



# Ask Gail

by William D. Frye, Ph.D., CHE

## Housekeeping attendant certification can be used as a motivation tool

Another great article from *The Rooms Chronicle*, the #1 journal for hotel rooms management! \*\*\*Important notice: This article may not be reproduced without permission of the publisher or the author.\*\*\* College of Hospitality and Tourism Management, Niagara University, P.O. Box 2036, Niagara University, NY 14109-2036. Phone: 866-Read TRC. E-mail: editor@roomschronicle.com

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Dear Gail:

Hello, my name is Diana and I am the Executive Housekeeper at an all-suite property in Kissimmee, Florida. I was hoping maybe you could help me out with an idea that my GM and I thought of. Is there such a program for room attendant certification? We are looking into this for various reasons. I think there are many benefits to having a tiered housekeeping program. Our property's needs change all the time. We utilize many "special" employees for VIP preparation, new employee training, and self-inspection, just to name a few areas. If there was a program with educational materials and videos to enhance the idea, that would be great. I look forward to hearing from you and hopefully you can help me out with this idea. Thanks and have a great day!

Diana S.  
Kissimmee, FL

Dear Diana:

Yes, indeed, there is such a certification program for room attendants. The program was developed and is offered by the Educational Institute of the American Hotel & Lodging Association. E.I. offers 19 different line-level certification programs including four line-level designations for the housekeeping department. These four certifications are: Certified Guestroom Attendant, Certified Public Space Cleaner, Certified Laundry Attendant, and Certified Maintenance Employee. The general requirements for certification for guestrooms attendants are:

1. The room attendant must be employed at least 90 days or more as a guestroom attendant.
2. The room attendant must earn an "A" rating on at least 75% of the tasks listed on the Room Attendants Skills Validation Form.
3. The room attendant must score 75% or better on the Knowledge Test for Room Attendants.

Pictured below: Upon successful completion of the general requirements, each housekeeping employee will be awarded a lapel pin indicating his or her designated specialty.



*For more complete information on the Room Attendant Certification process, please visit this web link: [http://www.ei-ahla.org/cert\\_skill\\_hospitality\\_house\\_keep.asp#guest](http://www.ei-ahla.org/cert_skill_hospitality_house_keep.asp#guest)*

*For more information on the other line-level certifications, please visit this web link: [http://www.ei-ahla.org/cert\\_skill\\_hospitality.asp](http://www.ei-ahla.org/cert_skill_hospitality.asp)*

*E.I. offers a full array of certification, training, and support materials for the Executive Housekeeper. Everything from textbooks, videotapes, DVDs, Skill Builder materials, and even certifications for management staff, including the Executive Housekeeper, are available. TRC has even been featured in E.I.'s Housekeeping textbook! You can learn more about E.I.'s offering by visiting their web page at: <http://www.ei-ahla.org/>*

*Line-level certifications are a great way to motivate and recognize long-term employees who distinguish themselves in the performance of their duties and continuing professional education. It is also a great training program and very cost effective. Certification packets start at \$35 for AH&LA member hotels.*

*Good luck in your training and recognition endeavors! ✧*

## The Complaint Corner

- Mr. Podgy: (...calling the front desk from his guestroom...) I must depart for a friend's wedding in an hour and I just split the seat of my suit pants. It is the only dress pants I have with me. Can you help me out?
- Bad Reply: If you come to the front desk, I can give you an amenity sewing kit. Hopefully you can repair them in time. What color are the pants?
- Slightly Better: I would suggest taking the pants down the street to Maverick Cleaners. They sometimes have a tailor available to do alterations. I can give you directions as you leave the hotel.
- Best Reply: I think I can assist you, Mr. Podgy. Our housekeeping department has a seamstress who maintains our employee uniforms and assists guests with this kind of emergency. I will send a houseman up to retrieve your trousers; we should have them back to you in 30 minutes. Is there anything else we can do to make sure you will be on time for your friend's wedding?