

JOB REDESIGN FOR GREATER PRODUCTIVITY



Auntie Ann , 70 years old
Aqueen Hotel Paya Lebar

Job redesign has enabled Aqueen Hotels to enhance its operational processes and sharpen its competitive edge with 'productivity beds' that enable room attendants to work easier, safer and smarter.

Aqueen Hotels, a chain of business hotels in Singapore, has embarked on a job redesign project to ease the workload and enhance productivity of its room attendants. The hotel chain is the first in Singapore to use 'productivity beds', a Slumberland product that includes an additional layer on top of the normal mattress. This simple solution allows room attendants to change the bedsheet without having to lift the heavy mattress.

Prior to the job redesign project, room attendants spent an average of 10 to 12 minutes making each bed, with a daily quota of 13 beds to be met. This labour-intensive task involved almost two hours of lifting heavy mattresses every day and put older room attendants at risk of injury.

According to Mr Bernard Ng, "the hotel is now better able to attract housekeeping staff, and the existing staff are much happier meeting the room quotas given to them. They are also better able to pay more attention to guest satisfaction."

24 of Aqueen's housekeeping staff, of which 6 are above 50 years old, have benefitted from the productivity beds. The company is not done yet. As it believes in continually improving its work processes to enhance productivity, more positive changes will follow.

"Job redesign is part of our company culture. Aqueen had implemented this particular job redesign project due to difficulties in recruiting and retaining Singaporean housekeeping staff. We have also been reviewing workloads and reallocating resources. Every little bit counts."

Mr Bernard Ng,
Assistant CEO

Companies interested to implement job redesign projects to make the workplace more age-friendly can tap onto WorkPro, a programme under Workforce Singapore (WSG). WorkPro's Job Redesign Grant provides up to 80% funding support to companies to create physically easier, safer and smarter jobs for older workers aged 50 and above.

Companies that have embarked on the Inclusive Growth Programme (IGP) or the Capability Development Grant (CDG) can receive top-up funding support under the Job Redesign (Rider) if the project also leads to a positive impact on older workers.



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