

Component One:

Student

No:

2207348

Module

Title:

**Operating Hotel
facilities**

Module

Code:

BMIH 4006

Introduction

To maintain the smooth running of a facility, the staff responsible for housekeeping must possess a broad range of skills. On the basis of my own experiences, I am aware of the value of these skills, and I have the theoretical knowledge necessary to pursue a career in the hospitality industry. This study will examine the practical application of theoretical knowledge in industrial settings and address the fundamental skills required for housekeeping workers. The report will rely on personal experiences as well as examples from the industry for support.

Attention to Detail

The housekeeping staff needs to pay close attention to detail since this directly impacts the facility's level of cleanliness and presentation (Abdeen et al., 2022). During my time working in the hospitality business, I've seen that seemingly little omission may have a huge impact on the experience that a visitor has. The presence of a microscopic particle or imperfection on a guest's bedsheet can be

the cause of the guest's unhappiness. An immaculate atmosphere that meets or exceeds the expectations of visitors may be achieved by attentive housekeeping personnel who clean every nook and cranny with great attention, wash linens in the appropriate manner, and restock amenities (Peng Xu et al., 2018).

Time Management

In the fast-paced hotel business, effective time management is very necessary for the housekeeping staff in order to achieve the stringent deadlines (Ibrahim et al., 2019). During times when there is a significant volume of foot traffic, I have come across situations in which a number of rooms need prompt cleaning and preparation. It is possible for housekeeping specialists to maintain timely room cleaning while still adhering to quality standards if they have effective time management abilities, including the ability to prioritise tasks and organise workflow. This expertise is essential for preventing check-in delays and ensuring that guests have a positive experience overall.

Communication Skills

Effective collaboration and excellent guest service in the housekeeping team require strong communication skills (Rutherford, 2015). Effective communication among housekeeping staff, supervisors, and other departments is crucial, as I have observed. Effective communication enables housekeeping professionals to promptly notify maintenance personnel of any issues requiring attention, such as faulty plumbing or malfunctioning equipment. Effective communication with guests can address their requests and concerns, leading to improved satisfaction.

Physical Stamina

Physical labour is often required for jobs in housekeeping, including activities such as lifting heavy objects, moving carts, and participating in repetitive movements (Adams and Atkinson, 2022). I can attest to the fact that the job requires a lot of physical labour since I once worked in the business. Maintaining one's physical endurance is very necessary in order to achieve maximum performance in one's assigned tasks and minimise the risk of suffering an injury. To better handle the

physical demands of my housekeeping tasks, I have made it a personal practise to engage in regular exercise and to practise correct body mechanics.

Adaptability

The housekeeping professionals in the hospitality industry must possess adaptability to cope with the dynamic nature of the industry (Mazan, 2023). I have experienced situations where unforeseen events, such as conferences or large-scale gatherings, necessitate an increase in workload and modifications to cleaning timetables. The ability to adapt allows housekeeping staff to promptly address situations, efficiently allocate resources, and adequately maintain all areas despite changing demands. Being receptive to novel cleaning methods, technologies, and environmentally sustainable practises facilitates ongoing enhancement of service provision.

Problem-Solving

On the housekeeping team, the ability to problem-solve quickly and effectively is of the utmost importance (Quick, 2020). My work experience in the hospitality business has exposed me to a variety of obstacles, such as stains that are difficult to remove, broken furniture, and accidents that cause unanticipated spills. Professionals in housekeeping who possess good problem-solving abilities are able to analyse the situation, determine which solutions are suitable, and take immediate action to resolve the problem (Bridger and Cipd, 2018). This ability is essential to ensuring that the facility is always clean and secure while causing the least amount of annoyance to the patrons possible.

Conclusion

Housekeeping team members need a broad skill set that extends beyond technical proficiency. Success in this field requires attention to detail, time management, communication skills, physical stamina, adaptability, and problem-solving abilities. The significance of these skills in the hospitality industry has been emphasised through industry examples and personal reflections. Acquiring theoretical knowledge through training or education enables

housekeeping professionals to effectively apply it in practical situations, thereby delivering exceptional service, meeting guests' expectations, and contributing to the overall success of the facility. Developing these skills can enable individuals to excel in the housekeeping team and establish a hospitable and inviting atmosphere for visitors.

Word Count	750
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Component Two:

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?
Insufficient training or supervision of the housekeeping staff may have resulted in a decline in cleaning quality.	Insufficient training and supervision caused the cleaning quality drop. The housekeeping crew may not know how to clean properly if they haven't been properly trained (Sharma et al., 2019). Poor supervision may also lower cleaning standards and responsibility.	Find gaps in the training programme. Enhance training materials to include cleaning, product use, safety, and quality requirements. Regularly train housekeepers to update and improve their abilities (Jayanti, 2023). To assess housekeeping staff performance,	Check the training programme for gaps and make sure it includes all necessary cleaning processes, standards, and techniques. Improve cleaning, product use, safety, and quality training materials. Maintain cleaning crew knowledge	The most critical elements are to define and convey each team member's tasks and responsibilities, create performance criteria, build cooperation and collaboration, give growth and development opportunities, and promote camaraderie and collective

		increase oversight and feedback. Regular inspections and performance reviews give feedback, acknowledgment, and constructive criticism.	and abilities with frequent training. Increase monitoring and comments to assess housekeeping performance. Create a formal onboarding process for new housekeepers that includes cleaning routine and regular training.	responsibility (Dasandara et al., 2022). To accomplish these aims, the housekeeping team should define performance criteria and quality standards, analyse performance against these benchmarks, encourage cooperation and communication, arrange frequent team meetings, etc.
Breakdown in communication between front desk and housekeeping	The front desk and cleaning personnel may not communicate about room ready for different	Review front desk-housekeeping communication methods for gaps or improvements (Mullins and	Regularly evaluate and improve communication processes, seek team member feedback,	Improve coordination and understanding with improved communication training,

g team regarding room readiness.	reasons (Raghubalan and Raghubalan, 2016). It might be due to poor communication, imprecise processes, or a lack of room status updates. High occupancy or time restrictions might sometimes lead to hasty communication and missing alerts.	Dosser, 2013). Establish clear procedures for updating room status and sharing information, implement a reliable and efficient communication system, and train front desk and housekeeping staff on effective communication and the importance of accurate and timely information sharing.	foster open communication, and hold cross-departmental meetings between the front desk and housekeeping team to discuss challenges, address communication issues, and promote collaboration (Were and Maranga, 2022). Updates, expectations, and teambuilding may happen during these sessions.	clear role delineation, cross-training, regular feedback and performance evaluations, and recognition and reward for those who excel at communication and teamwork. To avoid confusion, the front desk and cleaning teams should have clear roles and responsibilities.
Inadequate cleaning of	Time constraints or inefficient procedures may have	Optimise cleaning processes and workflows by assessing	Train and retrain housekeepers on cleaning, time	Offer continuing training and development, conduct

the room may.	caused poor room cleaning (Elmohandes et al., 2018). When the housekeeping crew has a lot of rooms to clean in a short period, it might hurry and lower service quality. Inefficient procedures and job allocation may also lead to neglected or incomplete cleaning.	them. Rearranging duties, reducing superfluous stages, and allocating responsibilities to team members will streamline workflows. Based on the room's size, cleanliness, and visitor requests, set realistic cleaning times (Ferdinand and Kitchin, 2017).	management, and workflow efficiency. Use quality control to monitor cleaning and ensure requirements are met. Encourage housekeeping quality and detail. Encourage team members to discuss cleanliness concerns (Richard and Boschmans, 2022).	performance reviews, and promote a healthy work atmosphere (Leiter and Bakker, 2019). Clearly define roles and responsibilities, encourage teamwork and collaboration, foster regular communication, cooperation, and support, provide ongoing training and development, implement performance evaluations, recognise and reward outstanding performers, provide constructive feedback and
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				support to those who need improvement.
Insufficient individual accountability in the housekeeping team.	Housekeeping team members may lack responsibility for many reasons (Abdeen et al., 2022). It might be a failure to communicate objectives and standards to team members, enforce responsibility, or punish poor performance. If there is no feedback or acknowledgment for outstanding work, team members may not feel driven to own their tasks and clean well.	Set clear cleaning expectations and standards for each team member, reinforce accountability measures, provide constructive feedback, address shortcomings quickly, and provide additional training, guidance, or support to help team members improve and take ownership of their responsibilities. Establish a framework to monitor and enforce	Create a culture of responsibility to emphasise each team member's involvement in excellent cleaning standards and pleasant visitor experiences (Peng Xu et al., 2018). To encourage team members to take responsibility and perform well, provide continual training and development. To ensure team members understand	Create an encouraging, motivating, and supporting workplace. Open communication, recognition, and professional progress are encouraged. Encourage team members to help each other clean well. To ensure the cleaning staff has the resources, tools, and equipment they need, provide them (Ibrahim et al., 2019).

		individual responsibility, identify and reward high performers, and provide constructive criticism.	their jobs, duties, and cleaning standards, regularly evaluate performance and convey expectations.	Provide frequent cleaning crew training and seminars.
Inadequate quality control measures.	Insufficient quality control may cause variable cleaning standards for numerous reasons (Rutherford, 2015). Lack of cleaning rules, supervision, and feedback, or insufficient monitoring may cause it. If there is no way to recognise and resolve cleaning standards violations, team members may not	Set cleaning criteria for each hotel space. Regularly examine rooms and communal spaces for cleanliness. Create a positive feedback and corrective action mechanism for team members (Adams and Atkinson, 2022). Increase oversight to guarantee compliance. Encourage the housekeeping crew to	Maintain cleaning standards with a strong quality control structure. Train housekeepers on cleaning standards and uniformity. Quality assurance audits will evaluate cleaning procedures. Create a quality control reporting and tracking system. Create a	Regularly train and upskill the cleaning personnel. Open communication and feedback promote teamwork and improvement. Recognise and reward team members who regularly surpass cleanliness requirements. Teamwork and support establish a culture where

	prioritise consistency.	self-assess and peer review their work to meet standards and provide each other feedback.	culture of continuous improvement to encourage team members to identify ways to enhance cleaning techniques, uniformity, and cleanliness.	team members encourage and inspire one other (Mazan, 2023) .
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Component Three:

Introduction



Training Notes: Encourage team members and visitors to listen attentively, communicate effectively, and resolve issues in a professional manner.

Introduction

Hello, team! As floor housekeeping manager, we, the colleagues must give excellent service, follow brand standards, and prioritise guest safety. This course will cover essential methods for success. We will also analyse a model for employee engagement from a leading industry exemplar to inspire and empower you.

Employee Engagement Model

EMPLOYEE ENGAGEMENT MODEL

The STAR model for employee engagement emphasises four essential components: satisfaction, teamwork, achievement, and recognition. The objective is to improve employee engagement and performance. Organisations can foster employee motivation and excellence by prioritising satisfaction, promoting teamwork, recognising achievements, and providing regular feedback and recognition (Quick, 2020).



Training Notes: Satisfaction, collaboration, success, and recognition boost engagement in the STAR model.

The STAR model for employee engagement emphasises four essential components: satisfaction, teamwork, achievement, and recognition. The objective is to improve employee engagement and performance. Organisations can foster employee motivation and excellence by prioritising satisfaction, promoting teamwork, recognising achievements, and providing regular feedback and recognition (Quick, 2020). Hilton Hotels is an industry exemplar of the STAR model, which prioritises employee satisfaction, collaborative teamwork, innovation, and recognition programmes to acknowledge exceptional performance.

Satisfaction

SATISFACTION

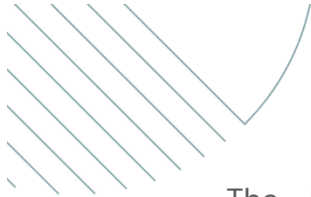
The STAR employee engagement model emphasises fostering a satisfying work environment. Employee satisfaction can be improved by meeting their needs and expectations (Bridger and Cipd, 2018).



Training Notes: The STAR model prioritises employee satisfaction through development, balance, and compensation.

The STAR employee engagement model emphasises fostering a satisfying work environment. Employee satisfaction can be improved by meeting their needs and expectations (Bridger and Cipd, 2018). This can be accomplished by offering growth and development opportunities, promoting work-life balance, ensuring equitable compensation, and encouraging transparent communication.

Teamwork



TEAMWORK

The STAR employee engagement model places significant emphasis on the teamwork component, which highlights the criticality of effective communication and collaboration among team members. Collaboration is promoted as a means of fostering cooperation, knowledge and skill sharing, and mutual support among individuals in order to attain shared objectives (Sharma et al., 2019).



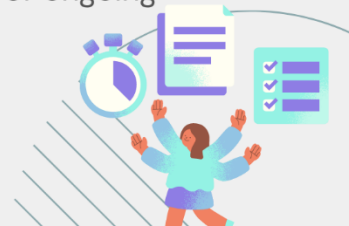
Training Notes: The STAR model emphasises teamwork to improve communication, collaboration, and employee satisfaction.

The STAR employee engagement model places significant emphasis on the teamwork component, which highlights the criticality of effective communication and collaboration among team members. Collaboration is promoted as a means of fostering cooperation, knowledge and skill sharing, and mutual support among individuals in order to attain shared objectives (Sharma et al., 2019). The promotion of a collaborative work environment within organisations can lead to increased efficiency, heightened capacity for resolving complex issues, and improved levels of employee contentment.

Achievement

ACHIEVEMENT

The STAR employee engagement model's achievement component centres on the establishment of unambiguous objectives and the provision of avenues for employees to excel in their respective positions. The process entails acknowledging and incentivizing both individual and collective accomplishments, cultivating a feeling of fulfilment, and advancing a climate of ongoing education and development (Jayanti, 2023).



Training Notes: The STAR model emphasises achievement, objectives, recognition, and development in order to increase employee satisfaction and productivity.

The STAR employee engagement model's achievement component centres on the establishment of unambiguous objectives and the provision of avenues for employees to excel in their respective positions. The process entails acknowledging and incentivising both individual and collective accomplishments, cultivating a feeling of fulfilment, and advancing a climate of ongoing education and development (Jayanti, 2023). By placing emphasis on accomplishment, companies can incentivise their staff to pursue exceptional outcomes, enhance their level of contentment with their work, and boost their overall productivity.

Recognition

RECOGNITION

The STAR employee engagement model's recognition component underscores the significance of recognising and valuing employees' accomplishments and contributions. The process entails the provision of consistent feedback, acknowledgement of outstanding performance, and establishment of a milieu that fosters appreciation and thankfulness (Dasandara et al., 2022)



Training Notes: STAR model emphasises employee accomplishment recognition, feedback, and a positive work environment.

The STAR employee engagement model's recognition component underscores the significance of recognising and valuing employees' accomplishments and contributions. The process entails the provision of consistent feedback, acknowledgement of outstanding performance, and establishment of a milieu that fosters appreciation and thankfulness (Dasandara et al., 2022). Through the implementation of efficient recognition strategies, organisations can enhance employee morale, elevate job satisfaction, and cultivate a favourable work atmosphere

Industry Examples

INDUSTRY EXAMPLES

- Marriott International is renowned for its "TakeCare" programme, which prioritises the well-being of its employees and promotes a healthy work-life balance, thereby increasing their overall happiness (Raghubalan and Raghubalan, 2016).
- As part of its "Great Team, Great Service" initiative, which seeks to cultivate a culture of cooperation, Hilton Hotels & Resorts encourages cross-functional collaboration as a means of fostering teamwork.
- Through its "Pathways to Success" initiative, which emphasises on accomplishment, Four Seasons Hotels and Resorts promotes career advancement and progression.
- The Ritz-Carlton has earned a reputation for its commendable recognition practises, as evidenced by its "Ladies and Gentlemen Serving Ladies and Gentlemen" philosophy, which prioritises personalised and impeccable service (Mullins and Dosser, 2013).



Training Notes: Apply the STAR model to the hotel industry using Marriott, Hilton, Four Seasons, and Ritz-Carlton as examples.

The implementation of the STAR model of employee engagement, which includes satisfaction, collaboration, achievement, and recognition, can be seen in a variety of hotel industry best practise examples. Marriott International is renowned for its "TakeCare" programme, which prioritises the well-being of its employees and promotes a healthy work-life balance, thereby increasing their overall happiness (Raghubalan and Raghubalan, 2016). As part of its "Great Team, Great Service" initiative, which seeks to cultivate a culture of cooperation, Hilton Hotels & Resorts encourages cross-functional collaboration as a means of fostering teamwork. Through its "Pathways to Success" initiative, which emphasises on accomplishment, Four Seasons Hotels and Resorts promotes career advancement and progression. The Ritz-Carlton has earned a reputation for its commendable recognition practises, as evidenced by its "Ladies and Gentlemen Serving Ladies and Gentlemen" philosophy, which prioritises personalised and impeccable service (Mullins and Dosser, 2013). The aforementioned examples from the hospitality industry serve as notable illustrations of the STAR framework's effective implementation.

Maintaining Brand Standards



MAINTAINING BRAND STANDARDS

- Employees are transformed into brand ambassadors through their incorporation into the brand's vision, values, and service standards, continuous training and development, and the cultivation of a culture of accountability and pride.
- Actively engaged employees understand the significance of maintaining brand standards in order to provide exceptional service, ensure uniform quality, and cultivate customer loyalty (Elmohandes et al., 2018).



Training Notes: Incorporate employees into the brand's vision, provide ongoing training, and encourage accountability.

In the hospitality industry, ensuring adherence to brand standards is of utmost importance because it facilitates the establishment of a consistent and memorable client experience. The level of employee engagement is crucial to the accomplishment of this objective (Were and Maranga, 2022). Employees are transformed into brand ambassadors through their incorporation into the brand's vision, values, and service standards, continuous training and development, and the cultivation of a culture of accountability and pride. Actively engaged employees understand the significance of maintaining brand standards in order to provide exceptional service, ensure uniform quality, and cultivate customer loyalty (Elmohandes et al., 2018). Through proficient communication, acknowledgment, and authorisation, the staff actively contributes to upholding brand standards and enhancing the hotel's reputation.

Maintaining Health and Safety Procedures

MAINTAINING HEALTH AND SAFETY PROCEDURES

- In the hotel business, keeping health and safety standards up to date depends on how well employees work together.
- Employees become safety heroes when they are actively involved in safety rules and procedures, get thorough training, and work in an environment that encourages accountability and responsibility (Leiter and Bakker, 2010).

Training Notes: Engage employees, provide comprehensive training, cultivate accountability, and promote communication to create a safe environment.

In the hotel business, keeping health and safety standards up to date depends on how well employees work together. Employees become safety heroes when they are actively involved in safety rules and procedures, get thorough training, and work in an environment that encourages accountability and responsibility (Leiter and Bakker, 2019). Engaged workers know how important it is to follow health and safety rules, spot possible dangers, and take preventative steps to avoid accidents. Employees actively create a safe and secure atmosphere for both guests and coworkers through constant communication, encouragement, and freedom (Abdeen et al., 2022). This makes sure that health and safety standards are met and that risks are kept to a minimum.

Conclusion



CONCLUSION

Employee involvement is crucial to brand standards, health and safety, and hotel business. Hotels can empower their staff to provide excellent service and outstanding client experiences by prioritising satisfaction, collaboration, accomplishment, recognition, and support. Engaged staff promote a great work culture and ensure brand consistency, safety, and quality across the property.



Training Notes: For hotel brand standards, safety, and quality, involve employees. Satisfaction, teamwork, achievement, recognition, and support matter.

Employee involvement is crucial to brand standards, health and safety, and hotel business. Hotels can empower their staff to provide excellent service and outstanding client experiences by prioritising satisfaction, collaboration, accomplishment, recognition, and support. Engaged staff promote a great work culture and ensure brand consistency, safety, and quality across the property.

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