



**BA (Hons) International Hotel Management**

**Module Code: Managing Guest Service Operations**

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**Student Name: Ivascu Ana**

**Student ID: 2239390**

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# **1. Introduction**

## ***1.1 Overview of personal placement***

Professional experience provides knowledge in personal efficiency, focusing on the future growth and development to reach desired career goals. The experience of the professional field helps to build bridges in the recognition of mechanisms and strategies with the identification of skill and knowledge gaps, focusing on career growth (Gutiérrez-Pulido and Orozco-Rodríguez, 2025). I have worked as a housekeeper at the Hilton Hotel in South Croydon. I am focusing on the growth of my career paths in the hotels and hospitality industry to reach the position of receptionist at the Hilton Hotel in South Croydon. My colleagues in the professional placements place include Simona, the housekeeper manager, and Gina as Supervisor. I am planning to improve my skills and knowledge in the professional field to reach my career goals as a receptionist through the improvement of my overall proficiency.

## ***1.2 Purpose and presentation of the study***

This study aims to develop clear knowledge on the professional and personal development process with the analysis of strengths and wellness by the application of Kolb's reflective cycle. Further, this study is going to analyse the strategic way to improve guest experiences with the improvements of hotel and hospitality service as receptionists of the Hotel Hilton.

# **2. Main Body: Department Reflection**

## ***2.1 Kolb's learning cycle***

The systematic process to analyse experiences by the application of Kolb's learning cycle helps to determine the lacking and strengths based on observation of personal involvement. As mentioned by Kingkaew *et al.* (2023), the integration of personal and professional development processes includes abstractive conceptualisation and experimentation of integration after analysing and repeating the observation based on Kolb's learning cycle. This section is concerned with the determination of areas of improvement in the hospitality service at reception, to improve guests' experiences in the future.

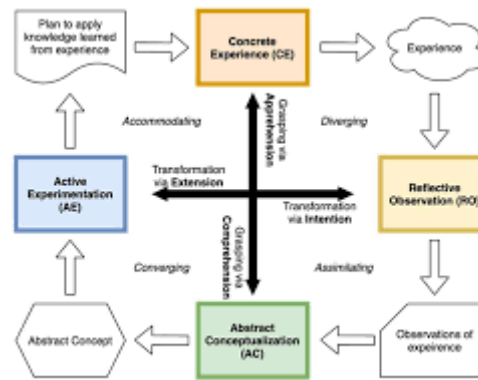


**Figure 1: Kolb's learning cycle**

(Source: Kingkaew *et al.*, 2023)

### 2.1.1 Concrete Experiences

Based on my experiences as a housekeeper at the Hilton Hotel of South Croydon, I have maintained the cleanliness with the accessibility of 24\*7 to impact guests' experiences. In this situation, I have followed the instructions of the housekeeping manager and my supervisors to minimise the possibility of errors and represent high performance based on requirements. This overall working process as a housekeeper has helped me to realise the importance of effective communication and coordination. Sharing perspective by effective communication and coordinating with other team members helps to minimise the conflicts in managing my work with other housekeepers, that leads to representation by positive behaviours in the workplace. Effective communication and coordination are key components for an employee to represent high performance and reach career goals (Fuchs and Reichel, 2023). Henceforth, I have effectively performed as a housekeeper in the Hilton hotel by coordinating with the manager and other team members and communicating effectively. This leads to the opportunity to become a receptionist in the future, focusing on the integration of my professional growth and development in the hotel and hospitality industry.

### 2.1.2 Reflective Observation

Based on my observation, increasing positive experiences of guests is a primary concern of staff in the hotel and hospitality business through enhancing the availability and accessibility of services based on requirements. Maintaining cleanliness with proper decoration in the hotel, to deliver luxurious experiences, is required to reach the expectations of the guests (Zinn, Greene, and Dolnicar, 2024; Jones, 2008; Walker, 2021). As a housekeeper, I have managed those activities through cleaning and decorating the rooms and enhancing the accessibility of other services properly. I have observed, receptionists have an effective contribution in enriching the expectation and enhancing the satisfaction of guests by

providing integrated hotel and hospitality service. In this context, managing the working process in the front desk includes booking, check-in, check-out, accessibility of food, and other requirements to ensure guests' satisfaction with the improvements of hospitality service (Kim and Kim, 2022; Wood, 2013; Bardi, 2010; Vallen and Vallen, Jerome, 2014). Apart from that, the strategic way to reach guests' experience and expectation includes proper guidance and support during booking, check-in, check-out, adequate cleanliness, and decoration luxuriously.

### **2.1.3 Abstract Conceptualisation**

As per my conceptualisation of the overall working process as a housekeeper, I have realised the importance of maintaining professionalism with adequate task management. Professionalism and task management contribute to minimising the pressure and stress during stressful workload with the improvements of employee behaviours in the workplace (Yan *et al.*, 2022). In these aspects, I have analysed that the issues in maintaining workloads sometimes impact my mental health and wellbeing. Moreover, my working behaviours were also impacted due to the hectic and rational working procedure of housekeepers in the Hilton Hotel. With the consideration of those aspects, I have decided to improve professionalism and aspire to specific work ethics. This may include delivering timely service to guests by minimising the waiting time to enhance the satisfaction level. Moreover, presenting value by responding politely to every query, order, and requirement helps to deliver satisfactory experiences to guests (Liu, Xiao, and Wang, 2024; Jayanti, 2023; Johnston, Clark, and Shulver, 2012). This politeness during communication and with guests and maintaining professional and work ethics, may encourage the opportunity to reach the position of receptionist in the Hilton hotel.

### **2.1.4 Active Experimentation**

In order to improve my work ethic, I need to prefer the feedback of supervisors and subordinates based on performance and level of involvement. The feedback of supervisors and subordinates helps to identify lacking and areas for improvement in the working process to represent quality service to customers. Social Exchange Theory advocates for perceiving support of supervisors and effective communication to increase work engagement and hence work performance (Steiner *et al.*, 2020) **(Refer to Figure 2)**. In this regard, the support of my supervisor by providing feedback may contribute to increasing my performance engagement rate to represent effectiveness to reach desired career goals, aligning with the principle of Social Exchange Theory. Moreover, I can prefer to acquire feedback from the guests based on the level of satisfaction with the provided service to teams or determine rates for further

improvements. This not only improved my scalability in the hospitality service but also changed the service quality and work ethics of the hotels. Feedback culture in the workplace leads to encouraging the improvements of employee efficiency to deliver quality service and enhance guests' experiences in a hotel (Wąsowicz-Zaborek, 2025; Rutherford and O’Fallon, 2007). Thus, I need to adopt the feedback system for the improvement of my work efficiency and performance for the improvement of guest experience, as well as explore the opportunity to reach the position of receptionist.

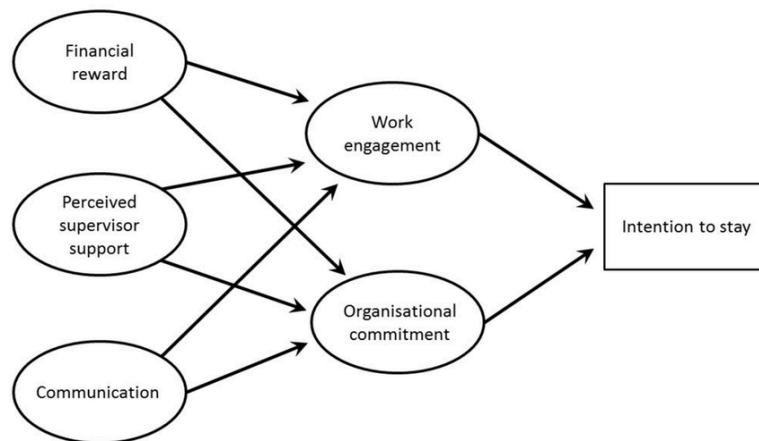


**Figure 2: Social Exchange Theory**

(Source: Steiner *et al.*, 2020)

### 3. Conclusion

#### 3.1 Key findings

The above analysis has helped to conclude the availability of quality service, including cleanliness, luxurious decoration, and treatments, with proper guidance during booking, check-in, and check-out, providing satisfactory experiences to guests. The feedback culture by guests leads to understanding the areas of further improvement of guests' experience with the improvements of hospitality and hotel services. The experiences of housekeepers improved communication and collaborative skills with effective task management capability. The concepts of professionalism and work ethics have developed from the working experiences in the Hilton hotels, with the opportunity for professional growth as a receptionist.

#### 3.2 Recommendation

- I need to improve my technical knowledge and skills in operating hospitality services, managing guest-related data and applications in order to improve the hospitality service.

- Proper training and support of supervisors is required to improve hospitality service and enhance guests' experiences with the representation of high performance as receptionists in the Hilton hotel.

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