

 Prifysgol Cymru Y Drindod Dewi Sant University of Wales Trinity Saint David Component One: <i>What are the key skills required when working in the housekeeping team?</i> 750 words (+/- 10%) Contribution to Overall Module Assessment: 25%	Student No: <u>2126607</u> Module Title: <u>Operating Hotel Facilities</u> Module Code: _____ Lecturer: _____
As a vital member of the housekeeping team, it is essential to possess a plethora of skills that guarantee a delightful and comfortable stay for guests (Bridger, 2022). Apart from paying attention to detail, effective time management, and impeccable communication skills, it is imperative to possess exceptional customer service skills, physical fitness, problem-solving acumen, cleaning proficiency, and safety consciousness (Cottrell, 2019). Being extremely meticulous is paramount in this role as it requires the ability to spot even the most insignificant imperfections to ensure that guest rooms are spotless. Competent time management skills are crucial to completing all tasks within the stipulated timeframe (Bakker and Leiter, 2010). Additionally, individuals need to prioritize tasks based on their level of importance (Mullins, 2007). Effective communication is essential not just with the housekeeping team but also with other staff members, and offering outstanding customer service is a must (Touma <i>et al.</i>, 2021). This includes responding promptly to guest requests, maintaining high standards of cleanliness in the guest rooms, and providing additional amenities such	

as extra towels or pillows (Raghubalan and Raghubalan, 2009). Time management is very important that can play a huge role in a housekeeping team. Housekeeping teams must manage time well (Sivasubramaniam *et al.*, 2020). Achieving deadlines calls for smart planning, efficient delegation, and transparent communication is extremely important (Sharma *et al.*, 2019). Housekeeping personnel who fail to manage their time run the danger of falling behind, hence decreasing client pleasure.

As part of housekeeping, rooms are cleaned and linens and towels are prepared. To prevent cleaning delays, these responsibilities must be fulfilled on time (Rogers, 2008). Mismanagement of time can result in housekeeping staff missing deadlines, providing subpar service, and upsetting clients (Sivasubramaniam *et al.*, 2020).

Time management increases efficiency, so prioritizing tasks, allocating resources, and controlling time management skills allowing the housekeeping teams to achieve their task more quickly and effectively. They are able to please clients and maintain a positive reputation (Sivasubramaniam *et al.*, 2020). Moreover, time management minimises job stress. By performing their chores on time, housekeeping teams reduce stress, boost performance, and enhance job satisfaction (Touma *et al.*, 2021). Finally, time management lets leaders evaluate the strengths and weaknesses of team members. Assigning tasks to individuals based on their skills ensures that each task is completed successfully, hence enhancing service quality and customer satisfaction (Sivasubramaniam *et al.*, 2020). The ability to assess team members' strengths and weaknesses is a key leadership competency, and time management provides it. Service quality and customer happiness can both be improved by assigning jobs to people according to their strengths (Touma *et al.*, 2021).

Maintaining a clean home requires efficient time management on the part of the housekeeping crew. Teams can increase output, satisfaction, and service quality through better time management practices like prioritisation, resource allocation, and time management (Touma *et al.*, 2021). The team's success depends on its members' ability to effectively manage their time together. Changing bed linens and cleaning bathrooms are two examples of physically difficult duties that necessitate

a certain level of fitness for the housekeeper to perform (Sivasubramaniam *et al.*, 2020).

Housekeeping staff must effectively manage their time as it enables teams to allocate resources, and complete their task on time. It also allows an individual to enhance productivity, stress levels, and service quality (Touma *et al.*, 2021). Time management is a skill that must be learned and honed by the group if they are to accomplish great things. Physical fitness is a significant aspect of the role as some housekeeping tasks are physically demanding, including changing bed linens and cleaning bathrooms (Sivasubramaniam *et al.*, 2020). Maintaining good posture, stretching regularly, and engaging in physical exercise can help reduce the likelihood of fatigue and injury. Problem-solving skills are also critical in the event of guest complaints, such as removing a stubborn stain without causing any damage to the carpet (Prasad, 2020). Excellent problem-solving abilities can help to reduce the time taken to resolve issues and, in turn, enhance guest satisfaction.

In addition, an individual must have a good understanding of cleaning techniques and the right products and equipment to use on various surfaces, including wood, glass, and tile (Sivasubramaniam *et al.*, 2020). Lastly, having a high level of safety awareness is essential to minimize risks such as slips or falls, and adhere to safety protocols when using cleaning products and equipment (Touma *et al.*, 2021). Safety awareness, attention to detail, and housekeeping skills may guarantee a memorable and pleasurable stay for guests, raise job satisfaction, and boosts career advancement.

--

Word Count	752
------------	-----

References

- Bakker, A.B. and Leiter, M.P., 2010. *Work engagement: A handbook of essential theory and research*. Psychology press.
- Bridger, E., 2022. *Employee engagement: A practical introduction* (Vol. 24). Kogan Page Publishers.
- Cottrell, S., 2019. *The study skills handbook*. Bloomsbury Publishing.
- Mullins, L.J., 2007. *Management and organisational behaviour*. Pearson education.
- Prasad, L.M., 2020. *Principles and practice of management*. Sultan Chand & Sons.
- Raghubalan, G. and Raghubalan, S., 2009. *Hotel housekeeping: Operations and management*. Oxford University Press.
- Rogers, T., 2008. *Conferences and Conventions*. A global industry second edition. Slovenia: Elsevier Ltd.
- Sharma, N.E., Chaudhary, N.E. and Singh, V.K.E., 2019. *Management techniques for employee engagement in contemporary organizations*. Business Science Reference/IGI Global.
- Sivasubramaniam, N., Hariharan, G. and Zakeel, M.C.M., 2020. Sustainable management of plant-parasitic nematodes: an overview from conventional practices to modern techniques. *Management of phytonematodes: Recent advances and future challenges*, pp.353-399.
- Touma, H.J., Mansor, M., Rahman, M.S.A., Kumaran, V., Mokhlis, H.B., Ying, Y.J. and Hannan, M.A., 2021. Energy management system of microgrid: Control schemes, pricing techniques, and future horizons. *International Journal of Energy Research*, 45(9), pp.12728-12739.

Component Two:

Contribution to Overall Module Assessment: 25%

In this scenario – You have just been promoted to the team leader for a floor within the hotel. A guest complains that on their arrival, their room had not been properly cleaned. Create an action plan and answer the following questions.

Problem	Why did it happen?	What are you going to do?	How will you prevent this from happening in the future?	What measures would you introduce to improve team effectiveness?
The cleaning procedures and standards are not adequately conveyed to the housekeeping staff through their training.	The problem may have been happened due to mismanagement of the hotel and the lack of training of the staff of the organisation. It is possible that the incident occurred because of poor hotel management and inadequate training for the organisation's workers (Bakker and Leiter, 2010).	Assuring the guests that the issue will be resolved and apologising to them for the inconvenience.	Regularly inspect rooms to verify that they meet the required cleaning standards. Rooms should be inspected on a regular basis to make sure they are being cleaned properly.	Deliver consistent training and developmental programs to enhance the team's expertise and comprehension.

The allocation of time and workload for housekeeping is not optimized, causing rushed cleaning and unfinished tasks.	It can also happen that the employees and staff are provided with a huge workload for the workload, and they are not able to effectively execute their duties. The employees and personnel may be overwhelmed if they are given too much work to do.	The management team need to discuss the entire issue with the staff who were responsible for cleaning the room. The management team should meet with the employees who were in charge of cleaning the space to explain the situation in full.	Utilise checklists to guide housekeeping staff through each room cleaning task to guarantee comprehensive cleaning of all areas (Bridger, 2022). Using checklists to direct housekeeping employees through each step of the cleaning process for each individual room can be effective to ensure that every space is thoroughly cleaned.	Introduce a feedback and recognition system to acknowledge and reward team members for their exceptional performance. Establish a method of providing constructive criticism and rewarding outstanding performance on the team.
Ineffective communication and coordination among the housekeeping staff lead to errors and misunderstandings.	The room was not clearly cleaned due to many possible reasons. It could be due to miscommunication and lack of attention to detail.	Adequate training should be provided to all the staff and the employees to make them more efficient in their job roles (Cottrell, 2019).	Foster a culture of open communication among team members to facilitate early detection and swift resolution of issues (Mullins, 2007).	Foster a culture of transparency and collaboration among team members to encourage a constructive and supportive work environment.

The housekeeping staff lacks the necessary resources and tools to fulfil their duties effectively.	It can happen due to the fact that the organisation may not be investing enough money in resources and tools effectively maintain the hygiene of the rooms.	Ensuring discussion with the team members to ensure that the staff are allocated effective tools and resources. Maintaining open communication among team members to ensure efficient distribution of resources.	Allocate sufficient time for room cleaning to avoid haste and guarantee thoroughness. The staffs of the organisation need to be given plenty of time to clean the place thoroughly without rushing.	Set explicit targets and objectives for both individuals and the team to work towards.
There is no established system for promptly addressing and monitoring guests' complaints by the hotel management.	It can happen due to a lack of emphasis on customer service and guest feedback. This can occur if there is insufficient focus on customer service and the opinions of guests.	All the team leaders and the management team need to effectively Review the housekeeping schedule and workload to ensure that adequate time is allocated for cleaning each room (Raghubalan and Raghubalan, 2009). The housekeeping schedule and workload should be reviewed by all team leaders and the	Establish a system for prompt and efficient handling of guest complaints. The complaints of the guests should be dealt with quickly and effectively. Guests' concerns must be addressed rapidly and competently. Create a procedure that will handle complaints from guests in a timely and effective	Equip the team with the necessary resources and tools to facilitate the attainment of their objectives. The staffs should be provided with access to whatever they need to succeed in their goals. In order to make it easier for the team to achieve their goals, you should provide them with the appropriate resources

		management team to ensure that each room receives the attention it requires.	manner. The problems that were brought up by the customers should be resolved as fast and efficiently as possible. Concerns voiced by guests need to be responded to as quickly and effectively as possible.	and tools. Access to whatever the staff members require to accomplish their objectives successfully should be made available to them.
--	--	--	--	---

References

Bakker, A.B. and Leiter, M.P., 2010. *Work engagement: A handbook of essential theory and research*. Psychology press.

Bridger, E., 2022. *Employee engagement: A practical introduction* (Vol. 24). Kogan Page Publishers.

Cottrell, S., 2019. *The study skills handbook*. Bloomsbury Publishing.

Mullins, L.J., 2007. *Management and organisational behaviour*. Pearson education.

Raghubalan, G. and Raghubalan, S., 2009. *Hotel housekeeping: Operations and management*. Oxford University Press.

Component Three:

Contribution to Overall Module Assessment: 50%

Your task is to create and prepare a **presentation** following the detailed scenario provided below.

As the floor housekeeping manager and given the recent guest complaints you need to put together a basic training presentation for your colleagues within the housekeeping team to get the best out of them, ensure that brand standard is being achieved and that Health and Safety procedures are also being followed.

1. Introduction

Introduction

- This presentation is going to explore the basic training that is needed to be implemented within the housekeeping team.
- In addition, how health and safety protocols can be maintained within the team will also be explored in the study.
- The objective of the presentation is to effectively enhance the skills of the staff of the organisation.
- Furthermore, the study will explain how the organisation can maintain brand standards.



Training Notes: This presentation is going to explore the basic training that is needed to be implemented within the housekeeping team. The objective of the presentation is to effectively enhance the skills of the staff of the organisation. Furthermore, the study will explain how the organisation can maintain brand standards. In addition, how health and safety protocols can be maintained within the team will also be explored in the study.

2. Understanding Brand Standards

Understanding Brand Standards

- ¶ The topmost priority of the hotel is to ensure a healthy and safe environment to its guests (Bakker and Leiter, 2010).
- ¶ To ensure consistent and efficient cleaning practices, the hotel's housekeeping staff must be equipped with adequate training on the use of appropriate cleaning products and techniques while adhering to established protocols.
- ¶ This entails frequent sanitisation of touched surfaces as well as thorough cleaning of guest rooms and common areas.
- ¶ Above all, a hotel's commitment to providing guests with a cosy and hygienic stay should be reflected in its cleanliness brand standard.



Training Notes: The topmost priority of the hotel is to ensure a healthy and safe environment for its guests (Bakker and Leiter, 2010). This entails frequent sanitisation of touched surfaces as well as thorough cleaning of guest rooms and common areas. To ensure consistent and efficient cleaning practices, the hotel's housekeeping staff must be equipped with adequate training on the use of appropriate cleaning products and techniques while adhering to established protocols. Above all, a hotel's commitment to providing guests with a cosy and hygienic stay should be reflected in its cleanliness brand standard. From this training, it is expected that the employees must learn about the brand standard of the organisation.

3. Health and Safety Regulations

Health and Safety Regulations

- ⌞ The hotel must adhere to food safety regulations and sanitise its kitchen in order to prevent foodborne illnesses.
- ⌞ The hotel needs to prevent the spread of diseases by cleaning all the guest rooms and public areas.
- ⌞ Ventilation and air quality must be maintained in hotels to prevent the risk of airborne diseases (Bridger, 2022).
- ⌞ Frequent and thorough cleaning of guest rooms and public areas inhibits the spread of infectious diseases.

The diagram shows a central circle surrounded by eight icons connected by dashed lines, representing a cycle of safety protocols:

- A hand being sanitized at a dispenser.
- Two people standing apart with a double-headed arrow between them, indicating social distancing.
- An entrance area with a person wearing a face mask.
- A reception desk where a staff member is wearing a face mask and a guest is also masked.
- A person wearing a full protective suit and mask, likely for deep cleaning or disinfection.
- A room service cart with linens and bottles.
- A bed in a guest room with a lamp and a television.
- A computer monitor displaying a website or management system.

-

Training Notes: The hotel needs to prevent the spread of diseases by cleaning all the guest rooms and public areas. Ventilation and air quality must be maintained in hotels to prevent the risk of airborne diseases (Bridger, 2022). Frequent and thorough cleaning of guest rooms and public areas inhibits the spread of infectious diseases. The hotel must adhere to food safety regulations and sanitise its kitchen in order to prevent foodborne illnesses. The hotel should have a comprehensive security system, including cameras, locks, and a well-trained staff, to protect guests and employees. From this training, the health and safety regulations of the organisation will be cleared to the employees.

4. Cleaning Procedures and standards

Cleaning Procedures and standards

- ¶ An **employee management model** such as the **Performance Based Management Model** should be undertaken.
- ¶ To ensure a healthy and hygienic environment for its guests, the hotel should maintain rigorous cleaning procedures and standards.
- ¶ It is important that all guest rooms are extensively cleaned and disinfected between each guest stay, including the sanitization of linens and surfaces.
- ¶ Public areas must also be frequently and thoroughly cleaned to maintain a clean environment (Cottrell, 2009).



Training Notes: To ensure a healthy and hygienic environment for its guests, the hotel should maintain rigorous cleaning procedures and standards. It is important that all guest rooms are extensively cleaned and disinfected between each guest stay, including the sanitization of linens and surfaces. Public areas must also be frequently and thoroughly cleaned to maintain a clean environment (Cottrell, 2009). An **employee management model** such as the **Performance Based Management Model** should be undertaken. Additionally, the hotel should ensure that appropriate cleaning products and equipment are used to effectively eliminate germs and bacteria. From this training, it is expected that the employees will learn about how to keep the hotel neat and clean.

5. Prioritisation and Time management

Prioritisation and Time management

- ¶ In the hospitality industry, proper prioritisation and time management are imperative for maintaining a high level of service and ensuring guest satisfaction.
- ¶ One essential aspect of this is the prioritisation of tasks, where staff must determine which tasks are most important and urgent to complete them on time.
- ¶ Additionally, possessing strong time management skills is vital in managing workloads and meeting deadlines (Mullins, 2007).
- ¶ Moreover, the hotel staff must remain flexible and able to adapt to unexpected changes in workload or schedule, quickly shifting priorities as needed.



Training Notes: Certainly, in the hospitality industry, proper prioritisation and time management are imperative for maintaining a high level of service and ensuring guest satisfaction. One essential aspect of this is the prioritisation of tasks, where staff must determine which tasks are most important and urgent to complete them on time. Additionally, possessing strong time management skills is vital in managing workloads and meeting deadlines (Mullins, 2007). Moreover, the hotel staff must remain flexible and able to adapt to unexpected changes in workload or schedule, quickly shifting priorities as needed. By incorporating these strategies, staff can provide exceptional service to guests while maintaining a productive and efficient work environment (Lam and Law, 2019). This training will help the staffs prioritise and manage their time effectively.

6. Communication and Collaboration

Communication and Collaboration

- ¶ Clear communication channels are fundamental for ensuring that staff can communicate proficiently with one another, their supervisors, and management to enable seamless coordination.
- ¶ Incorporating technology, such as communication apps, emails, and messaging tools, can streamline communication.
- ¶ It can also facilitate improved collaboration among the staff (Raghubalan and Raghubalan, 2009).
- ¶ Encouraging teamwork and providing opportunities for staff to collaborate on projects or tasks can create a culture of collaboration within the hotel and foster communication, thus enhancing the guest experience.



Training Notes: Convening regular staff meetings and assemblies can help to stimulate the flow of communication and enable staff to exchange feedback and recommendations that enhance cooperation. Clear communication channels are fundamental for ensuring that staff can communicate proficiently with one another, their supervisors, and management to enable seamless coordination. Incorporating technology, such as communication apps, emails, and messaging tools, can streamline communication and facilitate improved collaboration among the staff (Raghubalan and Raghubalan, 2009). Encouraging teamwork and providing opportunities for staff to collaborate on projects or tasks can create a culture of collaboration within the hotel and foster communication, thus enhancing the guest experience. This training will help the organisation communicate and collaborate effectively.

7. Resource Management

Resource Management

- For managing the resources, forecasting tools and techniques are required to plan for the efficient use of resources such as labour, inventory, and supplies (Kadei *et al.*, 2021).
- The organisation track and monitor resource utilisation to identify patterns and make necessary changes to reduce waste and inefficiency.
- It will also provide employees with cross-training to enable them to perform multiple tasks and roles (Rogers, 2008).
- The hotel will implement several technologies such as property management systems, and inventory management software

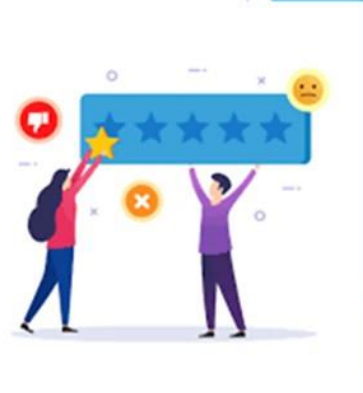


Training Notes: For managing the resources, forecasting tools and techniques are required to plan for the efficient use of resources such as labour, inventory, and supplies (Kadei *et al.*, 2021). The organisation track and monitor resource utilisation to identify patterns and make necessary changes to reduce waste and inefficiency. It will also provide employees with cross-training to enable them to perform multiple tasks and roles, which increases flexibility and maximizes resource utilisation (Rogers, 2008). The hotel will implement several technologies such as property management systems, inventory management software, and energy management systems, to automate processes and optimize resource utilization. This training will allow the employees to efficiently use the resources.

8. Guest Satisfaction and Complaint handling

Guest Satisfaction and Complaint handling

- ¶ The optimisation of guest satisfaction and complaint handling requires a multifaceted approach by the hotel staff.
- ¶ This includes proactive communication strategies to preemptively identify and rectify any issues prior to escalation (Sharma *et al.*, 2019).
- ¶ In the event of a guest complaint, a quick and effective resolution should be sought by the hotel staff.
- ¶ It is necessary to use a **performance-based management approach** for managing employees and enhancing staff satisfaction.



Training Notes: The optimisation of guest satisfaction and complaint handling requires a multifaceted approach by the hotel staff. This includes proactive communication strategies to preemptively identify and rectify any issues prior to escalation, as well as the provision of empathetic and attentive service to guests in order to foster an environment of trust and mutual respect (Sharma *et al.*, 2019). In the event of a guest complaint, a quick and effective resolution should be sought by the hotel staff. It is necessary to use a **performance-based management approach** for managing employees and enhancing staff satisfaction. The resolution should be carried out with utmost care to ensure that the guest's needs are met and that they remain informed throughout the process to minimise the risk of escalation.

9. Review Assessment

Review Assessment

- Guest surveys are a useful tool for gauging how satisfied a hotel's clientele really is with the organisation.
- Another method is to keep an eye on the review sites to learn useful information and spot problem areas (Melián-Alzola *et al.*, 2020).
- Guests can also use Twitter and Facebook to voice their opinions and share their experiences with the establishment.
- An unbiased review of the whole client experience is another way to find ways to enhance the service.



Training Notes: Guest surveys are a useful tool for gauging how satisfied a hotel's clientele really is with various parts of their stay, such as the comfort of their rooms, the friendliness of the staff, and the availability of any extras they may have requested. Another method is to keep an eye on the review sites to learn useful information and spot problem areas (Melián-Alzola *et al.*, 2020). Guests can also use Twitter and Facebook to voice their opinions and share their experiences with the establishment. An unbiased review of the whole client experience is another way to find ways to enhance the service.

10. Conclusion

Conclusion

- ¶ Staff members at hotels must take a multipronged approach to ensure guests are happy and complaints are resolved.
- ¶ This involves providing visitors with empathic and attentive service in an effort to build trust and mutual respect, as well as using proactive communication tactics to identify and resolve any issues before they escalate.
- ¶ When a visitor makes a complaint, the hotel staff should work to find a solution as soon as possible.
- ¶ Care should be taken during resolution to accommodate the guest's requests and keep them updated on the status of the situation.



Training Notes: The presentation has effectively discussed how the skills and competencies of the staff and the workers can be increased. Staff members at hotels must take a multipronged approach to ensure guests are happy and complaints are resolved. This involves providing visitors with empathic and attentive service in an effort to build trust and mutual respect, as well as using proactive communication tactics to identify and resolve any issues before they escalate. When a visitor makes a complaint, the hotel staff should work to find a solution as soon as possible. Care should be taken during resolution to accommodate the guest's requests and keep them updated on the status of the situation. Failing to do so can lead to an escalation of the situation.

References

- Bakker, A.B. and Leiter, M.P., 2010. *Work engagement: A handbook of essential theory and research*. Psychology press.
- Bridger, E., 2022. *Employee engagement: A practical introduction* (Vol. 24). Kogan Page Publishers.
- Cottrell, S., 2019. *The study skills handbook*. Bloomsbury Publishing.
- Mullins, L.J., 2007. *Management and organisational behaviour*. Pearson education.
- Raghubalan, G. and Raghubalan, S., 2009. *Hotel housekeeping: Operations and management*. Oxford University Press.
- Rogers, T., 2008. *Conferences and Conventions. A global industry second edition. Slovenia: Elsevier Ltd.*
- Sharma, N.E., Chaudhary, N.E. and Singh, V.K.E., 2019. *Management techniques for employee engagement in contemporary organizations*. Business Science Reference/IGI Global.
- Melián-Alzola, L., Fernández-Monroy, M. and Hidalgo-Peñate, M., 2020. Hotels in contexts of uncertainty: Measuring organisational resilience. *Tourism management perspectives*, 36, p.100747.
- Kadaei, S., Shayesteh Sadeghian, S.M., Majidi, M., Asaee, Q. and Mehr, H.H., 2021. Hotel construction management considering sustainability architecture and environmental issues. *Shock and Vibration*, 2021, pp.1-13.
- Lam, C. and Law, R., 2019. Readiness of upscale and luxury-branded hotels for digital transformation. *International Journal of Hospitality Management*, 79, pp.60-69.