

INDUSTRIAL SKILLS FRAMEWORK (INDSF) HOSPITALITY

MAINTENANCE



Published by

HUMAN RESOURCE DEVELOPMENT CORPORATION (HRD CORP) (545143-D)

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Preface

The Malaysian hospitality industry is a fast-growing industry that have contributed significantly to the national economy. To address the talent development needs within the industry, the first version of the Industrial Skills Framework (IndSF) for Hospitality was developed in 2018 with the collaboration of key industry players and employer associations.

Recognising the importance of enhancing this document, HRD Corp worked to update the document in 2023 to broaden its focus areas and enrich the information on current talent development skillsets required, including new job positions that have emerged following the pandemic.

Working in collaboration with the Malaysian Association of Hotels (MAH) and the Malaysian Budget & Business Hotel Association (MyBHA), HRD Corp identified subject matter experts to participate in the initiative. Workshop sessions were conducted both physically and online. The updated IndSF Hospitality framework focuses on five main areas as listed below:



Acknowledgments

Subject Matter Experts

We would like to thank all 13 subject matter experts who have contributed to the enhancement of the Industrial Skills Framework document for Hospitality.

NO	NAME	ORGANISATION
1	Santhosam Arumugam	Glory Beach Resort
2	Oh Soon Meng (Kenneth)	Anggun Boutique Hotel
3	Prathep Nayar	Mines Beach Resort
4	Khoo Peng Yong	Bangi Business Hotel
5	Tang Chee Boon	BMS Solutions
6	Nathan Vaithi	Zenith Putrajaya
7	Ng Kien Ti	DoubleTree by Hilton
8	Moganraj Subramaniam	Mavin Ecomm Services
9	Winnie Hoh Yoon Nee	Avante Hotel
10	Yogendran Devarajan	Elysium Resort
11	Zamari Haji Muhyi	1108 Hotels & Resorts
12	Kalai Selvan Chinnapayen	Sheraton Hotel
13	Narendran Asanthanam Pillai	Equatorial Plaza

From the Chief Executive's Desk



As the custodian of Malaysia's human capital development efforts, HRD Corp has always been committed to ensuring that every Malaysian talent and member of the workforce is given the chance to develop their skills and knowledge. Our levy programme and strategic initiatives have been geared towards providing skills training, placement and income-generation opportunities to all Malaysians. This is because we believe these are the fundamentals that can help them grow personally and professionally.

Beyond that, we work closely with our registered employers, businesses and industry players to ensure they have the right training and development pathways to support their employees' career journeys, all while creating avenues to make it easier for them to invest in their workforce. At the same time, we collaborate with Malaysian trainers and training providers to strengthen the country's training and development ecosystem, ensuring that the training community can offer high-quality, industry-relevant current and future work skills.

Given our far-reaching impact and engagement, HRD Corp regularly receives requests for feedback from individuals, businesses, industries and the government on the status and potential of Malaysia's skills development landscape. We are also often tapped to provide counsel and recommendations on what industry players can do to address skills gaps within their respective industries and provide relevant and high-quality training programmes for their talents.

For these reasons, I am immensely proud to introduce to you the Industrial Skills Framework, a visionary initiative that not only answers the above-mentioned requests, but is also a comprehensive document designed to empower the workforce of today and tomorrow. This remarkable framework is testament to HRD Corp's unwavering commitment to drive human capital excellence across various industries.

The Industrial Skills Framework serves as a comprehensive guide that not only identifies the critical skills demanded by industries but also outlines the pathways to acquire and enhance these skills. It is a roadmap for individuals seeking to thrive in the modern industrial landscape, and for organisations aiming to remain competitive by nurturing a skilled workforce.

On behalf of HRD Corp, I thank our industry partners and collaborators for their effort and commitment in making IndSF a reality. I also hope that the IndSF will continue to be the main source of reference for all talents, professionals and leaders as they seek new opportunities and work together to elevate their respective industries.

YBhg. Datuk Wira Shahul Dawood
Chief Executive of HRD Corp

Sectorial Committee Foreword



The hospitality industry is considered to be one of the fastest-growing service industries across the globe and has been a key contributor to Malaysia's economy year after year. It encompasses a wide range of businesses, including hotels, resorts, restaurants, cafes, and other tourism-related services.

Currently, due to rapid technological advancement, automation, and globalisation, the hospitality industry suddenly finds itself experiencing increased competition and the need for specialised skills among employees. To adapt to this landscape, it is paramount that the industry remains committed to upskilling and reskilling their staff to keep pace with the evolving demand of providing high-quality customer service.

To serve as the industry's guidepost, I am pleased to present our Industrial Skills Framework (IndSF) working committee for the Hotel Industry. IndSF is a comprehensive compilation of both common and specialised skills required for various positions within the hotel industry in Malaysia. It offers a reference point for current employees, future talents, employers, and training providers, empowering them to embrace change and navigate the evolving landscape with confidence.

As part of the working committee of STC Hospitality, I extend my heartfelt appreciation to the rest of the working committee and industry Subject Matter Experts for their dedication and expertise in shaping this IndSF. Their collective efforts have culminated in a valuable resource that will propel our industry towards greater heights.

I would also like to acknowledge HRD Corp management for their unwavering support and leadership throughout this journey. Their commitment to the growth and development of the hospitality industry has been instrumental in the realisation of IndSF.

This is just the beginning of our collective pursuit of excellence. IndSF will continue to evolve, ensuring it remains relevant and responsive to the dynamic needs of the industry. I encourage all stakeholders to actively engage with this framework, offering feedback and insights that will contribute to its continuous improvement.

Together, let us embrace IndSF as a catalyst for continuous improvement, excellence, and innovation within the hospitality industry.

Thank you.

Yours in Hospitality

Shirley Lai

Vice President

Malaysian Association of Hotels (MAH)

Sectorial Committee Foreword



As we stand on the threshold of significant advancements in the hospitality sector, I am honoured to present the HRD Corp Industrial Skills Framework (IndSF) for the Hotel Industry. This framework aims to enhance the employability, productivity, and efficiency of Malaysia's workforce, underscoring the crucial role the hotel industry plays in our nation's economic development.

The hotel industry is a cornerstone of Malaysia's economy, generating employment, driving revenue, and attracting tourists. IndSF outlines the skills, knowledge, and attitudes required for professionals to excel, addressing critical skill gaps and offering practical training guidance.

This framework is a strategic resource that enables organisations to create tailored development plans. By focusing on the necessary skills for various roles, from entry-level to management, IndSF ensures a workforce capable of meeting industry demands.

The benefits of adopting the IndSF are clear. It allows organisations to rectify skill deficiencies, boosting productivity and efficiency. Well-trained employees perform tasks more effectively, leading to superior outcomes. Additionally, access to targeted training enhances career prospects, making employees more valuable while improving their advancement opportunities. By investing in employee development, organisations can attract and retain talent, bolstering their industry reputation. Ultimately, IndSF can spur industry growth, increase productivity, generate revenue, and create new jobs.

To conclude, IndSF is an indispensable asset for the hotel industry. It equips organisations to identify and address skill gaps, fostering a culture of continuous improvement and excellence. The suggested enhancements will further its impact, ensuring it remains a pivotal resource for the industry's skill needs. I extend my heartfelt appreciation to the working committee and industry Subject Matter Experts for their dedication and expertise in shaping IndSF.

Dr Sri Ganesh Michiel

National President

Malaysian Budget & Business Hotel Association (MyBHA)

Guidelines

01

This document serves as a **GUIDE** for individuals, employers, and training providers on knowledge, experiences, and skills mastery in the Hospitality industry.

02

The job matrix serves as a **REFERENCE** for career progression within the industry.

03

The Industrial Skills Framework for the Hospitality Industry will **FOCUS ON** Level 4 of the Malaysian Skill Certification (or its equivalent) and above.

04

This document focuses on **JOB DESCRIPTIONS, SKILLS AND TRAINING NEEDED** in the Hospitality Industry.

05

It is a **COMPLEMENTARY DOCUMENT** to existing references developed by the National Occupational Skills Standard (NOSS) and Malaysian Qualifications Framework (MQF).

06

The Industrial Skills Framework document is **NOT EXHAUSTIVE** and may be **REVIEWED FROM TIME TO TIME** for continuous improvements in parallel with the latest changes within the industry.

About the Industrial Skills Framework (IndSF)

Human Resource Development Corporation (HRD Corp) was established in 1993. As an agency under the Ministry of Human Resources, it is responsible for collecting levies from key industries and disbursing training grants to registered employers through its internal mechanisms known as the Human Resources Development Fund (HRDF). Today it has expanded its role to include training and development programmes for all Malaysian talents and employers and provide income-generating opportunities to all communities in need.

HRD Corp developed the Industrial Skills Framework (IndSF) to support the industry in acquiring a skilled workforce that meets the level of competencies and experience needed.

The development is supported by the participation of subject matter experts that represent associations and employers of the Hospitality industry. This is done based on the underlying principles below:



With IndSF, employees and employers can enhance their skills for career progression. The levy utilisation process also becomes more guided as employers can choose from a list of industry-relevant training programmes that can provide a greater return on investment for their company.

Sectoral Information

Hospitality in Numbers



Source: HRD Corp Internal Data, January 2022 - May 2023

TOP 5 TRAINED SKILL AREAS in Hospitality



Source: HRD Corp Internal Data, January 2022 - May 2023

Business Outlook

A look into the Hospitality industry

“TOURISM IS ONE OF THE WORLD’S LARGEST INDUSTRIES, WITH OVER 319 MILLION JOBS WORLDWIDE, OR 10.0% OF TOTAL EMPLOYMENT IN 2018, EMPLOYING PEOPLE EITHER DIRECTLY OR INDIRECTLY. THE SCOPE OF THE TOURISM MANAGEMENT INDUSTRY IS GROWING CONCURRENTLY WITH THE WORLD’S GROWING ECONOMY.”

The tourism industry has one of the highest returns on investment. An additional RM 1 billion investment in this sector can increase output by RM 1.9 billion.

In Malaysia, tourism is a key economic driver, contributing 15.9% to the GDP in 2023.

This reflects a significant growth supported primarily by the retail trade and food and beverage services segments.

The number of hotels in Malaysia has steadily increased over the past two decades, from 1,578 in March 2000 to 4,732 units by 2023.

In 2023, Malaysia retained its top position in the Global Muslim Travel Index and Kuala Lumpur remained one of the Top 100 City Destinations.

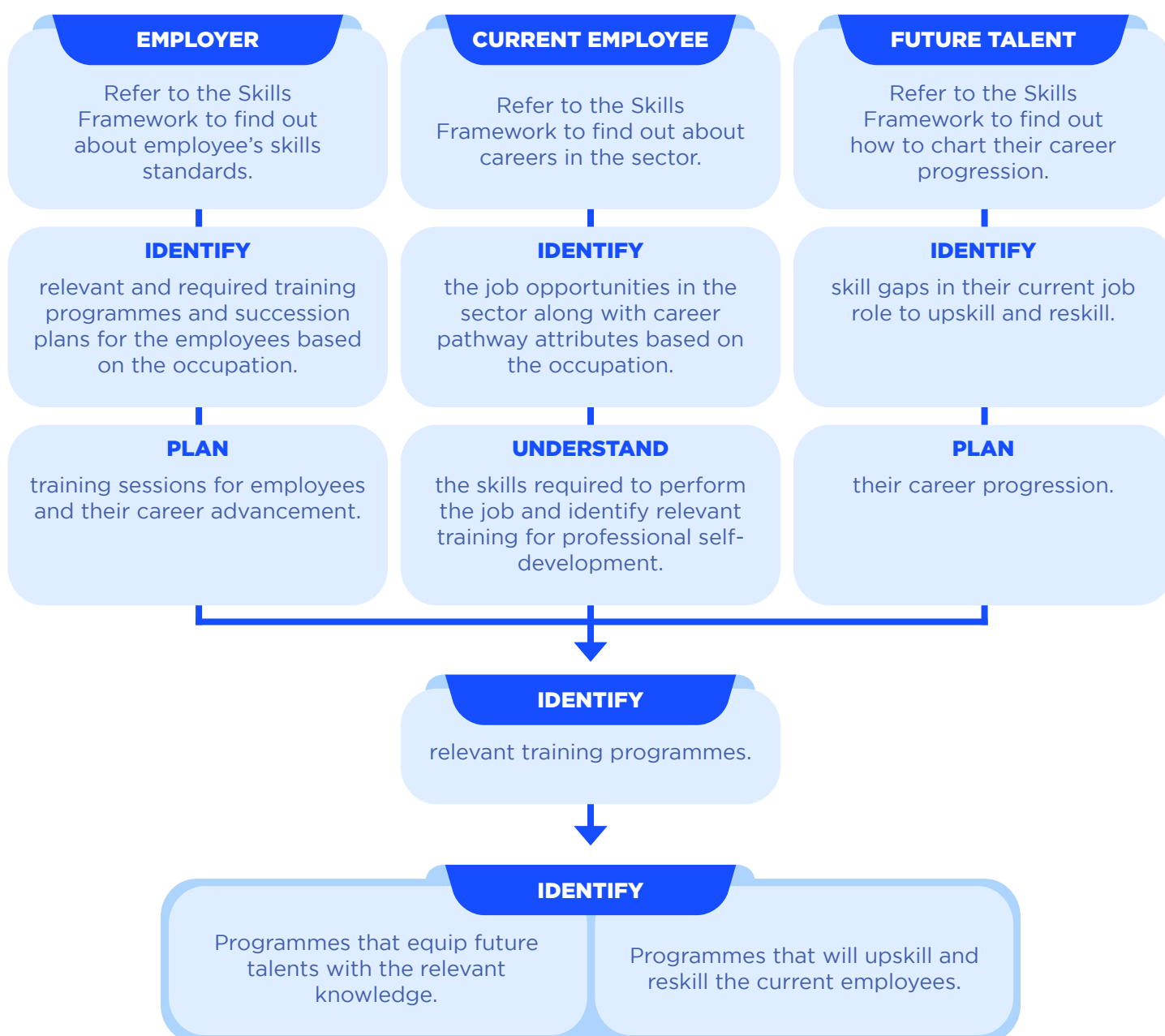
The Gross Value Added of Tourism Industries grew to RM 245 billion, marking a 10.5% increase from the previous year.

The tourism sector provided 3.8 million jobs, constituting 24% of the nation's total employment.

Globally, Malaysia is ranked 14th in tourist arrivals and 20th among 50 countries in tourism receipts (UNWTO 2023).

Moving Forward

Hospitality Industry



Lifelong learning to fulfill existing and emerging demands of the industry.

Level Descriptors

Malaysian Occupational Skills Qualification Framework (MOSQF)

01

Competent in performing a range of varied work activities, most of which are routine and predictable.

02

Competent in performing a significant range of varied work activities in various contexts. Some of the activities are non-routine and require individual responsibility and autonomy.

03

Competent in performing a broad range of varied work activities in various contexts, most of which are complex and non-routine. There is a considerable responsibility, autonomy, and control or guidance of others are often required.

04

Competent in performing a broad range of complex technical or professional work activities carried out in various contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and allocation of resources is often present. A higher level of technical skills should also be demonstrated.

05

Competent in applying a significant range of fundamental principles and complex techniques across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and significant responsibility for the work of others are required. Must also be able to allocate substantial resources accordingly and demonstrate solid personal accountability for analysis, diagnosis, design, planning, execution and evaluation. Specialisation in a particular technical skill area should be demonstrated.

06

Achievement at this level reflects the ability to refine and use relevant understanding, methods and skills to address complex problems with limited definitions. It includes taking responsibility for planning and developing courses of action that result in substantial change or development, as well as exercising broad autonomy and judgement. It also reflects an understanding of different perspectives, approaches of schools of thought and the theories that underpin them.

07

Achievement at this level reflects the ability to reformulate and use relevant understanding, methodologies and approaches to address problematic situations that involve many interacting factors. It includes taking responsibility for planning and developing courses of action that initiate or underpin substantial change or development, as well as exercising broad autonomy and judgement. It also reflects an understanding of theoretical and relevant methodological perspectives and how they affect their sub-area of study or work.

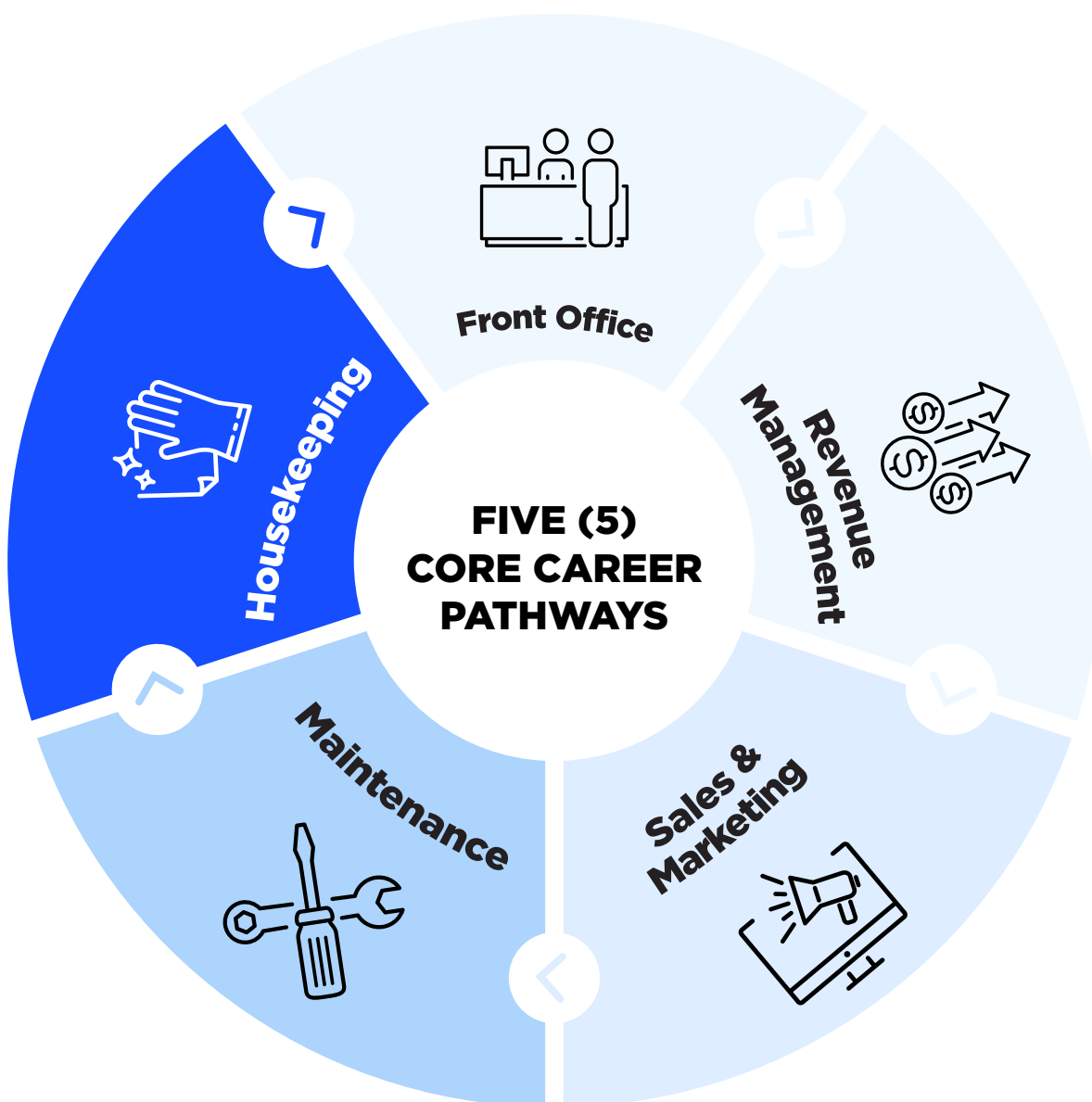
08

Achievement at this level reflects the ability to develop original understanding and extend a sub-area of knowledge or professional practice. It reflects the ability to address problematic situations that involve many complex and interacting factors through initiating, designing and undertaking research, development or strategic activities. It involves the exercise of broad autonomy, judgement and leadership in sharing responsibility for developing a field of work or knowledge or for creating substantial professional or organisational change. It also reflects a critical understanding of relevant theoretical and methodological perspectives and how they affect the field of knowledge or work.

Career Pathways

Hotel Industry

HRD Corp has identified five (5) core career pathways, specific to the Hospitality industry. Each of them plays a crucial role in ensuring guests to have an extraordinary hospitality experience.



Career Pathways

Hotel Industry

HRD Corp has identified five (5) core career pathways, specific to the Hospitality industry. Each of them plays a crucial role in ensuring guests to have an extraordinary hospitality experience.

Front Office

The Front Office department is the hub of the property and it is where guests form their first and last impressions. Employees are in constant contact with guests, and have diverse work exposure within the property.

PRIMARY ROLES AND RESPONSIBILITIES

- Welcome guests.
- Upselling rooms and services.
- Maintain guest accounts.
- Attend to guest enquiries and needs.
- Attend to reservation needs.
- Perform telephonist functions.
- Provide services and information to guests throughout their stay.

Housekeeping

The Housekeeping Department plays a vital role in establishing the property's reputation for high standards and cleanliness. Many properties are investing in information technology and are becoming eco-sensitive; thus transforming the jobs of the Housekeeping department.

PRIMARY ROLES AND RESPONSIBILITIES

- Ensure guest room cleanliness and comfort is well maintained.
- Ensure that guest room supplies and materials are provided.
- Clean and maintain public areas, back areas, and surroundings of the property.

Sales & Marketing

The Sales and Marketing department is in charge of optimising room sales and revenue, increasing brand awareness, and ensuring customer satisfaction. They work closely with other departments to ensure that the hospitality business remains competitive, attracts a steady stream of guests, and achieves its revenue goals.

PRIMARY ROLES AND RESPONSIBILITIES (SALES)

- Develop and implement sales strategies.
- Achieve sales targets.
- Develop distribution channels and market segments.

PRIMARY ROLES AND RESPONSIBILITIES (MARKETING)

- Develop and implement marketing strategies.
- Increase exposure of property through media and advertising opportunities.
- Carry out market research and organise campaigns
- Manage and promote the property's brand image
- Planning, creating, controlling, and managing marketing resources, funds, and budgets.

Career Pathways

Hotel Industry

HRD Corp has identified five (5) core career pathways, specific to the Hospitality industry. Each of them plays a crucial role in ensuring guests to have an extraordinary hospitality experience.

Revenue Management

The Revenue Management department looks into maximising a property's profitability by analysing and identifying demand to optimise inventory sales using effective pricing strategies. It works closely with the Sales and Marketing department to strategise the sales and marketing plans, and with the reservations team on daily room bookings.

Maintenance

The Maintenance department is critical for ensuring the safety, functionality, and aesthetics of a property. It encompasses a wide range of tasks aimed at preserving the physical assets of a hotel or hospitality establishment, which in turn enhances guest satisfaction and operational efficiency.

PRIMARY ROLES AND RESPONSIBILITIES

- Achieve highest possible revenue growth.
- Analyse trends and past sales reports to identify market segments.
- Perform sales forecasts.
- Set the pricing of rooms and products or facilities for optimal occupancy.
- Determine room pricing for optimal occupancy through various distribution channels.

PRIMARY ROLES AND RESPONSIBILITIES

- Conduct regular inspections of facilities and equipment.
- Schedule routine maintenance tasks to prevent breakdowns.
- Maintain HVAC systems, plumbing, and electrical systems.
- Address immediate repair needs and equipment failures.
- Troubleshoot and resolve issues promptly to minimise downtime.
- Adhere to safety regulations and industry standards.
- Conduct safety inspections and ensure fire safety systems are functional.
- Maintain records of maintenance activities and equipment status.
- Manage inventory of spare parts and maintenance supplies.

Career Pathway Chart



How HRD Corp Contributes to the Hospitality Industry

HRD Corp Registered Employers are eligible for financial assistance to defray all or a major portion of their allowable cost of training for their employees. This is done through the various training schemes and grants available.

Training also has to be in an area or field that would directly benefit business operations.

Overall From 1993 to 2023



**RM12.87
billion**

Financial Assistance approved
for all industries covered under
the PSMB Act 2001



22,416,857

training places approved for all
industries

Hotel Industry (2020 - 2023)



**RM67.94
million**

Financial Assistance approved
for training



118,607

training places approved

Handyman or General Worker

Level: 2

Job Description

- Responsible for supporting the maintenance operations within a company or organisation.
- Responsible for assisting in repairs, performing preventive maintenance tasks, conducting inspections, and ensuring the functionality and safety of buildings and equipment.
- Responsible for maintaining a clean and efficient environment for employees, guests, and customers.

Roles & Responsibilities

a. Maintenance Support:

- To assist in performing repairs, troubleshooting equipment issues, and conducting routine maintenance tasks, following instructions and guidelines provided by the maintenance supervisor or senior technicians.
- To collaborate with the maintenance team to ensure the timely completion of maintenance requests and tasks, and assist in maintaining accurate records of maintenance activities, including work performed and parts used.

b. Preventive Maintenance:

- To assist in conducting preventive maintenance tasks according to schedules and checklists, and inspect equipment, systems, and facilities to promptly identify and address potential issues.
- To perform routine inspections of building systems, equipment, and common areas to report maintenance issues or potential hazards to the maintenance supervisor.

c. Repair and Troubleshooting:

- To support repairs of building systems, equipment, and fixtures while following established procedures and safety guidelines during the repair process.
- To collaborate with the maintenance team to ensure the availability of necessary tools, equipment, and materials for repairs.
- To adhere to safety protocols and procedures to ensure a safe work environment.
- To immediately report any safety hazards or incidents to the maintenance supervisor and comply with relevant regulatory requirements and industry standards.

d. Assistance in Project Execution:

- To support the maintenance team in executing maintenance projects and capital improvements.

e. Documentation and Reporting:

- To assist in preparing reports on completed maintenance work and outstanding tasks.
- To provide timely updates and communication to the maintenance supervisor regarding maintenance activities and progress.

Pre-Requisites

- Trade Certificate – Boiler / Chargeman / Carpentry / Painting / Civil

Soft Skills

Competency Level

Recommended Training

1	Communication	1	<ul style="list-style-type: none"> • Public Speaking Course • Communication Skills
2	Customer experience	1	<ul style="list-style-type: none"> • Customer Service Skills • Service Excellence • Problem Resolution and Complaint Handling

Technical Skills

Competency Level

Recommended Training

1	Infocomm technology	1	<ul style="list-style-type: none"> • Building Automation System • Maintenance Request System • Preventive Maintenance System
2	Plumbing System	2	<ul style="list-style-type: none"> • Fundamental Modelling of Mechanical and Plumbing (CIDB)* • Plumbing Certificate
3	Carpentry	2	<ul style="list-style-type: none"> • Carpentry Skills (CIDB, SKM, TVET, ILP)
4	Health and Safety	2	<ul style="list-style-type: none"> • Occupational Safety and Health • First Aid CPR • Chemical Safety and Hazardous Materials

Maintenance Technician / Assistant I

Level: 3

Job Description

- Responsible for supporting the maintenance operations within a company or organisation.
- Responsible for assisting in repairs, performing preventive maintenance tasks, conducting inspections, and ensuring the functionality and safety of buildings and equipment.
- Responsible for maintaining a clean and efficient environment for employees, guests, and customers.

Roles & Responsibilities

a. Maintenance Support:

- To assist in performing repairs, troubleshooting equipment issues, and conducting routine maintenance tasks.
- To follow instructions and guidelines provided by the maintenance supervisor or senior technicians.
- To collaborate with the maintenance team to ensure the timely completion of maintenance requests and tasks.
- To assist in maintaining accurate records of maintenance activities, including work performed and parts used.

b. Preventive Maintenance:

- To assist in conducting preventive maintenance tasks according to schedules and checklists and inspect equipment, systems, and facilities to promptly identify and address potential issues.
- To perform routine inspections of building systems, equipment, and common areas, and report any maintenance issues or potential hazards to the maintenance supervisor.

c. Repair and Troubleshooting:

- To assist in diagnosing and troubleshooting equipment malfunctions or failures and support repairs of building systems, equipment, and fixtures.
- To follow established procedures and safety guidelines while performing repairs to ensure a safe work environment.
- To collaborate with the maintenance team to ensure the availability of necessary tools, equipment, and materials for repairs, adhering to safety protocols and procedures.
- To report any safety hazards or incidents to the maintenance supervisor immediately.
- To comply with relevant regulatory requirements and industry standards.
- To assist in maintaining and updating safety records and documentation.

d. Assistance in Project Execution:

- To support the maintenance team in executing maintenance projects and capital improvements and assist in coordinating project-related tasks with contractors, vendors, and suppliers.
- To help maintain project schedules and timelines and collaborate with other departments or teams as needed for project coordination.

Roles & Responsibilities

e. Documentation and Reporting:

- To maintain accurate records and documentation of maintenance activities, repairs, and inspections, assist in preparing reports on completed maintenance work and outstanding tasks.
- To provide timely updates and communication to the maintenance supervisor regarding maintenance activities and progress.

Pre-Requisites

- A Diploma with 2 years of working experience
- Trade Certificate - Boiler / Chargeman

Soft Skills

Competency Level

Recommended Training

1	Communication	1	<ul style="list-style-type: none"> • Public Speaking Course • Communication Skills
2	Customer experience	1	<ul style="list-style-type: none"> • Customer Service Skills • Service Excellence • Problem Resolution and Complaint Handling

Technical Skills

Competency Level

Recommended Training

1	Infocomm Technology	1	<ul style="list-style-type: none"> • Building Automation System • Maintenance Request System • Preventive Maintenance System
2	Electrical System	1	<ul style="list-style-type: none"> • Electrical Systems, Electrical Installations, Power Distribution, Protection Systems, and Electrical Safety • Chargeman* • Wireman* • Sijil Kemahiran Malaysia (SKM)TVET*
3	Plumbing System	1	<ul style="list-style-type: none"> • Fundamental Modelling of Mechanical and Plumbing * (CIDB) • Plumbing Certificate*
4	Carpentry	1	<ul style="list-style-type: none"> • Carpentry Skills (CIDB, SKM, TVET, ILP)
5	Air Conditioning	1	<ul style="list-style-type: none"> • Air Conditioning and Refrigeration Systems

	Technical Skills	Competency Level	Recommended Training
6	Heating System	1	<ul style="list-style-type: none"> Boilerman (DOSH)* HVAC Training (ILP, PTPK)*
7	Indoor Air Quality	1	<ul style="list-style-type: none"> Indoor Air Quality Assessor**
8	Health and Safety	1	<ul style="list-style-type: none"> Occupational Safety and Health* First Aid CPR Chemical Safety and Hazardous Materials
9	Pool Plant	1	<ul style="list-style-type: none"> Swimming Pool Management and Maintenance Training Courses
10	Firefighting System	1	<ul style="list-style-type: none"> Fire Safety and Risk Assessment Fire Risk Assessment Fire Protection Systems (MFPA, BOMBA)

Maintenance Technician / Assistant II

Level: 4

Job Description

- Responsible for supporting the maintenance operations within a company or organisation.
- Responsible for assisting in repairs, performing preventive maintenance tasks, conducting inspections, and ensuring the functionality and safety of buildings and equipment.
- Responsible for maintaining a clean and efficient environment for employees, guests, and customers.

Roles & Responsibilities

a. Maintenance Support:

- To assist in performing repairs, troubleshooting equipment issues, and conducting routine maintenance tasks.
- To follow instructions and guidelines provided by the maintenance supervisor or senior technicians.
- To collaborate with the maintenance team to ensure the timely completion of maintenance requests and tasks.
- To assist in maintaining accurate records of maintenance activities, including work performed and parts used.

b. Preventive Maintenance:

- To assist in conducting preventive maintenance tasks according to schedules and checklists.
- To inspect equipment, systems, and facilities to identify potential issues and address them promptly.
- To perform routine inspections of building systems, equipment, and common areas.
- To report any maintenance issues or potential hazards to the maintenance supervisor.

c. Repair and Troubleshooting:

- To assist in diagnosing and troubleshooting equipment malfunctions or failures.
- To support repairs of building systems, equipment, and fixtures.
- To follow established procedures and safety guidelines while performing repairs.
- To collaborate with the maintenance team to ensure the availability of necessary tools, equipment, and materials for repairs.

d. Safety and Compliance:

- To adhere to safety protocols and procedures to ensure a safe work environment.
- To report any safety hazards or incidents to the maintenance supervisor immediately.
- To comply with relevant regulatory requirements and industry standards.
- To assist in maintaining and updating safety records and documentation.

e. Assistance in Project Execution:

- To support the maintenance team in executing maintenance projects and capital improvements.
- To assist in coordinating project-related tasks with contractors, vendors, and suppliers.
- To help in maintaining project schedules and timelines.
- To collaborate with other departments or teams as needed for project coordination.

Roles & Responsibilities

f. Documentation and Reporting:

- To maintain accurate records and documentation of maintenance activities, repairs, and inspections.
- To assist in preparing reports on completed maintenance work and outstanding tasks.
- To provide timely updates and communication to the maintenance supervisor regarding maintenance activities and progress.

Pre-Requisites

- A Diploma with 2 years of working experience as Tech I
- Trade Certificate - Boiler / Chargeman

Soft Skills

Competency Level

Recommended Training

1	Communication	1	<ul style="list-style-type: none"> • Public Speaking Course • Communication Skills
2	People Management	1	<ul style="list-style-type: none"> • Leadership Skills • Coaching and Mentoring • Conflict Resolution and Mediation • Performance Management • Team Building and Collaboration
3	Customer Experience	1	<ul style="list-style-type: none"> • Customer Service Skills • Service Excellence • Problem Resolution and Complaint Handling

Technical Skills

Competency Level

Recommended Training

1	Infocomm Technology	2	<ul style="list-style-type: none"> • Building Automation System • Maintenance Request System • Preventive Maintenance System
2	Electrical System	2	<ul style="list-style-type: none"> • Electrical Systems, Electrical Installations, Power Distribution, Protection Systems, and Electrical Safety • Chargeman • Wireman
3	Plumbing System	1	<ul style="list-style-type: none"> • Fundamental Modelling of Mechanical and Plumbing * (CIDB) • Certificate in Plumbing*

	Technical Skills	Competency Level	Recommended Training
4	Carpentry	1	<ul style="list-style-type: none"> Carpentry Skills (CIDB, SKM, TVET, ILP)
5	Air Conditioning	2	<ul style="list-style-type: none"> Air Conditioning and Refrigeration Systems Courses (MAH, MACRA, ILP)
6	Heating System	1	<ul style="list-style-type: none"> Boilerman HVAC Training (ILP, PTPK)
7	Health and Safety	2	<ul style="list-style-type: none"> Occupational Safety and Health First Aid CPR Chemical Safety and Hazardous Materials
8	Pool Plant	1	<ul style="list-style-type: none"> Swimming Pool Management and Maintenance Training Courses
9	Firefighting System	2	<ul style="list-style-type: none"> Fire Safety Fire Risk Assessment Fire Protection Systems (MFPA, BOMBA)
10	Energy Management	1	<ul style="list-style-type: none"> Energy Management, Energy Audit, and Green Building Practices

Maintenance Technician / Assistant III

Level: 5

Job Description

- Responsible for supporting the maintenance operations within a company or organisation.
- Responsible for assisting in repairs, performing preventive maintenance tasks, conducting inspections, and ensuring the functionality and safety of buildings and equipment.
- Responsible for maintaining a clean and efficient environment for employees, guests, and customers.

Roles & Responsibilities

a. Maintenance Support:

- To assist in performing repairs, troubleshooting equipment issues, and conducting routine maintenance tasks.
- To follow instructions and guidelines provided by the maintenance supervisor or senior technicians.
- To collaborate with the maintenance team to ensure the timely completion of maintenance requests and tasks.
- To assist in maintaining accurate records of maintenance activities, including work performed and parts used.

b. Preventive Maintenance:

- To assist in conducting preventive maintenance tasks according to schedules and checklists.
- To inspect equipment, systems, and facilities to identify potential issues and address them promptly.
- To perform routine inspections of building systems, equipment, and common areas.
- To report any maintenance issues or potential hazards to the maintenance supervisor.

c. Repair and Troubleshooting:

- To assist in diagnosing and troubleshooting equipment malfunctions or failures.
- To support the repairs of building systems, equipment, and fixtures.
- To follow established procedures and safety guidelines while performing repairs.
- To collaborate with the maintenance team to ensure the availability of necessary tools, equipment, and materials for repairs.

d. Safety and Compliance:

- To adhere to safety protocols and procedures to ensure a safe work environment.
- To report any safety hazards or incidents to the maintenance supervisor immediately.
- To comply with relevant regulatory requirements and industry standards.
- To assist in maintaining and updating safety records and documentation.

e. Assistance in Project Execution:

- To support the maintenance team in executing maintenance projects and capital improvements.
- To assist in coordinating project-related tasks with contractors, vendors, and suppliers.
- To help in maintaining project schedules and timelines.
- To collaborate with other departments or teams as needed for project coordination.

Roles & Responsibilities

f. Documentation and Reporting:

- To maintain accurate records and documentation of maintenance activities, repairs, and inspections.
- To assist in preparing reports on completed maintenance work and outstanding tasks.
- To provide timely updates and communication to the maintenance supervisor regarding maintenance activities and progress.

Pre-Requisites

- A Diploma with 2 years of working experience as Tech II
- Trade Certificate – Boiler / Chargeman

	Soft Skills	Competency Level	Recommended Training
1	Communication	1	<ul style="list-style-type: none"> • Public Speaking Course • Communication Skills
2	Analytic, Conceptual, and Evaluative	1	<ul style="list-style-type: none"> • Intermediate Microsoft Training (Excel and PowerPoint) • Critical Thinking and Problem-Solving Training • Strategic Thinking and Planning Training • Project Management Training
3	Finance	1	<ul style="list-style-type: none"> • Finance for Non-Finance
4	People Management	1	<ul style="list-style-type: none"> • Leadership Skills • Coaching and Mentoring • Conflict Resolution and Mediation • Performance Management • Team Building and Collaboration
5	Customer Experience	1	<ul style="list-style-type: none"> • Customer Service Skills • Service Excellence • Problem Resolution and Complaint Handling

	Technical Skills	Competency Level	Recommended Training
1	Plumbing System	1	<ul style="list-style-type: none"> Fundamental Modelling of Mechanical and Plumbing (CIDB) Certificate in Plumbing*
2	Carpentry	1	<ul style="list-style-type: none"> Carpentry Skills (CIDB, SKM, TVET, ILP)
3	Indoor Air Quality	1	<ul style="list-style-type: none"> Indoor Air Quality Assessor (NIOSH and ILP)*
4	Energy Management	1	<ul style="list-style-type: none"> Energy Management, Energy Audit, and Green Building Practices
5	Infocomm Technology	1	<ul style="list-style-type: none"> Building Automation System Maintenance Request System Preventive Maintenance System
6	Electrical System	2	<ul style="list-style-type: none"> Electrical Systems, including Electrical Installations, Power Distribution, Protection Systems, and Electrical Safety
7	Air Conditioning	2	<ul style="list-style-type: none"> Chargeman Wireman Sijil Kemahiran Malaysia (SKM) TVET Air Conditioning and Refrigeration Systems
8	Heating System	2	<ul style="list-style-type: none"> Boilerman HVAC Training (ILP, PTPK)
9	Health and Safety	2	<ul style="list-style-type: none"> Occupational Safety and Health* First Aid CPR Chemical Safety and Hazardous Materials
10	Pool Plant	2	<ul style="list-style-type: none"> Swimming Pool Management and Maintenance Training Courses
11	Firefighting System	2	<ul style="list-style-type: none"> Fire Safety Fire Risk Assessment Fire Protection Systems (MFPA, BOMBA)

Maintenance Supervisor

Level: 6

Job Description

- Responsible for overseeing the daily maintenance operations and supervising a team of maintenance technicians.
- Responsible for coordinating and assigning tasks, conducting inspections, ensuring timely repairs and preventive maintenance, and maintaining compliance with safety regulations.
- Responsible for maintaining the functionality, safety, and appearance of buildings and equipment.

Roles & Responsibilities

a. Maintenance Operations Supervision:

- To supervise and coordinate the activities of maintenance technicians, ensuring efficient and timely completion of maintenance tasks.
- To assign work orders and tasks to the maintenance team, considering skill levels and workload distribution.
- To monitor and review the progress of assigned tasks, providing guidance and support as needed.
- To conduct regular inspections to assess the condition of assets and identify maintenance needs.

b. Preventive Maintenance and Repairs:

- To develop and implement preventive maintenance programmes to ensure the reliability and longevity of assets.
- To coordinate and perform routine inspections to promptly identify and address potential issues.
- To schedule and oversee repairs and maintenance tasks in coordination with vendors, suppliers, and contractors.
- To ensure that all maintenance activities are conducted in compliance with safety regulations and industry best practices.

c. Team Leadership and Development:

- To provide leadership and guidance to the maintenance team, fostering a positive and productive work environment.
- To recruit, train, and onboard new maintenance technicians as needed.
- To conduct performance evaluations, provide feedback, and identify opportunities for skills development.
- To promote teamwork, collaboration, and continuous learning among team members.

d. Inventory and Resource Management:

- To monitor and control the inventory of maintenance supplies, ensuring adequate stock levels and timely procurement.
- To maintain accurate records of equipment, materials, and supplies used for maintenance activities.
- To coordinate with the procurement department to source and purchase maintenance-related items.
- To optimise resource allocation to ensure efficient labour, materials, and equipment use.

Roles & Responsibilities

e. Compliance and Safety:

- To monitor and control the inventory of maintenance supplies, ensuring adequate stock levels and timely procurement.
- To maintain accurate records of equipment, materials, and supplies used for maintenance activities.
- To coordinate with the procurement department to source and purchase maintenance-related items.
- To optimise resource allocation to ensure efficient labour, materials, and equipment use.

f. Documentation and Reporting:

- To maintain accurate records and documentation of maintenance activities, repairs, and inspections.
- To prepare and submit regular reports on maintenance operations, including work completed, outstanding tasks, and key performance indicators.
- To communicate effectively with management regarding maintenance issues, risks, and improvement opportunities.

Pre-Requisites

- A Diploma with 3 years of working experience as a supervisor (Tech III)
- Trade Certificate – Boiler / Chargeman

	Soft Skills	Competency Level	Recommended Training
1	Business Continuity Management	1	<ul style="list-style-type: none"> • Crisis Management Training
2	Finance	1	<ul style="list-style-type: none"> • Finance for Non-Finance
3	Communication	2	<ul style="list-style-type: none"> • Public Speaking Course • Communication Skills
4	Analytic, Conceptual, and Evaluative	2	<ul style="list-style-type: none"> • Intermediate Microsoft Training (Excel and PowerPoint) • Critical Thinking and Problem-Solving Training • Strategic Thinking and Planning Training • Project Management Training
5	People Management	2	<ul style="list-style-type: none"> • Leadership Skills • Coaching and Mentoring • Conflict Resolution and Mediation • Performance Management • Team Building and Collaboration
6	Customer Experience	2	<ul style="list-style-type: none"> • Customer Service Skills • Service Excellence • Problem Resolution and Complaint Handling

	Technical Skills	Competency Level	Recommended Training
1	Energy Management	1	<ul style="list-style-type: none"> Energy Management, Energy Audit, and Green Building Practices
2	Indoor Air Quality	1	<ul style="list-style-type: none"> Indoor Air Quality Assessor (NIOSH, ILP)*
3	Plumbing System	1	<ul style="list-style-type: none"> Fundamental Modelling of Mechanical and Plumbing (CIBD) Plumbing*
4	Carpentry	1	<ul style="list-style-type: none"> Carpentry Skill (CIDB, SKM, TVET, ILP)*
5	Air Conditioning	2	<ul style="list-style-type: none"> Air Conditioning and Refrigeration Systems (MAH, MACRA, ILP)*
6	Heating System	2	<ul style="list-style-type: none"> Boilerman HVAC Training
7	Health and Safety	2	<ul style="list-style-type: none"> Occupational Safety and Health* First Aid CPR Chemical Safety and Hazardous Materials
8	Pool Plant	2	<ul style="list-style-type: none"> Swimming Pool Management and Maintenance Training Courses
9	Firefighting System	2	<ul style="list-style-type: none"> Fire Safety, Fire Risk Assessment, and Fire Protection Systems Courses (MFPA, BOMBA)
10	Electrical System	2	<ul style="list-style-type: none"> Electrical Systems, including Electrical Installations, Power Distribution, Protection Systems, and Electrical Safety Chargeman Wireman Electrical Technology*
11	Infocomm Technology	2	<ul style="list-style-type: none"> Building Automation System Maintenance Request System Preventive Maintenance System

Maintenance Manager, Assistant Chief Engineering or Assistant Director of Engineering

Level: 7

Job Description

- Responsible for overseeing the maintenance operations within a company or organisation.
- Responsible for managing a team of maintenance technicians, coordinating repairs and preventive maintenance, ensuring compliance with safety regulations, and maintaining the functionality and appearance of buildings and equipment.
- Responsible for optimising facility performance, reducing costs, and providing a safe and comfortable environment for employees, guests, and customers.

Roles & Responsibilities

a. Maintenance Operations Management:

- To oversee the day-to-day maintenance operations, ensuring the timely and efficient completion of work orders and maintenance tasks.
- To coordinate and prioritise maintenance requests, assigning tasks to the maintenance team and ensuring workload distribution.
- To develop and implement preventive maintenance programmes to ensure the reliability and longevity of assets.
- To monitor and analyse maintenance metrics, such as equipment downtime, response time, and repair costs, to identify areas for improvement.

b. Team Leadership and Management:

- To manage and lead a team of maintenance technicians, providing guidance, training, and performance feedback.
- To set performance expectations, conduct performance evaluations, and provide feedback and mentoring to team members.
- To foster a positive and safe work environment, promoting teamwork, accountability, and continuous learning.
- To develop and implement training programmes to enhance the skills and knowledge of maintenance staff.

c. Equipment and Facility Maintenance:

- To ensure the proper maintenance and repair of building systems, equipment, and facilities.
- To conduct regular inspections to identify potential issues, assess the condition of assets, and develop maintenance plans.
- To coordinate with vendors, suppliers, and contractors for equipment repairs, servicing, and installations.
- To monitor and control the inventory of maintenance supplies, ensuring adequate stock levels and cost-effective procurement.

Roles & Responsibilities

d. Budgeting and Financial Management:

- To develop and manage the maintenance budget, ensuring cost-effective allocation of resources.
- To monitor and control expenses, identify cost-saving opportunities, and implement strategies to optimise budget utilisation.
- To review and approve purchase orders, contracts, and vendor agreements related to maintenance services and supplies.
- To collaborate with the finance department to track expenses, analyse financial reports, and provide accurate forecasts.

e. Compliance and Safety:

- To ensure compliance with relevant regulatory requirements, building codes, and safety standards.
- To develop and implement comprehensive safety programmes to protect employees, customers, and property assets.
- To conduct regular inspections and risk assessments to identify potential hazards and promptly address safety concerns.
- To collaborate with internal stakeholders and external agencies to implement emergency response plans and business continuity strategies.

f. Reporting and Documentation:

- To maintain accurate records and documentation of maintenance activities, repairs, and inspections.
- To prepare and submit regular reports on maintenance operations, including key performance indicators, budget utilisation, and project updates.
- To provide timely updates and communication to the management regarding maintenance issues, risks, and improvement opportunities.

g. Vendor Management and Contract Negotiation:

- To select, negotiate, and manage relationships with external vendors, contractors, and service providers.
- To evaluate vendor performance, ensuring adherence to service level agreements and quality standards.
- To negotiate contracts, service agreements, and maintenance contracts to achieve cost savings and service excellence.
- To stay updated on industry trends, best practices, and emerging technologies related to facility management.

Pre-Requisites

- A Bachelor's Degree in Engineering or Mechanics with 2 years of experience as a supervisor
- A Diploma with 3 years of experience as a supervisor

	Soft Skills	Competency Level	Recommended Training
1	Communication	3	<ul style="list-style-type: none"> Communication Skills Business Writing Skills Public Speaking Course
2	Analytic, Conceptual, and Evaluative	3	<ul style="list-style-type: none"> Intermediate Microsoft Training (Excel and PowerPoint) Critical Thinking and Problem-Solving Training Strategic Thinking and Planning Training Project Management Training
3	Business Continuity Management	2	<ul style="list-style-type: none"> Negotiation Skills Training Crisis Management Training
4	Finance	2	<ul style="list-style-type: none"> Finance for Non-Finance Budget Preparation Training
5	People Management	3	<ul style="list-style-type: none"> Leadership Skills Coaching and Mentoring Conflict Resolution and Mediation Performance Management Team Building and Collaboration Change Management
6	Customer Experience	3	<ul style="list-style-type: none"> Customer Service Skills Service Excellence Problem Resolution and Complaint Handling

	Technical Skills	Competency Level	Recommended Training
1	Carpentry	1	<ul style="list-style-type: none"> Carpentry Skills (CIDB, SKM, TVET, ILP)
2	Infocomm Technology	2	<ul style="list-style-type: none"> Building Automation System Maintenance Request System Preventive Maintenance System
3	Plumbing System	2	<ul style="list-style-type: none"> CIDB SKM (Plumbing Skill Cert.) Plumbing Course and Programmes (TVET) Institut Latihan Perindustrian Kuala Lumpur (ILP)
4	Air Conditioning	2	<ul style="list-style-type: none"> Air Conditioning and Refrigeration Systems (MAH, MACRA, ILP)*
5	Heating System	2	<ul style="list-style-type: none"> Boilerman HVAC Training (ILP)*
6	Indoor Air Quality	2	<ul style="list-style-type: none"> Indoor Air Quality Assessor (NIOSH and ILP)*

	Technical Skills	Competency Level	Recommended Training
7	Pool Plant	2	<ul style="list-style-type: none"> Swimming Pool Management and Maintenance Training Courses
8	Energy Management	2	<ul style="list-style-type: none"> Energy Management, Energy Audit, and Green Building Practices (SEDA, MEPA, UNITEN, Suruhanjaya Tenaga)
9	Electrical System	3	<ul style="list-style-type: none"> Electrical Systems, including Electrical Installations, Power Distribution, Protection Systems, and Electrical Safety Chargeman Wireman Sijil Kemahiran Malaysia (SKM) TVET
10	Health and Safety	3	<ul style="list-style-type: none"> Occupational Safety and Health First Aid CPR Chemical Safety and Hazardous Materials
11	Firefighting System	3	<ul style="list-style-type: none"> Fire Safety, Fire Risk Assessment, and Fire Protection Systems Courses (MFPA, BOMBA)

Assistant Director of Engineering

Level: 8

Job Description

- Responsible for overseeing the entire engineering department within a company or organisation.
- Responsible for managing a team of engineers and technicians, developing, and implementing engineering strategies, overseeing maintenance and capital projects, and ensuring the efficient operation of building systems and infrastructure.
- Responsible for optimising facility performance, reducing costs, and maintaining a safe and functional environment for employees, guests, and customers.

Roles & Responsibilities

a. Engineering Strategy and Planning:

- To develop and execute long-term strategic plans for the engineering department, aligning with the organisation's goals and objectives.
- To define and implement engineering policies, procedures, and guidelines to ensure efficient operations and compliance with industry standards.
- To collaborate with other departments and senior management to identify and prioritise engineering needs and objectives.
- To continuously assess and improve engineering processes, technologies, and practices to enhance productivity and cost-effectiveness.

b. Team Leadership and Team Management:

- To provide strategic direction and leadership, guidance, and support to the team.
- To recruit, train, and develop a high-performing team, fostering a culture of collaboration, accountability, and continuous improvement.
- To set performance expectations, conduct performance evaluations, and provide feedback and mentoring to team members.
- To foster cross-department collaboration and communication to ensure seamless operation and alignment with organisational objectives.
- To foster a positive and safe work environment, ensuring compliance with all health and safety regulations.

c. Maintenance and Operations:

- To oversee building systems, equipment, and infrastructure maintenance and operation.
- To develop and implement preventive maintenance programmes to ensure the reliability and longevity of assets.
- To monitor and analyse equipment performance, energy usage, and maintenance metrics, implementing strategies for optimisation and cost savings.
- To coordinate with maintenance teams to schedule repairs, inspections, and maintenance activities, minimising downtime and disruption to operations.

Roles & Responsibilities

d. Capital Projects and Renovations:

- To manage and coordinate capital projects, including renovations, expansions, and equipment upgrades.
- To collaborate with internal stakeholders, external contractors, architects, and engineers to develop project scopes, budgets, and timelines.
- To monitor project progress, ensuring adherence to plans, specifications, and quality standards.
- To evaluate and recommend the use of sustainable and energy-efficient technologies to optimise facility performance and reduce environmental impact.

e. Budgeting and Financial Management:

- To develop and manage the engineering department budget, ensuring cost-effective allocation of resources.
- To monitor and control expenses, identify cost-saving opportunities, and implement strategies to optimise budget utilisation.
- To review and approve purchase orders, contracts, and vendor agreements related to engineering services and equipment procurement.
- To collaborate with the finance department to track expenses, analyse financial reports, and provide accurate forecasts.

f. Compliance and Safety:

- To ensure compliance with relevant regulatory requirements, building codes, and safety standards.
- To develop and implement comprehensive safety and security programmes to protect employees, customers, and property assets.
- To conduct regular inspections and risk assessments to identify potential hazards and promptly address safety concerns.
- To collaborate with internal stakeholders and external agencies to implement emergency response plans and business continuity strategies.

g. Vendor Management and Contract Negotiation:

- To select, negotiate, and manage relationships with external vendors, contractors, and service providers.
- To evaluate vendor performance, ensuring adherence to service level agreements and quality standards.
- To negotiate contracts, service agreements, and maintenance contracts to achieve cost savings and service excellence.

Pre-Requisites

- A Bachelor's Degree in Engineering or Mechanics with 2 years of experience as a supervisor
- A Diploma with 3 years of experience as a supervisor

	Soft Skills	Competency Level	Recommended Training
1	Business Continuity Management	3	<ul style="list-style-type: none"> Negotiation Skills Training Crisis Management Training
2	Finance	3	<ul style="list-style-type: none"> Finance for Non-Finance Budget Preparation Training
3	Customer Experience	3	<ul style="list-style-type: none"> Customer Service Skills Service Excellence Problem Resolution and Complaint Handling
4	Communication	4	<ul style="list-style-type: none"> Communication Skills Business Writing Skills Public Speaking Course
5	Analytic, Conceptual, and Evaluative	4	<ul style="list-style-type: none"> Intermediate Microsoft Training (Excel and PowerPoint) Critical Thinking and Problem-Solving Training Strategic Thinking and Planning Training Project Management Training
6	People Management	4	<ul style="list-style-type: none"> Leadership Skills Coaching and Mentoring Conflict Resolution and Mediation Performance Management Team Building and Collaboration. Change Management

	Technical Skills	Competency Level	Recommended Training
1	Carpentry	2	<ul style="list-style-type: none"> Carpentry Skill (CIDB, SKM, TVET, ILP)
2	Electrical System	3	<ul style="list-style-type: none"> Electrical Systems, Including Electrical Installations, Power Distribution, Protection Systems, and Electrical Safety Chargeman Wireman Sijil Kemahiran Malaysia (SKM) TVET
3	Plumbing System	3	<ul style="list-style-type: none"> CIDB SKM (Plumbing Skill Certification) Plumbing Course and Programmes (TVET) Institute Latihan Perindustrian Kuala Lumpur (ILP)
4	Air Conditioning	3	<ul style="list-style-type: none"> Air Conditioning and Refrigeration Systems

	Technical Skills	Competency Level	Recommended Training
5	Heating System	3	<ul style="list-style-type: none"> Boilerman HVAC Training (ILP, PTPK)
6	Indoor Air Quality	3	<ul style="list-style-type: none"> Indoor Air Quality Assessor (NIOSH, ILP)*
7	Health and Safety	3	<ul style="list-style-type: none"> Occupational Safety and Health First Aid CPR Chemical Safety and Hazardous Materials
8	Pool Plant	3	<ul style="list-style-type: none"> Swimming Pool Management and Maintenance Training Courses
9	Firefighting System	3	<ul style="list-style-type: none"> Courses on Fire Safety, Fire Risk Assessment, and Fire Protection Systems (MFPA, BOMBA)
10	Energy Management	3	<ul style="list-style-type: none"> Energy Management, Energy Audit, and Green Building Practices (SEDA, MEPA, UNITEN, Suruhanjaya Tenaga)**
11	Infocomm Technology	4	<ul style="list-style-type: none"> Building Automation System Maintenance Request System Preventive Maintenance System

General Manager or Hotel Manager

Level: 7

Job Description

- Responsible for overseeing all the aspects of the hotel's operations and ensuring its overall success including managing the staff, maintaining guest satisfaction, maximising revenue, and implementing effective strategies to achieve its goals and objectives.
- Responsible as the key leader and decision-maker, ensuring the smooth and efficient operation of the hotel while delivering exceptional guest experiences.

Roles & Responsibilities

a. Operational Management

- To ensure comprehensive management, oversee and manage all hotel operations, including front desk, housekeeping, food and beverage, maintenance, and other departments.
- To enhance operational consistency, develop and implement policies, procedures, and standards.
- To gauge performance, monitor and analyse key performance indicators (KPIs) such as occupancy rates, average daily rate (ADR), revenue per available room (RevPAR), and guest satisfaction scores.
- To drive improvement, identify areas for enhancement and implement strategies for improved operational efficiency and guest experiences.
- To foster innovation, lead technology adoption and introduce innovation initiatives to improve productivity.

b. Guest Satisfaction

- To uphold high guest satisfaction, maintain exceptional service standards, and respond promptly to feedback and concerns.
- To nurture strong relationships with guests and ensure their needs and expectations are met and exceeded.
- To drive continuous improvement and implement guest service initiatives and training programmes to enhance service quality and guest experiences.

c. Financial Management

- To ensure financial stability by developing and managing the hotel's annual budget, ensuring revenue targets are met and expenses are controlled.
- To optimise financial performance, monitor financial statements, analyse performance, and implement strategies to maximise revenue and profitability.
- To align with revenue goals, set pricing strategies and actively participate in revenue management decisions to optimise room rates and occupancy levels.
- To enhance financial efficiency, revamp cost control measures to effectively manage operational expenditure and improve overall economic performance effectively.

Roles & Responsibilities

d. Team Leadership and Development

- To build a proficient team, recruit, train, and develop a skilled and motivated workforce.
- To provide effective leadership and guidance to the hotel staff, fostering a positive and productive work environment.
- To ensure performance alignment, set expectations, conduct regular performance evaluations, and implement training and development programmes.
- To promote collaboration, foster teamwork, and effective communication among all hotel departments.

e. People Management

- To ensure operational excellence, oversee performance management for operation teams to achieve key performance indicators (KPIs).
- To maintain a healthy work environment and manage disciplinary and human resource-related issues.
- To promote inclusivity, advocate for diversity and foster an inclusive organisational culture.
- To prioritise employee well-being and implement staff performance and wellness programmes to achieve people excellence.
- To uphold ethical standards, drive progress in business ethics and values management, guiding the code of conduct for employees.

f. Sales & Marketing

- To drive revenue growth, develop and implement sales and marketing strategies to increase market share.
- To attract business and establish relationships with key clients, travel agencies, and corporate accounts to promote the hotel.
- To enhance visibility, participate in sales activities, including client meetings, trade shows, and industry events.

g. Health and Safety

- To prioritise safety, ensuring compliance with health, safety, and security regulations while implementing appropriate procedures and training programmes.
- To maintain a secure environment and uphold a safe and secure atmosphere for guests and staff, promptly addressing any safety concerns or incidents.

h. Risk Management

- To strengthen corporate governance, enhance organisational governance, and ensure compliance management within the operations departments.
- To mitigate risks, implement a comprehensive risk management framework and policy.
- To ensure business continuity by developing and managing business continuity strategy and plans.
- To handle emergencies by supervising the management of emergencies for effective response and resolution.

Pre-Requisites

- A Bachelor's Degree in Hospitality Management, Business Administration, or related fields (some organisations may prefer candidates with a Master's Degree)
- Proven experience in hotel management or a similar leadership role for a minimum of 10 years' experience
- Strong leadership and management skills
- Solid understanding of financial acumen and knowledge of regulatory compliance

Soft Skills**Competency Level****Recommended Training**

1	Global Mindset	4	• Global Mindset Programme
2	Leadership	4	• Leadership Development Training
3	Transdisciplinary Thinking	4	• Transdisciplinary Thinking Course
4	Decision Making	4	• Decision-Making Course
5	Interpersonal Skills	4	• Advance Interpersonal Training

Technical Skills**Competency Level****Recommended Training**

1	Budgeting	4	• Advanced Budgeting Techniques and Financial Analysis
2	Business Continuity Planning / Crisis Management	4	• Advanced Business Continuity and Crisis Management
3	Business Ethics and Values Management	4	• Ethical Decision Making
4	Business Presentation Delivery	4	• Effective Presentation Skill • Public Speaking Skills
5	Business Relationship Building	4	• Building and Maintaining Strong Business Relationships
6	Change Management	4	• Change Leadership
7	Corporate Governance	4	• Corporate Governance Principle Practices* (ESG Training)
8	Enterprise Risk Management	4	• Advanced Risk Assessment and Management Strategies.
9	Legal Compliance Management	4	• Compliance Frameworks and Risk Mitigation
10	Organisational Relationship Building	4	• Teambuilding • Conflict Management • Networking and Relationship Management
11	People and Performance Management	4	• Effective Performance Management and Employee Engagement Strategies
12	People Development	4	• Talent Development and Succession Planning
13	Productivity Improvement	4	• Lean Management and Process Optimisation

	Technical Skills	Competency Level	Recommended Training
14	Service Leadership	4	<ul style="list-style-type: none"> Leadership Development for Service Excellence
15	Service Information and Result	4	<ul style="list-style-type: none"> Service Quality Measurement and Analysis Training
16	Service Innovation Culture	4	<ul style="list-style-type: none"> Fostering Culture of Innovation in Service Delivery
17	Technology Adoption Innovation	4	<ul style="list-style-type: none"> Implementing and Managing Technological Innovation
18	Vision Leadership	4	<ul style="list-style-type: none"> Strategy Planning and Vision Alignment
19	Workplace Safety and Health, Performance Management	4	<ul style="list-style-type: none"> Enhancing Workplace Safety and Health Performance

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