Prifysgol Cymru Y Drindod Dewi Sant University of Wales Trinity Saint David	**Student No:** **2128170** Richard Karai Module Title: **Operatining Hotel Facilities** Module Code: **BMIH4006** Lecturer: Natalie Brailsford

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

Contribution to Overall Module Assessment: 25%

My work placement is based in Hotel Mercure Newport. On my first day in the housekeeping department I was reading Health and Safety Guidelines it is a really boring book in black and white printed with 100 of pages of dry paperwork. It is called Health and Safety Policy Organisation and Arrangements. Just as all of the hotel begins with every person in charge and responsible for the implementation of the health and safety policy in the Hotel. I don't really have any Induction which feels weird compared to the front office. But as an adult member of society, it is understandable. Our housekeeping office is located on six floors right to the lift. It is a little office with a desk and some chairs barely three people can be there at the same time. Does not feel comfortable at all. On the wall, I saw pictures about fire hazards and how to lift heavy objects, Do and Don`ts – GDPR. Controlling substances hazardous to health, Fire safety awareness, and safety signs in the workplace. I would say the usual staff just like in every housekeeping office I visited before. After all the Health and safety I was ready to join the team. I get a housekeeper lady who shows me around the room and gives me the usual cleaning staff, and a bucket with different colours of clothes. I have to mention it nothing and I mean literally nothing happens the same as in the health and safety module or even how the school presented things for us. First of all, nobody really cares about colour code it rags, you basically have one rug for the toilet for use, one for the tables and bed frames, and a blue rag for cleaning the mirrors. The first thing is has to be done is take the trash out of the room then strip the bed and take out the linens. In this, the windows are closed which makes air in the rooms moldy or heavily used. Fresh air is out of option in the rooms. Every time the bed linens have to be changed the pillows and the sheets as well. When the bed is ready can be dusted, my experience is remote controller is a very important thing to clean because of the time there is sticky. Most guests use the TV remote while they're eating and their hands are sticky. Also, the interesting bottom of the table is sticky most of the time and has food on it. I would suggest napkins in every room because maybe the guests use the table

bottoms as paper towels. After the room is ready next step is the bathroom. Cleaning mirrors in a hotel room is much harder than at home. I don’t know the cause of it but every time I tried to clean the mirror left a mark on it. This hotel does not have a bathtub which makes it easier and faster to clean to bathrooms. It is important after we clean the Bath use a dry rug on the floor and hover up don’t leave any hair on the floor. Cleaning the toilet I used a gloves and mask because of the use of chemicals. From my understanding and experience of working in a housekeeping department certified housekeeper is able to work in a team under high pressure in a fast-paced can give accurate timely room service to guests, ability to work long shift hours on foot, able to work the night shit if it`s necessary or irregular hours when needed. Also flexible with working schedule changes and last-minute call-ins. Excellent interpersonal and customer service skills. Perfect verbal communication skills. Regularly updated protocols on correct chemical usage for the products used. Known what to do in cases of skin eye or body irritation caused by chemicals. Housekeepers also should know and consider the ventilation in an area where a cleaning product is being used, remember not all chemicals are in liquid form, and vapor given off by a chemical can be a deadly gas. Perfectly know how to use the ratio of chemicals to water and mix them. Understanding of what to do with accidents or emergencies including fire evacuation, and disabled guests. Customer-oriented approach, especially when handling sensitive requests or complaints from guests.

Component Two: Health and Safety Guide

Contribution to Overall Module Assessment: 25%

Health and Safety assessment

Personal Health and Safety

- Use gloves and mask while cleaning the bathroom. Prevent skin irritation and eye infections.
- Clothes must be changed and Uniform always must be worn
- Use different shoes from wearing outside. Keep aware of the weather.
- Lone working cleaners working alone close the door of the room to prevent unauthorized entry.
- After contact with chemicals must be rinsed and washed away.
- Heavy objects not allowed to move alone (mattresses, furniture, tv,..) to prevent E musculoskeletal injuries to the back and upper body
- Trolley always pulled with handle from the correct way
- Use bodyweight and keep back straight when moving the trolley

Young Personal Risk Assessment

- Must be aware of personal protection wearing
- Double check of work cause of lack of experience
- Protect from unaware of existing or potential risk
- Lack of maturity
- Quality check

Bed Bug Awareness

Where should I check

What should I do and what sign should I ask for?

Chemicals Risk Assessment

- **All hazardous chemicals must be supplied in containers that identify them as hazardous using the following symbols.**
- **Wear gloves and apron while cleaning**
- **All chemicals must be securely stored when not in use**
- **Don't leave chemicals in front of doors or alone while cleaning rooms**
- **The labels always have to be readable**
- **Never mix containers with different chemicals**
- **All containers have to use the same chemicals**
- **All containers must be labeled**

Colors of Cloths

- Red Clothes: Toilet
- Blue Clothes: Bathroom
- Yellow clothes: crockery
- Green cloths: General\Glass

- **Beaware of wet and slippery floors**
- **Do not bring clean towels and linen into the room until soiled items have been removed. Watch out for slippery wet floors. Remove towels and mats from the Bathroom**

Reference List