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Table of contents

Introduction.....	page 3
Discussion.....	page 4
Selected role.....	page 5
SWOT.....	page 6
Conclusion.....	page 8
References.....	page 9
Appendices.....	page 10

Rosewood Hotel London

Assignment 1

Introduction

For this report I decided to do a research about Rosewood Hotel. I will write a description of the hotel, a role of the employee, the responsibilities that employees have and the importance for the training and development. Rosewood Hotel is placed in the heart of England capital city- London. A big city rich of history. The construction of the building located in Holborn High Street started early 20th century – more precisely 1912. Quickly the first part of it was completed in 2 years (1914). In 50 years time it had already four stages. During this time it was managed by Pearl Assurance Company. The building was designed by H. Percy Monckton in a flamboyant Edwardian style.

The hotel was officially open in 2000 managed by Marriott International under its Renaissance Hotels brand as the Renaissance Chancery Court. Their work together finished in 2011 and the hotel started operating as the independent Chancery Court Hotel but this didn't work for long and then the hotel was closed for few months. In October 2013 it opened its doors again as a part Dallas-based Rosewood Hotels & Resorts. Nowadays it is a highly standard five-star hotel. The many parts of surprise and discovery begin with the grand entrance. Guests arrive through iron gates that lead into a peaceful inner curtilage, providing a way of arrival additional similar to a non-public residence than a building. Leading from the curtilage is that the rose bronze gallery, a dramatic passageway connecting the hotel's public areas, designed by Tony Chi and Associates.

The customers visiting the hotel are wealthy. Mostly they are business people with big companies, actors and celebrities. They have very high expectation regarding the service they will receive. The main guests need is to spend some good time and get rest from the busy life style they have.

There is a classic Mirror room offering the guests a sip from the original British Tea. Places for Business meetings are highly needed from the guest visiting the hotel so that is why there are some private rooms for dining or meetings. Scarfes Bar is full of over 1000 handpicked antique books. The guest has the opportunity to go back in time while they are having unique cocktails in a place like Scarfes Bar. It is designed with 1870s lollipop rocking chairs in New York style and 1950s cocktail chairs. The piece of furniture is organized to make discreet, intimate corners on a wood fabric floor strewn with hand-woven rugs. These charming illustrations add a twist to the normal luxury that has been superbly executed by Brudnizki.

Discussion

In a hotel is highly important to know that the customers are welcomed properly and only trained people are looking after them. They need to make sure that they are feeling comfortably in the property there are in such as they feel at home. Some of most important skills for this industry are to love talking with people and make them feel great while their stay.

In hospitality industry there are many job positions that involve dealing with customers face-to-face for different purposes. The employees need to have very good communication skills and to be able to solve guest's problems. However there are some other departments behind the scene like marketing, sales and accounting. The guests staying in the Rosewood Hotel can enjoy 24 hours in-room dining, a highly experienced concierge and butler service, twice a day housekeeping service, a fully equipped business center and many other facilities.

Training the employees is not only important but it is a must for the developing of the service provided for the guest. There are many different categories in the training system such as management, sales or employee training. Well trained employees are a huge opportunity for an organization to develop in the industry. Many employers do not want to spend money for training as they find it expensive. When employees attend training sessions they miss work time which has to be paid. However the potential outcome from these sessions provide the employee and the employer the opportunity to develop in the department they work in. The employee who receives the professional training session is more able to perform in their job. It gives the staff

necessary knowledge how to deal with the problems in different situation at the work place, how to solve them. It also build them confidence which successfully can enhance their overall performance and this could be only a benefit for the company they work in. The investment which a manager do for their staff shows that the company is valuable and it really cares about the service they provide. The training creates a supportive workplace.

Employee Development because it builds a learning culture in the work place. Employees becomes more motivated to learn new skills and become more experienced in what they do. Training is important as it makes an employee self-dependent and capable of facing even the worst circumstances with a smile. Training and development gives employees the opportunity for better connection between each other and make a stronger team.

Selected a role

I wish to expand more about the role of the employees in the housekeeping department. Their role is one of the most important for the enjoyable stay of every guest. Mostly they spend their time in the rooms and this is the reason why housekeeping team has to be very professional and motivated in their work.

General housekeeping task and responsibilities are to organize their schedule from the room status list in order if the room is available for service, arrivals and departures. Going in the room maid has to Hoover the floor, clear and mop the bathroom, change the linen and the towels, restock the supplies as drinking glasses, soap, and shampoo and refresh the mini bar. Then all the dirty laundry needs to be stored in the linen room area. It is very important to follow all company safety and security procedures and report any maintenance issues or safety hazards.

In order to do this job there are some knowledge needed. As example it could be knowledge of cleaning sensitive materials, using sanitary products, techniques and methods. The abilities to reach, kneel and bend and also to push and lift heavier stuff.

The key skills requirements are to pay attention to details, team work, honesty and high energy level.

Every housekeeper needs to have their training session before they start working in the hotel. The session could be done on-the-job, in classes or both. The purpose of it is to teach the staff about the hotel requirements and its standards. They will also need to get familiar with the work place and the different sector such as linen room, laundry and the kitchen. The tour around the hotel is highly recommended and it is given as a part of the training. There are dress code requirements which will be covered in the session of the training. The hotel always provided the maids uniforms but there are other instance such as nails and hair style. The staff needs to know the lost and found policy and what to do with the found items.

Normally Housekeeping training session lasts few day, maximum a week to be completed. It will ensure the employer that their staff is aware all policies and procedures of the hotel they work for, which means a better working environment.

SWOT

Strengths

Research showed that the good things about Reswood London Hotel found in TripAdvisor are the quality of the hotel.

People enjoyed the big rooms where they relaxed in. As Jessica B. said in her comment "Rooms are very detailed". They liked the big lobby and the interested style in the bar with nice cocktails. They say that while entering the hotel they felt the "Urban oasis". The style of the building is very magnificent and high standard. Others liked the fact that the hotel fully equipped for business purposes and they wish to be back for their business meetings. The location of the hotel is perfect for tourist or/and business purposes because it is just in center of the London city.

Weaknesses

Research showed that the weaknesses about Reswood London Hotel found in TripAdvisor are that the breakfast is nice and tasty but they are not prepared to have food for all the guests because it finishes quickly. In a comment written by John Z. in June 2019 says that he struggled with having the breakfast in the hotel which he already paid for, room service took longer than expected and he ended up in Pret a

Manger. He also says that the hotel rooms are too expensive for the service they provide.

Another comment written by Richard G. says that some of the staff were not very trained and polite with the guests. He explained a situation when he was in the elevator with a member of staff and he/she walked past them to leave first instead of saying "Excuse me" or "After you".

Opportunities

The opportunities of the hotel are that it is located in central London. It is good place for business purposes. The hotel has really good marketing and a lot of people share their opinion. Because of its sizes it gives the chance to a lot of people to have a job in there. The antique bar gets the attention to a lot of people and it can be used not only from the guests of the hotel, everyone can freely attend this unique place.

Threats

As everyone knows there are a lot of big hotels in London with very high standard quality as Rosewood is. As there are good, either there are some bad reviews in the web sites or people can change their opinion about their stay. Service needs to be improved.

Conclusion

In this report I firstly talked about the history of the Rosewood Hotel. When it was build and when it started operating. Then I maintained about its facilities and the goods provided there.

After that I explained the roles employees have in the hotel and what responsibilities they have at their work place. There is information about the training session they need to have, how to develop themselves and why it is important. I picked one of roles in the hospitality sector and expand more information about the responsibilities they will have while work, the needed skills and the knowledge they must have. I also talked about the training they receive before they start working for a hotel, how long it takes and what they teach the employee.

The third section of this report is a SWOT Analyses. There I added the Strengths, Weaknesses, Opportunities and Threats as I was supposed to do.

At the end I will add all references from where I read the information about Rosewood Hotel.

References

Information supported by:

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Appendices

Training plan for housekeeping employee

The training takes around 2/3 days. It covers section about the uniforms, equipment, hotel standards, products used while working. On the first day of the training the manager takes the employee on a tour to show where things like kitchen, laundry, linen room, uniform room and most importantly the fire exits are. Then they speak about the hotel standards. After that they show the employee products and cleaning chemicals and how safely to use them. If the employee is okay with the work he/she starts working with a senior in this job for some days to get confident in what they will do. Training is important for the staff to provide good service and also for the manager for developing the business.