

ROOM ATTENDANTS

NYC'S TRAVELER ACCOMMODATION INDUSTRY
 OCCUPATIONAL SPOTLIGHT
 WINTER 2013



What do room attendants do?

Room attendants maintain clean and attractive guestrooms while providing courteous and efficient service to all guests. They perform general cleaning tasks such as making beds, replenishing linens, cleaning rooms and halls, and vacuuming.

What qualifications do they need?

Most employers in New York City prefer candidates with a high school diploma or equivalent and/or experience in a hotel or a related field. Many employers note that the job may involve working on weekends and holidays.

How do employers who are hiring describe the job? The following are listed in recent job postings:

- Thoroughly clean guestrooms and bathrooms according to standards
- Complete all pre-cleaning duties, including filling cart with supplies and transporting to assigned area
- Replace dirty linens and towels with clean items; make beds and fold towels
- Remove all trash and dirty linen from guestrooms and hallways
- Vacuum carpets and perform floor care duties
- Report all missing items from room to Housekeeping Supervisor/Manager
- Report any maintenance repairs needed to Housekeeping Supervisor/Manager
- Be attentive, helpful and courteous to all guests, managers and fellow employees

What are employers looking for in candidates for this position?

- Physical capability to lift, carry, push, pull or otherwise move objects, sometimes up to 50 pounds
- Ability to communicate in English and communicate well with guests
- Effectiveness in handling, anticipating, preventing, identifying and solving problems as necessary
- Ability to maintain a professional appearance, which often includes wearing the proper uniform
- Ability to scrub and scour surfaces
- Knowledge of cleaning agents and operation of cleaning equipment
- Ability to function as part of a team

How many room attendants are there in New York City and what do they get paid?

	NYC Jobs 2008	Expected Growth to 2018	Average Openings Per Year	Annual Wages, 2012 Q1		
				Entry	Median	Experienced
Room Attendants	49,620	50,890	1,020	\$22,450	\$36,460	\$42,750
All NYC Occupations	4,103,340	4,257,300	106,000	\$22,810	\$45,540	\$80,510

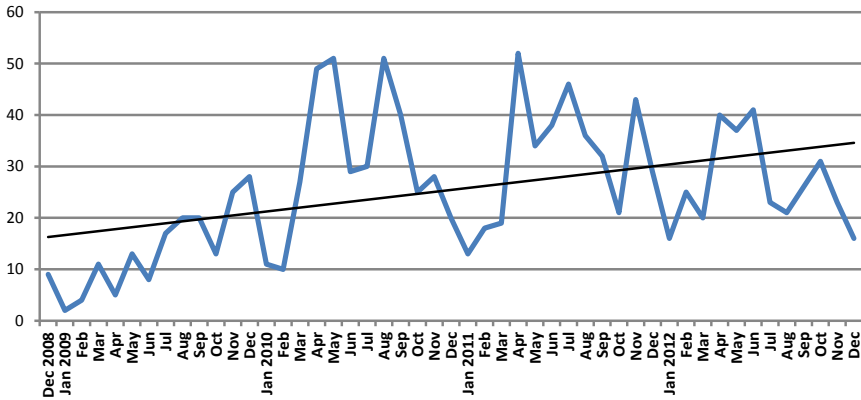
SOURCE | New York State Department of Labor, Occupational Employment Statistics

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 REAL-TIME LMI REPORT
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Monthly Ad Volume - Room Attendants December 2008 to December 2012



SOURCE | Wanted Analytics, Hiring Demand Dashboard - New York City

Job Location

Of the 67 jobs advertised in New York City during the four-month period from October 2012 to January 2013, 56 were in Manhattan, five in Brooklyn, three in Queens, and the locations of three jobs were not specified.

Hiring Difficulty

Wanted Analytics scores occupations according to a "hiring scale," which takes into account the number of current workers in the occupation, the number of employers hiring, local unemployment rates, and pay that is offered, among other factors. According to this scale, employers find it very easy to find room attendants.

Employers

All employers that advertised for room attendants online from October 5, 2012, to February 1, 2013 are listed in the table to the right. Hilton Hotels Corporation (24) and Marriott International (13) had the most jobs posted.

Skills, Tools and Technologies

The most frequently mentioned skills were vacuum cleaners, dusting, and customer service orientation.

Certifications

There were no certifications listed for room attendants.

Ad Volume

Since December 2008, a monthly average of 25 new jobs has been posted online for room attendants in the traveler accommodation industry. Demand is seasonal, with lows in January and February. Overall, demand for room attendants has been growing since 2008. Demand weakened somewhat in the latter half of 2012.

Top Employers Advertising for Room Attendants

October 5, 2012 to February 1, 2013

Hilton Hotels Corporation	24
Marriott International	13
Morgans Group, LLC	5
Hyatt Hotels & Resorts	4
Hersha Hospitality Management	3
Embassy Suites Hotels	3
Interstate Hotels and Resorts	2
Starwood Hotels & Resorts Worldwide	2
Best Western	1
Thompson Hotels	1
The Roosevelt Hotel	1
Royalton	1
Morgans Hotel Group	1
Ritz-Carlton	1
Microtel Inns & Suites	1
Highgate Hotels	1
Unspecified	3
Total	67

SOURCE | Wanted Analytics Hiring Demand Dashboard NYC