

 Prifysgol Cymru Y Drindod Dewi Sant University of Wales Trinity Saint David Component One: Student Journal (learning log) 750 words +/- 10% Contribution to Overall Module Assessment: 25%	<table> <tr> <td>Student No:</td><td>2240973</td></tr> <tr> <td>Module Title:</td><td>Operating Hotel Facilities</td></tr> <tr> <td>Module Code:</td><td>BMIH4006</td></tr> <tr> <td>Lecturer:</td><td>Natalie Brailsford</td></tr> </table>	Student No:	2240973	Module Title:	Operating Hotel Facilities	Module Code:	BMIH4006	Lecturer:	Natalie Brailsford
Student No:	2240973								
Module Title:	Operating Hotel Facilities								
Module Code:	BMIH4006								
Lecturer:	Natalie Brailsford								
Learning Journal: A Week of Work Placement at Novotel Southampton's Housekeeping Department During my university program, I had the opportunity to undertake a work placement as part of my studies. This learning journal aims to reflect upon my week-long work placement in the housekeeping department at Novotel Southampton. Using the Gibbs reflective model, I will explore the various aspects of my experience, identify key learning points, and outline areas for improvement as, according to Hashim et. all (2023), the Gibbs reflective cycle makes it easier to analyse and evaluate teaching events by reducing challenges. Description On my first day, I familiarised myself with the housekeeping department's procedures and responsibilities. I shadowed an experienced staff member who introduced me to the daily tasks, such as cleaning rooms, restocking supplies, and ensuring guest satisfaction. I observed the importance of attention to detail and time management skills and had the chance to practice the procedures myself. The description stage in reflective writing entails presenting the specifics of an event or experience to establish the essential context for reflective analysis and comprehension (Moon, 2006). Feelings Initially, I felt slightly overwhelmed by the fast-paced environment and the high standards required in maintaining cleanliness. However, as the day progressed, I started feeling more confident and motivated to contribute to the team's efforts. I am hopeful that I was able to help the colleague I was assigned to work with and that I did not in exchange hardened her already demanding job. However, I must admit that, as a case study on diversity management by Mullins (2013) illustrates, the department was split in very tight ethnic and social sub-groups that were very difficult to penetrate and this fact discouraged me slightly, when thinking about future true housekeeping									

candidates. Bulman & Schutz (2013) insist that at this stage into a reflective work, the focus must be kept on emotions, and not at all on analysis.

Evaluation

The evaluation stage highlights what were the positive and negative aspects of the experience (Johns, 2022) Throughout my placement, the housekeeping department demonstrated impressive professionalism and efficiency. I admired their teamwork and dedication to providing exceptional service to guests. I realised the significance of maintaining a high level of cleanliness and its impact on guest satisfaction. I also observed and understood how important following the correct procedures is in the housekeeping department, as the number of hazards my colleagues encountered on a daily basis was impressive.

Analysis

By actively participating in the tasks assigned, I developed a deeper understanding of the importance of prioritisation and multitasking in the housekeeping industry. I recognised the need for effective communication within the team to ensure seamless coordination in fulfilling guest requests. Applying the Gibbs reflective cycle to my experience I agree with Thompson & Thompson's (2023) statement that analysis goes beyond mere description by offering deeper insights into the underlying reasons and implications of events or actions. It involves asking probing questions about the rationale behind specific actions, the possible consequences of different timing, the inevitability of certain outcomes, and the potential effectiveness of alternative approaches in achieving desired results.

Conclusion

My week-long work placement at Novotel Southampton's housekeeping department provided valuable insights into the operations and responsibilities of housekeeping staff. It emphasised the importance of attention to detail, time management, and effective teamwork. This experience has further motivated me to pursue a career in the hospitality industry and develop my skills in providing exceptional service to guests. The conclusion stage of Gibbs' reflective cycle involves considering what could have been done differently and what can be learned from the experience (Gibbs, 1988).

Action Plan

Hargreaves, J. & Page, L. (2013) considers that simply examining a scenario is usually insufficient; it is crucial to derive lessons from it and implement those insights in subsequent situations. In order to improve my future performance, I intend to enhance my time management skills and focus on developing my communication capabilities. Moreover, I will proactively seek chances to enhance the team's overall efficiency when I will have the chance to be part of one and take proactive steps to surpass the prescribed task expectations.

By reflecting on my work placement experience at Novotel Southampton's housekeeping department using the Gibbs reflective model, I have gained valuable insights into my strengths and areas for improvement. The utility of Gibbs' model lies in its provision of a structured framework with six stages for active reflective practice, facilitating the transition from recounting events to analytical exploration and subsequent formulation of future strategies (Brock, 2014). This learning journal will guide me in my continuous development as a future hospitality professional.

Component Two: Health and Safety Guide

Contribution to Overall Module Assessment: 25%



ROOM CLEANING GUIDE FOR NOVOTEL SOUTHAMPTON HOUSEKEEPING STAFF

This guide aims to provide a comprehensive overview of the necessary precautions, procedures, and equipment, while addressing potential hazards specific to room cleaning at Novotel Southampton. By implementing the guidelines outlined in this guide, we can foster a safe and secure environment for everyone involved.

ROOM CLEANING PROCEDURES AND EQUIPMENT

1. Preparation:

The first steps in preparing for room cleaning involve gathering necessary cleaning tools and materials, inspecting the room for maintenance issues or safety hazards, and ensuring proper ventilation by opening windows or using the ventilation system.

2. Bedroom Cleaning:

The used bed linens are to be replaced with fresh, clean bedding. Dust should be removed from all surfaces, including furniture, bedside tables, lights, and ornaments. The floors and carpets should be vacuumed to eliminate dust and dirt. Any items left behind should be checked for under beds and in drawers, and if found, they are to be returned to the guest.

3. Bathroom Cleaning:

All bathroom surfaces are to be cleaned and disinfected, toiletries and towels restocked as necessary, the toilet bowl meticulously cleaned and disinfected with careful attention to detail, and the waste bin contents replaced with a fresh liner.

4. Final Inspections:

A detailed room inspection should be conducted to ensure tasks are satisfactorily completed, supplies are checked and restocked, and any maintenance issues are addressed before preparing the room for the next.

EQUIPMENT

Novotel Southampton provides essential cleaning equipment for hotel room maintenance, including a vacuum cleaner, dusters, microfibre cloths, cleaning

solutions, sponges or scrubbers, a mop and bucket, steam cleaner, cleaning caddy or trolley for easy movement, and personal protective equipment like gloves, safety goggles, and face masks, ensuring a safe and effective cleaning process.

REGULATIONS

In the United Kingdom, housekeeping operations in hotels are subject to regulations and standards that ensure the safety and the well-being of staff, that the Health and Safety Executive (HSE) insist upon. The regulations include the Health and Safety at Work Act 1974 which mandates employers to uphold health and safety responsibilities for employees, guests, and visitors. Additionally, the COSHH Regulations 2002 (Health and Safety Executive, 2002) focus on managing hazardous substance exposure, the Control of Noise at Work Regulations 2005 set guidelines to protect workers from excessive noise such as loud vacuum cleaners, the Manual Handling Operations Regulations 1992 (Health and Safety Executive, 2016) address injury prevention from manual tasks, and the Regulatory Reform (Fire Safety) Order 2005 requires employers to maintain fire safety standards, including providing fire safety training for housekeeping staff and ensuring they are familiar with evacuation procedures.

HAZARD MITIGATION

The risk of slipping and falling

- Personnel may sustain injuries from tripping over objects, slipping on spillages or wet surfaces, or stumbling over cables, boxes, or equipment.
- It is important to avoid leaving cables or wires dangling, ensuring that Hoover leads are plugged into the nearest outlet to prevent trip hazards, providing non-slip shoes for all staff, and maintaining areas free from clutter such as laundry, cleaning supplies, packages, and personal items.

Manual handling hazards

- Injuries that can affect all staff include back-related problems, hernias, lacerations, repetitive strain injuries, bruised or broken toes, as well as sprains and strains.
- All employees are required to participate in manual handling training offered by Novotel Southampton and Accor Group. Sinks are positioned at an appropriate height to prevent bending. Suitable footwear must be worn; flip flops are not permitted. Staff members with existing back issues should inform management.

Heavy items should be stored on the floor level. Staff may request help with carrying hoovers up stairs if needed. Workers will not be obligated to handle loads beyond their personal capabilities. A trolley will be available for moving larger items, with instructions provided before use. Employees should seek assistance when required.

Electrical hazards

- All employees could be harmed through electric shocks, potentially leading to life-threatening injuries.
- PAT testing is to be carried out every 1-2 years, a five-year hard-wiring inspection was conducted in 2021. All equipment must undergo a visual check by staff before use, and any issues or damages should be reported to management. Broken sockets are to be promptly reported, the fuse box should be easily accessible, and plugs should not be overloaded by extension cords.

Fire hazards

- All staff are at risk of harm from smoke inhalation, burns, and potentially serious or fatal injuries in the event of a fire.
- The safety measures in place include clear evacuation instructions on bedroom doors, weekly fire tests, monthly emergency lighting checks, biannual and annual fire alarm testing by authorised personnel, a fire risk assessment by an Accor Group approved provider in 2021, emergency fire evacuation plans, fire marshals equipped with necessary tools, clear and well-lit fire exits, regular fire drills and online fire safety training for all staff.

Chemical hazards

- Housekeeping staff may be harmed by exposure to cleaning chemicals through inhalation, skin contact, or accidental ingestion, leading to respiratory issues, skin irritation, or poisoning.
- At Novotel Southampton, staff are required to ensure all substances undergo COSHH assessment, follow manufacturers' instructions, take precautions, wear provided personal protective equipment (PPE), refer to manufacturers' safety data sheets, store substances in original containers, avoid contact with unknown products, report hazards promptly to management, and complete online COSHH training.

This guide will play a significant role in promoting a safety-conscious culture and reducing accidents and injuries during room cleaning operations.

Reference List

- Brock, A. (2014) *The Early Years Reflective Practice Handbook*, London: Taylor & Francis Group.
- Bulman, C. & Schutz, S. (2013) *Reflective Practice in Nursing*, 5th edition. Oxford: Wiley-Blackwell.
- Gibbs, G. (1988) *Learning by Doing: A guide to teaching and learning methods*. Oxford: Further Education Unit.
- Hargreaves, J. & Page, L. (2013) *Reflective Practice*. Newark: Polity Press
- Hashim, S. N. A., Yaacob, A., Suryani, I., Mohd Asraf, R., Bahador, Z., & Supian, N. (2023). "Exploring the Use of Gibbs' Reflective Model in Enhancing In-Service ESL Teachers' Reflective Writing". *Arab World English Journal*, 14(2), 236-253. <https://dx.doi.org/10.24093/awej/vol14no2.17>
- Health and Safety at Work etc. Act 1974*, c. 37. Available at: <https://www.legislation.gov.uk/ukpga/1974/37> (Accessed: 17 February 2024).
- Health and Safety Executive (2002) *Safe use of cleaning substances in the hospitality industry*. Available at: <https://www.hse.gov.uk/pubns/cais22.pdf> (Accessed: 17 February 2024).
- Health and Safety Executive (2016) *Manual Handling Operations Regulations 1992*. 4th edition. Available at: <https://www.hse.gov.uk/pubns/priced/l23.pdf> (Accessed: 17 February 2024).
- Johns, C. (2022). *Becoming a Reflective Practitioner* (6th ed.). Wiley-Blackwell
- Moon, J.A. (2006) *Learning journals: a handbook for reflective practice and professional development*. 2nd ed. New York, N.Y: Routledge.
- Mullins, L. & Dossor, P. (2013), *Hospitality Management and Organisational Behaviour*. Harlow: Pearson Education Limited.
- The Control of Noise at Work Regulations 2005*. Available at: <https://www.legislation.gov.uk/uksi/2005/1643/contents/made> (Accessed: 17 February 2024).
- The Regulatory Reform (Fire Safety) Order 2005*. Available at: <https://www.legislation.gov.uk/uksi/2005/1541/contents/made> (Accessed: 17 February 2024).

Thompson, S. & Thompson, N. (2023) *The Critically Reflective Practitioner*, London: Bloomsbury Publishing Plc.