

BMIH4004 Hotel Administration and Front Office

Student Name: Mohammed Ali Haider

Student ID: 2013121

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Component One: Student Journal (Learning Log)

To start, while interning in housekeeping, I was liable for a wide assortment of obligations with the general objective of offering phenomenal support to our visitors. This intelligent journal investigates my contemplations, sentiments, and encounters during this season of self-awareness, utilizing the system of the Gibbs Model of Reflection.

Within the department of housekeeping, I was in charge of a wide range of tasks that all contributed to the smooth operation of the business and the contentment of our clients. To ensure that our guests would be protected if there should be an occurrence a crisis, I was liable for checking each fire exit completely to ensure that they were in similarity with wellbeing rules. What's more, I invested a lot of energy at the gathering, where I was liable for a few exercises that were fundamental for the clients' insight. This included making room keys, handling reservations, and handling advance payments in preparation for visitors' arrival. Also, I was accountable for the clothing administration, ensuring that visitors' rooms generally had perfect, new materials and towels. I likewise assisted with room reviews and arrangements when called after, considering detail to ensure that every visitor's visit was pleasant and inconvenience-free.

These obligations were vital for the visitor administration experience overall and went past being simply procedural (Rutherford and O'fallon, 2020). Guaranteeing guest joy was of most extreme significance, and successful correspondence and incredible skill were vital. For instance, I assisted make clients with feeling appreciated and welcome the moment they came around the lodging by productively and definitively taking care of their registrations. Moreover, a reasonable level of effort in checking each room completely guaranteed that guests could unwind and partake in their visit with practically no issues.

Working in the cleaning division caused me to feel many things. I was eager and motivated to begin this new work because I wanted to improve the experiences of our customers. By and by, when I dove recklessly into the everyday tasks, I was met with unforeseen obstructions that put my abilities under serious scrutiny and constrained me to go beyond my usual range of familiarity. The ability to think and react quickly and change immediately was fundamental for taking care of guest questions and registrations

in a high-pressure setting (Montoya, 2023). Beating obstructions and gaining from each experience gave me joy, regardless of whether there were intriguing times of pressure.

In evaluating my own exhibition, I am mindful of my own assets and where I might develop. I had the option to effectively deal with various undertakings and manage issues as they came up as a result of areas of strength for me and critical thinking abilities. However, I likewise saw spots where I could improve, particularly when it came to taking care of contentions under tension. Further developing these capacities is fundamental for future visitor experiences to go off easily.

Understanding the Front Work area's Basic Job in Making a Wonderful Stay for Visitors was a Vital Important point from My Position Insight (Bakker et al., 2021). The meaning of making the space agreeable and utilitarian was driven home by discussions with the two guests and associates. I took in the benefit of considering detail in all pieces of our business and the complexities of client support.

The meaning of being delicate to and deferential of social contrasts was exposed by experiences with guests from different foundations, which raises moral and social contemplations (Friend, 2023). I tried to comprehend and value every guest, regardless of their set of experiences or current circumstance, by moving toward each contact with sympathy and authenticity. This experience strengthened my commitment to diversity, inclusion, and cultural competency in the hospitality industry.

Last but not least, I would like to say how much I've enjoyed and benefited from working as a housekeeper during my placement. It has assisted me with getting a more extensive viewpoint on the neighbourliness area and has given me instruments that will direct my expert process going ahead. Proceeding, I will focus on it to learn new things and further develop my current capacities so I can furnish every guest with the highest level of administration conceivable.

I intend to acquire additional training in cultural sensitivity and conflict resolution so that I can improve my skills at the front desk. Besides, I need to search for tutoring open doors so I might advance more from prepared specialists in the area. I'm sure that I can assist my vocation in accommodation by effectively attempting to work on my abilities.

Component Two: Practical Task



KETANC80



An example of a great hotel

Review of Excellency Forest Trail



Reviewed 23 November 2016

Great location, beautiful surrounding atmosphere, great staff. Most friendly and helpful receptionist and staff ever, lovely and great first impression of hotel. Everything about the hotel was exceptional. It was clean, stylish, roomy with excellent service in where we had dinner. Food was good and great value for money and service was attentive and efficient. Room itself was well equipped and comfortable. I was very pleased with my stay. I hope to be back for a longer visit in the future.

Date of stay: November 2016

Trip type: Travelled as a couple



Sleep Quality



Rooms



Service

[Ask KETANC80 about Excellency Forest Trail](#)

41 Thank KETANC80



Figure 1: Positive Review;

Source: Mary, (2024)

We greatly appreciate you sharing your wonderful experience with us. We are thrilled to hear that you tracked down our lodging's area, environment, and staff to be remarkable. Our top priority is providing exceptional service and creating memorable experiences for our guests, and we are delighted that you have made such a positive impression. Your caring words about our assistant and staff really make us feel great inside, and we will make certain to pass along your commendations to the whole group. It is satisfying to realize that you partook in each part of your visit, from the neatness and style of the inn to the nature of our feasting administrations. We enthusiastically anticipate the valuable chance to invite you back for a more extended visit from here on out. If there is anything we can do to help you before your next visit, please do not hesitate to get in touch with us.

**Mrs. Joanna Blake,
558 Longford Road,
Swansea
SA1 2AR
January 10th, 2024**

Subject: Response to Complaint

Dear Mrs. Blake,

I trust this letter thinks that you are well. I might want to start by communicating my genuine expressions of remorse for the mistake and disappointment you encountered during your new stay in room 330 at our lodging. Your input is important to us, and we view your interests extremely in a serious way. I kindly ask that you grant me permission to elaborate on each of the points you made.

Right off the bat, I need to expand my conciliatory sentiments for the tidiness issues you experienced in your room. We place a high priority on maintaining impeccable cleanliness, and it is disheartening to learn that we did not meet your expectations in this regard. I have spoken with our housekeeping group to address the breaches you referenced, and extra preparation and management measures are being carried out to forestall such events later on (Ho, 2023). As to Wi-Fi administration, I profoundly lament the bother you encountered because of its trickiness and slow rates. We figure out the significance of a steady web association, particularly for our visitors who depend on it for work purposes. To correct this issue, our IT division is directing an exhaustive survey of our Wi-Fi foundation to distinguish and determine any hidden issues speedily (Hornes, 2023). Sincere apologies for the disturbance caused by excessive noise during your stay. I apologise for failing to provide the tranquil setting that every guest deserves. In response to noise complaints, we are immediately enforcing our noise policy and providing additional training to our employees to ensure that they are vigilant in promptly addressing noise disturbances. Your criticism in regards to the client care you got is profoundly disturbing, and I need to guarantee you that it doesn't mirror the elevated expectations of

cordiality we endeavor to maintain (Hornes, 2023). I have started an examination concerning the particular episodes you referenced to appropriately recognize any fundamental issues and address them. In addition, we will hold retraining sessions for our employees to emphasize the significance of providing prompt and helpful customer service at all times. Taking everything into account, kindly acknowledge my earnest expressions of remorse for the burdens you encountered during your visit. Your criticism fills in as an impetus for development, and I'm focused on going to proactive lengths to keep comparative issues from emerging from here on out. As a token of generosity, I might want to offer you a free stay with us on your following visit, where we will go all out to guarantee your most extreme solace and fulfillment.

Yet again I am sorry for the deficiencies you experienced and thank you for drawing them out into the open. Would it be a good idea for you have any further worries or need help, kindly make sure to me straightforwardly at +09456288162.

Thank you for your patience and understanding.

Component Three: Portfolio 4 Elements

The hotel front office is clients' primary resource, affecting their point of view and experience (Morrison and O'Gorman, 2018). According to Schneider and Bowen (2023), hospitality workers require a wide range of skills in order to manage client interactions and operational responsibilities in this ever-changing environment. The skills required for front office operations in terms of customer service, communication, organisation, and problem-solving are the subject of this article. Client assistance is fundamental for guest joy and steadfastness (Bitner et al., 2020). Front office laborers should expect guests' needs, offer customized support, and address challenges rapidly and affably. Clear and empathic correspondence with guests, associates, and other lodging offices is likewise pivotal (Kim and Tan, 2018). Front office staff can focus on exercises, handle different obligations, and keep everything under control by utilising hierarchical capacities (Morrison and O'Gorman, 2018). Timing, work allotment, and authoritative instruments like booking programming and errand records are required. To quickly resolve visitor issues, disagreements, and service interruptions, problem-solving skills are also required (Kim and Tan, 2018). This discussion expects to make sense of lodging front office capacities utilising important writing and certifiable encounters.

Since it has a direct impact on how happy and loyal guests are, customer service is the most crucial aspect of front office operations. As per Bitner et al. (2020), the provision of high-quality service that meets or exceeds customers' expectations is defined as customer service. To do this in the cordiality business, it is important to expect the necessities of clients, to offer individualized help, and to determine issues in a convenient and productive way (Decker, 2020). For instance, think about the situation of a voyager who shows up at the front work area of a lodging after an extended excursion. To guarantee that the client has a consistent change to their room, an expert individual from the front office staff would invite them with a wonderful hello, give assistance with their stuff, and accelerate the registration technique as needs be. The staff part adds to the general improvement of the visitor's insight and assists with developing a good picture of the inn by showing consideration and responsiveness by means of their activities.

It is important to have powerful correspondence to work with the appropriate transmission of data, the improvement of affinity with guests, and the coordination of obligations among staff individuals. Verbal and nonverbal correspondence are the two cycles that occur with regards to front office tasks. These cycles incorporate associations with visitors, colleagues, and different divisions inside the lodging. According to Schneider and Bowen (2023) feature the meaning of viable correspondence during the time spent offering extraordinary assistance encounters. For instance, when dealing with inquiries or complaints from guests, front office staff members are expected to pay close attention to what the guests are saying, empathise with their concerns, and present solutions in a manner that is both kind and professional (Worth, 2019). Furthermore, effective correspondence makes it feasible for front-work area staff to cooperate with no contact with different divisions, like housekeeping, support, and others. This assists with guaranteeing that brief answers are given to demands made by visitors and that functional effectiveness is kept up with.

Organisational skills are absolutely necessary in order to effectively manage various tasks and maintain order in a bustling front office environment (Passarelli, 2022). This includes laying out boundaries for commitments, effectively overseeing time, and keeping up with association notwithstanding various requests from visitors and hindrances in the working of the business. Morrison and O'Gorman's (2018) study of the importance of organisational skills in hospitality management emphasizes the significance of delegating responsibilities and carrying out tasks in an effective manner. For instance, front work area specialists are entrusted with guaranteeing that the progression of tasks is continuous while at the same time adjusting registration and look at processes, overseeing appointments, and giving help attendant services. The front office faculty can work on their productivity and improve on activities by utilising hierarchical devices, for example, task records and planning programming.

The capacity to deal with issues raised by visitors, resolve conflicts, and limit deferrals to support at the front office are regions in which critical thinking skills are totally essential. Experts in the friendliness business should be talented in perceiving issues, deciding their fundamental causes, and setting in motion effective cures to ensure the fulfilment of

lodging visitors and safeguard the inn's picture (Alie, 2023). According to Kim and Tan (2018) led on the subject of critical thinking in the neighbourliness business, they underscored the meaning of imagination and adaptability during the time spent the goal of confounded circumstances. If a guest disapproves of the offices in their room, for example, a TV that isn't working as expected, a front work area specialist is expected to expeditiously assess the issue, give elective choices, (for example, migrating the client's room or giving free conveniences), and afterward follow up to guarantee that the visitor's necessities are fulfilled. When front office staff members are able to solve problems on their own, they can turn challenges into opportunities to exceed guests' expectations and earn their loyalty.

For front office tasks in the lodging industry to find success, it is fundamental to have major areas of strength for an of fundamental abilities, for example, the capacity to give magnificent client support, convey really, sort out oneself, and take care of issues. This article has offered bits of knowledge into the meaning of these abilities and their useful application during the time spent giving incredible encounters to visitors by cooperating with pertinent writing and genuine models from the business. It is normal that friendliness experts would be better skilful to deal with the complexities of front office activities and add to the general outcome of their associations as they proceed to support and clean these abilities.

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