

Accor professions guide: Housekeeper (m/f)



What exactly does my mission involve?

- Take responsibility for the rooms' tasks by coordinating, monitoring and scheduling the activities of rooms' employees
 - Contribute to the quality of the customer's welcome and stay, understand their habits
 - Manage materials, stocks and supplies of personal amenities and cleaning products
 - Guarantee perfect hygiene of areas reserved for the customer
 - Encourage and manage the rooms' teams
- Apply on line for the housekeeper positions

This profession exists...

in Group hotels all over the world.



Testimony of Dolores Jorge, Executive Housekeeper Manager at the hotel MGallery, Amsterdam

"After working for six months as an Assistant Housekeeper Manager, I was offered the position of Executive Housekeeper Manager of this beautiful hotel in April 1990. Our department is a very international one, definitely a multicultural melting pot at its best. This means that I start each and every day with a smile and saying Good Morning in several languages: "Bom dia", "Bonjour", "Goedemorgen", "Buenos Dias". I am convinced that good communication is a key factor in running a successful day-to-day operation. It goes without saying that I also feel privileged to be surrounded by a wonderful team that takes pride in providing the best possible service."

Good teacher and team leader
Reliable and organised
Discrete
Diplomatic, self controlled
Attention to detail and hygiene
At ease with people
Open minded and Reactive
Good administrator

Team management and leadership

Recruitment, welcome and integration of new staff
Breakdown of daily and periodical tasks
Coordination and scheduling the team's work
Handle problems and anticipate conflict

Administration

Set up and use budgets and progress reports
Evaluate the human and material resources required to run the department correctly

Accommodation Technique

Check the rooms on a daily basis
Check and count linen (quality, quantity)
Ensure appliances are in good working order
Carry out inventories (products, linen, etc...)

Communication

Welcome and integration of new employees
Lead internal meetings, training sessions
Customer contact

Vocational training in accommodation
Direct access without qualifications (after training)
First experience of team management
Knowledge of desktop applications
English

Head Valet or Chambermaid depending on the hotels
Chief Housekeeper (m/f) (after training)

The know-how and skills developed by the rooms' employee can be reinvested, in particular in
Service related professions.