

# Accor professions guide: Valet and Chambermaid



## What exactly does my mission involve?

- Clean and tidy the bedrooms, bathrooms and common areas
- Apply cleaning procedures and methods under the supervision of the Housekeeper
- Sort, replace and count used linen
- Through all of your tasks, contribute to the comfort of the customer's stay at the hotel
- Ensure perfect cleanliness of the areas reserved for the customer
- Participate (in some hotels) in the preparation and serving of breakfasts in the dining room or in bedrooms

Apply on line for the valet and chambermaid positions

## This profession exists...

in Group hotels all over the world.



## Testimony of Angel Vallejo, Housekeeper Assistant, Novotel Madrid Sanchinarro

*"After eight years as Valet in Novotel Madrid Campo de las Naciones, I was part of the Housekeeping department as Housekeeper Assistant during seven years. Now, I'm the Housekeeper Assitant of Novotel Madrid Sanchinarro and I'm glad because as soon as there is a post as Housekeeper Manager in Madrid I will be given the chance to occupy it. **If you wish it and if you work for it Accor can offer you great opportunities.**"*

[Personality](#) | [Activities](#) | [Qualifications/Experience](#) | [Progression](#)

Discrete

Quick and efficient

Attentive to details and cleanliness

Reactive  
Dependable and methodical  
Organised  
People skills (friendly and polite)  
Capacity to check your own work

#### **Customer relations**

Is polite and courteous to guests, whatever requests may be made  
Respects guests' privacy while working (for example, by respecting the "Do not disturb" sign)  
If asked, explains to guests how to use certain equipment.

#### **Professional techniques/Production**

Cleans and tidies rooms, bathrooms and common areas, applying the rules of hygiene and cleanliness and respecting both the procedures set up by the Floor Manager.  
Sorts and counts dirty linen items before sending to laundry  
Respects guidelines on the use of cleaning products  
Is responsible for cleaning and restocking the trolley every day

#### **Management and administration**

Optimises use of cleaning products, welcome gifts and room linen

#### **Hygiene/ Personal Safety/ Environment**

Respects rules regarding hygiene, cleanliness and the safety of guest property

Vocational hospitality training

Direct access without qualifications (capacity to adapt to the diversity of customers, the variation in rhythm of activity)

Head Valet or Chambermaid depending on hotels

Housekeeper (m/f)(after training)

The know-how and skills developed by rooms' employees can be reinvested elsewhere, in particular in people Service professions.