

Assignment: Student Learning Log for Front Office

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Module: Hotel Placement – Managing Hotel Administration

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Training at the Front Office is scheduled to take place as part of my work programme that I have been assigned to complete at the Marriott Hotel in Portsmouth. This is during the last three weeks of my work placement. As a direct result of this, there is a restricted amount of effective responses and analyses of my experiences available. Most of my findings have been based on research and personal investigation through information provided by associates at Marriott.

As part of managing the Front Office, the manager is accountable for overseeing all front office operations and personnel. The scope of duties encompasses Bell Staff, Switchboard Operations and Guest Services/Front Desk. In the capacity of a departmental leader, the individual oversees and collaborates with managers and staff members to effectively carry out all front office functions, encompassing protocols related to guest check-in and check-out. The objective is to consistently enhance guest and employee contentment while optimising the financial outcomes of the department (Marriott, 2023).

As an aspect of the managerial position, it is essential to employ interpersonal and communication proficiencies to guide, persuade, and motivate the Guest Services team. Additionally, advocating for careful financial and commercial resolutions, exhibiting honesty and integrity, and setting an example of excellence are all crucial responsibilities. It is imperative for members of a team to build trust, demonstrate mutual respect, and collaborate effectively. Demonstrate appropriate conduct to individuals (Marriott, 2023).

It is necessary to provide supervision to employees. Oversee and administer organisational activities and processes within the organisation. Undertake the responsibilities of an employee during their nonattendance, emphasises the importance of fostering a culture of open and collaborative teamwork, as well as promoting positive employee interactions (Marriott, 2023).

This was shown to take place in the context of new employees being taught, as well as receiving appropriate advice and supervision when it was required. The manager and the supervisor both trained them to the required level, and intervened whenever it was necessary during the employees' performance of their tasks in the Front Office.

Making sure that workers' contributions are being recognised in all of their areas of responsibility. The performance requirements should be communicated in line with the job descriptions for each role, and progress should be monitored. Commemorate victories and make sure that the achievements of individual team members are acknowledged in public (Marriott, 2023).

One week was set aside for the Marriott organisation to show its colleagues how much it values them as employees during the "appreciation week." This one-of-a-kind event recognises and celebrates the dedication, passion, and outstanding service provided by each and every coworker at Marriott. It is built on the company's long-standing culture of pride and gratitude.

Another instance was seen in which workers were rewarded for their efforts, and the awards they received were displayed prominently on a wall designated as the wall of achievement.

The manager is responsible for managing day-to-day operations, ensuring that quality and standards are maintained, and fulfilling the daily expectations of the customers. Creating concrete objectives and strategies in order to structure their work, establish priorities, and get things done. Maintains the Front Office team's attention on the important aspects of operations in order to achieve the required level of financial success and level of guest pleasure. In order to achieve the outcomes that are sought, it is necessary to have department meetings and consistently transmit a message that is both clear and consistent about the Front Office's aims (Wizbii, 2023).

Examine the levels of personnel in order to guarantee the demands of the customers, the operational requirements, and the financial goals are satisfied. have an understanding of the influence that Front Office operations have on the Rooms as well as the overall financial objectives of the hotel. Expenses that can be controlled should be managed so that departmental objectives may be met or exceeded (Wizbii, 2023).

Every Wednesday during the management meeting, everyone is briefed on the next week's forecast as well as the events that are anticipated to take place. During the meeting, the demands of the company are reviewed in further depth, including whether or not there is sufficient employees available to fulfil the demand. In addition, plans are discussed to ensure that the implementation is set up in accordance with the requirements.

In addition to this, it has been seen that the Front desk Manager provides a daily report to the other management on any changes that have occurred as well as expectations. This is done in order to get them ready for whatever comes next.

The front office is responsible for a variety of tasks, including but not limited to reservations and bookings, invoicing, special requests, and management of the system. Rules, standards, and processes for the Front Office should be followed for projects and policies. Contribute to the Peer Review Process and check that the property rules are being implemented in a consistent and fair manner.

Marriott hotels all make use of their own proprietary property management system known as PMS. This PMS system was built by Marriott specifically to meet the requirements of their company and is used in all of the hotels that Marriott owns and operates all over the globe. Micros Opera is the software which is operated within the hotel (Book4time, 2023 and Sbit, 2023).

The integration between PMS and Book4Time encompasses significant characteristics. The capability to retrieve reservations from the PMS system and access reservation particulars within Book4Time (Book4time, 2023).

In PMS, it is possible to post charges to a guest or group master folio and promptly receive feedback on the outcome of the charge posting process. Send a revenue breakdown of the posted charges to ensure transparency for the front desk staff and to enable them to address any inquiries from guests regarding the charges. The system provides backing for the allocation of four distinct revenue categories, three tax categories, and two gratuity categories to be applied to recorded charges (Book4time, 2023).

Front desk software benefits hotel management by providing an easy-to-use software. It serves hotels well, the programme is cheaper than adding staff to a hotel management system's front desk to reduce customer frustration. Department communication runs hotel management systems and real-time communication improves visitor service. When notified by the front desk, housekeeping may prepare a room for a guest (Hotelogix, 2013).

Providing excellent customer service by offering exceptional service is essential to retain customers. This can be done by improving services by communicating and helping people understand visitor requirements, overseeing personnel and supervising routine operations. Having a comprehensive understanding of employee roles to effectively substitute when necessary. Assumes the role of the "Service Champion" in the Front Office and facilitates

visitor engagement. Proficiency in managing guest hospitality, customer service, and guest relations. Enhance the quality of service provided (Breakroom, 2023).

According to Nadda et al (p5, n.d.), Kotler and Keller (2012) claimed that putting a focus on guaranteeing continual high quality customer serviced supplied would allow success for the company, as customers who get this kind of service are more likely to stay loyal and repurchase.

Enable employees to deliver exceptional service and guarantee that all areas of the Front Office are designed with the guest's comfort in mind. Conduct an analysis of visitor satisfaction by examining comment cards and other relevant data in order to identify areas for improvement. Address and alleviate any concerns expressed by guests. The act of offering feedback to personnel and administration regarding their service-related conduct is recommended (Breakroom, 2023).

To summarise, managing the Front Office can be seen as consisting of a number of different roles. These roles include ensuring that customer services are effectively delivered from the beginning to the end, ensuring that all systems are operated correctly, which provides accurate information on planned forecasts, financial information, and employee training, and so on. Each of these components has a direct impact on both the continuous retention of pleased consumers and the overall success of the firm as a whole.

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