

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Housekeeping Operations					
TSC	Public Areas Housekeeping Operations Management					
TSC Description	Manage cleaning operations to maintain the cleanliness and presentation of public and back-of-house areas to upkeep the brand image of the property					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HAS-HTO-1011-1.1		HAS-HTO-3011-1.1			
	Carry out cleaning activities for public and back-of-house areas		Supervise cleaning activities for public and back-of-house areas, and conduct inspection, to ensure operational efficiency and adherence to organisational cleanliness standards			
Knowledge	- Organisational standard of clean and well-presented public and back-of-house areas - Types of spillage, soilage, dust and debris, and appropriate methods of removal - Types and usage of cleaning tools, equipment, supplies and chemicals for surface cleaning - Types of waste - Waste handling and disposal methods - Protocols for entry into public toilets, showers or change rooms		- Guidelines for assigning work assignments - Procedures for inspecting public areas - Protocols for entry into public toilets, showers or change rooms - Guidelines for maintaining security when accessing public areas - Organisational and regulatory requirements on hygiene, security, and workplace safety and health - Documentation procedures			

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	Organisational and regulatory requirements on hygiene, security, and workplace safety and health					
Abilities	- Prepare for cleaning activities - Carry out servicing of public and back-of-house areas - Perform end-of-shift activities - Respect and protect the privacy and safety of guests and/or customers in accordance with organisational procedures		- Organise public area cleaning at start-of-shift - Inspect public areas - Follow up on inspections - Reinstate public areas at end-of-shift - Guide staff on informing guests and/or customers in advance when carrying out public areas cleaning			