

Title = Student Learning Log

Module = Managing Guest Service Operations

Name = Fazlah Nur Begum

Student ID = 2017397

My placement hotel was allocated to Maldron hotel. I attended the orientation meeting for my placement at Maldron hotel before the placement started. A few students attended with me, and the placement and we were briefed of the rules and regulations of the hotels. The health and safety precautions were also described to me. The emergency procedures, fire and safety procedures, emergency escape route and examples of previous examples of different students and their shortcomings. This is to make sure that we learn from their mistakes and can utilize their skills. The placement supervisor explains the importance of the housekeeping department as the extent of the job is very crucial. All jobs must be performed on time and is a continuous process. This department is responsible for the cleanliness of the hotel, aesthetics of the hotel, upkeep of the rooms and maintenance of the surroundings. During the placement and my time in the housekeeping side, I cleaned, arranged, and maintained all the rooms and public areas. I also managed inventory of the rooms, cleaning equipment and chemicals and machine gear and made a list. I did this numerous times. My placement objectives were to understand the general standards of housekeeping and the cleanliness and hygiene standards upheld by hospitality establishment, to learn cleaning procedures, to learn room setup and maintenance, guest interaction and service excellence, time management, linen and laundry management, teamwork, learning safety protocols, documentation and reporting and attention to detail. My own learning outcomes were to cultivate flexibility and adaptability, independence, initiative, continuous development, personal

presentation, awareness of sustainability practises, safety, and emergency response skills, inventory management and working as a team. I lost some opportunities as I have had inadequate guest interaction opportunities which may have given me important feedback, enhance my customer service skills and communication skills. I did request and manage inventory however; I did not see which departments the inventory came from and the process of communication.

One problem that is felt through the operation of housekeeping in maldron hotel is time constraints. This is where the tight schedules limit the time for room turnovers which result in rushed cleaning which then decreases the thoroughness of the process. This is a negative multiplier effect. The solution to this problem is to streamline processes that take place, to optimize cleaning routines by using cleaning tools which are efficient and help manage time constraints. This is particularly important during room turnovers. A skill which benefacts this is time management where you learn to streamline process and create a time plan. This is an issue of performance and management. Another problem that I have experienced is the integration of other departments to streamline the housekeeping process. The inventory can be requested from other departments but the communication on the type and more information can lead to less guest experience. This issue can be solved by the establishment of regular and smooth communication channels between all departments which fosters a collaborative culture, and this helps, Cross – department training would also be extremely beneficial as this helps facilitate the flow of information and work during real experiences. The is an issue of management and people. Another problem that I have observed during my placement is the lack of awareness when it comes to emergency and accidents. This is when an emergency happens (quite frequent due to the dynamic nature of the work), and staff are not sure how to handle/ or do not handle it well. The solution of this is to increase communication

between the departments as they can work together to prevent an emergency and conducting emergency response training to make them aware of the clear protocols that are in place to keep everyone safe. All staff should be aware of the appropriate PPE to wear for each task and they can be informed via training. This is an issue of management.

During my housekeeping placement, I realised that to succeed in this dynamic environment you need a mixture of self-management, effective task management, clear communication, initiate application, and the application of knowledge. During inventory management, maintenance and room cleaning I realised that these skills are especially important.

Self-management and development were proved especially important during my navigation of the tasks I have done. The fluctuations in the environment of hotel operations demand resilience and adaptability and self – management is very paramount for this. Inventory checks, room turnovers, unexpected challenges need self-management as you need to prioritise tasks, manage time, and maintain a positive mindset. For example, once during a peak period and when room turnovers were high the self-management skills helped me to organise my workflow and ensures each room has attention to detail. Self – development is a natural extension of self – management. The different range of tasks are in housekeeping need continuous learning to learn new cleaning techniques and knowledge of inventory management systems.

Task management is also of paramount importance as it is a myriad of responsibilities, including inventory management. Effective management of tasks during inventory checks need lots of planning and execution. For example, cleaning supplies need to be organised and categorised and the management of tasks are needed for this. Tracking inventory levels also requires task management. During my placement, my task management skills to develop a streamline inventory checks

which ensures no disruptions in daily operations. For example, I used task management to coordinate with the front desk to complete all operations in housekeeping and I managed tasks to ensure that all jobs get done quick.

The application of initiative in workplace problems is the most important skills. The fast – paced environment has lots of problems and these need to be solved. Applying initiative during these situations is particularly important as it maintains the flow of operations. An example of this may be when a technical problem occurred and disrupted a room assignment system during a peak time. I used initiative to collaborate with the IT department which navigated the problem. This approach mitigated guest inconveniences and showed the important of initiative. In inventory management, unforeseen problems frequently arose when an item was hard to find. I used my initiative to find it on the inventory tracking system and I found it.

Communication is especially important and arguably one of the most important skills. Clear and effective communication is needed to coordinate with colleagues and addresses guest requests. This is essential. Once, during room cleaning I had to communicate with the front desk and get some cleaning equipment. I also communicated with other maintenance staff regarding special requests and assistance on coordinating these.

Application of knowledge is also particularly important as during inventory management as you need to understand shelf life of cleaning chemicals and products. You need to prevent spoilage by making decisions with information and by utilising knowledge to reorder more inventory and request more inventory. I did this during my placement time.

In conclusion, when I was working in my housekeeping placement of Maldron hotel has been helpful in myself learning and my learning in the hotel placement. I faced lots of

challenges, such as time management and constraints, gaps in clear communication, preparedness to emergency, valuable insights were provided in hotel operations. The dynamic and ever – changing environment required lots of skills and needed adaptability. After reflecting on opportunities lost, especially in guest interaction and source awareness on inventory. These are areas for personal growth. Once I finished most of my housekeeping, I gained lots of experience, I had gained an exceptionally good skill set and improved it. I have had lots of learning experiences which will help me in the future with my learning and my career.