

OPERATING HOTEL
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Component 1: Learning log

Skills needed while working in a housekeeping team		
Key skills	Importance of these skills	Further improvement of these skills to improve
Key skills that are required in the housekeeping areas are skills of time management, detailing, communication skills, interpersonal skills, flexibility, customer care skills, housekeeping skills, and others. All of these skills and competencies need to be exerted by employees and staff while working in the housekeeping team.	• All of these skills can help employees in this department to provide effective customer care to visitors and customers. • These skills help me to bring my effort to serve customers effectively. • These are also effective in order to increase my overall productivity in my workplace.	My organizational skills need to be developed in order to increase my productivity and potential in my regular job performance. As per Espellita and Maravilla Jr, (2019), I can improve my potential while working on the housekeeping team by familiarizing myself with cleaning different equipment. Regular effective and clear communication with consumers and peers can improve my communication skills. On the other hand, I can maintain a detailed plan that can be effective for keeping records of my scheduled tasks and improvement in different areas. Consistency is important in this field and I need to pay attention to consistency and refurbish

		my competencies and skills.
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Personal reflections

Skills that are related to this housekeeping field are mainly known as housekeeping skills that are essential in order to allow housekeepers to be competent as well as effective in their regular job performances. As per the views of Rogers *et al.* (2019, p. 60), housekeeping skills range from certain customer services to being detail-oriented and there are different duties for each housekeeper. It can be stated through the entire experience while working in the housekeeping team I lack certain organizational skills that need to be developed further.

In my opinion, the major skill in the concerned area is skills of time management. As opined by Wendt *et al* (2020), housekeepers need to perform different tasks as well as prioritise tasks in the workplace. For example, I can add one of my experiences related to time management while performing duties as a housekeeper. The incident happened due to misinformation and improper time management on my end as there were two different bookings for vacuuming. In addition to this, I faced an urge to improve my skills in time management. As per the opinion of , hard skills under housekeeping skills are cleaning carpets, sweeping, deep cleaning, cleaning window treatment, vacuuming, polishing, infection control and others.

In my opinion, housekeepers need to improvise their strengths and develop housekeeping skills in order to serve efficiently and effectively customers and visitors. As stated by Green *et al* (2021), customer service is the most viable component in the area of housekeeping as housekeeping focuses on offering the utmost customer care to visitors and customers in the hospitality industry. It can be stated that I have successfully improved my competencies and skills related to housekeeping while working on the concerned team. In addition to this, I can state that housekeepers need to develop skills in customer service to be successful in this field. The entire work of housekeepers is based on client approvals and we must ensure that customers are satisfied with our performances and services.

Interpersonal skills are important in any industry as these skills make a person

responsible, and hard-working. As per the opinion of Reidhead *et al.* (2020, p. 90), interpersonal skills required by housekeepers to perform their tasks need to include teamwork and dependability. In my opinion, these skills need to be possessed by each housekeeper to impress consumers through their effective job performance. I have learned several skills that were unknown to me such as interpersonal skills, flexibility, time management and others. In addition to this, while working in the housekeeping team I performed several group activities with the entire team members and learned from my peers about certain things.

I have improved another skill related to flexibility and am capable of working different shifts such as night shifts, and morning shifts. As opined by Adi and Suryadinata (2020, p. 10), being flexible helps housekeepers to be available for various job opportunities and potentially can make more profits. I have improved my communication skills while working on the aforementioned team. In addition to this, without effective communication skills, housekeepers fail to meet the demands and needs of clients and can overlook essential components needed to complete particular jobs. All of these skills and competencies are needed by housekeepers in order to promote a high level of customer service in the hospitality industry.

Table 1: Learning log

(Source: Created by the learner)

Component 2: Assessment of Practical Tasks

Component / Factor /objective	Activity/ Tasks	Timeframe	Resources
1.) Reason for the happening	- This unfortunate event happened because the employees were reluctant enough to ignore their job roles and responsibilities - The reason for this mishap can also be traced because of the short-coming information from the complaining clients - Another reason for this happening is due to the last-minute check-out delay from the previous resignation of the room.	Last week just after the promotion.	Not applicable
2.) The following action to eliminate such mishaps	- Rigid training plan - Immediate suspension of the employee - Meeting informing the hotel hierarchy	One month of strict disciplined and regulation-oriented training with	As per Park <i>et al.</i>(2019), more supervisors for monitoring the actions and behaviors of

	about the incident and decision relating to the suspension of the employees	no allowance for casual leave • Two days of suspension for the employees who were in charge • The accused employees also have to attend meetings related to explaining their actions and the reason why this accident happened is going to require six hours for deciding on the action of suspending the employees for the coming two days and restricting	the employees and also for analysing their performance in accordance to their respective job role. • Meeting with the hierarchy addressing the issue
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		their allowance of casual leave.	
3.) A preventive approach for the future	- According to Piso (2022), more advanced training for all the employees and not only the employees accused of the event. - Seminars and lectures that are going to encourage them to become more optimized in their respective job role and also to make them understand future growth opportunities if they enhance and develop themselves in the meantime.	- Six-month timeline is required for training the employees in the context of more advanced hospitality and hotel management techniques, especially in regard to room service. - In this six-month timeline the employees are going to attend all the related classes and seminars that are going to be arranged for them.	- There are going to be a number of resources that are going to be required for achieving this task and the resources include the following. First of all, there is going to be a requirement for trained professionals who are going to be well-versed in all the techniques and management styles included within the department of room service. - According to the vision of Cole (2022),

			Alongside them there is going to be a requirement for High Corporation in between the hotel and the employees as well as the employees also must be encouraged for developing this skill. • That is going to require seminars and lectures that are going to help them comprehend the importance of learning new techniques of hotel and hospitality management and also is going to show them the future scope that they can attain if
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			they were to learn and develop this skill. • This is the reason why this particular objective is also going to require a separate class in context to highlighting the importance of being almost perfect in their respective job roles and also for making them understand the future opportunities that await them in the coming times.
4.) Action for improving team effectiveness	Teamwork skills need to be improved in order to improve the effectiveness of the entire housekeeping team	Team effectiveness can be improved in 6- 10 months	Resources that are required in increasing the total team's effectiveness are financial resources as well as human

	Effective training sessions and workshops can increase the performance of employees while working as a team and group Team engagement activities need to be organized in order to increase team performance and the effectiveness of teams According to Rolland <i>et al.</i> (2021), Motivation in employees can increase performance and potential that in return increases the overall team effectiveness in the housekeeping team ()	resources. Financial resources are required in order to organise certain team-related activities such as workshops, training sessions and so on. As per Saw and Preudhikulpradab (2021), Effective training procedures are impactful in increasing the effectiveness of the team by improving the performance of each employee. Trained employees show a high level of motivation to perform effectively their duties in the workplace which in turn increases the entire team's effectiveness. On the other hand, human resources are required in order to improve training procedures as well as
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			recruitment processes. It can be stated that human resources are responsible for enhancing the motivation level of employees which can increase the effectiveness of the entire housekeeping team.
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Table 2: Action plan

(Source: Created by the learner)

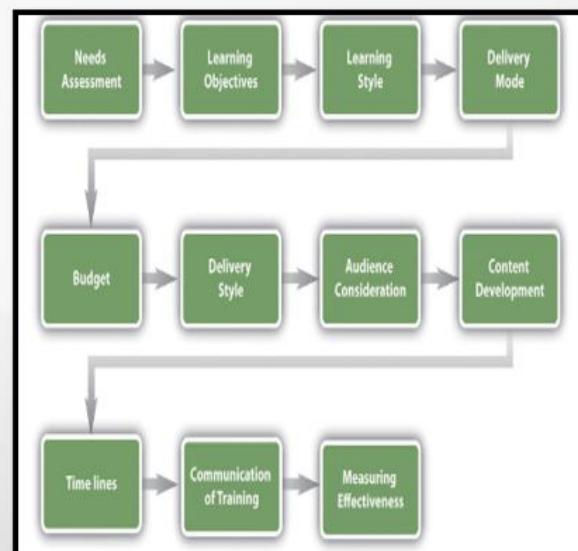
Component 3: Presentation



Slide 1: Training sessions and components of training

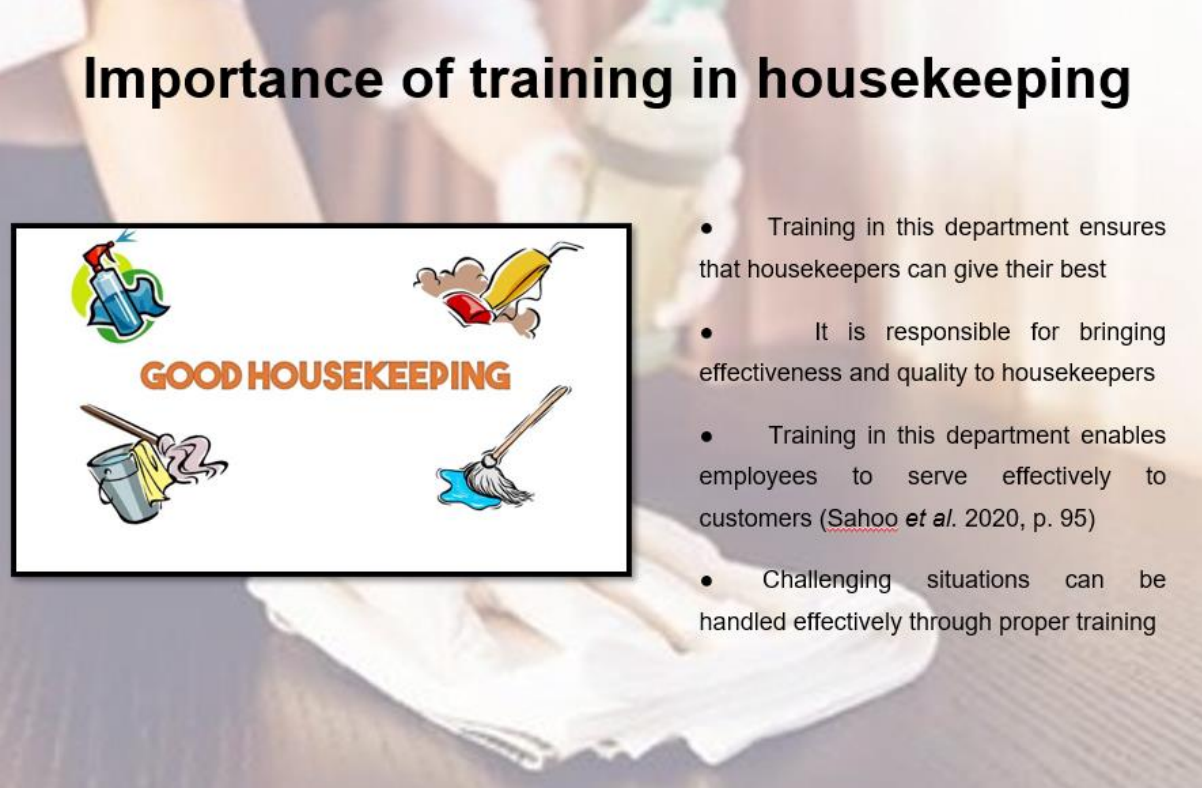
Training sessions and components of training

- The term training refers to a process of increasing knowledge and skills
- It can improve the job performance of employees
- Training sessions are important for increasing the motivation level of employees (Carter *et al.* 2020, p. 60)
- Components of training include concise use of language, ongoing learning and others



Training sessions are essential for increasing the efficiency as well as the skills and competencies of employees. These sessions are impactful to bring the quality regular job performance of staff and employees in the workplace. Training is responsible for providing an idea of job responsibilities to employees. It is useful in housekeeping teams to increase overall team performance.

Slide 2: Importance of training in housekeeping



Importance of training in housekeeping

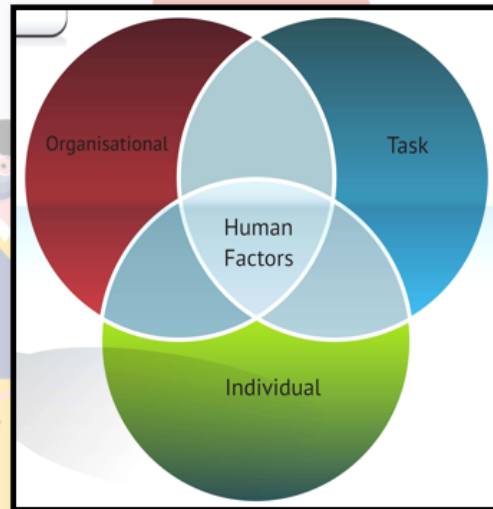
- Training in this department ensures that housekeepers can give their best
- It is responsible for bringing effectiveness and quality to housekeepers
- Training in this department enables employees to serve effectively to customers (Sahoo *et al.* 2020, p. 95)
- Challenging situations can be handled effectively through proper training

Training in the concerned department can enable employees and staff to serve efficiently and effectively to visitors in the hospitality industry. Effective training can increase employee satisfaction rate as well as increase customer retention. On the other hand, training can increase the efficiency and potential of housekeepers to manage stressful situations.

Slide 3: Factors need focus in the training

Factors need focus in the training

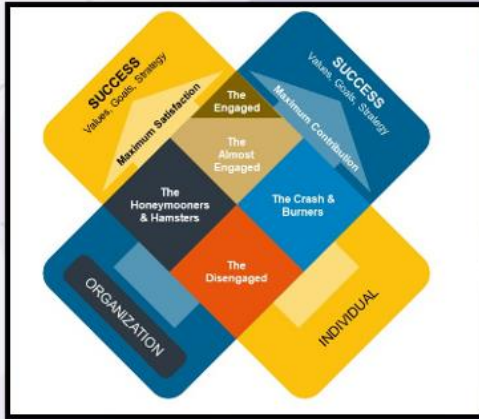
- Housekeeping training needs to focus on practical training
- Employees and staff need to handle advanced technologies effectively
- The training process in this department needs to focus on delivery mode (Diamantidis and Chatzoglou, 2019, p. 181)
- Training in housekeeping aims to proper utilisation of time and technologies



Housekeepers need proper training in order to increase the productivity and profitability of hotels and increase customer satisfaction. The main focus of housekeeping training is to enable housekeepers to serve customers effectively. It can be added that housekeeping staff need to maintain efficiency while serving their customers and visitors.

Slide 4: Employee engagement model

Employee engagement model



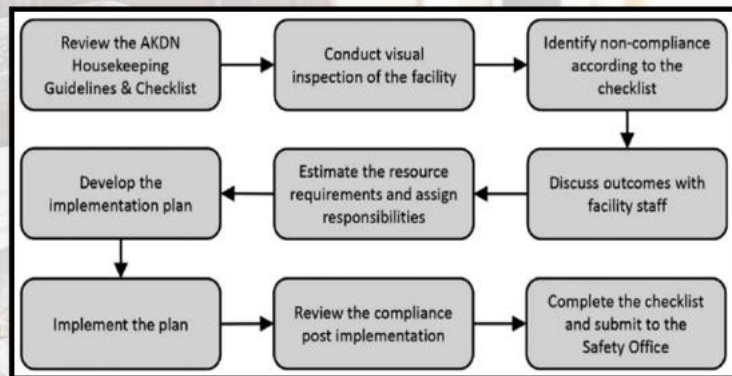
- Zinger model can be implemented in the housekeeping department in hotels
- The model is based on CARE denoting connection, recognition, engagement and authentic relationships (De-la-Calle-Durán and Rodríguez-Sánchez, 2021, p. 5470)
- It includes employee engagement as a “pyramid” consisting of 4 rows
- The “bottom row” includes certain necessities such as energy and well-being

“Middle row” includes uniting companies by building good relationships as well as fostering recognition. “Top Row” is responsible for boosting performance as well as enabling staff to do responsible work and facilitating progress. Training in housekeeping needs to implement this model to increase employee performance.

Slide 5: Implementation of the model in housekeeping

Implementation of the model in housekeeping

- The “Zinger model” can be implemented in the training sessions in housekeeping
- This model can build workplace relationships in the housekeeping team
- Implementation of it can minimize the further occurrence of the similar undesired incident
- The model is responsible for assisting housekeepers to achieve desired results (Spacey et al., 2021)



It can be stated that the model can be beneficial for boosting employee relationships in the housekeeping team. On the other hand, it can be beneficial in minimizing stressful conditions in the workplace.

Slide 6: Training on effective customer services

Training on effective customer services



- Housekeepers need training in the areas of meeting the demands of customers
- Training sessions to help housekeepers to increase their performance (Jubaedah et al. 2020, p. 50)
- Housekeeping training needs to enable employees to bring their efficiencies
- Housekeepers can improve their housekeeping skills and interpersonal skills

Training sessions in the areas need to provide in-depth knowledge of customer care to trainees. In addition to this, training sessions can focus on interpersonal skills and communication skills. Housekeepers can increase their regular job performance to improve customer care.

Slide 7: Challenges faced during training processes

Challenges faced during training processes

- Challenges that can be faced are mainly a lack of interest among employees
- Organisations face issues while providing individual training to each employee
- Shortage of employee training can pose a challenging situation to overcome
- Ineffective and outdated training processes can minimize employee performance (Belias and Trihas, 2022)



It can be added that employees in the majority of cases lack their interests while attending training sessions. On the other hand, outdated and ineffective training processes in the housekeeping department can minimise the motivation level and generate boredom among trainees.

Slide 8: Mitigation strategies to cope with challenges

Mitigation strategies to cope with challenges

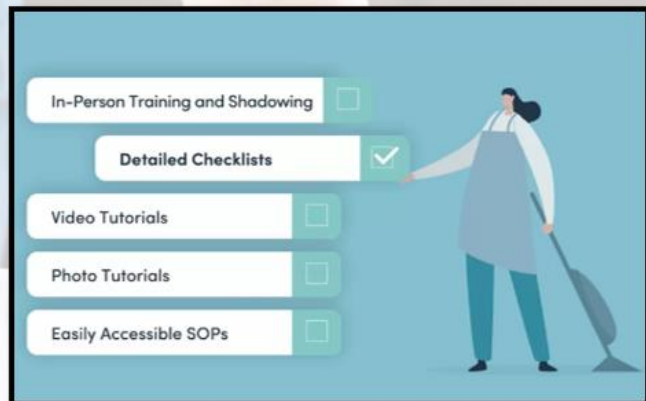
- Challenges during the training session need to mitigate effectively
- The utilization of advanced technologies can increase the interest of trainees (Rajput *et al.* 2021, p. 1221)
- Proper training methods such as concise and clear language are useful
- Proper training can eradicate any chance of challenging situations

Training sessions in the housekeeping department can face certain issues such as lack of employee interest, chaos and others. It can be added that ineffective training processes facilitate chaos and conflicting situations during the training period. Training needs to include proper utilization of resources, languages and technologies to mitigate issues.

Slide 9: Best practices for housekeeping training

Practices for housekeeping training

- In-person training is beneficial for housekeeping teams
- In-hand experimentation can also be beneficial (Kumar *et al.* 2021, p. 91)
- The housekeeping training process requires trainees to handle several technologies
- The training can increase the performance of employees to serve customers



It can be added that housekeeping training is beneficial for employees to bring their potential to their regular job performance and increase their productivity. In-person and in-hand training is effective for housekeepers to obtain practical knowledge. In addition to this, the best training performances in housekeeping training can be in-hand experimentation and in-person training.

Slide 10: Implementation of housekeeping training practices

Implementation of housekeeping training practices



- Training sessions need to be organized by higher authorities in hotels
- Training can be implemented with proper planning, execution, and selection of topics and others.
- Human resources and financial resources are needed to develop training sessions (Lashley, 2019)
- Housekeeping training is implemented with the help of proper leaders and managers

It can be stated that housekeeping training practices need to be implemented in order to increase employee performance in the housekeeping team. Training practices need to be improved in the industry in order to facilitate a high level of customer service and customer retention.

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