

Hotel Placement – Managing Hotel Administration

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Introduction

As someone with a strong focus in hotel administration, I learned about the link between technical skills as well as skills that could be learnt whilst working at Premier Inn Hotel, Hayes through my shadowing experience. Training turned from theory to real life as I engaged with real-time decision-making, guest service strategies, and interdepartmental coordination as I learned the PMS systems, revenue management, GDPR compliance, and service recovery frameworks. This experience served as a reminder of the importance of balancing operational efficiency with human-centred adaptability. Through a blend of theory and application, I gained clearer insight into handling environments associated with luxury hospitality and honed my skill set to firm up my future career aspirations.

Section 1: Reflection on Experience and Personal Development

My experience shadowing a supervisory role at Premier Inn Hotel, Hayes, a historic luxury hotel in London, highlighted the relationship between the skills gained at work and the technical know-how required to maintain a standard of service for guests.

Kolb's Experiential Learning Cycle: Observation and Application

Kolb's experiential learning cycle helped, as I transitioned from concrete experience which is Daily Operations to reflective observation how they decided not to check in a VIP when delayed last minute (Dressler et al., 2018). The supervisor's reassignment (active experimentation) of staff to create a solution in real-time is an example of Schön's reflection-in-action: adapting what you're doing as you do it. This underlined the balance between PMS proficiency and soft skills such as crisis management.

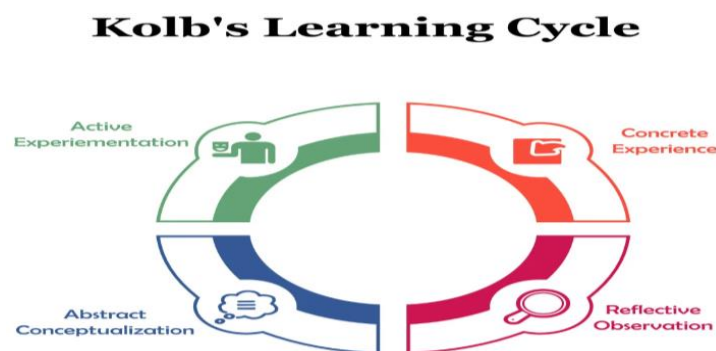


Image : Kolb's Experiential Learning Cycle (Mcleod, 2024)

Gibbs' Reflective Model: Building Bridges between Past Experience and Current Practice

My previous front desk work was consistent with Gibbs' Reflective cycle, where reflections and evaluations I made with previous guest interactions helped me understand how Premier Inn Hotel, Hayes's escalation protocols operated (The University of Edinburgh, 2024). Such as in the case of a dining preference complaint being resolved that interacts with academic frameworks on service recovery, and shows how vocational development can allow inter-comments of communication and teamwork in departments such as housekeeping and F&B.

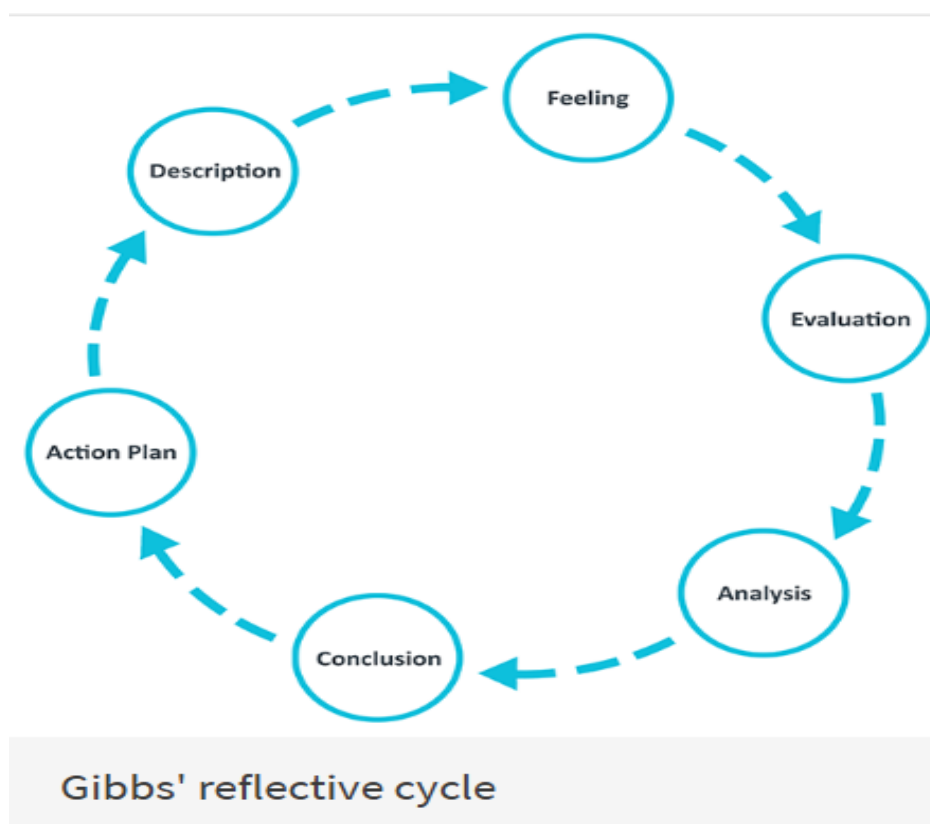


Image :Gibbs' Reflective Model (The University of Edinburgh, 2024)

Schön's Reflection-in-Action: Leadership & Personal Skills

Premier Inn Hotel, Hayes's spirit of anticipatory service highlighted emotional intelligence and leadership. During the course of a staff briefing, the supervisor used storytelling to motivate the team aligning with elements of transformational leadership theory (Petkus, 2023). This experience reaffirmed that technical knowledge like revenue management tools must walk hand in hand with relational skills to cultivate guest loyalty and team cohesion.

Integrating Vocational and academic-oriented Development

My path from junior positions to leadership shadowing offered insight into how vocational ascension weaves theory with practice. Theoretical units on operational efficiency deepened my analysis of workflow systems, and high-pressure teamwork from coordinating events to delivering high-stakes assessments developed resilience (Wikström, 2021). Along the way, influenced by Kolb, Gibbs, and Schön, it became clear that high-quality guest service is all about systems mastery and human-centred adaptability.

Section 2: Critical Analysis of Work-Based Skills and Technical Knowledge

Learning and Skills Integrated Context

My shadowing experience at Premier Inn Hotel, Hayes demonstrated these factors as dependent on each other. Like, solving a VIP check-in delay invoked the supervisor to employ the PMS technical knowledge to draw available staff, while prioritisation and delegation work-based skills where an absolute must to ensure great service recovery. Without PMS literacy, poorly distributed work would have gone unpunished without soft skills, and guest dissatisfaction would have worsened. For Example, Interaction of VIP arriving at mid night and the suite not ready therefore, assistant supervisor had to implement PMS knowledge to check for available cleaners and getting them to his suite (AlManei, Salonitis and Tsinopoulos, 2021). At the same time, prioritization and delegation skills were imperative to make sure the guest was fit in as soon as possible.

English Language: A Region-Based Lexicon

Administrative accuracy is supported by technical systems. How? At Premier Inn Hotel, Hayes, analysing occupancy demand trends with IDEaS Revenue Management Software shaped staffing and inventory decisions (Kainuma and Tawara, 2022). At this peak moment, this tool enabled the Supervisor to proactively allocate housekeeping resources, thereby preventing any further delays for room readiness. Knowledge of GDPR protocols meant that guests' data was handled correctly. This technical know-how reduced operational risks and maximized efficiency. Each day during check-ins, billing, and reporting.

Work Based Skills: Problem Solving in Human Context

Systems drive processes and soft skills address ambiguity. One complained about unmet dietary preferences. The supervisor used service recovery frameworks theory to provide a complimentary meal and team debriefs which is reflective practice to prevent a recurrence. This reinforced the notion that emotional intelligence spans the gap between technical protocols and bespoke service (Wikström, 2021). For instance, one high-demand weekend as a result of a major sports event, IDEaS software helped the supervisor anticipate peak check-in periods. The modelling allowed for early assignment of extra front desk agents and housekeeping staff as the occupancy increased, ensuring rooms were ready on time.

Interim synthesis: Fusing theory practice

Discussing with staff, task management comes down to the trade-off of skills vs knowledge. For example, at a wedding event, the supervisor added the Banquet Event Order (BEO) app software to cross-departmental briefings teamwork to keep everyone's timelines aligned. My formal education in operational theory allowed me to fill the gaps; a delayed room setup highlighted the demand for real-time PMS updates, an insight I gleaned in a Schön-inspired reflective discussion with the events team (Kainuma and Tawara, 2022). I would eventually recognize that the lack of timely PMS updates was an ongoing problem, a realization that my formal education in operational theory had not prepared me for.

Balance Is Imperative

Premier Inn Hotel, Hayes's way of working showed that administrative excellence is not a binary choice between cold technical and warm human skills. Work-based skills focus on the how and the why of guest interactions, while technical knowledge answers the what and when of task execution. For students of this view, shadowing crystallizes this duality

Section 3: Reflection on Organisational Issues

From my shadowing experience at Premier Inn Hotel, Hayes, one of the main organisational problems I observed in the Front Office Department was a lack of interdepartmental communication, especially between the front desk, housekeeping and room service. This often resulted in rooms being ready the wrong way, or guests being mistaken for their requests, or service delivery being inefficient.

One case was that a VIP guest has asked for an early check-in, but housekeeping could not update the PMS soon enough and room was not prepared on time. This led to guest dissatisfaction, resulting in service recoveries like comped refreshments and complaints-level apologies (Sundstrom, De Meuse and Futrell, 2022). This miscommunication not only affected guests experience but also caused added pressure to front desk staff who were forced to manage it without an updated view of arrivals. This eventually translated operationally to housekeeping, where room turnovers were in backlog, leading to delays in room readiness.

The answer lies in enabling digital, real-time communication tools that connect the dots between housekeeping, front desk and room service on a single platform. According to the Lean Management Theory, eliminating the inefficiencies in an entire process improves the work-stream flow and reduces the number of losses caused by delays (Thi Gai, 2022). An automated task allocation system, such as an upgraded PMS that sends instant mobile alerts for booking register updates and timely housekeeping, ensures that the team is "on the same page and " we are ready for seamless coordination.

Additionally, team split for briefings between departments at the commencement of each shift, in accordance with Tuckman's Team Development Model, can help with collaboration between colleagues and a proactive approach to problems. Such solutions would increase operational fluidity, allow guests to spend less time waiting, drive efficiency of service, and align Premier Inn Hotel, Hayes's reputation for luxury with the latest tech trends in hospitality.

Conclusion and Action Plan

My shadowing experience at Premier Inn Hotel, Hayes helped me understand how work-based skills and technical knowledge interact, engage, and motivate in the field of hotel administration, which was a perspective that stretched my knowledge of the field. This scholarly experience has immensely shaped my personal and vocational growth. It honed my skills to face real-time operational challenges, understand the translation of theory into practice, and recognize how systems and soft skills must serve together to form a wordless guest experience. These ideas crystallizing in my mind bring me to my future aspirations in the hospitality industry, where I am motivated to ultimately work in hotel operations management and guest relations strategy.

Action Plan :

- Improve my technical expertise – by gaining certification in IDeaS Revenue Management and advanced PMS software.
- Participate in team management workshops and cross-functional training to improve leadership and communication.
- Get scenario focus - develop problem-solving agility through scenario-based learning and service recovery case studies.

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