

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

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

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Module Title:	Hotel Administration and Front office operation
Module Code:	BMIH 4004
Lecturer:	Natalie Brailsford

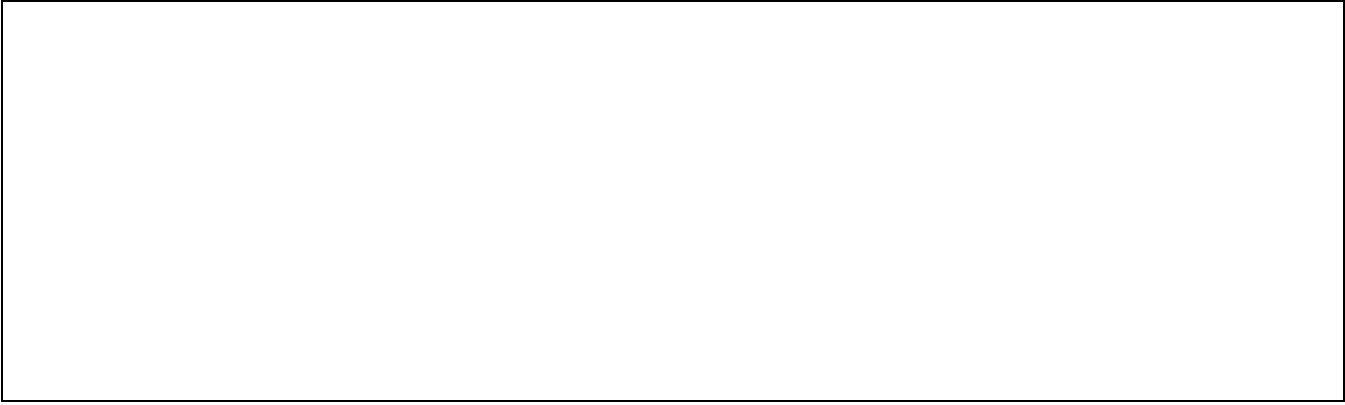
My university work placement was in the Newport Mercure Hotel. The hotel is situated on the same banks of the River Usk as the famous Newport Transporter Bridge. The Hotel began construction 18 months ago still under construction. The interior design reflects the Newport Transporter Bridge. Arriving at reception the interior design eyes catching and interesting, but anywhere I was looking and searching no information about it. When I asked around employees they also had no idea or even the general manager didn't know it, it was weird to be acknowledged after the manager spent half a million pounds on her facilities and didn't know who or what the interior design after all the first thing every guest saw is the interior design. Personally, I would put a little information table for guests in front of reception while they are waiting for check-in if it's a busy time have something to distract them from waiting time.

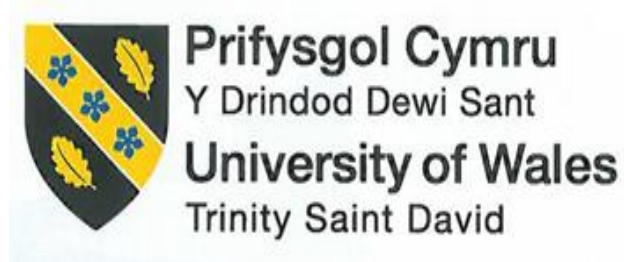
During my first few days at the front desk, I learned about the computer system used for check-in and checkout. When guests arrived and had to pay to stay I had to go on the details menu every time to ensure how long stay in a hotel, and it was not for security measurement, had to because the check-in system just showed the price of the room per day but not summoning it for receptionist. For example, if a guest stays for four days the booking system still shows the room price for one night, then I have to check how long the guest stays and calculate for myself or go for the details menu point for the full price, it takes a tremendous amount of time. After all, I still have to inform a guest of the hotel details, how to elevator works with a magnetic card, how to turn on the electricity in the room, and breakfast time, lunch, dinner, and bar opening, where to find restaurant and gym. Making the payment longer than it has to be does not sound reasonable.

In my second week, I had to experience something unique in the not impressive way. After ten o'clock at night, a group of children between eleven and thirteen years old appeared in

front of the main doors which could not have been accidental because the main door is separated from the street by fenced stairs row and is above ground. I worked with two ladies, they informed this often happens most of the time two or three boys come in the lobby sit down on the couch run around, or go into the meeting rooms. To my knowledge of understanding entering someone`s land or property without permission is trespassing. Surprisingly the ladies are not allowed to the anything with kids, have to wait until they go outside and then close the doors meanwhile interrupting the guests' free movement in or out of the building. My research on this matter was a total failure. The hotel's way of handling the situation is a joke. Matter of fact are completely unsuccessful and building encouragement to continue this behaviour and implanting the belief no after effect of their actions. The reception has a radio to contact the police station and ask patrol units to come over and handle the situation. They do not handle it or the arrival time is too late. I do have to improve my skills with delinquent kids. This experience only helped to improve my patience. And learn new techniques of the mental piece. Daily activities at the front desk are quiet, printing the reports every three hours of hotel guests for fire alarm safety. Handle phone calls from arriving guests. Once I had to call three days of the guest list and describe to them our online system had crushed down and every booking was canceled accidentally, had asked if they canceled by themselves self or if it was a system crush. My phone communication skills improved well on that day, I was shocked at how fast can be skill improve after a few calls.

As halfway through my work placement, I do look forward to the future. And hope I will improve more of my skills.





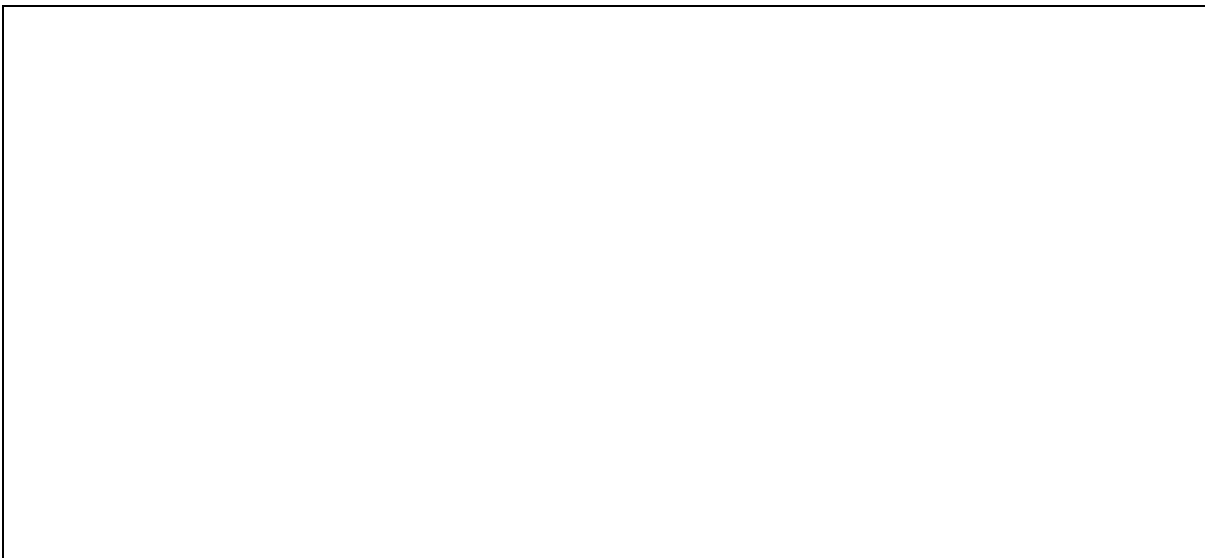
Component Two

Contribution to Overall Module Assessment: 25%

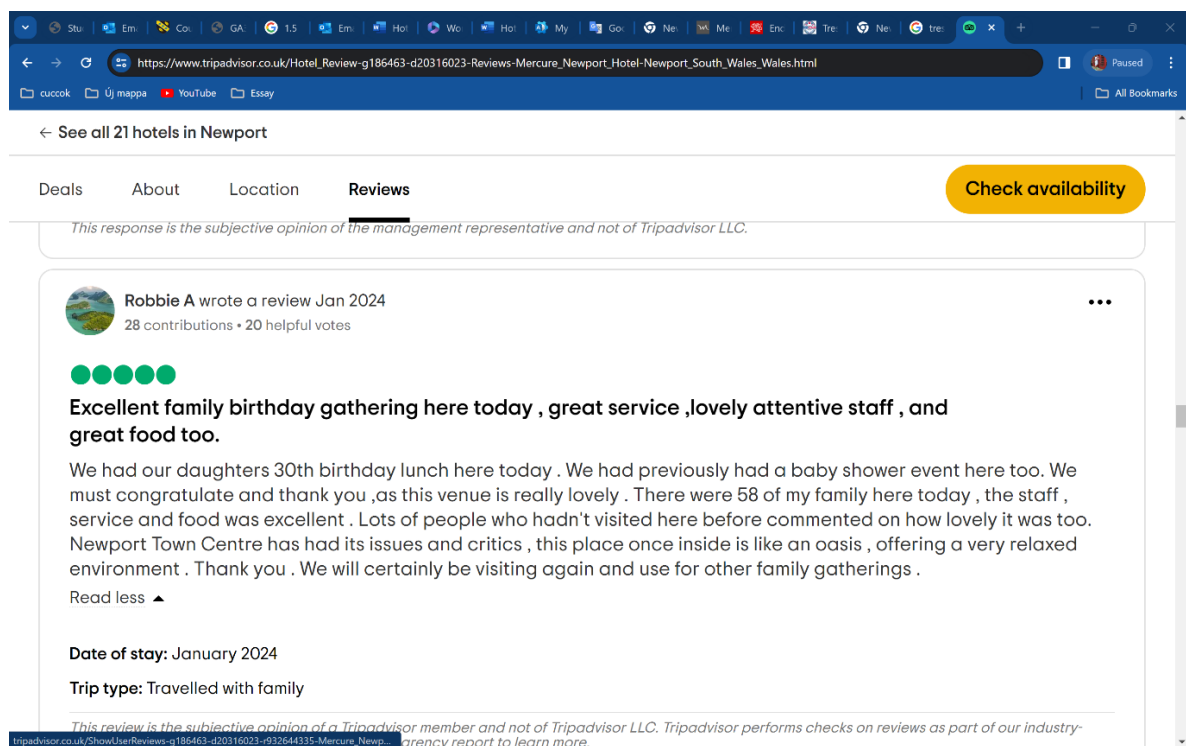
Trip Advisor Review Response 150 words +/-10%

On behalf of the Hotel, we are glad to hear from you. Thank you for the feedback from the facilities, we are always happy to see we were able to satisfy our guest's requirements. Our staff members and hotel feel honored to be part of the baby shower. We are continuously improving to be a better family-friendly hotel. Our restaurant is always available for a birthday celebration adults or the younger members of the family. Also, the revenue can be booked for family events and meetings at any time of the year. Let me ask if you are interested in our Christmas dinner, please be happy to contact me. Also, I would love to inform you and your family that the hotel is part of the Accor family which means we are able to offer discounts for accommodation in the future.

Thank you and best regards.



Screen shot of referenced Trip Advisor review used: Link in references



Letter of complaint response 500 words +/- 1-%

Subject: Investigation of Complain

Dear Joanna Blake

I would like to apologize on behalf of the hotel and staff members for your convenient experience in our hotel. I am surprised and shocked to hear that your room and bathroom cleaning was not appropriate to our standards. I can assure you the hotel and management with staff members are have higher standard than your last visiting

experience. We take it seriously when we fail to our guest's expectations. The management investigate this matter in the next two weeks. For further investigation please provide when you were staying with us. Management will create an action plan for the housekeeping team step by step to clean the room. Will make sure to talk to our cleaning service provider about the sheets with difficult spots and try to use different types of methods. Even so, we will retrain all of our staff members on how to change bed sheets properly and which are those standards of how the sheets have to look like and encourage them to put them in the recycle bin even if they come freshly from the laundry. Our hotel made the change in floor cleaning method also to be able to provide better quality standards and make sure this never happens again. Since COVID-19 bathroom hygiene is more important than ever for us I can assure you we take this matter seriously.

For the Wi-fi issue, Our hotel has been able to provide our business signal all floors have individual access points for better quality internet. Our facilities provide internet for basic uses, in the case if you would like to use it for a business video call I recommend talking to our receptionist will be able to give you the business wi-fi package for your room.

I sadly hear about noise from others. I can understand how frustrating it can be a loud noise from the neighboring room. Lately, our hotels fully occupied and changing rooms is can be difficult. On a fully booked day, our staff member is unable to change you to another room. If it is available front desk staff is happy to change your room anytime. We are trying to ask our guests to be polite and considerate, with a loud noise, and try do not to disturb the guests on the floors.

I would like to ask for more information about our staff member's unresponsive and unhelpfulness. It makes our investigation easier and I can be sure of improving staff members' customer service skills in a good way, and keeping up the high standards of the hotel. We are glad to help and improve your comfortable stay with us unhelpful staff members are unacceptable by our standards.

I am happy to recognize you were satisfied with our restaurant and bar, we will improve our housekeeping team same way as our kitchen staff providing services. Thank you for your letter and sincere apologies for your trouble while you were our guest. Your letter and our investigation into the matter will improve hotel standards and team management.

Best Regards: Richard Antal Karai Duty Manager

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Component Three:

Contribution to Overall Module Assessment: 50% (1000 words +/- 10%)

Writing in essay format

<i>Key Skill 1 – Customer Service Skills</i>

Customer service is more important than ever since COVID-19 has changed our way of hygiene standards and technology in the hospitality industry. Customer service is more important than ever especially age of social media responses can reach millions

of persons and potential guests within seconds. One of the key skills that have to be practiced to be able to own ourselves is empathy: which is the ability to understand the guest`s feelings. In hospitality service often meet guests with families are have two or more kids. In this case best to offer the parents two neighbour rooms available or rooms with connected doors. Time management is important in this situation before arriving time scheduling all check-in bookings for kids and staying in guest`s number in rooms help a faster check-in and sorting out rooms and floors. Studies have shown customer loyalty can be improved by empathy and effective listening.

Key Skill 2 – Communication Skills

Clear communication getting to the heart of the problem is critical to solving the customer issue employees must be clear about what they can and can not do. Overstate or overselling is also can raise issues try to avoid it in the hospitality industry. While introducing the hotel facilities to the guests, the speed of speech is key for understanding, sentences have to be short specific straightforward with key information in it. Keeping language positive even in fire drills, clean gentle voice, calm and short instructions. The Mood of Voice can smooth communication with customers. Not every problem can be solved, but interaction with guests and how to feel about staff members' service can be improved through communication and tone of voice. International hotel staff members can be found everywhere in the world and accents can be a communication issue. Asking colleagues how to pronounce words or learning the local accent can help better understanding.

Key Skill 3 – Organisational Skills

In the hospitality industry can meet different types of guests. Time management, and sorting out important tasks and information are useful skills in staff member's weaponry. For new arrival guests who have never been stay in facilities introducing the hotel can be a really hard task and a time-wasting operation, to make it easier a welcome letter with a prewritten speech will make this easier. Before guests arrive sort out families and groups. Guests who are already registered in the system with age or business travel are better off sorting different floors. Elderly people who came for wellness or business trip groups prefer to be accommodated on different levels than families with kids. Pre-printing check-in cards before arrival also is the key importance of time management and sorting skills. The organization skill is able to learn and with practice on a daily can improve the basics tasks be done in work placement faster and easier.

Key Skill 4 – Problem Solving Skills

Success is the ability to solve problems. Effective problem-solving and decision-making are learnable skills that can be developed with practice. Usually, problems do not require help but always best to ask the manager or responsible person on the shift. In the case, the problem does not require any other staff members or help, to able to solve any problem are steps have to be followed. First, must define the problem clearly and what exactly the is issue, problem. To be able to solve anything first is have to know the facts and research every information about the situation. The second step is the origin of the problem why and how this problem happened and pop up. Most of the time key of solution found is in the origins of the problem. This will help understand the problem and help avoid keep happening again and again in the future. Trying to prevent the problem before it happens is the best way of solving it. The next step is possible solutions more possible solutions and ideas coming up likely it is will come up with an ideal solution. Knowledge of resources is the key element of possible solutions always be prepared and know facilities and environmental capabilities. Next is decision-making is always better than doing nothing. Assign responsibilities carrying out decisions about

who exactly is going to do what and when and to what standard. For example, if one person working alone at the front desk and one of the guests needs a table in a room ask the help of a staff member to carry out the assignment. The next step schedule of reporting and standards to measure whether or not the decision has been successful a solution. What action has been taken when and how was the solution executed? How can prevent the situation in the future what standards have to be provided or made? Create a problem-solving plan for the future and schedule training or retraining for staff members if it's required.

Reference List

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