**Housekeeping**

Heather Rothery, Head Housekeeper Rufflets Country House Hotel, page 4:

I’m Heather Rothery. I’m head housekeeper here at Rufflets Country House Hotel. It is an independent hotel with 24 bedrooms and 2 self-catering lodges and I have been here for 21 years now. But the hotel has changed and developed over the years and I’ve grown with it. My father was in the Forces so we moved around quite a lot and when I came back I did a BTEC in hotel and catering, and decided that I liked housekeeping the most.