

Training to Be a Hotel Room Attendant

Qiuyi Tan

BEFORE YOU READ:

1. What is job shadowing? Share any experience you have with it.
2. What sort of training would someone need if they wanted to be a room attendant?

The coronavirus has had a huge impact on the hotel industry and on my life. In Boston, many hotels closed and thousands of hotel workers were laid off.

Before the pandemic, I enrolled in a training program at BEST Hospitality Training Center. I wanted to learn more and improve myself. I hope to work at a union hotel someday. I hope to serve more guests from a higher position. I would like to work at a 5-star hotel. I like cleaning. I hope to make customers feel at home.

I went to school and I was scheduled to do job shadowing, so I could learn how to clean rooms. However, due to the coronavirus, the hotels closed. Our classes were moved online. I don't always like to learn from home on the computer. If the internet speed is not good, it will interrupt our classes. On the computer, I can learn knowledge, but I do not get experience. To learn my job, I need to be in the actual workplace.

The coronavirus is serious. Although we can go to school online, we cannot attend on-the-job



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training. When the hotels open up again, employees must take protective measures such as wearing masks and gloves. If protective measures are taken at work, I think we should be safe. But if housekeepers have to work eight hours in a row with a mask on, it will be hard.

When the room attendant is wearing a mask while interacting with guests, the guests cannot see the facial expression of the room attendant. This makes the work especially hard because a smile is the most important thing in customer service.

AFTER YOU READ: Has your schooling and training shifted to online? If so, describe what it has been like. What have you lost and what have you gained in this process?

