

 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%	Student No: 2216158 Riccardo Stefanelli ----- Hotel Placement - Module Operating Hotel Title: Facilities Module ----- Code: ----- Scott James BMIH4006 ----- Lecturer:

Today, I will be reflecting on my experiences and learnings from working in the hotel housekeeping department at the Premier Inn in Brentwood. I have been part of luxury 5 stars Hotel for the past 10 years, today I have observed and learned about the different skills required to excel in this field. Using Schon Reflective Practice, I will identify the key skills necessary to work within the hotel housekeeping department.

Schon Reflective Practice, developed by Donald Schon, is a process of self-reflection and continuous learning. It emphasizes the importance of reflecting on the situations encountered in professional practice and using this reflection to improve one's skills and knowledge.

One of the key skills that I have identified through my experiences in the hotel housekeeping department is attention to detail. This involves being thorough and meticulous in performing cleaning tasks, ensuring that every corner of the room is spotless, and that all amenities are replenished. Attention to detail is crucial as it helps maintain the cleanliness and hygiene standards of the hotel, which directly impacts the satisfaction of guests.

Another important skill is time management. In the hotel housekeeping department, there are usually tight schedules to follow, especially during peak seasons when rooms need to be cleaned quickly to accommodate new guests. Effective time management involves prioritizing tasks, planning, and organizing work, and being able to work efficiently under pressure. This skill is essential to ensure that rooms are cleaned in a timely manner without compromising quality.

Communication skills are also crucial in the hotel housekeeping department. Housekeeping staff interact with guests, colleagues, and other hotel departments daily. Clear and effective communication is essential to ensure that guest requests are understood and fulfilled, that any

issues or concerns are addressed promptly, and that teamwork is fostered within the department.

Adaptability is another important skill in this department. Each day brings different challenges and situations that may require quick thinking and flexibility. For example, unexpected staff shortages, special guest requirements, or emergencies may arise, and housekeeping staff need to be able to adapt to these changes and find suitable solutions. Being adaptable allows for better problem-solving and maintains a smooth operation within the department.

Physical stamina is a skill that cannot be overlooked in the hotel housekeeping department. Housekeeping involves strenuous physical activity, such as lifting heavy objects, pushing carts, and cleaning for extended periods. Having good physical stamina is necessary to handle the physical demands of the job and avoid fatigue or injuries.

Lastly, I have come to realize the importance of self-motivation in the hotel housekeeping department. In this field, tasks can become repetitive and monotonous over time. However, self-motivation helps to maintain a positive attitude, work ethic, and dedication to delivering high-quality service. It involves finding motivation from within, setting personal goals, and taking pride in one's work.

Through this reflection using Schon Reflective Practice, I have identified the key skills required to work within the hotel housekeeping department. These skills include attention to detail, time management, communication, adaptability, physical stamina, and self-motivation. Reflecting on these skills has reminded me of the importance of continuous learning and improvement in my professional practice. Moving forward, I will strive to develop and enhance these skills to excel in my role and contribute to the success of the hotel housekeeping department.

--	--

REFERENCE

1. Alcalde-González, V., Gálvez Mozo, A., & Valenzuela Bustos, A. (2021). No clean rooms, no hotel business: Subversion tactics in Las Kellys' struggle for dignity in hotel housekeeping. *Annals of Tourism Research*, 91, 103315-. Available at : <https://doi.org/10.1016/j.annals.2021.103315> accessed on 02/11/2023.
2. Jones, T. J. A. (2008). *Professional management of housekeeping operations* (5th ed.). John Wiley & Sons.
3. Raghubalan, G., & Raghubalan, S. (2013). *Hotel housekeeping : operations and management* (Second edition.). Oxford University Press.
4. Candy, Linda. (2020). *The creative reflective practitioner research through making and practice*. Routledge.
5. Schön, D. A. (2016). *The reflective practitioner : how professionals think in action*. Routledge. <https://doi.org/10.4324/9781315237473>.

Component Two: Housekeeping cleaning checklist

Contribution to Overall Module Assessment: 25%

- 1. Dust and wipe down all surfaces, including tables, counters, and shelves.**
- 2. Vacuum or sweep the floor, paying special attention to corners and under furniture.**
- 3. Empty and replace trash bins, ensuring all trash is disposed of properly.**
- 4. Clean windows, mirrors, and other glass surfaces using a streak-free cleaner.**
- 5. Disinfect high-touch areas such as light switches, doorknobs, and remote controls.**
- 6. Change and wash all bed linens, including sheets, pillowcases, and duvet covers.**
- 7. Vacuum and sanitize mattresses, paying attention to any stains or odours.**
- 8. Clean and disinfect bathroom fixtures, including the toilet, sink, shower, and bathtub.**
- 9. Stock bathroom amenities such as soap, shampoo, and towels.**
- 10. Restock supplies such as coffee, tea, and drinking glasses.**
- 11. Check and refill the mini-bar and ensure the items are properly charged.**
- 12. Inspect and clean any additional appliances or amenities in the room, such as a microwave or refrigerator.**
- 13. Ensure that all lights are working properly and replace any burned-out bulbs.**
- 14. Check for any damages or maintenance issues in the room and report them to maintenance staff.**
- 15. Organize and arrange furniture and decor in a neat and pleasing manner.**
- 16. Leave a fresh scent in the room, such as a linen spray or air freshener.**
- 17. Check all electronic devices and alarms to ensure they are functioning correctly.**

- 18. Perform a final walkthrough to ensure everything is clean, organized, and ready for the next guest.**
- 19. Document any additional housekeeping tasks required by the specific hotel's standards.**
- 20. Complete any required paperwork, including signing off on the cleaning checklist and reporting any issues to the supervisor.**

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

- 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?

Maintaining a high level of cleanliness in hotel rooms is vital to the success and reputation of any hotel establishment particularly in a low budget Hotel. Clean and well-maintained rooms not only enhance guest experience but also uphold the desired brand standards. To ensure that hotel rooms are cleaned to brand standards, several measures can be implemented.

Firstly, proper training and education of the housekeeping staff are crucial. All housekeeping team members should receive thorough training on the brand's cleaning standards and best practices. This includes training them on how to properly clean different room elements such as beds, bathrooms, floors, and furniture. By providing comprehensive training, the hotel ensures that the team is equipped with the necessary skills and knowledge to clean the rooms effectively.

Furthermore, implementing a standardized cleaning process is essential in maintaining consistent cleanliness. Having a clear and detailed checklist that outlines each cleaning task, as well as the frequency of those tasks, helps ensure that no area is overlooked. This checklist should cover all aspects of cleaning, including dusting, vacuuming, sanitizing, and restocking of amenities. The checklist should be regularly reviewed and updated as necessary to reflect any changes in brand standards or cleaning requirements.

Regular inspections and quality control checks are also essential to ensure that the hotel rooms are cleaned to brand standards. This can be done by assigning a supervisor or manager to conduct routine inspections of the cleaned rooms. The supervisor should thoroughly inspect each aspect of the room and compare it to the established brand standards. Any discrepancies found should be recorded, and necessary actions should be taken to rectify them promptly.

Additionally, providing the housekeeping team with the necessary tools and resources is vital in achieving brand cleanliness standards. This includes equipping them with high-quality cleaning products, tools, and equipment. Up-to-date and properly functioning equipment, such as vacuum cleaners and steam cleaners, allows the team to clean efficiently and effectively. Moreover, ensuring an adequate supply of cleaning products reduces the risk of running out and ensures that proper sanitation and disinfection protocols are followed.

To improve team effectiveness in hotel housekeeping, several measures can be introduced. Firstly, promoting open and effective communication within the team is essential. Regular team meetings should be held to discuss goals, challenges, and new initiatives. Encouraging team members to voice their opinions and ideas fosters a collaborative and supportive work environment.

Creating a positive work culture that promotes teamwork and recognition is also crucial. Incentives and rewards such as employee of the month programs or performance-based bonuses motivate the team to perform at their best.

Recognizing and appreciating individual and team achievements boosts morale and enhance team effectiveness.

Additionally, providing ongoing training and development opportunities is essential in improving team effectiveness. Offering regular training sessions on new cleaning techniques or technologies ensures that the team remains up to date with industry best practices. Moreover, cross-training team members on various housekeeping tasks allows for flexibility and increases the overall skillset and efficiency of the team.

Considering a checklist as a good tool for hotel room cleaning

A checklist is an indispensable tool in ensuring that hotel rooms are cleaned to brand standards for several reasons. Firstly, a checklist provides a structured and systematic approach to cleaning.

It acts as a guide for the housekeeping team, ensuring that no task is missed or overlooked.

A checklist also ensures consistency in cleaning practices. By having a detailed checklist that outlines all necessary cleaning tasks, each room is cleaned in a standardized manner. This consistency is vital for maintaining brand standards and guest satisfaction.

Furthermore, a checklist promotes accountability and serves as a quality control tool. Each task can be checked off once completed, providing a visual record of what has been done. This allows supervisors and managers to easily track the progress and quality of the cleaning process.

Lastly, a checklist allows for easier training and onboarding of new team members. By having a clear and organized checklist, new employees can quickly grasp the cleaning process and standards, reducing the chances of errors or misunderstandings.

Ensuring that hotel rooms are cleaned to brand standards requires a combination of proper training, standardized processes, inspections, and providing the necessary tools and resources. Additionally, various measures can be introduced to improve team effectiveness, including effective communication, fostering a positive work culture, and providing ongoing training. Considering a checklist as a good tool for hotel room cleaning is justified due to its ability to provide structure, consistency, accountability, and ease of training. By implementing these measures, hotels can maintain a high level of cleanliness and uphold the desired brand standards, resulting in enhanced guest experiences and a positive reputation.

References

1. Wolf, R. (2010). Use this checklist when performing room inspections. *Hotel & Motel Management*, 225(9), 16-.
2. ONYX Hospitality Group enhances hygiene and safety with “ONYX Clean.” (2020). In *Business world (India)*. Athena Information Solutions Pvt. Ltd.
3. Feingold, G. (2010). Make housekeeping tasks repeatable and standardized. *Hotel & Motel Management*, 225(3), 12-.
4. Anthonisz, A. (2014). Assessing the future of housekeeping operations in Dubai’s five-star hotel industry – room for innovation? *Worldwide Hospitality and Tourism Themes*, 6(4), 352–361. Available at : <https://doi.org/10.1108/WHATT-01-2014-0005> Accessed on 02/11/2023.
5. Anthonisz, A. (2014). Assessing the future of housekeeping operations in Dubai’s five-star hotel industry – room for innovation? *Worldwide Hospitality and Tourism Themes*, 6(4), 352–361. Available at:

<https://doi.org/10.1108/WHATT-01-2014-0005> accessed on 02/11/2023.

6. Rutherford, D. G., & O'Fallon, M. J. (2007). *Hotel management and operations* (4th ed.). John Wiley.