Assignment: Student Learning Log

Completed by: Khaleda Ahmed-Tareq

Student Number: 2017486

Module: Managing Guest Service Operations

BMIH6003

Lecturer's Name: Rodrigo Fernandes Aguilera

The work program that I have been assigned to undertake at Hotel Marriott has planned training in Managing Guest Service Operations. This program for the department has been scheduled to take place during the middle of my work placement. As a direct consequence of this fact, there is a limited supply of insightful comments and interpretations of my experiences that are now accessible. Everything I know has been collected from information supplied by staff members and from my own independent research.

Portsmouth Marriott has opted to outsource its housekeeping services to a third-party organisation. After consulting with those who are employed by the third-party organisation, I have been informed that the provision of this service for Marriott is undertaken by a company known as Omni Facilities Management.

Omni Facilities Management has been in operation since 1980 and has emerged as a prominent supplier of outsourced services to more than 150 hotels located in the United Kingdom, Netherlands, and South Africa. Omni is a company that offers a range of services, including Housekeeping, Recruitment, Property and Software Services, to prominent hotel groups such as InterContinental Hotels Group (IHG), Hilton, Marriott, Redefine BDL Hotels, Raffles, Shangri-La, Ritz-Carlton and Resorts World. The company has a workforce of more than 4,000 employees (OMNI, 2023).

Due to my missed opportunity at this stage of relating experience in this specific area. After conducting research and engaging in conversations with staff members employed by Omni Facilities Management, I have gained a greater understanding of their respective job responsibilities. The responsibilities for this position involve the cleaning of hotel rooms in accordance with predetermined standards and within specified timeframes. Execute standard cleaning protocols (daily task) in accordance with the provided instruction. Perform the task of replacing bed linen and towels, as well as arranging the bedding in a neat and orderly manner. Performing dusting and polishing tasks on furniture, both at high and low levels. Perform sanitation of lavatory facilities, encompassing the cleansing of the vanity, washbasin, bath or shower, tiles or glass and walls. Cleaning of floors by utilising a vacuum cleaner and a mop. Replenish the inventory of guest amenities, including shampoo, soap, and informational pamphlets. Refill the beverages in the minibar and sanitise the equipment utilised (OMNI, 2023).

The secret to keeping visitors happy is to manage a clean, well-maintained hotel. Making hotel cleanliness a high priority can help you avoid long-term time, tension, and negative reviews (Reliable Water Services, 2021).

They employ a monitoring checklist to decide if rooms need to be cleaned as part of the daily clean or as part of the checkout clean, the staff informed me that their objective is to complete cleaning of each room in 28 minutes. When cleaning, they also need to ensure that they follow the appropriate procedures, such as using various towels for different chemicals (the general cloth is green, the dusting and polishing cloth is yellow, the sanitary cloth is red, and the furniture cloth is blue).

The implementation of a colour-coded cleaning system is a widely accepted practice within the cleaning industry. The fundamental principle underlying this approach is that cleaning equipment of varying colours ought to be employed based on the specific location (Green, 2017). The primary objective of implementing a product colour coding system is to mitigate the risk of cross-contamination during the cleaning process, which is a crucial measure that significantly enhances the overall hygiene standards. The chromatic arrangement of cleansing agents may differ across enterprises, and the selection of a particular scheme is at the discretion of the user (Green, 2017).

As a Housekeeping Associates, it may be necessary for them to undertake additional responsibilities, such as that of a Linen Porter. This role comprises of, guaranteeing the timely distribution of laundered linens to assigned locations within the hotel. Guarantee the retrieval of contaminated linens from assigned locations within the hotel premises within the stipulated timeframes. It is recommended to conduct routine inspections of linen cupboards to ensure that they are consistently maintained in an orderly and well-stocked condition. It is imperative to maintain cleanliness and orderliness in the designated service areas. It is advisable to adhere to the designated delivery schedule for linen as stipulated by the hotel. Transport all soiled linens to the designated linen storage area, categorise them according to type, and conduct a numerical inventory. The process of returning impaired linen involves adhering to the prescribed protocol to ensure proper accountability. The transportation of linen trolleys within the hotel premises involves both pushing and pulling actions (OMNI, 2023).

Additional positions could include responsibilities such as that of a Public Area Cleaner. As part of this position, the task involves ensuring that the public areas of the hotel are cleaned to the specified standards and within the stipulated timeframes. Execute customary cleaning

procedures as part of the daily tasks. Perform household cleaning tasks such as vacuuming, mopping floors, and cleaning windows. Cleaning and maintaining furniture by removing dust and applying polish. Additionally, replenish and sanitise the equipment utilised in the process. Replenish inventory of essential commodities, including soap, toilet paper, and informational pamphlets. It is necessary to replenish and sanitise the apparatus utilised.

Participate in and offer feedback during housekeeping meetings. Execute any specific directives and communicate pertinent details. Assume responsibility for all keys under their custody. Identify and report any potential Health and Safety hazards. Execute associated responsibilities and exceptional assignments, as designated by the Executive Housekeeper or Assistant Executive Housekeeper (OMNI, 2023).

When Portsmouth Marriott, the supervisor or manager conducts a thorough inspection of all completed tasks to ensure their staff has executed efficiently in all aspects, as stipulated in the contract. The maintenance of these records by the organisation ensures the accurate completion and measurement of all relevant elements, in the event that any concerns or discrepancies arise.

According to Goswami (2022), outsourcing housekeeping offers advantages over competitors since there is no need to focus on these areas because already trained staff will be available to provide efficient service as needed. It also allows the hotel to specialise in a few elements or services to focus on, increases resources available to complete all tasks, and provides quality service because the third-party provides services with the best staff. Flexible labour hiring enables businesses to benefit from on-demand labour as per their requirements, thereby providing a sense of assurance.

Increased outsourcing allows hotels to focus on their core strengths, save expenses, and increase productivity, allowing the business to better address sustainability-related issues and be more sensitive to social responsibility and environmental concerns (Goswami,2022).

Outsourced workers are held to the same high standards as their Marriott colleagues, according to what I've seen at the Marriott institution in Portsmouth. One example of this is the fact that they are provided with the same free meals at work as their own employees are on a daily basis. They are very welcoming, assisted me with my questions, and clarified their role in a way that was easier for me to comprehend.

The majority of hotel brands believe that outsourcing services is the way to go because it gives them a greater degree of independence, which is a smart way to conduct business. Outsourcing

services is becoming an increasingly popular practice in the hotel industry and is considered as the way to go by the majority of hotel brands. It is clear that the hotel is benefiting from this strategy given that the departments outsourced are functioning effectively, as I have personally observed during my time at Marriott Portsmouth.

In conclusion, housekeeping is a crucial division for all hotel chains. Because of this, it's essential that all tasks be carried out to a high degree in order to keep the visitors satisfied. Hotels tend to outsource their tasks more often to guarantee that all aspects of work are completed swiftly, freeing them up to concentrate on other tasks and save costs.

REFERENCE:

Espino-Rodríguez, T.F. (2023) Research on Outsourcing by Hotel Firms: Current State and Future Directions. Available at:

https://www.mdpi.com/2673-5768/4/1/2#:~:text=Increased%20outsourcing%20allows%20hotels%20to,social%20responsibility%20and%20ecological%20concerns. (Accessed: 09 June 2023).

Goswami, S (2022) Outsourcing Your Hotel Housekeeping: The Ultimate Guide for Hoteliers. Available at:

https://www.ezeeabsolute.com/blog/outsourcing-hotel-housekeeping/#:~:text=Outsourcing%20your%20hotel%20housekeeping%20staff,all%20housekeeping%20operations%20are%20completed. (Accessed: 09 June 2023).

Green, R (2017) Why You Should Follow The Colour Coded System. [Blog] Available at:

https://www.nexonhygiene.co.uk/blog/2017/10/why-you-should-follow-the-colour-coded-system/ (Accessed: 08 June 2023).

OMNI (2023) Leading World Class Provider Of Bespoke Outsourced Services To The World's Most Prestigious Global Hospitality Brands. Available at:

https://www.omnifm.com/ (Accessed: 08 June 2023).

OMNI (2023) Room Attendant. Available at:

https://careers.omnifm.com/room-attendant-161750.htm?utm_campaign=google_jobs_apply&utm_source=google_jobs_apply&utm_medium=organic (Accessed: 08 June 2023).

Reliable Water Services (2021) 4 Vital Hotel Housekeeping Duties To Keep Guests Happy. Available at:

https://reliablewater247.com/hotel-housekeeping-tips/ (Accessed: 10 June 2023).