

Operating Hotel Facilities

BMIH4006

Student Journal (Learning Log)

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Topic: Sustainability within the Hotel Industry

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1 Introduction

The topic selected for the learning log is to explore sustainability within the hotel industry. The learning journal will shed light on the learning and skills development as well as highlight the significance of the topic within the hotel industry.

2 A Brief Introduction to the Topic

The key aim of the learning journal is to highlight the importance of sustainability within the hotel industry. Sustainability generally refers to the utilization of resources in a mindful way that preserves nature and its related aspects (Calisto *et al.*, 2021). Sustainable hotels are considered an important business that helps in reducing the environmental impact by practising green services and supplies. The key element when talking about hotel sustainability is saving energy, reducing carbon footprint, cutting down the use of natural resources and many more. According to Dani *et al.* (2021), sustainable or green hotels are those that work to minimize carbon footprints and implement eco-friendly practices for daily operations. Sustainability in hotels means working on strategies that reduce energy consumption as well as lessen the use of plastic and food waste. It is true that sustainability plays a contributing role in the hotel industry, as the success and popularity of a hotel depend on the appropriate use of natural resources. The topic of sustainability is of significant importance to discuss as it discusses how sustainability impacts the success rate of the hotel industry and improves its operational efficiency. In particular, the main target of the hotel industry is tourists and travelling lovers. Concerning this, the interest in tourism matters a lot for hotel management, like the tourists intend to select the destination that promotes sustainability within their operations.

3 Personal Reflection

While attending the lectures and going through the provided materials about sustainability and its importance in the hotel industry, I have gained significant knowledge and understanding. Throughout the learning, I have learned different skills, like; searching skills, leadership skills, operational management skills, and so on. One of the key skills which I have gained is leadership. As I was weak in that area

previously, but with this learning, I understand that effective leadership is critically important in promoting sustainability in hotels and dealing with the challenges as well. It is true that working in a hotel is quite challenging and a responsibility-based duty as it encounters new customers and experiences each day (Widjaja, 2021). It is important for management to adopt a flexible and effective leadership style to manage the functions of a hotel. On the other hand, I understand that communication, teamwork and multi-tasking are critically important in the hotel industry, as they reflect the performance of an individual and the entire team. The job of hotel management involves the viewpoints and perceptions of each individual, for which it is important to have strong communication skills. Moreover, when talking about sustainability, it is essential that all the staff members are aware of its importance and work accordingly. Similar to this, multi-tasking is a plus point for me if I want to work for a lead position in any hotel. In order to ensure sustainable practices in the hotel industry, it is important that staff members are facilitated with flexible leadership tactics, as it helps ease the difficulties that occur in operations, and maintenance requires a theme. Conclusively the entire learning I gained in this module helped me in developing different skills as well as enhanced my communication level. The learning I gained will help me in future areas of employment and practical work.

4 Importance of the Topic in the Hospitality Industry

The focus of the assignment is to understand the importance of sustainability within the hotel industry. It is an undoubted fact that sustainability and hotel are interconnected to each other (Al-Gasawneh *et al.*, 2022). Hotel operations require water, goods, electricity, and many other things that lead towards the high creation of waste materials. When furniture, appliances, bulbs, and tubes in the hotel are manufactured, lots of material used as well as a high amount of pollution is also produced, which negatively impacts the overall hotel environment and its surroundings. In the competitive edge, green practice is adopted by almost all hotels because it flourishes customers, tourists, as well hotel management (Shah *et al.*, 2022). Sustainable practices are directed towards improved operational efficiency. Cost-effectiveness is the major benefit associated with sustainable operations in the hotel industry. Moreover, it is also

beneficial to improve sustainability in hotel operations as it leads towards better guest experiences and increase awareness among travellers about the harmful effect of pollution (Hughes *et al.*, 2022). In addition, the topic is important as it increases brand image and enhances customer satisfaction as well. With the adoption of sustainable practices, hotel management can be able to protect the environment and maintain the reputation of the hotel.

5 References

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