



Student No:	2015310
Module Title:	Operating Hotel Facilities
Module Code:	BMIH4006
Lecturer:	Laurence Blake

Component One:

What are the key skills required when working in the housekeeping team? 750 words (+/- 10%)

Contribution to Overall Module Assessment: 25%

The housekeeping department is one of the essential departments in a hotel. The housekeepers ensure guests have a comfortable and pleasant stay (BMIH, Week three). They have a range of duties and responsibilities, which include cleaning rooms, checking room supplies, maintaining laundry facilities, restocking bathroom supplies, and inspecting rooms to ensure they meet hotel standards. A hotel's ability to attract guests and maintain its good name depends on its housekeeping. A person needs to be meticulous to work in a hotel's housekeeping department (Febdillan, 2022). As a consequence of this, the individual needs to be able to precisely follow directions and pay attention to the tiniest of details.

Housekeepers must be able to recognize and respond to the needs of guests, and this requires them to pay attention to even the smallest of details. For example, a housekeeper may need to double-check that a room is stocked with all the necessary amenities, or they may need to check that linen towels have been properly folded. Being detail-oriented is essential in this field as it helps ensure that tasks are completed accurately and that guests are satisfied with the quality of service. When working in the housekeeping department of a hotel, the ability to work quickly and efficiently is essential (Tra, 2022). Working in a busy environment with tight deadlines and multiple tasks, it is essential to handle multiple tasks simultaneously and stay organized. To succeed in this role, those in the housekeeping department must be able to multi-task and prioritize tasks, work well under pressure, and stay on task and focused at all times. Working quickly and efficiently can make all the difference in success in a housekeeping department. With these abilities, you can guarantee that guests will be pleased with their stay and that the hotel will be kept in the best possible condition.

Communication skills are an essential part of any job, and in the housekeeping department of a hotel, they are even more critical (Shahane & Fernandes, 2021). Housekeepers need to be able to communicate effectively with guests, other staff members, and supervisors, whether it's over the phone or in person. To succeed in the housekeeping team, expressing yourself clearly and politely is essential. It is also important to understand and respond to customer needs and to be able to follow instructions (Pai & Manjunath, 2020). Being able to listen well is also essential - housekeepers need to be able to listen carefully to guests' requests and understand their needs to provide them with excellent service.

Another essential critical skill required when working in the housekeeping team of a hotel is the willingness to be of genuine service (Marneros & Papageorgiou, 2020). A housekeeper should be someone eager to provide excellent service to their guests, always has a positive attitude, and is willing to go above and beyond for them. This means taking the initiative to help guests without being asked and showing empathy and understanding toward requests or complaints. It also involves staying calm under pressure and handling difficult situations with composure. Taking the initiative is about being proactive, taking responsibility for your work, and finding ways to ensure the

job gets done correctly. It is about anticipating needs and acting accordingly (Espellita & Maravilla Jr, 2019). It involves anticipating what the guests might need and being ready to provide it. To succeed in a housekeeping role, you must be eager to put your guests first and do whatever it takes to make their stay as enjoyable and comfortable as possible.

Politeness and civility are essential skills for any job, especially those in the hospitality industry (Olimovich & Bakhtiyorovich, 2020). As a part of the housekeeping department in a hotel, it is essential to maintain a high level of politeness and civility in all interactions with guests and other staff members. Being polite and civil helps ensure that everyone has a pleasant experience at the hotel and that customer service is of the highest quality. When working in a housekeeping position, it is essential to address guests by name when appropriate, thank them for their stay, offer assistance if needed, and show courtesy to others (Franssen, 2019). This includes speaking in a proper tone of voice, using polite language, and not engaging in disrespectful behavior. It is also essential to be mindful of cultural differences when interacting with guests, as politeness and civility may vary from one culture to another (Hasnat, 2021). By practicing these skills, housekeepers can ensure that all guests feel welcome and comfortable during their stay and that their experience is as pleasant as possible.

Word Count	
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Component Two:

Contribution to Overall Module Assessment: 25%

In this scenario – You have just been promoted to team leader for a floor within the hotel. A guest complains that on their arrival, their room had not been properly cleaned. Create an action plan and answer the following questions.

Problem	Why did it happen?	What are you going to do?	How will you prevent this from happening in the future?	What measures would you introduce to improve team effectiveness?
Dirty Rooms	The late checkout of previous guest or early check-in of the current guest	The front-desk manager must request the immediate room guests to wait for a while till the room gets clean	I will train my housekeeping staff to present the best when it comes to hygiene.	To make sure that rooms are being cleaned correctly, I will perform routine quality assurance checks and inspections.
Foul Smell	The guest was not comfortable with the previous' guest perfume/ deodorant	Performing cleaning tasks twice a day and maybe more whenever required and Follow-up with the guest to ensure that their issue has been resolved.	My staff can always ask them to share how they feel about the rendered services and if there's anything they can help them with.	I will develop a system that provides incentives to employees for their efforts.
Presence of dust	Shedding of items such as carpets and furniture, and the presence of dust-producing items such as air fresheners, candles, and cleaning products.	Improve air circulation and ventilation	Installing permanent air conditioners and making sure the room is vacuumed twice a day	Proper training of the staff on the correct use of vacuum cleaners and importance of dust free air
Stained carpets or furniture	Spills and accidents	Insist that visitors use coasters whenever they set down a cup, glass, or other liquid-filled container on a table or other piece of furniture.	Slipcovers are a great way to keep the furniture clean and protected from spills and grime.	Motivating workers to solve common issues with creative and innovative solutions

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Component Three:

Contribution to Overall Module Assessment: 50%

Your task is to create and prepare a **presentation** following the detailed scenario provided below.

As the floor housekeeping manager and given the recent guest complaints you need to put together a basic training presentation for your colleagues within the housekeeping team to get the best out of them, ensure that brand standard is being achieved and that Health and Safety procedures are also being followed.

 Housekeeping Training for Health, Safety and Brand Standards Nuri Begum 2015310
Training Notes:

Introduction

By the end of this presentation, you will:

- + Understand the importance of following health and safety procedures and brand standards.
- + Be able to apply best practices in the industry to your daily work routine.



Training Notes: Notes:

Welcome the team and introduce the purpose of the training presentation.

Explain that the goal of this presentation is to ensure that our guests are satisfied with our services and that we maintain a safe and healthy environment for both guests and staff. State that we will be discussing health and safety procedures, brand standards, and best practices in the industry.

Learning Outcomes:

By the end of this presentation, you will understand the importance of following health and safety procedures and brand standards.

You will also be able to apply best practices in the industry to your daily work routine.

Assessment:

The assessment will be based on the team's ability to demonstrate an understanding of the topics discussed in the presentation.

This will be evaluated through observation during daily work routines and any additional training or coaching sessions required to address areas that require improvement.



Importance of Health and Safety

- + Not following health and safety procedures can lead to workplace accidents and injuries, illnesses, legal liability, reduced productivity, increased insurance costs, and negative impacts on employee morale.

Training Notes: Notes:

Emphasize the importance of health and safety in the workplace.

Discuss the potential risks associated with not following health and safety procedures.

Provide examples of the types of accidents that can occur due to negligence.

Learning Outcomes:

Understand the importance of following health and safety procedures.

Be aware of potential risks and how to avoid them.

Assessment:

Assessment will be based on the team's ability to identify potential risks and demonstrate how to prevent them.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.

Personal Protective Equipment

- + Examples of PPE include hard hats, safety glasses and goggles, face shields, respirators, gloves, safety shoes, and hearing protection. The type of PPE required will depend on the specific hazards in the workplace.



Training Notes:

Explain the importance of PPE in maintaining a safe and healthy environment.

Discuss the types of PPE that are required for the job.

Provide examples of how to properly wear and use PPE.

Learning Outcomes:

Understand the types of PPE required for the job and how to properly wear and use them.

Assessment:

Assessment will be based on the team's ability to properly wear and use PPE.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.



Chemical Safety

- + Chemical safety is important for protecting workers, the environment, and the public from hazardous chemicals. It involves proper handling, storage, and disposal of chemicals, use of personal protective equipment (PPE), and following emergency procedures. Failure to comply with regulations can result in fines and legal liability.

Training Notes: Notes:

Discuss the importance of chemical safety in maintaining a safe and healthy environment.

Explain the types of chemicals used in housekeeping and how to handle them safely.

Provide examples of the types of accidents that can occur due to improper handling of chemicals.

Learning Outcomes:

Understand the importance of chemical safety.

Know how to handle chemicals safely.

Assessment:

Assessment will be based on the team's ability to handle chemicals safely.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.



Brand Standards

- + By establishing and adhering to brand standards, businesses can create a strong, recognizable brand that resonates with customers, and helps to build a loyal following. Overall, brand standards are an important tool for building and maintaining a successful brand.

Training Notes: Notes:

Discuss the importance of brand standards in maintaining a positive guest experience.

Provide examples of brand standards that must be followed in housekeeping.

Explain the impact of not following brand standards on guest satisfaction.

Learning Outcomes:

Understand the importance of following brand standards.

Know the brand standards that must be followed in housekeeping.

Assessment:

Assessment will be based on the team's ability to follow brand standards in their daily work routine.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.



Cleaning Techniques

- + Cleaning techniques include wiping, sweeping, vacuuming, disinfecting, steam cleaning, pressure washing, and dry cleaning. The appropriate technique depends on the surface and level of contamination.

Training Notes: Notes:

Discuss the importance of cleaning techniques

Explain the different cleaning techniques that must be followed in housekeeping.

Provide examples of the types of equipment and cleaning products that are required for each technique.

Learning Outcomes:

Understand the importance of proper cleaning techniques.

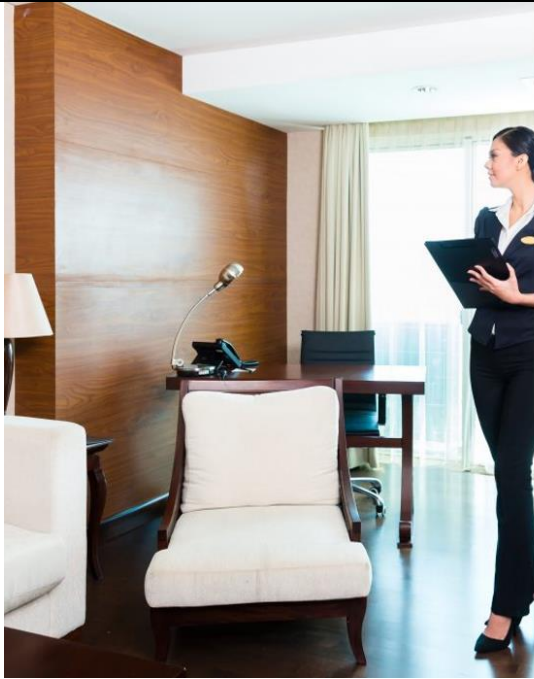
Know the different cleaning techniques required in housekeeping.

Know the types of equipment and cleaning products required for each cleaning technique.

Assessment:

Assessment will be based on the team's ability to demonstrate the proper use of cleaning techniques and equipment.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.



Room Inspections

- + Room inspection involves examining a room to ensure that it is clean, safe, and properly equipped. The inspection typically includes checking for cleanliness, safety hazards, proper functioning of equipment, and adequate supplies. The purpose of the inspection is to ensure that the room is in a suitable condition for its intended use.

Training Notes: Notes:

Discuss the importance of room inspections in maintaining brand standards and ensuring guest satisfaction.

Explain the process for conducting room inspections.

Provide examples of common issues that are identified during room inspections.

Learning Outcomes:

Understand the importance of room inspections in maintaining brand standards and guest satisfaction.

Know the process for conducting room inspections.

Be aware of common issues that are identified during room inspections.

Assessment:

Assessment will be based on the team's ability to identify common issues during room inspections and take appropriate corrective actions.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.

Best Practices in the Industry

- + Establishing and enforcing clear policies and procedures for employee health and safety, regular training on safety protocols and emergency procedures, use of appropriate personal protective equipment (PPE), and adherence to brand standards for consistency in presentation and messaging. It is also important to regularly evaluate and update these practices to ensure they are up to date and effective in protecting employees and maintaining brand integrity.



Training Notes: Notes:

Discuss best practices in the industry that can be applied in housekeeping.

Provide examples of hotels or other organizations that have successfully implemented best practices in housekeeping.

Explain how these best practices can be incorporated into our daily work routine.

Learning Outcomes:

Understand the best practices in the industry.

Be aware of examples of hotels or organizations that have successfully implemented best practices in housekeeping.

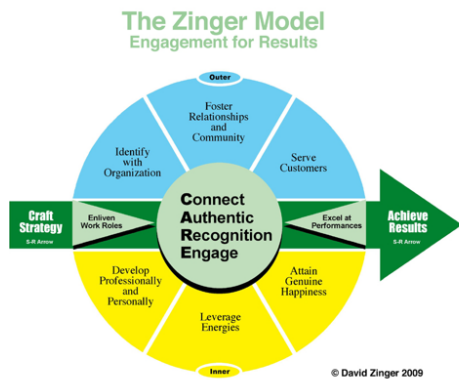
Know how to incorporate these best practices into our daily work routine.

Assessment:

Assessment will be based on the team's ability to identify and apply best practices in the industry to their daily work routine.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.

Employee Engagement Model



- + Four key elements: meaningfulness, safety, availability, and connectedness. Meaningfulness refers to the extent to which employees find their work meaningful and fulfilling. Safety refers to the level of physical and psychological safety employees experience at work. Availability refers to the availability of necessary resources and support to complete work tasks. Connectedness refers to the sense of connection and belonging employees feel within their team or organization.

Training Notes: Notes:

Introduce an employee engagement model and link it to best practices in the industry. Explain how this model can be applied in housekeeping to improve employee engagement and job satisfaction.

Provide examples of hotels or other organizations that have successfully implemented this model.

Learning Outcomes:

Understand the employee engagement model and how it relates to best practices in the industry.

Know how to apply this model in housekeeping to improve employee engagement and job satisfaction.

Be aware of hotels or organizations that have successfully implemented this model.

Assessment:

Assessment will be based on the team's ability to apply the employee engagement model in their daily work routine to improve employee engagement and job satisfaction.

This can be evaluated through observation during daily work routines, as well as any additional training or coaching sessions required to address areas that require improvement.

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