



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Component One:

What are the key skills required when working in the housekeeping team? 750 words (+/- 10%)

Contribution to Overall Module Assessment:
25%

Student No: 1911285

Module Title: Hotel Placement-Operating Hotel Facilities

Module Code: BMIH4006

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My time spent as a member of the housekeeping team at the Premier Inn Leicester Fosse Park Hotel has taught me a great deal about the nature of the work involved in this industry. As a part of the housekeeping team, I've realized the need of developing skills like focus, time management, clear communication, stamina, and work ethic.

First and foremost, good housekeeping requires meticulous attention to detail. Having an eye for detail means that all of our guest rooms are neat and presentable at all times (Tra, 2020). It's important to pay attention to every detail of cleanliness, from a neatly made bed to a gleaming bathroom. To achieve the high standards set by Premier Inn, I have learned the importance of taking pleasure in my job and remaining careful. As an example, one of my responsibilities on the housekeeping team has been to replenish the supply of clean linens, toiletries, and other necessities in each guest room. I have been able to provide consistently high-quality service to our customers thanks to my meticulous attention to detail.

The ability to manage one's time well is also essential in the housekeeping profession (Alcalde Gonzalez et al., 2023). Every day, we have a certain number of rooms to clean in a given amount of time. To keep up with the needs of the hotel, it is crucial to set priorities, create an effective work schedule, and stick to it. Working in a fast-paced setting has taught me how to prioritize tasks and complete them in a timely manner. For instance, I have figured out how to organize my work in such a way that I can get through each room quickly while still maintaining a high standard. In addition to being useful in my current position, learning this skill has taught me the value of efficient time management in many facets of my life.

The housekeeping team relies heavily on clear and constant communication. Working in tandem with one's co-workers, superiors, and the rest of the hotel personnel is crucial to the establishment's success (Pai et al., 2020). Coordinating efforts, learning about guests' preferences, and addressing any issues or special requests are all facilitated through open lines of communication. For example, there have been cases where visitors have asked for customized accommodation configurations or additional luxuries. I've been successful in facilitating our guests' satisfaction by relaying their needs to the appropriate teams. Being

able to communicate effectively and with others in a business setting is a talent I honed while working in this setting.

Stamina and physical strength are essential qualities for a career in housekeeping. The position requires constant physical activity, such as moving large goods, standing for extended periods of time, and navigating the various locations of the hotel (Strommer, 2020). It took some time to get used to the job's physical requirements. With practice, though, I have increased my endurance and strengthened my body to the point that I am now able to perform well. My physical fitness has increased, and I've learned the value of a balanced diet, regular exercise, and other self-care practices.

Finally, the housekeeping team must have a strong work ethic. Maintaining high standards, operating under pressure, and making deadlines are all regular requirements of the position (Atesoglu and Erkal, 2020). I've learned that being accountable for my actions, showing up on time, and keeping a good mood at work are crucial team member traits. In my opinion, a positive work environment is fostered by team members that have a strong work ethic, which benefits the team as a whole. My persistent hard work and dedication has earned the respect of my coworkers and superiors, leading to promotions and increased visibility at work.

My work at the Premier Inn Leicester Fosse Park Hotel requires me to put my theoretical knowledge of the housekeeping profession into practice. Acquiring theoretical knowledge is the first step toward mastering customer service fundamentals, hygiene protocols, and best practices in your chosen field. For instance, maintaining a clean and safe atmosphere for our guests has benefited greatly from my knowledge of various cleaning methods, the right storage and use of cleaning chemicals, and health and safety standards. Motivated by my theoretical understanding of the need of maintaining high standards and the consequences of not following laws, I apply this knowledge to my daily work. Furthermore, I have been able to proactively identify areas for development and provide novel ideas because of my theoretical knowledge. My knowledge of sustainable hospitality methods has allowed me to introduce new eco-friendly procedures in the housekeeping division, for instance. I have helped Premier Inn achieve some of its sustainability goals by utilizing eco-friendly cleaning supplies and advocating for increased recycling. Throughout my career, I've learned how vital it is to keep abreast of developments in my field in order to offer novel perspectives on problems and make meaningful contributions to an organization's bottom line.

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	Why did it happen?	What are you going to do?	How will you prevent it from happening in the future?	Measures to improve team effectiveness
Inadequate cleaning of the room prior to guest arrival	A housekeeper's carelessness or misunderstanding is possible in this case.	Visit the affected area and take care of the problem personally	Implement a double-check system where another team member verifies room cleanliness	Hold regular training sessions on the importance of meticulous cleaning and paying close attention to detail.
Poor communication between the members of the housekeeping team	Insufficiently transparent communication channels	Create a communication plan and open the appropriate channels.	Set up regular team meetings, and keep the lines of communication open.	Encourage members of the team to work together, collaborate, and share knowledge with one another.
Lack of reliability in terms of compliance with cleanliness standards	Inadequate levels of training and/or supervision	Make available more training, and restate the requirements.	Create a checklist, and ensure that quality is checked on a consistent basis.	Put someone in charge of quality assurance to keep an eye on the cleaning standards.

Problems with time management resulted in a rushed cleaning.	Ineffective prioritizing or an unreasonable amount of work	Determine the amount of work that needs to be done, and allot enough time for it.	Enhance task distribution and scheduling in order to guarantee sufficient time is spent in each room.	Installing a time-tracking system will help locate problem areas, which will allow us to enhance workflow.
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My aim is to improve the housekeeping team's output and efficiency by responding to their concerns and carrying out the suggested reforms. Every member of the team will be trained on a regular basis to guarantee that they have the knowledge and ability to clean thoroughly and meticulously. The team's ability to work together and solve problems quickly will improve as a result of increased communication.

Every room at the Premier Inn Leicester Fosse Park Hotel will be cleaned to the high standards of the hotel thanks to the quality checks and double-check processes that have been implemented. We can reduce the amount of hasty cleaning and give each space the care it deserves by providing enough time for duties and improving our workflow.

Shortages and delays in cleaning procedures can be avoided by keeping an adequate supply of cleaning supplies through inventory management and designating a committed team member to check stock levels. Workplace environments that encourage teamwork, promote cross-training, and define individual and collective roles and duties tend to be more positive and productive.

Taking care of these issues and following through with the plan of action will make it so that the hotel is always spotless. Customers will be happy and the Premier Inn Leicester Fosse Park Hotel's stellar reputation will be protected.

Component Three:

Contribution to Overall Module Assessment: 50%

Your task is to create and prepare a Presentation Following the detailed scenario provided below.

As the floor housekeeping manager and given the recent guest complaints you need to put together a basic training presentation for your colleagues within the housekeeping team to get the best out of them, ensure that brand standard is being achieved and that Health and Safety procedures are also being followed.

Housekeeping Team Training
Training Notes: Welcome everyone to this housekeeping team training session. We'll be concentrating on upholding brand standards and adhering to all applicable health and safety procedures today.
Importance of Brand Standards
Training Notes: ● Maintaining our hotel's brand standards is crucial to its success. They are the cornerstone of our service and what our guests remember most. We establish trust and loyalty by continually upholding high standards, ensuring that guests return to our hotel for subsequent visits (Xiong and King, 2019). ● Brand standards cover a wide range of criteria, such as tidiness, precision, and expert conduct. Guests have high standards for the cleanliness, freshness of the linens, and orderliness of the amenities in their rooms when they check in (King, 2017). Adhering to brand standards guarantees that each and every guest has a pleasant and relaxing stay. ● Consistently meeting or exceeding brand standards allows us to set ourselves apart from the competition and build a solid reputation. Reviews and comments from satisfied visitors who have stayed at our hotel demonstrate our dedication to quality and help us attract even more visitors.
Key Elements of Brand Standards All of the elements that make up a brand's standards are vital to providing a great stay for the guests.
Training Notes:

- The quality and consistency of our service are defined by a number of fundamental elements that make up brand standards. The first and greatest priority should be a meticulous cleansing of the space (Nicolaides, 2018). This entails a thorough dusting of all surfaces, a vacuuming or mopping of all floors, a change of linens, and a sparkling clean bathroom.
- Making the bed correctly is another important step. Guests anticipate beds to be freshly made and neatly presented. Aesthetically and ergonomically, the room benefits from careful consideration of this element.
- An essential part of maintaining brand standards is maintaining spotless surfaces. Everything that people can see should be spotless, so that includes the furniture, mirrors, windows, and appliances (Rather and Camilleri, 2019).

Health and Safety Procedures

Protecting our guests' safety is our top priority. To create a safe environment for both guests and team members, we must closely adhere to Health and Safety procedures.

Training Notes:

- At our hotel, safety and security are of the utmost importance. To ensure the safety of our guests and team members, we have implemented Health and Safety procedures.
- Adherence to these procedures is critical to preventing accidents, reducing risks, and fostering a culture of safety in our workplace. It includes things like knowing how to use fire extinguishers and other emergency equipment and knowing how to handle cleaning chemicals properly (Khadka and Murphy, 2018).
- We can maintain a safe and secure environment for everyone by adhering to these procedures, which ensure that possible risks are quickly detected and dealt with.

Health and Safety Measures

It is imperative that we take the necessary precautions to maintain a risk-free workplace for the benefit of our team members. Come with me as I delve into the fundamentals of health and safety.

Training Notes:

- To keep our team members safe and our workplace secure, it is essential that we implement robust health and safety measures. The following are some examples of these measures:
- **Personal Protective Equipment (PPE):** Making sure that protective gear like gloves, masks, and safety goggles are used correctly whenever hazardous materials or procedures are being handled (Rosemberg, 2020).
- **Safe Handling of Cleaning Chemicals:** Exposure hazards can be reduced and accidents avoided by training on the safe handling, storage, and disposal of cleaning

chemicals (Hu et al., 2021).

- The implementation of these health and safety measures provides our team members with a safe
- space in which they may go about their work without fear of harm or injury.

Cleaning Best Practices

To maintain a high degree of cleanliness and hygiene across the hotel, it is crucial to adhere to regular cleaning practices. Let's take a look at some of the most important cleaning best practices that might help us impress our guests.

Training Notes:

- Maintaining a high level of cleanliness and hygiene at our hotel requires a commitment to efficient cleaning practices. Cleaning best practices include the following:
- Appropriate methods of cleaning, such as dusting, wiping, and scrubbing, are used on various surfaces and materials for the best possible outcomes and to prevent any wear or tear (Sharma and Kaushik, 2021).
- Proper use of cleaning goods involves knowing how much product to use and diluting it with water so that the product is effective without being overused.
- Adhering to these cleaning best practices will help us provide a clean and hygienic atmosphere for our guests, which will make a good impression and make sure they have a pleasant stay.

Time Management and Prioritization

To guarantee that our housekeeping duties are accomplished quickly and thoroughly, we must effectively manage our time and set priorities.

Training Notes:

- Effective time and task management are essential components of housekeeping procedures.
- To ensure that you have enough time to complete all of your tasks, you should first assess your workload by taking into account the number of rooms that need cleaning, the check-in and check-out hours, and any special requests or guest preferences.
- **Task Prioritization:** Identify high-priority areas, including guest rooms for arriving guests or common spaces that need quick attention, and make sure they are attended to as soon as possible.
- Time management and setting priorities are the keys to a well-oiled housekeeping machine, which in turn allows for timely, comprehensive cleaning with an eye for detail (Aeon and Aguinis, 2017).

Effective Communication and Teamwork

For successful operations, it is crucial that all team members and those in related areas have open lines of communication.

Training Notes:

- It is impossible to have a productive and pleasant workplace without strong communication and teamwork among employees. Think about this:
- Facilitate information exchange and make sure everyone is in the know by establishing clear communication standards, such as frequent team meetings and digital platforms.
- Motivate your team to work together and share ideas. Create an environment where team members help one another, exchange knowledge, and cooperate to accomplish shared objectives.
- We can improve coordination, cut down on mistakes, and boost morale by encouraging open lines of communication and teamwork (Pai et al., 2020). In order to create a culture of support and collaboration among our housekeeping team, let's work toward clear and open communication.

Quality Checks and Inspections

Our housekeeping operations can only maintain the highest quality standards for our brand with the help of consistent quality checks and inspections.

Training Notes:

- The cleanliness and service standards of our hotel can only be maintained with regular quality checks and inspections. We can then quickly rectify any issues that were previously missed. By following a set procedure, we can guarantee that every area is spotless and that no detail is overlooked.
- All aspects of the accommodation, including the surfaces, amenities, linens, and presentation, are examined. Having a second set of eyes reviewing work increases both individual and group responsibility.
- In addition to improving team members' abilities and efficiency, regular inspections reveal areas in which more training is needed (Kokkinou and Josephi, 2019).

Continuous Improvement and Feedback

Our development and success depend on us accepting feedback and continuous improvement.

Training Notes:

- Our path to excellence must include constant improvement. By actively soliciting and learning from visitor feedback, we can identify areas of improvement and make the necessary adjustments to enhance the guest experience.
- By regularly disseminating best practices, teams can foster an environment where knowledge is freely shared, resulting in more effective processes and better outcomes overall (Farrington et al., 2018). We can improve our service to customers by sharing our knowledge and working together to find novel approaches to common problems.
- Opening up lines of communication so that team members may share their thoughts and ideas is essential for establishing a culture of continuous improvement. The success of our housekeeping operations depends on the input of each member of the team, so we

welcome and value their feedback.

- Constantly adapting to new circumstances and challenging ourselves to do better, we foster a culture of continuous improvement and feedback.

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