



DIRECTOR OF ROOMS

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Director of Rooms is responsible for overseeing the entire room division, ensuring the highest standards of guest service and operational efficiency. They manage the front office, guest relations, concierge and housekeeping departments. The Director of Rooms enhances the guest experience, implements policies and procedures that improve service delivery, and maintains the physical appearance of rooms and public areas. They analyze room division metrics, including occupancy rates and guest satisfaction scores, to make informed decisions on room pricing, staff scheduling, and service improvements.

Key Tasks
Collaborate with the sales and marketing team to develop packages and promotions that maximize room occupancy and revenue.
Develop and implement strategies to enhance the efficiency and effectiveness of room division operations, aligning with the hotel's overall objectives.
Ensure the maintenance of rooms and public areas is conducted to high standards, coordinating with the maintenance department for regular inspections and repairs.
Handle guest complaints and feedback with professionalism, implementing solutions to enhance guest satisfaction.
Monitor occupancy rates, revenue management strategies, and guest satisfaction metrics to adjust operations and pricing strategies accordingly.
Oversee the recruitment, training, and performance management of room division staff, fostering a culture of excellence in customer service.
Prepare and manage the budget for the room division, including forecasting and cost control measures.
Stay updated on industry trends and best practices to continually improve room division services and guest experiences.

Core Skills	Level
Adaptability	Advanced
Building Inclusivity	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced

Technical Skills
Budgeting and Cost Control
Crisis and Compliance Management
Guest Service Excellence
Operational Efficiency
Performance and People Management
Quality Control
Revenue Management
Strategic Leadership
Training and Development



HOUSEKEEPING MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Housekeeping Manager leads the housekeeping department, ensuring guest satisfaction through the provision of high-level comfort and hospitality. They develop and implement operational strategies, procedures, and service standards, while ensuring compliance with these standards. The Housekeeping Manager supervises outsourced services, and manages departmental assets, inventory, and knowledge management initiatives. Focused on continuous improvement, they drive innovation, manage risks, and handle budgeting and cost control.

Key Tasks
Develop and review housekeeping operating procedures and service standards.
Drive staff performance and development through training and appraisals to ensure service excellence and alignment with departmental goals.
Evaluate and adopt industry best practices and new technologies.
Implement and lead improvement and innovation initiatives in housekeeping.
Implement and maintain standard operating procedures for all room division operations, ensuring compliance with health, safety, and hospitality standards.
Manage and forecast departmental budgets for optimal resource utilization.
Oversee crisis management and compliance in housekeeping operations.
Oversee housekeeping operations, ensuring conformity to standards and procedures.

Core Skills	Level
Building Inclusivity	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Asset and Inventory Management
Business Continuity Planning
Crisis and Compliance Management
Environmental Sustainability Management
Financial Acumen
Hotel Data Analysis
Innovation and Technology Adoption
Organizational Relationship Building
Performance and People Management
Service Quality Enhancement
Workplace Safety Management



HOUSEKEEPING SHIFT LEADER / SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Housekeeping Shift Leader / Supervisor organizes and supervises daily housekeeping operations, ensuring the highest standards in room and public area maintenance. They plan resources, assign work, supervise cleaning activities, and inspect areas to maintain cleanliness and efficiency. The Housekeeping Shift Leader / Supervisor addresses escalated guest concerns, implements department improvement plans, and ensures compliance with safety and hygiene standards. They coach team members and manage their development and performance.

Key Tasks
Ensure compliance with hygiene, safety, and emergency protocols.
Identify and communicate issues to management.
Implement training and coaching for the team to promote the enhancement of their capabilities.
Inspect rooms and public areas for cleanliness and report maintenance needs.
Lead continuous improvement initiatives in housekeeping practices.
Manage and allocate resources and work assignments to team members.
Monitor room turnover for efficiency in housekeeping operations.
Oversee inventory management of housekeeping supplies and equipment.
Supervise the team undertaking daily housekeeping activities, ensuring adherence to standards.

Core Skills	Level
Communication	Advanced
Digital Literacy	Advanced
Empathy	Intermediate
Initiative	Intermediate
Planning and Organizing	Advanced
Problem Solving	Intermediate

Technical Skills
Crisis Management
Customer Experience
Environmental Sustainability in Housekeeping
Inventory and Resource Management
People and Performance Management
Public Areas and Room Housekeeping Operations
Quality Control and Standard Compliance
Service Excellence and Coaching
Workplace Health and Safety Management



LAUNDRY SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Laundry Supervisor oversees the daily operations of the laundry and linen, ensuring adherence to organizational procedures and standards. They manage resource planning, work allocation, workflow, and quality control. The Laundry Supervisor maintains inventory, coordinates maintenance, and responds to guest concerns to uphold service standards. Focused on continuous improvement, they implement innovative and sustainable practices while ensuring compliance with safety and hygiene standards. They also coach team members, managing development and performance.

Key Tasks

Develop and implement continuous improvement and innovation plans.
Ensure compliance with hygiene and workplace safety regulations.
Identify and communicate problems to management.
Implement training and coaching to enhance team performance.
Inspect processed laundry and linen as a measure of quality control.
Manage inventory and workflow of laundry and linen supplies and equipment.
Supervise laundry, linen, and uniform room operations to meet standards.

Core Skills

Level

Collaboration and Teamwork	Advanced
Communication	Intermediate
Digital Literacy	Intermediate
Initiative	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills

Customer Experience
Environmental Sustainability in Laundry Operations
Innovation and Continuous Improvement
Inventory and Resource Management in Laundry Operations
Laundry and Linen Room Management
People and Performance Management
Service Excellence and Coaching
Workplace Health and Safety Management



HOUSEKEEPING ATTENDANT / ROOM ATTENDANT

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Housekeeping Attendant / Room Attendant maintains the cleanliness and order of rooms and public areas, ensuring a positive impression for guests. They perform cleaning duties, replenishing amenities, supplies, and reporting maintenance needs. The Housekeeping Attendant / Room Attendant updates room status, turns over lost and found items, and maintains housekeeping carts. They also respond to guests' requests and concerns, adhering to organizational standards for hygiene, security, and safety.

Key Tasks

Adhere to grooming and hygiene standards for professional presentation.

Identify areas for work performance improvement and training needs.

Perform cleaning and maintenance activities in rooms and public areas.

Replenish amenities and supplies in rooms and public areas.

Report lost and found items according to standard procedures.

Report safety hazards and security threats as per organizational guidelines.

Respond to guest requests and concerns in a prompt and professional manner.

Update room cleaning status and manage housekeeping carts.

Core Skills

Level

Adaptability Intermediate

Collaboration and Teamwork Intermediate

Communication Intermediate

Literacy Basic

Planning and Organizing Basic

Technical Skills

Customer Service

Housekeeping Operations Technology

Housekeeping Optimization

Inventory and Supply Management

Service Excellence and Guest Interaction

Threat Identification and Reporting

Time Management and Independent Working

Work Performance Improvement Techniques

Workplace Health and Safety Compliance



FRONT OFFICE MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Front Office Manager manages the front desk operations of a hotel, serving as the face of the hotel and the first point of contact for guests. They ensure guests receive a warm welcome, efficient check-in and check-out service, and assistance throughout their stay. The Front Office Manager oversees the front office team, ensuring consistent and high-quality guest services. The Front Office Manager oversees reservations, guest inquiries, complaints, oversees financial transactions at the front desk, and coordinates with housekeeping and maintenance departments to ensure room readiness and standards.

Key Tasks

Analyze guest feedback and front office operation metrics to identify areas for improvement and implement changes to enhance service quality.
Coordinate room assignments and reservations, optimizing room occupancy and guest satisfaction.
Ensure the security and privacy of guests, managing sensitive information with discretion and in accordance with hotel policies.
Handle guest inquiries, complaints, and requests, ensuring issues are resolved in a timely and satisfactory manner.
Implement and maintain front office policies and procedures, ensuring compliance with hotel standards and regulatory requirements.
Maintain a high level of communication with other hotel departments, ensuring smooth operation and guest satisfaction.
Manage and train front office staff, setting performance standards and monitoring service quality.
Monitor and manage front office budget, such as labor costs, supplies and expenses.
Oversee daily operations of the front desk, ensuring guests receive prompt, professional, and courteous service.
Stay informed of industry trends and best practices in front office operations and customer service.

Core Skills

Level

Building Inclusivity	Advanced
Collaboration and Teamwork	Intermediate
Communication	Advanced
Empathy	Intermediate
Numeracy	Advanced
Problem Solving	Intermediate

Technical Skills

Customer Service Excellence
Financial Management
Leadership and Team Management
Operational Efficiency



FRONT OFFICE DUTY SUPERVISOR / GUEST RELATIONS SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Front Office Duty Supervisor / Guest Relations Officer manages the front office operations during their shift and ensures all guest interactions are handled with the highest level of hospitality and professionalism. They focus on creating memorable guest experiences by providing personalized service, handling special requests, and resolving any issues that arise.

Key Tasks
Act as the main point of contact for Very Important People (VIP) guests, ensuring their stay is comfortable and their needs are met.
Address and resolve guest complaints or issues.
Assist in managing front office inventory and supplies, ensuring adequate levels are maintained.
Coordinate with housekeeping and maintenance departments to ensure room readiness and address any room-related issues promptly.
Handle guest check-ins and checkouts efficiently, ensuring guest preferences and special requests are accommodated.
Maintain up-to-date knowledge of hotel services, amenities, and local attractions to provide guests with accurate information and recommendations.
Monitor guest feedback and service scores, identifying trends and areas for improvement in guest satisfaction.
Participate in regular team meetings, sharing insights and suggestions for enhancing front office operations and guest service.
Supervise front office operations during assigned shifts, ensuring all procedures are performed to the high standards.
Train and support front desk staff, promoting a culture of excellence in guest service.

Core Skills	Level
Building Inclusivity	Intermediate
Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Problem Solving	Intermediate

Technical Skills
Conflict Resolution
Detail Orientation
Guest Service Management
Knowledge of Hotel Operations
Operational Leadership
Performance Development



FRONT OFFICE OFFICER / GUEST RELATIONS OFFICER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Front Office Officer / Guest Relations Officer provides exceptional service to guests throughout their stay. They manage guest check-ins and check-outs, answer guest inquiries, handle reservations, and ensure guests have a pleasant stay. They engage in providing personalized guest experiences, addressing any concerns, and acting as a liaison between guests and hotel services.

Key Tasks
Address and resolve guest complaints and issues promptly, ensuring guest satisfaction.
Answer guest inquiries regarding hotel services, amenities, and local attractions, providing accurate and helpful information.
Coordinate with other hotel departments, such as housekeeping and maintenance, to ensure guest rooms are prepared and any issues are quickly resolved.
Ensure the lobby and front desk area are kept clean and presentable at all times.
Greet guests upon arrival, ensuring a warm and friendly welcome to the hotel.
Handle reservations by phone, email, or in-person, ensuring booking details are accurately recorded and confirmed.
Maintain a high level of knowledge about the hotel's offerings and promotions to upsell services and enhance the guest experience.
Manage guest profiles and preferences in the hotel's reservation system, ensuring accurate record-keeping.
Manage the check-in and check-out process smoothly, ensuring guest preferences and special requests are accommodated.

Core Skills	Level
Adaptability	Advanced
Collaboration and Teamwork	Advanced
Communication	Intermediate
Digital Literacy	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Customer Service
Detail Oriented
Knowledge of Hotel Services
Reservation Systems



CHIEF / HEAD CONCIERGE

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chief / Head Concierge manages the hotel front office team, overseeing the provision of superior guest service. They have comprehensive knowledge of the local area, including dining, entertainment, cultural attractions, and transportation options, to offer guests personalized recommendations that enhance their stay. The Chief / Head Concierge leads the concierge team, ensuring that all guest requests are met with enthusiasm and precision. They maintain a wide network of local businesses and service providers to secure reservations, tickets, and exclusive experiences for guests.

Key Tasks

Arrange for special guest requests, such as restaurant reservations, event tickets, transportation services, and unique local experiences.

Develop and maintain relationships with local businesses, vendors, and service providers to enhance the range and quality of services offered to guests.

Handle all guest enquireis and resolve any issues or challenges faced by guests in accessing services or fulfilling requests, ensuring guest satisfaction.

Lead, manage and train the concierge team, setting high standards for guest service, ensuring team members are knowledgeable, efficient, and proactive.

Manage concierge desk operations, ensuring it is staffed appropriately and that all guest interactions are handled efficiently and effectively.

Monitor guest feedback related to the concierge services, continuously seeking ways to improve service and guest satisfaction.

Provide expert advice to guests on local attractions, dining options, entertainment, and cultural events, tailoring recommendations to individual preferences.

Core Skills

Level

Building Inclusivity	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Advanced
Digital Literacy	Intermediate
Initiative	Advanced
Planning and Organizing	Intermediate

Technical Skills

Discretion and Professionalism
Guest Service Excellence
Leadership and Team Management
Local Area Expertise
Networking Skills



CONCIERGE

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Concierge is the key point of contact for hotel guests seeking information, recommendations, and assistance with various services during their stay. They have thorough knowledge of the hotel's offerings, local attractions, dining, entertainment, and transportation options to provide guests with tailored advice and solutions. The Concierge assists guests with reservations, tickets, travel arrangements, and any special requests, ensuring a memorable and hassle-free experience. The Concierge must be proactive, resourceful, and dedicated to exceeding guest expectations.

Key Tasks
Assist in managing the concierge desk, ensuring it is staffed and equipped to provide exceptional service to guests.
Collaborate with hotel departments to coordinate services and fulfill guest requests efficiently.
Foster positive relationships with local vendors and service providers to enhance the range and quality of experiences available to guests.
Handle guest feedback positively and proactively, addressing any concerns and ensuring a satisfactory resolution.
Keep records of guest requests and preferences to personalize service during future interactions.
Maintain up-to-date knowledge of local events, attractions, and seasonal activities to provide guests with relevant information and respond to guest inquiries accurately.
Participate in training and development opportunities to enhance knowledge of guest service standards and local offerings.
Provide personalized service to guests, offering recommendations and assistance with reservations, event tickets, transportation, and other services.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Advanced
Communication	Advanced
Digital Literacy	Intermediate
Initiative	Intermediate
Planning and Organizing	Intermediate

Technical Skills
Customer Service
Process Orientation
Local Area Expertise
Networking Skills
Discretion and Professionalism



DIRECTOR OF SALES AND MARKETING

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Director of Sales and Marketing is responsible for overseeing the sales, marketing, revenue management, catering, and events teams within a hotel or accommodation establishment. They develop and implement comprehensive strategies to drive revenue growth, enhance brand visibility, and maintain a competitive position within the market. The Director of Sales and Marketing collaborates closely with various heads of departments to align efforts and achieve organizational goals.

Key Tasks
Develop and implement strategic sales, marketing, and revenue management plans to achieve revenue targets and enhance brand visibility.
Direct the catering and events team in organizing and executing events that meet client expectations and contribute to revenue goals.
Establish and maintain strong relationships with key clients, partners, and industry stakeholders, representing the property at networking events and trade shows.
Foster a collaborative and innovative work environment, encouraging creativity and continuous improvement among team members.
Lead and manage the sales, marketing, revenue management, catering, and events teams, providing guidance, training, and support to achieve team objectives.
Monitor and evaluate the effectiveness of sales, marketing, and revenue management initiatives, adjusting strategies as needed to meet changing market conditions and business objectives based on informed market analysis and changing business models.
Oversee the planning and execution of marketing campaigns across various channels, including digital, print, and social media, to promote the property and its offerings.
Understand system delivery and the generation of occupancy through the system.

Core Skills	Level
Building Inclusivity	Advanced
Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Budget Management
Data Analysis
Market Trend Analysis
Marketing Expertise
Relationship Building and Networking
Revenue Management
Strategic Planning



REVENUE MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Revenue Manager is responsible for maximizing the revenue of a hotel or accommodation establishment through strategic pricing and inventory management. They analyze market trends, forecast demand, and develop pricing strategies to optimize occupancy and revenue. The Revenue Manager collaborates closely with the sales, marketing, and front office teams to develop and implement revenue management policies and procedures that align with overall business objectives. They monitor competitor pricing, managing distribution channels, and providing revenue forecasts to inform decision-making.

Key Tasks
Conduct regular revenue management meetings with key stakeholders to discuss performance, strategies, and adjustments.
Continuously monitor performance metrics, such as occupancy rates, average daily rate, and revenue per available room to evaluate the effectiveness of revenue management strategies.
Develop and implement revenue management strategies to maximize occupancy while optimizing total revenue.
Manage distribution channels to ensure rate parity, maximize online visibility and number of bookings.
Monitor and adjust room rates and availability in real-time based on market conditions and booking trends.
Provide accurate revenue forecasts to management, highlighting opportunities and risks based on market analysis and data trends.
Train and support front office and reservations staff in revenue management principles and best practices.
Utilize revenue management software and tools to analyze data, generate reports, and make informed decisions.

Core Skills	Level
Communication	Advanced
Critical Thinking	Advanced
Initiative	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced

Technical Skills
Data Analysis
Distribution Channel Management
Market Trend Analysis
Pricing Strategy
Revenue Management
Revenue Management Systems
Strategic Forecasting Models



REVENUE SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Revenue Supervisor supports the Revenue Manager and team in implementing strategies to maximize revenue. They assist in the analysis of market trends, monitor competitor pricing, and ensure optimal pricing and inventory management. The Revenue Supervisor works closely with the sales, marketing, and reservations teams to execute revenue management practices and achieve revenue targets.

Key Tasks
Assist in developing and implementing revenue management strategies to optimize occupancy and total revenue.
Assist in revenue forecasting, budgeting, and trend identification, while providing data analysis to inform decision making and opportunities for improvement.
Assist in training front office and reservations staff on revenue management principles and best practices.
Collaborate with the reservations team to ensure accurate and timely updates of rates and availability across distribution channels.
Manage rate updates and inventory adjustments in the property management system and distribution channels.
Monitor market trends and competitor pricing to provide insights for pricing decisions and inventory management.
Participate in regular revenue management meetings, contributing insights and updates on revenue performance.
Support the sales and marketing teams in aligning promotional activities with revenue management strategies.

Core Skills	Level
Communication	Advanced
Critical Thinking	Intermediate
Initiative	Basic
Numeracy	Advanced
Planning and Organizing	Intermediate

Technical Skills
Channel Revenue and Occupancy Forecasting
Data Analysis
Distribution Channel Management
Market Research
Pricing Strategy
Revenue and Property Systems
Revenue Management Principles
Room Inventory Management



RESERVATION SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Reservation Supervisor manages the reservations team to ensure the efficient and accurate handling of guest bookings. They supervise the daily operations of the reservations department, provide training and support on the reservation system. They ensure customer service standards and sales techniques are used effectively by their team. The Reservation Supervisor collaborates with the revenue management team to optimize occupancy and revenue.

Key Tasks
Collaborate with the revenue management team to implement pricing and availability strategies that maximize occupancy and revenue.
Handle complex reservation inquiries and special requests, ensuring a high level of guest satisfaction.
Implement policies and procedures for the reservations team to streamline operations and improve efficiency.
Liaise with other departments to ensure a coordinated approach to guest bookings and satisfaction.
Maintain up-to-date knowledge of room types, rates, packages, and hotel facilities to provide accurate information to guests and staff.
Monitor and evaluate the performance of reservations staff, providing feedback and coaching to enhance their skills and performance.
Monitor reservation trends and occupancy levels to identify opportunities for rate adjustments and promotions.
Oversee the maintenance of reservation records and databases, ensuring accuracy and data integrity.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Critical Thinking	Intermediate
Numeracy	Intermediate
Problem Solving	Intermediate

Technical Skills
Data Analysis
Market Knowledge
Policies and Procedures Implementation
Rate Management
Reservations Management
Reservations System Proficiency
Revenue Management
Sales Techniques



RESERVATIONS OFFICER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Reservations Officer handles guest reservations and inquiries with accuracy and efficiency. They process bookings, providing information about room types, rates, and availability, and ensure a positive guest experience from the initial reservation to arrival. The Reservations Officer works closely with the wider reservations team and collaborates with other departments to ensure seamless coordination and guest satisfaction.

Key Tasks
Assist in managing room blocks and group bookings, coordinating with sales and events teams.
Collaborate with the revenue management team to ensure pricing and availability are up-to-date and aligned with revenue strategies.
Contribute to the reservations team's efforts to achieve occupancy and revenue targets.
Handle reservation inquiries and special requests, ensuring guest needs are met and preferences are recorded.
Maintain accurate and organized reservation records, updating guest information and booking details as needed.
Monitor and update room availability in the reservation system and on distribution channels.
Process guest reservations through various channels, including phone, email, and online booking platforms.
Provide accurate information about room types, rates, packages, and hotel facilities to guests and prospective guests.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Critical Thinking	Basic
Empathy	Intermediate
Numeracy	Basic
Problem Solving	Intermediate

Technical Skills
Booking Platforms
Data Entry
Payment Processing
Rate Monitoring
Reservation Systems Proficiency



CATERING AND EVENT MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Catering and Events Manager oversees the comprehensive operation of catering and event services within a hotel setting, ensuring exceptional planning, execution, and client service. They adopt a strategic approach to event management, incorporating creativity, meticulous planning, and effective execution. The Catering and Events Manager is responsible for the entire lifecycle of an event, from initial client consultation and concept development to coordination of logistics, staffing, execution, and post-event analysis. They work closely with culinary teams to design menus, with service staff to ensure flawless service, and with external suppliers to source the best services within the allocated budget. The Catering and Events Manager also plays a critical role in marketing the hotel's event capabilities, networking with potential clients, and maintaining relationships with existing clients to secure repeat business.

Key Tasks

Consult with clients to fully understand their event requirements, preferences, and vision, providing professional advice and suggestions to enhance event success.

Develop detailed event proposals, including concepts, budgets, and timelines, ensuring proposals meet client needs and expectations.

Evaluate the success of events through client feedback and internal debriefs, implementing lessons learned to continuously improve service and execution.

Implement and oversee the event budget, conducting regular reviews to ensure costs are controlled while identifying opportunities for efficiency without compromising quality.

Lead and motivate a team of catering and events professionals, providing training and development to ensure high levels of performance and service excellence.

Lead the planning and execution of events, overseeing all logistical aspects, including room setup, audiovisual equipment, decoration, and entertainment, to ensure events run smoothly.

Manage contracts and relationships with external vendors and suppliers, ensuring services and products are delivered to the hotel's standards.

Monitor industry trends and competitor activities, adjusting strategies to maintain a competitive advantage and meet market demands.

Core Skills

Level

Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Numeracy	Intermediate
Planning and Organizing	Advanced
Problem Solving	Intermediate

Technical Skills

Budget Management
Client Relationship Management
Event Planning
Marketing
Project Management
Risk Management
Training and Development
Vendor Negotiation



CATERING AND EVENT EXECUTIVE

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Catering and Events Executive oversees the operational aspects of events and catering services within the hotel. They supervise event setups, coordination with the kitchen and service teams, and ensure all event specifications are met with high standards. The Catering and Events Executive manages event logistics, from room arrangements and equipment setups to food service timing and quality control. They also assist in training staff, managing inventory, and liaising with vendors.

Key Tasks
Assist in planning and execution of events, ensuring compliance with client requirements and hotel standards.
Assist in the development of event proposals, budgets, and client contracts under the guidance of the Catering and Events Manager.
Conduct pre-event briefings with staff and post-event debriefs to gather feedback and identify areas for improvement.
Liaise with the Catering and Events team for service standards and operational procedures.
Liaise with vendors and suppliers for the timely delivery of services and goods.
Maintain accurate records of event details, client communications, and financial transactions related to events.
Manage inventory of event supplies and equipment, ensuring availability and quality.
Monitor event progress, addressing any issues swiftly to ensure smooth operations.

Core Skills	Level
Adaptability	Advanced
Collaboration and Teamwork	Intermediate
Communication	Advanced
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Attention to Detail
Client and Customer Service
Event Operations Management
Financial Management
Project Management
Supervisory Skills



CATERING AND EVENTS COORDINATOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Catering and Events Coordinator works closely with the Catering and Events Manager and Catering and Event Supervisor to ensure event coordination. They oversee the administration and coordination of all aspects of events from conception to completion, including client liaison, vendor management, and on-site coordination. They assist in developing the details required in the event such as function sheets, Banquet Event Orders and client portfolios.

Key Tasks
Assist in the preparation of event proposals, including cost estimates, timelines, and event design concepts.
Coordinate with vendors and suppliers to ensure services and products are delivered as per the event specifications.
Liaise with internal departments to communicate information on the event requirements and preferences, acting as the point of contact throughout the event planning process.
Manage event bookings, maintaining a comprehensive calendar and ensuring all necessary resources are allocated.
Monitor event timelines and checklists, ensuring that all tasks are completed on schedule.
Oversee the setup and breakdown of events, ensuring that all setups meet the agreed-upon standards and timelines.
Prepare and maintain event documentation, including contracts, invoices, and client correspondence.
Provide support during events, resolving any on-site issues promptly to ensure the event's success.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Basic
Planning and Organizing	Intermediate

Technical Skills
Client and Customer Service
Documentation Control
Project Management
Vendor Relationship Management



SALES MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Sales Manager develops and implements sales strategies that align with the hotel's overall objectives, focusing on increasing occupancy rates, maximizing event bookings, and promoting other hotel services. They work closely with the marketing team to identify target markets and create promotional campaigns, ensuring the hotel's offerings reach potential clients effectively.

Key Tasks
Analyze sales data and market trends to adjust sales strategies and practices for enhanced performance.
Collaborate with other hotel departments to ensure a cohesive approach to guest satisfaction and revenue generation.
Develop and execute a comprehensive sales strategy that aligns with the hotel's revenue goals and market positioning.
Identify and pursue new sales opportunities through market analysis, networking, and prospecting to expand the hotel's client base.
Lead, motivate, and manage the sales team, setting sales targets and monitoring performance to ensure achievement of objectives.
Maintain and strengthen relationships with existing clients, offering exceptional service to encourage recurring business and referrals.
Negotiate and close sales contracts with clients, ensuring terms meet both client needs and hotel objectives.
Provide regular reports to hotel management on sales activities, pipeline, forecasts, and market analysis.
Represent the hotel at industry events, trade shows, and networking events to promote hotel services and forge new business relationships.

Core Skills	Level
Adaptability	Advanced
Building Inclusivity	Intermediate
Communication	Advanced
Critical Thinking	Intermediate
Initiative	Advanced
Planning and Organizing	Intermediate

Technical Skills
Client Relationship Management
Market Analysis
Marketing Collaboration
Sales Forecasting
Sales Reporting
Sales Strategy Development
Service Challenges Management and Resolution
Strategic Sales Planning



SALES EXECUTIVE

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Sales Executive promotes the property and its services to achieve sales targets. They also analyze guest information and market trends to develop effective sales strategies. The Sales Executive is responsible for generating sales leads, executing customer acquisition programs, conducting sales, and managing sales administration.

Key Tasks
Analyze client portfolios and competition to support sales strategy development.
Conduct venue inspections and respond to guest inquiries and requests.
Coordinate with various departments to fulfill sales contract requirements.
Follow up with guests or customers to close sales and recommend suitable products and services.
Implement customer acquisition programs and coordinate sales strategies.
Monitor and manage guest or customer feedback to enhance service offerings.
Prepare sales proposals, contracts, and reports, tracking departmental sales progress.

Core Skills	Level
Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Intermediate
Initiative	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Business Negotiation and Presentation
Customer Relationship Management
Hospitality Venue Inspection
Legal Compliance in Sales
Market Research and Sales Channel Management
Report Writing
Sales Strategy Delivery
Service Challenges Resolution



MARKETING MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Marketing Manager leads the planning, development, and implementation of all marketing and public relations activities. They enhance the property's brand equity through effective brand management, market research, and evaluation of marketing channels. The Marketing Manager collaborates in developing marketing themes and campaigns, overseeing the production of marketing materials, and leading efforts to enhance customer engagement and experience. They manage media interests and developing responses to media queries and social media comments.

Key Tasks

Analyze and report on marketing campaign performance and key performance indicators.
Analyze market research findings for brand awareness and association insights.
Conduct market profiling and analyze website and digital platform traffic for marketing opportunities.
Design content for various marketing campaigns in line with brand image.
Develop and distribute press releases and media kits.
Maintain and enhance website and social media platform performance, adhering to brand guidelines.
Monitor social media platforms and coordinate responses to user opinions.
Report on budget utilization and manage contact databases.

Core Skills

Level

Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Empathy	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Brand Management
Budgeting and Business Negotiation
Customer Behaviour Analysis and Market Profiling
Digital Marketing and Social Media Marketing
Market Research and Trend Analysis
Marketing Campaign Management
Marketing Communications Plan Development
Media Strategy and Public Relations Management
People Development
Service Brand Excellence
Technology Adoption and Innovation
Vendor Management



MARKETING EXECUTIVE

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Marketing Executive, operating as a Marketing Communications Executive and Digital Marketing Executive, provides vital support in advertising, promotions, and public relations. They ensure compliance with corporate brand guidelines and conducting market profiling. The Marketing Executive designs marketing content, develops campaigns, and executes marketing activities and events. They also analyze marketing campaign performance, coordinate customer engagement efforts, and execute customer experience enhancement measures.

Key Tasks

Assist in market profiling and website analysis and digital platform traffic for marketing opportunities.
Assist in social media platforms and coordinate responses to user opinions.
Assist in the analysis in market research findings for brand awareness and association insights.
Assist in the development and distribution of press releases and media kits.
Report on budget utilization and manage contact databases.
Support in the analysis of marketing campaign performance and key performance indicators.
Support in the collaboration with vendors and agencies on marketing projects and campaigns.
Support in the maintenance of websites and social media platform performance, adhering to brand guidelines.

Core Skills

Level

Adaptability	Intermediate
Communication	Intermediate
Digital Literacy	Advanced
Empathy	Intermediate
Initiative	Intermediate

Technical Skills

Brand Management Compliance
Collateral Production and Design
Customer Behaviours Analysis and Market Profiling
Customer Engagement and Experience Management
Data Analytics and Market Research
Digital Marketing and Social Media Management
Events Coordination
Innovation in Marketing Techniques
Marketing Campaign Management
Marketing Communications Plan Development
Media Strategy and Public Relations
Promotional Skills
Vendor and Agency Coordination
Website Design and Traffic Analysis



SALES COORDINATOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Sales Coordinator supports the sales department in achieving targets. They manage administrative duties, including maintaining customer and sales lead databases and assisting in the administration of customer acquisition programs. The Sales Coordinator addresses first-level customer inquiries, scheduling sales appointments, and preparing sales materials and contracts. They collect and analyze customer data to aid in strategy formulation and generate sales reports for management.

Key Tasks
Assist in scheduling sales appointments and preparing sales engagement materials.
Collate data on customer purchasing behavior and satisfaction levels.
Follow up on guest booking requirements.
Generate sales reports for management review.
Maintain and update sales lead and customer databases.
Prepare sales related documents and assist in the sales process and renewing sales contracts.
Provide responses to first-level customer inquiries.
Support in the administration of customer acquisition programs.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Basic
Numeracy	Basic
Planning and Organizing	Basic

Technical Skills
Administrative Skills
Asset and Inventory Management
Data Collection
Documentation Skills
Proposal and Report Writing
Relationship Management
Sales Process Management
Service Excellence and Customer Feedback Handling
Tourism Promotion and Sales Support



MARKETING COORDINATOR

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Marketing Coordinator supports the development and execution of marketing strategies and campaigns to promote the hotel or accommodation establishment. They coordinate marketing activities, assisting in creating promotional materials, and facilitating social media platforms. The Marketing Coordinator works closely with the sales and marketing team and other departments to ensure the brand standard and guideline is followed. They also communicate the property's offerings to target audiences.

Key Tasks

- Assist in the creation and distribution of marketing materials, such as brochures, flyers, and newsletters, to promote the property's features and services.
- Assist in the organization of marketing events, such as trade shows and promotional activities, to represent the property and engage with potential guests.
- Assist in tracking expenses and ensuring cost-effective use of resources.
- Conduct market research to gather insights on competitors, industry trends, and customer preferences.
- Coordinate with external vendors and agencies for marketing-related services, such as advertising, printing, and graphic design.
- Maintain the hotel's website content, ensuring it is up-to-date, accurate, and visually appealing.
- Manage social media accounts, creating engaging content and interacting with followers to enhance online presence and brand awareness.

Core Skills

Level

Collaboration and Teamwork	Intermediate
Communication	Intermediate
Digital Literacy	Advanced
Initiative	Basic
Planning and Organizing	Intermediate

Technical Skills

Content Creation Tools
Cost and Expenses Monitoring
Data Analysis
Graphic Design
Market Research
Marketing Campaigns
Social Media Management
Vendor and Agency Coordination
Website Monitoring



LAUNDRY ATTENDANT

Sector: **Hospitality and Tourism**

Job Family: **Hotels, Resorts and Other Accommodations**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Laundry Attendant ensures all hotel linens and guest garments are impeccably cleaned, pressed, and handled with care. They are responsible for operating laundry machinery, sorting, washing, drying, ironing, and folding laundry according to the hotel's standards. The Laundry Attendant must follow strict hygiene and safety protocols while efficiently processing large volumes of laundry. The Laundry Attendant also ensures that all laundry services are completed on time and to the guest's satisfaction, contributing significantly to the overall guest experience.

Key Tasks
Collaborate with housekeeping and front office teams to ensure seamless service.
Communicate laundry supplies needs to the supervisor.
Ensure timely processing of laundry to meet hotel and guest demands.
Follow hygiene and cleanliness standards for all laundry operations.
Handle guest items with care, ensuring proper treatment and satisfaction.
Iron and fold cleaned linens, uniforms, and guest clothes with precision.
Keep the laundry area clean and organized, adhering to hotel standards.
Operate washing machines and dryers with adherence to safety and maintenance guidelines.
Report any maintenance or safety issues with laundry equipment immediately.
Sort all linens and treat stains as per the hotel's standard operating procedures.

Core Skills	Level
Collaboration and Teamwork	Basic
Communication	Basic
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills
Guest Service Quality
Laundry Techniques
Machinery Operation and Maintenance
Quality Control
Safety and Hygiene Standards
Stain Removal Knowledge



DIRECTOR OF FOOD AND BEVERAGES

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Director of Food and Beverages oversees the entire food and beverage operations within a hospitality establishment. They manage the strategic planning and the food and beverage offerings, budgeting, and ensuring high standards of quality and service. The Director of Food and Beverages collaborates with Executive Chefs, Restaurant Managers, and other key personnel to create exceptional dining experiences for guests while maximizing profitability and efficiency.

Key Tasks
Collaborate with the culinary team to maintain high standards of food quality and presentation.
Coordinate with the marketing team to promote food and beverage specials, events, and new offerings.
Ensure compliance with health and safety regulations, maintaining a safe and hygienic environment for food preparation and service.
Manage the budget for the food and beverage department, including forecasting, cost control, and financial reporting.
Monitor guest satisfaction and address feedback to continually improve the dining experience.
Oversee the planning and execution of menus, ensuring a diverse and appealing selection that meets guest preferences and dietary requirements.
Recommend and negotiate contracts with suppliers or vendors to procure high-quality ingredients and supplies at competitive prices.
Select, build, lead, and motivate the food and beverage team, providing training and development opportunities to enhance their skills and performance.
Stay informed about industry trends and innovations to keep the establishment's offerings fresh and competitive.

Core Skills	Level
Building Inclusivity	Advanced
Collaboration and Teamwork	Advanced
Critical Thinking	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Budget Management
Culinary Knowledge
Customer Service
Event Planning
Food Safety (Hazard Analysis Critical Control Points System)
Health and Safety
Inventory Management
Menu Development
Revenue Management
Supplier Management



OPERATIONS / AREA MANAGER / MULTI-OUTLET MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Operations / Area Manager / Multi-Outlet Manager oversees the day-to-day operations of more than one dining outlet within a hospitality establishment. They manage staff, ensuring high standards of service and food quality, and achieving financial targets. The manager works closely with the kitchen team, front-of-house staff, and the Director of Food and Beverages to create a seamless dining experience for guests.

Key Tasks
Coordinate with the marketing team to promote special offers, events, and new menu items to drive business.
Develop and implement policies and procedures to optimize operational efficiency and service quality.
Ensure compliance with health and safety regulations, maintaining a safe and clean environment for guests and staff.
Handle guest complaints, taking corrective action to resolve issues and improve the dining experience.
Manage the daily operations of dining outlets, ensuring efficient service, guest satisfaction, and adherence to quality standards.
Monitor financial performance, including revenue, expenses, and profitability, and implement strategies to achieve financial targets.
Monitor regular inventory checks and manage stock levels to minimize waste and control costs.
Oversee the training and development of outlet staff, promoting a culture of excellence and professionalism.

Core Skills	Level
Building Inclusivity	Advanced
Collaboration and Teamwork	Advanced
Critical Thinking	Intermediate
Empathy	Intermediate
Planning and Organizing	Advanced
Problem Solving	Intermediate

Technical Skills
Customer Service
Data Analysis
Financial Management
Food and Beverage Knowledge
Food Safety (Hazard Analysis Critical Control Points System)
Health and Safety
Inventory Management
Marketing Strategy Proficiency
Operations Policy Development
Restaurant Management
Staff Training and Development



HEAD / EXECUTIVE CHEF

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head / Executive Chef manages all food production operations across the organization, which includes food served at the restaurant, banquet functions, and other outlets. The Head / Executive Chef defines food quality and plating concepts of food items, driving continuous improvement by directing the review and development of new recipes and work processes. The Head / Executive Chef also upholds the organizations compliance to service, food hygiene, health and safety standards. They lead and motivate the team to provide excellent customer service and ensure the restaurant is always functioning properly.

Key Tasks

Establish business continuity and risk management plans across the pastry and culinary arts kitchens.
Provide leadership and culinary support for brand expansion while providing strategic recommendations regarding potential markets.
Represent and participate in industry tradeshow, events, or internal meetings, as requested.
Recruit Executive Sous Chefs and other senior positions.
Work closely with the Food Safety Director to ensure consistency of global food and safety practices across the brand.

Core Skills

Level

Collaboration and Teamwork	Advanced
Critical Thinking	Advanced
Empathy	Intermediate
Initiative	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Budgeting
Business Negotiation
Business Opportunities Development
Cost Control and Management
Customer Service Excellence
Data Analysis
E-commerce Management
Emergency Response Management
Menu Engineering Management
People Management and Training
Risk Management and Mitigation



BANQUET MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Banquet Manager supervises and directs banquet department operations, assuring success across a variety of events within a luxury setting. They conduct inspections of function rooms, staff check-in, assignment of tasks, and ensuring all aspects of room setup meet standards. The Banquet Manager supervises table settings, buffet arrangements, and handles the security of departmental equipment. They are responsible for the timely execution of events, coordinating last-minute details with hosts, and overseeing post-event activities, including cleanup and storage. They also handle administrative duties such as scheduling and payroll management, along with conducting guest counts for accurate plating and billing.

Key Tasks
Conduct accurate guest counts for effective plating and billing.
Ensure on-time execution of events and coordinate with hosts for specific details.
Handle administrative tasks, including staff scheduling and payroll.
Inspect and coordinate setup of banquet rooms, ensuring compliance with event specifications.
Lead continuous improvement efforts within the banquet department.
Manage the security and handling of banquet equipment and supplies.
Supervise and direct banquet staff, managing work assignments and side duties.
Uphold high service standards, ensuring team compliance with safety and hygiene protocols.

Core Skills	Level
Collaboration and Teamwork	Advanced
Critical Thinking	Advanced
Empathy	Intermediate
Initiative	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced

Technical Skills
Collaborative Operational Management
Crisis Management
Event Management and Coordination
Facility Standard Compliance
Financial Management
Inventory and Equipment Control
Resource Adaptation and Flexibility
Staff Leadership and Training
Trend Awareness and Application



BANQUET SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Banquet Supervisor collaborates with the Banquet Manager to ensure the smooth running of banquet events in hospitality settings. They implement plans for events, manage the setup and breakdown of spaces, and uphold safety protocols. The Banquet Supervisor assists the Banquet Manager in organizing logistics, training staff, and planning event layouts. They process financials and maintain open lines of communication with other departments to guarantee cohesive event execution.

Key Tasks
Address and resolve issues that arise during banquet events.
Assist in overseeing banquet operations and coordinate event setups.
Collaborate in post-event activities, including feedback analysis and area resetting.
Coordinate with culinary and service teams for seamless event execution.
Ensure compliance with safety and hygiene standards in banquet settings.
Manage banquet staff, assigning tasks and ensuring high service standards.
Participate in training and development of banquet staff.
Supervise the preparation and arrangement of function rooms and dining areas.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Advanced
Critical Thinking	Intermediate
Planning and Organizing	Advanced
Problem Solving	Intermediate

Technical Skills
Banquet Services Management
Event Execution
Guest Relationship Management
Layout and Detail Planning
Logistics Coordination
People Performance Management
Quality Assurance
Safety Compliance
Space Management



BANQUET WAITER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Banquet Waiter provides professional, high-quality service that creates memorable event experiences for guests. They perform tasks according to the entity's service standards, greeting and seating guests, maintaining professionalism, and possessing in-depth knowledge of the food and beverage menu. The Banquet Waiter consistently monitors the quality of food and beverages served, addresses guest complaints or queries effectively, and maintains high standards of hygiene and cleanliness in the outlet. Preparation tasks before, during, and after service are key, with a focus on minimizing wastage, breakage, and spoilage.

Key Tasks

- Deliver food and beverage service in line with the entity's performance standards.
- Employ strategies to reduce wastage and manage resources effectively
- Gain comprehensive knowledge of the outlet's menu to advise guests.
- Greet, seat, and serve guests professionally and discreetly.
- Handle guests complaints and queries.
- Maintain cleanliness and hygiene in the service area and manage service equipment.
- Monitor and ensure the quality of food and beverage service.
- Prepare and customize the set-up of the tables, chairs and tableware.

Core Skills

Level

Adaptability	Intermediate
Communication	Intermediate
Collaboration and Teamwork	Advanced
Initiative	Basic
Planning and Organizing	Basic

Technical Skills

- Complaint and Query Reporting
- Cross Selling and Upselling
- Guest Interaction and Engagement
- Health and Safety Standards Compliance
- Hygiene and Cleanliness
- Professional Service Delivery
- Quality Monitoring
- Resources and Waste Management
- Service Preparation



RESTAURANT MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Restaurant Manager oversees the day-to-day operations of a hotel or standalone restaurant, ensuring an exceptional dining experience for guests. They have a broad range of responsibilities, including staff management, guest service, financial management, and operational oversight. The Restaurant Manager is responsible for maintaining high standards of food quality, service, and cleanliness throughout the restaurant. They contribute to menu development, staff training, and ensuring compliance with health and safety regulations.

Key Tasks

Develop marketing and promotional strategies to attract new customers and retain existing ones, in collaboration with the marketing team.
Ensure the restaurant's compliance with all health and safety regulations, maintaining a clean and safe environment for both guests and staff.
Handle customer inquiries and complaints, resolving issues promptly to maintain high levels of guest satisfaction.
Implement financial controls to manage budgets, analyze sales data, and develop strategies to increase profitability.
Manage restaurant inventory, including ordering supplies, controlling stock levels, and minimizing waste.
Managing the staff and conduct regular staff meetings to communicate operational updates, discuss service improvements, and motivate the team.
Monitor industry trends and competitor activities, adapting strategies to maintain a competitive edge in the market.
Oversee the restaurant's daily operations, ensuring efficient service and a high-quality dining experience for guests.

Core Skills

Level

Adaptability	Advanced
Building Inclusivity	Advanced
Communication	Advanced
Critical Thinking	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Customer Service Excellence
Financial Acumen
Health and Safety Standards Compliance
Industry Trends Awareness
Inventory Control
Leadership and Management
Marketing and Promotion
Menu Development
Operational Management



FOOD AND BEVERAGES SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Food and Beverage Supervisor supports the restaurant and banquet operations within a hotel or hospitality setting, ensuring the delivery of high-quality food and beverage services to guests. They supervise the daily operations of dining areas, managing staff performance, and ensuring guest satisfaction with the dining experience. The Food and Beverage Supervisor works closely with the Restaurant Manager and Banquet Manager to coordinate service activities, manage inventory, and maintain service standards. They are responsible for training staff, handling customer inquiries, complaints, and implementing operational improvements.

Key Tasks

Assist in developing and updating service procedures and protocols to improve operational efficiency and service quality.
Conduct regular staff meetings to communicate operational updates, discuss service feedback, and motivate the team.
Coordinate with the kitchen team to ensure timely food preparation and presentation according to menu specifications.
Ensure compliance with health and safety regulations within all dining and food service areas.
Handle guest inquiries and complaints, providing prompt and courteous resolutions to enhance the dining experience.
Monitor inventory levels of food, beverages, and supplies, assisting in ordering and stock management to prevent shortages or excess.
Report customer feedback and service performance metrics, identifying areas for improvement.
Train and manage food and beverage service staff, ensuring compliance with service standards and operational procedures.

Core Skills

Level

Adaptability	Intermediate
Building Inclusivity	Intermediate
Communication	Intermediate
Empathy	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills

Customer Service Management
Financial Acumen
Health and Safety Standards Compliance
Inventory Management
People Leadership and Management
Service Management



HOST

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Host performs a critical role in the front-of-house operations in a restaurant or hotel dining setting, they are responsible for greeting guests, managing reservations, and organizing seating arrangements. The Host serves as the first point of contact for guests, setting the tone for their dining experience with warmth and hospitality. The Host must efficiently manage waiting lists, coordinate table turnover, and ensure guests feel welcome and valued throughout their visit.

Key Tasks
Assist in resolving any guest concerns or complaints at the front-of-house, ensuring a satisfactory resolution and positive dining experience.
Coordinate with the service and kitchen teams to manage table turnover rates, communicating wait times and special requests.
Ensure compliance with health and safety regulations within all dining and food service areas.
Greet guests upon arrival, providing a warm and welcoming atmosphere, and manage the seating arrangement according to reservations and guest preferences.
Handle reservation inquiries by phone or in-person, maintaining an organized reservation system to optimize dining room capacity and guest satisfaction.
Maintain cleanliness and organization at the host stand and throughout the dining area, ensuring a pleasant and inviting environment.
Manage the waitlist effectively, providing accurate wait times to guests and managing expectations during peak dining periods.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Intermediate
Empathy	Basic
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills
Customer Service
Concierge Services
Menu Management
Queue Management
Reservation Management
Technical Troubleshooting



CASHIER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cashier is a critical front-of-house position in a restaurant or hotel dining setting, responsible for handling payments and processing transactions. The Cashier must manage all payment related tasks, maintain accurate financial records, process payments, and provide guests with receipts.

Key Tasks

Apply the organization's financial rules and regulations.

Assist in resolving any guest concerns or complaints related to payments, ensuring a satisfactory resolution and positive experience.

Compile daily financial reports, reconciling cash drawers and transactions, and ensuring financial accuracy.

Coordinate with the service and kitchen teams to manage financial records.

Participate in staff meetings and training sessions to improve service standards and operational efficiency.

Process payment transactions accurately, handling cash, credit cards, and other payment methods securely using the organization's point of sales system.

Core Skills

Level

Communication	Basic
Critical Thinking	Basic
Digital Literacy	Basic
Numeracy	Intermediate
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills

Cash Management

Cash Reconciliation

Credit Card Processing

Customer Service

Financial Transactions Management

Inventory Tracking

Point of Sale Systems

Receipt Management



SERVER / WAITER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Server / Waiter provides an exceptional dining experience for guests in restaurants, hotels, and other hospitality settings. They are responsible for welcoming guests presenting menus, taking orders, serving food and beverages, and ensuring guest satisfaction throughout the dining experience. Server / Waiter are expected to have comprehensive knowledge of the menu, including ingredients, preparation methods, and dietary information, to answer guest questions accurately. Server / Waiter must also manage multiple tables, handle payment transactions, and maintain the cleanliness and organization of their service areas.

Key Tasks
Assist in setting up the dining area before service, including cleaning tables, setting tableware, and preparing condiment and beverage stations.
Check in with guests during their meal to ensure satisfaction, addressing any concerns or additional requests promptly.
Clear tables throughout the dining experience and after guests leave, ensuring a clean and inviting environment for all guests.
Ensure compliance with health and safety regulations within all dining and food service areas.
Greet guests promptly and courteously, presenting menus and providing detailed information about menu items, including daily specials, dietary restrictions.
Maintain knowledge of current menu offerings, ingredients, and preparation techniques to make informed recommendations to guests.
Serve food and beverages to guests in a timely and professional manner, ensuring all items are presented according to the establishment's standards.
Take orders accurately and communicate them effectively to the kitchen staff.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Intermediate
Empathy	Basic
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills
Food and Beverage Service
Guest Interaction and Service
Health and Safety Compliance
Menu Knowledge
Payment Processing
Sales Skills



BEVERAGE SPECIALIST

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Beverage Specialist creates and serves a variety of beverages to guests including coffee, tea and fresh juices. They mix ingredients to prepare drinks, understanding beverage recipes, and providing excellent customer service. The Beverage Specialist ensures that the beverage service area is well-stocked, clean, and organized, and adheres to health and safety regulations.

Key Tasks

- Adhere to health and safety regulations, ensuring responsible service.
- Conduct regular checks of beverage quality and presentation, making adjustments when needed.
- Engage with guests, providing recommendations and information about beverage options.
- Mix and serve beverages according to standard recipes and guest preferences.
- Participate in events and promotions, showcasing specialty drinks and enhancing the guest experience.

Core Skills

Level

Communication	Basic
Literacy	Basic
Numeracy	Basic
Planning and Organizing	Basic

Technical Skills

Beverage Knowledge
Customer Service
Equipment Operation
Food Safety (Hazard Analysis Critical Control Points)
Health and Safety Regulations
Inventory Management
Sales Techniques
Sanitation



BARISTA / JUICE MAKER

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Barista / Juice Maker is specialized in crafting a wide range of beverages including coffee, tea and fresh juices. They prepare classic and innovative drink recipes and stay updated on the latest brewing methods and types of coffee. The Barista / Juice Maker plays a key role in selling coffee and tea blends, and at times also brewing equipment, while educating customers about various brewing techniques depending on the concept. They welcome customers warmly, inform them about new and special items, answer queries, and efficiently handle orders and payments, and build customer relations. They also prepare food items like sandwiches or baked goods, ensuring quality in both food and drink offerings.

Key Tasks

Adhere to all food safety regulations and quality control standards.
Execute daily operational tasks as per the staff roster, including opening, operating, closing shifts, and participating in crisis response and recovery as per business continuity policies.
Manage beverage orders efficiently using Point of Sales (POS) Systems, ensuring accurate transaction processing.
Operate and maintain beverage equipment, including ensuring cleanliness and functionality of drinkware and machinery in line with the company SOP (Standards Operator Procedures).
Participate in continuous improvement activities, suggesting enhancements and contributing ideas for new recipes and processes.
Prepare a variety of coffee-based beverages, teas, juices and innovative recipes, ensuring high quality and consistency.
Replenish inventory proactively, maintaining adequate supplies for seamless service operations.
Utilize emerging technology and tools to optimize work productivity and streamline beverage preparation.

Core Skills

Level

Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Intermediate
Literacy	Basic
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills

Cleanliness and Hygiene Standards Adherence
Customer Service and Order Management
Effective Signage and Display Management
Food Health and Safety
Food Preparation and Presentation
Inventory Management and Stock Control
Knowledge of Brewing Methods and Coffee Types
Point of Sales (POS) System Proficiency
Quality Control and Food Safety Compliance
Sales Techniques
Transaction Processing and Cash Handling



CHIEF STEWARD

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chief Steward manages the stewarding department, ensuring operational efficiency, hygiene, and cleanliness. They oversee the team's daily activities, maintaining Hazard Analysis Critical Control Points (HACCP) and sanitation standards, and coordinating with various departments to fulfill their requirements. The Chief Steward is responsible for the proper use of cleaning chemicals, maintenance of dishwashing equipment, and management of waste disposal. A significant part of the job involves inventory control, including conducting regular audits and minimizing breakage and loss of utensils.

Key Tasks

Conduct quarterly inventory and breakage reports for chinaware, flatware, and glassware.
Control inventory levels and manage stock orders to meet business needs.
Coordinate with Banquet, Chiefs and Outlet Managers for daily requirements.
Ensure maintenance and proper use of dishwashing machinery and operating equipment.
Implement waste disposal practices in accordance with hygiene standards.
Manage cleanliness, hygiene, and sanitation in line with Hazard Analysis Critical Control Points (HACCP) standards.
Oversee the use of chemicals and washing accessories for safety and efficiency.
Supervise, lead, train and manage the stewarding team for optimal performance.

Core Skills

Level

Building Inclusivity	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Advanced
Empathy	Intermediate
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Chemical and Equipment Usage Supervision
Equipment Maintenance and Operation
Hazard Analysis Critical Control Points (HACCP) Knowledge and Implementation
Hygiene and Sanitation Standards Compliance
Inventory Auditing and Breakage Control
Inventory Management and Stock Ordering
Loss Prevention Management
Operational Cost Control
Stewarding Department Management
Team Leadership and Staff Training
Waste Management and Disposal



STEWARD SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Steward Supervisor is responsible for leading a team of stewards in maintaining cleanliness and organization throughout the hotel or restaurant, focusing particularly on kitchen areas and dining equipment. They plan work schedules, ensuring staffing levels meet operational demands, and overseeing the maintenance and cleanliness of stewarding equipment and supplies. The Steward Supervisor ensures all areas comply with health and safety regulations and coordinates with culinary and service departments to maintain a smooth operational flow. They are responsible for inventory management, cleaning supplies and equipment, conducting regular training for Stewards, and ensuring the timely delivery of clean and well-maintained dishes, silverware, and glassware to support service operations.

Key Tasks

- Conduct regular training sessions to enhance Stewards' skills and compliance with standards.
- Coordinate with Culinary and Service departments for seamless operation and timely delivery of clean dining equipment.
- Implement and assign work schedules to ensure adequate staffing for operational needs.
- Inspect cleaning and maintenance work for quality assurance.
- Manage inventory, ordering, and stocking of cleaning supplies, chemicals, and equipment.
- Monitor all areas for consistent cleanliness, organization, and compliance with health and safety standards.
- Oversee the maintenance and proper storage of stewarding equipment and supplies.
- Supervise and train Stewarding staff, ensuring efficiency and adherence to safety and hygiene protocols.

Core Skills

Level

Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Initiative	Intermediate
Planning and Organization	Intermediate
Problem Solving	Intermediate

Technical Skills

Chemical and Equipment Usage Supervision
Coordination with Service and Culinary Teams
Dishwashing Machinery Operation
Hazard Analysis Critical Control Points (HACCP) Standards and Safety Procedures
Hygiene and Sanitation Compliance
Inventory Control and Audit
Loss Prevention and Cost Control
Operational Efficiency and Process Improvement
Waste Management Practices



STEWARD

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Steward maintains the cleanliness and organization of the kitchen and dining areas in a hotel or restaurant. They perform various cleaning and sanitizing tasks, including washing dishes, silverware, and glassware, as well as ensuring kitchen equipment is clean and in good working order. The Steward adheres to strict health, safety and hygiene standards, contributing significantly to the overall customer experience.

Key Tasks

- Adhere to health and safety regulations and maintain hygiene standards.
- Assist in maintaining cleanliness and organization in all kitchen and dishwashing areas.
- Handle the disposal of waste according to the standards and regulations.
- Participate in regular training on cleaning standards and safety procedures.
- Respond promptly to requests from the culinary and service departments with a steady supply of clean dining equipment.
- Wash and maintain cleanliness of dishes, silverware, and glassware.

Core Skills

Level

Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Basic
Initiative	Basic
Literacy	Basic
Planning and Organizing	Basic

Technical Skills

Dishwashing and Equipment Cleaning
Health and Safety Compliance
Knowledge of Cleaning Chemicals and Tools
Quality Assurance
Safety and Hygiene
Sanitation Practices and Guidelines



CHEF DE CUISINE/ SOUS CHEF

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chef De Cuisine/ Sous Chef acts as the second-in-command and direct assistant to the Head / Executive Chef. They manage daily kitchen operations, supervising staff, and ensuring the highest standards of food quality, preparation, and presentation. The Sous Chef is involved in menu planning, inventory control, and maintaining kitchen equipment, alongside hands-on food preparation.

Key Tasks
Assist the Executive Chef in developing and executing menus, including tasting and creating recipes that meet the establishment's culinary standards.
Collaborate with front-of-house staff to ensure seamless service and address any guest feedback or concerns promptly.
Conduct regular inspections of the kitchen and equipment to ensure cleanliness, proper functioning, maintenance and repairs as needed.
Ensure compliance with health and safety regulations, maintaining a clean and safe working environment.
Manage inventory, including ordering supplies, controlling stock levels, and minimizing waste, to ensure efficient operation of the kitchen.
Participate in budget management, working with the Head / Executive Chef to control costs while maintaining food quality and guest satisfaction.
Supervise and coordinate the activities of the kitchen staff, ensuring that all food is prepared to the highest quality and presented in a timely manner.
Train and mentor kitchen staff on culinary techniques and standards, fostering a culture of continuous learning and improvement.

Core Skills	Level
Collaboration and Teamwork	Advanced
Communication	Intermediate
Critical Thinking	Advanced
Digital Literacy	Intermediate
Numeracy	Intermediate
Planning and Organizing	Advanced

Technical Skills
Culinary Expertise
Equipment Maintenance
Health and Safety Compliance
Inventory and Cost Control
Leadership and Supervision
Menu Development
Training and Development



CHEF DE PARTIE

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Chef de Partie, also known as a Station Chef or Line Cook takes full responsibility for a specific section of the kitchen, such as sauces, pastries, or grill. They have expertise in a particular culinary area, with the Chef de Partie managing and preparing dishes within their specialty, ensuring they meet the establishment's quality and presentation standards. They also supervise junior kitchen staff in their section, maintaining inventory levels, and adhering to health and safety standards. The Chef de Partie works under the guidance of the Sous Chef, Head Chef and Executive Chef, contributing to menu development and kitchen efficiency.

Key Tasks
Collaborate with other sections and the front-of-house team to ensure a seamless service and a high-quality dining experience for guests.
Ensure cleanliness and hygiene in their area, following health and safety guidelines to provide a safe working environment.
Handle kitchen equipment properly, performing basic maintenance and reporting any malfunctions or safety concerns.
Keep up-to-date with culinary trends and techniques, continuously improving skills and knowledge in their specialty.
Learn and apply new cooking techniques and recipes, contributing to menu development and innovation.
Maintain high standards of food quality and presentation, ensuring dishes are served promptly and to specification.
Manage inventory for their section, including ordering supplies and controlling waste, to maintain efficient kitchen operations.
Participate and serve guests during outdoor catering as and when assigned.
Participate in kitchen meetings, sharing feedback and suggestions to improve kitchen operations and dish quality.
Supervise and train Commis chefs and kitchen assistants, ensuring they adhere to culinary and hygiene standards.
Take charge of a specific kitchen section, managing all aspects of food preparation, cooking, and presentation for that area.
Work closely with the Sous Chef, Head Chef and Executive Chef to develop new recipes and menu items, incorporating seasonal ingredients and innovative techniques.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Planning and Organizing	Basic

Technical Skills
Equipment Maintenance
Inventory Management
Inventory Valuation - First-In, First-Out (FIFO)
Kitchen and Food Safety and Hygiene
Leadership and Training
Specialized Culinary Skills



COOK / COMMIS

Sector: **Hospitality and Tourism**

Job Family: **Food Services**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Cook / Commis is responsible for preparing and cooking a variety of dishes according to the restaurant's menu and culinary standards. They work under the supervision of senior kitchen staff, such as the Chef de Partie, Sous Chef, Head Chef and Executive Chef, to deliver high-quality food that satisfies guests. Cooks / Commis must have a good understanding of cooking techniques, ingredient handling, food safety, kitchen safety and hygiene practices. They prepare all kitchen mise en place and food requisitions on daily basis as assigned.

Key Tasks
Address and resolve any immediate issues in the kitchen, reporting more significant concerns to senior kitchen staff for action.
Assist in the setup and breakdown of the kitchen before and after service, ensuring all necessary ingredients and equipment are prepared.
Collaborate with kitchen team members to ensure timely and efficient food preparation and delivery.
Handle kitchen equipment safely and report maintenance tasks to the senior kitchen staff to ensure equipment is in good and safe working condition.
Learn and apply new cooking techniques and recipes, contributing to menu development and innovation.
Maintain cleanliness and order in the kitchen, adhering to health and safety standards to ensure a safe working environment.
Manage food inventory in their assigned section, notifying senior kitchen staff of low stock levels and assisting with inventory counts.
Monitor food quality and freshness, taking action to reduce waste and ensure the best ingredients are used in dishes.
Participate and serve guests during outdoor catering as and when assigned.
Participate in kitchen meetings and training sessions, providing feedback and suggestions for operational improvements.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Basic
Critical Thinking	Basic
Numeracy	Basic
Planning and Organizing	Basic

Technical Skills
Culinary Skills
Equipment Operation
Kitchen and Food Safety and Hygiene
Learning and Development



GENERAL MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The General Manager is responsible for overseeing all aspects of event planning and management, including content creation, creative design, event operation, execution, and client relationship management. This role involves strategic planning, team leadership, budget management, and ensuring the successful execution of events that meet client expectations and business objectives.

Key Tasks

Develop and implement strategic plans for event management, aligning with the organization's goals and objectives.
Ensure compliance with all legal, safety, and regulatory requirements related to event planning and execution.
Evaluate the effectiveness of events, gathering feedback from clients and attendees to inform future improvements.
Foster a culture of creativity, collaboration, and excellence within the team, encouraging professional development and continuous learning.
Lead and manage a diverse team of professionals across various functions, including creative design, event production, and client services.
Monitor industry trends and innovations to continuously improve event offerings and maintain a competitive edge.
Oversee the budgeting process for events, ensuring cost-effective allocation of resources and financial profitability.
Represent the organization at industry events, networking opportunities, and in client meetings to build relationships and promote services.

Core Skills

Level

Building Inclusivity	Advanced
Communication	Advanced
Critical Thinking	Intermediate
Empathy	Advanced
Numeracy	Intermediate

Technical Skills

Budget Management
Client Relationship Management
Event Management
Industry Knowledge
Marketing Strategies
Mentorship and Coaching
Project Management
Risk Management
Safety Compliance
Strategic Planning



CREATIVE DIRECTOR

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Creative Director in the context of events planning and management is responsible for leading the creative vision for events, including concept development, design, and execution. This role involves overseeing the creation of event themes, marketing materials, and the overall aesthetic and experiential elements of events. The Creative Director collaborates with event planners, marketing teams, and clients to ensure creative output aligns with event objectives, brand identity, and client expectations.

Key Tasks
Collaborate with event planners and coordinators to integrate creative concepts with logistical planning and execution.
Conduct brainstorming sessions with the creative team to generate innovative ideas and concepts for events.
Develop and articulate the creative vision for events, aligning with client goals and brand standards.
Lead and manage the creative team, including designers, content creators, and multimedia specialists, to produce cohesive and high-quality creative outputs.
Manage the creative project timeline, ensuring milestones are met and deliverables are completed on schedule.
Oversee the design and production of marketing materials, event signage, and digital content, ensuring consistency and quality across all platforms.
Present creative proposals and concepts to clients and stakeholders, effectively communicating creative vision and strategy.

Core Skills	Level
Building Inclusivity	Intermediate
Collaboration and Teamwork	Advanced
Digital Literacy	Intermediate
Initiative	Intermediate

Technical Skills
Budget Management
Creative Vision and Leadership
Design and Aesthetics
Marketing and Branding
Project Management
Strategic Planning
Team Building and Development
Technical Proficiency
Trend Awareness



HEAD OF MEDIA

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head of Media oversees the execution of multimedia content strategies for marketing campaigns and events, including digital, social media, and traditional media channels. This role involves leading a team of content creators and social media specialists to produce engaging content that promote marketing campaigns and events, enhances brand visibility, and engages target audiences. The Head of Media works closely with the Creative Director and event planning teams to align media content with the overall creative vision and event objectives. This position requires a blend of creative, technical, and managerial skills to effectively manage media projects from concept through distribution, ensuring high-quality output and consistency across all media platforms.

Key Tasks

Collaborate with event planners and creative teams to ensure media content complements and enhances the overall event experience.
Develop and implement comprehensive media content strategies for events, aligning with themes, objectives, and target audiences.
Engage with media outlets, influencers, and partners to build relationships and amplify event coverage and reach.
Lead and manage the media team, overseeing the production of video content, social media campaigns, and multimedia presentations.
Manage budgets for media production and advertising, negotiating with vendors and suppliers to secure cost-effective services and materials.
Manage the production schedule and workflow for media projects, ensuring timely delivery of content for event promotion and engagement.
Monitor and analyze the performance of media content across platforms, using insights to optimize strategies and improve engagement.
Oversee the creation and distribution of press releases, media kits, and promotional materials to maximize event exposure and media coverage.

Core Skills

Level

Collaboration and Teamwork	Intermediate
Communication	Advanced
Critical Thinking	Intermediate
Digital Literacy	Intermediate
Initiative	Intermediate

Technical Skills

Attention to Detail
Budget Management
Content Production
Creativity and Innovation
Data Analysis
Media Relations
Media Strategy and Planning
Stakeholder Relationship Management
Team Leadership
Technical Proficiency



Trend Awareness



COPYWRITER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Copywriter is tasked with crafting compelling written content that promotes events and marketing campaigns, engages target audiences, and conveys the unique value and experience of the event. This role involves working closely with the creative and marketing teams to develop messaging for various platforms, including event websites, social media, email campaigns, and promotional materials. The Copywriter must understand the objectives, audience demographics, and branding to create clear, persuasive, and on-brand content. Creativity, excellent writing skills, and the ability to capture the essence of an event in written form are crucial for success in this role.

Key Tasks

Collaborate with the Creative Director and marketing team to align copywriting efforts with the overall creative vision and marketing strategy.
Conduct research on specific topics, target audiences, and industry trends to ensure content is relevant, informative, and appealing.
Develop and write engaging content for promotions, including website copy, social media posts, email marketing campaigns, events, and advertising materials.
Ensure all written content is on-brand, consistent in style, quality, tone of voice, and optimized for search engines and social media platforms.
Keep ahead of best practices in copywriting, digital marketing, and event promotion to continually enhance content quality and impact.
Manage multiple content projects simultaneously, prioritizing tasks to meet deadlines and campaign schedules.
Participate in brainstorming sessions and creative meetings to generate ideas for campaigns and content strategies.
Translate, edit, and revise content based on feedback from the creative team, marketing team, and stakeholders to refine messaging and improve effectiveness.

Core Skills

Level

Adaptability	Basic
Collaboration and Teamwork	Basic
Communication	Intermediate
Literacy	Intermediate

Technical Skills

Analytical Skills
Brand Awareness
Content Strategy
Creativity and Conceptual Thinking
Digital Marketing Knowledge
Editing and Proof Reading
Exceptional Writing Skills
Keyword Research
Research Proficiency



SOCIAL MEDIA OFFICER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Social Media Officer is responsible for developing and executing social media strategies to promote marketing campaigns and events. They engage with audiences and enhance the overall visibility of the brand or event on social media platforms. This role involves creating content, managing posts, analyzing engagement data, and interacting with followers to build an active and engaged community. The Social Media Officer works closely with the Marketing and Creative teams to ensure that social media campaigns are aligned with the objectives and the overall marketing strategy. Proficiency in social media analytics and creativity in content creation are crucial for success in this role.

Key Tasks

- Analyze social media performance metrics to evaluate the success of campaigns, making data-driven decisions to optimize future strategies.
- Collaborate with the Creative team to ensure that visual content aligns with the brand's aesthetic and themes.
- Create engaging content for social media channels, including posts, stories, videos, and live broadcasts, tailored to each platform's audience and format.
- Develop and implement social media strategies to promote marketing campaigns, events, increase engagement, and grow the brand's presence across various platforms.
- Engage with followers by responding to comments, messages, and reviews, fostering a positive community and enhancing audience interaction.
- Monitor social media trends and audience preferences to adapt strategies and content for maximum engagement.
- Report on social media activity and engagement levels to stakeholders, highlighting successes and areas for improvement.
- Schedule and manage social media posts, ensuring consistent and timely communication with followers.
- Stay up-to-date with changes in social media platforms, tools, and best practices to maintain a competitive edge in social media marketing.
- Work with influencers and brand ambassadors to expand reach and create buzz around events.

Core Skills

Level

Building Inclusivity	Basic
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Intermediate
Empathy	Basic

Technical Skills

Community Management
Creative Content Creation
Data Analysis
Social Media Expertise
Technical Proficiency
Trend Awareness
Web Analytics Tool



ART / ANIMATION / VIDEO DIRECTOR

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Art / Animation / Video Director in the Content Creation and Creative Design function plays a pivotal role in conceptualizing and overseeing the visual aspects of various projects within the Events Planning and Management sector. This role involves directing the visual style, developing design concepts, and ensuring a cohesive aesthetic across all media production elements. The Art / Animation / Video Director collaborates closely with other creative professionals, including 2D and 3D Artists, Animators, and Photographers, to bring concepts to life. They are responsible for guiding the creative process, providing artistic direction, and ensuring that the final products align with client expectations and project goals. This position requires a blend of creativity, leadership, and strong communication skills, as well as the ability to work under tight deadlines in a fast-paced environment.

Key Tasks

- Develop and define the visual style and artistic direction for projects.
- Ensure consistency and quality in all visual outputs across projects.
- Lead and collaborate with Creative teams, including Designers and Artists.
- Manage the creative process from concept development to execution.
- Meet with clients to understand and fulfill their creative vision.
- Oversee the design and production of visual elements for events and media.
- Provide guidance and feedback to creative team members.
- Stay updated with the latest trends in design and visual arts.

Core Skills

Level

Building Inclusivity	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Advanced
Digital Literacy	Advanced
Initiative	Intermediate

Technical Skills

Client Communication
Creative Vision and Artistic Direction
Feedback and Mentoring
Project Management
Quality Control
Strategic Thinking
Trend Awareness



2D DIGITAL ARTIST

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The 2D Digital Artist in Events Planning and Management is responsible for creating visually engaging and innovative 2D graphics and illustrations for various event-related media. This role involves conceptualizing and executing designs that effectively communicate the themes and messages of events. The artist works closely with the creative team to develop graphics for digital platforms, print materials, and other visual media. They must possess a strong understanding of design principles, color theory, and digital illustration techniques. The 2D Digital Artist is expected to have proficiency in a range of graphic design software and stay updated with the latest trends in digital art and design.

Key Tasks

Adapt designs to suit different formats and mediums as required.
Apply design principles and color theory to create aesthetically pleasing graphics.
Create compelling 2D graphics and illustrations for event-related media.
Develop visuals for digital platforms, print materials, and other media.
Ensure consistency and quality in all visual outputs.
Stay informed of current trends in digital art and graphic design.
Utilize a range of graphic design software to execute designs.
Work collaboratively with the client to understand their needs and the Creative team to conceptualize design ideas.

Core Skills

Level

Adaptability	Intermediate
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Intermediate
Initiative	Intermediate

Technical Skills

Color Theory Application
Creative Conceptualization
Design Software Proficiency
Detail Orientation
Graphic Design and Illustration
Quality and Consistency
Software Optimization
Trend Awareness
Visual Communication
Workflow Optimization



3D DIGITAL ARTIST

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The 3D Digital Artist specializes in the creation of three-dimensional graphics and animations for a variety of event-related applications. This position involves designing detailed 3D models, environments, and animations that enhance the visual and interactive aspects of events. The artist must possess a strong grasp of 3D design software, animation principles, and texturing techniques. They collaborate with other Designers and the Production team to integrate 3D elements seamlessly into event presentations and digital media. The role demands not only technical expertise but also artistic creativity to conceptualize and deliver visually stunning and immersive 3D content.

Key Tasks

- Adapt 3D artwork for various digital platforms and formats.
- Apply texturing, lighting, and rendering techniques to enhance visual output.
- Create detailed 3D models, environments, and animations for event-related projects.
- Ensure that 3D designs align with the overall creative vision and project goals.
- Participate in concept development for 3D elements in events.
- Stay updated with the latest trends and technologies in 3D design and graphics.
- Utilize advanced 3D design software to develop high-quality graphics.
- Work collaboratively with the clients to understand their needs and the design and production teams on 3D content integration.

Core Skills

Level

Adaptability	Intermediate
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Intermediate
Initiative	Intermediate

Technical Skills

3D Modeling and Design
Animation Storyboarding
Creative Conceptualization
Detail Orientation
Project Consistency
Software Optimization
Software Proficiency
Technical Problem Solving
Trend Awareness
Visual Enhancement Techniques
Workflow Optimization



ANIMATOR

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Animator brings ideas and narratives to life in the context of event planning and management. This creative professional specializes in designing and producing animations for a variety of event-related media. The Animator's work includes creating storyboards, developing animated sequences, and integrating animations into broader event content. They must possess a strong understanding of animation principles, proficiency in animation software, and a talent for storytelling through motion graphics. This role requires close collaboration with other Artists and Designers to ensure that animations align with the event's themes and enhance the overall attendee experience. The Animator is also responsible for staying updated on the latest animation trends and technologies, ensuring innovative and engaging content.

Key Tasks

- Adapt animations for various digital platforms and event formats.
- Collaborate with clients to understand their needs and other Creative team members to integrate animations effectively.
- Design storyboards for animation projects related to events.
- Develop animated sequences that align with event themes and objectives.
- Ensure animations contribute to the overall storytelling and attendee experience.
- Manage multiple animation projects simultaneously, meeting deadlines and quality standards.
- Stay informed about the latest trends and technologies in animation.
- Utilize animation software to create high-quality animations.

Core Skills

Level

Adaptability	Intermediate
Communication	Basic
Digital Literacy	Intermediate
Initiative	Intermediate

Technical Skills

Animation Production
Creative Problem Solving
Motion Graphics Design
Platform Adaptability
Project Management
Quality Assurance
Software Optimization
Software Proficiency
Storyboarding and Conceptualization
Storytelling Through Animation
Trend Awareness



VIDEOGRAPHER AND PHOTOGRAPHER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Videographer and Photographer specializes in capturing high-quality video and photographic content. This role involves creating visual narratives that effectively communicate the essence of events, from gatherings to large-scale productions. The Videographer and Photographer is responsible for the entire process of video and photo production, including planning, shooting, editing, and post-production. They must have a keen eye for detail, a strong sense of composition, and proficiency in using various camera equipment and editing software. Collaboration with other Creative team members is essential to ensure that the visual content aligns with the overall event themes and objectives. This role requires adaptability, as it often involves working in diverse environments and conditions to capture the perfect shot.

Key Tasks

- Adapt to various shooting environments and conditions.
- Capture high-quality video footage and photographs that reflect the event's atmosphere.
- Collaborate with the creative team to align visual content with event themes.
- Edit and process images and footage to produce polished final products.
- Ensure timely delivery of video and photo content for event purposes.
- Manage and maintain camera and editing equipment.
- Plan and execute video and photo shoots for events.
- Stay updated on the latest trends and techniques in videography and photography.

Core Skills

Level

Adaptability	Intermediate
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Intermediate

Technical Skills

Collaborative Creativity
Composition and Aesthetics
Creative Planning and Execution
Editing Software
Environmental Adaptability
Equipment Proficiency
Post-Production Editing
Quality Control
Technical Problem Solving
Trend Awareness
Videography and Photography
Visual Storytelling



WEB AND APPLICATIONS DEVELOPMENT MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Web and Applications Development Manager oversees the development and maintenance of websites and applications tailored for event management and content delivery. This role involves strategic planning, directing Development teams, and ensuring the integration of the latest digital technologies. The Web and Applications Development Manager ensures that web and application solutions are user-friendly, efficient, and aligned with client needs and project goals. They are responsible for supervising the entire development lifecycle, from concept to deployment, and ongoing maintenance. Strong leadership, technical expertise, and project management skills are crucial, along with an ability to adapt to rapidly changing technology landscapes.

Key Tasks

- Adapt and respond to emerging digital trends and technologies.
- Collaborate with clients and stakeholders to meet digital objectives.
- Direct and supervise Web and Application Development teams.
- Ensure the integration of cutting-edge technologies and solutions.
- Lead the development and maintenance of websites and applications for events.
- Manage the development lifecycle from concept to deployment.
- Oversee the user experience and functionality of digital platforms.
- Plan and execute digital strategies aligned with event management goals.

Core Skills

Level

Adaptability	Intermediate
Building Inclusivity	Basic
Communication	Advance
Digital Literacy	Intermediate
Problem Solving	Advanced

Technical Skills

Digital Strategy and Planning
Project Lifecycle Supervision
Stakeholder Collaboration
Team Leadership in Development
Technology Integration
Trend Adaptability
User Experience Management



WEB AND APPLICATIONS DEVELOPER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Web and Applications Developer is a key technical role within the Events Planning and Management function, focusing on developing and maintaining websites and applications that enhance event experiences. This role requires proficiency in various programming languages and frameworks, as well as an understanding of user experience (UX) and user interface (UI) design principles. The Web and Applications Developer is responsible for coding, testing, debugging, and deploying web and app solutions. They must collaborate with Designers, Content Creators, and Project Managers to ensure that digital products align with event themes and client requirements. The Web and Applications Developer must stay ahead of the latest technological trends and advancements to create innovative and user-friendly digital solutions.

Key Tasks

Adapt digital products to meet changing event requirements and user needs.

Collaborate with design teams to ensure seamless UX/UI integration.

Deploy fully functional web and app solutions.

Develop and maintain websites and applications for events and related activities.

Ensure website and app performance optimization and security.

Stay updated on emerging technologies and programming languages.

Troubleshoot and resolve issues in web and app functionalities.

Write, test, and debug code for various web and app platforms.

Core Skills

Level

Adaptability	Intermediate
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Intermediate
Problem Solving	Intermediate

Technical Skills

Code Testing and Debugging

Content Management System

Performance Optimization

Programming Proficiency

Project Management

Security Awareness

Software Use (Power BI)

Technology Adaptation

UX/UI Design Integration

Web and App Development



EVENT DIRECTOR

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Event Director demonstrates and provides effective leadership to the event operations team, ensuring team members are focused and engaged in executing world class events. They actively participate as a part of the executive team to lead all events and ensure they are executed in a successful, professional and profitable manner. The Event Director plays a significant role in promoting the organization culture and values.

Key Tasks
Approve policies and procedures of the department according to the organization standards.
Define the strategic objectives and plans of the department and set KPIs and targets.
Develop a strategic and innovative approach to ensure all goals and targets are met.
Ensure all events are executed successfully per agreed standards and best practices.
Ensure all risk assessments are completed and signed off before every event in conjunction with health and safety practices.
Develop and implement, in conjunction with the health and safety practices, emergency management procedures and processes ensuring full documentation and communication with all relevant stakeholders.
Provide regular updates on all event operations to the executive management of the organization.
Set the required budget for events and seek board approval.

Core Skills	Level
Building Inclusivity	Intermediate
Communication	Intermediate
Critical Thinking	Advanced
Empathy	Advanced
Literacy	Advanced

Technical Skills
Budget Management
Business Acumen
Commercial Awareness
Customer Service
Event Planning and Management
Leadership Skills
Networking
Strategic Thinking and Planning



EVENT / MEDIA PRODUCTION MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Event / Media Production Manager is responsible for overseeing the production and execution of events and media content. This role involves managing the technical and creative aspects of event production, coordinating with internal and external teams, and ensuring that all elements are executed smoothly and effectively to meet client expectations and project objectives according to industry standards.

Key Tasks
Collaborate with clients and stakeholders to develop production concepts and creative direction that meet objectives.
Coordinate with creative teams, technical staff, and external vendors to ensure seamless execution of production elements.
Ensure compliance with safety regulations and industry standards during event and media production.
Manage the scheduling, logistics, and resource allocation for event and media production, including equipment, personnel, and facilities.
Monitor production timelines and budgets, ensuring projects are delivered on time and within financial constraints.
Oversee the technical setup and operation of audiovisual equipment, lighting, and staging for events and media projects.
Plan and oversee the production of events and media content, ensuring alignment with client requirements and project goals.

Core Skills	Level
Collaboration and Teamwork	Advanced
Communication	Basic
Initiative	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Budgeting
Creative Direction
Production Management
Quality Control
Safety Compliance
Technical Coordination
Technical Innovation
Technical Proficiency
Technology Trends
Vendor Management



LIGHTING TECHNICIAN

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Lighting Technician is responsible for designing, setting up, and operating lighting systems for events and productions. This role involves collaborating with production teams to create lighting designs that enhance the visual and atmospheric elements of events, ensuring that lighting setups are safe, effective, and aligned with the creative vision and technical requirements of the project.

Key Tasks

Collaborate with production managers, directors, and other technical staff to integrate lighting with other production elements.
Conduct technical rehearsals and adjustments to refine lighting setups and ensure optimal performance.
Design and implement lighting plans for events and productions, considering factors such as atmosphere, theme, and venue specifications.
Ensure compliance with safety regulations and standards in the setup and operation of lighting equipment.
Maintain and troubleshoot lighting equipment, addressing any technical issues or malfunctions promptly.
Program and operate lighting control consoles to execute lighting cues during events and performances.
Set up and operate lighting equipment, including fixtures, controllers, and rigging, ensuring safe and efficient installation.

Core Skills

Level

Collaboration and Teamwork	Intermediate
Digital Literacy	Basic
Initiative	Basic
Planning and Organizing	Basic

Technical Skills

Equipment Maintenance
Lighting Design
Lighting Equipment Proficiency
Lighting Software Programming
Quality Control
Safety Compliance
Technical Coordination
Technology Trends
Troubleshooting



VIDEO TECHNICIAN

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Video Technician is responsible for managing video equipment and systems for events and productions. This role involves setting up, operating, and maintaining video displays, projectors, cameras, and recording equipment, ensuring high-quality video output and seamless integration with other production elements.

Key Tasks
Assist in the creation and editing of video content, working with creative teams to develop visually engaging material.
Collaborate with production teams to integrate video content with lighting, sound, and other technical aspects of events.
Ensure compliance with safety regulations and standards for video equipment setup and operation.
Maintain and troubleshoot video equipment, addressing any technical issues to prevent disruptions during events.
Manage video content, ensuring it is properly formatted, stored, and accessible for use in events and productions.
Operate and monitor video systems during events, ensuring clear and uninterrupted video output for live feeds, presentations, and recordings to ensure optimal visibility and clarity for audiences.
Set up and configure video equipment, including displays, projectors, cameras, and recording devices, for events and productions.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Digital Literacy	Basic
Initiative	Basic
Planning and Organizing	Basic

Technical Skills
Content Management
Quality Control
Safety Compliance
Technical Coordination
Technology Trends
Troubleshooting
Video Editing
Video Equipment



AUDIO TECHNICIAN

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Audio Technician is responsible for managing audio equipment and systems for events and productions. This role involves setting up, operating, and maintaining sound systems, microphones, and recording equipment to ensure high-quality audio output and seamless integration with other production elements.

Key Tasks

- Collaborate with production teams to integrate audio content with video, lighting, and other technical aspects of events.
- Ensure compliance with safety regulations and standards for audio equipment setup and operation.
- Maintain and troubleshoot audio equipment, addressing any technical issues to prevent disruptions during events.
- Manage audio content, ensuring it is properly formatted, stored, and accessible for use in events and productions.
- Operate and monitor audio systems during events, ensuring clear and balanced sound output for live performances, speeches, and recordings to ensure optimal clarity and emplace for audiences.
- Set up and configure audio equipment, including sound systems, microphones, mixers, and recording devices, for events and productions.

Core Skills

Level

Collaboration and Teamwork	Intermediate
Digital Literacy	Basic
Initiative	Basic
Planning and Organizing	Basic

Technical Skills

Audio Equipment
Content Management
Quality Control
Safety Compliance
Sound Mixing
Technical Coordination
Technical Innovation
Technology Trends
Troubleshooting



STAGE TECHNICIAN

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Stage Technician is responsible for managing the stage setup and technical aspects of events and productions. This role involves setting up and operating stage equipment, including lighting, sound, and scenic elements, ensuring a safe and functional stage environment for performances and presentations.

Key Tasks
Assist in the design and construction of stage sets and scenery, following creative direction and technical requirements.
Collaborate with production teams, including lighting technicians, audio technicians, and directors, to integrate stage elements with other technical aspects of events.
Ensure compliance with safety regulations and standards for stage setup and operation, maintaining a safe environment for performers and crew members.
Maintain and troubleshoot stage equipment, addressing any technical issues to prevent disruptions during events.
Manage the organization and storage of stage equipment and props, ensuring accessibility and readiness for events.
Monitor stage conditions during events, making adjustments to ensure optimal performance and safety.
Operate stage machinery and equipment during events, ensuring smooth transitions and functionality for performances and presentations.
Set up and configure stage equipment, including lighting fixtures, sound systems, props, and scenic elements, for events and productions.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Digital Literacy	Basic
Initiative	Basic
Planning and Organizing	Basic

Technical Skills
Equipment Maintenance
Safety Compliance
Set Design and Construction
Stage Equipment
Technical Coordination
Technology Trends
Troubleshooting



EVENT MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Event Manager is pivotal in the planning, organization, and execution of events, ensuring everything runs smoothly and meets or exceeds client expectations. This role involves working closely with clients to understand their needs as they act as the interface between the client and the operational department. They participate in business growth by securing clients and business ventures. They are involved in managing logistics, and overseeing event set-up and breakdown ensuring alignment with budget and time constraints.

Key Tasks

Collaborate with clients to determine event requirements, objectives, and expectations, ensuring a clear understanding of their vision.
Develop and maintain detailed event plans and checklists, ensuring all aspects of the event are covered and communicated to relevant parties.
Evaluate event success to identify areas for improvement.
Manage event logistics, including scheduling, transportation, accommodation, and on-site arrangements, to ensure seamless execution.
Manage vendors, venues, and service providers, negotiating contracts and ensuring all services are delivered as agreed.
Monitor event timelines and budgets, making adjustments as necessary to ensure events are delivered on time and within financial constraints.
Oversee the setup, operation, and breakdown of events, and solve any issues to minimize disruptions.
Serve as the point of contact for clients, vendors, and staff to ensure smooth operation.

Core Skills

Level

Collaboration and Teamwork	Intermediate
Communication	Intermediate
Initiative	Intermediate
Planning and Organizing	Advanced
Problem Solving	Intermediate

Technical Skills

Attention to Detail
Budget Management
Commercial Awareness
Contract Management
Customer Service
Event Planning and Management
Negotiation
Project Management
Technical Proficiency
Vendor and Venue Coordination



EVENT COORDINATOR

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Event Coordinator works closely with the Event Manager in planning, organizing, and executing events, ensuring everything runs smoothly and meets or exceeds expectations. This role involves coordinating with vendors and service providers, facilitating logistics, and participating in event set-up and breakdown. The Event Coordinator must be highly organized, detail-oriented, and capable of juggling multiple tasks simultaneously under tight deadlines.

Key Tasks

Assist in event logistics, including scheduling, transportation, accommodation, and on-site arrangements, to ensure seamless execution.
Coordinate with vendors, venues, and service providers, ensuring all services are delivered as agreed.
Develop and maintain a database of vendors, venues, and service providers, building strong relationships to enhance event options and negotiations.
Execute event plans including ensuring all aspects of the event are covered and communicated to relevant parties.
Gather feedback from clients, attendees, and vendors to identify areas for improvement.
Participate in the setup, operation, and breakdown of events, addressing any issues promptly to minimize disruptions.
Provide on-site assistance during events to ensure smooth operation.

Core Skills

Level

Adaptability	Basic
Collaboration and Teamwork	Basic
Initiative	Basic
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills

Attention to Detail
Customer Service
Event Planning and Management
Technical Proficiency



EVENT LOGISTICS COORDINATOR

Sector: **Hospitality and Tourism**

Job Family: **Events Planning and Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Event Logistics Coordinator specializes in managing the logistical aspects of events, focusing on the planning, execution, and coordination of all elements related to event transport, setup, building-up and breakdown. This role requires a meticulous approach to scheduling, an understanding of supply chain management, and the ability to work closely with vendors, venues, and internal teams. The Event Logistics Coordinator ensures that all physical components of an event are delivered on time.

Key Tasks

- Collaborate with the event planning team to understand event designs and requirements, ensuring logistics support align with the overall event concept.
- Coordinate the logistics for events, including transport, delivery schedules, setup, and dismantling, ensuring efficient operation.
- Coordinate with venues to manage logistics-related aspects such as loading docks, storage, and layout planning.
- Manage inventory of event materials and equipment, ensuring items are accounted for, in good condition, and ready for use.
- Monitor the execution of logistics activities during events, addressing any issues or delays to minimize impact on event timelines.
- Negotiate contracts and rates with logistics providers, including transport companies and equipment rental firms, to ensure cost-effective services.
- Oversee the setup, build-up, and breakdown of event spaces, ensuring layouts meet design specifications and safety standards.
- Work with vendors and suppliers to arrange the timely delivery of equipment, materials, and supplies needed for events.

Core Skills

Level

Adaptability	Basic
Collaboration and Teamwork	Basic
Planning and Organizing	Basic
Problem Solving	Basic

Technical Skills

Attention to Detail
Inventory Management
Logistics Planning and Coordination
Safety Compliance
Technical Proficiency
Vendor Management



ENTERTAINMENT FACILITY OPERATION DIRECTOR

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

Entertainment Facility Operation Director is responsible for overseeing the overall operations of attractions and entertainment venues. The role involves strategic planning, staff management, ensuring safety compliance, coordinating activities and events, and managing budgets. The Director works closely with all managers to maintain a safe environment, monitor guest feedback for continuous improvement, and collaborates with marketing teams to promote the venue. The position requires strong leadership, crisis management skills, and staying updated on industry trends to enhance guest experience and operational efficiency.

Key Tasks

- Build alliances and partnerships with various stakeholders to promote attractions and events, driving attendance and revenue.
- Collaborate with maintenance and safety managers to address any issues or concerns related to the upkeep and safety of the venue.
- Develop and implement operational strategies and plans for attractions and entertainment venues to ensure optimal guest experience and operational efficiency.
- Develop and manage budgets, controlling expenses and optimizing financial performance.
- Ensure compliance with safety regulations and standards, conducting regular inspections and audits to maintain a safe environment for guests and staff.
- Handle emergency situations and crisis management, ensuring the safety and wellbeing of guests and staff.
- Manage and train staff, providing guidance and support to ensure high-quality service and performance.
- Monitor all quality initiatives to implement improvements and enhance the overall experience and satisfaction.
- Oversee all operations of the venue, including staffing, scheduling, and coordination of activities and events.
- Stay updated on industry trends and best practices, incorporating new ideas and technologies to enhance the attraction and entertainment offerings.

Core Skills

Level

Building Inclusivity	Intermediate
Communication	Advanced
Critical Thinking	Advanced
Initiative	Advanced
Planning and Organizing	Advanced

Technical Skills

Budget Management
Crisis Management
Guest Experience
Industry Knowledge
Operational Management
Revenue Management
Safety Compliance
Staff Training



Strategic Planning



MAINTENANCE AND SAFETY MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **As per the regulator requirements**

Licensing Requirements: **As per the regulator requirements -NEBOSH, IOSH Certification (*Entertainment Organizations requirements)**

Job Description

The Maintenance and Safety Manager is a critical role within the Attractions and Entertainment Management job family, responsible for ensuring the safety and proper maintenance of attractions and entertainment venues. This position involves developing and implementing maintenance and safety protocols, conducting regular inspections, managing repair and upkeep activities, and ensuring compliance with safety regulations and standards. The manager works closely with the technical team and operational managers to address any safety concerns and maintain the integrity of the venue's infrastructure, equipment, and facilities.

Key Tasks
Collaborate with operational teams to address safety concerns and provide guidance on safety best practices.
Conduct regular inspections of the venue's infrastructure, equipment, and facilities to identify and address any maintenance or safety issues.
Develop and implement maintenance and safety protocols to ensure the safety and proper functioning of attractions and entertainment venues.
Develop and manage budgets for maintenance and safety activities, controlling expenses and optimizing resource allocation.
Document and maintain records of maintenance activities, safety audits, and compliance documentation.
Ensure compliance with safety regulations and standards, conducting safety audits and implementing corrective measures as needed.
Manage repair and upkeep activities, coordinating with internal teams and external contractors to ensure timely and effective maintenance.
Respond to emergency situations, coordinating with emergency services and implementing crisis management protocols to ensure the safety of guests and staff.
Stay updated on industry trends and advancements in safety and maintenance technologies, incorporating new practices to enhance safety and efficiency.
Train staff on safety protocols and emergency procedures, fostering a culture of safety and preparedness.

Core Skills	Level
Communication	Advanced
Critical Thinking	Intermediate
Digital Literacy	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Budget Management
Crisis Management
Documentation
Inspection and Auditing
Maintenance Management
Reporting
Safety Compliance
Technical Knowledge
Training and Development



SAFETY COORDINATOR / OFFICER

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **As per the regulator requirements**

Licensing Requirements: **As per the regulator requirements - NEBOSH, IOSH Certification (*Entertainment Organizations requirements)**

Job Description

The Safety Coordinator / Officer is responsible for implementing and overseeing safety protocols and procedures at an attraction or entertainment venue. This role involves conducting regular safety audits, training staff on safety practices, and ensuring compliance with local and national safety regulations. The Safety Coordinator / Officer works closely with all departments to maintain a safe environment for both guests and staff, addressing any safety concerns promptly and effectively.

Key Tasks

Collaborate with management to develop emergency response plans and conduct drills to ensure preparedness for various scenarios.

Conduct regular safety inspections and audits of attractions, facilities, and equipment to identify potential hazards.

Coordinate with maintenance teams to ensure all equipment and facilities are in safe working condition.

Develop and implement safety policies and procedures in line with regulatory requirements and best practices.

Investigate accidents or incidents to determine causes and implement corrective actions to prevent future occurrences.

Maintain records of safety inspections, incidents, and training activities, ensuring documentation is up to date and compliant with regulations.

Organize and lead safety training sessions for staff across all departments, ensuring everyone is informed of safety protocols.

Stay informed of new safety regulations and trends in the industry, continuously improving the venue's safety standards.

Core Skills

Level

Adaptability	Intermediate
Collaboration and Teamwork	Basic
Digital Literacy	Basic
Planning and Organizing	Intermediate
Problem Solving	Basic

Technical Skills

Documentation
Emergency Preparedness
Incident Investigation
Knowledge of Safety Regulations
Reporting
Risk Assessment
Safety Training
Technical Proficiency



MAINTENANCE TECHNICIAN

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Maintenance Technician is responsible for performing routine maintenance and repairs on various equipment, rides, and facilities within an attraction or entertainment venue. This role involves ensuring all aspects of the venue are operating safely and efficiently, addressing mechanical issues, conducting preventive maintenance, and responding to emergency repair needs. The Maintenance Technician works under the guidance of the Maintenance and Safety Manager and collaborates with the operations team to minimize downtime and maintain the highest standards of safety and guest satisfaction.

Key Tasks
Assist in the installation of new equipment and attractions, ensuring proper setup and integration into existing systems.
Collaborate with the safety coordinator to ensure all maintenance activities comply with safety standards and regulations.
Coordinate with external contractors and suppliers as needed for specialized maintenance or repair services.
Diagnose mechanical issues and carry out repairs, utilizing a range of tools and equipment.
Implement preventive maintenance programs and follow daily reporting procedures to reduce the risk of unplanned downtime or accidents.
Maintain accurate records of maintenance activities, repairs, and parts inventory.
Perform routine inspections and maintenance on attractions, equipment, and facilities to ensure operational safety and efficiency.
Respond promptly to maintenance requests and emergency repair needs, prioritizing tasks based on urgency and impact on operations.
Stay informed of the latest maintenance techniques and safety standards relevant to attractions and entertainment venues.
Train and guide junior maintenance staff and operators, sharing knowledge and best practices.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Basic
Digital Literacy	Basic
Problem Solving	Basic

Technical Skills
Electrical Skills
Mechanical Skills
Physical Fitness
Preventive Maintenance
Record Keeping
Safety Compliance
Technical Knowledge
Tool Proficiency



Troubleshooting



ATTRACTION OPERATIONS MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Attractions Operations Manager is responsible for overseeing the day-to-day operations of attractions, ensuring a memorable and safe experience for visitors. This role involves strategic planning, staff management, operational oversight, and ensuring compliance with safety and quality standards. The Manager coordinates with various departments to optimize operational efficiency, manages guest services, and oversees the maintenance of attractions. They play a crucial role in enhancing visitor satisfaction, managing budgets, and implementing policies and procedures to achieve operational excellence.

Key Tasks
Analyze visitor feedback to improve attraction offerings and services.
Attend exhibitions related to Family Entertainment Centers and contribute to various committees.
Coordinate with event planners for special events at the attraction.
Coordinate with maintenance teams to ensure safety and operational efficiency.
Develop and implement operational strategies and procedures.
Ensure compliance with all safety regulations and standards.
Ensure the implementation of marketing and promotional strategies.
Manage and train staff to ensure high-quality guest service.
Manage budgeting, forecasting, and financial reporting for the attraction.
Oversee daily operations of the attraction to ensure smooth functioning.
Oversee ticketing, admissions, and guest services.

Core Skills	Level
Building Inclusivity	Advanced
Critical Thinking	Advanced
Digital Literacy	Intermediate
Empathy	Intermediate
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Crisis Management
Customer Feedback Analysis
Event Coordination
Facility Maintenance Management
Facility Operations Management
Financial Management
Marketing and Promotion
Safety Regulation Compliance
Staff Training and Development
Strategic Planning
Team Leadership



ADMISSION AND TICKETING CREW

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Admission and Ticketing Crew are the front-line staff responsible for managing the entry process into the facility. They handle ticket sales, cashiering duties and provide customer service to the general public, corporate customers and tour groups. The role involves operating ticketing systems, managing queues, and ensuring a smooth and efficient admission process. The crew members also provide information and assistance to guests, contributing to a positive and safe visitor experience. They work closely with the supervisor to conduct the daily closing of accounts and assists in the management of all ticketing-related issues.

Key Tasks
Assist in promotional activities at the admission point and contribute to selling attraction services.
Collaborate with security for effective crowd management during public holidays.
Coordinate with supervisor in response to all enquiries and complaints by the customer.
Ensure the ticketing area is clean and organized.
Handle ticket sales and process admissions at the attraction.
Maintain accurate records of ticket sales and visitor entries.
Operate ticketing systems and handle financial transactions.
Provide feedback on guest experience and ticketing process.
Provide information and assistance to guests upon entry.
Resolve guest issues related to ticketing and admissions.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Empathy	Basic
Initiative	Basic
Numeracy	Intermediate

Technical Skills
Area Maintenance
Awareness of Safety Requirements
Customer Service
Feedback Provision
Issue Resolution
Promotional Support
Record Keeping
Ticket Sales and Processing
Ticketing System Operation Management



OPERATIONS CREW

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Operations Crew support various operational aspects of attractions. They assist in daily tasks, such as opening procedures, facility upkeep, and event setup. The role requires ensuring operational safety, assisting in crowd management, and responding effectively to operational challenges. The Operations Crew work collaboratively across departments to maintain the smooth functioning of attractions and enhance the visitor experience.

Key Tasks
Assist in crowd control and visitor management.
Assist in the daily operations of the attraction.
Collaborate with other teams for efficient operation.
Ensure operational areas are safe and comply with standards.
Implement and adhere to environmental and safety protocols.
Participate in training programs for operational excellence, risk assessments and emergency evacuations.
Provide hands-on support in various operational aspects.
Report any concerns with equipment and the facility regularly.
Respond to operational emergencies and incidents based on set procedures.
Support in setting up and dismantling event setups.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Empathy	Basic
Initiative	Basic
Problem Solving	Basic

Technical Skills
Crowd Management
Customer Service
Emergency Response
Environmental and Safety Adherence
Equipment Maintenance
Event Setup Support
Fire Safety
First Aid
Hands On Assistance
Operational Support
Safety Compliance
Team Collaboration
Training Participation



VENUE OPERATIONS SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Venue Operations Supervisor is pivotal in overseeing the day-to-day operations of an attraction or entertainment venue, ensuring a seamless and high-quality guest experience. This role involves managing staff, coordinating venue logistics, overseeing guest services, and ensuring the venue meets all operational standards and safety regulations. The Venue Operations Manager works closely with various departments, including maintenance, safety, and event planning, to optimize operational efficiency and guest satisfaction.

Key Tasks

Coordinate with the Maintenance and Safety Manager to ensure the venue and its attractions are in optimal condition and comply with safety standards.
Ensure compliance with all local regulations and industry standards affecting venue operations.
Foster a positive, collaborative work culture that encourages innovation and continuous improvement.
Implement operational policies and procedures to maintain high standards of safety, cleanliness, and customer service.
Lead emergency response initiatives, ensuring staff are trained in emergency procedures and guests are provided with a safe environment.
Liaise with the Event Services Executive to facilitate the smooth execution of events and special programs within the venue.
Manage and coordinate staff across different departments, including scheduling, training, and performance monitoring.
Monitor guest feedback and operational metrics to identify areas for improvement and implement strategies to enhance guest satisfaction.
Oversee daily operations of the venue, ensuring all areas function smoothly and efficiently to provide a superior guest experience.
Report issues and incidents related to daily operational activities including workplace safety.

Core Skills

Level

Adaptability	Basic
Collaboration and Team work	Intermediate
Communication	Intermediate
Critical Thinking	Basic
Planning and Organizing	Intermediate
Problem Solving	Basic

Technical Skills

Continuous Improvement
Customer Service Excellence
Emergency Preparedness
Leadership and Team Management
Operational Management
Safety and Compliance
Technology Proficiency



PARTY HOST

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

Coordinate with guests prior to the event to understand their preferences and special requests, ensuring a personalized experience. Ensure the safety and wellbeing of all guests, adhering to venue policies and procedures. Gather feedback from guests at the end of the event, and use the insights to improve future events and overall guest satisfaction.

Key Tasks
Handle any guest inquiries or concerns during the event, providing solutions and adjustments to enhance their experience.
Lead and facilitate activities and games, engaging guests and ensuring a fun and inclusive atmosphere.
Liaise with venue staff, including catering and maintenance, to ensure that all aspects of the party or event meet guest expectations.
Maintain cleanliness and organization of the event space before, during, and after the party.
Oversee the event schedule, ensuring that activities run on time and transitions between different parts of the event are smooth.
Participate in team meetings and training sessions to develop new activities, improve guest services, and stay updated on venue offerings.
Welcome guests upon arrival, providing a friendly and energetic introduction to the venue and the day's activities.

Core Skills	Level
Adaptability	Basic
Communication	Basic
Empathy	Basic
Initiative	Basic
Problem Solving	Basic

Technical Skills
Attention to Detail
Creativity
Customer Service
Event Coordination
Safety Awareness



EVENT SERVICES EXECUTIVE

Sector: **Hospitality and Tourism**

Job Family: **Attractions and Entertainment Management**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Event Services Executive is responsible for the planning, coordination, and execution of events within an attraction or entertainment venue. This role involves working directly with clients to understand their event needs, developing event proposals, and overseeing all aspects of event planning and management. The Executive ensures that each event is executed flawlessly, adhering to the client's vision while maximizing guest satisfaction and venue profitability.

Key Tasks
Build and maintain relationships with vendors and suppliers, negotiating contracts to secure the best rates and services for events.
Conduct post-event evaluations with clients and staff, gathering feedback to inform future event planning and improve service delivery.
Coordinate with internal departments to ensure all aspects of the event are planned and executed according to specifications.
Develop comprehensive event proposals, including concepts, budgets, timelines, and staffing requirements, for client approval.
Engage with clients to gather detailed requirements for events, providing expert advice and creative solutions to meet their objectives.
Lead and motivate event staff, providing guidance and support to ensure high levels of performance according to health and safety standards.
Maintain up-to-date knowledge of industry trends, new event technologies, and best practices to enhance the venue's event offerings.
Manage event budgets, ensuring costs are tracked, and financial targets are met.
Monitor event progress, addressing any issues promptly to ensure a seamless experience for guests and clients.
Oversee the event setup, operation, and breakdown, ensuring each element aligns with the client's expectations and venue standards.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Communication	Advanced
Initiative	Basic
Literacy	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Basic

Technical Skills
Attention to Detail
Budgeting and Financial Management
Client Relationship Management
Event Planning and Management
Health and Safety
Industry Knowledge
Technical Proficiency



TRAVEL OPERATIONS DIRECTOR

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Travel Operations Director oversees the business operations of the travel agency, ensuring efficient and effective service delivery to clients. They plan, manage the team, oversee operations, and collaborate with stakeholders to achieve business objectives and maintain high levels of customer satisfaction.

Key Tasks
Collaborate with senior management in the development and implementation of new solutions to enhance operational efficiency and customer experience.
Collaborate with suppliers, partners, and providers to maintain strong relationships and access competitive travel products and services.
Develop and implement strategic plans and operational policies to enhance the agency's performance and competitiveness.
Ensure compliance with industry regulations, standards, and best practices, including IATA, to maintain the agency's reputation and integrity.
Lead and manage teams across various departments, including travel departments and supplier relationship management teams.
Monitor financial performance, suggesting cost-control measures and revenue optimization strategies to management.
Monitor market trends and customer preferences to adapt strategies and offerings accordingly.
Oversee the day-to-day business operations of the travel agency, ensuring efficient and effective service delivery to clients.

Core Skills	Level
Adaptability	Advanced
Communication	Advanced
Empathy	Intermediate
Initiative	Advanced
Literacy	Intermediate
Planning and Organizing	Advanced

Technical Skills
Contract Negotiation
Customer Service
Financial Management Principles
Industry Regulations Proficiency
Market Analysis
Strategic Planning
Supplier Relationship Management
Team Management



SUPPLIER RELATIONSHIP MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Supplier Relationship Manager oversees relationships with suppliers and partners to ensure the agency has access to competitive rates, high-quality services, and a wide range of travel products. They negotiate contracts, evaluate supplier services, and provide internal teams with content that fulfills client and market needs.

Key Tasks
Collaborate with the sales and product development teams to align supplier offerings with customer preferences and market trends.
Conduct regular supplier evaluations and performance reviews, providing feedback and recommendations for improvement.
Develop and maintain strong relationships with suppliers, including hotels, airlines, tour operators, and other travel and tourism service providers.
Identify and onboard new suppliers to expand the agency's product portfolio and enhance its competitive position.
Negotiate contracts and agreements with suppliers to secure competitive rates and favorable terms.
Stay updated on industry trends and market developments to identify opportunities for new partnerships and product offerings.
Support senior management in preparation for trade shows, conferences, and networking events to build and maintain relationships with suppliers and industry partners.

Core Skills	Level
Adaptability	Intermediate
Communication	Intermediate
Critical Thinking	Intermediate
Initiative	Intermediate
Literacy	Intermediate

Technical Skills
Conflict Resolution
Contract Negotiation
Industry Knowledge
Market Analysis
Reporting
Supplier Management



TRAVEL DEPARTMENT HEAD

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Travel Department Head manages and nurtures client relationships within the travel industry. They develop tailored travel solutions, oversee account management, and ensure high levels of client satisfaction. The Travel Department Head collaborates with internal teams and external suppliers to deliver comprehensive travel services. They identify client needs and negotiate contracts. The Travel Department Head leads a division, such as corporate, retail, or holidays, usually with a team of Travel Consultants.

Key Tasks

Analyze travel trends to offer informed recommendations to management.
Collaborate with suppliers to provide comprehensive travel services.
Design custom travel solutions based on client needs.
Handle client communications and resolve any issues or inquiries.
Maintain high levels of client satisfaction and retention.
Manage client relationships.
Negotiate contracts and manage supplier relationships.
Train, develop, and manage a team of consultants, ensuring their growth and development.

Core Skills

Level

Adaptability	Advanced
Communication	Advanced
Empathy	Advanced
Initiative	Basic
Planning and Organizing	Basic
Problem Solving	Intermediate

Technical Skills

Client Relationship Management
Financial Literacy
Issue Resolution
Market Knowledge
Supplier Collaboration
Travel Solutions Development
Travel Trend Analysis



DEVELOPER / DESIGNER

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Developer / Designer designs, develops, and maintains software applications and systems that support the agency's operations and services. They work closely with the Project Lead / Head and other team members to create innovative technology solutions that enhance the agency's efficiency and customer offerings.

Key Tasks
Collaborate with project leads and stakeholders to understand software requirements and specifications.
Conduct testing and debugging to ensure software functionality, reliability, and performance.
Design and develop software applications and systems that meet the defined requirements, using appropriate programming languages and development tools, which may include frontend development, API development, or web development.
Document software development processes, including code, design specifications, and user manuals.
Implement user interface designs as per requirements.
Integrate software applications with existing systems and third-party services to enhance functionality and operations.
Maintain and update software applications, addressing any issues or bugs and incorporating new features as needed.
Stay updated on emerging technologies and software development trends.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Basic
Communication	Basic
Digital Literacy	Advanced
Problem Solving	Intermediate

Technical Skills
Database Management
Documentation
Programming Languages
Software Design
Software Development Tools
Software Maintenance
System Integration
Testing and Debugging



PROJECT LEAD / HEAD

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Project Lead / Head leads technology development projects under the guidance of the Chief Technology Officer (CTO). They manage the entire project lifecycle, from planning and development to implementation and evaluation, ensuring the successful delivery of technology development projects that enhance the agency's operations and services.

Key Tasks
Collaborate with the Chief Technology Officer (CTO) to define project objectives, scope, and deliverables based on the agency's technology requirements and specifications.
Conduct quality assurance testing and validation to ensure that technology projects and solutions meet the specified requirements and quality standards.
Coordinate with stakeholders to ensure alignment between project objectives and business goals, providing regular updates on project status.
Develop detailed project plans, including timelines, resource allocation, and budgeting, to ensure successful project execution.
Ensure a user-friendly and intuitive experience for customers and staff.
Ensure compliance with industry standards and best practices in technology development and project management.
Evaluate project outcomes, assess the effectiveness of technology solutions, and identify areas for improvement in future projects.
Lead cross-functional teams, including developers, designers, and IT professionals, to deliver technology solutions that meet project requirements.
Monitor project progress, identifying and addressing any challenges or risks that may impact project timelines or outcomes.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Digital Literacy	Advanced
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Programming Languages
Project Evaluation
Project Management
Project Testing
Regulations and Policy Compliance
Software Development Principles
Stakeholder Management



TECHNOLOGY DIRECTOR / CHIEF TECHNOLOGY OFFICER

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Technology Director / Chief of Technology leads the development and implementation of technology strategies and solutions to support the agency's operations and services. They oversee the IT infrastructure, manage technology projects, ensure data security, and drive innovation to enhance the agency's technological capabilities and customer offerings.

Key Tasks
Develop and implement a technology strategy in collaboration with Management and that aligns with the agency's business goals and objectives.
Ensure data security and compliance with relevant regulations and standards, implementing measures to protect sensitive information and systems.
Lead and develop the technology team, fostering a culture of innovation, collaboration, and continuous improvement.
Lead technology projects from conception to completion, ensuring they are delivered on time, within budget, and meet quality standards.
Manage relationships with technology vendors and partners, negotiating contracts and ensuring the delivery of high-quality products and services.
Monitor and report on the performance of technology initiatives, using metrics to assess their effectiveness and identify areas for improvement.
Oversee the management and maintenance of IT infrastructure, including hardware, software, and network systems.
Provide strategic guidance on technology investments, ensuring they align with the agency's long-term vision and goals.
Stay updated on emerging technologies and industry trends, evaluating their potential impact on the agency's operations and services.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Problem Solving	Advanced

Technical Skills
Budget Management
Data Security
IT Infrastructure Management
Performance Analysis
Policy and Procedures Development
Project Management



TRAVEL CONSULTANT / SENIOR TRAVEL CONSULTANT

Sector: **Hospitality and Tourism**

Job Family: **Travel Agencies**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Travel Consultant / Senior Travel Consultant provides travel advice and planning services to clients. They assess client needs, offer recommendations, and book travel arrangements. The Travel Consultant / Senior Travel Consultant utilizes and leverages information about travel destinations, deals, and client policies, ensuring clients receive valuable and accurate travel service. They assist in developing travel solutions, maintaining client relations, and ensuring service quality. The role involves coordinating with suppliers for the provision of service and conflict resolution.

Key Tasks

Assists client communication and conflict resolution.

Book travel arrangements, including transportation and accommodation.

Collaborate with suppliers to arrange travel services.

Identify industry trends, client preferences and provide feedback to management.

Manage and maintain client records and bookings.

Provide travel advice and recommendations to clients based on travel needs and preferences.

Support in designing travel solutions for clients.

Utilize and leverage information about travel destinations, deals, and client policies.

Core Skills

Level

Adaptability	Basic
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Digital Literacy	Intermediate
Empathy	Intermediate
Problem Solving	Intermediate

Technical Skills

Booking System Proficiency

Client Needs Assessment

Client Relationship Management

Destination Knowledge

Industry Trends Awareness

Issue Resolution Support

Itinerary Facilitation and Management

Policy Awareness

Travel Advisory



PRODUCT AND EXPERIENCE DEVELOPMENT MANAGER

Sector: **Hospitality and Tourism**
 Job Family: **Local Tour Operators**
 Regulator: **N/A**
 Licensing Requirements: **N/A**

Job Description

The Product and Experience Development Manager designs, develops, and implements the tour products and experiences. They research market trends, collaborate with local partners, and create innovative and engaging experiences that align with the company's brand and goals.

Key Tasks
Conduct market research to identify trends, preferences, and opportunities in the tourism industry.
Coordinate with marketing teams to develop promotional materials and strategies that effectively showcase the company's offerings.
Design and enhance tour products and experiences that meet the evolving needs of tourists.
Develop and maintain partnerships with key stakeholders, including tour operators, travel agencies, and local authorities, to enhance the visibility and impact of the company's offerings.
Ensure all experiences adhere to safety standards and environmental guidelines, promoting responsible tourism practices.
Gather and analyze feedback from tourists and staff to continuously improve the quality and appeal of tour products and experiences.
Manage the implementation of new experience packages, ensuring they are organized, engaging, and provide value to tourists.
Stay informed about industry developments, emerging technologies, and best practices in experience design and tourism.
Work closely with local communities, cultural institutions, and conservation organizations to develop authentic and sustainable experiences.

Core Skills	Level
Adaptability	Advanced
Collaboration and Teamwork	Advanced
Communication	Advanced
Digital Literacy	Intermediate
Initiative	Intermediate
Planning and Organizing	Advanced

Technical Skills
Feedback Analysis
Market Research
Marketing Strategies
Project Management
Relationship Management
Safety and Environmental Standards
Stakeholder Engagement
Tourism Industry Knowledge
Tourism Product Design



TOUR TRANSPORT OPERATOR

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Tour Transport Operator maintains the safe transporting of guests to various tour destinations. They require excellent operating skills, knowledge of areas and attractions, and the ability to provide tourists with a comfortable and safe journey.

Key Tasks
Adhere to scheduled routes and timetables.
Assist passengers as needed.
Comply with traffic and safety regulations.
Ensure a clean and operational condition.
Ensure the availability of all vehicle related documents and certificates.
Handle emergencies effectively.
Maintain a friendly and professional attitude.
Provide information about sites and attractions.
Safely transport guests to tour destinations.

Core Skills	Level
Collaboration and Teamwork	Intermediate
Communication	Advanced
Critical Thinking	Intermediate
Digital Literacy	Basic
Problem Solving	Intermediate

Technical Skills
Area and Navigation Knowledge
Emergency Handling
Health and Physical Fitness
Passenger Assistance
Safe Transportation
Safety Compliance
Time Management



TOUR GUIDE

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **Bahrain Tourism and Exhibitions Authority (BTEA)**

Licensing Requirements: **As per Bahrain Tourism and Exhibitions Authority (BTEA) requirements - Tour Guide License**

Job Description

The Tour Guide leads tourists on excursions, providing informative and engaging commentary about destinations, and ensuring a memorable and educational experience for guests.

Key Tasks
Conduct guided tours and provide commentary.
Engage and interact with the tour group.
Ensure guest safety and comfort during tours.
Foster a fun and inclusive tour environment.
Handle any tour-related challenges.
Manage the tour schedules and timings.
Respond to guest questions and provide insights.
Share historical and cultural information.

Core Skills	Level
Adaptability	Intermediate
Building Inclusivity	Advanced
Communication	Advanced
Literacy	Intermediate
Planning and Organizing	Intermediate
Problem Solving	Intermediate

Technical Skills
Cultural Knowledge
Guest Engagement
Guided Commentary
Historical Background
Inquiry Handling
Safety Management
Time Management



ACTIVITIES / ADVENTURE ORGANIZER

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Activities / Adventure Organizer plans and executes various tour-related activities and adventures, ensuring they are fun, safe, and well-coordinated.

Key Tasks
Communicate with relevant stakeholders.
Coordinate activity logistics and resources.
Ensure safety measures and guidelines are followed.
Evaluate and adapt activities for guest enjoyment.
Maintain equipment and activity areas.
Monitor and manage activity participation.
Plan, organize, and budget tour activities and adventures.
Provide instructions and demonstrations for activities.
Respond to and manage any emergencies.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Intermediate
Communication	Advanced
Critical Thinking	Intermediate
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Activity Planning
Emergency Management
Equipment Maintenance
Guest Interaction
Instruction Provision
Logistics Coordination
Safety Implementation



PORT CAPTAIN

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **Port and Maritime Authority, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Port and Maritime Authority, Ministry of Transportation and Telecommunications requirements - Local: Commercial Level 1,2 – International: COC (Certificate of Competence/Master License)**

Job Description

The Port Captain oversees the operations of a port or marina that serves as a hub for water-based tour activities. They ensure the port's smooth functioning, managing boat traffic, and upholding safety and environmental standards. The Port Captain manages dock operations and coordinates activities within the port, sea, or marina. They direct and coordinate activities of harbor security to ensure enforcement of laws regulations and internal policies governing navigable waters and property under jurisdiction.

Key Tasks

Coordinate boat traffic within the port or marina, implementing effective strategies to prevent congestion and ensure the safety of all vessels.

Enforce strict compliance with maritime regulations, including safety standards and environmental protection measures, to maintain a secure and sustainable operation.

Ensure the maintenance, repair, and upgrade of docking facilities, ensuring they meet the required standards and are safe for use.

Foster strong relationships with tour operators, boat captains, and other stakeholders, facilitating smooth operations and high-quality guest experiences.

Lead emergency response efforts within the port or marina, coordinating rescue operations.

Maintain comprehensive records of port activities, including boat movements, maintenance logs, and safety inspections, contributing to the effective management and continuous improvement of port operations.

Manage the overall operations of the port or marina, ensuring efficient and safe docking, mooring, and departure of boats and watercrafts.

Prepare periodic activity reports and annual budgets.

Train and oversee the port staff and evaluate them, ensuring they are well-equipped with the knowledge and skills necessary for efficient port operations and safety protocols.

Core Skills

Level

Adaptability	Advanced
Communication	Advanced
Critical Thinking	Advanced
Numeracy	Intermediate
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Analytical Skills
Emergency Response
Environmental Management
Equipment Operation
Facility Maintenance
Maritime Regulatory Compliance
Port Facilities and Technical Troubleshooting
Port Management
Record Keeping
Resource Management
Security Management



BOAT CAPTAIN / SENIOR BOAT CAPTAIN

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **Ports and Maritime Authority, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per Port and Maritime Authority, Ministry of Transportation and Telecommunications requirements - Local: Commercial Level 1,2 – International: COC (Certificate of Competence/Master License)**

Job Description

The Boat Captain / Senior Boat Captain commands and operates a boat or vessel for tour operations, ensuring the safety and enjoyment of passengers. They navigate waterways, manage crew, ensure compliance with maritime regulations, provide informative and engaging experiences for guests, and ensure compliance with maritime regulations. The Boat Captain plans routes considering factors like weather conditions, currents, and vessel traffic and oversees crew training, vessel maintenance, and passenger satisfaction.

Key Tasks
Collaborate with tour operators and other staff to coordinate tour schedules, routes, and activities.
Command and operate the boat or vessel, navigating safely through waterways and ensuring a smooth and enjoyable journey for passengers.
Conduct safety briefings and ensure all passengers are aware of emergency procedures and safety equipment.
Maintain records of boat operations, including logs of journeys, maintenance activities, and safety drills.
Manage and supervise the crew, assigning duties and ensuring adherence to safety protocols and operational procedures.
Perform and supervise routine maintenance and inspections of the boat, vessel or engines to ensure good working condition and compliance with regulations.
Plan trips and activities to ensure the best routes and water conditions.
Provide informative and engaging commentary or narratives to enhance the passengers' experience during the tour.
Respond to emergencies or adverse conditions, taking appropriate actions to ensure the safety of passengers and crew.

Core Skills	Level
Communication	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Literacy	Advanced
Planning and Organizing	Advanced

Technical Skills
Crowd Management
Emergency Procedures
Environmental Awareness
Equipment Operation
Maritime Regulatory Compliance
Navigation Expertise
Safety Management
Technical Troubleshooting
Vessel Maintenance
Weather Analysis



SEAMAN / SEAWOMEN / SEA HELPER / SAILOR

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **Ports and Maritime Authority, Ministry of Transportation and Telecommunications**

Licensing Requirements: **As per the Port and Maritime Authority, Ministry of Transportation and Telecommunications requirements**

Job Description

The Sea Man / Seawoman / Sea Helper / Sailor assists in the day-to-day operations of boats or vessels used in tour activities. They ensure the smooth and safe operation of maritime tours, provide support to the captain and crew, and ensure the comfort and safety of passengers. The Sea Man / Seawoman / Sea Helper / Sailor handles a variety of tasks, from routine maintenance and cleaning to assisting with navigation and safety procedures.

Key Tasks
Assist in the efficient loading and unloading of supplies, equipment, and passengers' belongings, ensuring a smooth and organized operation.
Assist the Boat Captain and crew with the operation and navigation of the boat or vessel, contributing to the smooth running of tour activities.
Conduct routine maintenance and cleaning of the vessel, ensuring it is in top condition for passenger safety and comfort.
Engage in ongoing training and development activities, enhancing skills and knowledge related to maritime operations, safety protocols, and customer service.
Monitor weather and sea conditions, reporting any potential hazards or concerns to the Boat Captain or senior crew members to ensure the safety of the tour.
Participate in the preparation and execution of safety drills, ensuring that all passengers are well-informed about emergency procedures and safety equipment.
Provide attentive assistance to passengers, addressing their concerns, and contributing to a positive and enjoyable tour experience.
Skilfully handle ropes, anchors, and other maritime equipment during docking and undocking procedures, ensuring the safe mooring of the vessel.
Welcome customers and ensure their safety by embarking on the vessel.

Core Skills	Level
Adaptability	Basic
Collaboration and Teamwork	Intermediate
Communication	Intermediate
Problem Solving	Basic

Technical Skills
Basic Customer Service
Boat Operation Principles
Equipment Handling
Fire Safety Procedures
First Aid Techniques
Knot Tying
Maintenance Proficiency
Physical Abilities
Safety Procedures
Water Safety Procedures



JETTY HELPER / JETTY ASSISTANT

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Jetty Helper / Jetty Assistant supports the smooth and efficient operation of jetties and docking areas. They assist with the mooring of boats and maintain the cleanliness and safety of the jetty environment. The Jetty Helper / Jetty Assistant works closely with the Port Captain and boat crews to ensure that docking schedules are managed effectively and that passengers experience a safe and orderly boarding and disembarking process.

Key Tasks

Assist in the secure mooring and unmooring of boats, using appropriate techniques and equipment to ensure vessels are safely docked and ready for departure.
Assist with the efficient loading and unloading of cargo, supplies, and equipment from boats, ensuring that handling is done safely and without damage.
Collaborate with the Port Captain and boat crews to coordinate docking schedules, managing boat traffic to avoid congestion and delays.
Conduct thorough inspections of the jetty and its facilities, identifying any issues that require maintenance or repair to prevent disruptions in operations.
Maintain the cleanliness and orderliness of the jetty area, regularly removing debris and hazards to prevent accidents and ensure a safe environment for passengers and crew.
Operate and maintain essential jetty equipment, such as fenders, mooring lines, and gangways, ensuring they are in optimal condition for use.
Provide courteous and efficient assistance to passengers as they board and disembark from boats, ensuring their safety and comfort throughout the process.
Respond promptly and effectively to emergencies or incidents that occur on the jetty, providing necessary support and assistance to mitigate the situation.

Core Skills

Level

Collaboration and Teamwork	Intermediate
Communication	Intermediate
Empathy	Basic
Problem Solving	Basic

Technical Skills

Emergency Response
Fire Procedure Techniques
First Aid Techniques
Hazard Identification
Jetty Equipment Maintenance
Jetty Equipment Operation
Jetty Maintenance Skills
Manual Cargo Handling
Mooring Techniques
Safety Procedures



DIVING INSTRUCTOR

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **As per the regulator requirements**

Licensing Requirements: **As per the regulator requirements - PADI Instructor Development Course (IDC) certification**

Job Description

The Dive Instructor is responsible for providing comprehensive diving instruction and guidance to individuals and groups participating in diving activities and ensuring the safety of all participants. This role involves teaching a range of diving techniques, from basic to advanced levels, and leading underwater diving tours. The Dive Instructor also maintains and inspects diving equipment, assesses participants' abilities, and promotes environmental awareness and conservation. By promoting safe and responsible diving practices, the Dive Instructor helps create memorable and enriching experiences for divers.

Key Tasks

Assess participants' diving skills and provide personalized instruction to accommodate different skill levels.
Conduct comprehensive diving instruction sessions for individuals and groups, covering safety procedures, diving techniques, and underwater communication.
Ensure the safety of all participants during diving activities, providing guidance and support as needed.
Lead guided underwater tours, highlighting marine life, ecosystems, and underwater landscapes, while ensuring a safe and enjoyable experience for divers.
Maintain and inspect diving equipment regularly to ensure it is in optimal condition and meets safety standards.
Plan and organize diving excursions and activities, taking into account weather conditions, dive site suitability, and participants' preferences.
Promote environmental awareness and conservation practices among divers, emphasizing the importance of protecting marine ecosystems.
Provide emergency response and first aid in case of diving accidents, ensuring the well-being of all participants.

Core Skills

Level

Collaboration & Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Initiative	Advanced
Planning & Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Activity Planning
Diving Instruction
Diving Skill Assessment
Emergency Response
Environmental Awareness
Equipment Maintenance
Professional Development
Safety Management
Underwater Guiding



DIVE MASTER

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **As per the regulator requirements**

Licensing Requirements: **As per the regulator requirements - First Aid License – Dive Master Certificate**

Job Description

The Dive Master leads and supervises scuba diving activities. They ensure the safety and enjoyment of divers, provide guidance, instruction, and maintain adherence to diving standards and environmental conservation practices.

Key Tasks
Assist divers with equipment setup and checks, ensuring all gear is in proper working condition.
Collaborate with other tour operators and marine conservation organizations to promote sustainable diving practices and environmental protection.
Conduct routine equipment maintenance to ensure equipment remains in working condition.
Conduct underwater tours, pointing out interesting marine life and features while promoting respect for the underwater environment.
Lead and assist instructors in scuba diving groups, ensuring a safe and enjoyable experience for all participants.
Maintain accurate records of dive activities and sales, including logs of dives, participant details, equipment sales, and any incidents or observations.
Monitor divers underwater, ensuring adherence to dive plans, safety rules, and conservation guidelines.
Provide instruction and guidance to divers, including briefings on dive procedures, safety protocols, and environmental awareness.
Respond to emergencies and provide first aid and assistance as required, including administering oxygen and performing rescue techniques if necessary.

Core Skills	Level
Communication	Advanced
Digital Literacy	Intermediate
Initiative	Intermediate
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills
Dive Leadership
Dive Planning
Emergency Response
Environmental Conservation Practices
Equipment Maintenance
First Aid and CPR Procedures
Marine Biology Knowledge
Oxygen Administration
Scuba Instruction Provision
Underwater Navigation Proficiency



BEACH OPERATIONS SUPERVISOR

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Beach Operations Supervisor oversees the daily operations of beach activities and facilities. They ensure the safety and satisfaction of tourists, manage a team of beach staff including lifeguards and water sports instructors. They maintain beach equipment, the cleanliness and orderliness of the beach area, coordinate the scheduling of activities, respond effectively to any emergencies, and promote environmental conservation. The Beach Operations Supervisor works closely with tour guides, tour operators, local authorities, and conservation organizations to ensure a harmonious and enjoyable beach experience for all visitors.

Key Tasks

Coordinate the scheduling and availability of water sports and other beach activities for tourists.
Ensure the safety of tourists by implementing and enforcing safety protocols and regulations for beach activities.
Liaise with tour operators, local authorities, and conservation organizations to coordinate beach operations and initiatives.
Manage inventory and supplies for beach operations, ensuring adequate resources for daily activities.
Monitor beach conditions, such as weather, tides, and water quality, to ensure a safe and enjoyable environment for tourists.
Oversee the maintenance and cleanliness of the beach area, including the upkeep of equipment and facilities.
Promote environmental conservation efforts, encouraging sustainable practices among tourists and staff.
Respond to emergencies and incidents on the beach, providing first aid and coordinating rescue efforts as needed.
Supervise and coordinate the activities of beach staff, including lifeguards, water sports instructors, and maintenance personnel.
Train and mentor beach staff in customer service, safety procedures, and environmental awareness.

Core Skills

Level

Collaboration and Teamwork	Advanced
Communication	Advanced
Critical thinking	Advanced
Digital Literacy	Advanced
Planning and Organizing	Advanced
Problem Solving	Advanced

Technical Skills

Beach Maintenance
Beach Operations Management
Customer Service
Emergency Response
Environmental Conservation
Equipment Maintenance
Inventory Management
Safety Management
Training and Development
Water Sports Knowledge



WATER SPORTS OPERATOR

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Water Sports Operator provides safe and enjoyable water sports activities for tourists. This role involves operating and maintaining motorized and non-motorized water sports equipment, such as jet skis, paddleboards, kayaks, kite surfing gear, windsurfing gear, and others. The Water Sports Operator ensures that all activities are conducted following safety standards and environmental regulations.

Key Tasks
Assist tourists with equipment setup and provide support and assistance during water sports activities.
Conduct safety briefings and ensure that all participants are aware of and adhere to safety rules and regulations.
Monitor weather and water conditions, adjusting activities to ensure the safety of participants.
Operate and maintain a variety of motorized and non-motorized water sports equipment, ensuring it is in good working condition.
Perform daily maintenance and inspections of water sports equipment, identifying and addressing any issues or repairs needed.
Promote environmental awareness and ensure that water sports activities are conducted in a manner that minimizes impact on the marine ecosystem.
Provide instruction and guidance to tourists on the safe use of water sports equipment and proper techniques for various activities.
Respond to emergencies or accidents, providing first aid and coordinating rescue efforts if required.

Core Skills	Level
Adaptability	Intermediate
Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Digital Literacy	Intermediate
Planning and Organizing	Advanced

Technical Skills
Emergency Response and First Aid
Environmental Regulations Awareness
Equipment Maintenance
Equipment Operation
Equipment Troubleshooting
Instruction Proficiency
Safety Procedures
Weather Analysis



LIFEGUARD

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **Royal Lifeguard Saving**

Licensing Requirements: **As per Royal Lifeguard Saving requirements - Bahrain Lifeguard Certification**

Job Description

The Lifeguard ensures the safety of tourists participating in water-based activities. They monitor swimming areas, provide emergency response, first aid, and educate tourists about water safety.

Key Tasks
Collaborate with other water sports operators and tour staff to ensure a coordinated approach to safety and emergency response.
Conduct regular safety inspections of swimming areas and water sports equipment to identify and address any risks.
Educate tourists about water safety, including the proper use of safety equipment and awareness of potential hazards.
Enforce safety rules and regulations, ensuring that all tourists adhere to guidelines for safe water activities.
Keep accurate records of incidents, safety inspections, and maintenance activities related to water safety.
Maintain physical fitness and swimming proficiency to effectively perform rescues and provide assistance in the water.
Monitor swimming areas and water sports activities to ensure the safety of tourists and prevent accidents.
Respond promptly to emergencies, providing first aid and coordinating rescue efforts as needed.

Core Skills	Level
Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Advanced
Empathy	Intermediate
Initiative	Intermediate
Planning and Organizing	Intermediate

Technical Skills
Emergency Response
Equipment Maintenance
First Aid and CPR Provision,
Hazard Identification
Lifesaving Techniques
Oxygen Administration
Rescue Diving Proficiency
Surveillance Techniques
Swimming Proficiency
Water Safety Education



HEAD OF WATER ACTIVITIES / RECREATION MANAGER

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Head of Water Activities / Recreation Manager oversees all water-based activities offered by the tour operator. They manage a team of water sports instructors, dive masters, and boat captains, ensuring the safety and satisfaction of tourists participating in water activities. The Head of Water Activities / Recreation Manager develops and implements water activity programs, maintains equipment, and ensures compliance with safety and environmental regulations.

Key Tasks
Collaborate with local authorities, environmental organizations, and other stakeholders to ensure the sustainable management of water activity areas.
Develop and implement water activity programs that cater to the interests and skill levels of tourists, including snorkelling, diving, kayaking, and other water sports.
Develop marketing and promotional materials to showcase the range of water activities offered by the tour operator.
Ensure compliance with safety regulations and standards for all water activities, conducting regular safety drills and training sessions for staff.
Evaluate the performance of water activities and staff, using feedback and data to make improvements and enhance the overall tourist experience.
Lead and manage a team of water sports instructors, dive masters, and boat captains, ensuring they provide high-quality and safe experiences for tourists.
Monitor water conditions and weather forecasts to make informed decisions about the scheduling and conduct of water activities.
Oversee the maintenance and proper use of water sports equipment, ensuring it is in good condition and safe for use.
Promote environmental conservation and responsible tourism practices in all water activities, educating tourists and staff about the importance of protecting marine ecosystems.
Respond to emergencies and incidents related to water activities, providing leadership and coordination in rescue and first aid efforts.

Core Skills	Level
Building Inclusivity	Advanced
Critical Thinking	Advanced
Digital Literacy	Advanced
Initiative	Advanced
Numeracy	Advanced
Planning and Organizing	Advanced

Technical Skills
Budgeting
Commercial Skills
Emergency Action Plans
Environmental Conservation
Equipment Management
Implement Safety Regulations



Marketing and Promotion
Performance Evaluation
Stakeholder Engagement
Standards of Operation
Team Leadership
Water Sports Management



INBOUND ACTIVITIES DIRECTOR

Sector: **Hospitality and Tourism**

Job Family: **Local Tour Operators**

Regulator: **N/A**

Licensing Requirements: **N/A**

Job Description

The Inbound Activities Director for land-based tour activities is a key leadership role within local tour operators. They are involved in strategic planning, product development, team management, and collaboration with various stakeholders to ensure the delivery of high-quality, safe, and memorable experiences for tourists. The Director oversees the entire lifecycle of land-based tour activities, from conceptualization to delivery, including itinerary planning, supplier negotiation, quality assurance, and customer satisfaction.

Key Tasks

Analyze performance data to make informed decisions regarding product development and operational improvements.
Conduct regular training sessions to ensure staff are well-informed and motivated.
Develop strategic plans for land-based tour activities, identifying new opportunities for unique and engaging experiences.
Implement safety and quality assurance protocols to ensure compliance with industry standards and local regulations.
Lead and develop a team responsible for the execution of land-based tour activities, ensuring high levels of performance and customer satisfaction.
Manage budgets and financial plans for land-based tour activities, ensuring profitability and cost-effectiveness.
Manage relationships with vendors, local authorities, and other stakeholders to ensure smooth operation of tours.
Monitor customer feedback and market trends to continuously improve product offerings.
Oversee the product development process, ensuring tour activities meet market demands and quality standards.

Core Skills

Level

Collaboration and Teamwork	Advanced
Communication	Advanced
Critical Thinking	Intermediate
Digital Literacy	Intermediate
Initiative	Advanced

Technical Skills

Budget Management and Financial Planning
Business Negotiation
Employee and Labor Regulations
Improvement Management
Learning and Development
Market Analysis
Operational Excellence
Product Development and Management
Safety Protocols and Quality Assurance
Stakeholder Management