



Job Preview – Housekeeping Role

When people think of jobs in the hospitality industry, they often picture customer service roles. While some of these jobs are certainly in the customer service arena, there are many other “behind the scenes” jobs that have significantly less customer interaction, but are equally as important to ensuring customer satisfaction. Examples include jobs in maintenance and engineering, in the kitchen as a dishwasher or cook, or in the back office as a file clerk or assistant. Many of these jobs are entry-level positions, with an opportunity to grow and move into higher-level positions with more responsibility and a bigger paycheck!

This job preview focuses on the housekeeping role within a hotel. We'll be highlighting some of the common tasks performed, as well as some of the challenges of the job to help you gain a better understanding about the position. So let's get started!

Your main responsibility in this position will be to clean guest rooms. This will involve replacing the bed linens and towels with fresh ones, wiping, dusting, and scrubbing surfaces, and restocking room items like soap, shampoo, and drinking glasses. You'll be responsible for emptying the garbage, collecting items for recycling, and removing room service trays. You will also need to ensure that your housekeeping cart is organized and well stocked with supplies. Occasionally, you may need to pick up or return guest items if they have requested dry cleaning or laundry services. You may also need to notify the maintenance department about broken appliances, a dripping faucet, or other damages needing repair.

If you like working on your own, this job offers a quiet, consistent, and independent work environment with little social interaction. You will get your room assignments at the beginning of your shift, and then move room to room on your own. This job is routine based with clear and defined expectations – in most cases you'll be following a clearly defined task list, so you'll know exactly what work needs to be done and what is expected of you. The work in this role is precise and detail-oriented, and daily tasks are often repetitive and predictable – you'll likely be doing the same tasks during every shift. Training for this role is often by example - instead of reading a manual or being told what to do, you'll be able to see it demonstrated and actually participate while you learn.

There are also some challenges to this job that you should consider before deciding if it is a good fit for you. The tasks are often time sensitive and you will be required to complete them within a specific time period. For example, you will likely have a set number of rooms to clean and tasks to complete in each room that you must finish before the end of your shift. Because you will be working alone, you must be able to keep yourself focused and on track to complete your daily workload. There are also some physical demands with this job – you'll be on your feet for your entire shift and you will have to do some bending and lifting.



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No matter which role you work in at a hotel or within the hospitality industry, dependability, consistency in attendance and a positive attitude are important. You'll be able to meet new people and learn tasks that are easily transferable to other positions and industries. For example, the skills you develop and gain in a housekeeping position could be applied to similar jobs in a hospital or care home, a school, in a residential or commercial cleaning business, or even on a cruise ship!

Another important point to note is that hotels are one of the few businesses that are open 365 days a year, 24 hours per day, 7 days a week, so your schedule might include shift work and working on a holiday.

If you're looking for a positive work environment and the opportunity to grow and advance over time, the housekeeping role might be a good fit for you and a really great place to start your employment/career journey!