



Operating Hotel Facilities in Premiere Inn Sunderland City Centre Hotel:

Employee training

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Introduction of branding from placement property

- This presentation includes evidence of employee training (Ferdinand et al., 2017).
- It aims to reduce the issues of housekeeping issues in branding property of Premier Inn Sunderland City Centre hotel
- It will comply with sustainable health and safety procedures, evidence of industry best practices, and theory to pinpoint the success of this training.



Benefits of employee training
Source: google

Including Maslow's hierarchy of needs as an employee engagement model

- Consistency of cleanliness has been diminished in the stated organisation of hotel rooms
- **Maslow's hierarchy of needs model** includes safety needs that include resources, property, and employment (Numonjonovich, 2022)
- It will be effective to make sure that the housekeeping staff complies with the cleaning standards of the brand to retain their employment

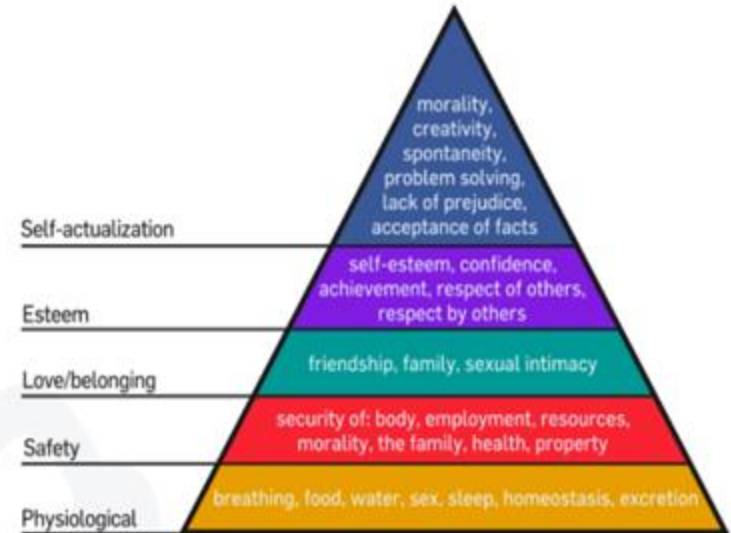


Fig: Maslow's hierarchy of needs

Source: (Numonjonovich, 2022)

Reason of why, how, and when in relation to the employee training in relation to health and safety inclusions

- Why: There have been issues with consistency in the housekeeping cleaning standard in the related facility
- How: The training has to be done on a face-to-face basis for the housekeeping staff (Tesone, 2012)
- When: It has to be done within a timeframe of 5 months to retain the branding placement for optimum safety standards



Different types of employee training
Source: Google

Inclusion of who and where for the optimum success of the training

- Housekeeping staff in relation to ventilation, vacuuming, greeting, cleaning, restocking, assisting, and related employees will be included.
- The UK government's standard of Housekeeping along with HSE safety guidelines will be maintained (Gov.UK, 2023)
- It will take place in the facility of Premiere Inn Sunderland City Centre. Hotel.

Important Standards Of Ideal Housekeeping



There are a few standards of housekeeping that help to make the guest come home over and over again. Apply a systematic approach that saves time, money and energy. Here are some steps you all should keep in mind.

1 Freshness:



Keep your all floors vacuumed and polish the surface of essential parts.

2 Orderliness:



Keep your chairs located properly and linen should be clean, folded and wrinkle-free

3 Sanitization:



Keep the area protected from pest infestation and sanitize garbage cans regularly.

4 Comfort:



Minimize distraction and provide sufficient amenities to your guests.

5 Safety:



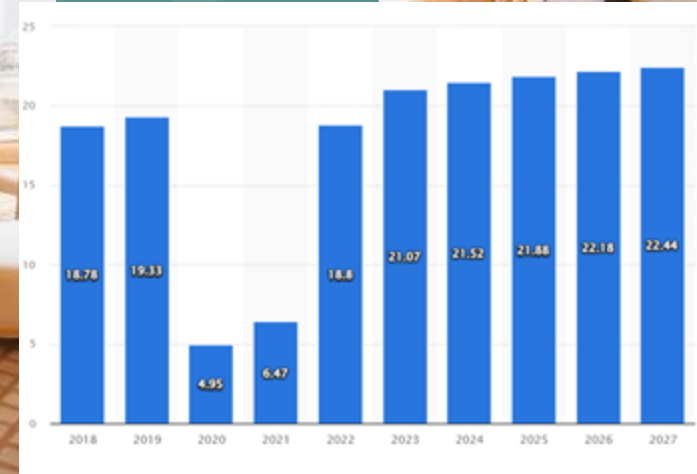
Make sure to take precautions for any kind of fire-relevant incidents.



Important standard of housekeeping
Source: Google

Inclusion of examples from the industry to demonstrate the best employee engagement

- The checklist in component 2 has included elements like ventilation, deep cleaning, regular cleaning, wiping, dusting, and greeting guests as needed
- Organisations like the London Court Hotel have included smart cleaning and comfortable facilities as stated on its official website to make more revenue (London Court Hotel, 2023)
- The revenue of the hotel industry in the UK London is around 1.4 billion pounds due to client satisfaction with optimum cleaning (Statista, 2023)



**Revenue of the hotel industry in
London UK**

Source: (Statista, 2023)

Inclusion of sustainable stages that can be included by the housekeeping department for effective training

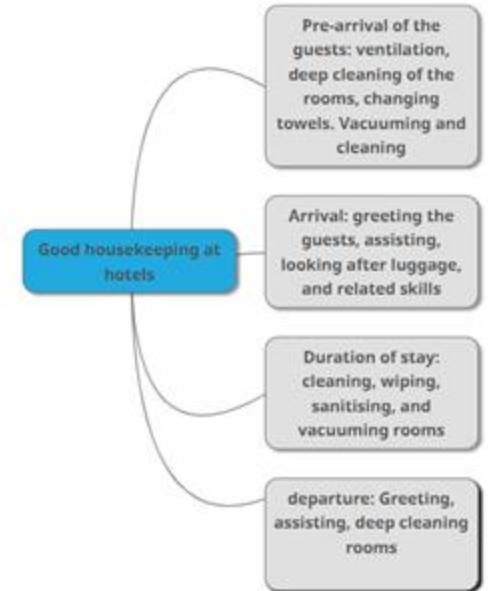
- The different stages for training can be divided as per the stages of guest stay at the facility (Wood, 2013)
- There can be inclusion of pre-arrival, arrival, and duration of stay of the guests
- There can also be the inclusion of proper guest satisfaction during departure for the positive branding of the placement property or Premiere Inn City Centre hotel



Advantages of good housekeeping
Source: google

Inclusion of crucial activities as per checklist for optimum satisfaction and training completion

- Pre-arrival of the guests: ventilation, deep cleaning of the rooms, changing towels. Vacuuming and cleaning
- Arrival: greeting the guests, assisting, looking after luggage, and related skills (Lugosi, 2019)
- Duration of stay: cleaning, wiping, sanitising, and vacuuming rooms
- Departure: Greeting, assisting, deep cleaning rooms



Stages of the housekeeping training
Source: Self-created

The advantages of the stages and activities for the training in relation to the branding of the property

- The inclusion of Maslow's theory will be effective in highlighting proper employee payment after they pinpoint proper cleanliness.
- The inclusion of stages will be helpful in decreasing the issues of inconsistency in the housing department (Gelbman, 2021).
- The different activities will reduce errors in the cleaning and housekeeping in Premiere Inn and develop its client and brand image



Advantage of Maslow's Theory for employee engagement
Source: google

Inclusion of timeline to understand the overall effectiveness of the employee training

<i>Elements</i>	<i>Month 1</i>	<i>Month 2</i>	<i>Month 3</i>	<i>Month 4</i>	<i>Month 5</i>
Accumulating the staff for housekeeping training					
Including the industry-based tools and technology needed for face-to-face training					
Including both digital and written rules and regulations for the training in Premiere Inn city centre hotel.					
Including the stages and activities					
Underlining employee resistance with effective feedback for successful completion					

Timeline of the training

Source: (Self-Created)

Conclusion and recommendations for branding placement property

- This study has included elements of a basic training presentation for branding property.
- For better engagement of the employees the training management can include a 360-degree evaluation that is highlighted by various companies (Murphy, 2020).
- It can highlight rewards and recognition of the employees with monetary and non-monetary benefits as per their training and duty completion.

360 degree performance appraisal advantages and disadvantages

- Provides a comprehensive view of performance
- Strengthen the self development of employee
- Honest culture can be established among the organization
- Empowers the employees
- Process is very lengthy, complex and takes a lot of time
- High training efforts are required
- Can create suspicious environment in the organization
- Leads to tension and trouble among employees is reviews are exchanged.

Major reason to include 360 degree employee appraisal in the training
Source: google

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Thank you