

## Room Attendant

A room attendant cleans the public areas and bedrooms in hotels and guest houses.

### The Work

You could be:

- cleaning public rooms, corridors, bedrooms and bathrooms, including toilets
- vacuuming floors, dusting, emptying bins and replacing used towels
- making up the beds with fresh sheets and pillowcases
- checking the mini-bar, adding up the daily drinks bill and refilling it
- replacing tea, coffee, biscuits, toiletries and other guest supplies
- checking furnishings and reporting any damage or other problems to the head housekeeper
- collecting laundry and dry cleaning for guests
- sorting and counting linen and towels for collection by the laundry company
- ensuring that you work to all health, safety and hygiene rules.

### Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Starting pay is often based on the National Minimum Wage (NMW) or the National Living Wage (NLW).

As of 1 April 2022 the National Minimum Wage is £4.81 an hour for workers aged 16 to 17, £6.83 an hour for workers aged 18 to 20 and £9.18 an hour for workers aged 21 to 22. The National Living Wage is £9.50 for workers aged 23 and over. With experience this can rise up to £10.00 an hour.

If you are living-in, there may be a deduction for board and lodgings.

### Conditions

- You will work unsocial hours, including early mornings and weekends.
- You might work shifts.
- Part time work is available.
- The work can be seasonal, with lay-offs during the winter months.
- This is an active job with a lot of bending, stretching, carrying equipment and perhaps moving furniture about.
- You will probably wear a uniform provided by the hotel and maybe a protective overall and gloves.
- Some hotels are in remote areas such as parts of the Highlands and Islands.
- You might have to live-in.

## Getting In

- You do not need formal qualifications but a good general education is useful.
- You might be able to do a Modern Apprenticeship in Hospitality at SCQF Level 5, choosing the housekeeping pathway.
- You could study the Foundation Apprenticeship in Hospitality (SCQF Level 4 or 5) in S3-S6, which can help to get into a relevant Modern Apprenticeship.
- You should be physically fit.
- You should not have allergies to dust or cleaning chemicals.

Tourism and catering are growth areas. There are hotels in every Scottish town and city as well as in rural areas. There are also jobs in guesthouses, holiday centres and student residences.

## What Does It Take

You need:

- a smart appearance
- a polite, friendly and helpful manner
- an honest and reliable nature
- good communication skills
- the ability to work quickly and tidily
- to pay attention to detail
- respect for guests' privacy
- an interest in tourism and hospitality
- the ability to work alone as well as in a team.

## Training

- If doing the Modern Apprenticeship, you work towards the SVQ in Hospitality Services (Housekeeping pathway) at SCQF Level 5.
- You could do the SVQ Cleaning and Support Services at SCQF Levels 4 and 5.

## Getting On

After gaining experience, you can apply for promotion to floor housekeeper and then housekeeping manager.

## Contacts

### Springboard

Tel: 020 7921 0420

Email: [info@springboarduk.org.uk](mailto:info@springboarduk.org.uk)

Website: [www.careerscope.uk.net](http://www.careerscope.uk.net)

Website (2): [springboard.uk.net](http://springboard.uk.net)

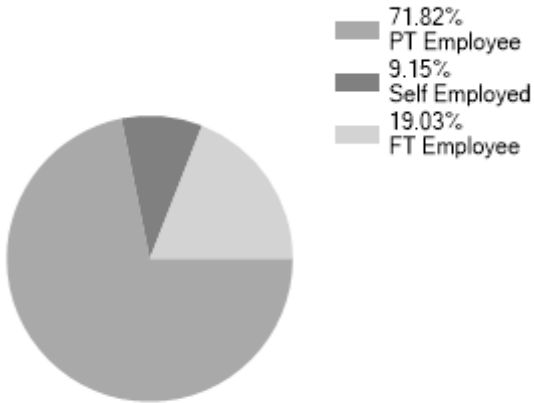
Twitter: [@Springboard\\_UK](https://twitter.com/Springboard_UK)

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Statistics

Employment Status UK %

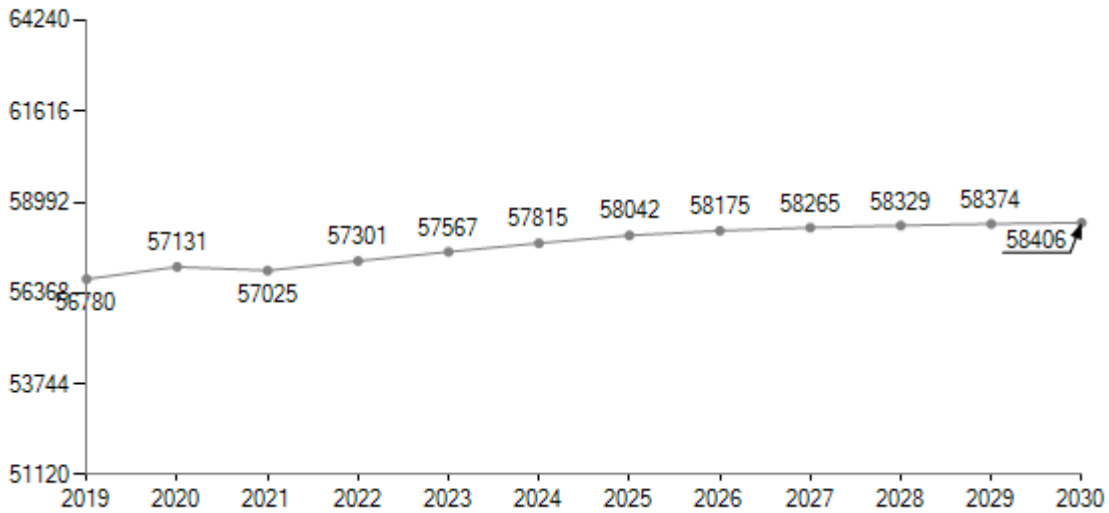


Past Unemployment - Scotland

No statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [EMSI UK](#)