

Management Assessment of Practical Tasks – Feedback from hotel.

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The Human Resources (HR) department at the Marriott Highcliff Hotel in Bournemouth is crucial in overseeing the hotel's most precious asset, its staff. It oversees a variety of tasks to ensure the hotel operates well by managing a stable, content, and driven staff.

The main responsibilities of the HR department can be divided into three basic categories.

HR is accountable for recruitment, selecting suitable candidates for different positions in the hotel, and retaining high-performing staff. They create ways to guarantee employee satisfaction and engagement, ultimately decreasing turnover (Boxall et al., 2007).

Training and Development: Overseeing the education and growth of staff is a vital responsibility. This includes offering on-the-job training, organising professional development courses, and promoting ongoing learning inside the organisation. They prioritise succession planning and leadership development to guarantee a consistent flow of future leaders (Skills for Jobs: Lifelong Learning for Opportunity and Growth, 2021).

The HR department acts as an intermediary between the hotel management and the employees in matters of employee relations. They address matters of employee benefits, workplace safety, conflict resolution, and employee well-being. HR plays a vital role in preserving healthy employee relations by fostering a positive work environment (Purcell, 2008).

HR at Marriott Highcliff Bournemouth Hotel ensures compliance with employment laws, health and safety regulations, and legal requirements in employment activities, including drafting contracts (Sparrow et al., 2008).

The Human Resources department of Marriott Highcliff Bournemouth hotel is a complex department that strategically contributes to the hotel's successful operation. Enhancing employee satisfaction and efficiency contributes to improving the entire client experience.

At Highcliff Marriott Hotel in Bournemouth, I got the chance to observe a supervisory position in the Human Resources (HR) department. I will analyse my voyage using Gibbs Reflective Cycle, which is a structured method for experiential learning that emphasises the significance of reflecting on experiences (Gibbs, 1988). I thoroughly examined and analysed my enlightening journey to understand my experiences, feelings, judgments, and conclusions to create an action plan for future

scenarios.

Wood (2013) states in *Key Concepts in Hospitality Management* that service operations managers face numerous problems. The challenges involve managing multiple customers, grasping the service concept, overseeing outcomes, interacting with customers in real-time, coordinating various organisational components, recognising the link between operational decisions and business success, implementing and understanding strategy, continuously improving operations, fostering innovation, and handling short-term and long-term issues simultaneously. To address these issues, one must understand and implement strategies. Fayol H., a pragmatic management expert, significantly contributed to management theory by providing a thorough examination of administrative tasks and a methodical investigation of the management process, especially in the realm of General and Industrial Administration. I worked in the central hub of the hotel's operational activity within the administrative department. The role entailed overseeing essential services such as finance management, personnel administration, compliance oversight, and interdepartmental communication. Observing the efficient operation of the administrative machinery has a profound impact on the daily lives of personnel and the experiences of guests.

The Human Resources department is responsible for managing and developing personnel within the hotel. They handle various administrative tasks such as recruitment, retention, legal compliance, staff development, training, and conflict resolution (Sparrow et al., 2016).

My main learning objectives in the department were to comprehend the intricacies of HR management in the hospitality industry, enhance communication skills, foster team dynamics, and refine task management and personal skills essential for meeting guest service expectations.

Moreover, I found that my capacity to connect my academic knowledge with practical application became prominent. Encountering practical obstacles in the HR department improved my comprehension of organisational culture, personnel administration, and efficient communication (Schein, 2010). These abilities are not only theoretical ideas, but they contribute to the practical efficiencies that support the hospitality business. My role in this department was to gain a deep understanding of hotel administration, with a focus on improving my communication skills, promoting teamwork, enhancing task management abilities, and ensuring exceptional guest service. The objectives

were integrated into most operations carried out throughout the placement, highlighting the essential importance of administrative functions in the wider hospitality business.

The journey involved a dynamic combination of technical study and skill development, each relying on the other. To do administrative tasks in a hotel, one needs to have a strong understanding of various software applications, knowledge of the hotel's policies and procedures, familiarity with the legal elements of hotel management, and proficiency in maintaining organised record-keeping systems.

Furthermore, this position highlighted the significance of job-related skills that go beyond technical knowledge. Communication was vital for the department, enabling efficient operations and coordination across workers and departments. Effective task management was essential in this busy setting. Every activity, communication, and interaction must be timely, efficient, and effective to ensure smooth operations. Adapting rapidly to shifting conditions and unforeseen problems was crucial for preserving departmental balance and leading the administrative team through high-pressure situations.

An important problem that occurred during my employment was the lack of communication between departments, which frequently resulted in conflict. The HR department had challenges with the rapid turnover of Generation Z personnel, which was causing disruptions in the hotel's operations (Twenge et al., 2010).

Considering these issues through the lens of Fayol's administrative theory, I realised that implementing a centralised communication system may greatly enhance cooperation between departments (Fayol, 1949). Herzberg's two-factor theory proposes improving job satisfaction by focusing on intrinsic motivation, which could be beneficial for Generation Z employees who value meaningful work (Ng et al., 2010). Although the position offered many learning and growth possibilities, a significant organisational challenge emerged: communication gaps across departments. This frequently led to inefficiencies and miscommunications, causing disruptions in operations and negatively affecting both internal and guest-facing services. Upon reflecting on Fayol's administrative theory, the solution was clear: enhancing departmental interaction through a centralised communication system and regular inter-departmental meetings. Improved communication would increase operational efficiency and promote a more friendly and cooperative work atmosphere. Upon reflecting on my path, this placement, together with my academic knowledge

and past job experiences, has greatly strengthened my comprehension of the significance of communication, teamwork, and personal and technical abilities in the hospitality sector. These are not only functional parts but the essential structure that binds the industry.

Incorporating the lessons learned from this experience, my future strategy will prioritise enhancing my technical expertise in hotel-specific software and regulations. Prioritising the development of strong interpersonal skills to navigate crises, creating effective task management strategies, and ensuring that every guest engagement is memorable.

In conclusion, this reflective story has strengthened my comprehension of the crucial role of the administrative department in a hotel and offered significant insights into applying academic theories in practice. The complex combination of technical abilities, effective communication, strong teamwork, and outstanding guest service is essential for a successful hospitality service. Each piece of practical knowledge and experience is a great asset in moving forward.

In the future, my action plan is based on the knowledge and understanding I acquired throughout this employment. Focus areas include enhancing comprehension of HR legislation and software, refining crisis management abilities, and cultivating a mindset of continuous learning and improvement (Marriot, J.W., 2001).

Ultimately, this reflective learning log has offered me a distinctive insight into the practical aspects of Human Resources in the ever-changing hospitality sector. Thriving hospitality service relies on a delicate equilibrium of technological expertise, clear communication, team interactions, and exceptional client service.

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