

LEVEL 4 Cert. IHM – STUDENT FIELD TRIP LEARNING LOG

M4X01919

HOTEL PLACEMENT – HOTEL FACILITIES MANAGEMENT

This Student's Field Trip Learning Log is devised to help you maximise your understanding, knowledge and skills required to competently function in the area of facilities management in the hotel industry. Based on your trip, you are required to write on the followings: an overview of the Field Trip (this may include place visited, purpose of visit, what the Business does particularly as it relates to facilities management in the hotel industry etc.), evidence of learning and skills development outcomes from the trip, including summative reflection of the trip.

This assessment is to encourage students to think critically about their future active involvement and the skills they need to develop in carrying out various tasks in facilities management in the hospitality industry. You are advised to participate actively in listening, learning/talk sessions during the Field Trip.

Please ensure you complete your learning log as soon as you return from each trip. Completion and submission of Learning Log is an integral part of your assessment. You will be awarded marks as part of 20 credits weightings of this Module. Also, participating in the trip contribute to your compulsory weekly class attendance.

Please note, you are always required to have your student ID card on you while on Field Trip.

Cert. IHM LV4 Learning Log:

Student Name: Livia-Nicoleta Cocirlau Student name: 1815460 Cohort 1 Group: 3 Lecturer's Name: Olu Adegbite	Filed Trip To: Marriott Forest of Arden	Lecture Week:.... 7	Date: 28/02/2020
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Considering the hotel facilities management practices/activities you have observed, explain how the hotel particular company's operations are using their resources to meet the hospitality goals of the organisation (e.g. you may include brief overview of the Business visited including use of company's resources to deliver excellent guest experience):

Respond and attend to guest repair requests. Communicate with guests/customers to resolve maintenance issues with little to no supervision. Perform preventive maintenance on tools and equipment, including cleaning and lubrication. Visually inspect tools, equipment, or machines. Identify, locate, and operate all shut-off valves for equipment and shut-offs for buildings. Maintain maintenance inventory and requisition parts and supplies as needed. Assure each day's activities and problems that occur are communicated to the other shifts using approved communication programs and standards. Display proficiency in any one of the following categories, above average skills in two more of the following categories and basic skills in the remaining categories: air conditioning and refrigeration, electrical, mechanical, plumbing,

pneumatic/electronic systems and controls, carpentry and finish skills, kitchen equipment, vehicles, energy conservation, and/or general building management.

Based on your field trip experience, what are the importance of facilities management operations in the Hospitality Industry and in particular the company you visited:

One of the key reasons facilities management is so important is that when a business is co-ordinating people, the health and safety responsibilities require you to be completely ready to tackle any situation.

In the Hospitality Industry, in which the health and safety of clients and workers are important, the facility manager plays a crucial role in achieving this aforementioned goals.

Some of the factors making facility management important are:

Increase the cost-efficiency of the business

Manage health and safety requirements

Increase the lifespan of your assets

Monitor and maintain compliancy.

Marriott Forest of Aden maintenance services ranges from Carpentry, Painting, Electronics, Plumbing, Masonry, Fabrications etc.

How has this trip impacted on your knowledge of facilities management in the hospitality industry?

Facilities managers ensure that the building and the services meets the needs of those working in them. Facility managers ensure the cleanliness, safety and parking lots in the building, to make sure the environment is suitable for the purpose of its creation.

Based on your observation during this trip, what constitute good practices in hotel facilities management operations:

Managers must display empathy not only towards their guests but also towards their staff members.

There is a direct relationship between the staff and the guests, the more content a team of staff is, the more satisfied the guests will be.

How would you develop facilities management skills competencies to meet organisational requirements and standards?

Enhancing facility management skills entails developing a solid analytical and technical skills. The advances in technology, mandates that facility managers must have the technical know-how of major gadgets in the property. Learning from online classes to supplement my skills will improve my technical skills.

Another important skill needed for efficiency is a good communication and interpersonal skill, this can be developed through constant relationship with and communication. Improving my arithmetical skills for accounting and financing is also important. Constant practice and obtaining a diploma in accounting will help in this regard.

Environmentally inclined and knowing relevant rules in the environment is crucial.



Student Signature:

Livia

Date:

13/03/2020

