> </ol>	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> <li>6) Making beds, cleaning bathrooms, supplying towels, soap and related items;</li> <li>7) Cleaning kitchens and generally helping with kitchen work, including dishwashing;</li> </ol>

	8) Restocking minibars and replenishing items such as drinking glasses and stationery; 9) Performing related tasks; 10) Supervising other workers.	8) Restocking minibars and replenishing items such as drinking glasses and stationery; 9) Performing related tasks; 10) Supervising other workers.
LEVEL 2	Room Attendants 1) Maintain complete knowledge of and comply with all housekeeping departmental policies/service and procedures/standards; 2) Maintain complete knowledge of correct maintenance and use of equipment; 3) Ensure security of guest rooms and privacy of guests; 4) Anticipate guests' needs, respond promptly and acknowledge all guests, however busy and whatever time of day; 5) Controlling storage and issue of supplies; 6) Sweeping, vacuuming, washing and polishing floors, furniture and other room fixtures; 7) Making beds, cleaning bathrooms, supplying towels, soap and related items; 8) Performing related tasks; 9) Assist other workers from different departments if required.	Public Area Attendant 1) Sweeping or vacuum-cleaning, washing and polishing floors, furniture and other fixtures in buildings; 2) Keeps all lobbies and public facilities (such as lobby restrooms, telephone area, the front desk, and offices) in a neat and clean condition; 3) To follow up a special cleaning schedule given by the housekeeping supervisor; 4) Assist guests in public areas when required; 5) Responsible to follow departmental policies and procedures; 6) Responsible for upkeep of all the equipment i.e., vacuum cleaner, trolleys, scrubbing machine; 7) Cleaning kitchens and generally helping with kitchen work, including dishwashing; 8) Picking up rubbish, emptying dustbins and taking rubbish to disposal areas for removal; 9) Performing other related tasks required by the supervisor
LEVEL 1	No Job Title	No Job Title

Table 59: Occupational Responsibilities - Group 552 (Camping) (2/2)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES
---------	---

DIVISION	(55) ACCOMMODATION	
GROUP	(552) CAMPING GROUNDS, RECREATIONAL VEHICLE PARKS AND TRAILER PARKS	
AREA	Camping - Housekeeping Department	Camping - Operation
LEVEL 8	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title
LEVEL 6	No Job Title	No Job Title
LEVEL 5	Camping Manager 1) Manage the maintenance and administration of a campsite; 2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp; 3) Ensure that all our guests are properly cared for, often before they even arrive; 4) Monitor and survey the camp, looking for areas of focus for repairs or improvements; 5) Ensure campground to be ready at all times; 6) Overseeing maintenance and security of the campgrounds; 7) Creating work schedules and task sheets; 8) Tracking finances and overseeing banking transactions; 9) Budgeting for salaries and camp expenses; 10) Monitoring campgrounds for hazards and unwanted guests, including nuisance animals; 11) Initiating local advertising campaigns; 12) Creating quarterly reports for campground progress monitoring; 13) Greeting and interacting with guests to ensure customer satisfaction.	Camping Manager 1) Manage the maintenance and administration of a campsite; 2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp; 3) Ensure that all our guests are properly cared for, often before they even arrive; 4) Monitor and survey the camp, looking for areas of focus for repairs or improvements; 5) Ensure campground to be ready at all times; 6) Overseeing maintenance and security of the campgrounds; 7) Creating work schedules and task sheets; 8) Tracking finances and overseeing banking transactions; 9) Budgeting for salaries and camp expenses; 10) Monitoring campgrounds for hazards and unwanted guests, including nuisance animals; 11) Initiating local advertising campaigns; 12) Creating quarterly reports for campground progress monitoring; 13) Greeting and interacting with guests to ensure customer satisfaction.
LEVEL 4	Assistant Camping Manager 1) Assist in the management of the maintenance and administration of a campsite;	Assistant Camping Manager 1) Assist in the management of the maintenance and administration of a campsite;

	<ol style="list-style-type: none"> <li>2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp;</li> <li>3) Ensure that all our guests are properly cared for, often before they even arrive.</li> <li>4) Monitor and survey the camp, looking for areas of focus for repairs or improvements;</li> <li>5) Ensure campground to be ready at all times;</li> <li>6) Overseeing maintenance and security of the campgrounds;</li> <li>7) Creating work schedules and task sheets.</li> <li>8) Supervising campgrounds for hazards and unwanted guests, including nuisance animals;</li> <li>9) Greeting and interacting with guests to ensure customer satisfaction.</li> </ol>	<ol style="list-style-type: none"> <li>2) Demonstrate a proactive and diligent approach to all safety issues and maintain ultimate responsibility for all health and safety on camp;</li> <li>3) Ensure that all our guests are properly cared for, often before they even arrive.</li> <li>4) Monitor and survey the camp, looking for areas of focus for repairs or improvements;</li> <li>5) Ensure campground to be ready at all times;</li> <li>6) Overseeing maintenance and security of the campgrounds;</li> <li>7) Creating work schedules and task sheets.</li> <li>8) Supervising campgrounds for hazards and unwanted guests, including nuisance animals;</li> <li>9) Greeting and interacting with guests to ensure customer satisfaction.</li> </ol>
LEVEL 3	<p>Housekeeping Supervisor</p> <ol style="list-style-type: none"> <li>1) Training, discharging, organising and supervising helpers, cleaners and other housekeeping staff;</li> <li>2) Purchasing or controlling the purchase of supplies;</li> <li>3) Controlling storage and issue of supplies;</li> <li>4) Supervising the general welfare and conduct of individuals in institutions;</li> <li>5) Sweeping or vacuuming, washing and polishing floors, furniture and other fixtures;</li> <li>6) Making beds, cleaning bathrooms, supplying towels, soap and related items;</li> <li>7) Cleaning kitchens and generally helping with kitchen work, including dishwashing;</li> <li>8) Restocking minibars and replenishing items such as drinking glasses and stationery;</li> <li>9) Performing related tasks;</li> </ol>	<p>Reservation Agent</p> <ol style="list-style-type: none"> <li>1) Receiving and welcoming visitors, guests, or clients;</li> <li>2) Making appointments for clients;</li> <li>3) Handling telephone requests for information or appointments;</li> <li>4) Compiling and checking guest accounts for changes using a computerised or manual system;</li> <li>5) Receiving and forwarding messages in person or by telephone or telephone switchboard;</li> <li>6) Maintaining an inventory of rooms available for occupancy, handling reservations and assigning rooms;</li> <li>7) Providing information about facilities available and making room reservations;</li> <li>8) Reviewing statements of charges to departing guests and receiving payment;</li> <li>9) Supplying information pamphlets, brochures or forms;</li> <li>10) Performing related tasks;</li> </ol>

	10) Supervising other workers.	11) Supervising, scheduling and monitoring the tasks of other workers
LEVEL 2	<p>Horticulturist</p> <ol style="list-style-type: none"> <li>1) Provides professional advice on the selection, ordering, planting, and maintenance of trees, shrubs, ground covers, and turf grasses on campus;</li> <li>2) Plans and designs annual and perennial flower beds;</li> <li>3) Grows potted plants and nursery stock and maintains records on the growing operation;</li> <li>4) Trains and supervises subordinate personnel in greenhouse operations and in the proper methods and techniques of planting ornamental plants;</li> <li>5) Trains ground personnel in the techniques of pruning, wound dressing, cavity repair, and the cabling and bracing of trees and shrubs;</li> <li>6) Prepares orders for various types of plants and seeds;</li> <li>7) Inventories, maps, and labels trees and shrubs on campus for instructional and maintenance purposes;</li> <li>8) Assists in the preparation of maintenance programs for the control of plant diseases and insects;</li> <li>9) Prepares fertiliser programs for various types of plants;</li> <li>10) Confers with landscape architect and other personnel in the selection of plants;</li> <li>11) Supervises the operation of the departmental greenhouse.</li> </ol>	<p>Registration Officer** / Reception / Front Office Assistant</p> <ol style="list-style-type: none"> <li>1) Receiving and welcoming visitors, guests, or clients;</li> <li>2) Making appointments for clients;</li> <li>3) Handling telephone requests for information or appointments;</li> <li>4) Compiling and checking guest accounts for changes using a computerised or manual system;</li> <li>5) Receiving and forwarding messages in person or by telephone or telephone switchboard;</li> <li>6) Registering new guests, assigning rooms, verifying customer credit and handing over room keys;</li> <li>7) Providing information about facilities available and making room reservations;</li> <li>8) Responding to guests' requests for housekeeping and maintenance services as well as complaints;</li> <li>9) Reviewing statements of charges to departing guests and receiving payment;</li> <li>10) Supplying information pamphlets, brochures or forms;</li> <li>11) Performing related tasks;</li> <li>12) Supervising, scheduling and monitoring the tasks of other workers.</li> </ol>
LEVEL 1	<p>Gardener</p> <ol style="list-style-type: none"> <li>1) Performing operations such as planting, transplants, fertilizing, applying chemicals, waters, prunes, and weeds flower beds including soil preparation;</li> </ol>	No Job Title

	<ul style="list-style-type: none"><li>2) Cultivating flowers, trees, shrubs and other plants in parks or public or private gardens;</li><li>3) Operating and maintaining machinery or powered equipment used in gardening tasks;</li><li>4) Performing water lawns, trees, or plants, using portable sprinkler systems, hoses, or watering cans;</li><li>5) Dispose of trash or waste materials;</li><li>6) Performing related tasks.</li></ul>	
--	---	--

Table 60: Occupational Responsibilities - Group 559 (Student Residences) (1/1)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES		
DIVISION	(55) ACCOMMODATION		
GROUP	(559) OTHER ACCOMMODATION		
AREA	Student Residences - Administration	Student Residences - Operation	
LEVEL 8	No Job Title	No Job Title	No Job Title
LEVEL 7	No Job Title	No Job Title	No Job Title
LEVEL 6	<p>College/Hostel Principal</p> <ol style="list-style-type: none"> <li>1) Plan and control the general administration, strategic planning, college management policies, human resources, finance and facilities in residential colleges.</li> <li>2) Regulatory and enforcement of residential college rules for the benefit of residential college residents.</li> <li>3) Controlling and planning the college trust fund expenses.</li> <li>4) Serves as the Chairman of meetings related to residential college matters.</li> <li>5) Planning schedule of work of staff under the residential college.</li> <li>6) Responsible for the problems and discipline resolution of students in residential colleges.</li> <li>7) Lead the occupants of the residential college towards achieving the University's goals.</li> </ol>	<p>College/Hostel Principal</p> <ol style="list-style-type: none"> <li>1) Plan and control the general administration, strategic planning, college management policies, human resources, finance and facilities in residential colleges.</li> <li>2) Regulatory and enforcement of residential college rules for the benefit of residential college residents.</li> <li>3) Controlling and planning the college trust fund expenses.</li> <li>4) Serves as the Chairman of meetings related to residential college matters.</li> <li>5) Planning schedule of work of staff under the residential college.</li> <li>6) Responsible for the problems and discipline resolution of students in residential colleges.</li> <li>7) Lead the occupants of the residential college towards achieving the University's goals.</li> </ol>	<p>College/Hostel Principal</p> <ol style="list-style-type: none"> <li>1) Plan and control the general administration, strategic planning, college management policies, human resources, finance and facilities in residential colleges.</li> <li>2) Regulatory and enforcement of residential college rules for the benefit of residential college residents.</li> <li>3) Controlling and planning the college trust fund expenses.</li> <li>4) Serves as the Chairman of meetings related to residential college matters.</li> <li>5) Planning schedule of work of staff under the residential college.</li> <li>6) Responsible for the problems and discipline resolution of students in residential colleges.</li> <li>7) Lead the occupants of the residential college towards achieving the University's goals.</li> </ol>

	8) Provide a report on the results of the achievement of the department. 9) Planning of students related development program in residential with the College Resident Staff at the residential college. 10) Evaluate and document the effectiveness of Student Development Programs conducted periodically. 11) To take corrective and preventive measures for continuous improvement. 12) Approve the annual report of the student development program. 13) Manage and monitor students' involvement in activities from the University / HEP / KPT / External Agency.	8) Provide a report on the results of the achievement of the department. 9) Planning of students related development program in residential with the College Resident Staff at the residential college. 10) Evaluate and document the effectiveness of Student Development Programs conducted periodically. 11) To take corrective and preventive measures for continuous improvement. 12) Approve the annual report of the student development program. 13) Manage and monitor students' involvement in activities from the University / HEP / KPT / External Agency.	8) Provide a report on the results of the achievement of the department. 9) Planning of students related development program in residential with the College Resident Staff at the residential college. 10) Evaluate and document the effectiveness of Student Development Programs conducted periodically. 11) To take corrective and preventive measures for continuous improvement. 12) Approve the annual report of the student development program. 13) Manage and monitor students' involvement in activities from the University / HEP / KPT / External Agency.
LEVEL 5	Hostel Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Managing budgets and controlling expenditure; 3) Maintaining statistical and financial records; 4) Setting and achieving sales and profit targets; 5) Ensure the handling of records and department documents comply with the standards set.	Hostel Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Managing budgets and controlling expenditure; 3) Maintaining statistical and financial records; 4) Setting and achieving sales and profit targets; 5) Ensure the handling of records and department documents comply with the standards set.	Hostel Manager 1) Planning and organising accommodation, catering, housekeeping and other services; 2) Managing budgets and controlling expenditure; 3) Maintaining statistical and financial records; 4) Setting and achieving sales and profit targets; 5) Ensure the handling of records and department documents comply with the standards set.

	6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Ensure all customer feedback is updated for improvement. 9) Addressing problems and troubleshooting; 10) Ensuring events run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers; 13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; and 17) Managing, planning, scheduling and monitoring the tasks of other workers.	6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Ensure all customer feedback is updated for improvement. 9) Addressing problems and troubleshooting; 10) Ensuring events run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers; 13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; and 17) Managing, planning, scheduling and monitoring the tasks of other workers.	6) Recruiting, training and monitoring staff; 7) Meeting and welcoming customers; 8) Ensure all customer feedback is updated for improvement. 9) Addressing problems and troubleshooting; 10) Ensuring events run smoothly; 11) Supervising maintenance, supplies, renovations and furnishing; 12) Dealing with contractors and suppliers; 13) Ensuring security is effective; 14) Carrying out inspections on property and services; 15) Ensuring compliance with licensing laws, health and safety and other statutory regulations; 16) Performing related tasks; and 17) Managing, planning, scheduling and monitoring the tasks of other workers.
LEVEL 4	Assistant Hostel Manager (Administration) 1) Coordinating, assigning and reviewing the work of clerks engaged in the following duties: word processing, record keeping and filing; operating telephones and switchboards; data entry; desktop publishing, and other activities involving general office and administrative skills;	Assistant Hostel Manager (Operation) 1) Coordinating, assigning and reviewing the work of clerks engaged in the following duties: word processing, record keeping and filing; operating telephones and switchboards; data entry; desktop publishing, and other activities involving general office and administrative skills; 2) Setting work schedules and procedures and co-ordinate activities with other work units or	Assistant Hostel Manager (Operation) 1) Coordinating, assigning and reviewing the work of clerks engaged in the following duties: word processing, record keeping and filing; operating telephones and switchboards; data entry; desktop publishing, and other activities involving general office and administrative skills;

	<ul style="list-style-type: none"> <li>2) Setting work schedules and procedures and co-ordinate activities with other work units or departments;</li> <li>3) Solving problems related to work and preparing and submitting progress and other reports;</li> <li>4) Training and instructing employees in job duties, safety procedures and company policies or arrange for training to be provided;</li> <li>5) Evaluating staff performance and compliance regulations, and recommend appropriate personnel action;</li> <li>6) Hiring, interviewing, and selecting employees;</li> <li>7) Supervising, scheduling and monitoring the tasks of other workers</li> <li>8) Managing procurement and financial matters.</li> <li>9) Ensuring quality management of residential colleges.</li> </ul>	<ul style="list-style-type: none"> <li>departments;</li> <li>3) Managing students' facilities, such as furniture rental, room facilities, registration of electrical equipment, and amenities;</li> <li>4) Managing safety and health in residential college areas including emergency measures;</li> <li>5) Ensuring that contractors comply with the application and safety measures as stated in tender documents;</li> <li>6) Handling of risk management in daily tasks;</li> <li>7) Solving problems related to work and preparing and submitting progress and other reports;</li> <li>8) Training and instructing employees in job duties, safety procedures and company policies or arrange for training to be provided;</li> <li>9) Evaluating staff performance and compliance regulations, and recommend appropriate personnel action;</li> <li>10) Hiring, interviewing, and selecting employees;</li> <li>11) Supervising, scheduling and monitoring the tasks of other workers.</li> </ul>	<ul style="list-style-type: none"> <li>2) Setting work schedules and procedures and co-ordinate activities with other work units or departments;</li> <li>3) Managing students' facilities, such as furniture rental, room facilities, registration of electrical equipment, and amenities;</li> <li>4) Managing safety and health in residential college areas including emergency measures;</li> <li>5) Ensuring that contractors comply with the application and safety measures as stated in tender documents;</li> <li>6) Handling of risk management in daily tasks;</li> <li>7) Solving problems related to work and preparing and submitting progress and other reports;</li> <li>8) Training and instructing employees in job duties, safety procedures and company policies or arrange for training to be provided;</li> <li>9) Evaluating staff performance and compliance regulations, and recommend appropriate personnel action;</li> <li>10) Hiring, interviewing, and selecting employees;</li> <li>Supervising, scheduling and monitoring the tasks of other workers</li> </ul>
--	---	--	--

LEVEL 3	<p>Clerk</p> <ol style="list-style-type: none"> <li>1) Carrying out clerical duties including maintenance of files/documents, calculations, preparation of monthly reports and statistical reports;</li> <li>2) Recording, preparing, sorting, classifying and filing information;</li> <li>3) Sorting, opening and sending mail;</li> <li>4) Photocopying and faxing documents;</li> <li>5) Preparing reports of a routine nature;</li> <li>6) Recording issue of equipment to staff;</li> <li>7) Responding to telephone or electronic enquiries or forwarding them to appropriate persons;</li> <li>8) Assisting in customer service tasks;</li> <li>9) Performing related tasks; and</li> <li>10) Supervising, scheduling and monitoring the tasks of other workers.</li> </ol>	<p>Hostel Supervisor</p> <ol style="list-style-type: none"> <li>1) Supervising the work of cleaning, housekeeping and building maintenance staff and contractors;</li> <li>2) Participating in cleaning, simple repairs and maintenance of building interiors;</li> <li>3) Regulating the conduct of tenants and visitors in such matters as noise abatement or misuse of property;</li> <li>4) Providing small services to absent tenants such as accepting deliveries on their behalf or providing</li> <li>5) Requested information to callers;</li> <li>6) Notifying the management and owners of buildings of the need for repairs;</li> <li>7) Patrolling buildings to ensure security is maintained;</li> <li>8) Filling in registration forms and providing tenants with copies of rules;</li> <li>9) Performing related tasks; and</li> <li>10) Supervising other workers.</li> </ol>	<p>Hostel Supervisor</p> <ol style="list-style-type: none"> <li>1) Supervising the work of cleaning, housekeeping and building maintenance staff and contractors;</li> <li>2) Participating in cleaning, simple repairs and maintenance of building interiors;</li> <li>3) Regulating the conduct of tenants and visitors in such matters as noise abatement or misuse of property;</li> <li>4) Providing small services to absent tenants such as accepting deliveries on their behalf or providing</li> <li>5) Requested information to callers;</li> <li>6) Notifying the management and owners of buildings of the need for repairs;</li> <li>7) Patrolling buildings to ensure security is maintained;</li> <li>8) Filling in registration forms and providing tenants with copies of rules;</li> <li>9) Performing related tasks; and</li> <li>10) Supervising other workers.</li> </ol>
LEVEL 2	<p>Administration Assistant</p> <ol style="list-style-type: none"> <li>1) Handling the college facilities and hall room.</li> <li>2) Administration duties and manning the public counter.</li> <li>3) Disseminating memos and information at the notice board and students' rooms.</li> <li>4) Performed other ad hoc duties as required, such as assisting in students'</li> </ol>	<p>Operation Assistant (Room)</p> <ol style="list-style-type: none"> <li>1) Conduct room inspections.</li> <li>2) Ensuring all issues related to the rooms will be recorded in the system for further action.</li> <li>3) Assign placements for students, temporary placements and outside agencies.</li> <li>4) Arrange and prepare all requirements for the room; bed sheets, pillows, pillowcases.</li> </ol>	<p>Operation Assistant (Maintenance)</p> <ol style="list-style-type: none"> <li>1) Running room checks</li> <li>2) Monitoring cleaning and maintenance of college buildings and surrounding areas.</li> <li>3) Verify repair works of public &amp; electrical contractors</li> <li>4) In charge of storage and disposal management.</li> <li>5) Ensuring and updating on the record-keeping of entry and exit of equipment.</li> </ol>

	activities and collaborating in University's programs.	5) Management of the rooms' keys. 6) Preparation for student check-in and check-out.	6) Checking of student rooms and electrical equipment.
LEVEL 1	No Job Title	No Job Title	No Job Title

#### **4.5 Mapping OS to Available NOSS**

As mentioned in the previous section, the Occupational Responsibilities (OR) will become the reference for the development of the National Occupational Skills Standard (NOSS). Section 2.6 under Chapter 2 Literature Review has listed sixteen (16) NOSS that have been developed for the MSIC 2008 Section I55 Accommodation. This section provides the mapping of Occupational Structure (OS) developed under section 4.3 above against the available NOSS. Details of the mapping are presented on the following pages, from Table 64 until Table 66.

Table 61: Mapping OS with Available NOSS (1/3)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES								
DIVISION	(55) ACCOMMODATION								
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES								
AREA	Hotels and Resort Hotels - Rooms Division (Housekeeping - Laundry)			Hotels and Resort Hotels - Rooms Division (Housekeeping - Room)	Hotels and Resort Hotels - Rooms Division (Housekeeping - Public Area)			Hotels and Resort Hotels - Rooms Division (Housekeeping - Others)	
LEVEL 8	General Manager								NJT
LEVEL 7	Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager								NJT
LEVEL 6	Director of Rooms								NJT
LEVEL 5	Executive Housekeeper								NJT
LEVEL 4	Laundry Manager			Assistant Housekeeper					NJT
LEVEL 3	Laundry Supervisor			I551-003-3:2018	I551-003-3:2018			Executive Housekeeper Secretary or Desk Control Supervisor	NJT
LEVEL 2	I551-003-2:2018	Linen or Uniform Supervisor		I551-003-2:2018	I551-003-3:2018	I551-003-3:2018	I551-003-3:2018	NJT	NJT
LEVEL 1	I551-003-2:2018	Tailor or Seamstress***	Linen or Uniform Maid	Houseperson or Helper of Runner	I551-003-3:2018	I551-003-3:2018	I551-003-3:2018	NJT	Upholster***

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to IR4.0; NJT=No Job Title

Table 62: Mapping OS with Available NOSS (2/3)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES					
DIVISION	(55) ACCOMMODATION					
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES					
AREA	Hotels and Resort Hotels - Rooms Division (Front Office - Concierge)		Hotels and Resort Hotels - Rooms Division (Front Office)		Hotels and Resort Hotels - Rooms Division (Front Office - Reservation)	
LEVEL 8	General Manager					
LEVEL 7	Executive Assistant Manager / Assistant General Manager    Hotel Manager    Assistant Hotel Manager					
LEVEL 6	Director of Rooms					
LEVEL 5	I551-001-5:2018 / I551-002-5:2018					
LEVEL 4	I551-002-4:2018		I551-002-4:2018			I551-001-4:2018
LEVEL 3	I551-002-3:2017		I551-002-3:2017	I551-002-3:2017	I551-002-3:2017	I551-001-3:2017
LEVEL 2	I551-002-3:2017	I551-002-3:2017	I551-002-3:2017	NJT	I551-002-3:2017	I551-001-3:2017
LEVEL 1	NJT	I551-002-3:2017	NJT	NJT	NJT	NJT

Note: \*Critical Job Titles; \*\*Jobs Relevant to Industrial Revolution; \*\*\*Critical Job Titles and Jobs Relevant to IR4.0; NJT=No Job Title

Table 63: Mapping OS with Available NOSS (3/3)

SECTION	(I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES	
DIVISION	(55) ACCOMMODATION	
GROUP	(551) SHORT TERM ACCOMMODATION ACTIVITIES – HOMESTAY	
AREA	Homestay Operation	
LEVEL 8	NJT	NJT
LEVEL 7	NJT	NJT
LEVEL 6	NJT	NJT
LEVEL 5	NJT	NJT
LEVEL 4	Homestay Program Manager	Homestay Program Manager
LEVEL 3	HT-040-3:2014	Homestay Event or Activity Coordinator**
LEVEL 2	HT-040-2:2014	HT-040-2:2014
LEVEL 1	Homestay General Worker	Homestay General Worker

Note: \*Critical Job Titles; \*\*Jobs Relevant to IR4.0; \*\*\*Critical Job Titles and Jobs Relevant to IR4.0; NJT=No Job Title

#### **4.6 Occupational Description**

Occupational descriptions (OD) describes a structured and factual statement of a specific job function. The OD within this context refers to the job titles that have been identified as critical for the industry (refer to critical jobs under Annex 4 List of Critical Job Titles). The OD describes the summary of responsibilities, job level, and competency set such as knowledge, skills and attributes particular to the job. In total, there are 83 occupation descriptions developed in this OF; as presented in Annex 6 Occupational Descriptions.

#### **4.7 Conclusion**

This chapter discussed the research findings based on document review, survey as well as discussions with the industry representatives via Focus Group Discussions. Among the major delivery of the findings include the identification of the Occupational Structure (OS) and Occupational Responsibilities (OR) for the Accommodation occupation. The OS and OR not only provide information on the occupation competency, job areas applicable, and skill level based on MOSQF level descriptors, but they also reflect the possible career paths within the Accommodation industry. The jobs and skills in demand and the specific steps proposed to be taken by various parties to bridge the skills gaps within the industry are also elaborated so that the stakeholders concerned could take the necessary steps to overcome such challenges. The next and final chapter 5 will further elaborate on the discussions, recommendations and conclusions based on the overall findings of this OF.

## **CHAPTER V**

### **DISCUSSION, RECOMMENDATIONS AND CONCLUSION**

#### **5.1 Discussion**

This chapter provides an insight into the discussion of the findings obtained throughout the development of the Occupational Framework for the Accommodation industry. Overall, there are 43 job areas identified under the Division I55 of MSIC 2008 version 1.0. In summary, there are 251 job titles, 11 critical job titles and 46 jobs relevant to the industrial revolution. Mapping of OS to the available NOSS is also presented. To date, there have been 16 NOSS developed for the Accommodation industry.

The research has accomplished all the research objectives as discussed thoroughly in Chapter 4 and to be concluded in this chapter.

##### **5.1.1 Objective 1: To Establish Occupational Structure (OS) for the Accommodation Sector Based on the MSIC 2008 version 1.0.**

The findings revealed a total of 43 job areas with 251 job titles identified through Focus Group Discussions with the industry representatives. In the OS, the job titles are marked if they are either a critical job or a job relevant to the industrial revolution or both. The completed OS is presented in Tables 23 to 47.

### 5.1.2 Objective 2:

#### **To identify the Skills in Demand in the Accommodation Sector.**

Through the survey and analysis of relevant documents, the skills in demand for the industry are divided into three as follows:

a) Knowledge

- i. Policy and Standard Operating Procedure of the organisation.
- ii. Rules and Legislation of the industry
- iii. Culture Awareness

b) Skill

- i. Customer Orientation
- ii. Time Management
- iii. Communication (Speaking, Writing, Language – Bahasa Melayu, English)
- iv. Entrepreneurship
- v. Problem-solving capacity
- vi. Information Technology Skills

c) Ability

- i. Team Work
- ii. Multi-tasking
- iii. Professionalism
- iv. Attention to Detail
- v. Resilience
- vi. Agility
- vii. Personal Hygiene

The set of competencies listed above is particularly relevant and imperative to the nature of the job in this industry. However, the level of importance of each element varies based on the occupational level and job titles. Also, the competencies are additional to the functional competencies required for a particular job title.

### **5.1.3 Objective 3:**

#### **To Identify Critical Jobs in the Accommodation Sector**

The critical job titles were derived from the list of jobs in demand. Based on the survey, the following are the critical job titles for the Accommodation industry:

- a) Tailor or Seamstress
- b) Upholster
- c) Laundry Attendant
- d) Linen or Uniform Maid
- e) Room Attendant or Maid or Boy
- f) Assistant Florist
- g) Florist
- h) Public Area Supervisor
- i) Floor or Room or Night Supervisor
- j) Personal Butler
- k) Night Manager

However, when comparing with the Critical Occupational List (COL) 2019/2020 report established by Talent Corporation (TalentCorp) and the Institute for Labour Market Information and analysis (ILMIA), an agency under the Ministry of Human Resources (MOHR), none of the occupation or job titles of Accommodation industry is listed as a critical occupation. It was found that job titles such as Guest Service Officer, Guest Service Executive, Assistant Housekeeping Executive were nominated for COL, but they did not meet the indicators. Although the jobs to some extent see a slight shortage of labour, according to the Malaysia Association of Hotels (MAH), the vacancies are for entry to junior-level positions and relatively easy to be filled in (i.e. 2 to 3 months).

### **5.1.4 Objective 4:**

#### **To Propose Job Titles Related to Current National Industrial Revolution for the Accommodation Sector.**

Based on the survey and verified through the Focus Group Discussion, it is found that the industrial revolution has impacted the sector in changing how works are done and influencing

the customer experience. Particularly with the infestation of COVID-19, the need for automating some of the work processes and the business operations in the Accommodation industry has increased. Employees are expected to be IT literate and competent at the basic skill level; for instance, the ability to use E-mail and be familiar with several social media platforms such websites, Facebook and Instagram. This is because most of the information has been communicated through not only face to face meetings but also in the form of digital. In fact, many business operations are now being provided on virtual platforms, including online reservations, online payments, self-check-in and many more. Nevertheless, the industry is still heavily reliant on manpower because in serving the customers, human interactions are still the priority and the advancement of technology plays a role to enhance the customer experience.

The following are the elements of technology relevant to the Accommodation industry:

- a) Internet of Things
- b) Cyber Security
- c) System Integration
- d) Cloud Computing
- e) Artificial Intelligence
- f) Augmented Reality
- g) Big data Analytics

The job titles relevant to the industrial revolution is listed in Annex 5 Job Titles Relevant to Industrial Revolution.

#### **5.1.5 Objective 5:**

**To Establish Occupational Description for Each Job Title In Demand Based on the Proposed OS**

The Occupational Descriptions for all job titles was obtained from the Focus Group Discussions and related documents analysis. These Occupational descriptions will serve as the main reference for the development of the National Occupational Skills Standard (NOSS), which will focus on the detail of required competencies for all job scopes. The Occupational Description can be referred to in Annex 6 Occupational Description.

## 5.2 Recommendations

It is hoped that the result of this Occupational Framework will be used as a reference to fulfil the future plans of developing skilled personnel and certifying Malaysians in this sector towards improving the quality of the local sector and thus spurring Malaysia's global competitiveness. There are several options when addressing or mitigating workforce demand and supply. It may include establishing and maintaining partnerships with other agencies or departments or educational institutions to increase external talent pools and also through the training of existing staff in line with new skills requirements.

Based on the above comments, specific recommendations are listed below:

- a) To continue and streamline efforts in NOSS development for areas under the sector in line with the findings of this analysis. This includes the development of the NOSS for the sectors and sub-sectors that are in demand and have not been developed.
- b) To encourage apprenticeship training (National Dual Training System –NDTS) for the related sub-sector and job area.
- c) Promote certification of existing and experienced personnel in the sector through Recognition Prior Achievement (RPA) (*Pengiktirafan Pencapaian Terdahulu – PPT*).

## 5.3 Limitation

In the development of this OF, several limitations were encountered. It is important to address this limitation for future improvement of the current OF.

The limitation of physical movement during the infestation of COVID-19 somehow changed the development approach of this OF. All discussions and presentations were conducted online, which would be more effective if they were conducted in a face-to-face environment. It also limits the opportunity to get more respondents for the survey. Since the survey was disseminated using online platforms such as E-mail, WhatsApp, etc., it was difficult to monitor and follow up on the responses. Hence, the responses are less than the target sampling size.

In collecting the information, most of the inputs were obtained from the industry expert who is mainly representing the Accommodation group of item 551 – short term

Accommodation activities. Therefore, especially for other Accommodation groups under items 552 and 559, there is a possibility that some of the job titles have not been well explored and identified. Due to the time constraint, access to the experts was not possible. In this case, industry representatives for school dormitories, workers hostels, rooming and boarding houses, recreational vehicle parks and trailers, and railway sleeping cars were not included in the development panel team. Nevertheless, other Accommodation groups can adopt the main OS of 551 in designing their OS; in particular, the 55101 Hotels and Resort Hotels as their OS contain the most comprehensive job titles and responsibilities within the Accommodation sector.

#### **5.4 Conclusion**

In conclusion, the Occupational Framework is a document that contains a) the Occupational Structure that indicates the job areas, job titles at different levels, classified following the Malaysia Occupational Standard Qualification Framework (MOSQF) Level Descriptors, and b) Occupational Descriptions (OD) that depicts the Job Responsibilities and the Competency set. This document also highlights the job and competency in demand, critical jobs, emerging skills as well as jobs relevant to the industrial revolution. In addition, the challenges impacting the industry are also discussed. The findings are obtained through various research methods, including document analysis, Focus Group Discussions with the industry representatives, online surveys and quality visits to the industry. The data were analysed through descriptive and content analysis. The document will be the main reference in the development of the National Occupational Skills Standard (NOSS).

## REFERENCES

- About Us.* (n.d.). Malaysian Employers Federation (MEF).  
[https://www.mef.org.my/AboutUs/aboutus\\_home.aspx](https://www.mef.org.my/AboutUs/aboutus_home.aspx)
- Abutabenjeh, S., & Jaradat, R. (2018). Clarification of research design, research methods, and research methodology: A guide for public administration researchers and practitioners. *Teaching Public Administration*, 36(3), 237–258.
- Akta Kerajaan Tempatan 1976 [Akta 171].* (n.d.). Portal Rasmi Pihak Berkuasa Tempatan Negeri Kedah Darul Aman. <https://pbt.kedah.gov.my/index.php/akta-kerajaan-tempatan-1976-akta-171-mpk/>
- Assistant Resort Manager.* (n.d.). Bethpage Camp-Resort.  
<http://www.bethpagecamp.com/wp-content/uploads/2015/12/Assistant-Resort-Manager-Job-Description.pdf>
- Auger, P. (2017). Information sources in grey literature. *De Gruyter Saur*.
- Berg, B. L., Lune, H., & Lune, H. (2012). Qualitative research methods for the social sciences (Vol. 8). *Boston, MA: Pearson*.
- Braun, V., & Clarke, V. (2013). Successful qualitative research: A practical guide for beginners. *Sage*
- Bryman, A., & Buchanan, D. A. (Eds.). (2018). Unconventional methodology in organisation and management research. *Oxford University Press*.
- Campground Manager Job Description.* (n.d.). TRUIC.  
<https://howtostartanllc.com/hiring/campground-manager-job-description#sample-job-description>
- Che Shaari, S. (2009, December). The Relevancy of the Innkeepers' Act 1952. *TEAM Journal of Hospitality & Tourism*, 6(1).
- Chief Concierge.* (n.d.). Go2HR. <https://www.go2hr.ca/career-summary/chief-concierge>

*Commercial horticulturist: job description.* (n.d.). TargetJobs.

<https://targetjobs.co.uk/careers-advice/job-descriptions/commercial-horticulturist-job-description>

Department of Statistics Malaysia. (2008). *Malaysia Standard Industrial Classification (MSIC) 2008 version 1.0.*

[https://www.dosm.gov.my/v1/uploads/files/4\\_Portal%20Content/3\\_Methods%20%26%20Classifications/2\\_List%20of%20References/MSIC\\_2008.pdf](https://www.dosm.gov.my/v1/uploads/files/4_Portal%20Content/3_Methods%20%26%20Classifications/2_List%20of%20References/MSIC_2008.pdf)

Economic Planning Unit, Prime Minister's Department Malaysia. (2021). *Malaysia Digital Economy Blueprint.* <https://www.epu.gov.my/sites/default/files/2021-02/malaysia-digital-economy-blueprint.pdf>

Economic Planning Unit, Prime Minister's Department Malaysia. (2021b). *National Fourth Industrial Revolution (4IR) Policy.*

<https://www.epu.gov.my/sites/default/files/2021-07/National-4IR-Policy.pdf>

Economic Planning Unit, Prime Minister's Department. (n.d.). *Penduduk Bekerja Mengikut Industri, Malaysia, 2010-2019.* <https://www.epu.gov.my/sites/default/files/2020-09/1.4.pdf>

Ellen, S. (2018). Slovin's Formula Sampling Techniques. *Sciencing.com.*

*Employers are reminded to heed the minimum wage orders.* (2021, July 21). Bernama. <https://www.malaysiakini.com/news/458632>

Federal Department of Town and Country Planning Malaysia. (2011). *Akta 172.*

<https://www.planmalaysia.gov.my/index.php/en/agensi/akta-172>

Frey, C. B., & Osborne, M. A. (2017). The future of employment: How susceptible are jobs to computerisation?. *Technological forecasting and social change*, 114, 254-280.

Garousi, V., Felderer, M., & Mäntylä, M. V. (2019). Guidelines for including grey literature and conducting multivocal literature reviews in software engineering. *Information and Software Technology*, 106, 101-121

*Head Gardener Job Description.* (n.d.). Skills Provision Limited. <https://www.skills-provision.com/library/head-gardener-job-description-81860>

*Hotel Housekeeping Supervisor Job Description.* (n.d.). JobHero. <https://www.jobhero.com/job-description/examples/janitorial/hotel-housekeeping-supervisor>

*Institut Kemajuan Desa (INFRA).* (n.d.). MyTC. <http://www.mytc.gov.my/index.php?page=hotels&hid=5100>

Institute of Labour Market Information and Analysis (ILMIA) Department of Statistics Malaysia. (n.d.). *Hotel And Homestay Managers.* My Job Profile. <https://www.ilmia.gov.my/bda-myjobprofile/job/1411/hotel-and-homestay-managers>

Ismail, E. (2017, March 11). *Architects Act 1967 (Act 117) - 10th Amendment* [Slides]. Malaysian Institute of Architects Northern Chapter. [http://webcache.googleusercontent.com/search?q=cache:7K0RzX8yH-wJ:architecturemalaysia.com/Files/Pool/85\\_170417\\_1512551255\\_architectsact04.pptx+&cd=11&hl=en&ct=clnk&gl=my&lr=lang\\_en](http://webcache.googleusercontent.com/search?q=cache:7K0RzX8yH-wJ:architecturemalaysia.com/Files/Pool/85_170417_1512551255_architectsact04.pptx+&cd=11&hl=en&ct=clnk&gl=my&lr=lang_en)

*Job Description for Linen and Uniform attendant.* (n.d.). Setupmyhotel.Com. <https://setupmyhotel.com/job-description-for-hotels/house-keeping/91-linen-uniform-attendant.html>

*Job Description: Resort Manager.* (n.d.). Guemes Island Resort. <https://static1.squarespace.com/static/590a200bb3db2b874be60457/t/59f8c98bd6839a94bbf0739f/1509476749247/GIR+Job+Description+Resort+Mgr.pdf>

Kalra, A. (2021, March 4). *PSMB Act expanded to cover more Malaysia employers, 3-month HRD levy exemption for new registrants.* Human Resources Online.net. <https://www.humanresourcesonline.net/psmb-act-expanded-to-cover-more-malaysia-employers-3-month-hrd-levy-exemption-for-new-registrants>

*KKMM Strategic Framework.* (n.d.). Official Portal Ministry of Communications and Multimedia Malaysia. <https://www.kkmm.gov.my/en/info->

korporat/pengenalan/kkmm-strategic-framework

Krejcie, V. R., & Morgan, W. D. (1970). Determining Sample Size For Research Activities, Educational And Psychological Measurement. *Duluth: University Of Minnesota*.

Kumpulan Wang Simpanan Pekerja (KWSP). (1991). *Employees Provident Fund Act 1991*.  
<https://www.kwsp.gov.my/en/about-epf/news-highlights/references/epf-act-1991>

*Land*. (n.d.). Ministry of Energy and Natural Resources. <https://www.ketsa.gov.my/en-my/KetsaCore/Land/Pages/default.aspx>

Laws of Malaysia Act 482. (2006). *Tourism Industry Act 1992*. The Commissioner of Law Revision, Malaysia. <https://gotraz.com.my/wp-content/uploads/2021/04/TOURISM-INDUSTRY-ACT-1992.pdf>

*Legislation*. (n.d.). Malaysia Competition Commission (MyCC).  
<https://www.mycc.gov.my/legislation>

*Legislation*. (n.d.). Malaysian Communications and Multimedia Commission.  
<https://www.mcmc.gov.my/en/legal/act>

*Maintenance Assistant Job Description*. (n.d.). Glassdoor. <https://www.glassdoor.com/Job-Descriptions/Maintenance-Assistant.htm>

Malaysian Qualifications Agency. (2017). *Malaysian Qualification Framework 2nd Edition*.

*Malaysian Tourist Guides Council (MTGC)*. (n.d.). Lawyerment.  
[https://www.lawyerment.com/guide/pub/Products\\_and\\_Services/Travel\\_and\\_Transportation/Tour\\_Operators\\_and\\_Travel\\_Services/3047.htm](https://www.lawyerment.com/guide/pub/Products_and_Services/Travel_and_Transportation/Tour_Operators_and_Travel_Services/3047.htm)

Ministry of Finance Malaysia. (2020). *Malaysia Economic Outlook 2021*.  
<https://www.malaysia.gov.my/portal/content/31054>

Ministry of Human Resources Malaysia. (2020). *Malaysia Standard Classification of Occupations (MASCO) 2020*.  
[https://www.mohr.gov.my/pdf/masco/MASCO\\_2020\\_BI\\_Edaran.pdf](https://www.mohr.gov.my/pdf/masco/MASCO_2020_BI_Edaran.pdf)

Ministry of Human Resources Malaysia. (2020). *Minimum Wages Order*.

WartaPGM2020\_P\_U\_A\_5.pdf (mohr.gov.my)

Ministry of Human Resources Malaysia. (2021, February). *Standard Registry*.

<https://www.myspike.my/lampiran/manual/DaftarStandard23Februari2021.pdf>

Ministry of Human Resources Malaysia. (n.d.). *Senarai NOSS*. MySPIKE.

<https://www.myspike.my/index.php?r=umum-noss%2Findex-noss>

Ministry of Tourism, Arts and Culture Malaysia (MOTAC). (2021, August 23). *Galakan*

*Cukai*. <http://www.motac.gov.my/en/programme/funds-incentives/tax-incentives>

*National Land Code (Act No. 56 of 1965)*. (n.d.). UrbanLex.

<https://urbanlex.unhabitat.org/law/2979>

*Pembangunan Sumber Manusia Berhad Act, 2001 (PSMB ACT, 2001)*. (n.d.). HRD Corp.

<https://hrdcorp.gov.my/psmb-act-2001/>

*Personal Data Protection Act 2010 (PDPA)*. (n.d.). PWC.

<https://www.pwc.com/my/en/services/assurance/pdpa.html>

*Profil Kementerian*. (n.d.). Portal Rasmi Kementerian Alam Sekitar Dan Air.

<https://www.kasa.gov.my/ms/info/visimisi>

*Profil*. (n.d.). Ministry of Housing and Local Government.

<https://www.kpkt.gov.my/index.php/pages/view/312?mid=18>

*Profil*. (n.d.). Ministry of Housing and Local Government.

<https://www.kpkt.gov.my/index.php/pages/view/312?mid=18>

*Service charge notice must be displayed from May 1*. (2015, April 24). Bernama.

<https://www.astroawani.com/berita-malaysia/service-charge-notice-must-be-displayed-may-1-58607>

*Service Tax 2018 Guide On Accommodation*. (2018, August). Royal Malaysian Customs Department.

<http://mysst.customs.gov.my/assets/document/1.%20Guide%20on%20Accommodat>

ion\_~1.pdf?fbclid=IwAR0YB8DYPI8wSGzdeWLzsla9L7nJ0ahgW8mS-EY0x8Wh9keClpFY4J\_J1rE

*Special “Cuti-Cuti Malaysia” Packages For Civil Servants By MTPB Employee Union And Cuepacs.* (n.d.). Tourism Malaysia.  
<https://www.tourism.gov.my/media/view/special-cuti-cuti-malaysia-packages-for-civil-servants-by-mtpb-employee-union-and-cuepacs>

*Story of MAHTEC.* (n.d.). The Malaysian Association of Hotels Training and Education Center (MAHTEC). <http://mahtec.com.my/story-of-mahtec/>

*Street, Drainage and Building Act 1974.* (n.d.). The Urban Law Database.  
<https://urbanlex.unhabitat.org/law/318>

Suhor, S. (2003). Akta Kualiti Alam Sekeliling 1974 (Akta 127): Peranan dan Keberkesanan Peraturan, Perintah dan Kaedah-kaedah di Bawahnya. *Jurnal Undang-undang dan Masyarakat UKM*, 3. <https://ejournals.ukm.my/juum/article/view/7475>

*Tabung Pelancongan.* (2021, July 29). Ministry of Tourism, Arts and Culture Malaysia (MOTAC): <http://www.motac.gov.my/en/program/tabung-insentif/tabung-pelancongan>

TalentCorp Malaysia. (2020). *Critical Occupations List (COL) 2019/2020.*  
<https://www.talentcorp.com.my/initiatives/critical-occupations-list>

*Tour Guide Job Description.* (n.d.). Betterteam. <https://www.betterteam.com/tour-guide-job-description>

Tourism Malaysia. (2019). *Malaysia’s Tourists Profile 2019 by Selected Markets.*  
<http://mytourismdata.tourism.gov.my/wp-content/uploads/2020/11/Tourism-Profile-2019.pdf>

Tourism Malaysia. (2020). *Malaysia Tourism Performance January - December 2020.*  
<http://mytourismdata.tourism.gov.my/wp-content/uploads/2021/05/NEW-Msia-Tourism-Performance-Fast-Facts-Jan-DEC-2020-v.3.pdf>

World Economic Forum. (2020). *The Future of Jobs Report 2020*.

<https://www.weforum.org/reports/the-future-of-jobs-report-2020>

World Travel & Tourism Council (WTTC). (2019). *Benchmarking Research*.

<https://wttc.org/Research/Economic-Impact/Benchmarking>

World Travel and Tourism Council. (2020). *Economic Impact Reports*.

<https://wttc.org/Research/Economic-Impact>

World Travel and Tourism Council. (n.d.). *Economic Impact Reports*.

<https://wttc.org/Research/Economic-Impact>

WTTC / Oxford Economics 2021 Travel & Tourism Economic Impact Research. (2021).

<https://wttc.org/Portals/0/Documents/Reports/2021/WTTC%20Methodology%20Report%202021.pdf?ver=2021-06-03-165822-823>

Zubair, F., & Shamsudin, M. (2021). Impact of Covid-19 on Tourism and Hospitality Industry of Malaysia. *Journal of Postgraduate Current Business Research*, 6(1).

<http://abrn.asia/ojs/index.php/jpcbr/article/view/105>

**ANNEX 1: MOSQF LEVEL DESCRIPTORS**

**Malaysian Occupational Skills Qualification Framework (MOSQF) Level Descriptor**  
**(Source: Department of Skills Development)**

Level	Level Descriptors
8	Achievement at this level reflects the ability to develop original understanding and extend a sub-area of knowledge or professional practice. It reflects the ability to address problematic situations that involve many complex, interacting factors through initiating, designing and undertaking research, development or strategic activities. It involves the exercise of broad autonomy, judgement and leadership in sharing responsibility for the development of a field of work or knowledge, or for creating substantial professional or organisational change. It also reflects a critical understanding of relevant theoretical and methodological perspectives and how they affect the field of knowledge or work.
7	Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that initiate or underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of theoretical and relevant methodological perspectives, and how they affect their sub-area of study or work.
6	Achievement at this level reflects the ability to refine and use relevant understanding, methods and skills to address complex problems that have limited definition. It includes taking responsibility for planning and developing courses of action that are able to underpin substantial change or development, as well as exercising broad autonomy and judgment. It also reflects an understanding of different perspectives, approaches or schools of thought and the theories that underpin them.
5	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to address broadly defined, complex problems. It includes taking responsibility for planning and developing courses of action as well as exercising autonomy and judgment within broad parameters. It also reflects an understanding of different perspectives, approaches or schools of thought and the reasoning behind them.
4	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to address problems that are well defined but complex and non-routine. It includes taking responsibility for overall courses of action as well as exercising autonomy and judgment within fairly broad parameters. It also reflects an understanding of different perspectives or approaches within a sub-area of study or work.

3	Achievement at this level reflects the ability to identify and use relevant understanding, methods and skills to complete tasks and address problems that are well defined with a measure of complexity. It includes taking responsibility for initiating and completing tasks and procedures as well as exercising autonomy and judgments within the limited parameter. It also reflects awareness of different perspectives or approaches within a sub-area of study or work.
2	Achievement at this level reflects the ability to select and use relevant knowledge, ideas, skills and procedures to complete well-defined tasks and address the straightforward problem. It includes taking responsibility for completing tasks and procedures and exercising autonomy and judgment subject to overall direction or guidance.
1	Achievement at this level reflects the ability to use relevant knowledge, skills and procedures to complete routine and predictable tasks that include responsibility for completing tasks and procedures subject to direction or guidance.

**ANNEX 2: LIST OF CONTRIBUTORS**

**LIST OF OCCUPATIONAL FRAMEWORK DEVELOPMENT COMMITTEE FOR  
I55 ACCOMMODATION**

<b>No.</b>	<b>Name</b>	<b>Position</b>	<b>Organisation</b>
1.	En. Razmi bin Rahmat	General Manager	Adya Hotel Langkawi
2.	YM Tengku Sheila binti Tengku Annuar Zainal	Associate Trainer	AAI Global Consultancy And Transformation
3.	Pn. Ruziah binti Zainuddin	Human Resources Director	Dorsett Hotels – Dorsett Grand Subang
4.	En. Mohamed Norisaifulruddin bin Mohd Bakri	Training Manager	Concorde Hotel Shah Alam
5.	Pn. Melinda binti Mahpuz	Front Office Manager	Heritage Lane Sdn Bhd - Impiana KLCC
6.	Pn. Shahida binti Saharum	Executive Housekeeper	Heritage Lane Sdn Bhd - Impiana KLCC
7.	En. Mohd Asri bin Husin	Managing Director / Owner	Cerana Villa Eco Resort & Cerana Design Associates Sdn Bhd
8.	YBhg. Puan Sri To' Puan Datuk Prof Dr Shariffa Sabrina binti Syed Akil	Managing Director - Camping Sites	Tanah Aina Sdn Bhd
9.	Mdm. Tan Pui Lin	Rooms Division Manager (Retired)	Mahkota Hotel Melaka
10.	En. Kamarul Ariffin Zolkarnain bin Yahaya	Senior Manager - Hostel	UiTM Cawangan Selangor, Puncak Alam
11.	Mr Yap Lip Seng	Chief Executive Officer	Malaysian Association of Hotels (MAH)
12.	Pn. Yusliana binti Ismail	Head of Assistant Secretary	Ministry of Tourism, Art and Culture

**LIST OF OCCUPATIONAL FRAMEWORK TECHNICAL EVALUATION  
COMMITTEE FOR I55 ACCOMMODATION**

<b>No.</b>	<b>Name</b>	<b>Organisation</b>
1.	En. Mohd Rawi bin Abu Bakar	The Malaysian Food and Beverage Executives Association (MFBEA)
2.	Tn Hj. Muhammad bin Mahzan	Azam Pandan Sdn Bhd
3.	En. Azmir Syahmi Kessler bin Abdullah	Lexis Hibiscus Port Dickson
4.	Pn. Hazleen binti Mohd Joned	Seri Pacific Hotel Kuala Lumpur
5.	Cik Liew Chooi May	Pacific Regency Beach Resort Port Dickson

**LIST OF DEPARTMENTS OF SKILLS DEVELOPMENT (DSD) OFFICERS  
INVOLVED IN OCCUPATIONAL FRAMEWORK DEVELOPMENT FOR  
I55 ACCOMMODATION**

<b>No.</b>	<b>Name</b>	<b>Position</b>
1.	Pn. Khadijah binti Isaak	Head of Assistant Director
2.	En. Ahmad Azran bin Ranaai	Senior Assistant Director
3.	Pn. Noor Azura binti Adnan	Senior Assistant Director
4.	En. Nazrul Hilmi bin Mohammad	Senior Assistant Director
5.	Pn. Norhadawati binti Daud	Skill Development Officer

**LIST OF WORKFORCE/RESEARCHER TEAM IN OCCUPATIONAL  
FRAMEWORK DEVELOPMENT FOR I55 ACCOMMODATION**

<b>No.</b>	<b>Name</b>	<b>Position</b>	<b>Organisation</b>
1.	Dr. Sharina binti Osman	Senior Lecturer/ Head of Section Tourism	Universiti Kuala Lumpur (UniKL) Business School
2.	Dr. Wan Ahmad Nasroun bin Wan Salman	Senior Lecturer	Universiti Teknologi Mara (UiTM) Cawangan Selangor
3.	Pn. Nafsiah Hafizah binti Khalit	Writer/Editor	-

**ANNEX 3: QUESTIONNAIRE**

10/3/21, 10:04 PM

I55 ACCOMMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

# I55 ACCOMMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

KAJI SELIDIK KERANGKA PEKERJAAN (I55) PENGINAPAN 2021

\*Required



## OCCUPATIONAL FRAMEWORK SURVEY I55 ACCOMMODATION DEPARTMENT OF SKILLS DEVELOPMENT, MINISTRY OF HUMAN RESOURCES



*KAJI SELIDIK KERANGKA PEKERJAAN UNTUK SEKTOR PENGINAPAN (I55)  
JABATAN PEMBANGUNAN KEMAHIRAN, KEMENTERIAN SUMBER MANUSIA*

### A. INTRODUCTION / PENGENALAN

In collaboration with the Department of Skills Development (DSD), Ministry of Human Resources, the researcher is currently conducting an analysis on the occupational framework of the I55 Accommodation Sector. From the analysis, the sector framework occupational structure, occupational job title and job description will be summarised for the use of the government, private sectors, investors, employers, employees, educators or any personnel involved either directly or indirectly in this sector.

We would like to extend our heartfelt gratitude upon your cooperation in answering the survey. The survey will be used in field data to conduct a comprehensive analysis of the occupational framework in the sector.

Please fill in where necessary in the form provided. Any recommendation is deeply appreciated. Do advise us if you wish to remain anonymous in your survey response. There will be further communication with survey respondents to verify our findings.

Pihak penyelidik dengan kerjasama Jabatan Pembangunan Kemahiran (DSD), Kementerian Sumber Manusia sedang melakukan analisa kerangka pekerjaan untuk sektor Penginapan (I55). Berdasarkan analisa ini, struktur kerangka pekerjaan, tajuk pekerjaan dan deskripsi pekerjaan akan dirumuskan untuk penggunaan kerajaan, sektor swasta, pelabur, majikan, pekerja, pendidik atau kakitangan yang terlibat sama ada secara langsung atau tidak langsung dalam sektor ini.

Kami ingin mengucapkan ribuan terima kasih atas kerjasama anda dalam menjawab tinjauan ini. Tinjauan ini akan digunakan dalam data lapangan untuk melakukan analisis komprehensif mengenai kerangka pekerjaan dalam sektor ini.

Sila isi di mana yang dirasakan perlu pada borang yang disediakan. Sebarang cadangan amat dihargai. Sila maklumkan kepada kami jika anda tidak ingin dikenali dalam respons tinjauan ini. Komunikasi lebih lanjut akan diadakan dengan responden kajian untuk mengesahkan penemuan kami.

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

**B. GENERAL INSTRUCTION / ARAHAN AM**

This survey is dedicated for all staff working under the Accommodation sector.

The term Accommodation is based on the Malaysian Standards Industrial Classification 2008 (MSIC 2008) under "Section I55 Accommodation". Under this classification, Accommodation refers to the following organization:

- i) Short term accommodation for visitors and travelers (such as hotels, motels, chalet, homestay and similar others)
- ii) Camping grounds, recreational vehicle parks and trailer parks
- iii) Other Accommodation (such as student residences, school dormitories, workers hostels, and similar others)

This survey contains six (6) SECTIONS. Please attempt all sections, and select/fill in where applicable.

Kaji selidik ini ditujukan kepada semua tenaga kerja di bawah sektor Penginapan.

Istilah Penginapan merujuk kepada Klasifikasi Perindustrian Piawaian Malaysia 2008 (MSIC 2008) di bawah "Seksyen I55: Penginapan". Di bawah klasifikasi tersebut, Penginapan merujuk kepada organisasi yang berikut:

- i) Penginapan jangka pendek untuk pelawat dan pelancong (seperti hotel, motel, chalet, inapdesa dan lain-lain yang bersamaan).
- ii) Perkhemahan, taman kenderaan rekreasi, taman treler.
- iii) Penginapan lain-lain (termasuk perumahan pelajar, asrama sekolah, hostel pekerja, dan lain-lain yang bersamaan).

Kaji selidik ini mengandungi enam (6) BAHAGIAN. Sila jawab semua bahagian dengan mengisi di mana berkenaan.

**C. SURVEY RESPONDENT DETAILS / BUTIRAN PESERTA KAJI SELIDIK**

1. Name (optional) / Nama (pilihan):

---

2. Date / Tarikh :

---

**SECTION 1: DEMOGRAPHY / BAHAGIAN 1: DEMOGRAFI**

Please answer all questions.  
Sila jawab semua soalan.

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

## 3. Age / Umur \*

*Mark only one oval.*☐ Below 20 / bawah 20☐ 20 - 29☐ 30 - 39☐ 40 - 49☐ Above 50 / 50 ke atas

## 4. Gender / Jantina : \*

*Mark only one oval.*☐ Male / Lelaki☐ Female / Perempuan

## 5. Current position (job title) in the accommodation organization / Jawatan terkini dalam organisasi penginapan : \*

---

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

6. Location of your accommodation organization in Malaysia / Lokasi organisasi penginapan anda di Malaysia : \*

*Mark only one oval.*

- ☐ Johor
- ☐ Kedah
- ☐ Kelantan
- ☐ Melaka
- ☐ Negeri
- ☐ Pahang
- ☐ Perak
- ☐ Perlis
- ☐ Pulau Pinang
- ☐ Selangor
- ☐ Terengganu
- ☐ Sabah
- ☐ Sarawak
- ☐ Wilayah Persekutuan Kuala Lumpur
- ☐ Wilayah Persekutuan Labuan
- ☐ Wilayah Persekutuan Putrajaya

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

9. Overall number of years in the accommodation industry / Keseluruhan tahun perkhidmatan di dalam industri penginapan: \*

Mark only one oval.

- ☐ Below 5 years / Bawah 5 tahun
- ☐ 6 – 10 years / 6 - 10 tahun
- ☐ 11 – 20 years / 11 - 20 tahun
- ☐ 22 – 30 years / 22 - 30 tahun
- ☐ Above 30 years / Lebih dari 30 tahun

Skip to question 10

**SECTION 2:  
COMPETENCY IN  
DEMAND /  
BAHAGIAN 2:  
KOMPETENSI  
DALAM  
PERMINTAAN**

Competency in demand is the combination of manpower skills, knowledge, attributes and behaviour that enables an employee to perform current and future job which is hard to find (or in shortage) for the Accommodation industry.

Kompetensi Dalam Permintaan adalah gabungan kemahiran, pengetahuan, sifat dan tingkah laku tenaga kerja yang membolehkan seseorang pekerja melakukan pekerjaan semasa dan pekerjaan di masa hadapan yang sukar dicari (atau kekurangan) untuk industri Penginapan.

10. 2.1) What is your area of expertise? You may choose more than one areas / Apakah bidang kepakaran anda? Anda boleh pilih lebih dari satu bidang. \*

Tick all that apply.

- ☐ Top Management / Pihak Pengurusan
- ☐ Rooms Division – Housekeeping / Bahagian Bilik - Pengemasan
- ☐ Rooms Division – Front Office / Bahagian Bilik – Bahagian hadapan
- ☐ Recreational / Rekreasi
- ☐ Engineering / Maintenance / Kejuruteraan dan Penyelenggaraan
- ☐ Safety and Security / Keselamatan
- ☐ Sales and Marketing / Jualan dan pemasaran
- ☐ Finance / Kewangan
- ☐ Human Resource / Sumber Manusia

10/3/21, 10:04 PM

I55 ACCOMMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

2.2) Please rate the following competencies based on its importance (critical) in performing your job. / Sila nilaikan kompetensi di bawah mengikut tahap kepentingan (kritikal) dalam melaksanakan pekerjaan anda.

11. 2.2(a) General Knowledge / Pengetahuan Am: \*

	⑤	④	③	②	①
	Very Important Sangat Penting	Important Penting	Moderately Important Agak Penting	Low Importance Berkepentingan Rendah	Not Relevant Tidak Relevan
	5	4	3	2	1
Rules and legislation of Accommodation sector / Peraturan dan Perundangan sektor Peningapan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Policy and standard operating procedures of the company you are working at / Polisi dan prosedur operasi standard syarikat yang anda bekerja	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Basic information technology knowledge / Pengetahuan asas teknologi maklumat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Culture awareness / Kesedaran budaya yang berlainan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate Governance / Tadbir urus korporat	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Business Acumen / Kepintaran perniagaan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

## 12. 2.2(b) Soft Skills / Kemahiran Insaniah: \*

	⑤	④	③	②	①		
	Very Important <i>Sangat Penting</i>	Important <i>Penting</i>	Moderately Important <i>Agak Penting</i>	Low Importance <i>Berkepentingan Rendah</i>	Not Relevant <i>Tidak Relevan</i>		
			5	4	3	2	1
Technical know-how relevant to your job / Pengetahuan teknikal relevan dengan pekerjaan anda	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer orientation / Kepentingan pelanggan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Innovation orientation / Kepentingan inovasi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Time Management / Pengurusan masa	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Networking and influencing ability / Keupayaan mencipta rangkaian dan mempengaruhi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem-solving capacity / Kebolehan menyelesaikan masalah	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Decision-making skills / Kemahiran membuat keputusan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Negotiation skills / Kemahiran berunding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership and people management / Kepimpinan dan pengurusan insan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing skills / Kemahiran pemasaran	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Entrepreneurship and intrapreneurship skills / Kemahiran keusahawanan dan intra- keusahawanan (sikap keusahawanan yang diterapkan dalam syarikat)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

⑤	④	③	②	①
Very Important <i>Sangat Penting</i>	Important <i>Penting</i>	Moderately Important <i>Agak Penting</i>	Low Importance <i>Berkepentingan Rendah</i>	Not Relevant <i>Tidak Relevan</i>

	5	4	3	2	1
Writing / Penulisan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking / Pertuturan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Listening / Mendengar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oral Presentation / Pembentangan lisan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language – Bahasa Melayu / Kemahiran dalam Bahasa Melayu	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language – English / Kemahiran dalam Bahasa Inggeris	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Language – Other foreign language / Kemahiran dalam bahasa asing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## 10/33

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

15. 2.3) Please state any additional skill that have not been mentioned yet relevant to your current job, together with its rating. Use the scale given / Sila nyatakan kemahiran lain yang tidak dinyatakan di atas tetapi berkaitan dengan pekerjaan anda sekarang, beserta dengan penilaiannya menggunakan skala yang diberi.

⑤	④	③	②	①
Very Important <i>Sangat Penting</i>	Important <i>Penting</i>	Moderately Important <i>Agak Penting</i>	Low Importance <i>Berkepentingan Rendah</i>	Not Relevant <i>Tidak Relevan</i>

16. 2.4) Do you think the current graduates/ trainee/ apprentice/ current workers possess the skills required by the industry? / Adakah anda merasakan graduan/ pelatih/ perantis/ pekerja semasa ini mempunyai kemahiran yang diperlukan oleh industri? \*

Mark only one oval.

- ☐ Yes
- ☐ No

10/3/21, 10:04 PM

I55 ACCOMMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

17. 2.5) What are the reasons for the skills gap (skills possessed by employees that do not match the competencies in demand by the industry)? You may tick more than once where applicable / Apakah sebab-sebab terdapat jurang kemahiran (kemahiran pekerja yang tidak bertepatan dengan kehendak kemahiran dalam industry)? Anda boleh menandakan lebih dari sekali di mana yang berkenaan. \*

*Tick all that apply.*

- ☐ Education or training mismatch / Ketidaksesuaian pendidikan atau latihan
- ☐ Major changes in traditional training and new skills requirements / Perubahan besar dalam latihan sedia ada dan keperluan kemahiran baru.
- ☐ Attitude (for example, lack of desire to work) / Sikap (contoh, kurang keinginan untuk bekerja)
- Other: ☐ \_\_\_\_\_

18. 2.6) Please add any other comments, recommendation or suggestion / Sila tambah sebarang komen atau cadangan lain.

---



---



---



---



---

*Skip to question 19*

**SECTION 3:  
JOBS IN  
DEMAND /  
BAHAGIAN  
3:  
PERMINTAAN  
TERHADAP  
PEKERJAAN**

Jobs in Demand refers to jobs that are hard to fill and always short of supply due to the nature of the jobs which require a specific sets of skills. In this section, we would like to identify jobs that are having shortage of manpower in the industry. There are nine major job areas under the Accommodation sector, listed in the options below. Please choose the job area that contains your position by clicking "Yes".

Pekerjaan Dalam Permintaan adalah pekerjaan yang sukar diisi dan selalu kekurangan bekalan tenaga kerja kerana sifat pekerjaan yang memerlukan set kemahiran tertentu. Kami ingin mengenalpasti pekerjaan yang mengalami kekurangan tenaga pekerja di dalam industri. Terdapat sembilan bidang kerja utama di dalam sektor Penginapan seperti disenaraikan dalam pilihan jawapan di bawah. Sila pilih bidang pekerjaan yang mengandungi jawatan anda, dengan menekan "Yes".

10/3/21, 10:04 PM

I55 ACCOMMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

19. (1) TOP MANAGEMENT: General Manager /Executive Assistant Manager / Assistant General Manager / Hotel Manager / Assistant Hotel Manager<sup>1</sup>

*Mark only one oval.*

☐ YES    *Skip to question 28*

20. (2) HUMAN RESOURCE DEPARTMENT: Director of Human Resources / Human Resource Manager / Training Manager / Human Resource Executive or Officer / Training Coordinator / Human Resource Assistant / Personal Assistant

*Mark only one oval.*

☐ YES    *Skip to question 29*

21. (3) ENGINEERING / MAINTENANCE DEPARTMENT: Chief Engineer or Maintenance / Assistant Maintenance Manager / Senior Technician / Chargemen / Engineering Coordinator / Technician / Carpenter / Painter

*Mark only one oval.*

☐ YES    *Skip to question 30*

22. (4) SAFETY AND SECURITY DEPARTMENT: Director of Safety & Security / Quality & Safety Manager / Security Executive or Supervisor / Security Assistant or Staff

*Mark only one oval.*

☐ YES    *Skip to question 31*

10/3/21, 10:04 PM

I55 ACCOMMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

23. (5) SALES AND MARKETING DEPARTMENT: Director of Sales & Marketing / Assistant Director of Sales / Sales Manager / Marketing & Communication Manager / Sales & Marketing Executive / Revenue Executive / Catering or Banquet Sales Executive / Graphic Artist

*Mark only one oval.*

☐ YES      *Skip to question 32*

24. (6) RECREATIONAL DEPARTMENT: Recreational Manager / Life Guard / Pool Attendant / Gym Attendant

*Mark only one oval.*

☐ YES      *Skip to question 33*

25. (7) FINANCE DEPARTMENT: Financial Controller / Accounts Manager / IT Manager / Purchasing Manager or Executive / Income or Revenue Auditor / Cost Controller / Night Auditor / Accounts Payable Manager or Executive / Accounts Receivable Manager or Executive / Purchasing Officer / Senior Cashier / Paymaster / IT Officer / Receiving Clerk / Store Room Staff / Cashier

*Mark only one oval.*

☐ YES      *Skip to question 34*

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

26. (8) ROOMS DIVISION DEPARTMENT - HOUSEKEEPING: Director of Rooms / Executive Housekeeper / Assistant Housekeeper / Laundry Manager / Executive Housekeeper Secretary or Desk Control Supervisor / Linen or Uniform Supervisor / Laundry Supervisor / Floor or Room or Night Supervisor / Public Area Supervisor / Head Gardener / Head Houseperson / Horticulturist / Tailor or Seamstress / Upholster / Laundry Attendants / Runner or Laundry Valet / Room Attendants or Maid or Boys / Houseperson or Helper or Runner / Gardener / Florist / Assistant Florist

*Mark only one oval.*

☐ YES      *Skip to question 35*

27. (9) ROOMS DIVISION DEPARTMENT - FRONT OFFICE: Front Office Manager / Assistant Front Office Manager / Lobby or Duty or Guest Relation Manager / Night Manager / Reservation Manager (Room Booking) / Concierge or Information Supervisor / Front Desk Supervisor / Telephone Supervisor / Bell Captain / Personal Butler / Reservation Supervisor / Concierge or Information Assistant / Front Desk or Guest Service or Front Office Assistant / Telephone Agent or Assistant / Bell Boy / Reservation Assistant

*Mark only one oval.*

☐ YES      *Skip to question 36*

#### (1) TOP MANAGEMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

28. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

	③ High Shortage <i>Kekurangan Tinggi</i>	② Moderate Shortage <i>Kekurangan Sederhana</i>	① Low Shortage <i>Kekurangan Rendah</i>
	3	2	1
General Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Executive Assistant Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant General Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hotel Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Hotel Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mark only one oval per row.

Skip to question 37

## (2) HUMAN RESOURCE DEPARTMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

29. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

③	②	①
High Shortage <i>Kekurangan Tinggi</i>	Moderate Shortage <i>Kekurangan Sederhana</i>	Low Shortage <i>Kekurangan Rendah</i>

Mark only one oval per row.

	3	2	1
Director of Human Resources	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resource Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resource Executive or Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training Coordinator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Human Resource Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skip to question 37

### (3) ENGINEERING / MAINTENANCE DEPARTMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

30. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

	③ High Shortage <i>Kekurangan Tinggi</i>	② Moderate Shortage <i>Kekurangan Sederhana</i>	① Low Shortage <i>Kekurangan Rendah</i>
	3	2	1
Chief Engineer or Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Maintenance Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chargemen	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Engineering Coordinator	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technician	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carpenter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Painter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mark only one oval per row.

Skip to question 37

#### (4) SAFETY AND SECURITY DEPARTMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

31. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

③	②	①
High Shortage <i>Kekurangan Tinggi</i>	Moderate Shortage <i>Kekurangan Sederhana</i>	Low Shortage <i>Kekurangan Rendah</i>

Mark only one oval per row.

	3	2	1
Director of Safety & Security	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality & Safety Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security Executive or Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Security Assistant or Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Skip to question 37

#### (5) SALES AND MARKETING DEPARTMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

32. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

	③ High Shortage <i>Kekurangan Tinggi</i>	② Moderate Shortage <i>Kekurangan Sederhana</i>	① Low Shortage <i>Kekurangan Rendah</i>
<i>Mark only one oval per row.</i>			
	3	2	1
Director of Sales & Marketing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Director of Sales	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Marketing & Communication Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales & Marketing Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Revenue Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Catering or Banquet Sales Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphic Artist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Skip to question 37*

#### (6) RECREATIONAL DEPARTMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

33. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

	③ High Shortage <i>Kekurangan Tinggi</i>	② Moderate Shortage <i>Kekurangan Sederhana</i>	① Low Shortage <i>Kekurangan Rendah</i>
<i>Mark only one oval per row.</i>			
	3	2	1
Recreational Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Life Guard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pool Attendant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gym Attendant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Skip to question 37*

#### (7) FINANCE DEPARTMENT

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

34. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

	③ High Shortage <i>Kekurangan Tinggi</i>	② Moderate Shortage <i>Kekurangan Sederhana</i>	① Low Shortage <i>Kekurangan Rendah</i>
	3	2	1
Financial Controller	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accounts Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing Manager or Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income or Revenue Auditor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost Controller	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Night Auditor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accounts Payable Manager or Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accounts Receivable Manager or Executive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchasing Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Senior Cashier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paymaster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
IT Officer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving Clerk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Store Room Staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cashier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mark only one oval per row.

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

*Skip to question 37*

(8) ROOMS DIVISION DEPARTMENT - HOUSEKEEPING

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

35. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

③	②	①	
High Shortage <i>Kekurangan Tinggi</i>	Moderate Shortage <i>Kekurangan Sederhana</i>	Low Shortage <i>Kekurangan Rendah</i>	
	3	2	1
Director of Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Executive Housekeeper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Housekeeper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Executive Housekeeper Secretary or Desk Control Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Linen or Uniform Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floor or Room or Night Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Area Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head Gardener	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Head Houseperson	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Horticulturist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tailor or Seamstress	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Upholster	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laundry Attendants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Runner or Laundry Valet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

<https://docs.google.com/forms/d/1iRw1dPFdidsi4iyaKzGDCZi4-iNpiIT5p8gcnDfUTHk/edit>

24/33

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

Room Attendants or Maid or Boys	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Houseperson or Helper or Runner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gardener	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Florist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Florist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*Skip to question 37*

(9) ROOMS DIVISION DEPARTMENT - FRONT OFFICE

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

36. Rate the level of manpower shortage for all the jobs listed, based on your observation working in the same area. Please use the scale given / Nilai kan tahap kekurangan tenaga kerja dalam jawatan-jawatan yang disenaraikan, berdasarkan pengamatan anda bekerja dalam bidang yang sama. Gunakan skala yang diberi. \*

	③ High Shortage <i>Kekurangan Tinggi</i>	② Moderate Shortage <i>Kekurangan Sederhana</i>	① Low Shortage <i>Kekurangan Rendah</i>
	3	2	1
Front Office Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assistant Front Office Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lobby or Duty or Guest Relation Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Night Manager	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reservation Manager (Room Booking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concierge or Information Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front Desk Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bell Captain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Butler	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reservation Supervisor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Concierge or Information Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Front Desk or Guest Service or Front Office Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone Agent or Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bell Boy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reservation Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Mark only one oval per row.

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

*Skip to question 37*

**SECTION 4: EMERGING  
SKILLS / BAHAGIAN 4:  
KEMUNCULAN  
KEMAHIRAN BARU**

Emerging Skills are skills that are predicted to be imperative to the industry in the near future based on recent development, trend or study.

Kemunculan Kemahiran Baru adalah kemahiran yang diramalkan sangat penting bagi industri dalam masa terdekat berdasarkan perkembangan, trend atau kajian terkini.

**4.1) Below are six factors that lead to the needs for emerging skills. FIRSTLY, Identify factors that affect the productivity of your current job (you may choose more than one factor). SECONDLY, suggest the types of skills based on the factor(s) you have chosen to perform your job / Berikut adalah faktor-faktor yang menjurus ke arah kemunculan kemahiran baru. PERTAMA, kenalpasti faktor yang mempengaruhi produktiviti pekerjaan anda sekarang (boleh pilih lebih dari satu faktor). KEDUA, nyatakan jenis kemahiran (skil) yang diperlukan berdasarkan faktor yang telah dipilih untuk melaksanakan pekerjaan anda.**

For example, the skills that are required for a factor such as "The needs to conduct research and development projects" would be: 1) data collection techniques, 2) data analysis methods, and 3) report writing skills / Sebagai contoh, untuk faktor = "Keperluan untuk menjalankan penyelidikan"; Kemahiran yang diperlukan = 1) teknik mengumpul data, 2) analisis data dan 3) penulisan laporan.

37. 4.1(a) FACTOR 1: Implementation of new technologies, new software or machines and equipment. What are the skills required? PLEASE STATE / Pelaksanaan teknologi baru, perisian atau mesin dan peralatan baru. Apakah kemahiran yang diperlukan? SILA NYATAKAN.

---

---

---

---

---

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

38. 4.1(b) FACTOR 2: Changes in the market and customer's requirements. What are the skills required? PLEASE STATE / Perubahan pasaran dan keperluan pelanggan. Apakah kemahiran yang diperlukan? SILA NYATAKAN.

---

---

---

---

---

39. 4.1(c) FACTOR 3: Changes in work organization and organizational culture within the company. What are the skills required? PLEASE STATE / Perubahan dalam organisasi kerja dan budaya organisasi dalam syarikat. Apakah kemahiran yang diperlukan? SILA NYATAKAN.

---

---

---

---

---

40. 4.1(d) FACTOR 4: Implementation of new regulation, legal norms, quality standards, and as such. What are the skills required? PLEASE STATE / Pelaksanaan peraturan baru, norma hukum dan standard kualiti, dan seumpunya. Apakah kemahiran yang diperlukan? SILA NYATAKAN.

---

---

---

---

---

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

41. 4.1(e) FACTOR 5: Demand for increased quality of customer service. What are the skills required? PLEASE STATE / Permintaan untuk peningkatan kualiti perkhidmatan pelanggan. Apakah kemahiran yang diperlukan? SILA NYATAKAN.

---



---



---



---



---

42. 4.2) Please add any other comment, recommendation or suggestion / Sila tambah sebarang komen atau cadangan lain.

---



---



---



---



---

*Skip to question 43*

#### SECTION 5: JOBS RELATED TO TECHNOLOGY / BAHAGIAN 5: KERJA-KERJA YANG BERKAITAN DENGAN TEKNOLOGI

43. 5.1) Do you think the Industry Revolution 4.0 (IR4.0) would give an impact to the economic activities of the Accommodation sector? / Adakah anda berpendapat Revolusi Industri 4.0 (IR4.0) akan memberi kesan kepada kegiatan ekonomi sektor Penginapan? \*

*Mark only one oval.*

- ☐ Yes / Ya
- ☐ No / Tidak
- ☐ Not sure / Tidak pasti

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

44. 5.2) Will technology advancement directly affect your current job? / Adakah kemajuan teknologi akan mempengaruhi pekerjaan anda sekarang? \*

*Mark only one oval.*

- ☐ Yes / Ya
- ☐ No / Tidak
- ☐ Not sure / Tidak Pasti

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

45. 5.3) Listed below are the types of industrial technology. Rate the level of importance of these technology for your current job?/ Berikut adalah jenis-jenis teknologi industri. Nilaikan tahap kepentingan teknologi tersebut kepada pekerjaan anda? \*

⑤	④	③	②	①
Very Important Sangat Penting	Important Penting	Moderately Important Agak Penting	Low Importance Berkepentingan Rendah	No Answer Tiada Jawapan

Mark only one oval per row.

	5	4	3	2	1
Artificial Intelligence (AI) / Augmented Reality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet of Things (IoT)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blockchain	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Big Data Analytics (BDA)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Advanced Materials and Technologies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Autonomous Robots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cloud Computing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
System Integration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cybersecurity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. 5.4) Please add any other comment, recommendation or suggestion / Sila tambah sebarang komen atau cadangan lain.

---



---



---



---



---

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

Skip to question 47

## SECTION 6: RELATED ISSUES / BAHAGIAN 6: ISU BERKAITAN

47. 6.1) Below are the current issues that need to be addressed for the betterment of the Accommodation industry. Do you agree? / Berikut adalah isu-isu semasa yang perlu dititikberatkan untuk peningkatan industri penginapan. Adakah anda bersetuju? \*

⑤	④	③	②	①
Strongly Agree Sangat Setuju	Agree Setuju	Not Sure Tidak Pasti	Disagree Tidak Setuju	Strongly Disagree Sangat Tidak Setuju

Mark only one oval per row.

	5	4	3	2	1
Insufficient manpower / Kekurangan Tenaga kerjai	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Underpayment of wages lead to high turn over / Bayaran gaji yang rendah menyebabkan pergantian / kadar berhenti yang tinggi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintaining profitability / Mengekalkan keuntungan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Labour costs / Kos buruh	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technological change / Perubahan teknologi	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work Life Balance / Imbangan Hidup dan Kerja	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Norm due to the COVID-19 pandemic / Norma Baru kerana wabak COVID-19	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10/3/21, 10:04 PM

I55 ACCOMODATION OCCUPATIONAL FRAMEWORK SURVEY 2021

48. 6.2) Please add any other comment, recommendation or suggestion / Sila tambah sebarang komen atau cadangan lain.

---

---

---

---

Thank you /  
Terima  
kasih !

On behalf of the research team, we would like to thank you for your time and willingness to participate in this survey.

Bagi pihak pasukan penyelidik, kami ingin mengucapkan setinggi terima kasih atas masa dan kesudian anda mengambil bahagian di dalam kaji selidik ini.

This content is neither created nor endorsed by Google.

Google Forms

**ANNEX 4: LIST OF CRITICAL JOB TITLES**

### LIST OF CRITICAL JOB TITLES

No.	Critical Job Title	Area	Level	LS	SS	S
1.	Assistant Florist	Front Office	1	/		
2.	Floor or Room or Night Supervisor	Front Office	3		/	
3.	Florist	Front Office	2		/	
4.	Laundry Attendant	Housekeeping	1	/		
5.	Linen or Uniform Maid	Housekeeping	1	/		
6.	Night Manager	Front Office	4			/
7.	Personal Butler	Front Office	3		/	
8.	Public Area Supervisor	Front Office	3		/	
9.	Room Attendant or Maid or Boys	Housekeeping	2		/	
10.	Tailor or Seamstress	Housekeeping	1	/		
11.	Upholster	Housekeeping	1	/		

Note: LS = Low Skilled Worker

SS = Semi Skilled Worker

S = Skilled Worker

**ANNEX 5: JOB TITLES RELEVANT TO INDUSTRIAL REVOLUTION**

### JOB TITLES RELEVANT TO THE INDUSTRIAL REVOLUTION

No.	Job Title Relevant to Industrial Revolution	Area	Level	LI	MI	HI
1.	Assistant Front Office Manager	Front Office	4		/	
2.	Assistant Hostel Manager	Hostel - Operation	3	/		
3.	Assistant Housekeeper	Housekeeping – Room & Public Area	4		/	
4.	Camping Assistant Manager	Camping - Operation	4	/		
5.	Camping Manager	Camping - Operation	5	/		
6.	Chief Concierge	Front Office – Concierge	4	/		
7.	College or Hostel Principal	Hostel - Operation	5	/		
8.	Concierge or Information Assistant	Front Office - Concierge	2	/		
9.	Concierge or Information Supervisor	Front Office - Concierge	3	/		
10.	Director of Rooms	Rooms Division	6			/
11.	Eco Resort Assistant Manager	Eco Resort - Operation	4	/		
12.	Eco Resort Manager	Eco Resort - Operation	5	/		
13.	Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager	Top Management	7			/
14.	Executive Housekeeper	Housekeeping	5		/	
15.	Executive Housekeeper Secretary or Desk Control Supervisor	Housekeeping - Others	3		/	
16.	Floor or Room or Night Supervisor	Housekeeping - Room	3	/		
17.	Front Desk or Guest Service or Front Office Assistant	Front Office	2	/		
18.	Front Desk Supervisor	Front Office	3	/		

19.	Front Office Assistant	Eco Resort - Operation	2	/		
20.	Front Office Manager	Front Office	5		/	
21.	Front Office Supervisor	Eco Resort – Front Office	3	/		
22.	General Manager	Top Management	8			/
23.	Homestay Event or Activity Coordinator	Homestay Operation	3	/		
24.	Homestay Operator or House owner or Homestay Entrepreneur	Homestay - Operation	2	/		
25.	Homestay Program Coordinator or Supervisor	Homestay Operation	3	/		
26.	Homestay Program Manager	Homestay - Operation	4	/		
27.	Hostel Manager	Hostel - Operation	4	/		
28.	Hostel Supervisor	Student Residences - Operation	3	/		
29.	Housekeeping supervisor	Chalet/Eco Resort - Housekeeping	3	/		
30.	In-House Tour Guide	Eco Resort – Front Office	3	/		
31.	Laundry Manager	Housekeeping – Laundry	4		/	
32.	Laundry Supervisor	Housekeeping - Laundry	3	/		
33.	Lobby or Duty or Guest Relation Manager	Front Office	4		/	
34.	Night Auditor	Eco-Resort - Operation	2	/		
35.	Night Manager	Front Office	4		/	
36.	Personal Butler	Front Office	3	/		
37.	Registration Officer or Reception or Front Office Assistant	Resort / Chalet - Operation	2	/		
38.	Reservation Agent	Chalet - Operation	3	/		
39.	Reservation Agent	Camping - Operation	3	/		
40.	Reservation Assistant	Front Office - Reservation	2	/		

41.	Reservation Manager (Room Booking)	Front Office – Reservation	4		/	
42.	Reservation Supervisor	Front Office	3	/		
43.	Resort or Chalet Assistant Manager	Operation	4	/		
44.	Resort or Chalet Manager	Operation	5	/		
45.	Telephone Agent or Assistant	Front Office	2	/		
46.	Telephone Supervisor	Front Office	3	/		

Note: LI = Low Importance

MI = Moderately Important

HI = Highly Important

**ANNEX 6: OCCUPATIONAL DESCRIPTION (OD)**

**SECTION : (I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

**DIVISION : (55) ACCOMMODATION**

**GROUP : (551) SHORT TERM ACCOMMODATION ACTIVITIES**

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS/ITEM</b>	<b>: 5510 Short Term Accommodation Activities</b>
	<b>55101 Hotels and Resort Hotels</b>
	<b>55103 Apartment Hotels</b>
<b>AREA</b>	<b>: Top Management</b>
<b>JOB TITLE</b>	<b>: General Manager</b>
<b>LEVEL</b>	<b>: 8</b>

### **RESPONSIBILITIES**

The General Manager is responsible for all aspects of operations at the hotel, day-to-day staff management and guests. He/ She should be an ambassador for the brand and the hotel. Provide leadership and strategic planning to all departments in support of the hotel's service culture, maximise operations and guest satisfaction. Work very closely with the hotel owners and other stakeholders. Responsible for managing the hotel's management team (HODs) and overall hotel targets to deliver an excellent guest experience. A General Manager would also be required to manage between profitability and guest satisfaction measures.

### **KNOWLEDGE:**

- Technical skills that are not related only to computers and machines, but also skills that will be required to increase hotel sales, to design different types of products and services for the hotel, and to market these products and services. Technical skills are most important for the junior level General Manager.
- Conceptual skills that present the knowledge or ability of a General Manager to easily see the entire hotel's problem through analysis and diagnosis. Conceptual skills are more vital for hotel managers rather than the mid-level or junior managers. Given that a large hotel has many departments, conceptual skills would allow General Managers to make decisions for the future undertaking of the departments that satisfies the business goals for the entire hotel.
- Interpersonal managerial skills present a General Manager's knowledge and ability to work with people which is one of the most important hotels management tasks. Human skills will facilitate Hotel Manager's leadership and motivation skills for employees for better accomplishments.

**SKILLS:**

- **Communication** - General Managers are responsible for maintaining the safety of their buildings, solving problems between employees or guests, staying up-to-date on changes in procedure, keeping up with industry journals and so much more. General Managers are often considered the public face of the hotel, so excellent communication skills are necessary to handle the job requirements. Managers need to always present themselves in a respectful, empathetic and professional manner.
- **Interpersonal skills** - communication is key, and interpersonal skills are a huge part of being an effective communicator. It is ultimately the general manager's responsibility to keep guests and employees happy. Under stress, a manager must always maintain integrity, professionalism, patience and understanding. Hotel managers often interact with a very diverse group of people from all over the world, hence he/they must be able to listen and adapt.
- **Detail-oriented** - in order to ensure each guest has an unforgettable experience, managers must remain hyper-vigilant about details as huge as safety concerns and as small as maintaining fresh flowers in the lobby. Delegating tasks among staff members is an important aspect of management. Managers need to constantly verify that goals are being met, responsibilities are not getting neglected and the system is working as intended. Multi-tasking is crucial when overseeing several aspects of the hotel, so being detail-oriented is one of the most important skills for hotel managers.
- **Operational knowledge** - the daily responsibilities of hotel managers require a fundamental basis of hotel operational knowledge. Most hotel managers have gained operational knowledge through either entry-level employment in the industry or educational degrees. Without a basic understanding of concepts like accounting, human resource management or cost control, managers will be left incapable of making the decisions required on a daily basis.
- **Leadership** - General Managers should be strong team leaders who are willing to listen, boost employee morale, decisively resolve issues and assign responsibility to staff members. From guests to staff to maintenance, hotels have so many moving parts that a strong leader is needed to ensure the success of the unit.
- **Team building** – since hotel staff are constantly interacting with guests, hence a stressful team environment will become apparent in employee-guest relationships. When staff are stressed out, conflicting with co-workers or otherwise unhappy, they run the risk of

negatively impacting the employee's customer service. Building a cooperative and open team environment will help improve both the staff's productivity and the hotel's guest's experience.

- Financial management - the ability to read financial reports, understand basic financial concepts and analyse financial data. Examples of such duties are handling bank deposits, cashouts, revenue management, and accounts payable and receivable. General Managers also need to consider the financial ramifications when they are resolving customer complaints to keep the hotel successful.
- Flexibility - flexibility and adaptability are necessary skills that help managers make decisive and well-informed decisions on the fly, especially considering that hotel management frequently involves unforeseen and unexpected problems arising at the most inopportune times. Horrible guest experiences can quickly be turned around with good management, flexibility, empathy and interpersonal skills.

#### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Earns the organisation money
- Integrity: Tells the truth/Is discreet/Keeps their promises
- Excels at conflict prevention & resolution
- Habitual consistency
- Teaches everyone something new daily
- Makes pre-shift huddles mandatory, not optional
- Evaluates first and then acts
- Exhibits grace under pressure: executes with quality, speed and value
- Makes people want to work for them
- Creates a high-performance, not a high-anxiety culture
- Runs it as they own it
- Talent Scout
- Skill builder
- Brand builder
- Brings energy to the shift daily
- Executes flawlessly
- Builds their successor

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS/ITEM</b>	<b>: 5510 Short Term Accommodation Activities</b> <b>55101 Hotels and Resort Hotels</b> <b>55103 Apartment Hotels</b>
<b>AREA</b>	<b>: Top Management</b>
<b>JOB TITLE</b>	<b>: Executive Assistant Manager or Assistant General Manager or Hotel Manager or Assistant Hotel Manager</b>
<b>LEVEL</b>	<b>: 7</b>

### **RESPONSIBILITIES**

The Executive Assistant Manager (EAM)/Assistant General Manager/Hotel Manager/Assistant Hotel Manager assists the General Manager. He/she is responsible for maintaining perfect coordination between all departments and controlling their operation in terms of the company's standards, quality, training, revenues, and cost control, as well as ensuring the highest level of comfort and satisfaction for our guests. This position will provide functional assistance and direction to the Rooms Division, as well as leadership support for all department heads. In the absence of the General Manager, he/she will be expected to deputize.

### **KNOWLEDGE:**

- Objectives and scope of business continuity management and competitors leading practices within the industry.
- Levels of maturity of business continuity management in organisations.
- Organisation policies and procedures on the adoption of new technological innovations. Trends and uses of technology innovations for the hotel industry; such as types of computer operating systems, software installation and maintenance, and communication systems.
- Organisation core values and philosophy.
- Principles governing decision-making in relation to ethical behaviour in an organisation, organisation's priorities, societal norms.
- Guidelines for compliance to regulatory and legal frameworks for ethical behaviours.
- Principles of communicating and reviewing ethics and values-based information and knowledge.
- Communication systems applicable for communities of practice.
- Legal and ethical considerations relating to performance management.

- Organisational policies and procedures relating to the measurement of organisational performance.
- Relevant professional or industrial codes of practice and standards.
- Communication techniques and channels for disseminating information on human resource and industrial methods.
- Facilities management.
- Structure, functions and responsibilities of the board.
- Board member roles and responsibilities.
- Board relationship with stakeholders.
- Legal and ethical considerations relating to the roles and responsibilities of a board director.
- Principles of corporate governance.
- Types of lifestyle expectations.
- Negative behaviours affecting lifestyle expectations.
- Methods of identifying satisfaction levels of team members' work-life harmony.
- Organisational guidelines for work-life harmony programs and initiatives.
- Project management and types of efficiency tools available for ease of operations.
- Benefits and costs of wellness programs.
- Communication systems applicable for the community of practice.
- Organisational guidelines for streamlining and implementing new processes and procedures.
- Organisation's establishment requirements in terms of work goals, manpower availability and capability, and productivity goals.
- Guidelines for implementing the work-life harmony action plan.
- Team dynamics and group behaviours.
- Legal and ethical considerations relating to organisational participation in networking and opportunities for collaboration, workplace diversity and conflict management.
- Organisational policies and procedures relating to business networking, organisational diversity and conflict management, business networking.
- Relevant professional or industry codes of practice and standards for managing organisational diversity and business networking.
- Common barriers to developing a diverse and cooperative workplace.

- Organisational policies and procedures which provide clarification, or assistance, in identifying or implementing legislative requirements and guidelines.
- Models and methods for engaging, negotiating and communicating with key stakeholders.
- Standards or codes of practice relating to industrial practices, collective agreements, and terms and conditions of employment and service.
- Market trends and developments, in relation to human resource and industrial practices.
- Roles of each tripartite party in the Malaysian industrial relations system.
- Characteristics and motivation of employees in the industrial relations system.
- Unions' roles, organisational structures, relationships and affiliations.
- Legal and ethical considerations relating to organisational communication.
- Relevant professional or industry codes of practice and standards guiding the definition of values and behaviours.
- The relationship between high-level organisational strategy and the development and implementation of business plans and processes at lower levels within the organisation.
- Implications and impact of organisational communication processes on stakeholders.
- Implications and impact of decision-making processes on employees and the organisation.
- Market trends and developments in relation to communication techniques and channels.
- Underlying issues and trends that may affect stakeholders' decision-making.

### **SKILLS:**

- Endorse business continuity framework, strategies, policies and plans.
- Capitalise on opportunities created through digital disruption in the hospitality industry.
- Adopt modern concepts in business ethics and values management.
- Adopt new business models for productivity maximisation.
- Manage hotel operations.
- Build positive relationships with the board.
- Create positive work-life harmony.
- Establish organisational relationships and lead organisational diversity.
- Foster business relationships and organisational diversity.
- Promote harmonious tripartite relations.
- Develop self to maintain professional competence to lead an organisation.

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Augment own knowledge on business continuity management by subscribing to information and learning channels and participating in discussion platforms to ensure continuous learning for workplace application.
- Keep abreast of new opportunities created through digital disruption in the hospitality industry.
- Keep abreast of new business models for productivity maximisation.
- Update own learning in developing strategies for talent management.
- Keep abreast of organisational diversity management practices by subscribing to diverse learning channels and participating in peer discussion platforms to enhance own knowledge for workplace application
- Update own learning in promoting harmonious tripartite relations by subscribing to diverse learning channels and gathering feedback from stakeholders
- Maintain awareness of market trends and organisational environment to lead appropriate strategic responses

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS/ITEM</b>	<b>: 5510 Short Term Accommodation Activities</b>
	<b>55101 Hotels and Resort Hotels</b>
	<b>55103 Apartment Hotels</b>
<b>AREA</b>	<b>: Top Management</b>
<b>JOB TITLE</b>	<b>: Director of Rooms</b>
<b>LEVEL</b>	<b>: 6</b>

### **RESPONSIBILITIES**

Serves as the property's Rooms department's strategic business leader. The person in charge of planning, designing, implementing and evaluating the quality of the rooms in the facility. The position collaborates with direct reports to design and implement departmental plans, as well as ensures brand service strategy and brand activities are implemented. The job ensures that Rooms operations meet standards, the customer expectations are met, the employees are satisfied, the revenue is increased, and also that the department's financial performance is maximised. Develops and executes property-wide strategies for delivering products and services that meet or exceed the needs and expectations of the brand's target customer and workers, while also providing a return on investment to the owner and organisation.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills
- Basic mathematical skills

- Teamwork oriented

**ATTRIBUTES:**

- Able to stand for 8 hours.
- Able to work flexible days and hours, including weekends and holidays.
- Able to perform tasks several tasks simultaneously.
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene
- Physical dexterity

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Executive Housekeeper**

**LEVEL : 5**

### **RESPONSIBILITIES**

In charge of the daily activities of Housekeeping and Laundry Departments. Directs and collaborates with personnel to keep the property's bedrooms, public areas, and employee areas clean and well-maintained. Conducts inspections and holds persons accountable for taking corrective action. Position contributes to assuring guest and employee satisfaction while keeping the operating budget in check.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness
- A secondary school diploma is an asset
- A college diploma in tourism or business management is an asset,
- Previous experience working in housekeeping is required
- Previous supervisor or manager experience is an asset
- Human resource management skills such as recruitment and training
- Basic accounting skills
- Good customer service skills
- Purchasing and inventory skills is an asset

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship

- Problem-solving capacity
- Expert management skills
- Stress management and team motivational skills
- Recruitment skills
- Expert in managing budgets and accounts
- Ability to deal with guests
- Good communication skills
- Good trainer and effective training skills
- Excellent time management skills
- Expert leader and a team player
- Ability to take initiatives

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene
- Professional attitude
- Expert decision-making abilities
- Pleasant Personality
- Physical Fitness
- Personal hygiene
- Eye for detail
- Cooperation
- Adaptability
- Honesty
- Tact & Diplomacy
- Calm demeanour
- Good Memory

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Assistant Housekeeper**

**LEVEL : 4**

### **RESPONSIBILITIES**

The Assistant Executive Housekeeper supervises and coordinates activities of room attendants, house attendants, public area cleaners and floor supervisors. He / She assists in the managing and directing of the day-to-day operations of all housekeeping and laundry functions. Participates in and enforces quality assurance for the Housekeeping department and department cost control measures.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness
- Organisation's service brand.
- Knowledge in OSHA legislation, codes of practice and industry standards.
- Productivity concepts.
- Problem-solving tools and decision-making process.
- Crisis response and recovery activities.
- Legal, regulatory, ethical and socio-cultural considerations in business.
- Resource planning in support of housekeeping services
- Workplace Information and Communication Technology
- Components of service quality and guest satisfaction framework

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication

- Entrepreneurship
- Problem-solving capacity
- Leadership
- Information gathering and analysis
- Planning and implementation
- Personal Management and Development
- People and Relationship Management
- Communications
- Financial controls
- Innovation and change management
- Risk Management

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Analytical, conceptual and problem solving
- Vigilant in safeguarding privacy and security of property, guests, and residents
- Resilience to individual and/or organisation
- Customer-oriented
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Laundry Manager**

**LEVEL : 4**

### **RESPONSIBILITIES**

In charge of the hotel laundry's regular operations and services. Within existing time restrictions, this position directs and works with personnel to wash, dry, and iron linen for both guest rooms and the Food and Beverage/Culinary Department. Ensures a safe and clean working environment. The position is responsible for ensuring visitor and employee happiness while also optimising the department's financial performance.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- Supervisory and management skills.
- Task delegation according to the changing priorities of the clients.
- Organisation and training skills.
- Problem-solving skills
- Good relations with the clients by communicating effectively and building a rapport with them.

- Good business acumen and should be target oriented in order to achieve the business goals and objectives.
- Maintaining and updating the records related to inventory and laundry supplies.

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Laundry Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

The person is responsible to oversee the team of Linen and uniform attendants towards achieving the operational objectives while ensuring that the hotel's operational standards are met. Additionally responsible for managing overall daily operations of the Linen and laundry rooms. Also, ensure quality controls are in place and manage customer service inquiries.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Executive Housekeeper Secretary or Desk Control Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

The Executive Housekeeper Secretary or Desk Control Supervisor serves as the department's primary communication hub. The individual is accountable for all information sent and received from the control desk and should have decent telephone manners. Maintain the notice board with up-to-date information. The individual in charge of this position must preserve complete and up-to-date information on all departmental sections that fall under housekeeping.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience & Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Floor or Room or Night Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

The Floor/Room/Night Supervisor is responsible to supervise and inspecting the work of assigned room and/or public area attendants to ensure product quality standards are met and that optimum service is provided to hotel guests according to hotel and company business objectives during the night time. Additionally, He/she should be able to effectively communicate both verbally and written, with all levels of employees and guests in an attentive, friendly, courteous and service-oriented manner.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness
- Proficiency in computer programs and hotel software

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Friendly, welcoming and full of life attitude.
- Customer-oriented
- Ability to work long hours and exert energy

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Public Area Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

Public Area Supervisor is responsible for the cleanliness of hotels public areas including hotel exteriors. He or she also need to train and inspect the performance of assigned public area attendants ensuring that all procedures are completed as per the hotel's operating standards. In charge and supervises cleaning activity of areas including lobby, restaurants, lounges, spa, executive offices, pool area, public washrooms, garden areas, corridors, pathway, banquets, the perimeter of the hotel, the heart of the house corridors, locker rooms, staircases etc.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail

- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Runner or Laundry Valet**

**LEVEL : 2**

### **RESPONSIBILITIES**

The laundry valet is responsible to ensure that all laundry services for the hotel's guests is done as per the standard policies and is met on time. Also responsible for laundry collection from guest rooms, dry-cleaning, washing, drying, pressing and folding of guest's laundry along with other hotel linen. Additionally, properly tags guest items and then sorts for appropriate action like washing, dry cleaning, stain removal, pressing or sending for repairing to the hotel tailor.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Basic tailoring experience or sewing skills.
- Taking Responsibility.
- Recognising Differences and eye for detail.
- Understanding of Laundry machines and chemicals.

- **MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**  
**55101 Hotels and Resort Hotels &**  
**55103 Apartment Hotels**  
**AREA : Room Division – Housekeeping**  
**JOB TITLE : Linen or Uniform Supervisor**  
**LEVEL : 2**

### **RESPONSIBILITIES**

The person is responsible to oversee the team of Linen and uniform attendants towards achieving the operational objectives while ensuring that the hotel's operational standards are met. Additionally responsible for managing overall daily operations of the Linen and laundry rooms. Also, ensure quality controls are in place and manage customer service inquiries.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience & Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Room Attendant or Maid/Boys**

**LEVEL : 2**

### **RESPONSIBILITIES**

Performs routine duties in cleaning and servicing of guest rooms and baths under supervision of housekeeping supervisor. Room attendant promotes a positive image of the property to guests and must be pleasant, honest, and friendly and should also be able to address guest requests and problems. He/she should maintain complete knowledge of and comply with all housekeeping departmental policies/services and also the hotel's procedures/standards. Additionally, he/she should maintain complete knowledge of correct maintenance and use of equipment.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented

- Professional attitude
- Ability to work independently
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE: Head Gardener**

**LEVEL : 2**

### **RESPONSIBILITIES**

The Head Gardener will oversee the general maintenance and beautification of all gardens, plants, and lawns on the Hotel grounds most efficiently and effectively while providing the highest possible standards of service to all guests; the Head Gardener will also be proactive in maintaining and/or improving department profitability in accordance with hotel policies, procedures, and standards.

### **KNOWLEDGE:**

- Requisite knowledge of the tools, equipment, and materials common to the trade.
- Practical knowledge of plants plus experience and using general garden machinery.
- Demonstrate knowledge of applicable policy, codes, standards, and regulations to the trade.
- Culture Awareness.

### **SKILLS:**

- Skills in general gardening and maintenance.
- Leadership with the ability to drive and develop a team.
- Analytical, interpersonal, organisational and communication skills.
- Project management skills
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility and ability to work under pressure
- Personal hygiene
- High integrity and honesty in all dealings
- Friendly and approachable

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Horticulturist**

**LEVEL : 2**

### **RESPONSIBILITIES**

Keep an eye on the property grounds to ensure they are in good condition. Maintain the appearance of fountains, planters, and other grounds elements by cleaning, replacing, or repairing them. Install new flowers and plants. Water, remove weeds, trim, and conduct additional maintenance on the room balcony as well as all interior plant containers, baskets, and boxes. Install, maintain, and operate irrigation systems. When utilizing a mower or other piece of equipment, perform a pre-operational equipment safety check.

### **KNOWLEDGE:**

- Thorough knowledge of ornamental horticulture in all phases.
- Thorough knowledge of plant propagation and cultivation.
- Considerable knowledge of the principles of nursery management.
- Knowledge of the elementary principles of landscaping.
- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Ability to supervise the work of others.
- Commercial awareness and entrepreneurship
- Organisational skills
- Customer Orientation
- Time Management
- Communication
- Problem-solving capacity

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physically fit
- Work well under the pressure of tight deadlines
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene
- A full driving license may be required

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Head Houseperson**

**LEVEL : 2**

### **RESPONSIBILITIES**

Respond promptly to requests from guests and other departments. Identify and report preventative or other maintenance issues in public areas or guest rooms. Performs any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience & Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Florist**

**LEVEL : 2**

### **RESPONSIBILITIES**

As a florist supervisor be responsible for preparing and supervising the flower requirements for the outlets, guest rooms and public areas as requested or specified. And lead floral installation for the hotel lobby, guest rooms, restaurants, spa and other public areas. Should have thorough knowledge about a wide range of floral designs, flowers, and foliage along with their seasonal availability and how long they will stay fresh. All designs and duties are to be performed in accordance with housekeeping department standard operating policies and procedures.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Good health, neat and pleasant appearance.
- Pro-active and reliable.
- Able to work alone and within a team.

- Able to do shift work and work under pressure at times.
- Knowledge in floral designs, flowers, foliage along with their seasonal availability etc.
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Tailor or Seamstress**

**LEVEL : 1**

### **RESPONSIBILITIES**

The Seamstress is responsible for mending, altering material items used in the hotel, uniform, linen and guest clothing. He/she should be able to effectively communicate verbally and in writing with other employees in an attentive, friendly, courteous and service-oriented manner.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness
- Knowledge in operation of uniform and linen room.
- Customer and Personal Service
- Production and processing involved in making clothing

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- Altering and all kinds of sewing works.
- Basic was written and spoken English communication.
- Active listening
- Time management
- Thinking creatively
- Problem solving

- Controlling machines

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Good health, neat and pleasant appearance.
- Arm-hand steadiness
- Finger dexterity
- Visualisation
- Near vision
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Upholster**

**LEVEL : 1**

### **RESPONSIBILITIES**

Upholsterers create and repair upholstery for hotel furniture. Their job is to select the appropriate materials for the job and upholster items in accordance with the design criteria. They may also labour to restore and renovate objects such as couches and chairs.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness
- Production and Processing — Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.
- Design — Knowledge of design techniques, tools, and principles involved in the production of precision technical plans, blueprints, drawings, and models.

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- Critical thinking
- reading comprehension
- Active learning
- Active listening

- Complex problem solving

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Arm-hand steadiness finger dexterity
- Manual dexterity
- Near vision
- Control precision
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Laundry Attendants**

**LEVEL : 1**

### **RESPONSIBILITIES**

The role of this position is to issue uniforms and linen to staff according to systems and the procedures laid down by the hotel management. Also takes inventory and control movement of soiled, damaged and fresh linen and uniforms.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work
- Multi-tasking

- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Public Area Attendant**

**LEVEL : 1**

### **RESPONSIBILITIES**

Keeps all lobbies and public facilities (such as lobby restrooms, telephone area, the front desk, and offices) in a neat and clean condition. Public area attendant promotes a positive image of the property to guests and must be pleasant, honest, friendly and should also be able to address guest requests and problems.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Houseperson or Helper or Runner**

**LEVEL : 1**

### **RESPONSIBILITIES**

Respond promptly to requests from guests and other departments. Identify and report preventative or other maintenance issues in public areas or guest rooms. Performs any combination of the following tasks to maintain guestrooms, working areas, and the hotel premises in general in a clean and orderly manner.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience & Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Gardener**

**LEVEL : 1**

### **RESPONSIBILITIES**

In charge of the general upkeep of the hotel's gardens, plants, and lawns. Maintain the beauty of the lawns and gardens in order to attract tourists to the hotel's lush and verdant surroundings.

### **KNOWLEDGE:**

- Knowledge of horticulture methods and materials, landscaping and cultivation of trees and woody plants.
- Knowledge of fertiliser and/or pesticide applications.
- Policy and SOP
- Rules and Legislation
- Culture Awareness
- Knowledge of the chemical composition, structure, and properties of substances related to gardening.

### **SKILLS:**

- Ability to use hand and power tools applicable to trade.
- Ability to perform grounds maintenance tasks.
- Skill in interpreting and completing landscape plans
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- Operation and control of equipment
- Customer and personal service

- Reading and speaking in Bahasa Melayu and English
- Communication and interpersonal relationships
- Getting Information

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to lift and manipulate heavy objects.
- Ability to read, understand, follow, and enforce safety procedures
- Multi-limb coordination
- Manual dexterity
- Trunk strength
- Arm-hand steadiness
- Control precision
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Assistant Florist**

**LEVEL : 1**

### **RESPONSIBILITIES**

An assistant florist is responsible for preparing the flower requirements for the outlets, guest rooms and public areas as requested or specified. Should have knowledge on the basic floral designs, flowers, foliage along with their seasonal availability and how long they will stay fresh. All designs and duties are to be performed in accordance with housekeeping department standard operating policies and procedures.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Good health, neat and pleasant appearance.
- Pro-active and reliable.
- Able to work alone and within a team.
- Able to do shift work and work under pressure at times.
- Knowledge in floral designs, flowers, foliage along with their seasonal availability etc.

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Housekeeping**

**JOB TITLE : Linen or Uniform Maid**

**LEVEL : 1**

### **RESPONSIBILITIES**

The role of this position is to issue uniforms and linen to staff according to systems and the procedures laid down by the hotel management. Also takes inventory and control movement of soiled, damaged and fresh linen and uniforms.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work
- Multi-tasking

- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Front Office Manager**

**LEVEL : 5**

### **RESPONSIBILITIES**

Directly supervises all front-desk employees and ensures that all front-desk tasks are completed correctly. Directs and organises the front desk, bookings, guest services, and telephone departments' activities. For the front office department, prepare monthly reports and a budget.

### **KNOWLEDGE:**

- All Front Office operating systems
- Related legislative and local laws and regulations in accordance with Accommodation activities (i.e. Innkeepers' Act, Registration ACT, PDPA, Multimedia and Copyright Act, OS& H Act, Labour law, etc.)
- Basic First Aids
- Analytical Report writing
- Financial reporting
- Communication and language proficiency especially in Bahasa Malaysia and English
- Culture awareness

### **SKILLS:**

- Operating all Front Office related systems
- Interpret system generated reports
- Perform Basic First Aids
- Problem Solving and Decision Making
- Excellent working relationships with others or neighbouring properties
- Negotiation

- Excellent team player
- Project management
- Innovative in staff and guest management
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Analytical in all reporting and guest communications
- Articulate in communication
- Time management
- Empathic
- Excellent Grooming and energetic
- Result driven
- Continuous improvement in Service Excellence
- Innovative in staff and guest management
- Adaptability in the constant workplace, industry changes and react in a positive manner
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Assistant Front Office Manager**

**LEVEL : 4**

### **RESPONSIBILITIES**

Assists the Front Office Manager in administering front office functions and supervising staff daily. Front office areas include Bell/Door Staff, Switchboard and Guest Services/Front Desk. Position directs and works with managers and employees to carry out procedures ensuring an efficient check-in and check-out process. Ensures guest and employee satisfaction and maximises the financial performance of the department.

### **KNOWLEDGE:**

- All Front Office operating systems
- Related legislative and local law and regulations in accordance with Accommodation activities (i.e. Innkeepers' Act, Registration ACT, PDPA, Multimedia and Copyright Act, OS& H Act, Labour law, etc.)
- Interpret system generated reports
- Emergency Procedures
- Basic First Aids
- Analytical report writing
- Financial reporting
- Excellent communication and language proficiency in Bahasa Malaysia and English
- Negotiation
- Culture awareness

### **SKILLS:**

- Operating all Front Office related systems
- Motivate and counsel sub-ordinates
- Train and develop team

- Communication with guests and staff
- Analytical Report writing and financial reporting
- Negotiation
- Handling emergencies related to Safety & Security, power outages, etc.
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Empathy
- Responsible
- Excellent Grooming and energetic
- Time Management
- Result driven
- Innovative in staff and guest management
- Continuous improvement in service excellence
- Adaptability in the constant workplace, industry changes and react in a positive manner
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Lobby or Duty or Guest Relation Manager**

**LEVEL : 4**

### **RESPONSIBILITIES**

The Guest Relations Manager will be the "owner" of the guest database and will be in charge of delivering amenities and ensuring that guests' preferences are satisfied while satisfying and exceeding their expectations. This role will also meet, welcome, and accompany all VIP visitors, ensuring that they are delighted and satisfied at arrival, throughout their stay, and throughout their departure. The role is also responsible for aiding with the Front Desk's and other Front Office divisions' daily operations.

### **KNOWLEDGE:**

- All Front Office operating systems and complementary operating systems and programs (i.e. credit card, hotel Internet Connectivity, Reservations, etc.).
- Related legislative and local law and regulations in accordance with Accommodation activities (i.e. Innkeepers' Act, Registration ACT, PDPA, Multimedia and Copyright Act, OS& H Act, Labour law, etc.).
- Basic First Aids.
- Report writing and guest communication.
- Language proficiency in Bahasa Malaysia and English. Additional language skills will be an advantage.
- Problem solving and decision making.
- Handling staff grievances.
- Culture awareness

### **SKILLS:**

- Operating all Front Office systems and complementary OS for efficient Front Office

Activities and guest service experience.

- Language proficiency in Bahasa Malaysia and English. Additional language skills will be an advantage.
- Working relationship/communication with neighbouring properties.
- Handling staff grievances in accordance with the hotel's guidelines.
- Time management.
- Perform basic skills and handling of OS&H equipment.
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Timely
- Fast thinker
- Calm
- Responsible
- Innovative in staff and guest management
- Continuous strive for service excellence
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**  
**55101 Hotels and Resort Hotels &**  
**55103 Apartment Hotels**  
**AREA : Room Division – Front Office**  
**JOB TITLE : Chief Concierge**  
**LEVEL : 4**

### **RESPONSIBILITIES**

Respond to requests from guests for special arrangements or services (e.g., transportation, reservations, dry cleaning) by making arrangements or locating suitable suppliers. Respond to specific requests from visitors who have special requirements and follow up to ensure that they are satisfied. Gather, summarise, and give information to guests about the resort and the resources in the local region, including special events and activities. All visitor calls, messages, requests, questions, and concerns are answered, recorded, and processed. To address a guest call, request, or complaint, contact the relevant personnel or department (e.g., Bell person, Housekeeping). Check shift logs/daily memo books for important information and record it in logbooks. Ascertain that any pending requests from the previous day are prioritised and addressed. Any guest reports of theft should be reported to Loss Prevention/Security.

### **KNOWLEDGE:**

- Front Office Operating system
- OH&S policies and procedures
- Multimedia system for an update of lobby event board
- Managing staff
- A strong knowledge of the community, area and region

### **SKILLS:**

- Upselling hotel facilities and products
- Communication and customer service skills
- Proficiency in Bahasa Melayu and English
- Proficiency in a common foreign language is an asset

- Supervision skills
- Providing information
- Handling staff discipline
- Delegating
- Customer orientation
- Time management
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Problem solving
- Organisation management
- Time management
- Pleasant and courteous
- Energetic
- Honesty
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Night Manager**

**LEVEL : 4**

### **RESPONSIBILITIES**

During the night, the Night Manager will represent the Management. In line with hotel rules and procedures, the Night Manager also supports the Front Office Manager in all elements of the department, including but not limited to operations, planning, budgeting, staffing, and payroll. All personnel of the Front Office are led and supported by the Night Manager, who upholds the hotel's standards of excellence in all areas monitored.

### **KNOWLEDGE:**

- Knowledge in and able to operate all front office operating systems (rooms, telephone and call accounting, room key, credit card, hotel internet connectivity, etc.).
- Knowledge in point-of-sales system & other related PMS used by other revenue generated departments in the hotel.
- Knowledge of the hotel's credit policy.
- Knowledge in credit card policy and operation of the credit card system.
- Knowledge in handling any emergencies situation in the hotel in accordance with the hotel's policy & procedure.
- Hotel guest room key system.
- Knowledge of the hotel's safety and security procedure.
- Basic first aids.
- Culture awareness

### **SKILLS:**

- Able to operate all Front Office and complimentary hotel operating systems including P-O-S for outlets.

- Able to perform basic system troubleshooting (system recovery) whenever and wherever necessary.
- Able to spot any fraudulent transactions in all related PMS and take corrective measures.
- Problem Solving and Decision making.
- Proficiency in Bahasa Malaysia and English.
- Report writing.
- Excellent Guest relation skills.
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Excellent time management
- Trustworthy
- Work independently
- Excellent team player
- Neat and well-groomed in appearance and in proper attire at all times
- Energetic
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Reservation Manager (Room Booking)**

**LEVEL : 4**

### **RESPONSIBILITIES**

During the night, the Night Manager will represent the Management. In line with hotel rules and procedures, the Night Manager also supports the Front Office Manager in all elements of the department, including but not limited to operations, planning, budgeting, staffing, and payroll. All personnel of the Front Office are led and supported by the Night Manager, who upholds the hotel's standards of excellence in all areas monitored.

### **KNOWLEDGE:**

- Hotel Channel Manager
- Hotel & guest room facilities and services
- Yield Management
- Spreadsheet application (Microsoft Excel) & other work processing applications
- Hotel's Credit policies and procedures
- Good communication skills
- Proficiency in Bahasa Malaysia and English
- Front Office operating system and Various Online Travel Agents' platform
- Culture awareness

### **SKILLS:**

- Financial acumen in forecast & projection
- Occupancy trend analysis
- Managing revenue and occupancy
- Good communication skills
- Proficiency in Bahasa Malaysia and English

- Negotiation
- Telephone etiquette
- Customer orientation
- Time management
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Able to work in a calm and patient manner in peak hours
- Organised
- Excellent time management
- Friendly
- Courteous Telephone manner
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Concierge or Information Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

Serves as a point of contact for both hotel and non-hotel services for guests. Functions are a subset of front desk agent responsibilities. Whether the guest's inquiry is about in-hotel or off-premises attractions, amenities, services, or activities, the concierge will assist them. Knows how to give clear and simple instructions. Makes airline, theatre, and special event bookings and secures tickets. Special events, such as VIP cocktail parties, are organised. Makes arrangements for secretarial assistance. Knowledge of property management software (PMS) or hotel reservation software is advantageous.

### **KNOWLEDGE:**

- Front Office Operating system
- OH&S policies and procedures
- Multimedia system for an update of lobby event board
- Managing staff
- Culture awareness

### **SKILLS:**

- Upselling hotel facilities and products
- Providing information
- Handling staff discipline
- Delegating
- Customer orientation
- Time management
- Communication

- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant and courteous
- Energetic
- Honesty
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Front Desk Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

A front desk supervisor is in charge of operating an establishment's front lobby, which includes greeting guests, taking their information, and directing them to the appropriate room for their requirements. A front desk supervisor must also resolve issues with visitors' rooms, collect money, and close the register at the end of the day. Other responsibilities include delivering additional services requested by visitors, interacting with and teaching other staff, and maintaining a clean lobby.

### **KNOWLEDGE:**

- Front Office Operating System as well as complementary systems ie Credit Card, Electronic Room Key, Internet connectivity, etc.).
- Occupation Safety & Health guidelines.
- All prevailing legislations in regards to Front Desk and Hotel operations (i.e. Innkeepers' Act, Registration Act, PDPA, Credit card policy, etc.).
- Culture awareness

### **SKILLS:**

- Time Management
- Discipline
- Leadership and Coaching/Developing people
- Basic Problem Solving and Decision Making in accordance with Hotel guidelines
- Written communication – writing reports and logbook
- Spoken language skills in Bahasa Malaysia & English
- Fire Fighting and handling of relevant equipment

- Handling telephone
- Effective Communication with the team to ensure better shift hand over
- Delegating
- Customer orientation
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Time management
- Observant
- Good speaker
- Courteous
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Telephone Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

Assist the Guest Service Manager in directing and controlling all subordinate telephone employees to guarantee that all day-to-day operational concerns are addressed promptly and that all guest expectations are fulfilled. Know everything there is to know about the hotel's phone system and how to use it. Reports system failures and malfunctions, as well as following up on scheduled repairs. Handle and transfer any incoming calls following the hotel's policies and procedures.

### **KNOWLEDGE:**

- Good working knowledge of operations of telephone Switchboard.
- Proper techniques of placing and receiving telephone calls.
- Front Office Operating system, PABX operating system and Call Accounting System.
- Basic Operation of Operating equipment like Television, Pipe-in Music, Multi-Media Player, etc.
- Hotel layout for telephone line distributions/cabling.
- Hotel Emergency policies and procedures.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Listening
- Proficiency in Bahasa Malaysia and English. Additional language skills will be advantageous

- Identify potential danger from a telephone conversation (i.e. suicide, bomb threat)
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Telephone Courtesy
- Speech clarity
- Able to stay calm in critical situations
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Personal Butler**

**LEVEL : 3**

### **RESPONSIBILITIES**

In collaboration with other departments in the hotel business, the Butler delivers personalised experiences and services to meet all visitor demands throughout pre-arrival, check-in, throughout the stay, and upon departure. It involves coordinating Butler Valet operations and ensuring that other departments that support butler services are prepared to fulfil visitor demands. The Butler is essential for establishing relationships with visitors, anticipating their needs and acting on them when feasible.

### **KNOWLEDGE:**

- Front Office operating system and all.
- Hotel facilities and service and pricing.
- Local information.
- Handling of Payment.
- Proficiency in Bahasa Malaysia and English. The additional language will be an added advantage.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Upselling of hotel facilities and services.
- Operating the payment system and accompanying credit guidelines.
- Proficiency in Bahasa Malaysia and English.
- OS&H procedures namely Basic Fire Aids and handling of firefighting equipment.

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Punctuality
- Protect guest's privacy
- Discipline
- Pleasant
- Honesty
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Reservation Supervisor**

**LEVEL : 3**

### **RESPONSIBILITIES**

He/she is largely responsible for the hotel's reservation activities, ensuring that all bookings are completed in a pleasant, professional, and timely way. Manages and oversees the operations of members of the reservation team who specialise in reservations and customer service, guiding customers through the booking process, achieving customer satisfaction and revenue targets. Assist the reservation manager or front office manager with budgeting, forecasting, and the recruiting, retention, and development of reservations and customer service workers.

### **KNOWLEDGE:**

- Channel Manager
- Front Office Operating System
- All Reservations Operating systems
- Yield management
- Occupation safety & Health guidelines
- Hotel's Credit policy
- All prevailing legislations in regards to Front Desk and Hotel operations (i.e. Innkeepers' Act, Registration Act, PDPA, Credit card policy, etc.)
- Culture awareness

### **SKILLS:**

- Excellent communication
- Able to work with multiple spreadsheets like Microsoft Excel
- Telephone Etiquette
- Delegating of tasks

- Customer orientation
- Time management
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Telephone Courtesy
- Organised
- Able to work in a calm manner during peak hours
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Bell Captain**

**LEVEL : 2**

### **RESPONSIBILITIES**

Primarily responsible for the management of all bell desk employees, as well as the upkeep of the desk area. The bell captain is also in charge of greeting and bidding farewells to all visitors that arrive at the hotel. He must ensure that all luggage, letters, couriers, and messages are monitored and accounted for. At all times, follow the hotel's normal operating procedures, and communicate with the front desk manager to improve the efficiency of the Bell stand / Bell Desk by providing timely reports.

### **KNOWLEDGE:**

- Front Office Operating System as well as complementary systems (i.e. Electronic room key, internet connectivity, etc.).
- Occupation safety & health guidelines.
- Generate relevant Front Office reports in preparation for Daily order of in-house newspaper.
- All prevailing legislations in regards to Front Desk and Hotel operations (i.e. Innkeepers' Act, Registration Act, PDPA, Credit card policy, etc.).
- Culture awareness

### **SKILLS:**

- Time management.
- Discipline.
- Leadership and coaching/developing people.
- Basic problem solving and decision making in accordance with hotel guidelines.
- Written communication – writing reports and a logbook.

- Spoken language skills in Bahasa Malaysia & English.
- Firefighting and handling of relevant equipment.
- Handling telephone.
- Effective communication with the team to ensure better shift handover.
- Tasks delegation.
- Maintain an accurate newspaper order list.
- Customer orientation
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Time management
- Observant
- Good speaker
- Courteous
- Honesty
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Concierge or Information Assistant**

**LEVEL : 2**

### **RESPONSIBILITIES**

Concierges serve as the initial point of contact for visitors and businesses. They are in charge of responding to visitor queries, directing phone calls, arranging travel arrangements, and more. They must always maintain a business culture while making guests feel welcome and appreciated.

### **KNOWLEDGE:**

- Front Office Operating System as well as complementary systems (i.e. Electronic room key, internet connectivity, etc.).
- Occupation safety & health guidelines.
- Knowledge of the hotel's facilities and services and of the surrounding community.
- Customer and personal service
- Culture awareness

### **SKILLS:**

- Service orientation
- Time Management
- Discipline
- Basic Problem Solving and Decision Making in accordance with Hotel guidelines
- Written communication – writing reports and logbook
- Spoken language skills in Bahasa Malaysia & English
- Fire Fighting and handling of relevant equipment
- Handling telephone
- Effective Communication

- Customer orientation
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Time management
- Observant
- Good speaker
- Courteous
- Honesty
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**  
**55101 Hotels and Resort Hotels &**  
**55103 Apartment Hotels**  
**AREA : Room Division – Front Office**  
**JOB TITLE : Front Desk or Guest Service or Front Office Assistant**  
**LEVEL : 2**

### **RESPONSIBILITIES**

As the initial point of contact and support for a hospitality establishment's visitors. The individual holds this position also in charge of collecting reservations, processing payments, and providing information.

### **KNOWLEDGE:**

- Front Office Operating systems
- Payment collection operating system (credit card system, e-wallet, etc.)
- OH&S policies and procedures
- Hotel's Credit Policy
- Basic First Aids
- Prevailing laws and regulations in relation to Accommodations (Innkeepers' Act, registration Acts, PDPA, etc.)
- Proficiency in Bahasa Malaysia and English
- Hotel Facilities & services
- Local attractions
- Culture awareness

### **SKILLS:**

- Operating Front Office system
- Hotel Key system
- Payment collection system (credit card terminal, etc)
- Upselling
- Negotiation

- Language proficiency in Bahasa Malaysia and English
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant and Friendly
- Great communicator
- Courteous
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Telephone Agent or Assistant**

**LEVEL : 2**

### **RESPONSIBILITIES**

Speaks clearly, and has a pleasant, polite tone. Puts callers at ease by using active listening skills and obtaining correct, comprehensive information. Answers incoming calls and routes them to guest rooms or hotel staff or departments via the telephone console. Takes messages for visitors and delivers them, as well as provides information on guest services and responds to questions regarding public hotel activities.

### **KNOWLEDGE:**

- Operating the Telephone Switchboard.
- Operating Hotel's Public Announcement system in emergency situations.
- Hotel's guidelines on Safety and Security in relation to fire, bomb threat and suicide.
- Language proficiency in Bahasa Malaysia and English. Additional Language will be advantageous.
- Maintain frequent call directory i.e., Police Department, Hospital, Airport, Airlines.
- Working knowledge of international call directory and charges.
- Hotel and Room layout.

### **SKILLS:**

- Good listening skills to put callers at ease.
- Ability to obtain accurate and complete information.
- Communication skills.
- Language proficiency in Bahasa Malaysia and English. The additional language will be advantageous.
- Customer orientation

- Time management
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Speech clarity
- Abide by the principle of guest privacy
- Patient and calm
- Professional and assertive in dealing with impatient and aggressive callers/guests
- Initiative
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Reservation Assistant**

**LEVEL : 2**

### **RESPONSIBILITIES**

Responds to reservations received by mail, telephone, telex, cable, fax, or through a central reservation system from visitors, travel agencies, and referral networks. Creates and maintains reservation records—usually by arrival date and alphabetical listing—prepares letters of confirmation, and immediately handles any cancellations or changes. Preparing a list of expected arrivals for the front desk, aiding with preregistration activities as needed, and processing reservation fees are all possible extra responsibilities.

### **KNOWLEDGE:**

- Front Office Operating system
- Channel Manager
- Online Booking platforms
- Hotel's Credit policy
- Language proficiency in Bahasa Malaysia and English
- Software applications like spreadsheets, emails
- Facsimile
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Technological proficiency in Handling emails and other forms of correspondence
- Upselling
- Problem solving

- Communication
- Language proficiency in Bahasa Malaysia and English
- Organisation of information and filing of documents
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Patience
- Polite
- Good listener
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities/**

**55101 Hotels and Resort Hotels &**

**55103 Apartment Hotels**

**AREA : Room Division – Front Office**

**JOB TITLE : Bell Boy**

**LEVEL : 1**

### **RESPONSIBILITIES**

Primarily responsible for greeting and welcoming all guests to the hotel, as well as assisting customers with their luggage. Ensure that the greatest levels of hospitality and welcome are displayed at all times and that all visitor demands are promptly and courteously addressed. The Bell Boy is also responsible for collecting and distributing mail and gifts in addition to assisting visitors with baggage. As well as dealing with basic inquiries, he/she is responsible for keeping the lobby and forecourt spaces clean and neat.

### **KNOWLEDGE:**

- Front Office Operating system
- Operating Communication equipment
- Hotel facilities and layout
- OH&S guidelines and standard operating procedures
- Care and transporting of guest's belongings
- Culture awareness

### **SKILLS:**

- Basic operations of Front Office System
- Transporting of guest belongings using luggage trolley
- Proficiency in Bahasa Malaysia and English
- Upselling of hotel facilities and services
- Customer orientation
- Time management
- Communication

- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Care of guest's privacy
- Excellent communicator
- Pleasant and friendly
- Empathetic
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55104 Chalets**

**AREA : Top Management**  
**JOB TITLE : Resort or Chalet Manager**  
**LEVEL : 5**

### **RESPONSIBILITIES**

The Resort or Chalet Manager is responsible for all aspects of operations at the resort/chalet, day-to-day staff management and guests. He/ She should be an ambassador for the brand and the resort/chalet. Provide leadership and strategic planning to all departments in support of the resort/chalet's service culture, maximise operations and guest satisfaction. Work very closely with the resort/chalet's owners and other stakeholders. Responsible for managing the resort/chalet's management team (HODs) and overall resort/chalet targets to deliver an excellent guest experience. He/she would also be required to manage between profitability and guest satisfaction measures.

### **KNOWLEDGE:**

- Technical skills that are not related only to computers and machines, but also skills that will be required to increase resort/chalet sales, to design different types of products and services for the resort/chalet, and to market these products and services. Technical skills are most important for the junior level Resort/Chalet Manager.
- Conceptual skills that present the knowledge or ability of a Resort/Chalet Manager to easily see the entire resort/chalet's problem through analysis and diagnosis. Conceptual skills are more vital for resort/chalet managers rather than the mid-level or junior managers. Given that a large resort/chalet has many departments, conceptual skills would allow Resort/Chalet Managers to make decisions for the future undertaking of the departments that satisfies the business goals for the entire resort/chalet.
- Interpersonal managerial skills present a Resort/Chalet Manager's knowledge and ability to work with people which is one of the most important resort/chalet management tasks. Human skills will facilitate the Resort/chalet Manager's leadership and motivation skills for employees for better accomplishments.
- Organisational policy and SIO

- Rules and legislation
- Culture awareness

### **SKILLS:**

- **Communication** - Resort/chalet Managers are responsible for maintaining the safety of their buildings, solving problems between employees or guests, staying up-to-date on changes in procedure, keeping up with industry journals and so much more. Resort/Chalet Managers are often considered the public face of the resort/chalet, so excellent communication skills are necessary to handle the job requirements. Managers need to always present themselves in a respectful, empathetic and professional manner.
- **Interpersonal skills** - communication is key, and interpersonal skills are a huge part of being an effective communicator. It is ultimately the Resort/Chalet Manager's responsibility to keep guests and employees happy. Under stress, a manager must always maintain integrity, professionalism, patience and understanding. Resort/chalet managers often interact with a very diverse group of people from all over the world, hence he/they must be able to listen and adapt.
- **Detail-oriented** - in order to ensure each guest has an unforgettable experience, managers must remain hyper-vigilant about details as huge as safety concerns and as small as maintaining fresh flowers in the lobby. Delegating tasks among staff members is an important aspect of management. Managers need to constantly verify that goals are being met, responsibilities are not getting neglected and the system is working as intended. Multi-tasking is crucial when overseeing several aspects of the resort/chalet, so being detail-oriented is one of the most important skills for resort/chalet managers.
- **Operational knowledge** - the daily responsibilities of resort/chalet managers require a fundamental basis of resort/chalet operational knowledge. Most resort/chalet managers have gained operational knowledge through either entry-level employment in the industry or educational degrees. Without a basic understanding of concepts like accounting, human resource management or cost control, managers will be left incapable of making the decisions required on a daily basis.
- **Leadership** - strong team leaders who are willing to listen, boost employee morale, decisively resolve issues and assign responsibility to staff members.
- **Team building** – since resort/chalet staff are constantly interacting with guests, hence a

stressful team environment will become apparent in employee-guest relationships. When staff are stressed out, conflicting with co-workers or otherwise unhappy, they run the risk of negatively impacting the employee's customer service. Building a cooperative and open team environment will help improve both the staff's productivity and resort/chalet's guest's experience.

- Financial management - the ability to read financial reports, understand basic financial concepts and analyse financial data. Resort/Chalet Managers also need to consider the financial ramifications when they are resolving customer complaints to keep the resort/chalet successful.
- Flexibility and adaptability skills that help managers make decisive and well-informed decisions on the fly, especially considering that resort/chalet management frequently involves unforeseen and unexpected problems arising at the most inopportune times.
- Good management, flexibility, empathy and interpersonal skills.
- Conflict prevention & resolution skills
- Customer orientation
- Time management
- Entrepreneurship
- Problem-solving capacity
- IT skills

#### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Integrity
- Habitual consistency
- Teaches everyone something new daily
- Evaluates first and then acts
- Exhibits grace under pressure: executes with quality, speed and value
- Makes people want to work for them
- Creates a high-performance, not a high-anxiety culture
- Talent scout
- Skill builder
- Brand builder
- Brings energy to the shift daily

- Executes flawlessly
- Builds their successor
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55104 Chalets**  
**AREA : Top Management**  
**JOB TITLE : Assistant Resort or Chalet Manager**  
**LEVEL : 4**

### **RESPONSIBILITIES**

The Assistant Resort or Chalet Manager manages and optimises overall resort operations, reporting to the Resort Manager. The Assistant Resort Manager will serve as a leader, assisting all departments on a daily basis, and personally overseeing all departments that have been assigned to them.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Leadership
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Thrive in a fast-paced environment while completing multiple tasks simultaneously.
- Team work
- Multi-tasking
- Professionalism

- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55104 Chalets**

**AREA : Housekeeping**  
**JOB TITLE : Housekeeping Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Coordination, scheduling, and supervision of cleaners and other housekeeping personnel on the premises. They are in charge of the housekeeping and caretaking functions on the grounds.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Substantial experience in supervising housekeeping staff in a resort environment.
- Operational knowledge of housekeeping cleaning equipment and inventory and safety hazards.
- Profound knowledge of hotel policy and compliance rules.
- Proficient in Bahasa Melayu and English.
- Organisational skills
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Custodial and leadership capabilities
- Strong personality

- Compulsion for cleanliness
- Ability to work in a chaotic and fast-paced environment
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55104 Chalets**

**AREA : Housekeeping**  
**JOB TITLE : Room Attendants**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Room attendants are in charge of cleaning and maintaining guest rooms so that guests have a pleasant and comfortable stay. They make certain that all rooms are welcoming and clean, and they respond to any visitor inquiries pleasantly and knowledgeably.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant, honest, and friendly
- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team work

- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55104 Chalets**

**AREA : Housekeeping**  
**JOB TITLE : Public Area Attendant**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Under general supervision, the Public Area Attendant provides guests with service and cleaning tasks in public areas and other locations as assigned, following policies and procedures and ensuring a clean, sanitary, and inviting resort for all guests.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT Skills

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant, honest, friendly
- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work

- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55104 Chalets**  
**AREA : Housekeeping**  
**JOB TITLE : Horticulturist**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Keep an eye on the property grounds to ensure they are in good condition. Maintain the appearance of fountains, planters, and other grounds elements by cleaning, replacing, or repairing them. Install new flowers and plants. Water, remove weeds, trim, and conduct additional maintenance on the room balcony as well as all interior plant containers, baskets, and boxes. Install, maintain, and operate irrigation systems. When utilizing a mower or other piece of equipment, perform a pre-operational equipment safety check.

### **KNOWLEDGE:**

- Thorough knowledge of ornamental horticulture in all phases.
- Thorough knowledge of plant propagation and cultivation.
- Considerable knowledge of the principles of nursery management.
- Knowledge of the elementary principles of landscaping.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Ability to supervise the work of others.
- Commercial awareness and entrepreneurship
- Organisational skills
- Customer Orientation
- Time Management
- Communication
- Problem-solving capacity

- IT Skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physically fit
- Work well under the pressure of tight deadlines
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene
- A full driving license may be required

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**

**55104 Chalets**

**AREA : Housekeeping**

**JOB TITLE : Gardener**

**LEVEL : 1**

**RESPONSIBILITIES**

In charge of the general upkeep of the hotel's gardens, plants, and lawns. Maintain the beauty of the lawns and gardens in order to attract tourists to the hotel's lush and verdant surroundings.

**KNOWLEDGE:**

- Knowledge of horticulture methods and materials, landscaping and cultivation of trees and woody plants.
- Knowledge of fertiliser and/or pesticide applications.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness
- Knowledge of the chemical composition, structure, and properties of substances related to gardening.

**SKILLS:**

- Ability to use hand and power tools applicable to trade.
- Ability to perform grounds maintenance tasks.
- Skill in interpreting and completing landscape plans
- Customer Orientation
- Time Management
- Entrepreneurship
- Problem-solving capacity
- IT Skills
- Operation and control of equipment
- Customer and personal service
- Reading and speaking in Bahasa Melayu and English

- Communication and interpersonal relationships
- Getting Information

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to lift and manipulate heavy objects.
- Ability to read, understand, follow, and enforce safety procedures
- Multi-limb coordination
- Manual dexterity
- Trunk strength
- Arm-hand steadiness
- Control precision
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS</b>	<b>: 5510 Short Term Accommodation Activities</b>
	<b>55108 Homestay</b>
<b>AREA</b>	<b>: Operation</b>
<b>JOB TITLE</b>	<b>: Homestay Program Manager</b>
<b>LEVEL</b>	<b>: 4</b>

### **RESPONSIBILITIES**

Plan, organise direct, control, and coordinate the operations that provide lodging and other services such as food and beverage operations and housekeeping.

### **KNOWLEDGE:**

- Rules and legislation of homestay Program as set by MOTAC, Malaysia
- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Interpersonal
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Use judgement and tact when dealing with culturally sensitive issues and conflict situations
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience & Agility
- Personal hygiene

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS</b>	<b>: 5510 Short Term Accommodation Activities</b>
	<b>55108 Homestay</b>
<b>AREA</b>	<b>: Operation</b>
<b>JOB TITLE</b>	<b>: Homestay Program Coordinator / Supervisor</b>
<b>LEVEL</b>	<b>: 3</b>

### **RESPONSIBILITIES**

Assist in planning and organizing accommodation, catering, housekeeping and other related services. The individual is also involved in promoting and marketing the business so as to communicate information related to guests' itinerary and arrival.

### **KNOWLEDGE:**

- Rules and legislation of homestay Program as set by MOTAC, Malaysia
- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Interpersonal
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Use judgement and tact when dealing with culturally sensitive issues and conflict situations
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Personal hygiene

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS</b>	<b>: 5510 Short Term Accommodation Activities</b>
	<b>55108 Homestay</b>
<b>AREA</b>	<b>: Operation</b>
<b>JOB TITLE</b>	<b>: Homestay Event / Activity Coordinator</b>
<b>LEVEL</b>	<b>: 3</b>

### **RESPONSIBILITIES**

Organise and promote activities and local tours for/to the customer. The individual also coordinates the necessary transportation, activities and catering for the tour activities.

### **KNOWLEDGE:**

- Rules and legislation of Homestay Program as set by MOTAC, Malaysia
- Culture awareness
- Understand local products and history
- First-Aid – value add

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Physical mobility and stamina
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Personal hygiene

<b>MSIC GROUP</b>	<b>: 551 Short Term Accommodation Activities</b>
<b>MSIC CLASS</b>	<b>: 5510 Short Term Accommodation Activities</b>
	<b>55108 Homestay</b>
<b>AREA</b>	<b>: Operation</b>
<b>JOB TITLE</b>	<b>: Homestay Operator / House owner / Homestay Entrepreneur</b>
<b>LEVEL</b>	<b>: 2</b>

### **RESPONSIBILITIES**

Conduct briefing on safety and security and the house rules upon check-in. Also involves introducing local products, culture, customs, sport, etc. Promote the Homestay program through various approaches regularly.

### **KNOWLEDGE:**

- Rules and legislation of homestay Program as set by MOTAC, Malaysia
- Culture awareness
- Understand local products and history
- First Aid – value add

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- Costing and budgeting
- Marketing skills
- IT Skills – value add

### **ATTRIBUTES:**

- Physical mobility and stamina
- Team work
- Multi-tasking

- Professionalism
- Attention to detail
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS : 5510 Short Term Accommodation Activities**  
**55108 Homestay**  
**AREA : Operation**  
**JOB TITLE : Homestay General Worker**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Perform basic tasks such as cleaning of the room, living hall, dining area and toilet; and repairing minor broken items.

### **KNOWLEDGE:**

- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Basic carpentry

### **ATTRIBUTES:**

- Physical mobility and stamina
- Ability to follow instruction
- Team work
- Ability to work independently
- Multi-tasking
- Attention to detail
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Top Management**  
**JOB TITLE : Eco Resort Manager**  
**LEVEL : 5**

### **RESPONSIBILITIES**

An Eco Resort manager's job will include managing all aspects of a resort, including lodging, food and beverage management, human resources, housekeeping, attractions, and guest services. He/she will be in charge of employees, finances, customer service, promotions, and quality control. He/she often have to work nights and weekends, putting in long hours to ensure the success of their establishment. However, the working hours may vary greatly during high and low travel seasons.

### **KNOWLEDGE:**

- Technical skills that are not related only to computers and machines, but also skills that will be required to increase Eco Resort sales, to design different types of products and services for the Eco Resort, and to market these products and services. Technical skills are most important for the junior level Eco Resort Manager.
- Conceptual skills that present the knowledge or ability of an Eco Resort Manager to easily see the entire Eco Resort's problem through analysis and diagnosis. Conceptual skills are more vital for Eco Resort managers rather than the mid-level or junior managers. Given that a large Eco Resort has many departments, conceptual skills would allow Eco Resort Managers to make decisions for the future undertaking of the departments that satisfies the business goals for the entire Eco Resort.
- Interpersonal managerial skills present an Eco Resort Manager's knowledge and ability to work with people which is one of the most important Eco Resort management tasks. Human skills will facilitate Eco Resort Manager's leadership and motivation skills for employees for better accomplishments.
- Boating and boat safety
- Organisational policy and SOP

- Rules and legislation
- Culture awareness

### **SKILLS:**

- Communication - Eco Resort Managers are responsible for maintaining the safety of their buildings, solving problems between employees or guests, staying up-to-date on changes in procedure, keeping up with industry journals and so much more. Eco Resort Managers are often considered the public face of the Eco Resort, so excellent communication skills are necessary to handle the job requirements. Managers need to always present themselves in a respectful, empathetic and professional manner.
- Interpersonal skills - communication is key, and interpersonal skills are a huge part of being an effective communicator. It is ultimately the Eco Resort Manager's responsibility to keep guests and employees happy. Under stress, a manager must always maintain integrity, professionalism, patience and understanding. Eco Resort managers often interact with a very diverse group of people from all over the world, hence he/they must be able to listen and adapt.
- Detail-oriented - in order to ensure each guest has an unforgettable experience, managers must remain hyper-vigilant about details as huge as safety concerns and as small as maintaining fresh flowers in the lobby. Delegating tasks among staff members is an important aspect of management. Managers need to constantly verify that goals are being met, responsibilities are not getting neglected and the system is working as intended. Multi-tasking is crucial when overseeing several aspects of the Eco Resort, so being detail-oriented is one of the most important skills for Eco Resort managers.
- Operational knowledge - the daily responsibilities of Eco Resort managers require a fundamental basis of Eco Resort operational knowledge. Most Eco Resort managers have gained operational knowledge through either entry-level employment in the industry or educational degrees. Without a basic understanding of concepts like accounting, human resource management or cost control, managers will be left incapable of making the decisions required on a daily basis.
- Leadership - Eco Resort Managers should be strong team leaders who are willing to listen, boost employee morale, decisively resolve issues and assign responsibility to staff members. From guests to staff to maintenance, hotels have so many moving parts that a strong leader is needed to ensure the success of the unit.

- Team building – since Eco Resort staff are constantly interacting with guests, hence a stressful team environment will become apparent in employee-guest relationships. When staff are stressed out, conflicting with co-workers or otherwise unhappy, they run the risk of negatively impacting the employee's customer service. Building a cooperative and open team environment will help improve both the staff's productivity and Eco Resort's guest's experience.
- Financial management - the ability to read financial reports, understand basic financial concepts and analyse financial data. Examples of such duties are handling bank deposits, cashouts, revenue management, and accounts payable and receivable. Eco Resort Managers also need to consider the financial ramifications when they are resolving customer complaints to keep the Eco Resort successful.
- Flexibility - flexibility and adaptability are necessary skills that help managers make decisive and well-informed decisions on the fly, especially considering that Eco Resort management frequently involves unforeseen and unexpected problems arising at the most inopportune times. Horrible guest experiences can quickly be turned around with good management, flexibility, empathy and interpersonal skills.
- Customer Orientation
- Time Management
- Entrepreneurship
- Problem-solving capacity
- IT Skills

#### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Earns the organisation money
- Integrity
- Excels at conflict prevention & resolution
- Habitual consistency
- Teaches everyone something new daily
- Makes pre-shift huddles mandatory, not optional
- Evaluates first and then acts
- Exhibits grace under pressure: executes with quality, speed and value
- Makes people want to work for them
- Creates a high-performance, not a high-anxiety culture

- Runs it as they own it
- Talent scout
- Skill builder
- Brand builder
- Brings energy to the shift daily
- Executes flawlessly
- Builds their successor
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Top Management**  
**JOB TITLE : Assistant Eco Resort Manager**  
**LEVEL : 4**

### **RESPONSIBILITIES**

The Assistant Eco Resort Manager works under the direction of the Eco Resort Manager in the management and optimisation of overall resort operations. The Assistant Eco Resort Manager will be a leader and assist all departments daily and directly oversee all assigned departments.

### **KNOWLEDGE**

- Supervisory in a hospitality and customer service environment.
- Experience with retail purchasing and/or merchandising is also preferred.
- Technical skills for computers, machines, and skills that will be required to increase camping sites sales.
- Design different types of products and services for the camping sites, and market these products and services.
- Interpersonal managerial knowledge and ability to work with people. Provide leadership and motivation skills for employees for better accomplishments.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS**

- Possess strong computer skills including Microsoft Office programs, email, and reservation software.
- Minor maintenance skills, such as cleaning and clogging drains troubleshooting; repairing blinds; stain treatment; water treatment/hot shower maintenance; etc.
- Customer Orientation
- Time Management

- Communication
- Entrepreneurship
- Problem-solving capacity
- IT Skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Professional demeanour with the ability to resolve customer complaints and staff issues in a positive manner.
- Flexible leadership style to accept, manage and execute changes in daily routine with competing priorities.
- Multi-tasking in a fast-paced environment.
- Physically fit to perform indoors and outdoors and in all weather conditions during the day or night.
- Work extended shifts during periods of high business volume.
- Utilise hands and wrists with high dexterity to use all common hand/power tools and
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Housekeeping**  
**JOB TITLE : Housekeeping Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Coordination, scheduling, and supervision of cleaners and other housekeeping personnel on the premises. They are in charge of the housekeeping and caretaking functions on the grounds.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Substantial experience in supervising housekeeping staff in a resort environment.
- Operational knowledge of housekeeping cleaning equipment and inventory and safety hazards.
- Profound knowledge of hotel policy and compliance rules.
- Proficient in Bahasa Melayu and English.
- Organisational skills
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

**ATTRIBUTES:**

- Custodial and leadership capabilities
- Strong personality
- Compulsion for cleanliness
- Ability to work in a chaotic and fast-paced environment
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Front Office**  
**JOB TITLE : Front Office Supervisor**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Receive and welcome visitors or guests and respond to queries and requests including arranging appointments as well as providing information on the establishments or organisational services. Tasks also include training of personnel in the related field.

### **KNOWLEDGE:**

- Front Office Operating System as well as complementary systems ie Credit Card, Electronic Room Key, Internet connectivity, etc.).
- Occupation Safety & Health guidelines.
- All prevailing legislations in regards to Front Desk and Hotel operations (i.e. Innkeepers' Act, Registration Act, PDPA, Credit card policy, etc.).

### **SKILLS:**

- Time Management
- Discipline
- Leadership and Coaching/Developing people
- Basic Problem Solving and Decision Making in accordance with Hotel guidelines
- Written communication – writing reports and logbook
- Spoken language skills in Bahasa Malaysia & English
- Fire Fighting and handling of relevant equipment
- Handling telephone
- Effective Communication with the team to ensure better shift hand over
- Delegating
- Customer orientation

- Entrepreneurship
- Problem-solving capacity

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Time management
- Observant
- Good speaker
- Courteous
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Housekeeping**  
**JOB TITLE : Housekeeping Assistant**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Performs routine duties in cleaning and servicing guest rooms and baths. He/she should maintain complete knowledge of and comply with all housekeeping departmental policies/services and also the establishment's procedures/standards. Additionally, maintain complete knowledge of correct maintenance and use of equipment.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work

- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**

**55109 Other Short Term Accommodation Activities**

**– Eco Resort**

**AREA : Housekeeping**

**JOB TITLE : Public Area Assistant**

**LEVEL : 2**

### **RESPONSIBILITIES**

Keeps all lobbies and public facilities (such as lobby restrooms, telephone area, the front desk, and offices) in a neat and clean condition. Public area assistant/attendant promotes a positive image of the property to guests and must be pleasant, honest, friendly and should also be able to address guest requests and problems.

### **KNOWLEDGE:**

- Policy and SOP
- Rules and Legislation
- Culture Awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work

- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Front Office**  
**JOB TITLE : Front Office Assistant**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Front Office Assistants handle day-to-day administrative work. Also involved in booking and confirming appointments, answering phones, and greeting visitors. They may also be asked to answer simple questions and sort mail.

### **KNOWLEDGE:**

- Front Office Operating systems
- Payment collection operating system (credit card system, e-wallet, etc.)
- OH&S policies and procedures
- Hotel's Credit Policy
- Basic First Aids
- Prevailing laws and regulations in relation to Accommodations (Innkeepers' Act, registration Acts, PDPA, etc.)
- Proficiency in Bahasa Malaysia and English
- Hotel Facilities & services
- Local attractions

### **SKILLS:**

- Operating Front Office system
- Hotel Key system
- Payment collection system (credit card terminal, etc)
- Upselling
- Negotiation

- Language proficiency in Bahasa Malaysia and English
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant and Friendly
- Great communicator
- Courteous
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**

**55109 Other Short Term Accommodation Activities**

**– Eco Resort**

**AREA : Front Office**

**JOB TITLE : Night Auditor**

**LEVEL : 2**

### **RESPONSIBILITIES**

Night Auditors assist guests with their overnight requests and balance accounts from the day shift. Night Auditor Responsibilities include checking in guests, handling their requests and taking reservations. The Night Auditor also reconciles all accounts, processes invoices and prepares paychecks. He/ She provides excellent customer service to guests and keep the front desk and accounting operations running smoothly.

### **KNOWLEDGE:**

- Accounting and facilities management software
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Excellent math skills
- Strong written and verbal communication skills
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Availability to work overnight

- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Housekeeping**  
**JOB TITLE : Maintenance Assistant**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Maintenance assistants are responsible for ensuring that facilities are clean and in good operating condition. Their responsibilities may include cleaning buildings and rooms and performing general maintenance and repair of the building, grounds, and equipment.

### **KNOWLEDGE:**

- HVAC, plumbing, electrical, carpentry, and mechanical system
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Ability to stand or walk for extended periods of time; ability to bend, kneel, stoop, and lift or move heavy equipment.
- Ability to read and interpret safety rules, operating and maintenance instructions, and other manuals and documents.

- Ability to work in a team and follow instructions from supervisors.
- May be required to work outside of normal work hours.
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**

**55109 Other Short Term Accommodation Activities**

**– Eco Resort**

**AREA : Housekeeping**

**JOB TITLE : Gardener**

**LEVEL : 1**

### **RESPONSIBILITIES**

In charge of the general upkeep of the hotel's gardens, plants, and lawns. Maintain the beauty of the lawns and gardens in order to attract tourists to the hotel's lush and verdant surroundings

### **KNOWLEDGE:**

- Knowledge of horticulture methods and materials, landscaping and cultivation of trees and woody plants.
- Knowledge of fertiliser and/or pesticide applications.
- Policy and SOP
- Rules and Legislation
- Culture Awareness
- Knowledge of the chemical composition, structure, and properties of substances related to gardening.

### **SKILLS:**

- Ability to use hand and power tools applicable to trade.
- Ability to perform grounds maintenance tasks.
- Skill in interpreting and completing landscape plans
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- Operation and control of equipment
- Customer and personal service

- Reading and speaking in Bahasa Melayu and English
- Communication and interpersonal relationships
- Getting Information

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to lift and manipulate heavy objects.
- Ability to read, understand, follow, and enforce safety procedures
- Multi-limb coordination
- Manual dexterity
- Trunk strength
- Arm-hand steadiness
- Control precision
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**  
**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**  
**55109 Other Short Term Accommodation Activities**  
**– Eco Resort**  
**AREA : Front Office**  
**JOB TITLE : Safety & Security Assistant**  
**LEVEL : 1**

### **RESPONSIBILITIES**

Responsible for implementing assigned safety and risk management processes in order to provide a safe Guest and Member experience. In addition, complete investigations and audits of the establishment are required to verify health and safety compliance.

### **KNOWLEDGE:**

- Department policies & procedures & SOP
- Customer service knowledge
- Safety and **security/military/law enforcement**
- Knowledge of public safety & security
- Knowledge of firefighting and fire safety
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Time management skills
- People skill
- Communication skills: writing speaking Language and listening
- Customer service
- Strong interpersonal skills
- First aid skill
- Active listening
- Organisation skills
- Customer orientation
- Entrepreneurship

- Problem-solving capacity
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Professional, active, enthusiastic and inspiring
- Committed, helpful
- Neat and efficient manner, clean and well organised.
- Pleasant demeanour with the ability to smile.
- Positive attitude and Excellent grooming standards.
- Fluent in spoken and written
- Team player with a strong personality and physically fit
- Hardworking attitude and good coordination ability
- Confident and motivated with a strong sense of initiative
- Works discretely and can think clearly under pressure to handle disturbances
- Perform well even while under pressure
- Able to remain calm under pressure
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**MSIC GROUP : 551 Short Term Accommodation Activities**

**MSIC CLASS/ITEM: 5510 Short Term Accommodation Activities**

**55109 Other Short Term Accommodation Activities**

**– Eco Resort**

**AREA : Front Office**

**JOB TITLE : In-House Tour Guide**

**LEVEL : 1**

### **RESPONSIBILITIES**

The tour guide's responsibilities include planning travel itineraries, familiarizing customers with the locality by vehicle or foot, and ensuring that the group remains safe at all times. He/She should also stay up-to-date with new attractions that may be of interest to customers. A tour guide should be an excellent storyteller with a knack for customer service. An outstanding tour guide will perform minor alterations to each itinerary to suit the unique interests of each group.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Team work
- Multi-tasking

- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

**SECTION : (I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

**DIVISION : (55) ACCOMMODATION**

**GROUP : (552) CAMPING GROUNDS, RECREATIONAL VEHICLE PARKS  
AND TRAILER PARKS**

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Top Management</b>
<b>JOB TITLE</b>	<b>: Camping Manager</b>
<b>LEVEL</b>	<b>: 5</b>

### **RESPONSIBILITIES**

The campsite manager makes certain that all of the guests are well taken care of, frequently before they arrive. Continuously assessing the site for areas that need attention for repairs or enhancements. The primary purpose is to keep the campground operational at all times. Managing people to assist with this activity is an important aspect of the job as well.

### **KNOWLEDGE:**

- Design different types of products and services for the camping sites, and market these products and services.
- Interpersonal managerial knowledge and ability to work with people. Provide leadership and motivation skills for employees for better accomplishments.
- Experience in maintenance or the hospitality industry.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Leadership in managing a staff of employees
- Communication
- Interpersonal skills
- Operational knowledge
- Team building
- Financial management
- Flexibility and problem solving
- Customer Orientation
- Time Management

- Entrepreneurship
- IT skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Professional demeanour with the ability to resolve customer complaints and staff issues in a positive manner.
- Flexible leadership style to accept, manage and execute changes in daily routine with competing priorities.
- Multi-tasking in a fast-paced environment.
- Excels at conflict prevention & resolution
- Integrity
- Team work
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Top Management</b>
<b>JOB TITLE</b>	<b>: Assistant Camping Manager</b>
<b>LEVEL</b>	<b>: 4</b>

### **RESPONSIBILITIES**

The Assistant Campground Manager is in charge of aiding with the operation, including acting as Manager on Duty when necessary, collecting fees, assisting with payroll timekeeping, and training campground attendants. This employee is also in charge of the Campground's safety and cleanliness.

### **KNOWLEDGE:**

- Experience in maintenance or the hospitality industry
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Leadership
- Communication
- Interpersonal skills
- Operational knowledge
- Team building
- Financial management
- Flexibility and problem solving
- Customer Orientation
- Time Management
- Entrepreneurship
- IT skills

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Resolve customer complaints and staff issues in a positive manner.
- Multi-tasking in a fast-paced environment.
- Physically fit to perform indoors and outdoors and in all weather conditions during the day or night.
- Work extended shifts during periods of high business volume.
- Utilise hands and wrists with high dexterity to use all common hand/power tools.
- Integrity
- Excels at conflict prevention & resolution
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Housekeeping</b>
<b>JOB TITLE</b>	<b>: Housekeeping Supervisor</b>
<b>LEVEL</b>	<b>: 3</b>

### **RESPONSIBILITIES**

Coordination, scheduling, and supervision of cleaners and other housekeeping personnel on the premises. They are in charge of the housekeeping and caretaking functions on the grounds.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Substantial experience in supervising housekeeping staff in a resort environment.
- Operational knowledge of housekeeping cleaning equipment and inventory and safety hazards.
- Profound knowledge of hotel policy and compliance rules.
- Proficient in Bahasa Melayu and English.
- Organisational skills
- Customer orientation
- Time management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT skills

### **ATTRIBUTES:**

- Custodial and leadership capabilities
- Strong personality
- Compulsion for cleanliness
- Ability to work in a chaotic and fast-paced environment
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Housekeeping</b>
<b>JOB TITLE</b>	<b>: Room Attendants</b>
<b>LEVEL</b>	<b>: 2</b>

### **RESPONSIBILITIES**

Room attendants are in charge of cleaning and maintaining guest rooms so that guests have a pleasant and comfortable stay. They make certain that all rooms are welcoming and clean, and they respond to any visitor inquiries pleasantly and knowledgeably

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT Skills

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work

- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Housekeeping</b>
<b>JOB TITLE</b>	<b>: Public Area Attendants</b>
<b>LEVEL</b>	<b>: 2</b>

### **RESPONSIBILITIES**

Maintains the cleanliness and neatness of all lobbies and public facilities (such as lobby restrooms, phone area, front desk, and offices). The public area attendant provides a positive image of the property to guests and must be polite, honest, and helpful, as well as capable of dealing with guest requests and difficulties.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT Skills

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant, honest, friendly
- Physical mobility and stamina
- Ability to follow instruction
- Detail-oriented
- Professional attitude
- Ability to work independently

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Housekeeping</b>
<b>JOB TITLE</b>	<b>: Registration Officer** / Reception / Front Office Assistant</b>
<b>LEVEL</b>	<b>: 2</b>

### **RESPONSIBILITIES**

Front Office Assistants handle day-to-day administrative work. Also involved in booking and confirming appointments, answering phones, and greeting visitors. They may also be asked to answer simple questions and sort mail.

### **KNOWLEDGE:**

- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT Skills

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Pleasant, honest, friendly
- Detail-oriented
- Professional attitude
- Ability to work independently
- Team Work
- Multi-tasking
- Professionalism

- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Housekeeping</b>
<b>JOB TITLE</b>	<b>: Horticulturist</b>
<b>LEVEL</b>	<b>: 2</b>

### **RESPONSIBILITIES**

Keep an eye on the property grounds to ensure they are in good condition. Maintain the appearance of fountains, planters, and other grounds elements by cleaning, replacing, or repairing them. Install new flowers and plants. Water, remove weeds, trim, and conduct additional maintenance on the room balcony as well as all interior plant containers, baskets, and boxes. Install, maintain, and operate irrigation systems. When utilizing a mower or other piece of equipment, perform a pre-operational equipment safety check.

### **KNOWLEDGE:**

- Thorough knowledge of ornamental horticulture in all phases.
- Thorough knowledge of plant propagation and cultivation.
- Considerable knowledge of the principles of nursery management.
- Knowledge of the elementary principles of landscaping.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Ability to supervise the work of others.
- Commercial awareness and entrepreneurship
- Organisational skills
- Customer Orientation
- Time Management
- Communication
- Problem-solving capacity
- IT Skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Physically fit
- Work well under the pressure of tight deadlines
- Team work
- Multi-tasking
- Professionalism
- Attention to detail
- Resilience
- Agility
- Personal hygiene
- A full driving license may be required

<b>MSIC GROUP</b>	<b>: 552 Camping Grounds, Recreational Vehicle Parks and Trailer Parks</b>
<b>MSIC CLASS</b>	<b>: 5520 Camping Grounds/Sites and Recreational Vehicle Parks - Camping Sites</b>
<b>AREA</b>	<b>: Housekeeping</b>
<b>JOB TITLE</b>	<b>: Gardener</b>
<b>LEVEL</b>	<b>: 1</b>

### **RESPONSIBILITIES**

In charge of the general upkeep of the hotel's gardens, plants, and lawns. Maintain the beauty of the lawns and gardens in order to attract tourists to the hotel's lush and verdant surroundings

### **KNOWLEDGE:**

- Knowledge of horticulture methods and materials, landscaping and cultivation of trees and woody plants.
- Knowledge of fertiliser and/or pesticide applications.
- Organisational policy and SOP
- Rules and legislation
- Culture awareness
- Knowledge of the chemical composition, structure, and properties of substances related to gardening.

### **SKILLS:**

- Ability to use hand and power tools applicable to trade.
- Ability to perform grounds maintenance tasks.
- Skill in interpreting and completing landscape plans
- Customer Orientation
- Time Management
- Entrepreneurship
- Problem-solving capacity
- IT Skills
- Operation and control of equipment
- Customer and personal service
- Reading and speaking in Bahasa Melayu and English

- Communication and interpersonal relationships
- Getting Information

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to lift and manipulate heavy objects.
- Ability to read, understand, follow, and enforce safety procedures
- Multi-limb coordination
- Manual dexterity
- Trunk strength
- Arm-hand steadiness
- Control precision
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**SECTION : (I) ACCOMMODATION AND FOOD SERVICE ACTIVITIES**

**DIVISION : (55) ACCOMMODATION**

**GROUP : (559) OTHER ACCOMMODATION**

**MSIC GROUP : 559 Other Accommodation**  
**MSIC CLASS : 5590 Other Accommodation**  
**- Student Residences**  
**AREA : Top Management**  
**JOB TITLE : College Principal**  
**LEVEL : 6**

### **RESPONSIBILITIES**

Plan, organise, direct, control and coordinate the operations of establishments for students' residences. Managing the residences trust funds expenses in ensuring students development are taken care of. Ensure safety and security as well as take corrective and preventive measures for the continuous improvement of student residences. At the same time, he/she is responsible for the regulatory and enforcement of residential college rules.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Human resource management.
- Implementing university circulars and administrative directions.
- Daily administrative decision-making skills and critical situations.
- Psychological and emotional development management; including psychology and personality of students and staff.
- Planning and ensuring the welfare and safety of students and staff.
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity
- IT Skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 559 Other Accommodation</b>
<b>MSIC CLASS</b>	<b>: 5590 Other Accommodation</b>
	<b>- Student Residences</b>
<b>AREA</b>	<b>: Top Management</b>
<b>JOB TITLE</b>	<b>: Hostel Manager</b>
<b>LEVEL</b>	<b>: 5</b>

### **RESPONSIBILITIES**

Assist the College Principal and plan, organise, direct, control and coordinate the operations of establishments to provide Accommodation and other services including housekeeping and some involved food and beverage. Tasks include human resources activities such as staff development handling of records and department documents that comply with the standards set. He/she also oversees the maintenance of buildings and areas, cleanliness of the area and safety measures.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Skills in managing Organisation
- Leadership skills
- Decision-making skills
- Effective communication skills
- Computer literacy skills
- Quality management knowledge
- First aid skills
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

- IT Skills

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Strategic thinking
- Analytical thinking
- Risk management skills
- Counselling/psychology skills
- Hospitality management
- Food control
- ICT application skills
- Ability to control emotions
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 559 Other Accommodation</b>
<b>MSIC CLASS</b>	<b>: 5590 Other Accommodation - Student Residences</b>
<b>AREA</b>	<b>: Administration</b>
<b>JOB TITLE</b>	<b>: Assistant Hostel Manager (Administration)</b>
<b>LEVEL</b>	<b>: 4</b>

### **RESPONSIBILITIES**

General administration as directed by the head of the unit and circulation of information to students, contractors, and staff of college residents. Assist the Hostel Manager in handling and managing staff participation and customers' feedback and complaints. The task also involved managing procurement and financial matters.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Leadership skills
- Decision-making skills
- Working skills in the team
- Strategic thinking
- ICT skills (MS Office)
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to control emotions
- Team Work

- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

<b>MSIC GROUP</b>	<b>: 559 Other Accommodation</b>
<b>MSIC CLASS</b>	<b>: 5590 Other Accommodation - Student Residences</b>
<b>AREA</b>	<b>: Operation</b>
<b>JOB TITLE</b>	<b>: Assistant Hostel Manager (Operation)</b>
<b>LEVEL</b>	<b>: 4</b>

### **RESPONSIBILITIES**

General administration as directed by the head of the unit and circulation of information to students, contractors, and staff of college residents. Assist the Hostel Manager in handling and managing room occupation, which involved facilities, such as furniture rental, room facilities, registration of electrical equipment, and amenities for persons with disabilities. The task also involved managing procurement and financial matters. To add, he/she manage safety, health and occupational such as fire prevention, thefts/intrusions in residential college areas; emergency measures.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Leadership skills
- Decision-making skills
- Teamwork
- Strategic thinking
- ICT skills (MS Office)
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

**ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to control emotions
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 559 Other Accommodation**  
**MSIC CLASS : 5590 Other Accommodation**  
**- Student Residences**  
**AREA : Administration**  
**JOB TITLE : Clerk**  
**LEVEL : 3**

### **RESPONSIBILITIES**

Enter and locate work-related information using computers and/or point of sale systems. Read and visually verify information in a variety of formats (e.g., small print). Transmit information or documents using a computer, mail, or facsimile machine. Exchange information with other employees using electronic devices (e.g., two-way radios and email).

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Basic records and file management
- Creative thinking and initiative
- Supervising ability
- Knowledgeable in ICT applications
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Effective communication ability
- Ability to control emotions
- Team Work

- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP** : 559 Other Accommodation  
**MSIC CLASS** : 5590 Other Accommodation  
                   - Student Residences  
**AREA** : Operation  
**JOB TITLE** : Supervisor  
**LEVEL** : 3

### **RESPONSIBILITIES**

Take care of the hostels' infrastructures and ensure that they are kept clean and in good working order. Depending on the scale and type of the structure, they may oversee other employees and contractors.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Basic records and file management
- Creative thinking and initiative
- Supervising ability
- Knowledgeable in ICT applications
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Effective communication ability
- Ability to control emotions
- Team Work
- Multi-tasking

- Professionalism
- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP : 559 Other Accommodation**  
**MSIC CLASS : 5590 Other Accommodation**  
**- Student Residences**  
**AREA : Administration**  
**JOB TITLE : Assistant**  
**LEVEL : 2**

### **RESPONSIBILITIES**

Perform a range of clerical and administrative tasks according to established procedures.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Creative thinking and initiative
- Supervising ability
- Knowledgeable in ICT applications
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Ability to control emotions.
- Ability to communicate effectively.
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail
- Resilience

- Agility
- Personal Hygiene

**MSIC GROUP** : 559 Other Accommodation  
**MSIC CLASS** : 5590 Other Accommodation  
                   - Student Residences  
**AREA** : Operation  
**JOB TITLE** : Operation Assistant (Room)  
**LEVEL** : 2

### **RESPONSIBILITIES**

Assist the Hostel Supervisor concerning the hostels' rooms and ensure that they are kept clean and in good working order.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Creative thinking and initiative
- Supervising ability
- Knowledgeable in ICT applications
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Effective communication ability
- Ability to control emotions
- Team Work
- Multi-tasking
- Professionalism

- Attention to Detail
- Resilience
- Agility
- Personal Hygiene

**MSIC GROUP** : 559 Other Accommodation  
**MSIC CLASS** : 5590 Other Accommodation  
                   - Student Residences  
**AREA** : Operation  
**JOB TITLE** : Operation Assistant (Maintenance)  
**LEVEL** : 2

### **RESPONSIBILITIES**

Assist the Hostel Supervisor concerning the hostels' infrastructures including related equipment and ensure that they are kept clean and in good working order.

### **KNOWLEDGE:**

- Organisation policy and SOP
- Rules and legislation
- Culture awareness

### **SKILLS:**

- Creative thinking and initiative
- Supervising ability
- Knowledgeable in ICT applications
- Customer Orientation
- Time Management
- Communication
- Entrepreneurship
- Problem-solving capacity

### **ATTRIBUTES (ATTITUDE/SAFETY/ENVIRONMENTAL):**

- Effective communication ability
- Ability to control emotions
- Team Work
- Multi-tasking
- Professionalism
- Attention to Detail

- Resilience
- Agility
- Personal Hygiene