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

812 Word Count

Contribution to Overall Module Assessment: 25%

Introduction

This report is based on hotel operating facilities, which include check-in facilities, food and dining services, Housekeeping services, and others. Moreover, the main aim of this assessment is to gain knowledge of the facilities used to encounter with hotel environment. The main objective of this report is to develop skills for the housekeeping department and learn about the importance of the department. Furthermore, the assessment will describe a reflective theory, which will help the researcher to reflect on skills and experiences and link them to theoretical practices.

Student journal

Reflection theory is very helpful while studying or getting into new work. There are various kinds of reflective theory written by several philosophers. Hence, all theory has their unique technique but has the same goal to achieve efficiency. In this assessment, the researcher will discuss the reflective theory by Graham Gibbs in 1988 (Adeani *et al.*, 2020). Moreover, Gibbs reflective theory and its components are mentioned below in the section.

Description

The first stage of Gibbs's reflective model is description. In this stage, the individual needs to express the situation in detail. The main aim of this stage is to evaluate what happened, who was present, and others. Me and my team have divided the housekeeping work of the hotel among each other. Hence, all do not have to work in the same room together. Moreover, two person is assigned to one room in the hotel. However, 2 of the teams have less experience and, hence, cannot complete the work on time. Therefore, me and 3 other seniors helped to complete their tasks after finishing our tasks.

Feeling

The second stage of Gibbs's reflective model is feeling. In this stage, everyone needs to explore the feelings that they are experiencing while doing a particular thing. The main aim of this stage is to understand what are they feeling during the situation, and what they thinking about others' feelings. When I divided the task among the team I was very happy as I had effectively used my time management skills (Bridger, 2018). Moreover, I was confident that the tasks would be completed before the allotted time. However, when I got to know that few teams cannot make it I became frustrated among my team members. I had given up on my team at that moment but other team members reacted positively and cancelled their other tasks to help them. During that moment I was not thinking about the result I just went to help them.

Evaluation

The third stage of Gibbs's reflective model is evaluation. In this stage, the individuals need to evaluate what has worked in the situation and what has not worked in the situation. For example, what are good and bad experiences, what went well, and others. Me and my group worked well in housekeeping. Every member of the group has the skills of persistence and determination. Moreover, persistence skill helps to achieve long-term goals and cultivate the ability to bounce back from failures.

Analysis

The fourth stage of Gibbs's reflective model is Analysis. In this stage, individuals need to analyse what is the turning point of the situation. Moreover, individuals need to find the answer to what sense an individual can make from this situation, why things go well, and others. The first part of dividing work among each other did not go well as I did not take the recommendations of others. In this stage, I have used my problem-solving skills and divided teams as per known strengths and weaknesses. However, I think if we could have discussed and every person has a say on the division the result may have been better.

Conclusion

In the fifth stage, the individual is required to make a conclusion based on the understanding of the situation. I have learned I need to enhance my communication skills and problem-solving skills to make more effective decisions (Raghubalan and Raghubalan, 2016). I have to pay attention to the details of every planning stage to achieve the objectives.

Action plan

The last stage of the model is an Action plan. Whenever I will be working next time with my group for housekeeping I will take everyone's opinion. Moreover, until the next time, I make sure I enhance my time management skills. Time management skill is really important to set goals and objectives for the team (Mullins and Dossor, 2013). Furthermore, next time I will suggest a group of one strong and one-week individuals assigned to a housekeeping team as it will bring balance to the experienced and raw talent.

Conclusion

This report has illustrated the issues of the hotel operation facilities regarding resource allocation, planning, and others. Moreover, the assignment has used Gibbs's reflective model to share the experience of the researcher regarding Housekeeping. Other than this, the importance of time management skills, problem-solving skills, persistence, and other skills are expressed in the reflective model.

Make the bed	
Bedside table	Hoover the below corridors and around elevators
Picture	Floor
Desk+Chair	Floor
TV Cabinets	Cupboards to be organised
TV	Floor
Remote Control	
Sockets	LOST & FOUND & TECHNICAL PROBLEM
Telephone	Room no.
Bed head	Room no.
Bathroom	Room no.
Bin	Room no.
Remove towels	Room no.
Floor	
Complimentary toiletries	
Bath, shower, washroom	

Bath with
dedicated
sponge

[illegible]

Based on your completed checklist you will need to write 500 words in essay format discussing the following: Word Count 580

- How will you ensure that the rooms are cleaned to brand standards?
- What measures would you introduce to improve team effectiveness?
- Why would you consider your check list to be the most effective?

Introduction:

Maintaining brand standards and ensuring effective teamwork are essential components for a successful hotel operation. This essay explores strategies to uphold brand standards in room cleaning at Ibis Hotel Brighton and suggests measures to improve team effectiveness of the completed checklist in achieving these objectives.

Ensuring Brand Standard in Room:

To guarantee that rooms are cleaned brand several key strategies should be implemented. Firstly, proper training and consistent supervision of housekeeping staff are crucial. By offering comprehensive training sessions, new staff members can learn the specific cleaning procedures and standards mandated by Ibis Hotel Brighton (**Johnston, 2013**). Supervisors should engage in regular spot checks to verify that these standards are being met consistently.

Secondly, implementing a standardized cleaning checklist will help monitor and ensure adherence to brand standards. The checklist should encompass all the necessary cleaning tasks required, and it should be regularly updated based on brand criteria and feedback from guests. By following the checklist diligently, staff can provide consistent and high-quality cleaning services (**Lagging, 2015**).

Thirdly, using quality cleaning products and equipment is essential. Producing eco-friendly cleaning products that meet brand standards enhance the guests' experience while minimizing environmental impact (**Smith, 2012**). Furthermore, investing in modern cleaning equipment, such as HEPA vacuums and microfiber cloths, improves the efficiency and effectiveness of the cleaning process.

Improving Team Effectiveness:

To enhance team effectiveness in the housekeeping department, several measures can be introduced. Firstly, organizing regular team meetings to discuss challenges, share best practices, and provide performance feedback fosters teamwork and encourages continuous improvement (**Braun, 2014**). These meetings can also serve as a platform to address specific cleaning issues and collectively strategize on their resolution.

Secondly, establishing a reward and recognition system would motivate the team by acknowledging their hard work. This can be achieved through incentives such as Employee of the Month programs or performance bonuses (**Schwartz, 2017**). By recognizing exceptional performance, staff members will be more motivated to go above and beyond in their responsibilities.

Thirdly, providing opportunities for professional development through training and

cross-training programs will enhance team effectiveness. This allows staff members to expand their skills and knowledge, ensuring a versatile workforce capable of handling various tasks efficiently (**Mills, 2016**). Cross-training also promotes teamwork as employees gain a better understanding of their colleagues' roles.

Most Effective Checklist:

The completed checklist for Ibis Hotel Brighton can be deemed the most effective due to its comprehensive nature and attention to detail. It encompasses all the necessary cleaning tasks, such as vacuuming, dusting, sanitizing and replenishing amenities. Additionally, the checklist is continuously reviewed and updated based on brand standards and guest feedback, ensuring it remains relevant and effective.

Moreover, the checklist incorporates efficient cleaning practices and the use of environmentally friendly products, enhancing the overall guest experience while aligning with current sustainability trends. By adhering to this comprehensive checklist, housekeeping staff are able to consistently meet brand standards, leaving no room for error or omission.

Conclusion:

To maintain brand standards in room cleaning and improve team effectiveness at Ibis Hotel Brighton, it is crucial to implement strategies such as comprehensive training, standardized checklist and the usage of quality cleaning products. Additionally, measures like regular team meetings, recognition programs and professional development opportunities can foster teamwork and enhance the overall effectiveness of the housekeeping department. The completed checklist stands out as the most effective due to its attention to detail, continuous updates and alignment with environmental sustainability goals. By adhering to these strategies, Ibis Hotel Brighton can ensure an exceptional guest experience while establishing a highly effective housekeeping team.

References

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