

Student No: 2214241
Module Title: Operating Hotel Facilities
Module Code: BMIH4006
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Component One:

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

Contribution to Overall Module Assessment: 25%

Introduction

Housekeeping team members are associated with daily activities such as room as well as house attendants in the respective department. The overall reputation of the hotel is completely relying on them as they work on the base level. The following essay elaborates on a self-reflective essay on the responsibilities regarding the housekeeping characteristics required in Premier Inn. importance regarding these perspectives will be mentioned in this essay. A general overview of the various perspectives on housekeeping skills will also be highlighted.

Discussion

After completing my course, I was appointed as a housekeeping team member at Premier Inn. The following business venture is a distinguished hotel franchise that is known for its affordable and cosy accommodations throughout the UK and in select international locations. The establishment has access to over 800 hotels and offers exceptional living quarters with modern amenities, such as comfortable sleeping accommodations (premierinn, 2023). Along with these luxurious private bathrooms, and fast Wi-Fi access is also associated with their facilities. Premier Inn's primary focus is their affordable and comfortable night stay and they provide

dining options and a 24-hour front desk, along with tailored spaces for gatherings and business events. The organisation demonstrates an unwavering commitment to environmental conservation by carrying out various eco-friendly projects. Premier Inn is a reputable lodging alternative that is widely favoured by both business and recreational travellers due to its dependable and reasonably-priced accommodations.

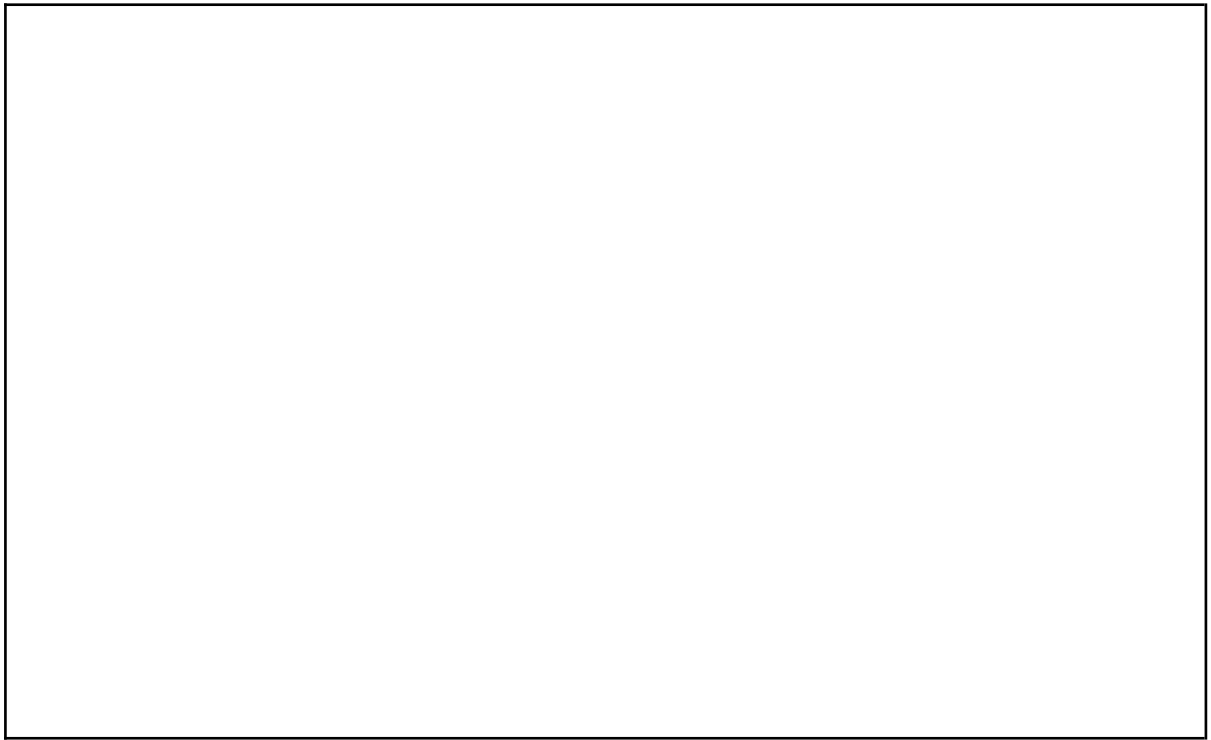
The housekeeping team works together with different departments like the front desk, maintenance, and laundry on a regular basis. During my internship I have increased my communication skills with others and this has helped me to promote efficient teamwork among departments and quick resolution of guest needs (Cottrell, 2019). I critically analysed that effective transmission of knowledge plays a critical role in facilitating the housekeeping staff's capacity to promptly comprehend and respond to guests' requests. I have also understood housekeeping staff to effectively interpret the guest's preferences, particular instructions, or any concerns to guarantee the fulfilment or surpassing of the guest's expectations. Additionally, I also got safety training to ensure security among the guests and the staff members. According to my knowledge, housekeeping staff must abide by established safety protocols while continuously upholding elevated standards of hygiene (Raghubalan and Raghubalan, 2016). The acquisition of knowledge pertaining to proper handling and disposal of cleaning chemicals, utilisation of appropriate protective equipment, and adherence to safety guidelines, are crucial for housekeepers. In addition, my organisational skills have also helped me to proficiently manage the cleaning supplies, linens, and amenities. I have come across the importance of the necessary for individuals to monitor inventory levels, notify any instances of shortages and ensure the appropriate stocking of supplies.

The hygienic condition and general outlook of both guest rooms and communal areas play a crucial role in determining the level of guest contentment. Housekeeping staff is responsible for maintaining the cleanliness, upkeep, and provision of essential facilities in the rooms. The precision of their work and unwavering dedication to maintaining hygiene significantly contribute to fostering a favourable guest experience. This mainly helps to elevate guest contentment and amplifies the prospects of recurring customer satisfaction. The Premier Inn has a significant influence on its brand identity and status. They are diligently upheld with continuously pristine and newly kept rooms elevating the holistic impression

of the establishment. Based on their favourable encounter with the housekeeping staff, visitors are prone to suggest the hotel to other individuals. The proficient management of a housekeeping team can indirectly facilitate the generation of revenue. Various visual appeal as well as cleanliness of rooms play a crucial role in attracting a greater number of guests, which subsequently results in higher occupancy rates and potential opportunities for upselling. Satisfied hotel guests are more likely to spend extra money on the hotel's facilities and services, resulting in increased revenue for the establishment. Further, it is noteworthy that housekeeping teams can contribute to advancing sustainability practices within the hotel industry. They are also associated with enhancing the hotel's environmental sustainability endeavours in line with the increasing guest preference for environmentally friendly accommodations (Mullins and Dossor, 2013). Properly trained housekeeping staff demonstrate their commitment through the adoption of appropriate waste management practices, energy preservation measures, and responsible resource utilisation.

Conclusion

The above reflective essay has highlighted an overview of all the important information regarding Hotel Premier Inn. This is mainly included with all the services offered by them as well as their association with environmental sustainability. During my course, I have gained various skills that can help me to increase my career opportunities in hospitality and tourism management. After completion of the study, I was appointed as the housekeeping staff in the following hotel. All perspectives regarding this attribute have been thoroughly mentioned in the mid-section of the self-reflective essay. Lastly, the overall importance of housekeeping staff members in the hotel industry has also been elaborated thoroughly.



Word Count	812
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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?
Unclean and dirty surfaces	Insufficient staffing levels within the hotel or inadequate training of the housekeeping personnel may lead to a noticeable decline in the quality of cleaning services provided. Insufficient personnel may encounter difficulties in adequately cleansing rooms within the designated time frame in an efficient manner.	During the course of guests' stay I will prioritise their requirements and inclinations. In order to maintain high standards in the hotel, it will provide clients with tailored and attentive services that exceed their	In order to achieve a thorough and effective cleaning regimen, I will develop comprehensive protocols that provide detailed instructions on the specific tasks, designated areas for cleaning, and the recommended frequency of cleaning (Cottrell, 2019). I will effectively apply cleaning methods to ensure that all facets of room sanitation are covered, including communal spaces,	The establishment of unambiguous and transparent communication channels is an essential aspect of facilitating optimal team effectiveness. I will foster an environment in which team members are encouraged to convey their ideas, concerns, and feedback. I will also incorporate active listening and promote alignment in my team from various levels. I

		expectations and anticipate their needs. I will thoroughly consider the importance of attention to detail in maintaining a pleasant guest experience, considering areas such as room cleanliness, comfort, and available amenities.	bathrooms, linens, and surfaces.	will regularly update all the relevant information to all stakeholders involved in this hotel facilities (Leiter and Bakker, 2010).
Foul odors	Differences among cleanliness standards and directives in hotels can lead to disparities among rooms or properties. Certain areas within a facility may be allocated more resources in terms of meticulousness than others.	I will implement a preventive maintenance program to ensure that all areas of the hotel are maintained and functioning optimally. The key to staying competitive and providing guests with a contemporary experience is to continually improve	Adequate air circulation is crucial for ensuring a comfortable and healthy environment in all parts of the hotel, such as communal spaces, guest rooms, and restrooms. I will implement ventilation aids in order to prevent the accumulation of stagnant air and mitigate the likelihood	In order to increase my team effectiveness in future I will surely establish unambiguous delineations of roles and corresponding responsibilities amongst team members. I will also guarantee that each member of the team comprehends their assigned duties and

		facilities and amenities. According to me, these initiatives will increase customer trust and engagement (Leiter and Bakker, 2010).	of persistent odours. I will also periodically assess and uphold the proper operation of ventilation systems to guarantee optimal functioning.	how their individual contributions align with the overarching objectives. I will also promote a chain of Clear communication that can play a key role in preventing misinterpretations and promoting accountability.
Inadequate bed linens	Insufficient or irregular maintenance of cleaning apparatus such as vacuum cleaners or mops may impede their ability to comprehensively eliminate dirt and debris on surfaces.	I will Pay close attention to details, no matter how insignificant they may seem. I will not overlook any inadequate bed lines to increase guests' satisfaction. These aspects encompass thoughtful embellishments, custom-tailored salutations, and top-tier finishes.	I will Implement a linen replacement timetable that can guarantee efficient and timely replacement of linens that are worn-out or subject to damage. Over an extended period of time, bed linens are subject to degradation in quality, resulting in decreased levels of both tactile and visual comfort. I will frequently replace the bed linens and uphold a superior level of quality.	I will allocate various resources towards targeted training programs and career development opportunities. This surely is an effective strategy for promoting personal growth in a team. I will identify each individual's unique strengths and weaknesses and providing tailored

				learning opportunities that correspond to their specific growth needs is imperative. This will improve the efficiency of the group and increase the satisfaction and duration of employment for workers (Bridger, 2018).
Insufficient supplies	In certain instances, a deficiency in proficient communication may exist between personnel tasked with housekeeping duties and upper-level administrators. Improper allocation of duties, incorrect understanding of customer demands, or inability to address precise sanitation necessities may arise	I will adopt technological measures to establish a chain of communication among all the team members. The implementation of a user-friendly online booking system, provision of in-room amenities catered	I will ensure accurate tracking and monitoring of supplies to implement an effective inventory management system. I will frequently evaluate inventory levels and consumption patterns is recommended to guarantee the availability of fundamental products, including towels, toiletries, writing	I will foster a sense of collaboration and collegiality among team members to encourage active support and assistance. I will also Promote a societal culture founded on respect, trust, and inclusivity that acknowledges and values various perspectives. Along with this, I will incorporate cohesive

	as consequences of the aforementioned condition.	towards technology, and utilisation of guest feedback tools for the acquisition of insights and enhancement of service, are integral measures to be adopted.	supplies, and coffee/tea provisions (Mullins and Dossor, 2013).	collaboration amongst team members by coordinating team-building initiatives or collaborative projects.
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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.



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Introduction

- A well-known hotel chain in the UK, Premier Inn is renowned for its inexpensive lodging and relaxing stays.
- For a lot of reasons, including homes, hotels, and workplaces, housekeeping is crucial for preserving cleanliness, order, and hygiene.
- In the following presentation, as the floor housekeeping manager at the Premier Inn and in light of later visitor concerns, I will go over basic training tactics for my colleagues in the housekeeping group.



(Fallon & Rutherford, 2010)

Training Notes:

Introduction

A well-known hotel chain in the UK, Premier Inn is renowned for its inexpensive lodging and relaxing stays. With sites all across the nation, Premier Inn provides dependable service, first-rate amenities, and a focus on making sure visitors have a peaceful time while travelling. For a lot of reasons, including homes, hotels, and workplaces, housekeeping is crucial for preserving cleanliness, order, and hygiene. In the following presentation, as the floor housekeeping manager at the Premier Inn and

in light of later visitor concerns, I will go over basic training tactics for my colleagues in the housekeeping group. These techniques will help individuals comprehend their job obligations and roles in a better way and will bring out their best selves. I must also ensure that brand standards are satisfied and that safety and security precautions are being followed. The presentation will also provide a brief discussion of an employee engagement strategy that is a best practice for the hotel sector.



(revfina, 2023)

Training strategies based on the problems in housekeeping in the hotel

As the housekeeping manager, my main responsibility is to maintain a high level of cleanliness while also managing adherence to Health and Safety guidelines.

Orientation

- Begin by providing newly hired workers of the cleaning staff with a thorough orientation programme that covers the essential elements of their responsibilities.

Provide an elaborate job description

- Start by creating a detailed job description that outlines the responsibilities and obligations of each housekeeping role.

Training Notes:

Training strategies based on the problems in housekeeping in the hotel

As the housekeeping manager, my main responsibility is to maintain a high level of cleanliness while also managing adherence to Health and Safety guidelines. Unfortunately, the reception of recent customer criticisms suggests that our establishment has fallen short of the required standards (Fallon & Rutherford, 2010). As a result, I will put together initial training tactics to make sure that my crew is knowledgeable and capable of fostering comfortable hospitality management. It is essential to follow the set brand rules and adhere to the recommended methods for ensuring health and safety in order to successfully do this assignment.

Orientation

Begin by providing newly hired workers of the cleaning staff with a thorough orientation programme that covers the essential elements of their responsibilities. This will include a thorough synopsis of the business, brand instructions, and health and safety procedural standards (revfine, 2023).

Provide an elaborate job description

Start by creating a detailed job description that outlines the responsibilities and obligations of each housekeeping role. It is crucial to take a complete approach in order to maintain the sanitation and cleanliness of public spaces, as well as to restock

supplies and interact with customers. Being the team leader, it will be crucial for me to ensure that the job description is clear, concise, and easy for all of my co-workers to understand.

Contd...

Building a standard operating procedure (SOP)

- The creation of a Standard Operating Procedure (SOP) handbook is one of the essential jobs in effectively managing a hospitality organisation.

Providing on-job training sessions

- Being the appointed team captain, I assert that holding training sessions where I will show cleaning techniques is the most efficient way to sustain brand standards for housekeeping.



(Jones, 2010)

Training Notes:

Building a standard operating procedure (SOP)

The creation of a Standard Operating Procedure (SOP) handbook is one of the essential jobs in effectively managing a hospitality organisation. This will include thorough, methodical, and detailed cleaning and maintenance methods for both public areas and guest rooms. The Standard Operating Procedure (SOP) must include exacting instructions governing the correct management of chemicals and equipment sanitation, fast reporting of accidents, and the handling of visitors' demands.

Providing on-job training sessions

Being the appointed team captain, I assert that holding training sessions where I will show cleaning techniques is the most efficient way to sustain brand standards for housekeeping. For making sure that my team members have the requisite skill levels to properly implement brand standards, practical training sessions in fictitious guest rooms or public spaces must be provided (Jones, 2010).

Contd...



(Tummers 2021)

- **Outline the health and safety standards**
- Inform the staff about the national, regional, and municipal health and safety laws that apply to the hotel sector.
- Analyse the dangers and risks that may be present when performing housekeeping duties.
- **Regular monitoring and communication**
- Utilise inspections, audits, and staff input to evaluate the efficacy of health and safety measures on a regular basis.
- Correct any discovered issues right once and keep raising the bar for health and safety.

Training Notes:

Outline the health and safety standards

Inform the staff about the national, regional, and municipal health and safety laws that apply to the hotel sector. These rules might apply to things like waste management, handling chemicals, and worker safety (Casado, 2012). Analyse the dangers and risks that may be present when performing housekeeping duties. Determine any potential problem areas, such as slick floors, poor ergonomics, chemical exposure, or careless linen handling. This evaluation will assist me in setting safety priorities.

Regular monitoring and communication

Utilise inspections, audits, and staff input to evaluate the efficacy of health and safety measures on a regular basis. Correct any discovered issues right once and keep raising the bar for health and safety. Encouraging open communication and staff participation in identifying and resolving health and safety issues in order to cultivate a culture of safety is also important. Additionally, I have to encourage people to report dangers, events, or near-misses, and deal with any problems as soon as they arise.

Implementation of an employee engagement model for the housekeeping staff of the hotel

The Job Demands-Resources Model

- This model is concerned with the harmony between job demands and job resources.
- According to this, high levels of job resources (including autonomy, feedback, and social support) can amplify engagement by reducing the negative consequences of job demands.



(Jones, 2010)

Training Notes:

Implementation of an employee engagement model for the housekeeping staff of the hotel

The Job Demands-Resources Model

This model is concerned with the harmony between job demands and job resources. According to this, high levels of job resources (including autonomy, feedback, and social support) can amplify engagement by reducing the negative consequences of job demands. It can be implemented in the case of the staff training at Premier Inn in the following ways:

Contd...



(Tummers 2021)

Identify job demands

- For an understanding of the demands placed on housekeeping personnel in hotels, conduct a detailed job analysis.

Assess job resources

- Determine the resources at the cleaning staff's disposal that can facilitate their engagement.

Addressing job demands

- Take action to reduce or control high workload requirements.

Training Notes:

Identify job demands

For an understanding of the demands placed on housekeeping personnel in hotels, conduct a detailed job analysis. Physical demands, time constraints, workload, emotional labour, and any other difficult components of their job may fall under this category. Engage the cleaning crew by conducting surveys, interviews, or focus groups to learn about their opinions on the demands placed on their work (Tummers, 2021).

Assess job resources

Determine the resources at the cleaning staff's disposal that can facilitate their engagement. This could include access to learning and development opportunities, social support from managers and coworkers, equipment and tool availability, and open lines of communication. Examine the existing availability and efficacy of these resources using employee feedback, performance information, and observation.

Addressing job demands

Take action to reduce or control high workload requirements. This could entail putting techniques into practice including workload balance, task prioritisation, giving precise job instructions, and making sure that task completion deadlines are reasonable.

Contd...

Enhancing job resources

- For enhancing the skills, knowledge, and capacities of your staff, offer training and development programmes.

Evaluate and monitor

- Keep an eye on staff engagement levels on a regular basis using surveys, meetings for feedback, or performance markers.



(Johnston et al., 2012)

Training Notes:

Enhancing job resources

For enhancing the skills, knowledge, and capacities of your staff, offer training and development programmes. This may increase one's sense of accomplishment and job happiness (Johnston et al., 2012). Encourage supportive connections between coworkers and managers, encourage open communication, and put in place feedback mechanisms to create a friendly work environment.

Evaluate and monitor

Keep an eye on staff engagement levels on a regular basis using surveys, meetings for feedback, or performance markers. Evaluate the results of actions taken to better employment resources and handle job demands on a regular basis.

Conclusion



(revlinq 2023)

- As the floor's manager of housekeeping at the Hotel Premier Inn, I have investigated the problems brought up by recent visitor complaints.
- Hence, by putting these tactics into practice, I've made sure to uphold security and well-being requirements as well as brand standards.
- The Job Demands -Resources Model, a service -oriented strategy designed to offer great customer service to hotel customers throughout their stay, has been briefly summarised.

Training Notes:

Conclusion

As the floor's manager of housekeeping at the Hotel Premier Inn, I have investigated the problems brought up by recent visitor complaints. For helping my colleagues apply the necessary training tactics, I produced a presentation. The application of these tactics will enable a thorough comprehension and adherence to their own job duties and obligations, leading to the best possible work performance. Hence, by putting these tactics into practice, I've made sure to uphold security and well-being requirements as well as brand standards. The Job Demands-Resources Model, a service-oriented strategy designed to offer great customer service to hotel customers throughout their stay, has been briefly summarised.

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