



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Component One:

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

**Contribution to Overall Module
Assessment: 25%**

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No:**

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Module
Title:

**OPERATING
HOTEL
FACILITIES**

Module
Code:

BMIH4006

Lecturer:

LISA BASSLER

I Marika during my placement learned that the importance of employee engagement is one of the skills required to work in the housekeeping team. Engagement refers to behaviour, job effort and attitude, being a part of success in the business (Bridger,2018). Coming across with positive attitude help employees and customers feel more comfortable and they are going to be more approachable. Lack of that can have negative impact on guest. From my experience I have noticed that senior management rewards employees' hard work with for example a complimentary stay or vouchers for their performance and productivity.

Working in a housekeeping team also refers to knowledge and training. Recently working within housekeeping team, I have noticed that supervisors and team leaders invest a lot of time and effort to train new employees. They play an essential role in influencing new starters to try new skills that they can apply in their job tasks. (Mooney and Brinkerhoff, 2008). Senior management team provides training each month based on employees needs including room presentation, health and safety procedures, computer knowledge and programs. Management team is responsible for carrying on the additional trainings to ensure that every single staff member is up to date with changes that might arise.

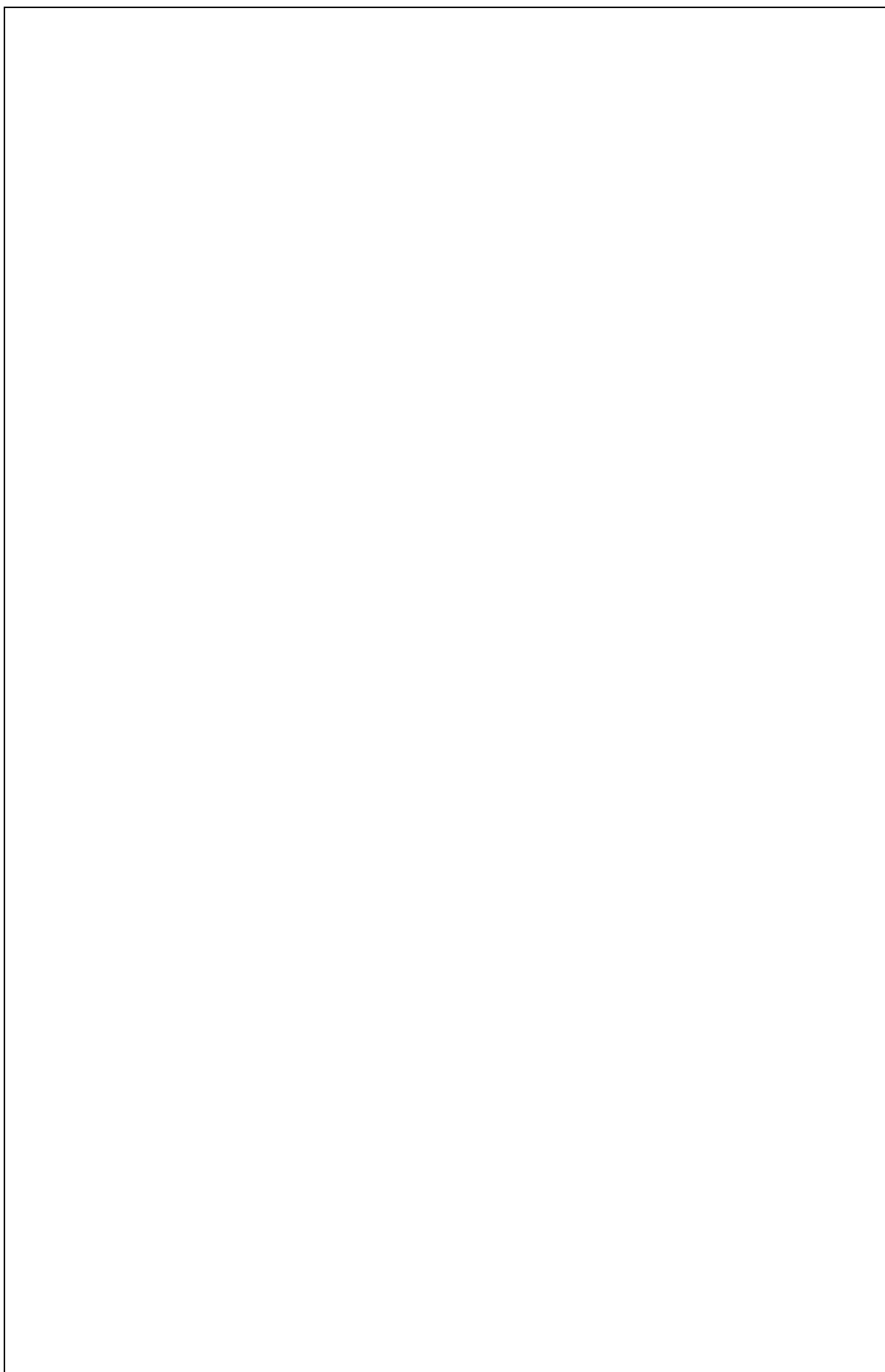
I personally thought that working in housekeeping does not require much of a communication. During my placement I have noticed that language barrier was one of the biggest struggles for the company to maintain effective communication. However, effective communication is very important to complete daily tasks. Multiple information is being passed between front office staff and housekeeping such as additional bed to be made in a room or late check out. Being a good listener is an important part of communication. Different people may pass the same message but in a different way (Ahyia Adu-Oppong and Agyin-Birikorang, 2014).

Erich C. Dierdrow states that there are three key areas we need to focus on in order to develop time management skills. They include understanding that time is limited, effective organisation of plans, goals and schedules coming along with monitoring the time including interruptions and adjustments we must make or refocus priorities. He also states that awareness, arrangement, and adaptation matter equally to become better time managers (Dierdrow,2020). By working in a five star resort, I experienced challenging situations and high demands, feedbacks,

and requests. During my placement I experienced situations when housekeeping manager expected the cleaner to clean room for one of particularly important guests. VIP arrived at the hotel earlier than expected, the key skill was to manage time effectively, clean room on time, prioritising tasks to complete them in right order. This skill is required to complete all the jobs on time.

Customer service skill is an instrumental role in hospitality industry. The concept of customer service culture is made of two primary concepts. One of the concepts is the manner in which the business treats its clients and the second is how the company treats its employees who have been tasked to take care of all these clientele (Solomon, 2021). As a cleaner you also have to be able to respond to any of the guest queries with a positive and friendly attitude. Being approachable helps to build a good relationship with customer and work colleagues. From my experience I came across to a guest who was being rude and was complaining about his room. Important part was that I composed myself where I remained calm and listened to the feedback carefully so I could pass the message to management. Having knowledge of the hotel helped me provide a good customer service and responding to the guests queries with correct information and pointing them in the right direction.

Having attention to details is also important when it comes to bookings with diverse types of guests. Business travellers are going to need opposite requests regarding amenities than families travelling with kids. For instance, solo travellers require low prices over comforts, amenities and services (Capozzi, 2011). The role of housekeeper is to accommodate requests according to the reservations, ensuring that the right room is adjusted to the right customer and their demands. To conclude, all the key skills above are important to fulfil the guest's needs and keep them coming back. The role of a cleaner also is to maintain a positive and welcoming attitude and the ability to work in a team.



Word Count	727
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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?
Maintenance issue Light bulb not working/broken	System failure, supervisor did not notice	Report the issue with Maintenance department, report to manager.	Schedule additional maintenance system checks.	Effective communication between departments, reporting failures as they arise and fix them accordingly.
Uncleanliness, dust	Unnoticed by cleaner and supervisor, problem with AC in a bedroom, vacuums do not work properly	Apologise and offer guest a room move. Equipment should be checked before the shift starts by staff to make sure it is in a good and working condition to use. Attention to details training provided as a knowledge refreshment.	Train staff how to clean room up to standard, attention to detail training to ensure all employees are following the tasks expected to cover the task such as how to clean dust properly by using correct chemicals and clothes.	Enforce additional training for the team based on their personal needs.

Stained towels	Unnoticed by cleaner, lack of eye to detail by cleaner and supervisor. Laundry company failure.	Apologise to the guest for inconvenience and offer fresh towels. Another step will be to contact the company who provides laundry and bring that matter to the attention. Ensure that company is aware of the issue than all rejected lines is being separated and proper chemicals are being used.	To prevent this matter in the future hotel company should focus on attention to details, linen that is being delivered should be checked before use to ensure all the bed linen and towels are clean and that they are in a good condition before being placed in a bedroom.	Ensuring that all the employees follow the tasks following by Standard Operation Procedures (SOP) to prevent that matter happening in the future, Attention to detail in that case could help the company minimise the negative feedback from guests.
Dirty bathrooms	Cleaner did not notice the dirt. Lack of chemical knowledge and attention to details. Tasks description how to clean bathroom are not being followed in a correct order.	Apologise, offer guest fresh towels or room move, provide additional room service and organise training session for the staff	Refresh knowledge on how to clean bathrooms, SOP, training involving correct chemicals usage.	Additional training session focusing on guests recent feedback. Understanding of how important it is for business to ensure this does not happen in the future. Ensuring that Standard Operating Procedure is being followed and tasks are being fully completed. Chemicals knowledge refreshment.
Heavy cigarette odours in bedroom.	Guests smoked in bedroom or balcony, heavy odour all over the bedroom.	First step would be to apologise and offer a room move, next step will be to open all the	Check if there is "no smoking policy" sign information in a	Remind staff to report to manager if they experience cigarette odours during the

		windows and let the fresh air in. Following step would be to use correct chemicals such as air freshener to ensure room smells good.	bedroom to ensure costumers are aware.	process of cleaning, inform the front office team of reminding guests of no smoking policy and ensure smoking sensors are working properly.
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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.



WELCOME TO THE ROOM DEVISION TRAINING FOR TRINITY HOTEL

Student name: Marika Henszek
(2208214)

BMIH4006

Operating hotel facilities

Welcome to the presentation for room division department. Today's content will cover basic training for housekeeping team. The main subject of the presentation will focus on Health and Safety.

CONTENT



Training Notes: Presentation will start with introduction that covers the most important aspects of employee engagement followed by basic training. Focus of the presentation will describe some of the Health and Safety aspect, importance of Standard Operating Procedure followed by guide on how to make a bed by following SOP.

EMPLOYEE ENGAGEMENT MODEL



(Stein et al., 2021)

This slide shows employee engagement model. Nowadays organisation need to invest more effort into developing employee engagement to avoid the employee turnover. This checklist is based on post Covid-19 Era information and what makes the employees engaged. Effective organisational behaviour is to ensure that employees know the goal and processes to achieve it. Offering employees flexibility and career development might positively affect their well-being. To make employees feel valued companies offer all sort of benefits as an addition to their pay check such as paid time off – vacations, bonuses, vouchers (Stein et al., 2021). Employee engagement can be assessed by observation and their job performance as also by assessing if they do work towards the goal set by the company.

How to avoid slips and trips in a workplace

- Using safety equipment provided
- Taking all the steps to prevent harm and injuries
- Understanding of risk assessment, taking for consideration all the accidents that might happen if safety measures are not being followed
- Keeping record of all the major accidents to be able to avoid them in the future

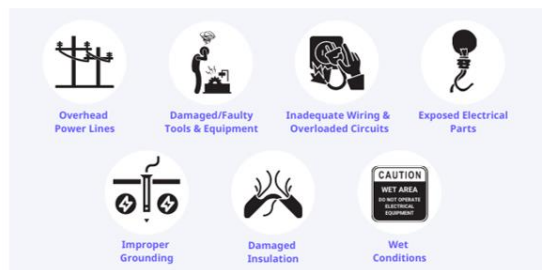
(Health and Safety Executive Preventing slips and trips at work A brief guide, n.d.)

The Health and Safety at Work etc Act 1974 (HSW Act) states that workplaces are required to take all precautions to guarantee health and safety to their employees. Employees are also obligated to ensure that they do not put themselves in danger. They must use safety equipment provided. Keeping record over the most repetitive accidents in a workplace helps us define the major hazards to prevent them in the future.

The goal of this training is demonstration of safety equipment and explanation what can happened if safety measures are not being followed. Outcome of the training is also understanding of risk assessment provided by company. Adequate training will be provided for all employees to ensure they are being trained on how to use safety equipment. This can be assessed by conversation with employee, asking questions and feedback.

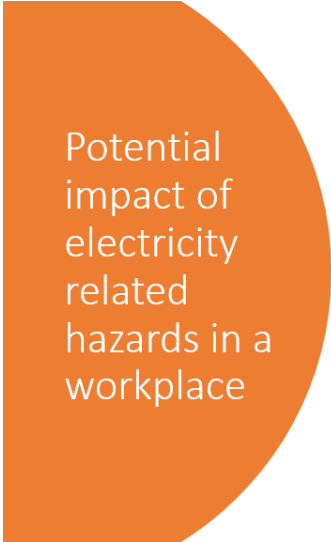
Illustrated electrical dangers

(SafetyCulture, 2018)



This slide shows few examples of electrical hazards. Working in a hotel industry involves multiple wires, equipment in wet locations for example hairdryer left in a

bathroom on a wet surface that might cause electric shock, overloaded extension cables, or general damage. Any of the damages should not be fixed by an unexperienced worker due to injury they might cause for example electric shock or in the worst-case death. To avoid injuries recommended is to provide source of information and adequate trainings by senior team members. (SafetyCulture, 2018).



Potential impact of electricity related hazards in a workplace

- HSE's reports shows that 3% workers died due to electrical hazards between 2015-2020
- 1,112 workers suffered injury
- Electric shock might cause muscle spasms, nerve damage, breathing problems and affects heart beating – death.

IMPORTANT!

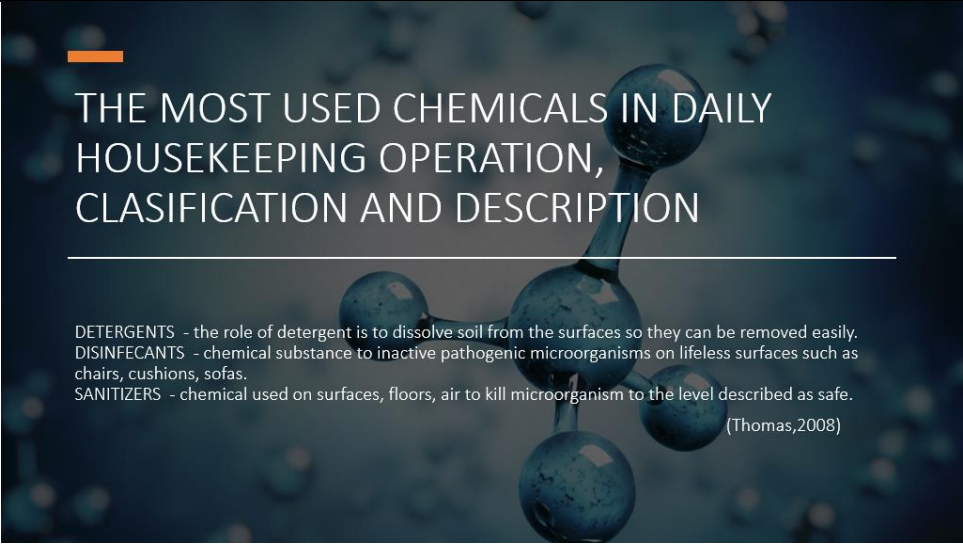
HEALTH AND SAFETY LAWS REQUIRE YOU TO REPORT HAZARDS TO YOUR EMPLOYER!

(Putter, 2021)



As per Michelle's Putter article workers do not have to be in a direct contact with electricity to be harmed by it. Health and Safety Executive statistics report between 2015-2020 shows that 3% workers lost their life due to electrical hazard and 1,112 experienced injuries. Staff is responsible to make their employer aware of potential hazards in a workplace it is covered by Health and Safety laws. (Putter, 2021)

Room division manager will introduce staff to laws related to housekeeping health and safety. It will be measured by feedback from staff and it will be recorded in report book by supervisor.



THE MOST USED CHEMICALS IN DAILY HOUSEKEEPING OPERATION, CLASIFICATION AND DESCRIPTION

DETERGENTS - the role of detergent is to dissolve soil from the surfaces so they can be removed easily.
DISINFECANTS - chemical substance to inactive pathogenic microorganisms on lifeless surfaces such as chairs, cushions, sofas.

SANITIZERS - chemical used on surfaces, floors, air to kill microorganism to the level described as safe.

(Thomas,2008)

This slide presents classification and describes purpose of some on the chemicals used in a day-to-day operation within housekeeping team. Cleaners are responsible for handling them properly to ensure it does not affect environment, customers, and user. Intention of detergents, disinfectants and sanitisers is to keep presence of the room in an excellent and safe condition.

Introduction to the most important chemicals withing the hospitality industry helps employee understand their specification and purpose. Each type of chemical needs to be used based on product knowledge to prevent staff and customer from harm. This will be assessed by Q&A by senior team member and cleanser and daily spot-checks by supervisor on duty.



Customer loyalty inspired by cleanliness

- George Clarke states that customer loyalty is gained based on cleanliness
- Outcome of usage correct chemicals and product knowledge results in enhancing customer satisfaction, improving financial condition, keeping employees and clients save and reducing environmental impact
- Hotels undertaking extensive wellness programs might draw clients who are passionate about sustainability and wellness

(Clarke,2019)

As stated by George Clarke client loyalty is impacted by cleanliness in hospitality industry. Over 60% hotel visitors reading hotel reviews are more likely to choose hotel

based of cleanliness feedback reviews. He states that knowledge of chemicals and their exposure along with impact on financial health and environment increases customer satisfaction. Sustainability and wellness could attract new clients who they are passionate about it. (Clarke,2019)

Purpose of delivering excellent quality service that helps employee understand how to attract customers and keep them coming back.

What is SOP?

- Standard Operating Procedure is a system including responsibilities, tasks, structures, resources, processes in procedures to carry out objectives. In the ICH GCP regulation SOP'S have been defined as "detailed, written instructions to achieve uniformity of the performance of a specific function". They are made to achieve company success by the exceptional systems, procedures and product.

(Manghani, 2011)



Definition of Standard Operating Procedure (SOP) describes as set of written instruction on how to perform a task including step by step description of a task with all activities that must take a place involving Health and Safety procedures and measures (Manghani, 2011).

Purpose of SOP is knowledge refreshment on how to successfully perform a task. Standard operating procedure is available for all staff members in a workplace. They must be presented clearly for staff and easy to understand. Each staff member should be able to perform the same job equally. This will be measured by customer feedbacks and reviews.

SOP – making a bed

TASK	PROCEDURE	STANDARD
CHECKING BED SET UP	1 Ensure the bed is in a good condition and pull it away from the head board using manual handling guideline	Use manual handling (British Journal of Nursing, n.d.)
MAKING THE BED	1. Check condition of topper and mattress. 2. Ensure all the linen is clean. 3. Ensure the bed sheet can be tucked all the way around the bed. 4. Place the sheet on the mattress ensure there is enough to tuck in top and bottom. 5. Put on the duvet cover gathering the corners of the duvet through the hand grips and rolling the duvet over the top and down the sides ensuring the duvet is pulled to the top of the bed and smooth out. 6. Tuck the base end of the duvet under the mattress, fold the top end of the duvet a third of the way down and tuck in the sides of the duvet. 7. Put on the pillowcase using the correct sizes. 8. Place two pillows on a double bed and decorate pillows in front. 9. Push bed back in place in central headboard place, ensure you are using manual handling guidelines (Jarett.2015).	Ensure bed is in a good working order. Ensure bed is set up in the most presentable way. Bed presentation is crease free and to the required standard.

(Asana,2022)

This slide describes how to make a bed referring to SOP including task, procedure and standard. By following SOP (Asana,2022) step by step each member of staff should be able to make a bed. Senior team leader will conduct meeting and spot checks to ensure all the process is correct and manual handling guideline is followed. All processes that worker needs to include must be followed in correct order to prevent from back injuries, they are often caused by wrong processes of manual handling tasks (British Journal of Nursing, n.d.).

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