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Component One:

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

Contribution to Overall Module Assessment: 25%

Hospitality industry is an emerging business sector all around the world and a large number of people has been added to the tourism sector as professional. In the hospitality industry in case of working in every sector, a person must have some skills to do their task in a perfect way (Bridger, 2018). At the same time, when working in the housekeeping team, an employee must have some skills and qualities. The required critical skills to work in the hospitality industry in a housekeeping team will be discussed here.

- **Time Management Skills:** Housekeepers work on their own most of the time. Sometimes, they have to work in a team to finish a set number of cleaning every day. It is essential for them to manage time properly in the time of their tasks (Mullins and Dossor, 2013). Punctuality is mandatory in this profession. From my experience, I can say that my prosperity in the hospitality industry has been only possible for some of my skills and time management is one of them. The housekeepers of the Landmark London Hotel are very conscious of this skill. As with other hotels in London, the authority of this hotel is to maintain this skill among housekeepers at the time of recruitment.
- **Recognition of Circumstance:** A housekeeper must have aware of in details to be professional in their job. It is mandatory for housekeepers to maintain everything for the clients and various household items have to be managed by them properly (Routledge, & Vallen, 2012). The housekeepers of five-star hotels in London are

conscious about to be recognized in every circumstance. A housekeeper must have to be more thorough in case of completing their own tasks properly.

- **Communication Skills:** In this profession, a person must have to communicate with the people who are taking services in the hotels. Moreover, clear communication must have to be done with coworkers and supervisors (Johnston, Clark, & Shulver, 2012). Their expectation of them must have to be fulfilled by being understood thoroughly. Without communication skills, housekeeping will not be able to fulfil the demands of the clients and make strong relationships with coworkers as well as the authority of the hotel (Raghubalan and Raghubalan, 2016). For the development of the career of a housekeeper must have to develop their own communication skill very well to have stayed in the competitive market. As an example, I would prefer to talk about my organization the Landmark Hotel London. The housekeepers of this hotel have good communication skills.
- **Interpersonal Skills:** Interpersonal skill is very crucial in professional life in every industry of the business world. Most of the cases housekeepers must have to work directly with clients and they must have to be able to work with humble behaviour. Interpersonal skill assists housekeepers to be successful in their profession. In the case of teamwork, this skill is very crucial for housekeepers (Tesone, 2010). The administration of the Landmark Hotel London gives importance to the interpersonal skills of housekeepers. At the same time, the authority provides essential skill development facilities to them.
- **Flexibility:** Housekeepers have to work different times each day according to the demand of the clients. Some housekeepers may have to work the night shift so flexibility skill among them is crucial. Being flexible is essential for housekeepers to get success in their careers. To build prosperity in career, flexibility, and adaptability are essential for housekeepers. To work in a hotel like the Landmark Hotel London, the housekeepers must have to be flexible.
- **Customer Service:** The housekeepers of a hotel must have to be sincere about customer service. The main task and target of this profession in the hospitality industry are gaining customer satisfaction (Mansour Ghazi, 2016). That is why the best customer service must have to be provided by them. After providing service, they must have to be ensured that their clients are satisfied with the service. Most of the big hotels and resorts in London give the most priority to customer service. That is why they recruit housekeepers with skills and dedication to their own job.

- **Hard Skills of Housekeepers:** Along with different soft skills, different hard skills are important for housekeepers in the hospitality industry (Wood, 2013). A good housekeeper must have some hard skills, which are- carpet cleaning, deep cleaning, mopping, sweeping, window cleaning, dusting, bathroom and bedroom cleaning, polishing, and so on.

To be successful in the housekeeping profession, these skills are essential for a person in the case of teamwork. Moreover, they have to give importance to developing their organizing skills to give more to their organizations (Fallon and Rutherford, 2010). A housekeeper must have to work with different types of people and manage people from different countries and regions, so they must have to be conscious about behaving in a similar manner with everyone.

Word Count	806
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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?
There are mainly 4 housekeepers in a team. Among them one was absent.	As a team, everyone must have to work all together. This problem has been created by the sickness of one housekeeper of the team in charge of the room. The absent one is the main servicing person of the team which is why	As a team leader, I have to take necessary steps based on the complaints of the guest. At first, I will apologize to them and then, I will take the necessary steps to clean properly their room by	As a housekeeping team leader of a floor of a notable hotel named the Landmark Hotel London, I must have to take the necessary steps to prevent this from happening in the Future. At first, I will take the necessary steps to give	As a team leader of the housekeeping team of a floor in the Landmark Hotel London, I would prefer to take the necessary steps to enhance team effectiveness and efficiency at the same time. I would prefer to

	the rest three were unable to do their task in time.	taking more housekeepers in my team.	the necessary training to all team members in that case in the absence of anyone they can carry on their tasks properly. Then I will make a backup plan for preventing this kind of situation. I will keep extra housekeepers in my team and it will assist to solve this kind of issue in case of the absence of one housekeeper.	give them the necessary training sessions about customer satisfaction and time management to solve this kind of unexpected situation in my workplace.
There are some problems with the cleaning equipment.	The other members of my team are not the expert person. There are four people in this team and the expert one was on holiday for sickness purposes. The other housekeepers are in the learning stage which is	As a team leader, the whole liability of this occurrence is mine. I am going to take the necessary steps to improve the condition of the cleaning equipment and write to the hotel	My team did not face this type of issue earlier. That is why I have to take prevention for this problem in the future. I will always try to keep extra new equipment in our cleaning room and	To improve the effectiveness of the housekeepers of my team I will give them necessary training sessions about the usage of cleaning equipment properly and how to recheck those

	why they don't notice the problems with the cleaning equipment. As a team leader, I always check all the equipment but because of my business in another task, I was unable to check those in the morning.	authority to provide us with some new cleaning equipment to provide better services to our clients.	teach all my teammates how to recheck all the equipment before going to clean the rooms of clients. It is crucial to learn how to check the equipment to ensure the best service.	before starting tasks. The cleaning procedures also will be taught in the proper way to provide the best services to our clients and enhance their satisfaction level.
The lack of skills among the newcomers to my team.	Some new housekeepers are being hired in this hotel and as an expert one, the authority gave me three of them to teach them properly. As they are very new, doing this kind of mistake is common for them. Before hiring housekeepers in the hotel, the authority must have to check that they have	I am the team leader so this will be counted as my fault. This is my deficiency in that I could not give proper training to the newcomers because of the short time. Now, I have decided to arrange necessary seminars and training sessions for my team to ensure that they will be able to give the	To prevent this type of problem on my floor, I will give my team members the necessary grooming sessions to enhance their skills and efficiency.	With the assistance of the hotel authority of the Landmark Hotel London, to improve the effectiveness of the new housekeepers of my team, I will arrange training facilities for them.

	enough experience in the hospitality industry in previous. Otherwise, this type of mistake will be continued in the future.	best service in the hotel. Moreover, the HR section of this Landmark Hotel London should hire more experienced housekeepers to make the process easier.		
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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.

A BASIC TRAINING PRESENTATION ON HOUSEKEEPING

The Landmark Hotel London

Training Notes:

THE DUTY AS HOUSEKEEPING MANAGER OF LANDMARK HOTEL



- This is one of the biggest and most prominent hotel in London and the authority of this hotel is very conscious about to provide the best services to the clients. As a housekeeping manager of this hotel, have to oversee the all issues of cleaning of the hotel as well as the issue of customer satisfaction

Training Notes:

The Improvement in Communication Skill

To improve communication skill, housekeepers must have to give proper attention to the speaker.

They have to practice to listen more and talk less.

Participation in group communication exercise practices is mandatory for everyone.

Housekeepers must have to be kind and patience in nature and behavior with clients and others.



The improvement of communication skills among the housekeepers of the Landmark Hotel London is essential to give the best services to our clients (Raghubalan and Raghubalan, 2016). That is why at first, I have taken the initiative to give training to the housekeepers to improve their communication skills. I have given them some tasks to develop their communication skills well by practising with group members. To enhance their communication capability with clients, I have arranged a seminar for the housekeepers and provided them with some videos about the improvement of this skill. A prominent person has been hired to give them the necessary tips about communication skills. Some behaviour, manner, and courtesy-based skills have been

provided for them to teach them how to behave with clients and keep them cool in case of their rough behaviour (Tesone, 2010). Now, I think all my housekeepers will be able to handle customers carefully and interact with them in a mannered way.

THE IMPROVEMENT IN TIME MANAGEMENT SKILL



- The main target of housekeepers is doing tasks according to the demand of the clients and the order of the authority. To improve their time management skill, housekeepers must have to be more sincere with their tasks. Being punctual is essential in this profession for their own and the company's betterment.

Training Notes:

As a housekeeping manager, I've observed some housekeepers' insincerity and poor time management. To satisfy clients, housekeepers must learn this skill (Fallon and Rutherford, 2010). They must also quickly master work skills. They must meet customer demands on time and manage time well. Hotel reputation depends on housekeepers. To maintain brand image, housekeepers must improve time management (Mullins and Dossor, 2013). They must arrive on time to clean rooms and accommodate customers. Customers must be satisfied quickly. Housekeepers must be punctual. I aim to help housekeepers organise their tasks by providing training. To succeed and advance in this field, they must be punctual.

The Improvement in Customer Service



In this profession, our main target is to give the best services to our customers. So, every housekeeper must have to know how to give the best service to our customers.

To improve customer service skills among housekeepers, they have to develop their communication and interpersonal skills. At the same time, flexibility and kindness are essential.

Training Notes:

Hospitality is built on helping customers. Housekeepers provide most of the hotel's services, so they must improve. They must understand customer demands. Experts must help new hotel employees understand it. After serving clients, they can ask for feedback to improve. Customers and housekeepers must communicate to make the process easy and transparent. Housekeepers must have the resources to deliver on time (Mansour Ghazi, 2016). Housekeepers must exceed client expectations with top-notch service. Housekeepers can organise events for customers' special occasions to make them happy with the hotel's services. Customer satisfaction is essential for a hotel's reputation, and housekeepers must remember it.



THE IMPROVEMENT IN GROUP WORK SKILL

- Every housekeeper must have the mentality to work in a team with harmony. Every team has its team leader and other members of the team are constrained to oblige the order of the leaders. To develop the mentality to work in a team, everyone must have to be close to each other and develop good connections with each other.

Training Notes:

I have taken the necessary steps to enhance the teamwork skills of the housekeepers of this hotel. The team leaders must have to build a diverse and inclusive team for every floor with the assistance of mine and authority. The roles and responsibilities of everyone will be defined clearly which is why every person will be clear about their own tasks. The team leaders must have to motivate other members to be easy and communicative with everyone (Sharma, Chaudhary, and Singh, 2019). At the time of decision-making, the team leaders must have to take the opinions of other members and give chances of everyone to provide their thoughts and opinion.



Training Notes:

Most hotel housekeepers are new. Academic experience, not professional experience, is recruiting them. Most of them can't provide good service and lack housekeeping skills. I scheduled a full-day hotel session with the team leaders to teach them how to clean, wash, and mop. The session also required housekeepers to use modern housekeeping equipment. The hotel uses many technological devices in housekeeping to keep up with the world (Bridger, 2018). Experienced employees must work together to learn how to use this modern equipment and provide the best services to our clients. Housekeepers must learn digital mopping, vacuuming, washing machines, and more (Rogers, 2008). Every hotel floor has three 6-person teams. Older housekeepers teach others how to use this equipment to provide the best customer service.

Different Types of Hard Skills in Housekeeping

- Mopping
- Floor cleaning
- Carpet cleaning
- Bedroom and bathroom cleaning
- Windows cleaning
- Clothes washing
- Infection prevention
- Dusting
- Polishing



Training Notes:

Housekeeping requires various hard skills (Shahane and Fernandes, 2021). These abilities help us organise, follow brand guidelines, and emphasise safety. This class covers housekeeping's hard skills.

Cleaning spills, stains, and filth from different flooring surfaces require the correct products and methods (Tuzon–Guarin, 2016). To prevent slips and falls, mop corners, edges, and hard-to-reach places, use the suitable mop and cleaning solution for the floor type, utilise good mopping methods including overlapping strokes and consistent pressure, and make sure the floor is thoroughly dry.

Floors need more than mopping. Cleaning floors requires understanding the needs of each floor type, such as wood, tile, and vinyl, using the right cleaning agents, removing debris and dust before applying cleaning solutions, and using equipment like floor scrubbers or buffers for deep cleaning and shine. examining floors regularly and notifying staff of issues (Shahane and Fernandes, 2021).

Carpet cleaning eliminates allergens, stains, and grime. Vacuuming frequently to remove surface dust and grime, washing stains quickly with the correct materials, deep-cleaning carpets using steam or extraction, focusing on high-traffic areas, and utilising carpet runners or mats for safety. Cleaning the bedroom and bathroom: Careful cleaning ensures a clean and comfortable environment for guests (Tuzon–Guarin, 2016). Replace linens, make beds, and clean and disinfect furniture, fixtures, and appliances. checking drawers, closets, and bathrooms.

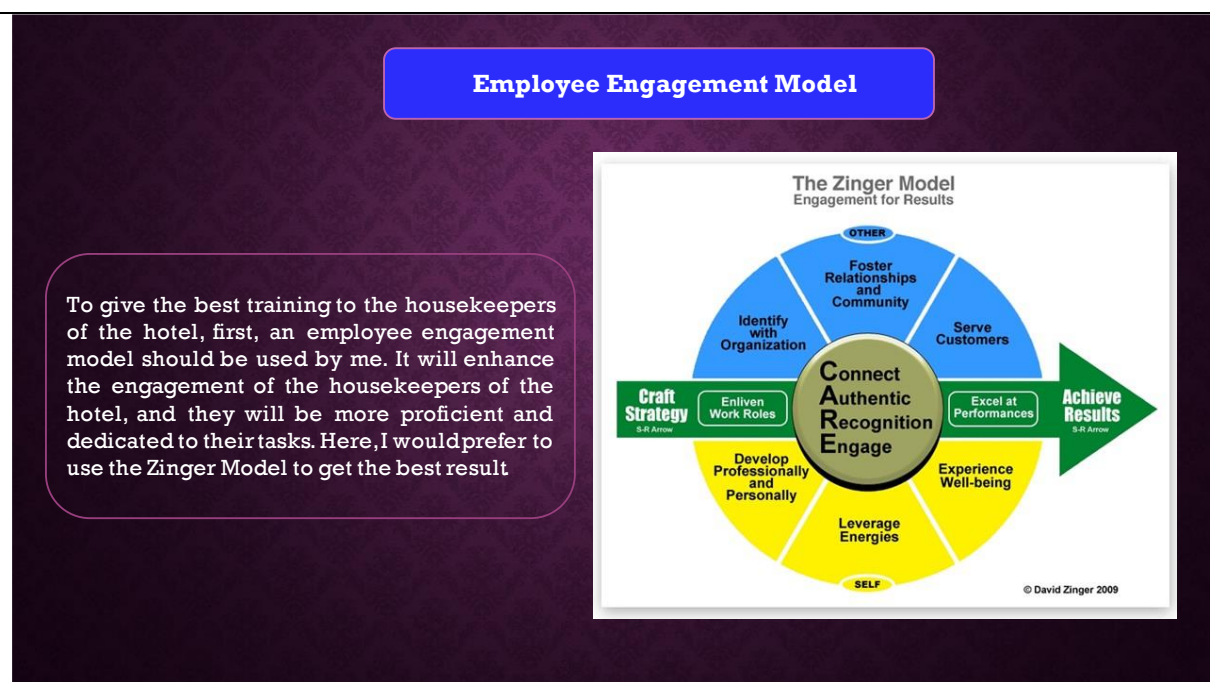
Clear windows enhance the property. Squeegees and microfibre cloths clean windows. Cleaning window frames, sills, and blinds, following ladder safety rules.

clothing Hotel and extended-stay cleaning including laundry and clothing washing. To maintain cleanliness, sort laundry by colour, fabric type, and washing instructions, use the proper detergent, and care for clothes. Cleaning, drying, folding, ironing, and storing garments.

Infection control in housekeeping protects guests and staff. The most critical practices include following high-touch surface cleaning standards, using the correct sanitisers and disinfectants, regularly cleaning and disinfecting shared equipment and frequently touched surfaces, and wearing gloves and masks (Shahane and Fernandes, 2021).

Dusting reduces allergies and cleans. Use microfiber cloths or electrostatic dusters to dust surfaces from top to bottom, starting with higher areas like shelves or ceiling fans, paying attention to often-overlooked areas like vents, light fixtures, and decorative items, and properly disposing of dust and debris (Tuzon–Guarin, 2016).

Polishing improves surfaces. Polishing unusual materials like wood, metal, and glass needs choosing the right polish, applying it consistently, following directions, removing excess polish, and buffing surfaces to the required sheen. checking polished surfaces.



Training Notes:

Employee involvement determines hotel housekeepers' skills and dedication. An effective employee engagement plan may boost morale, performance, and productivity. The Zinger Model suggests maximising employee engagement. Let's empower and instruct our housekeepers using this method. The Zinger Model for employee engagement helps create a dedicated, productive cleaning staff. This training paradigm encourages connection, confidence, contribution, and performance.

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Training Notes:

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