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Module

Title: Operating Hotel Facilities

Module

BMIH4006

Code:

Lecturer: Laurence Blake

Component One:

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

Contribution to Overall Module**Assessment: 25%****Key skills required for housekeeping team:**

A housekeeper is a person employed to clean and maintain either a private residence or a commercial establishment, such as a hotel. The services of housekeepers are vital in maintaining the cleanliness of both public and private spaces. A housekeeper's or maid's competence in doing their job effectively depends on their possession of housekeeping skills. Depending on their specific job duties and the company culture, a housekeeper's set of transferable abilities may include everything from customer service to communication (Luka 2015). Listed here are many of the most important qualities and abilities of a reliable and efficient housekeeper:

Time management skills:

Each day, (Lin et al 2017) housekeepers are tasked with completing a predetermined list of duties, either independently or in small groups with other housekeepers. A housekeeper's ability to manage their time efficiently is crucial for getting their duties done on time. They may arrive promptly for scheduled cleanings and complete their work within the allotted time, demonstrating efficient time management and minimizing the likelihood of delays. If a hotel manager assigns 10 rooms to a housekeeper, for instance, it is up to the housekeeper to schedule his time effectively so that he may complete all of his rooms on time.

Attention to detail:

A housekeeper's success depends on their ability to pay close attention to every last detail. These professionals devote close attention to what may seem like

insignificant things in order to do their jobs well, such as cleaning floors and windows and arranging various household goods. If a housekeeper is really competent at what they do, they may pay extra close attention to the details. A housekeeper, for example, is responsible for a wide range of tasks, from vacuuming carpets and mopping floors to dusting furniture and wiping down light fixtures in guest rooms, public areas, and beyond (Clarke et al 2018).

Communication skills:

Housekeepers at hotels often have to deal with a wide range of guests on a regular basis; it's in their best interest to know how to engage with them in a professional and courteous manner. Housekeepers must be able to effectively communicate with one another so that others on the cleaning crew are aware of when they have completed their tasks or need assistance (Hurrell 2016). On rare occasions, housekeepers may be asked to help guests resolve issues with subpar hotel amenities or service. As an example, a housekeeper who is also highly communicative and well-organized will be an asset to any hotel's hospitality.

Interpersonal skills:

Housekeepers (Pai et al 2020) need to have excellent communication skills and the ability to collaborate well with others in order to succeed. Housekeepers may be expected to possess soft skills including reliability, teamwork, and accountability. A housekeeper can ask questions to make sure they understand the directions. If there are any differences, irregularities, or misunderstandings, they decide when to inquire further. In this position, it is important to be able to listen attentively and respond correctly.

Flexibility:

Depending on the needs of their clients, housekeepers may perform different shifts throughout the day. It's common practice for office building cleaners, for instance, to wait for the end of the workday before getting to work. Housekeepers often labour overnight or in the morning. An adaptable housekeeper may be able to take on more work and increase her salary (Kumar et al 2018).

Customer service:

To advance in the field of housekeeping, (Strömmer 2020) it is important to possess stellar people skills. This is due to the fact that their success is gauged by the satisfaction of their clientele. After communicating with the hotel, the customer should not have to take any other steps to get their issue resolved. The hotel is obligated to resolve guests' complaints. When the initial contact has been made, the customer is asked to refrain from making repeated attempts to get in touch. The issue must be resolved, and it must be resolved quickly.

Honesty:

Housekeepers are human and are subject to error and accident while on the job. They could accidentally ruin a guest's clothes or break a glass while doing the dishes. They need to admit fault, offer an explanation, and take measures to prevent

a recurrence. A competent housekeeper, for instance, should be trustworthy and dependable in his duties, as well as able to work well with others as member of a team (Bradley 2019).

Importance of housekeeping key skills in hospitality industry:

These are essential skills in the hotel industry, (Alcalde-González et al 2021) as proper housekeeping is directly related to the bottom line. One explanation is that people want to visit places where they feel like they can relax in an environment that is neat and well-kept. The maxim states that the first impression is the most lasting, and housekeeping is responsible for making that impression. The hotel's commitment to its customers is shown in the housekeeping staff's demonstrated proficiency in a number of crucial areas. Keeping a home or commercial building clean, organised, and working smoothly is referred to as "housekeeping." When it comes to hotels, housekeeping entails making sure everything is spotless and that a pleasant atmosphere is always there for guests.

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 this from happening in the future?	What measures would you introduce to improve team effectiveness?
Dirty Room	It may be anything from a few hairs in the tub to trash under the bed to insects in the room.	The room should be re-cleaned or the guest should be relocated to a different room that has been thoroughly inspected immediately. Find out why the room wasn't ready for the scheduled visitor by speaking with the cleaning crew and reviewing cleaning schedules.	Housekeeping employees should be reminded and new hires should be briefed on the hotel's expectations for guest room cleanliness on a regular basis.	If a room needs to be cleaned before it can be offered to a guest, the front desk staff has a responsibility to make the guest wait.
Bad smells	In a hotel room, the smell of smoke from the kitchen or cigarettes might linger and become unpleasant. Mildew growth in the sink's pipes and tub's overflow would provide an unpleasant odour.	After using drain cleaner on the overflows and plugged drains, I can use an air freshener or odour neutralizer to get rid of the musty odour.	By establishing a regular schedule, cleaning can ensure that all rooms are smelling fresh and are being maintained to the hotel's high standards.	Housekeeping should delay checking in new guests until the smell is removed.
Rubbish under the bed	Upon arrival, the first place a guest looks is under the bed.	Make sure to provide sincere apologies and make amends while clarifying the situation for your staff.	By performing unannounced inspections, you may make sure that the cleaning team is diligent	This suggests that the staff has made no real attempt to clean up their work area.

			about cleaning every inch of the room, including the space under the bed.	
Fingerprints on windows and mirrors	The presence of fingerprints on the glass and mirrors in a room is an unmistakable indication that someone else has recently used the space.	Guests shouldn't feel like they have to clean their own rooms because of things like fingerprints and makeup smudges on mirrors.	Please extend your apologies to the visitor for this hotel service issue. Do some digging into the matter and fix things up so it doesn't happen to other visitors.	With the hope of avoiding more complaints, I've informed the staff of these issues and asked that housekeeping take special care to clean the areas in question.
Dust	Visitors are quite picky about how their rooms are maintained	Be sure to have a housekeeper check it out and give it the all-clear.	Every space needs to be immaculately cleaned. Resolving a guest's concerns as soon as possible increases the likelihood that they will return to the hotel and/or promote it to others.	So that the room is clean and pleasant for new guests, give it a thorough cleaning before they arrive.

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.

Filter your staff

- ° Having the appropriate screening mechanisms (Firth 2021) in place for potential employees is crucial whether you're starting from scratch or trying to add to your current personnel to meet peak demand. Check for important skills including teamwork, problem solving, attention to detail, and prior experience working in hotels of a similar quality. After you have narrowed down the candidates, you may want to set up a trial with your best housekeeper. They'll get a sense of the candidate's work style and efficiency in the workplace. The real world test on the job beats any other filter hands down. The next step is to confirm that the applicant's previous employers agree with their claims that they are qualified for the position and that there is no underlying cause for their departure. Maintaining a clean environment is also essential for avoiding accidents and fires.

In this slide I will present about filtering/screening the staff because the employee is very important for an organization. For this purpose 1st checking the skills such as teamwork, problem solving, attention, then check experience details regarding hotels. After this take the trail of candidate to check work style and efficiency in the workplace.

Training and upskilling

- ° Rather than constantly spending money on training new workers from scratch, it is in the hotel's best interest to invest in the success of the cleaning team it has already assembled. Get your housekeepers on a regular training schedule so they can improve their skills in a variety of areas that will help them do their jobs better. This can include both job-specific training in areas like hygiene and natural cleaning techniques, as well as more general training in areas like teamwork and time management. If your employees have a sense of purpose in their work, they will perform better (Zabidi et al 2015). Maintaining a clean home is an on-going process, not a quick once-over every so often. Regular "panic" clean-ups are expensive and do little to prevent future occurrences.

In this slide I will present about training and upskilling of an employees in a hotel to improve their skills in a variety of areas that will help them do their jobs performance better.

Organization is key

- ° Whether it's the everyday tasks of your employees, the composition of your team, or the frequency with which they clean... There's a lot to bear in mind. First and foremost, establish a daily strategy to guarantee that all bases are covered and that your staff is ready to deal with any unforeseen developments. Create daily, weekly, and monthly cleaning checklists to get started. Cleaning is only part of housekeeping. This entails doing things like clearing waste materials (such paper, cardboard, and other fire dangers) and keeping work places nice and orderly. It also involves tending to the finer points, such as the workplace's overall structure, aisle marking, sufficient storage facilities, and regular maintenance (Sharma and Kaushik 2021).

This slide is representing about important to consider your employees' daily activities, team composition, and cleaning frequency. First, create a daily plan to ensure that all bases are covered and that your staff is ready for any surprises. Start with daily, weekly, and monthly cleaning checklists. Housekeeping goes beyond cleaning. This includes cleaning up paper, cardboard, and other fire hazards and organizing work spaces. It also requires attention to the workplace's structure, aisle marking, storage, and upkeep.

Create a clear working schedule

- ° By providing employees with (Tra 2020) a detailed daily plan, you can make sure that your hotel has enough employees to meet its demands and that everyone knows what they should be doing each day. Timelines will help your housekeepers stay on track and be more efficient because they will know exactly when things need to be done. When you've finished those responsibilities, be sure to let the team know. The key to "maintaining" order in the workplace and preventing these incidents from happening is to keep everyone on the same page. There are numerous upsides to this effort, but it requires a lot of management and planning to achieve them.

This slide tells us about that you can ensure your hotel has adequate staff and that everyone knows what to do by giving them a clear daily schedule. Timelines will assist your housekeepers stay organized and efficient. Notify the team when you've completed those tasks. Get everyone on the same page to "maintain" workplace order and avert these situations. This initiative has many benefits, but it requires careful planning and supervision.

Delegate and empower your staff

- ° If you want to be a better manager of your team, learn to delegate. To ensure that employees know who to approach with concerns, designate a point person or person responsible for each department. If you want your employees to take initiative and develop their problem-solving skills, delegation is a crucial tool. Staff members who have a greater sense of independence are more likely to take the initiative to accomplish things on their own and to desire to prove themselves by delivering superior work. Material is sometimes handled multiple times and kept in unsafe ways due to improper or inadequate storage planning (Peng et al 2022).

This slide is discussing about delegating and empower the staff, Delegate to improve team management. Designate a point person for each department to help staff resolve issues. Delegation helps employees take initiative and solve problems. Employees with a better sense of independence are more inclined to work independently and want to show themselves by doing good job. Poor storage planning might result in many handlings and dangerous storage.

Recognition is important

- ° It might take into account instituting a strategy to make housekeepers feel appreciated. One way to show appreciation for staff members who consistently go above and beyond is to name one employee "employee of the month" or to organise an internal awards system for those who work for the same company. Create a system of internal advancement to inspire your staff to reach their full potential as workers and, in turn, boost their output (Kim and Heo 2016). Employees can contribute to a safer workplace by adopting safe practises and being cognizant of any dangers in their immediate vicinity.

This slide tells about recognition , that It may consider appreciating housekeepers. Name one employee "employee of the month" or create an internal awards system to recognise employees that go above and beyond. To motivate your employees and enhance productivity, establish an internal progression system. Safe practices and awareness of nearby threats may make workplaces safer.

Work Diligently and Independently

While most room cleaning in hotels and (Hsieh et al 2016) apartments is done independently, a good rule of thumb is to never do anything on the job that would make a manager or landlord uncomfortable. This includes minimising interruptions as much as possible. Don't have the maids or the janitors watch TV or talk on the phone while they should be cleaning. Pride in one's work leads to happy customers and sustained enthusiasm on the part of the worker. When risks in the workplace are reduced or eliminated via good housekeeping, everyone benefits. Incidents are often made worse by sloppy housekeeping.

Most hotel and apartment room cleaning is done independently, but never do anything that would make a management or landlord uncomfortable. Minimize interruptions. Don't let cleaners watch TV or chat on the phone while working. Pride in work makes consumers happy and workers enthusiastic. Good housekeeping reduces workplace dangers, benefiting everyone. Sloppy housekeeping worsens incidents.

Organized

If the housekeeper keeps her supplies in order, she will save time and energy while cleaning. As an example, many hotels provide their hospitality workers with room cleaning checklists. This guarantees that everything gets done. Towels, linens, and cleaning materials should all be in the housekeeping team's cart before the shift begins. Housekeeping will need replacement toiletries like soap, toothbrush, shampoo, coffee, etc., so be sure to provide those as well. We need to avoid wasting time by making many trips to the supply closet. Doing so will take only a short amount of time but can yield significant time savings (Andrade et al 2021). This trait differentiates one individual from another. In any industry, the frequency and severity of accidents and injuries can be drastically cut down by adhering to best practices in safety housekeeping.

Housekeepers save time and energy by organizing their supplies. Several hotels provide housekeepers checklists. This ensures completion. Before the shift, the housekeeping cart should have towels, linens, and cleaning supplies. Provide soap, toothbrushes, shampoo, coffee, and other items for housekeeping. Avoiding frequent supply closet excursions saves time. Doing so takes little time but saves a lot. This distinguishes people. Safety housekeeping standard practices reduce accidents and injuries in any sector.

Keep an Open Mind and Remain Flexible

Building recognition for your cleaning company is a difficult but (Olimovich et al 2020) worthwhile endeavour. When it comes to educating, retaining, and developing your cleaning staff, an open mind is crucial. After all, there is no such thing as a "typical" worker; thus accommodating individual differences is essential to the success of your company. You can keep your hotel's reputation and professionalism intact by enforcing a strict dress code and other policies and procedures. But, giving your housekeeping employees a modicum of autonomy in how they deal with customers and carry out regular tasks will motivate them to maintain productivity and take pride in their work. The housekeeping staff, the maintenance crew, and the visitors can all benefit from having a set of standard operating procedures in place. After all, they use hazardous materials, walk on wet floors, and frequently lift large baskets.

This slide telling you that recognizing your cleaning provider is challenging but worthwhile. Openness is essential for training, maintaining, and developing cleaning workers. As there is no "average" worker, your company's success depends on accepting individual variances. Enforcing a dress code and other restrictions may maintain your hotel's professionalism. But, offering your cleaning staff some latitude in how they handle clients and do routine duties can drive them to work hard and take pleasure in their work. Standard operating procedures help housekeeping, maintenance, and visitors. They utilize dangerous materials, walk on damp floors, and move heavy baskets.

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Component 1

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