

DACUM CHART FOR FRONT OFFICE ASSISTANT

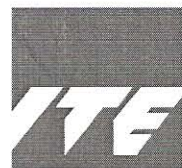
DACUM PANEL

- Mrs Irene Yeo
Mandarin Singapore
- Mr Damien Chow
Marina Mandarin Singapore
- Ms Eve Lim
Cairnhill Hotel
- Mr Kenneth Low
Grand Plaza Hotel
- Ms Tan Lye Chan
Concrad Interational Centennial Singapore
- Ms Margaret Tan
Concorde Hotel
- Mr Taro Tan
Traders Hotel Singapore
- Mr Mark Zimmerman
Westin Stamford & Plaza
- Ms Wu Wing Chiet
Shangri-La Hotel

DACUM Facilitator

- Mr Tan Peng San
Institute of Technical Education

Developed by :



Institute of Technical Education
10 Dover Drive Singapore 138683
Switchboard: 7757800 Fax: 8721943

November 24, 2001

DACUM CHART FOR FRONT OFFICE ASSISTANT

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Duties

Tasks

<p>A</p> <p>Provide telecommunication services</p>	<p>A1</p> <p>Man hotel switchboard</p>	<p>A2</p> <p>Answer general telephone enquires</p>	<p>A3</p> <p>Take telephone messages</p>	<p>A4</p> <p>Handle operator-assisted overseas calls and other guest requests</p>	<p>A5</p> <p>Monitor call accounting system</p>
	<p>A6</p> <p>Handle paging systems</p>	<p>A7</p> <p>Program and monitor wake-up calls</p>	<p>A8</p> <p>Handle outgoing faxes and email messages</p>	<p>A9</p> <p>Handle incoming faxes or email messages</p>	<p>A10</p> <p>Calculate charges for telecommunication services rendered</p>
	<p>A11</p> <p>Type a business letter</p>				
<p>B</p> <p>Process room reservations request</p>	<p>B1</p> <p>Take room reservation details</p>	<p>B2</p> <p>Check room availability</p>	<p>B3</p> <p>Create new reservation records in the property management system (PMS)</p>	<p>B4</p> <p>Generate reservation confirmation</p>	<p>B5</p> <p>Update reservation form</p>

Duties

Tasks

<p>C</p> <p>Man the uniformed service counter</p>	<p>B6</p> <p>Amend record in property management system (PMS)</p>	<p>B7</p> <p>Compile reports and statistics</p>	<p>B8</p> <p>Maintain filing system</p>		
<p>D</p> <p>Man guest information counter</p>	<p>C1</p> <p>Arrange for guest luggage handling</p>	<p>C2</p> <p>Book taxis or other mode of transport for guests</p>	<p>C3</p> <p>Update Event Information / Notice Boards</p>		
	<p>D1</p> <p>Handle incoming and outgoing mail and parcels</p>	<p>D2</p> <p>Deliver messages to guests</p>	<p>D3</p> <p>“Show” room to potential guest</p>	<p>D4</p> <p>Handle claim for “Lost and Found” items</p>	<p>D5</p> <p>Handle guests’ complaints</p>
	<p>D6</p> <p>Report complaints and actions taken to supervisor</p>				

Duties

Tasks

E	Perform check-in activities	E1	Perform pre-registration activities	E2	Trace reservation records	E3	Assign room and room rate	E4	Issue room keys	E5	Lead guest to assigned room
		E6	Monitor folio balances	E7	Issue safe deposit box	E8	Close safe deposit box	E9	Handle room status discrepancy		
F	Check-out guests	F1	Prepare guest folios	F2	Handle payments by check-out guests	F3	Check-out guest in Property Management System	F4	Balance end-of-shift reports		
G	Perform end-of-day activities	G1	Perform bucket check	G2	Take room key inventory	G3	Take safe deposit box key inventory				
H	Clean guest rooms and public areas	H1	Requisite stock items from store	H2	Handle "found" items in guest rooms	H3	Strip and make beds	H4	Wash bath rooms	H5	Replenish bathroom amenities

Duties

Tasks

	<p>H6 Wash toilets</p>	<p>H7 Vacuum room</p>	<p>H8 Maintain hotel flooring</p>	<p>H9 Fill in room attendant report</p>	<p>H10 Check condition of fixtures, furniture and fittings</p>
	<p>H11 Update room status</p>	<p>H12 Replenish supplies in minibar and fruit basket</p>	<p>H13 Replace fused light bulbs</p>	<p>H15 Polish furniture and fittings</p>	
<p>I Perform linen room functions</p>	<p>I1 Press guests clothing</p>	<p>I2 Receive and exchange staff uniform and linen</p>	<p>I3 Perform simple repair and alterations of linen</p>	<p>I4 Conduct linen inventory</p>	<p>I6 Handle guest laundry</p>

DACUM CHART FOR FRONT OFFICE ASSISTANT

General Knowledge and Skills

- Interpersonal skills
- Computer skills
- Customer service skills
- Front Office procedures
- Housekeeping skills
- Decision-making skills
- Hotel administration skills
- Code of practice in hotel
- Knowledge of hotel industry

Worker Behaviours

- Caring
- Diplomatic
- Honest
- Punctual
- Adaptable
- Positive attitude
- Tactful
- Organised
- Dependable
- Tolerant
- Flexible
- Organised

Future Trends / Concerns

- Difficulty in attracting workers for this industry
- Long working hours
- Dealing with customers' requests
- Understanding guests' needs
- Increase in the application of Information Technology in hotel industry may affect job functions
- The need to boost the morale of workers in this industry
- Competition on hotel rates and services

Tools, Equipment, Supplies & Materials

- Calculator
- Terminal (Property Management System)
- Safe deposit box and key
- Computer
- Folio bucket
- Fax machine
- Telephone/switchboard
- Telephone/fax directories
- Housekeeping trolley
- Vacuum cleaner
- Guest folios
- Front office control forms/book
- Guest information reference materials
- Front office guest recods (eg reservation, arrival lists)
- Room attendant reports
- Linen inventory forms
- Lost-and-found logbook
- Various laundry equipment
- Housekeeping trolley