

START SOMETHING SPECTACULAR!

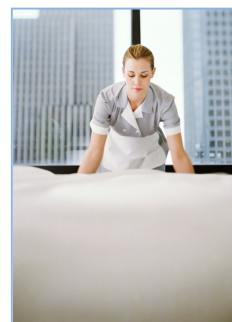
CAREERS IN HOSPITALITY – HOUSEKEEPING

Housekeeping attendants (room attendants) clean and maintain rooms in hotels, motels and other lodging places.

Duties and Tasks

A housekeeping attendant may perform the following tasks:

- check that rooms have been vacated before cleaning
- make beds daily and change bed linen
- vacuum carpets, floors and upholstery
- clean bathrooms and supply with fresh towels and toiletries
- check and re-stock tea, coffee, sugar, milk and mini bar supplies
- make sure that televisions, radios, lights and air-conditioning equipment are working
- report to a supervisor articles left behind by guests, damage to rooms and any items which appear to have been stolen
- take laundry and dry cleaning orders from guests.



Work Conditions

Working conditions and hours vary greatly, depending on where room attendants work. The work is not usually heavy, but lifting, carrying and bending are involved.

Personal Requirements

- interested in practical work
- neat personal appearance
- good personal hygiene
- honest and reliable
- physically fit
- able to stay calm in difficult situations

Education/Training

You can work as a housekeeping attendant without formal qualifications. You will probably get some informal training on the job.

However, there are formal qualifications available, and these may assist you in gaining employment and advancing within the industry.

To be a qualified housekeeping attendant, you should have a Certificate II in Hospitality (Operations) as a minimum, although some places will let you start with no training. You can specialise through electives in whatever best meets your job needs.

The Certificate I in Hospitality (Operations) is the entry-level qualification which provides the basic skills to work as a housekeeping assistant

The Certificate II in Hospitality (Operations) is the certificate for a qualified housekeeping attendant

Other qualifications are available to help housekeeping attendants move forward into supervisory positions.

Career Opportunities

Demand for housekeeping attendants depends on growth in the tourism and travel industries and on the general level of economic activity. As turnover is relatively high, there is generally a constant demand to replace those leaving the job. With experience and training, housekeeping attendants may be promoted to supervisory levels and to the position of executive housekeeper.

For more information

Career Gateway www.careergateway.serviceskills.com.au	Career Gateway helps parents and career advisors, employers and students with career information
Australian Job Outlook www.jobsearch.gov.au	Australian government website that provides information on job prospects, weekly earnings, type of work and other useful occupational information.
Wagenet www.wagenet.gov.au	The aim of this site is to help you find information about wages and conditions of employment.
Year 12 What Next? www.year12whatnext.gov.au	Australian government website designed to help Year 12 students plan their post school education and training
My Future www.myfuture.edu.au	Australian government website containing comprehensive career information.
My Hospitality www.myhospitality.com.au	Free Australian hospitality industry and trade directory, employment provider and information source