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Module Name: Operating Hotel Facilities

Assignment Title: Assessment of Practical Tasks: Housekeeping Team Member Development Plan

Introduction

In this assessment, a training development program will be developed for the housekeeping staff. As a Housekeeping Manager, an 8-week training program has been developed as an induction process for the new team members of 4* Hotel Trinity. Development and training programs are considered educational tasks in a business that is developed to improve the job performance of a team or individual. These activities include improving the skill and knowledge of employees and generating high motivation that would aid in improving consumer satisfaction levels. A training program is being developed for 4* Hotel Trinity new employees who would aid them in developing their skills and knowledge. As a Housekeeping Manager, I welcome new team members at 4* Hotel Trinity. At 4* Hotel Trinity, we offer fine dining and intimate accommodations. The management hotel believes providing appropriate training to top employees can aid in developing effective outcomes and improve the hotel's reputation. The main responsibilities of 4* Hotel Trinity employees are making reservations, balancing transactions, conducting security walks, registering guests and preparing daily reports. The employees at our hotel work together to develop a comfortable environment for guests so that they can enjoy themselves and feel at rest. The following housekeeping team member development plan that is being developed will aid the new team members in performing their tasks that are related to the responsibility. The objectives of the training are:

- To aid employees in learning effective techniques for improving services.
- To develop skills and knowledge set for gaining consumer satisfaction levels.

Time Table

		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8
Enhancing Activities	Problem-Solving								
Strengthening Management Skills	Change								

Encouraging Employee Bonding

CRM Training

Improving communication



Training Activities Description

Enhancing Problem-Solving Skills

Through enhancing problem-solving skills, the new team members would learn to assess the problems and assess the practices and systems that are contributing to the problem. Through this training program, they would learn to ***brainstorm creative solutions*** that would aid in providing effective services to the guest. In the hospitality industry, problem-solving skills are considered an integral part as employees have to assess the problems that consumers are facing and develop an effective plan for resolving them effectively and also do a follow-up to ensure that consumers are satisfied. By providing effective training, 4* Hotel Trinity would be able to retain its staff and develop loyal guests. Through this training, the hotel would be able to learn about changing marketing trends and improve its image. Through problem-solving skills, the new team members would be able to perform the tasks that are related to their responsibility. The main responsibility of a hotel employee is resolving the problems that a guest is facing and trying to improve their experience.

Strengthening Change Management Skills

Through appropriate training, the hotel would be able to aid the new staff members in improving their change management skills which would further aid in enhancing active listening, strategic thinking, analysis and measurement, researching and leadership skills. 4* Hotel Trinity has recognized the importance of change management. That is why it has introduced appropriate activity in its new housekeeping training program. This training would be provided through

	<i>change exercises</i> that would aid the business in strengthening its competitive advantage in terms of its functionality and operations. Through this training, the employees would learn to adapt to changes quickly that occurs due to new innovation or service change. Through improving change management skills, the new employees of 4* Hotel Trinity would learn to implement and also take part in change management activities that would improve productivity and also aid in providing the hotel with a competitive advantage.
Encouraging Bonding	Employee 4* Hotel Trinity, through this training program, will promote teamwork that would aid them in generating effective performance and enhancing their productivity. The Housekeeping manager, through effective leadership, would develop <i>team games</i> that would aid the new team members in bonding with each other. The hotel is investing in employees so that they can generate high-quality services. The hotel would also take <i>feedback</i> from employees who are receiving the training so that they can learn about the program's efficiency and can improve the places where they are lacking. By improving teamwork, 4* Hotel Trinity's new employees would be able to fulfil their job responsibilities and provide adequate services to guests. Through working as a team, the employees would be able to deliver effective guest services and leave a good impression on guests.
CRM Training	Through CRM training, 4* Hotel Trinity would be able to improve its collaboration efforts and improve consumer satisfaction. The business, through this training program, would be able to boost its sales. 4* Hotel Trinity would be able to enhance its business relationship with the consumer for increasing sales as well as consumer retention. In hotel management, CRM training plays an essential role. Through this training, 4* Hotel Trinity would provide <i>basic to intermediate-level tasks for CRM training</i>. The business would also be able to increase its

marketing and attain profitable operations by developing relationships with team members, corporate clients and guests, as well as developing targeted marketing. Through CRM, the employees would be able to learn technical skills which would aid them in their job responsibilities. CRM training would aid them in managing guest profiles, manage bookings as well, and payment transactions effectively.

Improving communication

By improving the communication of new team members, 4* Hotel Trinity would be able to promote trust and team member engagement. The productivity of new staff members would be enhanced, and conflicts would be resolved effectively. The hotel would be able to develop better guest relationships and develop employee loyalty. The hotel will also focus on improving the active listening of new employees as effective communication is developed by focusing on listening. The hotel will introduce **team activities** that will improve communication. By improving communication, the new employees would be able to connect with consumers effectively and also pay attention to their requirements and deliver a personalized experience. Communication is the main skill that new team members of 4* Hotel Trinity need to learn as it would aid them in developing rapport with hotel guests and developing a positive guest experience, and resolving conflicts. Through effective communication, the team members would be able to fulfil their responsibilities efficiently.

Safety Training

There are various safety training that would be provided to new team members of 4* Hotel Trinity. The main safety training that would be provided is related to fire safety, health and safety, and COSHH.

For Fire Safety, various training would be provided to new team members of the hotel. In fire safety training, employees would provide the training in case of fire to ensure that doors, hallways, and stairways are clear of obstruction. They would also learn about the evacuation plan that the hotel has developed and posted in the building. The employees would further be provided with employee fire safety training, where they would learn about emergency response guidelines. They would also learn about fire drills and local regulatory requirements.

For health and safety, 4* Hotel Trinity follows the Health and Safety regulation. The health and safety training would aid the new team members in ensuring that they are working safely and not imposing any risks to their as well as others' health. Through appropriate training, the new members would be able to develop a positive safety and health culture where health and safety would become the second nature of new team members. Through this training, the employees would be able to protect the consumer and attain their satisfaction. Through this training, the new employees would aid the 4* Hotel Trinity to avoid the distress that ill health and accident cause.

As a Housekeeping Manager, it was ensured that new team members at 4* Hotel Trinity were properly trained, supervised and informed about COSHH. By COSHH training, the hotel would ensure that new employees assess the risks that are caused due to various reasons or substances that are exposed. Through this training, a new team member would be able to learn about health hazards. Take effective decisions for preventing any harm that can occur to health and provide control measures that reduce harm to health. The employees, through this training, would learn about the measure as well as how to use them.

Branding

The target audience for 4* Hotel Trinity is leisure and business travellers. The business is also targeting guests that require long accommodations. 4* Hotel Trinity are also targeting tour groups, individual tourist, business travellers, and small conference groups.

Logos



4* Hotel Trinity is known for meeting the requirements of the consumer. The training that the hotel provides would aid the business in improving its services and attaining consumer satisfaction. The business also focuses on commitment and taking a survey from guests to improve their services and provide high-quality services.

The personality of 4* Hotel Trinity is putting guests first, embracing change, serving high-quality services, pursuing excellence and acting with integrity. Being part of 4* Hotel Trinity means being part of a thriving culture and proud culture.



References

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