

Student No:	2211340
Student name	Luminita Malanciuc
Module Title:	Operating Hotel Facilities
Module Code:	BMIH4006
Lecturer:	Kathryn Flynn

Component One:

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

Contribution to Overall Module Assessment: 25%

In order to become an effective housekeeping team member, the required skills are:

Teamwork: Teamwork is very crucial for housekeepers as they work in teams or groups to accomplish several tasks. It helps them finish their work on time and build a good relationship with the workers. These connections help them when they need help and also help to fix several problems during performing the job (Casado, 2012). Teamwork helps to improve negotiation skills and develop communication skills which help me to achieve success in my jobs. For example, Premier Inn hotel housekeepers work in teams to provide excellent service.

Communication: Housekeepers interact daily with several guests in a hotel and they drive their communication in a polite and appropriate manner. Clear communication is very essential for housekeepers as it helps them to understand coworkers are finishing their work or need their help (Raghubalan and Raghubalan, 2016). Besides this, they assist with appeals for personal supplies such as soap, toilet paper, towels and other similar products. They also assist guests occasionally to raise concerns about the hotel's service or facilities which do not reach customers' expectations. It helps me to improve my communication skills by using clear communication.

Task management: Task management is equally essential as time management

to accomplish any task. Managing tasks while coordinating with the time helps to satisfy the customers and employers. Managing tasks means classifying the task appointments to perform their jobs without any difficulty (Fallon & Rutherford, 2010). Therefore, when I learn how to manage tasks then I can finish my work more efficiently and effectively which shows my personal growth in my career.

Flexibility and adaptability: Housekeepers work in several schedules in a day depending on customers' requirements. It is common thing that they work early in the morning or late at night as per guests' desire which is why they always stay flexible to fulfil customers' expectations. Thus, adaptivity helps housekeepers to take on additional duties for several reasons like helping coworkers or achieving extra money (Jones, 2010). Adaptability and flexibility skills help me to increase my career growth as I can adapt to any situation that arrives during performing my jobs.

Customer service skills: Housekeepers' work is based on customers' approval so they have to give them excellent service to achieve success in their careers. Therefore, it is a very key concept that they make the customers happy with their service and it helps them to meet success. Employers are also get impressed by customer service skills and provide promotions which are essential for career growth (Casado, 2012). It allows me to know the process of serving various facilities as several customers need several facilities and it is a way to make them feel satisfied and happy. For example, Marriott Hotel's housekeepers perform their jobs by using customer service skills.

Knowledge of human resources and employment law: Knowledge of human resources helps housekeepers to plan their tasks, manage their performance as per the schedule, learn new things and develop their skills to meet their targets (Vallen and Vallen, 2012). Their main target is increasing customer satisfaction through their excellent performance so they can come again to the hotel. Besides this, they have to know the employment laws of the hotel so they can better understand their jobs and perform them well. These laws also help me with what I have to do or what they do not so basically they decide my boundary of work.

Time management: Housekeepers usually work in small groups where they have to finish some particular tasks in a specific time. They must be able to manage the task in an efficient manner in a given time with the help of a work schedule (Raghubalan and Raghubalan, 2016). They should manage their time effectively and fudge delays by building a timetable for working appointments and

accomplishing their work in a particular time. Thus, proper time management gives me assurance that I will finish my work in time and it helps me to invest extra time in other tasks.

Honesty: Sometimes housekeepers face mashups or make mistakes during their jobs such as destroying customers' clothes with iron or breaking glass or plates during washing and so on. At the time of the mistakes they have to behave like a responsible person and honestly admit his or her mistake and they have to apologise for the mistake (Vallen and Vallen, 2012). In future, they will be more careful about their jobs and take care that they do not repeat their mistakes again. Therefore, I learned that honesty is the key to success as honest people are the loyal person whom everyone trusts and it also helps to increase customer satisfaction. For example, housekeepers of Hilton hotels speak honestly to avoid misunderstanding.

Word Count	770
-------------------	------------

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?
Human resource allocation	Lack of proper recruitment, training, motivation and communication among employees can arise such problems. Besides this, during covid time, organisations cut the	The first thing required is to hire skilful employees who have ideas and experience about the department to increase human resources for seamless operation (Leiter and Bakker, 2010).	In future, training activities would play a major role in teaching the responsibilities of employees. Therefore, I have to communicate with them to make them motivated as motivation makes them	Effective training programmes need to undertake and motivate and praise employees for their efforts so that the team members show their effectiveness (Leiter and Bakker, 2010).

	jobs of many employees which reduces the right numbers of human resources lack of human resources can create a burden and employee turnover or issues like they are unable to meet the needs of customers can be observed (Leiter and Bakker, 2010).	Adequate numbers of employees help to distribute work properly among the team and teammates can work effectively thereafter.	engage with work which will help to increase employee turnover and they will serve customers better.	Through communication, a leader can understand team members better which is essential to increase team effectiveness.
Lack of technical knowledge	In this digital world customers want seamless operation with technology and a lack of technological knowledge creates issues (Cottrell, 2019). For example, robotics	I have to teach how to run computers, robotics and other technical equipment to serve customers and also have to give them practical class opportunities (Cottrell,	In future I have to ensure that every individual employee has knowledge of technology before serving guests as it would help to reduce the issues and	Provide equipment and technological tools which can help employees to work with ease and they can serve customers as per their needs (Cottrell,

	and other tools can run effectively if employees have proper knowledge but a lack of knowledge provides poor cleaning results and creates challenges.	2019).	employees would be able to provide better service to make customers satisfied.	2019). Providing technical facilities can increase employees' effectiveness as their motivation increases which can be responsible for better outcomes.
Increasing guest expectation	Especially after the pandemic, consumers are facing cleanliness issues which increase their expectations while staying at hotels (Quick, 2020). Guests expect that before their arrival the room would be disinfected and sanitised and meeting these needs can be challenging for staff	The first thing to do is to recruit more staff to maintain the regular activities positively as it becomes a burden for staff to mitigate customers' needs if they do not have proper human resources (Quick, 2020). Therefore, I have to ensure the rooms are clean	In future, this issue can be bigger as understanding changing needs of customers has become challenging. That is the reason in future cleaning management has to communicate with guests properly to understand their needs and make ready the rooms accordingly	I would praise and reward employees according to their work efforts as it makes them engaged with their work which is essential to understand customers' needs in order to meet those needs.

	due to shortage.	enough to meet customers' preferences in order to increase sales.	before their arrival.	
Health and safety issues	After the pandemic, it has become a challenge for organisations to maintain the health and safety of customers and employees to maintain their performance in the market (Mullins and Dossor, 2013). Due to a lack of health and safety protocols and policies, employees might feel insecure to work and guests also feel insecure to stay in	Being a leader of the cleaning team I have to ensure a safe and secure environment for employees so that their employees can work peacefully as it would help to reduce their stress and increase motivation. Besides this, safety protocols help to attract customers as in high safety protocols customers feel secure to live.	In future, these issues can be arrived at for which organisations need to allocate budgets for securing health and safety systems. It would help to mitigate such issues in future and motivate employees and customers to enhance the brand image of a hotel (Mullins and Dossor, 2013).	Bringing changes in safety policies helps employees to be secure and work without hesitation to provide clean rooms. Besides this, keeping cleanliness practices helps to understand the areas where the employees need to develop.

	such play. As a consequence, it can directly affect the revenue generation.			
Planning and organisation	Due to a lack of proper planning and organising the rooms do not clean properly before the arrival of guests and this raises issues which reduce the satisfaction level of employees (Fallon and Rutherford, 2010).	I have made a clear goal and plan accordingly and organise the activities properly so that employees can work within time to provide guests with better room service.	In future, if such a cleaning issue happens then I have to make an effective strategy with the help of employees to mitigate to provide better rooms for better customer satisfaction (Fallon and Rutherford, 2010).	Being a leader I have to involve employees in planning and organising activities to share their valuable thoughts in order to bring positive change and meet customer's demands.

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.

Introduction



Introduction

- As floor housekeeper managers, they need to build effective training programmes for teams.
- Safety and security, hygiene education and other programmes.
- Hotel Trinity has been selected.
- Herzberg's theory would be discussed as an employee engagement model.



(Source: Hssstaffing, 2019)

Training Notes:

Floor managers need to ensure effective training programmes for the entire team so that they can understand and learn how to work effectively to provide guests with clean rooms along with other facilities. Hotel Trinity in the UK has been selected for understanding their staff's programmes in order to gain a better brand reputation and provide health and safety protocols.

Overview of Hotel Trinity

Overview of Hotel Trinity

- Trinity Hotel operates in the UK and other markets along with 20 years of experience (Trinityhotelgroups, 2023).
- It operates tours by arranging accommodation, food and other facilities for customers.
- The organisation focuses on housekeeping staff to provide guests with a better experience.
- Different housekeeping training programmes are held to train employees



(Source: Trinityhotelgroups, 2023)

Training Notes: Hotel Trinity needs to enhance its brand awareness in the global market which is possible by giving the best facilities to the guest as satisfaction increases retention. Through effective programs, the floor cleaning staff might be able to provide guest service according to their demands.

Training for Housekeepers -Guest Etiquette and Interaction

Training for Housekeepers -Guest Etiquette and Interaction



(Source: Self-created)

- Housekeepers must understand the cultural difference among the customers.
- Polite and respectful interaction makes guests happy and returns them to the Trinity Hotel again (Bridger, 2018).
- Body language and etiquette make the guests satisfied.
- Proper interaction can increase hotel brand value.

Training Notes:

Housekeepers handle several cultures people daily during performing their jobs so they have to understand their cultural differences to make them happy. Proper interaction means communication in a polite and respectful manner to bring back the

customers to Trinity Hotel. Therefore, I learned that during conversation housekeepers' body language and etiquette make the guest satisfied and increase the hotel brand value.

Team Presentation

Team Presentation

- As a team, the housekeeping staff represent the hotel.
- Clean uniforms and proper etiquette help to satisfy guests and affect brand image.
- Confidence while serving customers (Restaurantonline, 2023).
- Good team presentation enhances the brand reputation of Hotel Trinity.

```
graph LR; A[Represent the hotel] --> B[Clean uniforms and etiquette]; B --> C[Confidence]; C --> D[Enhances the brand reputation];
```

(Source: Self-created)

Training Notes: Proper team presentation education is necessary as it helps to represent the organisation. I have learned it also encourages employees to serve with confidence. Hence, it is responsible for maintaining a good reputation in the selected organisation and other hotels.

Fire and Health and Safety Protocols

Fire and Health and Safety Protocols

- A trainer should provide information in an interesting way.
- During training, trainers should hold overall information on safety (Wood, 2013).
- Health information can save lives during jobs.
- Maintaining fire protocols is mandatory for all housekeepers.

```
graph LR; A[Provide information in an interesting way] --> B[Hold overall information of safety]; B --> C[Health information can save lives]; C --> D[Maintaining the protocols is mandatory];
```

(Source: Self-created)

Training Notes: A trainer should provide information in an interesting way so the

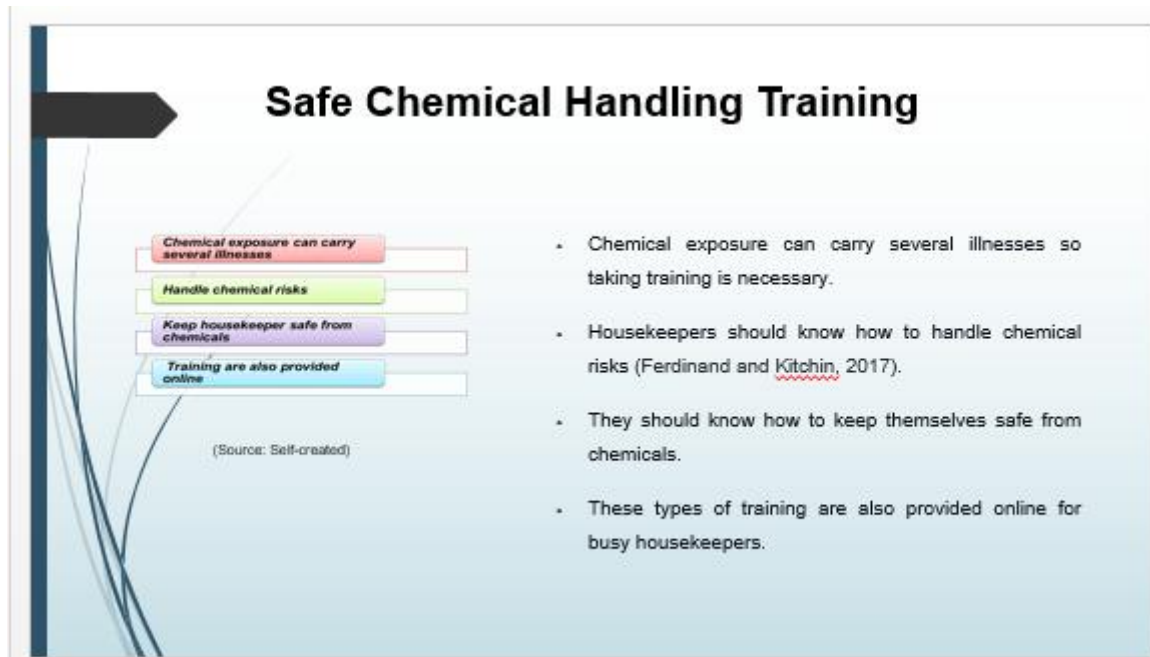
housekeepers do not feel asleep and the trainer also would hold overall safety information during training. Therefore, maintaining prairie protocol during work is mandatory for all housekeepers. In my opinion, health information can save lives while performing the job.

Infection control and cleaning in general facilities



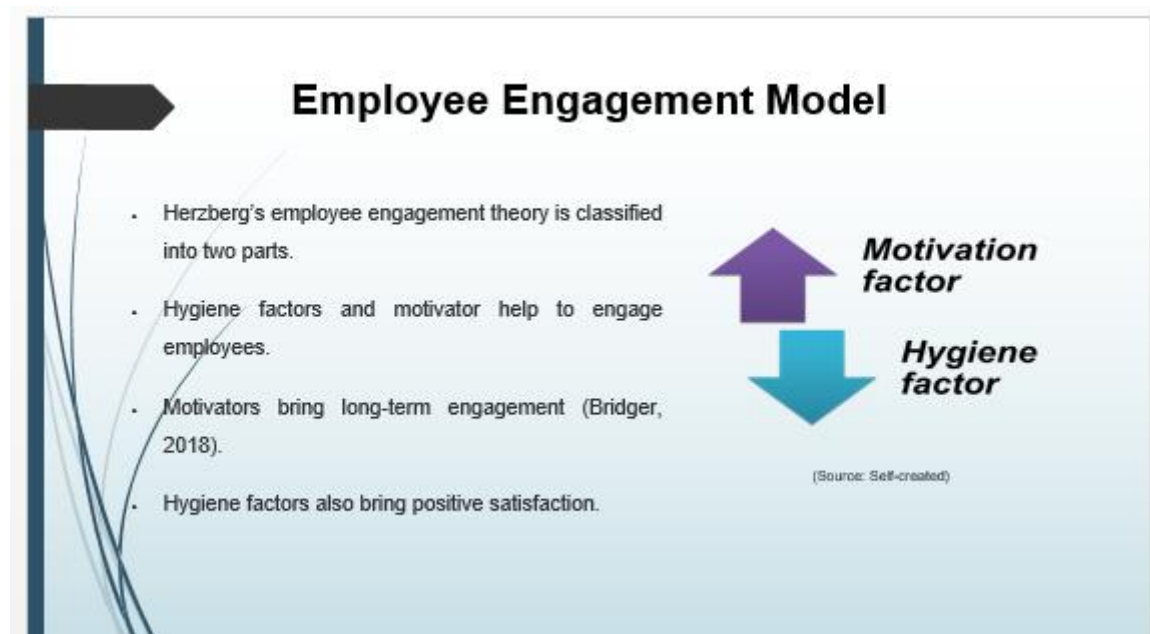
Training Notes: It is an effective training which helps housekeeping staff to clean the place properly to bring customers satisfaction in order to achieve customers' loyalty to the business. I have learned that this training would be useful and most effective to mitigate the complaint.

Safe chemical handling training



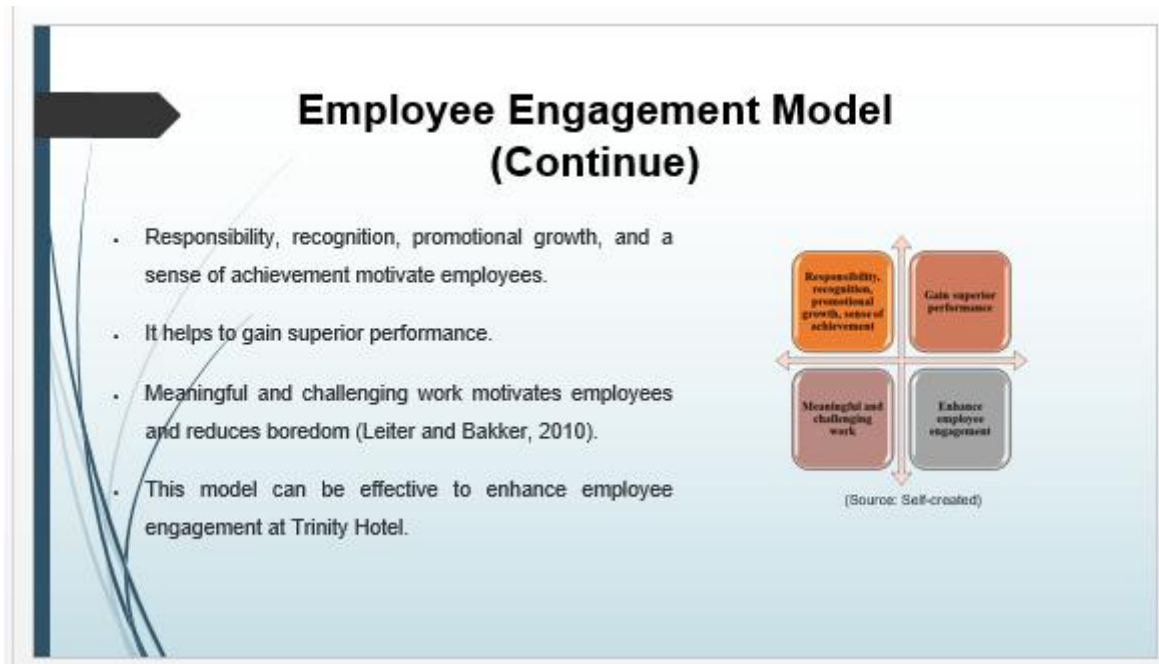
Training Notes: Housekeepers have to use a chemical explorer for regular cleaning but it can cause several issues and the training helps them to understand how to handle these risks. In my opinion, online providing training classes are very effective and helpful for busy housekeepers.

Employee engagement model



Training Notes: According to the model, employees get encouraged if they get hygienic places as it helps to motivate them to work in the place. The Hotel Trinity needs to make the place hygienic as it helps to retain employees who provide their best for the organisation to increase brand value.

Employee engagement Model (Continue)



Training Notes: Employees are motivated by recognition, achieving responsibility and promotion and motivated employees help The Trinity Hotel to achieve superior performance. Challenges and meaningful work reduce working boredom and motivate them to accomplish the work (Leiter and Bakker, 2010). In my opinion, Herzberg's employee engagement model is the most appropriate model for The Hotel Trinity to increase its employee engagement.

Conclusion

Conclusion

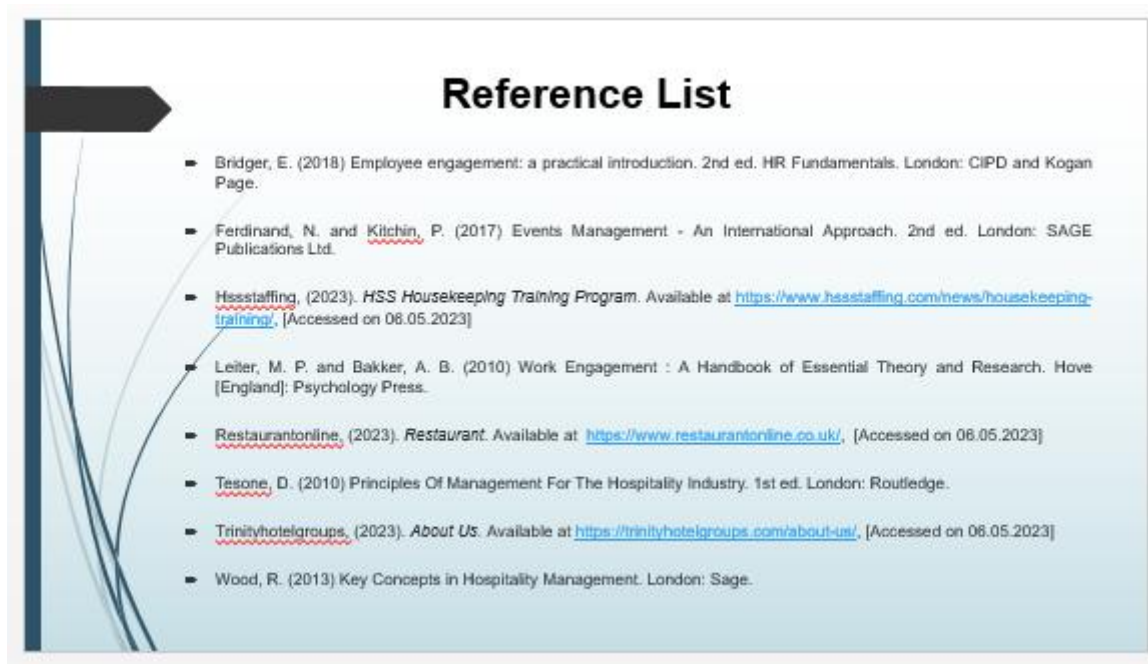
(Source: [Hissstaffing](#), 2023)

- Housekeeping staff play a key role in making guests happy and satisfied.
- Different training programmes help to teach how to serve guests.
- Engagement models help to identify the factors that motivate employees.
- Helps to achieve a better outcome at Trinity Hotel.

Training Notes: It can be concluded that housekeeping plays a crucial role in retaining customers to enhance the sales of businesses. Trinity Hotel brings effective

approaches for housekeeping employees to motivate them as motivation helps to increase production and deal with hygiene issues to satisfied customers.

References



Bridger, E. (2018) Employee engagement: a practical introduction. 2nd ed. HR Fundamentals. London: CIPD and Kogan Page.

Casado, M. (2012) Housekeeping Management. London: Wiley.

Cottrell, S. (2019) The Study Skills Handbook. 5th ed. London: Red Globe Press.

Fallon, M. and Rutherford, D. (2010) Hotel Management and Operations. London: Pearson.

Ferdinand, N. and Kitchin, P. (2017) Events Management - An International Approach. 2nd ed. London: SAGE Publications Ltd.

Hotelowner, (2023). *Hart Shoreditch unveils subterranean hotel lounge*. Available at <https://www.hotelowner.co.uk/167989-hart-shoreditch-unveils-subterranean-hotel-lounge/>, [Accessed on 06.05.2023]

Hssstaffing, (2023). *HSS Housekeeping Training Program*. Available at <https://www.hssstaffing.com/news/housekeeping-training/>, [Accessed on 06.05.2023]

Johnston, R., Clark, G. and Shulver, M. (2012) *Service Operations Management*. London: Pearson.

Jones, T. (2010) *Professional Management of Housekeeping Operations*. London: Wiley.

Leiter, M. P. and Bakker, A. B. (2010) *Work Engagement : A Handbook of Essential Theory and Research*. Hove [England]: Psychology Press.

Mullins, L. and Dossor, P. (2013) *Hospitality Management and Organisational Behaviour*. 5th ed. Harlow: Pearson.

Quick, L. (2020) *Managing Events. Real Challenges, Real Outcomes*. London: SAGE Publications Ltd.

Raghubalan, G. and Raghubalan, S. (2016) *Hotel Housekeeping - Operations And Management*. 3rd ed. India: Oxford University Press.

Restaurantonline, (2023). *Restaurant*. Available at <https://www.restaurantonline.co.uk/>, [Accessed on 06.05.2023]

Rogers, T. (2008) *Conferences and conventions a global industry (2nd ed., Events management series)*. Oxford ; Boston: Butterworth-Heinemann.

Sharma, N., Chaudhary, N. and Singh, V. (2019) *Management Techniques For Employee Engagement In Contemporary Organizations*. Hershey, Pennsylvania: IGI Global.

Tesone, D. (2010) *Principles Of Management For The Hospitality Industry*. 1st ed. London: Routledge.

Trinityhotelgroups, (2023). *About Us*. Available at <https://trinityhotelgroups.com/about-us/>, [Accessed on 06.05.2023]

Vallen, G. and Vallen, J. (2012) Managing Hotel Operations. London: Pearson.

Wood, R. (2013) Key Concepts in Hospitality Management. London: Sage.