



Component One: Student Journal (learning log) 750 words +/- 10%

Contribution to Overall Module Assessment: 25%

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Introduction

My numerous cleaning talents helped me understand the complexities of maintaining a hotel's cleanliness and order. This reflection will utilise the Gibbs Model to cover chores and responsibilities, emotional journey, self-evaluation, and how the placement affected my perspective of the housekeeping department's role in visitor happiness.

Reflection (Gibbs)

Description

In the housekeeping department, I had several duties. My main job was to clean and tidy guest rooms, communal spaces, and other areas. Making mattresses, restocking amenities, cleaning, and dusting were among these responsibilities. I also had to swiftly meet each visitor's demands to ensure their satisfaction and comfort (Jaya and Nugraha, 2023).

Feelings

I feel that enhancing Visitor Service Experience Housekeeping was crucial to improve guest service. Clean, well-maintained rooms make a good impression on guests and set a standard for their stay. In this area, attention to detail was crucial since even a little feature might affect a customer's impression of the hotel. Because I paid attention to every detail, I was able to make the visitor's experience pleasant and memorable, which increased their happiness and loyalty. During my placement, I felt pleasure in my job when I accomplished a task properly and annoyance when I had to think quickly to fix a problem. I experienced many feelings. Fast-paced work was exciting and stressful. I felt more responsible and urgent as I worked hard to meet guest needs and deadlines. Sharing the vacation with my colleagues was also fun. A positive and lively atmosphere was established by working together to clean the hotel. Despite everything that was going on, the team's close bond inspired everyone to do well (Huang et al., 2021).

Evaluation

Cleaning and organising requires a strong eye for detail. The hotel's appearance depends on several elements, including pillow positioning and bathroom fixture maintenance. It improves the atmosphere and shows that the hotel values excellent service. Being well-maintained helps build visitor trust. They will assume a well-maintained building is well-managed. I had to swiftly adjust to guests' unpredictable choices. Although there was some structure to routine duties, dealing with unexpected events needed quick thinking, problem-solving, and clear communication with superiors and coworkers. The fast-paced job helped me focus and solve difficulties, which was a nice surprise. We varied the exercises so each day was different to reduce boredom and encourage lifelong learning.

Analysis

Communication, time management, and problem-solving are affected: A cleaning internship really improved my abilities in the above areas. To overcome obstacles, team members needed clear and straightforward communication. Doing tasks in decreasing order of priority and urgency made time management easy for me. Because the task is continually changing, I was able to improve my problem-solving abilities by managing unexpected difficulties imaginatively (Rađenović et al., 2022).

Conclusion

Due to the fact that it has made it possible for me to participate in in-depth reflection on my experience working in housekeeping assignments, the Gibbs Model has proved to be quite valuable in my experience. Everything that was done, from the most basic obligations to those that required careful attention to detail, contributed greatly to an overall increase in the quality of the experience that was provided to the guests who were receiving service. Via the emotional trip as well as through the process of self-evaluation, I was able to identify possible areas in which I may benefit from further development. In addition, the unexpected events, challenges, and the journey itself all played a part in my personal growth. A number of skills, including communication, time management, and problem-solving abilities, were seen to have shown significant progress (Hsieh et al., 2023).

Action Plan

After assessing my talents and performance, I identified my strengths and weaknesses. Strong communication abilities helped organise team activities and meet guest needs. By controlling my time and prioritising, I met all my deadlines in a stressful situation. Despite this, I knew I needed to improve my multitasking, especially during busy times. As I increase my organisational abilities, I can streamline my workflow and handle several tasks more efficiently (Hussien and Abdelghani, 2022).

My Deduction

The increased knowledge of the task of the housekeeping department brought to light the relevance of the department's role in ensuring that visitors had a pleasant experience inside the establishment. This reflective analysis is an extremely important instrument for ongoing development because not only will the insights that are gathered from it be relevant during the placement, but they will also be useful in future endeavors in the hospitality industry. This makes it an extremely important instrument.

Component Two: Health and Safety Guide

Contribution to Overall Module Assessment: 25%

Clean environment at Premier Inn The maintenance of a clean environment is an essential component in ensuring the well-being of workers in an organization. Good housekeeping may assist businesses in lowering the risks that are present in the workplace and providing a safe and secure environment for their workers. Current Practice of Preventive Methods of Health and Safety Hazards in... Download Scientific Diagram:
Prevent slips, trips and falls "Maintained clean, organized, and in a hygienic state" is the standard for all places of employment. Storerooms, service rooms, and hallways are all subject to the regulation. Clean and dry floors are required. Any area where "wet processes are employed" need to have drainage. According to HSE.gov.uk, the following may be done to reduce the likelihood of slip, trip, and fall accidents: • It is imperative that you notify your employer without delay in the event of an accident or near miss. With this data, they can make sure no accidents happen again. • Get the spill cleaned up right away or arrange for someone to do it if you see it. • Let us know if you see any worn out floor mats or hardwood flooring. • Do your share to maintain a clean work environment (Díaz-Pompa et al., 2023).
Eliminate fire hazards It is the responsibility of every employee to ensure that no flammable items build up in the workplace. Every day, in a safe way, dispose of any combustible garbage that you have kept in enclosed metal containers. Here are some suggestions from HSE.gov.uk to reduce or eliminate fire hazards: • Determine potential dangers related to fire safety • At all times, make sure the workplace is clean and free of hazards, such as trash that might catch fire. • Think of ways to alert people in the event of a fire, such as smoke detectors, fire alarms, or bells, and how to identify flames.
Health and Safety Is Top Concern for Facility Managers Cleaning & Maintenance Management
Control dust There are three main types of dust: • Silica dust, sometimes called respirable crystalline silica (RCS), is a byproduct of dealing with materials that include silica, such as sandstone, concrete, and mortar. • Work with wood or wood-based goods (such as MDF or plywood) may result in the creation of wood dust. Dusts with a lower toxicity level are produced when materials with little or no silica content are worked on. Gypsum, marble, limestone, and dolomite are among the most prevalent. Prevent falling objects Preventing things from falling and harming workers or equipment is possible with the use of protections like a net, toe rail, or toe board. Another piece of advice is to arrange boxes and items vertically to prevent them from dropping. Store materials properly Proper storage and handling of chemicals and other hazardous materials is your responsibility to guarantee the safety of all those around them. One way to manage risks is by: • keeping chemicals in a way that is specified by their makers • maintain ning a spill kit next to storage facilities and making sure employees know what to do if a leak were to occur You should also: • elevate liquid storage areas where they are less prone to sustain harm, such as at a location far from roadways. • do not fill vessels to the brim <i>oversee shipment (ShanogaLet al., 2022)</i>
Effort and movement put forth by workers power manual cleaning equipment. The cleaning crew, with the help of certain tools, uses all of their resources to the fullest extent possible. A. Manual Equipment: 1. Microfiber Cloth: Cleaning surfaces in rooms, bathrooms, and common spaces is a breeze with a microfiber cloth. They are long-lasting and may be cleaned as many as 500 times. No surface should be scratched by it since it is soft. 2. Abrasives: Abrasives are made of grit papers which can be used to clean wooden or metal surfaces. 3. Different Types of Brushes: Scrubbing brushes, hard floor brushes, feather brushes, brooms, hand brushes, flue brash, toilet brushes, scrubbing brushes, brooms, and so on are all used to remove either surface-level or deeply embedded dirt and filth. 4. Brooms: Can be used to clean hard surfaces for a quick dust up of dirt or hairs. B. Mechanical Equipment: To run this kind of machinery, you'll need either an electrical outlet or batteries. Mechanical cleaning tools like this will make workers' lives easier and cleaners' jobs go more quickly. 1. Vacuum Cleaner: One of the most ubiquitous tools for the job is the vacuum cleaner. It is simple to use and works well on any kind of floor or upholstery. 2. Polishing Machine: A polishing machine works to get back the lost shine of your floor. 3. Floorscrubber: As a cleaning tool, this is a great asset to any home. Here at Duplex, we have floorscrubbers that are capable of cleaning ANY floor type with only one pass. It is versatile and can clean a wide range of floor types, including tiles, carpets, hard floors, safety mats, and industrial floors.

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