



Careers information sheet

Housekeeping

What do Housekeepers do?

Housekeepers make sure that hotels are clean, welcoming, and ready to accept guests. Their main duties include:

- maintaining high standards of cleanliness in guest rooms and public areas
- ensuring that guests receive a high quality service
- supervising and training staff
- purchasing supplies, stocktaking and managing budgets
- health and safety

Housekeepers also work in other accommodation premises such as hostels or holiday parks and there are also opportunities in the NHS where good housekeeping is an essential part of patient welfare.

Many housekeepers start out with few or no formal qualifications, and it is possible to work your way up from cleaner or room attendant to Head Housekeeper and on into more general management roles. Others go into Housekeeping jobs following higher level studies, or directly into management. The work based and vocational routes would both give you a good practical understanding of the hotel industry.

(Source: jobs4u, UK Skills Passport)

There are several different pathways to become a qualified Housekeeper.

ROUTE 1 - Work based learning - NVQs/Apprenticeship

ROUTE 2 - Vocational learning

ROUTE 3 - Full time academic study

Go to the Key Routes web pages for interactive versions of these routes – <http://www.keyroutes.org.uk/careas/hospitality/opt-housekeep.aspx>

Adults without formal qualifications can move into the industry. You will need to demonstrate your enthusiasm and aptitude as well as your practical experience, people skills and business sense.

What else should I be doing?

It would help your Housekeeping career to:

- get a part time job in a hotel
- develop your communication skills

- keep up your personal presentation
- develop your organisational skills
- learn a foreign language if you want to work overseas
- keep fit - being on your feet all day needs stamina!

Useful links

<http://www.jobsinhotels.co.uk>
has job profiles and case studies

Vocational qualifications related to the hotel industry are offered by:

The Hospitality Awarding Body
<http://www.hab.org.uk>

City & Guilds
<http://www.city-and-guilds.org.uk>

Goal
<http://www.goalonline.co.uk>

Edexcel
<http://www.edexcel.org.uk>