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JOB PROFILE

(including literacy demands of the job)

Housekeeping (Hotel)

EXAMPLE UK

Literacy and vocation

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PART I

Housekeeping (Hotel)

Overview of tasks and fields of activity

Housekeepers, often called chambermaids, operate in a variety of different environments and locations and perform a wide range of tasks. The job title Housekeeper or Chambermaid are often use to describe the same job and in this document we will use both.

Due to the nature of the work Chambermaids and Housekeepers are often employed on a seasonal, casual or part time basis. Housekeeping offers introductory employment opportunities for young people and those re-entering the labour market wanting flexible employment terms.

Housekeepers often play a key role in supporting other staff whether in hotels or other organisations. They also come in to direct contact with the general public and need to maintain a professional approach at all times.

They often work as part of team, however, due to the nature of the role they also have to work on their own initiative to strict deadlines.

Hotel chambermaids are tasked with different combinations of cleaning duties to maintain the cleanliness of each room. They make sure that the bed sheets are well arranged and the bathrooms are clean and restocked. They also take charge of accounting for the room supplies that may have been destroyed or consumed for proper billing.

Hotel chambermaids are also trained on the proper use of prescribed cleaning procedures, solutions, and equipment.

They are likewise guided on how to follow the specific hotel standards.

Fields of activity:

Cleaning and hygiene

Basic maintenance

Maintaining Hotel Standards

Security and Safety

Customer Services

Field of activity: **Cleaning and hygiene**

<p>Clean specific areas within a limited time frame.</p>	<p>Follow health standards to ensure a standard across the hotel for staff and guests</p>
<ul style="list-style-type: none"> ▪ Complete start and finish times for each room cleaned on worksheet ▪ Empty wastebaskets and remove waste appropriately ▪ Wash windows, walls, ceilings, and woodwork, waxing and polishing as necessary ▪ Sanitise bathroom areas 	<ul style="list-style-type: none"> ▪ Clean rooms, hallways, lobbies, lounges, restrooms, corridors, elevators, stairways, locker rooms, and other work areas so that health standards are met ▪ Use cleaning equipment safely and with responsibility ▪ Maintain standards across all practices
<p>Disinfect equipment and supplies</p>	<p>Running linen and guests requests</p>
<ul style="list-style-type: none"> ▪ Ensure all areas are free of insects and rodents. ▪ Follow safety guidelines to ensure correct usage ▪ Adhere to hotel policy for cleaning standards ▪ Maintains an up to date knowledge of all chemicals and cleaning products, and the correct handling procedures 	<ul style="list-style-type: none"> ▪ Ensure all linen and towelling used for guests are clean with no stains, rips or tears. ▪ Follow departmental procedure for identifying damaged linen/towelling and its removal from circulation ▪ Place all soiled linen in appropriate storeroom
<p>Cleaning of public areas</p>	<p>Cleaning of service areas</p>
<ul style="list-style-type: none"> ▪ Carry out cleaning of outlets/function rooms as instructed ▪ Ensure all areas are clean and tidy ▪ Monitor ambient odour 	<ul style="list-style-type: none"> ▪ Ensure all additional cleaning programmes are undertaken as directed ▪ Ensure all additional cleaning programmes are to the performance required ▪ Polishing all metal work ▪

Field of activity: **Basic maintenance**

<p>Ensure housekeeping trolleys are neat and tidy at all times</p>	<p>Ensure all guest amenities are refilled or replaced as per departmental procedure</p>
<ul style="list-style-type: none"> ▪ Packs and replenishes trolleys to the required standard and the end of each shift ▪ Learning to identify the products ▪ Takes personal responsibility for equipment, ensuring it is operated correctly and secure at all times 	<ul style="list-style-type: none"> ▪ Fulfils any guest requests made by the guests in relation to the mini bar ensuring a high level of guest service ▪ Understand the process by which guests order ▪ Ensures the weekly stock rotation so there is no expired product
<p>Ensure stock/staff room is kept neat and tidy at all times</p>	
<ul style="list-style-type: none"> ▪ Understand the hotel policy for cleanliness in staff areas ▪ Ensure stock rotation occurs to avoid expired products ▪ Maintain healthy living work areas for colleagues 	
<p>Ensure grooming, hygiene and safety procedures are maintained</p>	
<ul style="list-style-type: none"> ▪ Undertake emergency and volunteer work associated with the safety of staff and guests ▪ Ensure all lost property items are recorded in the appropriate way and handed to the line manager ▪ Secure guests rooms, ensuring all doors and windows are closed when the room clean is complete 	
<p>Understand hotel policy in relation to guest property</p>	
<ul style="list-style-type: none"> ▪ Be familiar with the hotel policy for guest property ▪ Take responsibility for update training in relation to property ▪ Be familiar with the procedure for reporting misuse 	

Field of activity: Maintaining Hotel Standards	Field of activity: Security and Safety
Keep up to date with current promotions and hotel pricing	Ensure guests rooms are left secure
<ul style="list-style-type: none"> ▪ To speak clearly to guests about promotions ▪ To be familiar with review the promotional material regularly ▪ To maintain an open and friendly approach at all times 	<ul style="list-style-type: none"> ▪ Check window locks when servicing rooms ▪ Ensure rooms are locked when being left
Answer telephone calls and doorbells	Report anything suspicious to the appropriate level
<ul style="list-style-type: none"> ▪ Understand the manner in which the telephone should be answered ▪ Ensure accurate and detailed messages are taken ▪ Ensure guest/staff orders are dealt with swiftly 	<ul style="list-style-type: none"> ▪ Understand the hotel policy in relation to reporting theft ▪ Record appropriately any missing items ▪ Understand the hotel policy in relation to unattended items
Maintain a high standard of customer service	Safety of personal equipment
<ul style="list-style-type: none"> ▪ Understand the level of customer service required for the hotel ▪ Commit to training for the appropriate level ▪ Ensure you are presentable at all times 	<ul style="list-style-type: none"> ▪ Take responsibility for checking personal equipment ▪ Ensure equipment meets appropriate standards ▪ Take responsibility for the servicing of equipment
Maintain a professional manner at all times	
<ul style="list-style-type: none"> ▪ Ensure contact with guests is a positive experience ▪ Undertake customer service training ▪ Understand the hotel policies in relation to professionalism 	

Field of activity: Customer Services	
Respond to requests made be the line/duty manager	Dealing with customer complaints
<ul style="list-style-type: none"> • Take prompt action to requests made by the line manager • Perform any tasks relating to the position as requested • Report to the line manager promptly at the end and beginning of each shift • Ensure a high level of customer satisfaction at all times 	<ul style="list-style-type: none"> • Take prompt action for complaints or requests made by the guests and residents • Direct 'difficult' complaints to the duty manager • Note any complaints to raise at team meetings • Treat any guests complaints seriously
Ensure the correct billing of mini-bar	
<ul style="list-style-type: none"> • Ensure all sales are accurate and reported appropriately • Ensure prompt recording of sales • Understand the hotel policy in relation to mini-bar usage 	
Perform basic maintenance tasks for customers	Dealing with difficult situations
<ul style="list-style-type: none"> • Be familiar with the equipment being used • Follow staff guidelines in relation to its usage • Take personal responsibility for equipment 	<ul style="list-style-type: none"> • Safety first in all situations • Inform Duty manager / security if threatened • Inform Duty manager if offered gratuities
Team working	
<ul style="list-style-type: none"> • Promote and encourage a strong team work ethic • Attend departmental briefings • Attend and maintain a record of training undertake • Complete appropriate journal 	

PART II

The definition of the job profile HOUSEKEEPING in “Literacy and Vocation” is based on a selection of job descriptions from various sources.

A housekeeper is responsible for maintaining the cleanliness and presentation of a hotel or similar type of accommodation. The role may involve specialised cleaning duties, doing laundry, general room maintenance and stock-keeping. A housekeeper’s duties involve cleaning rooms thoroughly during and after guests check out, usually according to a detailed check list. The level of attention to detail is to ensure the appropriate level of cleanliness according to the star rating for the accommodation. The hotel rating system will usually dictate the level of professional qualifications and expertise the employees need.

Housekeepers need to be diligent and have an excellent eye for detail. You should be well presented and able to work quickly and effectively without disturbing the privacy of the hotel's guests. Qualifications and experience are not usually required, depending on the policies of the hotel and the rating of the services, however on-the-job training is often provided to.

Job specifications for the role of Housekeeper and/or Chambermaid usually rely on the ability to learn new skills, work as part of a team but also possess good customer service skills along with basic levels of literacy and numeracy. The research site below advertises for staff with *‘understanding of the technical service skills for assigned area’* thus highlighting the need for a new, more qualified and skilled worker in this service industry.

<http://www.hotel-jobs.co.uk/housekeeper.aspx>

Most training or work related profiles in this area rely on a generic request for skills. These apply across the service industries with no specific ones belonging to the hotel trade. Traditionally the attraction to hotel work was the non-requirement for even the most basic skills and qualifications. This meant that low skilled and often migrant workers were employed for these industries. The introduction of minimum wages in many countries will ensure a competition element for these low skilled jobs, but also the need for employers and organisations to demand more from all of their staff.

<http://www.ind-training.co.uk/index.php/hospitality>

<http://www.wetherspoonjobs.co.uk/home/career/staff-vacancies/hotel-housekeeper>

This information is to be used as a guideline only for the basic role of housekeeper in different contexts that apply across Europe. There will be areas of hotel housekeeping that differ from these examples but that share commonality in relation to literacy and the basic skills required to perform the role.

PART III

Housekeeping (Hotel) Overview Literacy on the job



Literacy on the job: READING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Health and safety signage</p> <p>Warning signs in the hotel</p> <p>Hotel time schedule and the weekly work plan</p> <p>Lists of equipment required for tasks</p> <p>Communication from colleagues and wider team</p> <p>Communication from guests including the 'do not disturb sign'</p> <p>Hotel guest schedule</p>	<p>Health and safety information sheets</p> <p>Personal hygiene rules (clothing, shoes, bodycare, availability and use of skin protective agents)</p> <p>Safety rules and regulations in regard to handling electrical implements (equipment, mains cables)</p> <p>Storage rules of chemicals</p> <p>Awareness of COSHH regulations</p> <p>Disposable regulations of waste materials</p> <p>Hotel policies and procedures</p> <p>Room inventory</p>	<p>Important clauses of the employment contract</p> <p>Working regime of the company: e.g. working hours, place of work, job function, holidays, sickness-/accident reporting</p> <p>General accident prevention rules and regulations (rights and duties of the employer and the employee)</p> <p>General rules of environmental protection</p> <p>Waste and recycling guidelines</p> <p>Professional development and training</p>

Literacy on the job: WRITING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Documentation of the results of work (diary of work completed)</p> <p>Fill out timesheets and leave forms</p> <p>Writing detailed lists of all the equipment and tools they will be needed to complete a job</p> <p>Writing of hotel</p> <p>Writing notes for line manager to explain what has been done to leave instructions</p>	<p>Compile and update stock lists and inventories</p> <p>Recording of maintenance of equipment</p> <p>Work inventory</p> <p>Telephone messages</p> <p>Stock taking</p>	<p>Record registering, reporting and assessment of injuries</p> <p>Documentation of the results of work as reference for follow-on work (location of pipes, base of roadways etc.)</p> <p>Staff reviews</p> <p>Professional development and training</p>

Literacy on the job: SPEAKING AND LISTENING

VERY FREQUENTLY	REQUENTLY	FROM TIME TO TIME
<p>Talk to other colleagues to coordinate the work</p> <p>Communicate on work issues to co-workers</p> <p>Listen and respond to verbal instructions and explanations from the supervisor</p> <p>Ask clarifying questions to check the information given</p> <p>Report the progress made on the work</p> <p>Communicate and coordinate with other trades people working on the same site</p> <p>Reporting and correcting inconsistencies and defects</p>	<p>Order supplies or equipment from suppliers (face-to-face and over the phone)</p> <p>Participate in team meetings</p> <p>Report to manager about anything affecting the job process</p> <p>Request assistance from others</p> <p>Listening technical information (reports, descriptions)</p> <p>Listening to servicing and maintenance rules</p>	<p>Discuss problems with a working plan with supervisor or other co-workers</p> <p>Safety precautions: mention the rules and inform others</p>

Literacy on the job: NUMERACY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Make accurate measurements</p> <p>Check the temperatures</p> <p>Billing of the mini-bar</p> <p>Accurate calculation of chemical usage</p>	<p>Estimate the time needed to carry out a job</p> <p>Calculation of working hours, hourly wage, overtime</p> <p>Costing's for supplies</p> <p>Percentage calculation; mixing ratios of chemicals</p> <p>Conversion (formula) of full-scale dimensions into actual values</p>	<p>Wage calculation procedure</p> <p>Hotel promotions and discount calculations</p> <p>Count gratuities</p> <p>Telephony</p> <p>Meter readings</p>

Literacy on the job: CRITICAL THINKING

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Choose the best and most efficient order to complete a job</p> <p>Choose the correct method and tools to use to complete daily tasks</p> <p>To do a job by yourself or need help from others</p> <p>Inspect results of work check if work meets with the standards</p> <p>Consider security and confidence of hotel guests</p>	<p>Deal with changes to work plans</p> <p>Discuss and agree on changes to the plan</p> <p>Identify if changes need to be referred to co-workers and supervisors</p> <p>Identify problems and develop solutions</p> <p>Inspect and evaluate results of work: Determine errors and record inspection results; compile daily work report (for self-assessment); consider work sequences and illustrate improvements</p>	<p>Deal with unexpected issues and emergency situations</p> <p>Deal with contingencies e.g. problems with equipment, injury or accident</p> <p>Act/react instantly based on training with impartiality</p> <p>Awareness of cultural and religious beliefs</p>

Literacy on the job: INFORMATION COMMUNICATION TECHNOLOGY

VERY FREQUENTLY	FREQUENTLY	FROM TIME TO TIME
<p>Computerised work log</p> <p>Hotel computer system</p> <p>Stock taking spread sheet</p> <p>Operate modern digital devices</p>	<p>Using computer as aid to storekeeping</p> <p>Using computers to order supplies</p> <p>To update meetings, agendas and communications from staff</p>	<p>Use the internet to research changes in legal requirements</p> <p>To test own skills and job related developments</p>

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Further information:

www.literacy-and-vocation.eu



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