

## STUDENT JOURNAL

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To work in the hotel front office, there are several key skills that are essential and without which we could not operate in a hotel, these skills can make the difference between the success of this hotel or simply its failure because it does not matter the luxury or excellent food that this hotel offers to customers if customers will not reach them. That's why our role is very important, basically the connection between our clients and the hotel.

Excellent verbal and written communication skills are essential for interacting with guests, colleagues and other departments within the hotel. Clear and effective communication is important for providing information, solving problems and delivering exceptional customer service.

Customer service also plays a crucial role in this connection, providing exceptional customer service is a primary responsibility of the front office. This involves being attentive, friendly, and responsive to guests' needs and requests. It also requires the ability to deal with challenging situations or difficult guests with professionalism and calm.

Organizational skills the front office often handles multiple tasks at once, such as managing bookings, checking guests, answering phone calls, and managing documents. Strong organizational skills are required to prioritize and effectively manage these tasks, our ability to manage all of them in the shortest and most efficient time will greatly affect the first impression of guests.

Problem solving: The ability to think quickly and find solutions to problems is crucial in the front office. Whether it's resolving guest complaints, addressing room allocation issues or troubleshooting technical issues, front office staff must be proactive and inventive in finding solutions, of course all this cannot be applied if you do not know very well the rules of this hotel and especially have the decision-making power when it is necessary to make a decision on the spot regarding the reward or especially the refusal of a service that customers can ask for.

Technical skills define front office work requires proficiency in the use of hotel management software, booking systems and other technical tools. This includes knowledge of check-in/check-out procedures, billing processes and secure management of guest information: the data protection protocol must be known and guests' trustworthiness must not be questioned.

Reflecting on my own skills and experiences, I demonstrated strong communication skills through my previous roles, which involved interacting with guests and colleagues in a professional and friendly manner. We successfully solved customer requirements by listening carefully, empathizing with their concerns and finding appropriate solutions, but all this could only be solved with access to the computer program, which proved to be very easy to use. In addition, we efficiently organized and prioritized tasks to ensure efficient operations, selected rooms that were ready ahead of time in case a client came before check-in, placed guests in rooms

according to their additional requirements, added pillows or duvets according to their requirements.

Theoretical principles that can be related to these skills include:

Theories of effective communication, such as active listening, non-verbal communication, and empathy. Verbally, the client may say that he is satisfied, but a simple grimace shows you more than these words.

Customer service theories, such as service recovery model and customer satisfaction metrics.

Organizational skills theories like time management and prioritization techniques.

Problem-solving theories like critical thinking, decision-making models, and root cause analysis.

Industry examples of these skills include:

- Communicating clearly and professionally with guests to ensure their needs are met promptly.
- Providing personalized service based on guest preferences and feedback. - Handling reservations and check-in/check-out procedures effectively to minimize waiting time and ensure smooth arrivals and departures.
- Resolving guest complaints or issues promptly and to their satisfaction.

Using hotel management software and systems to streamline operations and improve guest experience. Using a reflective practice model, we can further explore our own experiences and skills in relation to key skills required in the hotel office. This reflection process can help us identify areas of strength and areas of further development to improve our performance in the role of front office.

Artificial intelligence plays an important role in helping both, customers and employees in various industries. In the context of a front desk office, AI can assist in Customer Support , Workflow Automation, Data Analysis, Personalized Experiences

and Virtual Assistance. So we have to welcome them because they make our job easier, but we have to say that interaction between humans can never be replaced by robots.

To work within the hotel front office, we must demonstrate excellent communication and interpersonal skills, as well as the ability to multitask and provide exceptional customer service. In addition, organizational and problem-solving skills are essential.

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## Essay

Assessment of Practical Tasks

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### Room cleaning checklist (10 FINGERS)

1. Declutter
2. Dusting
3. Vacuuming or Sweeping
4. Moping
5. Wiping Surfaces
6. Cleaning Windows and Mirrors
7. Bed Making
8. Emptying Trash
9. Disinfecting
10. Freshening Up

Please don't forget any finger inside.

To ensure rooms are cleaned to brand standards, we will incorporate the following strategies:

Training: Providing comprehensive training to the housekeeping team on specific cleaning procedures and expectations set by the brand.

Standard Operating Procedures (SOPs) These SOPs should be easily accessible to the housekeeping team, serving as a reference guide for consistency and quality.

Quality Assurance Inspections Implementing regular quality assurance inspections to assess room cleanliness. Designating a staff member to conduct inspections and provide feedback to the team. This will help identify any shortcomings and provide an opportunity for training and improvement.

Checklists and documentation Using the comprehensive room cleaning checklist, as mentioned earlier, which covers all the necessary tasks. This checklist must be completed and signed by housekeepers for each room, serving as documentation for compliance and accountability.

Encouraging open communication within the housekeeping team, allowing them to report any challenges or suggestions.

Training and continuous development its one of the most used strategy.

Team effectiveness is:

Clear communication, open and clear communication within the team.  
Encouraging team members to share ideas.

Goal setting and performance management: Setting clear, specific, and measurable goals for the team. Regularly reviewing and evaluating individual and team performance to identify areas for improvement.

Training and development Investing in training and development opportunities for the team to improve their skills, knowledge and abilities.

Collaborative and team-building activities Promoting collaborative and team-building activities, both inside and outside of work.

Delegation and empowerment Delegating tasks and responsibilities appropriately within the team to ensure a balanced workload and encourage a sense of ownership. Empowering team members to make decisions and take responsibility

for their work. This increases the morale, motivation and overall effectiveness of the team.

Recognition and rewards Gratitude and reward of the team for work and achievements. This can be in the form of public recognition, incentives or performance-based rewards. Celebrating successes helps maintain a positive and motivated team environment.

Regular feedback and performance evaluations Implementing a regular feedback system to provide constructive and timely feedback to team members.

The checklist includes a number of measures. These measures address different aspects of teamwork and aim to promote a positive and productive team environment. Here's why this checklist can be considered effective:

Comprehensive approach communication, goal setting, training, collaboration, empowerment, recognition and feedback.

The customizable Checklist provides an overall framework, but allows flexibility to tailor measures to the specific needs and context of the team.

Balanced focus The checklist emphasizes a well-rounded approach that addresses the task-oriented as well as relationship-oriented aspects of teamwork.

It encourages regular communication, feedback, assessment, and learning to adapt and address the needs of the changing team over time.

While this checklist provides a comprehensive framework, it's important to know that each team is unique and may require additional or different measures to maximize effectiveness. Regular evaluation and open communication within the team will help identify specific needs and areas for improvement.

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