

Housekeepers: Hotels' Dirty Little Secret



Making front page headlines all over Canada in mid-October 2017 was a scathing report from Oxfam – an international development agency for advancing women’s right, detailing the personal and systematic abuse that hotel housekeepers suffer throughout the course of their average workday in a hotel.

While some of the report findings may be viewed as not purely scientific in methodology or even cherry picked, there is one irrefutable truth; being a hotel housekeeper is a damn tough job and we aren’t giving these frontline staffers the respect and more so the payment they deserve. Housekeepers of all staff can never be replaced by a computer or drone.

It’s a nagging issue that can affect nearly every property everywhere. In the spring of 2017 at a Housekeeping Forum in Toronto, Canada one of the key issues presented by a panel of executive housekeepers was that the job doesn’t attract from a willing labor pool. What is the answer? Your comments or suggestions are welcome!