S.O.T. SYSTEMS OF TIMOR

S.O.T. Systems of Timor

+67077192122

Rua de Ai Meti Laran, Comoro, Dom Aleixo, Dili

JOB PROFILE

Hotel receptionist / front office

Reseptionista otél

Hospitality & tourism · ISCO-08 4224

Hotel receptionists welcome guests, check them in, give out rooms and keys, take bookings, answer questions and take payment when guests leave. In a 2022 survey, employers in Timor-Leste named hotel receptionist among the jobs where their staff need better skills.

TRAIN IN TIMOR	**Certificate III** INDMO national certificate
COURSE LENGTH	**To confirm** No published source yet
IN TIMOR	**Skills gap** Enterprise survey 2022
ABROAD	**No official programme yet** Australia PEV: any job, with a job offer
PAY IN TIMOR	**US$245 / month** Average for all clerical workers (small sample) in Timor-Leste, not this job alone (Labour Force Survey 2021)

WHAT YOU DO

Welcome guests: Greet guests and check them in; Give out rooms and room keys; Tell guests about hotel services and places nearby.

Bookings: Take room bookings by phone, email and in person; Keep a record of which rooms are free; Answer questions about free rooms.

Help during the stay: Pass guest requests to housekeeping and maintenance; Listen to complaints and deal with them politely; Take and pass on messages and phone calls.

Check-out and payment: Prepare and check guest bills on the computer or by hand; Go through the bill with the guest when they leave; Take payment.

Based on the ILO description of ISCO-08 unit group 4224, Hotel receptionists.

WHERE YOU WORK

Hotels (Front desk, day and night shifts); Guesthouses (Small teams, many different tasks); Resorts & lodges (Guests on holiday); Other places with rooms (Also listed by the ILO).

The front desk is open day and night, so receptionists work shifts, including nights, weekends and holidays. You talk with guests all day and need to stay calm and polite.

You are the first person guests meet, so you need to look neat and be friendly. Hotels also expect basic computer skills.

IS IT FOR ME?

You are good at: Talking with people, Staying polite when people are upset, Being organised, Computer basics, Languages.

You like: Meeting people from other countries, Helping people, A neat, tidy workplace, Teamwork.

English is very useful at a hotel front desk.

TRAIN FOR IT IN TIMOR-LESTE

- **Certificate III in Accommodation Service** · INDMO national certificate
- **Técnico de Turismo e Hotelaria** · Technical secondary school course (ESTV)
- **Tourism and Hospitality Training Centre, Dili** · Planned in the government programme 2023–2028. Status to confirm.

Course length and fees: to confirm with INDMO and each school. The directory never shows a number without a source.

WHERE IT LEADS

- **Room attendant** · An entry job in hotels (ISCO 9112)
- **Hotel receptionist** · Certificate III in Accommodation Service
- **Front office supervisor** · Leads the front desk team
- **Hotel or guesthouse manager** · Runs the whole hotel (ISCO 1411)

WORK ABROAD, SAFELY

- **Australia: Pacific Engagement Visa** · No official programme recruits Timorese workers for this job yet. Australia's Pacific Engagement Visa allows any occupation, but you need a job offer first.

Never pay a fixer. Join only through SEFOPE, the Timor-Leste government office for work abroad. No one can sell you a place, and a real overseas job never asks you for a recruitment fee.

SOURCES

1. ILO, ISCO-08 unit group 4224 Hotel receptionists https://www.ilo.org/public/english/bureau/stat/isco/isco08/
2. APTC, Timor-Leste Skills Strategy 2022: skills gaps (Enterprise and Skills Survey 2022) and Annex I (INDMO titles) https://24045200.fs1.hubspotusercontent-na1.net/hubfs/24045200/Files/Timor-Leste%20Skills%20Strategy%202023.pdf
3. Diploma Ministerial 8/ME/2013: technical secondary courses (ESTV) https://mj.gov.tl/jornal/?q=node%2F3983
4. Programme of the IX Constitutional Government 2023–2028, 18 Jul 2023 (Tourism and Hospitality Training Centre) https://timor-leste.gov.tl/wp-content/uploads/2023/07/EN-Programa-IX-Governo.pdf
5. Pacific Engagement Visa: any occupation, job offer needed (employer fact sheet 2025) https://pev.gov.au/sites/default/files/2025-02/PEV%20for%20Employers%20Fact%20Sheet_2025.pdf
6. Labour Force Survey 2021, Table 29: average monthly wage of employees by occupation group https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40asia/%40ro-bangkok/%40ilo-jakarta/documents/publication/wcms_863064.pdf

From the Servisu jobs directory. Every figure has a source; "to confirm" means none yet. http://servisu.oftimor.com/jobs-directory/hotel-receptionist-front-office/?lang=en