S.O.T. SYSTEMS OF TIMOR

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+67077192122

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

JOB PROFILE

Room attendant / housekeeper (hotel)

Atendente kuartu otél

Hospitality & tourism · ISCO-08 9112

Room attendants clean and tidy guest rooms, bathrooms and other areas in hotels and guesthouses. Timorese workers going to Australia through PALM are trained in housekeeping before they leave.

TRAIN IN TIMOR	**Certificate II–III** INDMO national certificates
COURSE LENGTH	**To confirm** No published source yet
IN TIMOR	**To confirm** Tourism is a national priority
ABROAD	**Australia · PALM** Housekeeping training before departure
PAY IN TIMOR	**US$164 / month** Average for all workers in elementary jobs in Timor-Leste, not this job alone (Labour Force Survey 2021)

WHAT YOU DO

Clean the rooms: Make beds and change sheets and pillowcases; Clean the bathroom, toilet, sink and mirror; Sweep, vacuum, mop and dust.

Restock: Put out clean towels; Refill soap, toilet paper and drinking water; Keep your cleaning trolley full and tidy.

Check and report: Look for anything broken or not working and report it; Hand in things guests leave behind; Tell the supervisor when a room is ready.

Public areas and laundry: Clean the lobby, corridors and stairs; Collect rubbish and take used linen to the laundry; Use cleaning chemicals safely.

Based on the ILO description of ISCO-08 unit group 9112, Cleaners and helpers in offices, hotels and other establishments.

WHERE YOU WORK

Hotels (Guest rooms and public areas); Guesthouses & homestays (Small places, often with many tasks); Resorts (Rooms, villas and pools); Offices & hospitals (The same ILO group covers cleaners there).

The work is physical: you bend, lift and push a trolley all day. Hotels open every day, so shifts include weekends and holidays.

IS IT FOR ME?

You are good at: Seeing small details, Working fast and carefully, Being honest, Physical work, Working on your own.

You like: Clean and tidy places, Seeing the result of your work, A calm routine, Helping guests feel at home.

Basic English helps with hotel guests and is needed to work abroad.

TRAIN FOR IT IN TIMOR-LESTE

- **Certificate II in Accommodation Hospitality Service** · INDMO national certificate
- **Certificate III in Accommodation Service** · INDMO national certificate

Course length, fees and which centres teach these certificates: to confirm with INDMO. The directory never shows a number without a source.

WHERE IT LEADS

- **Room attendant** · Certificate II in Accommodation Hospitality Service
- **Hotel receptionist** · Certificate III in Accommodation Service (ISCO 4224)
- **Hotel or guesthouse manager** · DIT Hotel Management (ISCO 1411)
- **Your own guesthouse or cleaning business** · Startups of Timor helps you start one

WORK ABROAD, SAFELY

- **Australia: Pacific Australia Labour Mobility** · PALM recruits Timorese workers for hospitality. Workers are trained in hospitality and housekeeping before they leave. Employers must pay at least the Australian award rate.

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

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2. APTC, Timor-Leste Skills Strategy 2022, Annex I (INDMO qualification titles) https://24045200.fs1.hubspotusercontent-na1.net/hubfs/24045200/Files/Timor-Leste%20Skills%20Strategy%202023.pdf
3. Government of Timor-Leste, Strategic Development Plan 2011–2030 (2011) https://timor-leste.gov.tl/wp-content/uploads/2011/07/Timor-Leste-Strategic-Plan-2011-20301.pdf
4. Dili Institute of Technology programmes https://www.dit.edu.tl
5. 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
6. Australian Embassy Dili, PALM training scale-up (hospitality, housekeeping), 22 Aug 2025 https://timorleste.embassy.gov.au/dili/mr22082025.html
7. PALM Approved Employer Guidelines v2.1 (pay at the award rate), 27 Mar 2026 https://www.palmscheme.gov.au/sites/default/files/2026-03/PALM%20scheme%20Approved%20Employer%20Guidelines%20v2.1.pdf

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