Research Title: Evaluation of the Performance of Guest Room Attendants of Housekeeping Department (Application to Cairo Three Star Hotels)

Abstract:

Tourism is considered the locomotive that drives countries towards development, especially third world developing countries. Therefore, countries, including Egypt, paid much attention and took interest in building tourism infrastructure: new up to date hotels and tourism villages, with modern European standard facilities, and training workforce that can satisfy tourists expectations. According to Ministry of Tourism Report 2013, Tourists spent 8 Milliard US dollars in 2013 in comparison with 12 milliard spent in 2010, these figures as a result of the youth uprising in Tahrir Square. The study concentrates on evaluation of performance of housekeeping personnel in Cairo three star hotels and suggests methods to train them to update their performance to reach European levels. One of the finest results is to create a model training center attached to hotel management whose job is to train housekeepers responsible for guests rooms via developing their professional, behavioural and language skills.

Key Words: Evaluation, Housekeeping Attendants, Reports, Tasks