

CAREER CONVERSION PROGRAMME FOR HOUSEKEEPING SPECIALIST

WSG's Career Conversion Programme for Housekeeping Specialist is designed to attract new entrants and mid-careerists into the hotel industry as a Housekeeping Specialist. This programme encourages hotels to rethink about their hiring strategies as well as job enhancements and career advancement opportunities for this vital position to alleviate their manpower challenges.

The programme provides up to 90% of salary support over the training duration of 3 months. Interested hotels may approach WSG or Singapore Hotel Association (SHA) for assistance and are welcome to enrol trainees for WSG's Career Trial¹ separately.

Funding Rates

Salary support for the duration of training (3 months) will be provided to employers at the following rates:

From 1 January 2022 to 31 December 2022

Standard Rate	Up to 70% of fixed monthly salary capped at \$4,000 per month
Enhanced Rate	Up to 90% of fixed monthly salary capped at \$6,000 per month <i>For Singapore Citizens aged 40 and above or have been unemployed for six months or more</i>

¹ Refer to <https://www.wsg.gov.sg/programmes-and-initiatives/career-trial-employers.html> for more details.

Eligibility Criteria

Trainees under the programme must fulfil the following criteria:

- Singapore Citizen or Singapore Permanent Resident;
- Minimum 21 years old;
- Must be offered/in a full-time position related to the job role which the CCP is for, and at least a 12-month employment contract
- Graduated or completed National Service for at least 2 years² as of date of training commencement
- New job role trained for under the programme should be substantially different from previous job role(s), hence requiring reskilling for career conversion³
- Must be newly hired and able to commence training within the first three months of employment
- Meet employer or course-specific selection criteria for this programme, where applicable

Beyond the general eligibility criteria for this programme, trainees should not be:

- Shareholders⁴ of the participating company, or its related entities
- Immediate ex-staff of the participating company or its related entities
- Related to the owners⁵ of the participating company
- Undergoing any similar programme funded by WSG or any agencies concurrently

All participating companies must fulfil the following criteria:

- Registered or incorporated in Singapore;
- Committed to offer a gross salary⁶ of at least \$1,600 prior to the commencement of the programme and at least \$1,800 upon completion of the programme to all trainees registered
- Committed to offer arrangements which are classified as progressive HR practices that have direct impact on the trainees registered under the programme
- Committed to offer an enhanced job role such as fast-tracked career progression or redesigned job role⁷ which is less manual in nature

² This will be counted from the date of graduation from latest qualification, or date of completion of national service, whichever is later.

³ RnF programmes are geared towards helping individuals in RnF jobs acquire skills to change careers. Hence, there is a requirement for career conversion when individuals undergo a RnF programme.

⁴ Does not apply to publicly traded shares in listed companies.

⁵ For non-publicly listed companies, refers to individuals with shareholding per ACRA profile.

⁶ To be supported by supporting documents (payslips/salary records/employment contracts) at a later stage.

⁷ Redesigned job role should be implemented within 1 year from programme application.

FAQ ON CAREER CONVERSION PROGRAMME FOR HOUSEKEEPING SPECIALIST

	General Questions
1	What is the Career Conversion Programme for Housekeeping Specialist?
	<p>WSG's Career Conversion Programme for Housekeeping Specialist is designed to attract new entrants and mid-careerists into the hotel industry as a Housekeeping Specialist. As hotels cope with manpower shortage, this programme encourages hotels to rethink about their hiring strategies as well as job enhancements and career advancement opportunities for this vital position.</p> <p>Hotels can receive salary support of up to 90%, capped at \$6,000 per month from 1st January 2022. The training duration of 3 months which comprises 100% of in-house on-the-job training should be derived by the participating hotel.</p>
2	Who is the target audience for the Career Conversion Programme for Housekeeping Specialist?
	<p>The Career Conversion Programme for Housekeeping Specialist is open to new hires with no prior experience in housekeeping. Hotels can register the trainees under this programme within 3 months from their first day of service with the company.</p>
3	Is the Career Conversion Programme for Housekeeping Specialist open to jobseekers with past experience in Housekeeping or have worked in other hotels/companies before?
	<p>No, the Career Conversion Programme for Housekeeping Specialist is only targeted at new hires with no prior experience. The rationale is to attract inexperienced jobseekers who are interested to join the hotel industry in this role and to develop their career with the hotel.</p>
4	Is there a limit on how many employees can be placed on the programme per hotel?
	<p>No, as long as there are suitable candidates, hotels can tap on the programme to hire and train interested candidates. They must, however, not be undergoing any similar programme funded by WSG or any agencies concurrently.</p>
5	What is the training duration under the Career Conversion Programme for Housekeeping Specialist?
	<p>The training duration under the programme is 3 months. Hotels are strongly encouraged to follow the pre-approved on-the-job template developed by SHATEC. However, participating hotels are also allowed to develop their own, subject to approval. During the course of training, hotels can receive salary support of up to 90%, capped at \$3,000 per month until 31st December 2021, and capped at \$6,000 per month from 1st January 2022.</p>

6	Why is the training duration under the programme only 3 months?
	The duration of 3 months is deemed reasonable as hotels that were engaged as part of demand sensing for the programme indicated that this was the typical duration that hotels spent on training new hires for the role of Housekeeping Specialist. On-job-training is also the most effective training method for jobs that are hands-on in nature, especially as each hotel has its own standards in making up a room. As such, most new hires are considered fully independent after 3 months.
7	What are the eligibility criteria for employers?
	<p>All participating companies must fulfil the following criteria:</p> <ul style="list-style-type: none"> • Registered or incorporated in Singapore; • Committed to offer a gross salary of at least \$1,600 prior to the commencement of the programme and at least \$1,800 upon completion of the programme to all trainees registered • Committed to offer arrangements which are classified as progressive HR practices that have direct impact on the trainees registered under the programme • Committed to offer an enhanced job role such as fast-tracked career progression <u>or</u> redesigned job role which is less manual in nature
8	What are the eligibility criteria for individuals?
	<p>Trainees under the programme <u>must</u> fulfil the following criteria:</p> <ul style="list-style-type: none"> • Singapore Citizen or Singapore Permanent Resident; • Minimum 21 years old; • Must be offered/in a full-time position related to the job role which the CCP is for, and at least a 12-month employment contract • Graduated or completed National Service for at least 2 years⁸ as of date of training commencement • New job role trained for under the programme should be substantially different from previous job role(s), hence requiring reskilling for career conversion⁹ • Must be newly hired and able to commence training within the first three months of employment

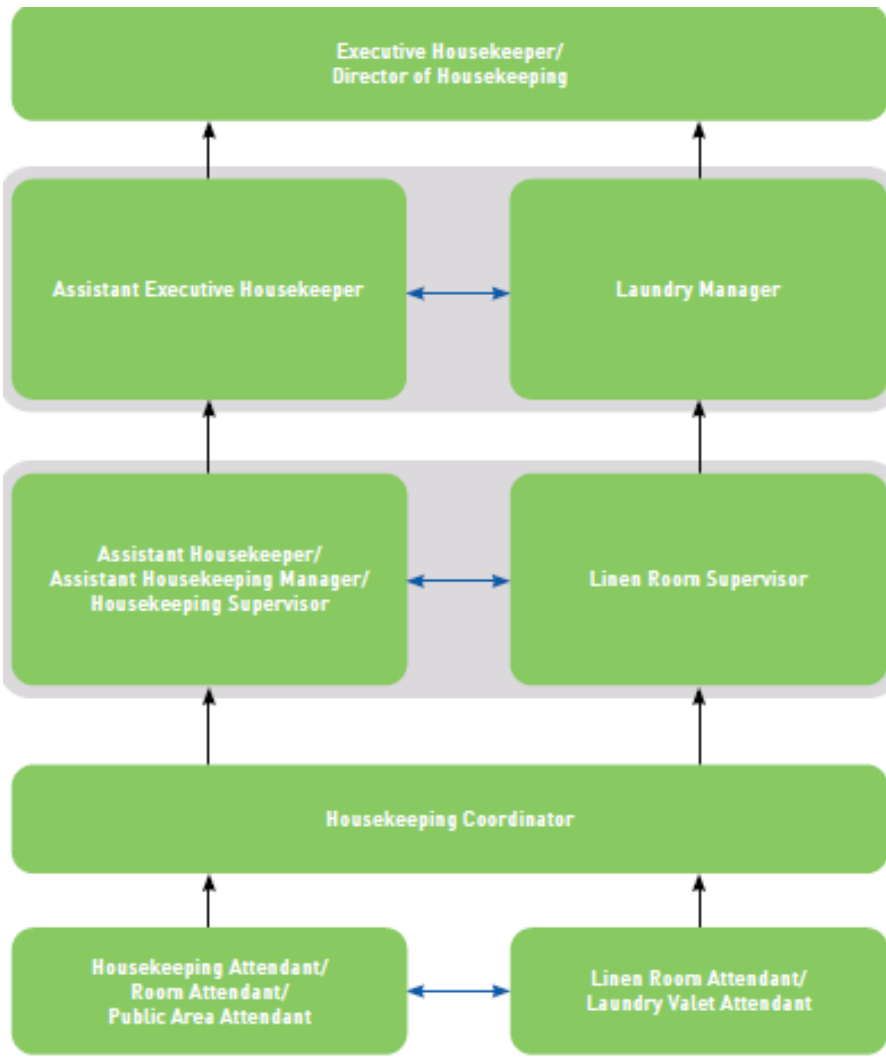
⁸ This will be counted from the date of graduation from latest qualification, or date of completion of national service, whichever is later.

⁹ RnF programmes are geared towards helping individuals in RnF jobs acquire skills to change careers. Hence, there is a requirement for career conversion when individuals undergo a RnF programme.

	<ul style="list-style-type: none"> Meet employer or course-specific selection criteria for this programme, where applicable <p>Beyond the general eligibility criteria for this programme, trainees <u>should not be</u>:</p> <ul style="list-style-type: none"> Shareholders¹⁰ of the participating company, or its related entities Immediate ex-staff of the participating company or its related entities Related to the owners¹¹ of the participating company Undergoing any similar programme funded by WSG or any agencies concurrently
9	Why do participating hotels need to commit to a gross monthly salary of at least \$1,600 during the 3 months programme and raising it to at least \$1,800 after completion?
	The intent of the programme is to attract and retain new entrants to the role of Housekeeping Specialists in the hotel industry. With reference to wages benchmark, the criteria to offer a gross monthly salary of at least \$1,600 during the programme and at least \$1,800 at the end of the programme is to ensure competitiveness of the role in the job market.
10	Are hotels able to claim for salary support if the employee's salary is not adjusted to \$1,800 per month after the programme?
	No, hotels will not be able to receive salary support funding if the employee's salary is not increased to \$1,800 after the end of the training duration as this is one of the programme criteria.
11	What are examples of progressive HR practices?
	Progressive HR practices can include but not limited to the provision of flexible work arrangements, shorter work week/part time arrangements, scholarship/study grant, and consideration of alternative worker pool such as PWDs and ex-offenders etc. Participating hotels are welcome to propose other forms of progressive HR practices, which are subject to approval.
12	What does it mean by fast-tracked career progression?
	A fast-tracked career progression is an accelerated career progression pathway. As a reference, a typical career path for a Hotel Housekeeping Specialist is as follows:

¹⁰ Does not apply to publicly traded shares in listed companies.

¹¹ For non-publicly listed companies, refers to individuals with shareholding per ACRA profile.

	 <p>Hotels are able to build a fast-tracked career pathway for trainees under the programme with consideration of pre-determined competencies being demonstrated. Besides an accelerated vertical career pathway, hotels can also offer lateral movement opportunities to trainees under this programme.</p>
13	What are examples of redesigned job roles?
	<p>Redesigned job roles must be of higher values and can be enabled through technological implementation such as automatic robot vacuum or non-technological implementation such as room reconfiguration. These initiatives should be implemented within 1 year from programme application.</p> <p>Refer to Annex A for more detailed examples.</p>
14	How can hotels assess trainees for the right fit for the job prior to recruitment?

	<p>Hotels can consider tapping on Career Trial. Career Trial offers an opportunity for the employer to assess if trainee is of the right fit for the job prior to recruitment and trainees to evaluate if the company or the job scope is suitable for them before being enrolled into the Career Conversion Programme for Housekeeping Specialist.</p> <p>Under the Career Trial, WSG provides a training allowance of up to \$7.50/hour as well as up to \$1,500 retention bonuses to eligible trainees.</p> <p>Refer to Annex B on how Career Trial can complement with Career Conversion Programme for Housekeeping Specialist.</p> <p>Please refer to https://www.wsg.gov.sg/programmes-and-initiatives/career-trial-employers.html for more details on Career Trial.</p>
15	Would hotels need to apply for Career Trial separately?
	<p>Yes, as Career Trial and the Career Conversion Programme for Housekeeping Specialist are two programmes that are administered independently with its own terms and conditions, hotels would need to apply for Career Trial separately if they are keen to come onboard.</p> <p>Please refer to https://www.wsg.gov.sg/programmes-and-initiatives/career-trial-employers.html for more details on Career Trial.</p>
16	What happens if an employee drops out of the programme before 3 months?
	On a case-by-case basis subjected to WSG's approval, a pro-ration of salary support for employees who drop out halfway may be allowed.
17	When can hotels claim salary support?
	Hotels can submit claims on salary support to WSG's appointed programme manager - SHA after trainees have completed the 3-months training. Salary support will be disbursed on a reimbursement mode.
18	Can hotels apply for the programme after they have hired for the role of Housekeeping Specialist?
	Yes, hotels can apply for the programme to support their new hires as long as the programme application is approved within 3 months of the new hire's employment commencement date with the participating hotel.
19	How do I register for the programme?
	<p>For more information and to register for the programme, please contact:</p> <p><u>Singapore Hotel Association</u> ccp@sha.org.sg</p>

Examples of Housekeeping Solutions that enable Job Redesign
(Last updated: 2 Jun 2021)

Technology Solutions

Name of Solution	Brief Description
Cloud-based e-housekeeping app integrated with Property Management System (PMS) and HR systems for room assignment, update of room status and tracking performance	<p>Housekeeping supervisor logs onto the cloud-based e-housekeeping app integrated with the PMS and HR systems to review the list of rooms auto-assigned to each attendant that already took into consideration the priority rooms, special requests and each attendant's availability and performance.</p> <p>Room attendants then log into the e-housekeeping app via mobile device to view their assigned rooms. In-room controls, sensors and the PMS integrated with the e-housekeeping app allow them to track real-time room occupancy status on the go. The cleaning of checked-out rooms and those with the Make-up room sign turned on can be prioritised accordingly. Similarly, the Front Office staff will highlight rooms that require urgent cleaning in the PMS. The e-housekeeping app will automatically assign these rooms to the next available attendant and notify him or her instantly.</p> <p>The cleaning status of the room will be updated live in the PMS such that Front Office staff are also able to be notified on room vacancy.</p> <p>The analytics shown on the e-housekeeping app's dashboard help supervisors better monitor the performance of each room attendant, and better plan housekeeping operations.</p>
Autonomous housekeeping cart/delivery robots/linen robotic carts	<p>An autonomous housekeeping cart using tracking sensors follows the attendant from room to room instead of requiring the attendant to push it manually. This can help cut down on work related injuries, save time and make the work less strenuous.</p> <p>A linen robotic cart can automatically deliver cleaned linens to every floor and bring down dirtied linens back to the central cleaning room, negating the need for attendants to transport heavy cleaned and dirty linens up and down the hotel.</p>

	For delivery of room amenities, robots could replace human by manoeuvring its way to the room automatically.
Vacuum Robot	Cleans the guest room's floor on its own. Staff activate the autonomous vacuum robot to clean the floor, and focus on more complex duties like the wiping of glass windows, etc.
Smart Beds	Through IoT sensors, Smart beds sense staff and automatically rise to a comfortable height that allows staff to make bed easily.
Smart Chemical	The attendant sprays a Smart chemical over the bathroom floor, bathtub and toilet, which hardens to a thin film that is peeled off to remove stains, making cleaning less tedious and time-consuming.
Minibar tracking using IoT Sensors	The minibar is installed with IoT sensors and alerts the FO and F&B teams of the items consumed and bills them to the guest. The e-housekeeping app will also inform the room attendant of the items that require replenishing in each room, saving them time from checking.
Using AI and Machine Learning	Provide suggestions on ways to prepare guest rooms based on individual guest preferences captured during previous stays, anticipating their needs.
Wearable technology like a smartwatch	To facilitate crucial and immediate communication with other departments for instances of damaged items or if a guest left something in the room.

Non-Technology Solutions

Name of Solution	Brief Description
Reconfiguration of Guest Rooms/Amenities	Below are some examples that hotels can consider in order to streamline the work processes of a Housekeeping Specialist, creating possibilities for job redesign: <ul style="list-style-type: none"> • Cut down vacuuming time by removal of carpets • Reduce room turnaround time by replacing minibar with vending machines, bottled water with filtered drinking water tap • Minimise need to move extra beds into rooms with productivity beds • Minimise the need for room service for ice with ice making machines on every floor
Collapsing of departments	Building an all rounded guest service officers who can manage: <ul style="list-style-type: none"> • Community building • Event organisation • First level of engineering task • First level of housekeeping and room inspection tasks

Programme Archetype



Salary Increment

Offer $\geq \$1,600$ and an increment of $\geq \$200$ after 3 months (or any other combination such that salary after 3 months $\geq \$1,800$), or other monetary incentives



Progressive HR Practices

Offer progressive HR practices (flexible scheduling, part-time, shorter work week, alternative worker pool, benefits such as childcare, scholarship/study grant etc)



Enhanced Job Role

Offer an enhanced job role such as positions with fast-tracked career progression, or redesigned job role (which is less manual in nature etc)

	Career Trial	100% in-house training and OJT	End of Training	Retention Period (for Career Trial)
Duration	Up to 80 hours	3 months		3 months
Funding	Up to \$7.50/hour funded by WSG	Up to 90% of salary funded by WSG At least 10% of salary paid by company	Trainees on Career Trial to receive up to \$500 retention bonus. Company to ensure that trainees' salary is $\geq \$1,800$ after 3 months.	SC Career Trial trainees unemployed ≥ 6 months / PWDs to receive up to \$1000 retention bonus
Terms and Conditions	Only for SC/PRs who have not previously benefitted from Career Trial, and commence Trial by May 2022	Only for SC/PRs with at least 2 years of working experience but do not have prior experience in housekeeping		

