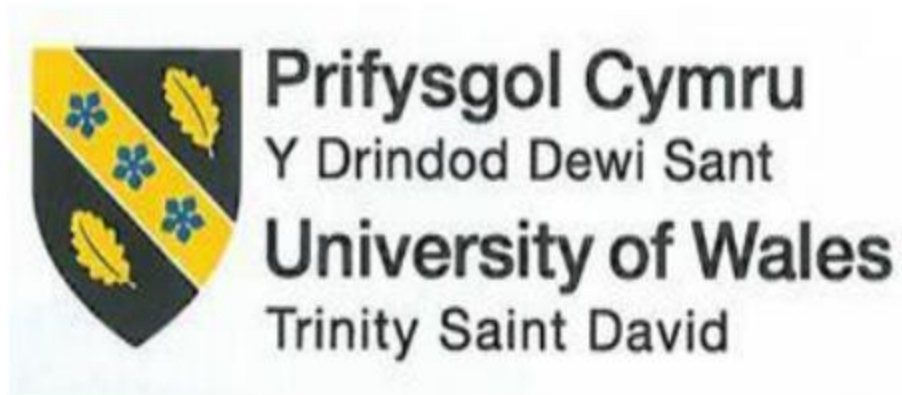




Hotel Placement

Module Title: Operating Hotel Facilities

Module Code: BMIH4006

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Component one: Learning Log

Description:

In a placement at Orida Hotels Maidstone, I worked in a housekeeping department, where I did several tasks satisfactory to maintaining both the cleanliness and orderliness of guest rooms and the common areas. The position I held needed accuracy and diligence with a full focus on ensuring that every customer's experience was top-notch. As the cleaning crew leader, I was tasked with running carpets and rugs in guest rooms and common areas. This not only visually cleaned up but also supported the mission of removing allergens and improving the quality of air which made a guest room more pleasant and cosy. In addition, I was assigned to vacuum carpeted floors, upholstery, curtains and furniture surfaces. Through the maintenance of the hotel, I created a pleasant environment for the guests by eliminating the dust. Changing the linen was another important part of my obligations as a housekeeping member of staff. I made sure that beds were made with clean, ironed sheets and available towels replaced as necessary. This attention to detail was crucial in achieving this and ensured that visitors had a comfortable and hygienic experience while staying in the spa. I also added the rest of the amenities like toiletries and towels to replenish any supplies removed by the guests. This way, they would all have everything they needed for a comfortable stay. One of the functions in my housekeeping position that triggered the most interest was the thorough sanitizing of surfaces, given that the COVID-19 pandemic is still happening. In my daily duties, I ensured all high-touch surfaces including door knobs, light switches and remote controls among others were disinfected and sanitized to curb the spread of germs and create a safe environment for guests and employees. This, this continually was held onto and observed was the principle of cleanliness, which went a long way in maintaining the trust and confidence of guests during their stay.

Feelings and Emotions:

Emotions were a range I experienced during my experience. In the beginning, I was tremendously excited, but being in a fast-paced environment could make me feel overwhelmed by the work volume and speed. Nevertheless, gradually I started to enjoy my job and performing my duties became satisfying once I adapted to them. Working with a team has both been the most rewarding and the most challenging experience for me. There have been situations where we had to drive ourselves to tight deadlines or deal with unexpected challenges, nevertheless, we managed to overcome them with the combined use of responsible communication and teamwork.

Evaluation of Performance and Skills:

Among the myriad of my assets the one that implicitly comes to the front is my peculiar attention to detail. Generally, I have a personal characteristic that keeps me going to projects and coming up with works that are of the best quality or standard. Whatever the type of detailed nature of my personality, I will be immensely talented at work such as thorough proofreading of the documents, scrutinizing the delicate designs, or organizing the events in a detailed manner. Not only the instilled skills of detecting even slight defects but also they have also won me the confidence of my colleagues and bosses. Stories of the clients and team members who work with me credit my diligence and perseverance, seeing those qualities to be valuable to our joint projects. Likewise, this power has implemented a sense of control in me, in return making me be mindful verify what I do and correct any errors before they become serious. Furthermore, I'm glad that my communication skills have developed. Getting to communicate with such a myriad of individuals including guests and colleagues has been a worthwhile experience that helped me to improve my effective ideas and conversation skills and develop proper relationships. Whether it's practising active listening, defining complex ideas, or resolving disputes, I've learnt how to bring a versatile communication style to diverse settings and personalities. Communication has indeed proven to be so vital as it helps to smooth the activities of collaborative projects and also allow everyone in the process to stay updated, motivated and focused. Through developing a culture of open communication and mutual respect, I have managed to cultivate deep working relationships which are underpinned by confidence and trust among the professionals. Thus teams succeed in having smooth coordination and working in sync allowing them to significantly increase their productivity and successful project outputs.

Impact on Understanding of the Housekeeping Department's Role:

The role of the housekeeping department in guest satisfaction got a deeper insight from my site experience. The degree of cleanliness and hotel maintenance are essential aspects in determining the guest's level of satisfaction with the hotel and its services. Besides, I knew how the operational activities of the department, for instance, stock management and quality control, actually support the effectiveness of the hotel. The hotel without a smoothly running housekeeping department will not withdraw a good reputation and as a result, the profitability will go down inexorably.

Conclusion and Lessons Learned:

In sum, my room assignment in the Housekeeping Department of Orida Hotels Maidstone has been a great learning experience. It reminds me that emphasis on these elements has a great influence on the service quality in the hospitality business and the organization of work. It also puts the weight on stable growth through permanent improvement and adjustment in the changing work environment. All in all, I have acquired a thorough

comprehension of the hospitality industry and I am equipped with helpful talents for future challenges.

Action Plan for Future Improvement:

As I proceed, I plan to work on my time management skills to carry out time prioritization and field efficiency. I shall try all means to advance my communication skills, through training or seminar. Furthermore, I will gain knowledge of the trends in the hospitality industry and the best practices to ensure that I remain informed and bear a variety of adaptable skills in the swiftly changing hospitality environment. Through the process of regularly progressing and learning from my past experiences, I believe in my success as a housekeeping department employee and even in my hospitality profession at large.

Component two: Assessment of practical task Scenario.

Introduction

In the **academic context of hospitality and tourism management**, the concept of **international hotel management** is important as it prepares students to travel and work abroad within the hospitality sector (O'Fallon and Rutherford, 2010). Apart from this, understanding the variety of different positions within the facilities management as well as appreciating the vital key skills within these operating hotel facilities will improve hotel operation areas. From a fundamental perspective, **hotel operations** are based on the important activities for running hotels and delivering effective guest experiences.



Figure: Orida Hotels Maidstone

[Source: Orida Hotels Maidstone, 2024]

Hence, this assessment of the practical task scenario is based on the health and safety guide of the chosen organisation **Orida Hotels Maidstone**.

Overview of Practical Task – Scenario.

As per the **task scenario**, the supervisor has observed a lack of awareness of the health and safety practices during the room cleaning process at Orida Hotels Maidstone, leading to accidents and injuries. In this context, the future manager's task is based on the creation of a health and safety guide for the housekeeping department specifically on room cleaning. As part of the guide, the necessary precautions, procedures, and housekeeping staff well-being will be outlined followed by addressing potential hazards

and providing practical solutions for mitigation and fostering a safe and secure environment.

Identifying potential risks, and gathering information on industry best practices and regulations related to housekeeping safety.

In the words of Casado (2012), in terms of housekeeping safety, the **potential risks** that can be identified include arm injuries, shoulder injuries and back injuries. According to Orida Hotels Maidstone (2024), the hotel provides exceptional housekeeping facilities like comfy and clean rooms, floors and sanitised washrooms. Regarding **industry best practices**, effective housekeeping practices include regular inspection of spills and warning signs followed by using PPE and replacing damaged tools. To highlight this point of view, the **housekeeping safety regulations** include cleaning up spills, keeping surfaces clean, storing equipment and wearing personal protective equipment.

Precautions

In relevance to the placement hotel, Orida Hotels Maidstone engages in outlining the necessary precautions that will help in accident and injury prevention.

Figure 1.3

Managing service and service operations

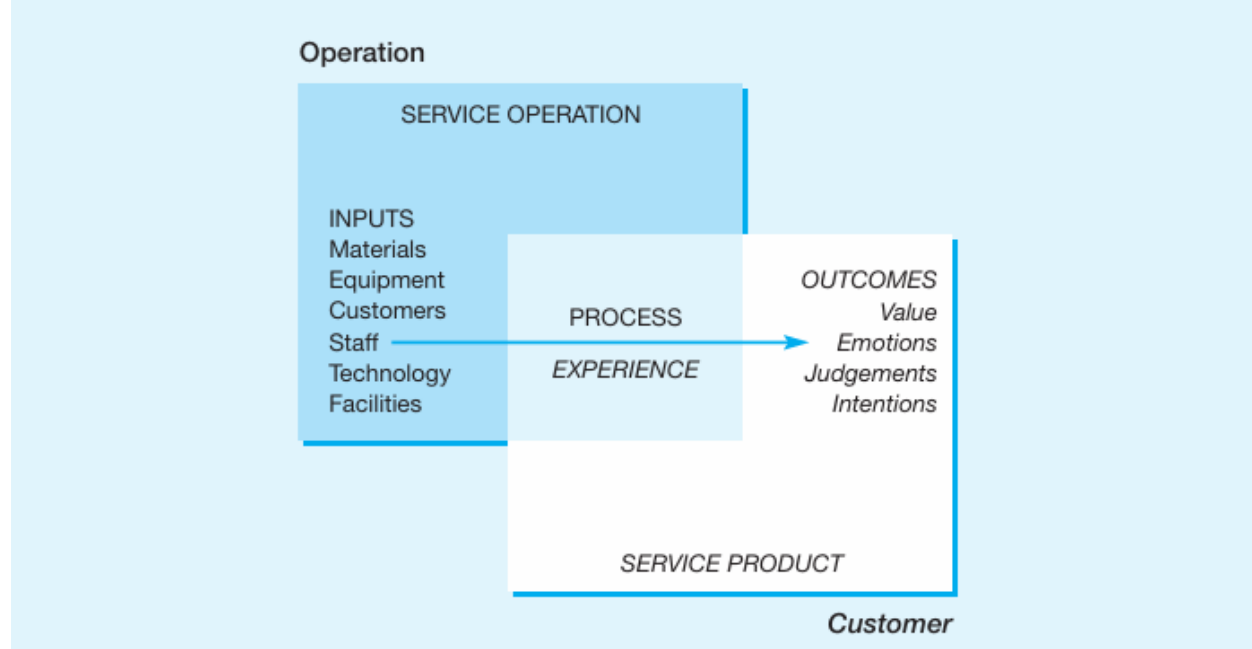


Figure: Service operations

Source: Johnston and Clark, 2005

Moreover, in this context, the precautions in the hotel industry include equipment maintenance, conducting safety inspections, providing personal protective equipment,

housekeeper safety training and safety inspections for spills and hazard reporting. As commented by authors Kitchin and Ferdinand (2016), hazard safety precautions include the detection of fire alarms, carbon monoxide detectors and rough surfaces.

Procedures:

As part of the hotel procedures, the step-by-step procedures of room cleaning include

- De-cluttering the area
- Effective property maintenance
- Guaranteeing guest service
- Managing hotel processes by changing towels and linen
- Providing housekeeping through clear ventilation (Jones, 2007)
- Emptying bins and dusting
- Disinfecting surfaces
- Cleaning bathroom and mirrors
- Vacuuming furniture and floors
- Dusting and cleaning the whole area.

Equipment

In terms of equipment, the list of essential equipment as well as the tools that will be safely used during the process of room cleaning includes a vacuum cleaner, mopper, wet dustbin, brushes and dustpan (Mullins, 2001). From a critical point of view, housekeeping property requires supplies and equipment. In addition, the classified items of hotel room cleaning include reusable equipment and consumables. In this aspect, vacuum machines, brooms, floor machines, dusters, germicides and detergents. In relevance to the case scenario of Orida Hotels Maidstone, it can be highlighted that certain issues in housekeeping and room cleaning were recently observed for which improving the Operating Hotel Facilities will prove beneficial.

Hazard Mitigation:

To identify the potential hazards that are specific to room cleaning, it can be stated that the hotel cleaners face hazards in chemical cleaning products exposure, occupational stress due to hazard exposure, biological hazards, fatigue due to long working hours and health problems. In this context hazard identification, trips, slips, falls, electrical hazards and heat-cold exposure are other associated hazards. Critically speaking, providing practical solutions to hazard mitigation includes training the hotel staff on the safe handling of chemicals, followed by educating them to recognise the symbols of hazardous chemicals (Johnston and Clark, 2005). In this way, providing personal protective equipment and eco-friendly cleaning agents will help in handling hazardous chemicals.

Conclusion

In conclusion, this visually attractive guide has successfully been implemented to focus on the operating hotel facilities of the placement hotel, Orida Hotels Maidstone based on

the practical experience and key skills of facilities management such as housekeeping while encountering the hotel environment, followed by developing knowledge of guest service skills.

Component three: Presentation

Slide 1 Introduction

Introduction

- This presentation will focus on developing the operating facilities of the placement hotel, Orida Hotels Maidstone
- It will further deliver basic training for the housekeeping team members.



Speaker notes

In the context of hotel operating facilities, this presentation will focus on developing the operating facilities of the placement hotel, Orida Hotels Maidstone as well as delivering basic training for the housekeeping team members.

Slide 2 Health and Safety Guide

Health and Safety Guide



- As opined by Wood (2013), safety precautions, health hazards and room cleaning procedures will provide health and safety in the hotel industries
- Nevertheless, equipment utilisation will develop competencies within the operational departments
- In this way, the health and safety guide will also improve the organisational standards of Orida Hotels Maidstone

Speaker notes

In terms of health and safety, focusing on safety precautions, health hazards and engaging in the room cleaning procedure and utilising the equipment will help in acquiring competencies within the operational departments, requirements and organisational standards.

Slide 3 Essential health and safety practices outlined in the guide

Essential health and safety practices outlined in the guide

- The health and safety practices that can be implemented in the placement hotel, Orida Hotels Maidstone include cleaning spills, keeping clear pathways, marking wet floors and using personal protective equipment
- According to Wood (2013), essential health and safety practices include effective storage of housekeeping materials, decluttering and improving sanitation procedures

Speaker notes

As outlined in the guide in component two, the health and safety practices in the aspects of housekeeping include cleaning spills, keeping clear pathways, marking wet floors and using personal protective equipment, developing sanitation procedures, effective storage of housekeeping materials and controlling dust by decluttering.

Slide 4 Housekeeping

Housekeeping



- As opined by authors Vallen & Vallen (2012), the housekeeping aspects are effective in the hotel industries of the global business environment
- Housekeeping aspects of PPE, decluttering, and delivering proper room services at Orida Hotels Maidstone will improve hotel management

Speaker notes

The housekeeping aspects are effective in the hotel industries and utilising the aspects of PPE, decluttering, and delivering proper room services at Orida Hotels Maidstone will help in effective hotel management in the global business environment.

Slide 5 Basic training for the housekeeping team members

Basic training for the housekeeping team members

- The basic training for the housekeeping team members improves the hotel management (Bridger, 2018)
- The housekeeping team members of Orida Hotels Maidstone should greet guests
- They should also provide essential room services
- Responding to guest queries



Speaker notes

The basic training for the housekeeping team members includes greeting guests, providing essential room services and responding to guest queries.

Slide 6 Clear, comprehensive and engaging implementation of the guidelines

Clear, comprehensive and engaging implementation of the guidelines

- In terms of guidelines, the precautions of the housekeeping team include safety inspections, housekeeper safety training and equipment maintenance
- Hazard reporting
- Safe systems development (Tesone, 2010)
- Cleaning spills
- PPE usages

Speaker notes

The necessary precautions that will help in hotel accidents and injury prevention include equipment maintenance, safety inspections, housekeeper safety training, hazard reporting, safe systems development, cleaning spills and providing PPE.

Slide 7 Step-by-step procedures of housekeeping team training

Step-by-step procedures of housekeeping team training

- Greeting guests (Raghubalan and Raghubalan, 2009)
- Answering queries
- Jotting client names and phone numbers
- Grooming
- Hygiene.

Grooming & Personal Hygiene



Speaker notes

Housekeeping team training includes the procedures of greeting guests, answering their queries, and taking their names and phone numbers followed by staff grooming and hygiene.

Slide 8 Purpose of training

Purpose of training

- The training purpose is based on educating and informing the housekeeping team about the essential health and safety practices at Orida Hotels Maidstone



Speaker notes

The purpose of this training is to educate and inform the housekeeping team about the essential health and safety practices as outlined in the guide.

Slide 9 Conclusion

Conclusion

- To conclude, this presentation focuses on the health and safety of the Orida Hotels Maidstone housekeeping team.



Speaker notes

This presentation is centred around the health and safety guide of the housekeeping team of Orida Hotels Maidstone.

Slide 10 References

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