

Prifysgol Cymru Y Drindod Dewi Sant University of Wales Trinity Saint David Component One: Student Journal (learning log) 750 words +/- 10% Contribution to Overall Module Assessment: 25%	<table> <tr> <td>Student No:</td><td>(2217500)</td></tr> <tr> <td>Module Title:</td><td>Operatinh Hotel Facilities</td></tr> <tr> <td>Module Code:</td><td>BMIH4006</td></tr> <tr> <td>Lecturer:</td><td>Dan Payne</td></tr> </table>	Student No:	(2217500)	Module Title:	Operatinh Hotel Facilities	Module Code:	BMIH4006	Lecturer:	Dan Payne
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Working within a housekeeping team, in the , especially in Courtyard by Merriott Exeter, demands a specific set of skills and competencies. In this reflective journal, I will identify the key skills required to excel in a housekeeping team, draw from my personal experiences, and link these skills to theoretical principles and industry examples. Attention to Detail: is paramount in housekeeping in Marriott Courtyard Exeter. It involves meticulously cleaning, organizing, and maintaining spaces (Swayne & Golden, 2014). The smallest oversight can lead to dissatisfaction among customers. Time Management: Effective time management is essential for completing tasks efficiently and ensuring that rooms are ready for guests in a timely manner (Lockyer, 2013). Communication Skills: Clear communication is essential within a housekeeping team to coordinate tasks.(Dhillon, 2016). Misunderstandings can lead to errors and inefficiencies. Adaptability: They should be able to adjust their cleaning methods and strategies to meet specific needs. Physical Stamina: Housekeeping is physically demanding. Cleaning, lifting, and moving furniture can be physically exhausting (CIEH, 2014). Problem Solving: Housekeepers often encounter unexpected challenges, such as stubborn stains or broken equipment. They need problem-solving skills.(Kim, 2019). Guest Focus: Ultimately, the goal of housekeeping is to create a comfortable and clean environment for guests. It is essential to have a customer-centric, ensuring their satisfaction (Berry et al., 1990). In my own experience working in a housekeeping team at Marriott Courtyard Exeter, I have found that attention to detail has been one of my strongest skills. I take pride in thoroughly cleaning									

and organizing spaces to meet high standards. Whether it's ensuring every corner of a hotel Marriott Courtyard Exeter room is spotless or maintaining the cleanliness, I have consistently paid attention to even the smallest details to exceed customer expectations.

Time management is another skill I have developed over the time I worked at Marriott Courtyard Exeter. Meeting tight deadlines and delivering rooms or areas on schedule has been a crucial aspect of my work. In summary, time management is a fundamental skill in the housekeeping industry. It involves not only meeting deadlines but also optimizing processes, efficiently allocating resources, and addressing unexpected situations. Effective time management is essential for ensuring customer satisfaction, operational efficiency, and the overall success of housekeeping teams.

Communication skills have also played a pivotal role in my success within the housekeeping team for Marriott Courtyard Exeter. While coordinating with colleagues to divide tasks or communicating with guests to address their specific needs or concerns, I have found that effective communication fosters a positive and efficient work environment.

In terms of adaptability, I have encountered various challenges in different work settings. For instance, in a hotel like Marriott Courtyard Exeter environment, adhering to strict infection control protocols required me to adapt my cleaning methods and procedures to meet specific guidelines, as I did during my work within Marriott Courtyard from Exeter.

While physical stamina is important, I have made efforts to maintain my physical fitness to meet the demands of the job effectively. Regular exercise and a healthy lifestyle have been crucial in ensuring I can perform physically demanding tasks without exhaustion.

Regarding problem-solving, I have encountered situations where I needed to find solutions to unexpected cleaning issues, such as removing stubborn stains. I have learned to research and apply effective cleaning techniques to overcome these challenges efficiently.

I have always approached my work at Marriott Courtyard Exeter with a guest focus. I understand that the cleanliness of the environment significantly impacts their experience. This customer-centric approach has led to positive feedback and increased customer satisfaction.

The skills and experiences I have described align with the theoretical principles and industry examples in the following ways:

Attention to detail is consistent with Swayne and Golden's (2014) emphasis on cleanliness standards and also with Marriott Courtyard Exeter.

Effective time management aligns with Lockyer's (2013) discussion of time management in the hotel industry, especially with Marriott Courtyard Exeter.

Communication skills are essential for maintaining cleanliness and infection control, as discussed by Dhillon (2016).

Adaptability is crucial when adhering to specific cleaning protocols in healthcare environments.

Physical stamina is emphasized by the Chartered Institute of Environmental Health (CIEH) (2014).

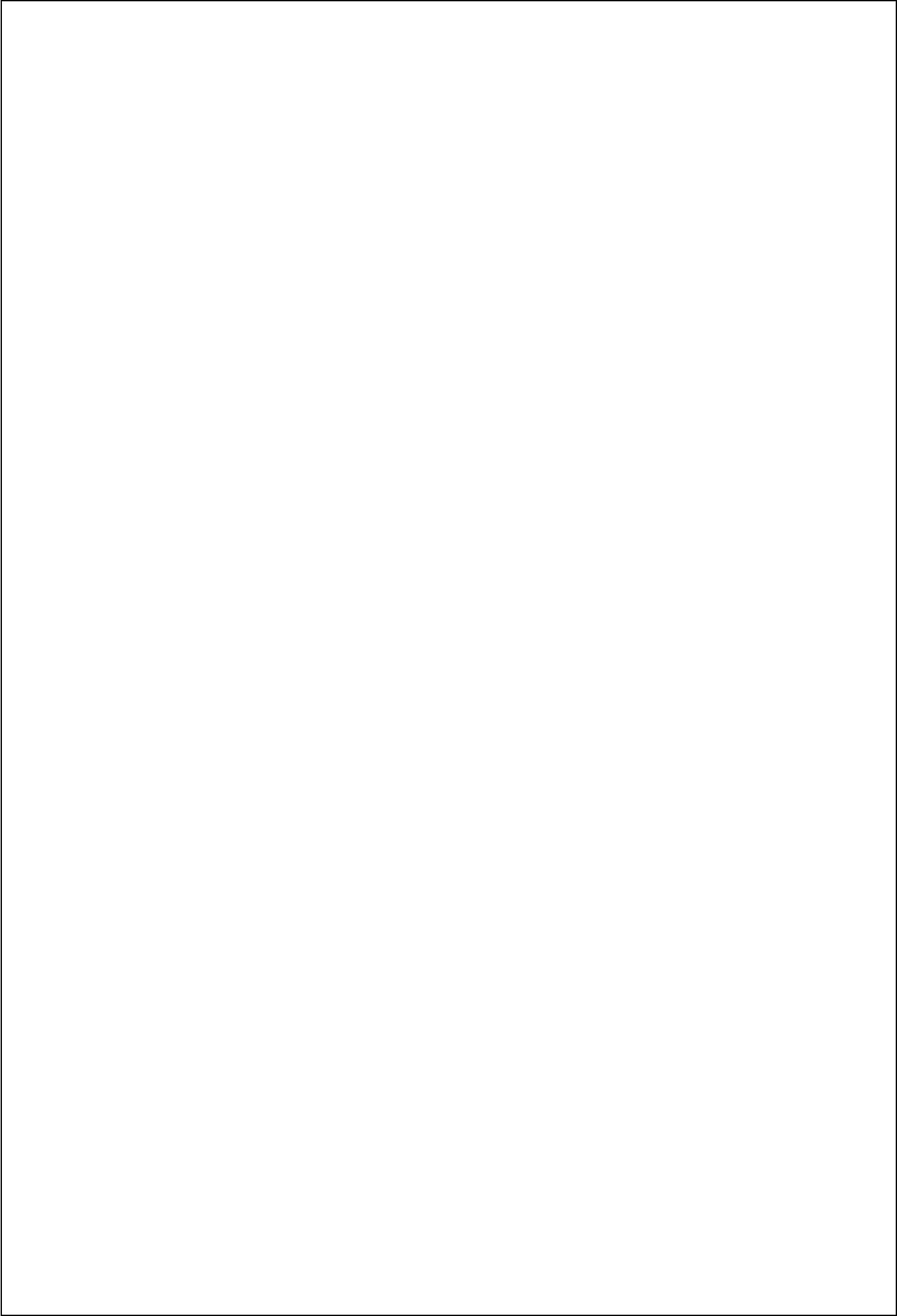
Problem-solving skills are crucial for maintaining cleanliness standards, as noted by Kim (2019).

A guest or patient focus aligns with the "Moments of Truth" model (Berry et al., 1990).

Working within a housekeeping team in Marriott Courtyard Exeter requires a unique set of skills, including attention to detail, time management, communication, adaptability, physical stamina, problem-solving, and a guest or patient focus. Reflecting on my experiences, I have found that these skills have been critical to my success in maintaining high cleanliness standards and ensuring customer or patient satisfaction. By aligning these skills with theoretical principles and industry examples, I have gained a deeper understanding of their significance in the housekeeping profession. This reflection has reinforced my commitment to further develop these skills to excel in my role.

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Component Two: Housekeeping cleaning checklist

Contribution to Overall Module Assessment: 25%

To address this issue, I have been tasked by my line manager to create a room cleaning checklist for the housekeeping team. I will outline a comprehensive room cleaning checklist and discuss how to ensure that the rooms are cleaned to brand standards, introduce measures to improve team effectiveness, and explain why I consider the checklist to be the most effective.

The first step is to conduct a thorough inspection of the room before and after cleaning. It aligns with industry standards for quality assurance (Hjalager, 2010).

Standard Operating Procedures (SOPs): Implement standardized cleaning procedures. SOPs provide a structured approach and help maintain consistency (Brotherton & Wood, 2008).

Regular quality assurance audits can be conducted to measure performance against brand standards. This not only identifies areas of improvement but also motivates staff (Hayes & Ninemeier, 2008).

Training and Education: Ensure that all team members are properly trained on the brand's cleaning standards. Regular refresher training can help keep everyone updated (Singal & Mandip, 2013).

Clear Communication: Effective communication within the team is essential. Regular team meetings and a well-structured communication system can help address concerns, share best practices, and enhance teamwork (Lussier & Hendon, 2016).

Task Allocation: Assign specific roles and responsibilities to team members, ensuring that everyone knows their tasks and expectations.(Brotherton & Wood, 2008).

Motivation and Recognition: Recognise and reward team members for their efforts and dedication. (Lussier & Hendon, 2016).

Feedback and Improvement: Encourage team members to provide feedback on the cleaning checklist and room cleaning procedures.(Singal & Mandip, 2013).

The checklist I propose is designed to ensure consistent room cleaning to brand standards. It comprises the following key elements:

Pre-Cleaning Inspection: Before cleaning, inspect the room for any existing issues, such as maintenance needs or damaged items.

Step-by-Step Cleaning Procedure: The checklist outlines a detailed cleaning procedure for each room element, including beds, bathrooms, furniture, and appliances. It ensures that no area is missed during cleaning.

Quality Control: After cleaning, the room must undergo a quality control inspection to confirm that brand standards are met.

Checklist Completion: Team members must complete the checklist for each room cleaned, providing a record of the tasks performed and any issues encountered.

Training and Feedback: Regular training sessions are conducted to familiarize team members with the checklist and brand standards.

Quality Assurance Audits: Independent audits are performed periodically to assess the effectiveness of the checklist and ensure that rooms are consistently cleaned to brand standards.

I consider this checklist to be the most effective because it combines comprehensive cleaning instructions with team-focused measures to enhance performance and consistency. It aligns with established best practices in the industry (Hjalager, 2010; Hayes & Ninemeier, 2008) and ensures that rooms are consistently cleaned to brand standards.

In the hospitality industry, maintaining consistency in the housekeeping department is vital to ensuring guest satisfaction and upholding brand standards. This checklist should encompass detailed cleaning procedures, quality control measures, training, feedback mechanisms, and quality assurance audits. It is through such a comprehensive approach that housekeeping teams can effectively meet brand standards and enhance guest satisfaction. Ultimately, this checklist provides a proactive solution to the challenge of inconsistency.

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