

Executive Housekeeper/ Accommodation Services Manager

The work

The executive housekeeper is key to the efficient running of a hotel. He or she is responsible for organising and motivating the housekeeping staff to take a pride in the establishment and to clean, service and restock the rooms efficiently to ensure that guests always enjoy neat, pristine facilities. The bathrooms have to be spotless and any problems sorted out timeously.

The executive housekeeper is also in charge of purchasing, budgeting and control of linen, and liaison with reception and maintenance staff.

The person

Housekeepers should have an eye for detail, be able to maintain high standards and be good organisers. He or she must be able to handle staff with tact and diplomacy.

Appropriate national qualifications and learnerships

These qualifications are offered in industry, by some Technical Colleges, and by private training institutions:

Qualification	Learnership	NQF level
National Diploma in Accommodation Services	National Certificate in Accommodation Service	5

