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Module Title:	Operating Hotel Facilities
Module Code:	BMIH 4006
Lecturer:	

Component One:

What are the key skills required when working in the housekeeping team? 750 words (+/- 10%)

Contribution to Overall Module Assessment: 25%

The certified housekeeper is maintaining a professional and respectable appearance able to work in a team under high pressure in a fast-paced can give accurate timely room service to guests, ability to work long shift hours on foot, able to work the night shift if it's necessary or irregular hours when needed. Also flexible with working schedule changes and last-minute call-ins. Commercial equipment used such as large vacuums and floor polishers. With excellent interpersonal and customer service skills. Perfect verbal communication skills. Multiplying language is not required but strongly recommended. Able to handle disabled guests and help them if it's required. Clean and stock rooms according to established quality standards. Assigned duties include restocking hotel rooms, cleaning windows, and bathroom surfaces, polishing all furniture, removing trash and replacing trash bags in assigned rooms, inspecting all room equipment and reporting any maintenance issues. Experience in detailed décor arrangements (towel art, napkin folding, etc). Regularly updated protocols on correct chemical usage for the products used. Known what to do in cases of skin or eye or body irritation caused by chemicals. Housekeepers also should be known and consider the ventilation in an area where a cleaning product is being used, remember not all chemicals are in liquid form, and vapour given off by a chemical can be a deadly gas. Perfectly know how to use the ratio of chemicals to water and mix them. Understanding of what to do with accidents or emergencies including fire evacuation, and disabled guests. Customer-oriented approach, especially when handling sensitive requests or complaints from guests.

Word Count	258

Component Two:

Contribution to Overall Module Assessment: 25%

In this scenario – You have just been promoted to 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?
where?	Which part of the room (Bathroom, Bed, Carpet, Table)	Change room, if they're available, send a housekeeper to clean,	Temporarily add the complaint to standard inspection in the member's personal file. Retrain the housekeeper if necessary.	Inspect all team members may somebody else has the same problem. Add the accident to the morning brief
When?	Last time room was cleaned, maintained, served,	Inspect the fault cause. Human fault, environmental fault, Or guest behaviour suspicion is the complaint right or fault	Make sure all the team members learn from the Fault	
What?	Details of the issue	Checking out the team members' mental and physical health of the cause of the issue. Require sending to holiday cause of exhaustion		
		don't cause moral and behaviour disadvantages the complain		

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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.



Training Notes: First, take out the trash, always begin from the inside area of the room. Check under areas (bed, chairs, table, furniture, behind the bed, curtain,)



Training Notes: Before beginning to make beds and change linen, go into the bathroom and take out every towel even if it looks clean. Then use chemicals to prep the bathroom for cleaning. For the mirror the blue chemical and use only blue rugs for cleaning, Bath and walls are the pink ones D10 use for cleaning and disinfecting, tables, hard surfaces, reception desk, only use the red rugs if you need manually fill chemicals always use the relevant task card of how to use it. When dosing chemicals only do so in the bottles provided at the site. Never bring in shop-bought spray bottles or any chemicals from home. Do not mix different chemicals together and always follow the exact instructions. When spraying around after then you can go to the bedroom and start making beds or beds. Always change, the pillowcases and the duvet as well even if it's looking clean. When you finished the bed, can starting wipe around the room also use D10 spray on red rugs and use wipe around the table, furniture, lamps, phones, and door handles.



Training Notes: Lower toilet water and spray using SANI 4 in 1 chemical from the bottle and then use a toilet brush, after then use ONLY yellow rug and clean using again 4 in 1 bathroom cleaner, always use clean rugs to wipe down surfaces. Clean and sanitise the bathroom bin and toilet paper holder. Use blue rugs and mirror chemicals to polish and clean the mirror. Then again use 4 in 1 and RED rugs for cleaning and sanitising the sink and bathtub. Last mob the floor.



Training Notes: Blue rugs only Mirror
Red Rugs Only: Hard Surfaces and Bath Tab, Sinks,
Yellow rugs: only use on toilet nowhere else



Training Notes: Last always do vacuuming close windows, put the towels in bathroom,
change cups, fill up sugars, coffee, milk,

References:

Whitbread Premier Inn Academic Online

Experience:

Housekeeping team

01.05. 2015-03.31.2016 Hilton Garden Inn , Dover Delaware, USA

Deck hand /Housekeeping team/

20.05.2016-01.11.2019 Royal Yacht Travel, Based: Hungary workplace: Sailing Yachts

