

Component One: <i>What are the key skills required when working in the housekeeping team? 750 words (+/- 10%)</i> Contribution to Overall Module Assessment: 25%	<table> <tr> <td>Student No:</td><td>Umer Aman</td></tr> <tr> <td>Module Title:</td><td>Operating Hotel Facilities</td></tr> <tr> <td>Module Code:</td><td>BMIH4006</td></tr> </table>	Student No:	Umer Aman	Module Title:	Operating Hotel Facilities	Module Code:	BMIH4006
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Housekeepers must manage their time efficiently to meet the demands of their work. They must be able to prioritize tasks and complete them within a specified time frame. Time management skills are essential in ensuring the housekeeping team is always on schedule, and the rooms are cleaned before guests arrive.

Physical Stamina

Housekeeping can be a physically demanding job. Housekeepers must be able to stand, walk, bend, and lift for extended periods. They may also need to climb ladders or reach high places to clean. Good physical stamina ensures housekeepers can complete their duties efficiently without compromising their health and safety.

Communication Skills

Practical communication skills are essential for working in a housekeeping team. Housekeepers need to be able to communicate with their colleagues and supervisors to ensure that everyone is on the same page. They also need to be able to communicate with guests or residents, if necessary, particularly if they need to enter their rooms to clean or replenish supplies.

Organization Skills

Housekeeping involves organizing spaces and items systematically and logically. Therefore, housekeepers need to have excellent organizational skills. They need to be able to arrange items neatly, ensuring that they are easily accessible when needed.

Flexibility

Housekeeping duties can vary depending on the setting and the needs of guests or residents. Therefore, housekeepers need to be flexible and adaptable to changing circumstances. They may need to adjust their schedules, duties, or cleaning methods to accommodate unexpected events or changes in circumstances.

Problem-Solving Skills

Housekeeping teams may encounter unexpected challenges or problems during their duties. For example, they may encounter a stain that is difficult to remove or a room that requires extra cleaning. Housekeepers need to be able to identify the problem and come up with a solution to address it efficiently.

Customer Service Skills

In many settings, housekeepers may need to interact with guests or residents. As such, customer service skills are essential. Housekeepers must be friendly, courteous, and professional when interacting with guests or residents. They should also be able to respond to requests or concerns promptly and helpfully.

Knowledge of Cleaning Products and Techniques

Housekeeping involves using various cleaning products and techniques to clean and disinfect surfaces. Therefore, housekeepers need to understand cleaning products and techniques well. They need to know which products to use on different surfaces and how to use them safely and effectively.

Safety Awareness

Safety is an essential aspect of housekeeping. Housekeepers need to be aware of potential hazards and take appropriate measures to ensure their safety and the safety of others. For example, they need to use cleaning products safely, follow proper lifting techniques, and use personal protective equipment as needed.

In conclusion, working in a housekeeping team is demanding and requires a wide range of skills. Housekeepers must have excellent organizational and time management skills, physical stamina, effective communication and problem-solving skills, and customer service skills. They also need to be familiar with different cleaning products and techniques and always be safety conscious. By possessing these skills, housekeepers can provide efficient and effective cleaning services, ensuring that the premises are clean, hygienic, and safe for guests or residents.

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:

A guest has complained that on their arrival, their room had not been properly cleaned.

Why did it happen?

There could be several reasons why the guest's room was not cleaned properly. It could be due to a miscommunication between the housekeeping staff or a lack of attention to detail by the housekeeping staff. Additionally, there could be a shortage of staff or time constraints that may have resulted in the room not being cleaned properly.

What are you going to do?

As a team leader, my priority would be to apologize to the guest for the inconvenience caused and assure them that the issue will be resolved promptly. The following steps would be taken:

1. Investigate the Issue: I would personally visit the guest's room and verify the nature of the problem. It is important to identify the root cause of the issue to take appropriate corrective action.
2. Take Corrective Action: Based on the investigation, I would take corrective action to address the problem. This could involve assigning a housekeeper to clean the guest's room again or offering the guest a different room if the problem cannot be resolved satisfactorily.
3. Follow-up with the Guest: Once the corrective action has been taken, it is important to follow-up with the guest to ensure that they are satisfied with the resolution. This could involve calling the guest or visiting their room to ask if the problem has been resolved to their satisfaction.
4. Document the Complaint: Finally, the complaint would be documented in detail. This includes the date and time of the complaint, the nature of the problem, the corrective action taken, and the outcome of the follow-up with the guest. This information is critical for tracking the hotel's performance and identifying trends or patterns that need to be addressed.

How will you prevent this from happening in the future?

To prevent similar issues from occurring in the future, the following measures could be taken:

1. **Increase Communication:** There should be clear communication between the housekeeping staff, team leaders, and management to ensure that all expectations are met. The housekeeping staff should be informed about the standard cleaning procedures and any special requests by the guests.
2. **Training and Development:** Regular training and development programs should be organized to ensure that the housekeeping staff is well-equipped with the skills and knowledge required to meet the guests' expectations. This could include training on cleaning techniques, time management, and attention to detail.
3. **Standard Operating Procedures:** Standard Operating Procedures (SOPs) should be developed and implemented to ensure that the housekeeping staff follows a consistent and standardized approach to cleaning the guest rooms. SOPs should be reviewed regularly to ensure that they are up to date and relevant.
4. **Quality Assurance:** Regular quality assurance checks should be conducted to ensure that the housekeeping staff is meeting the guests' expectations. This could include spot checks, customer feedback surveys, and mystery shopper programs.

What measures would you introduce to improve team effectiveness?

To improve team effectiveness, the following measures could be introduced:

1. **Goal Setting:** Team members should be involved in setting specific, measurable, achievable, relevant, and time-bound (SMART) goals. This will help them to stay focused and motivated.
2. **Performance Reviews:** Regular performance reviews should be conducted to provide feedback and identify areas for improvement. This could include peer reviews, self-assessments, and manager reviews.
3. **Team Building Activities:** Team building activities should be organized to improve communication, collaboration, and teamwork. This could include team lunches, team outings, and team building exercises.
4. **Rewards and Recognition:** Rewards and recognition programs should be developed and implemented to acknowledge the housekeeping staff's hard work and dedication. This could include employee of the month awards, bonuses, and promotions.
5. **Feedback Mechanism:** A feedback mechanism should be established to encourage feedback from the

housekeeping staff about the team's performance and to identify areas for improvement. This could include regular team meetings, suggestion boxes, and open-door policies.

1. **Skills Development:** The team members should be provided with opportunities to develop their skills and knowledge through training and development programs. This could include cross-training, job shadowing, and attending external training courses.
2. **Communication:** Clear and effective communication is essential for improving team effectiveness. Regular team meetings should be organized to discuss team goals, performance, and feedback. Additionally, there should be an open-door policy where team members can approach their supervisors with any concerns or issues.
3. **Empowerment:** Team members should be empowered to make decisions and take ownership of their work. This could include delegating responsibilities and providing the necessary resources and support to accomplish their tasks.

As a team leader, it is important to take immediate corrective action when a guest complains about the cleanliness of their room. Additionally, measures should be taken to prevent similar issues from occurring in the future, such as increasing communication, training and development, standard operating procedures, and quality assurance. To improve team effectiveness, goal setting, performance reviews, team building activities, rewards and recognition, feedback mechanisms, skills development, communication, and empowerment should be introduced. By implementing these measures, the housekeeping team can deliver high-quality services to the guests and improve the hotel's overall performance.

In conclusion, as a team leader for a floor within the hotel, it is crucial to take guest complaints seriously and to take immediate corrective action. In this scenario, the guest complained that their room had not been properly cleaned upon arrival. To address this problem, an action plan was created that included investigating the issue, correcting the deficiencies, apologizing to the guest, and offering compensation.

However, it is also important to take preventive measures to avoid similar issues in the future. This includes reviewing and updating standard operating procedures, increasing communication and training, implementing quality assurance measures, and improving team effectiveness.

To improve team effectiveness, it is essential to introduce goal setting, performance reviews, team building activities, rewards and recognition, feedback mechanisms, skills development, communication, and empowerment. By implementing these measures, the housekeeping team can improve their performance and provide high-quality services to the guests, which can lead to increased guest satisfaction, loyalty, and revenue for the hotel.

References

Bates, J. (2016). The importance of brand standards for hotels. *Hotel Management*, 231(3), 46-48.

Occupational Safety and Health Administration. (2018). Hotel housekeeping. Retrieved from <https://www.osha.gov/SLTC/hospitality/housekeeping.html>

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HOUSEKEEPING TRAINING PRESENTATION

Presented by: Umer Aman

Content

1. Introduction

Description About Housekeeping Training

2. Objectives

- What are the main goals of housekeeping

3. Brand Standards

- Requirement by Hotel Brand
- Expectations by Hotel Brand

4. Health and Safety Feature

- Definition of guest services
- Importance of guest services in creating positive guest experience

5. Quality of Housekeeping Service

- Definition of hospitality
- Importance of hospitality in the hotel industry

6. Conclusion

- Summary of the key points covered in the presentation
- Reference

Introduction

As you all know, housekeeping plays a crucial role in the success of any business or organization. A clean and well-maintained workplace not only creates a positive impression for visitors and customers, but it also helps in increasing employee morale and productivity.

During this training, we will be discussing the best practices for maintaining a clean and organized workplace, including proper cleaning techniques, waste management, and equipment maintenance. We will also be discussing the importance of personal hygiene and how it can prevent the spread of germs and diseases in the workplace.

As the floor housekeeping manager, I would like to provide you with the necessary knowledge and skills to ensure that brand standards are achieved and Health and Safety procedures are followed.

A low-angle, upward-looking perspective of several modern skyscrapers with glass facades. The buildings are dark and their lines converge towards the top of the frame, creating a sense of height and scale. The sky is a uniform, muted grey. The word "OBJECTIVES" is centered in the middle of the image in a bold, white, sans-serif font.

OBJECTIVES

The objectives of this training presentation are:

- 1.To understand the importance of brand standards in thehousekeeping department.
- 2.To identify the essential Health and Safety procedures that need to be followed.
- 3.To learn how to deliver high-quality housekeeping services to our guests.

Brand Standards

1.Room Appearance: The rooms must be clean, organized, and tidy. All amenities and supplies must be placed in their appropriate locations.

2.Linen: The linen must be clean, fresh, and free of stains.

3.Bathroom: The bathroom must be clean, sanitized, and free of any odors.

4.Guest Comfort: The room must be comfortable and welcoming, providing the guests with a memorable experience.

Health and Safety Procedures

Health and Safety procedures are essential to ensure the safety of both guests and staff. The following procedures must be followed:

1

Use Personal Protective Equipment (PPE)

Gloves and masks must be worn when handling hazardous materials.

3

Chemical Safety

Chemicals must be stored properly and labeled appropriately. Chemicals must not be mixed, and instructions on the label must be followed.

2

Fire Safety

Staff must know the fire evacuation procedures and be aware of the fire exits and fire extinguishers.

4

Ergonomics

Staff must use proper lifting techniques to avoid back injuries.

Delivering High-Quality Housekeeping Services

To deliver high-quality housekeeping services, we need to focus on the following:

1.Attention to Detail: We need to pay attention to every detail to ensure that the room is clean, organized, and tidy.

2.Time Management: We need to manage our time efficiently to ensure that we complete our tasks within the given time frame.

3.Communication: We need to communicate effectively with our colleagues and supervisors to ensure that we achieve our goals.

4.Guest Satisfaction: We need to provide the guests with a memorable experience by ensuring that the room is comfortable, welcoming, and free of any deficiencies.



Conclusion

Summary of the points covered:

In conclusion, as housekeeping staff, it is our responsibility to ensure that brand standards are achieved, Health and Safety procedures are followed, and high-quality housekeeping services are delivered to our guests.

By following these procedures and focusing on attention to detail, time management, communication, and guest satisfaction, we can provide the guests with a memorable experience, which can lead to increased guest satisfaction, loyalty, and revenue for the hotel.

Thank you for your attention, and I wish you all the best in your housekeeping duties.



References:

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