Hotel Placement – Managing Guest Service Operations

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Introduction

I was able to broaden my understanding of the hospitality business and hone a variety of relevant skills during my time in the Housekeeping and Back of House departments at the Maldron Hotel. One of my primary goals for this placement was to obtain experience in housekeeping and other back-of-the-house tasks so that I could better serve customers. These goals, and more, were accomplished throughout my placement, for which I am grateful.

A brief generic overview of the overall placement

The value of paying close attention to detail is something I picked up on throughout my internship. As a housekeeping assistant, it was my responsibility to guarantee that each guest room was meticulously cleaned, down to the last detail, including the perfect making of the bed, a spotless bathroom, and a full supply of toiletries. This task necessitated persistence, commitment, and the capacity to maintain a consistently high degree of performance. Working at the back of the home also taught me the value of a spotless, well-organised workplace. The efficiency of the business, the security of its employees, and the quality of their working conditions can all be improved by paying close attention to the back-of-the-house areas (Teng, 2019).

In addition, I was able to improve my abilities in talking to others and working with them. As a member of the front desk staff, I assisted with housekeeping duties to ensure that all guests' needs were handled in a timely manner. I also coordinated closely with the laundry staff to ensure that all linens and towels were cleaned and returned in a timely way. These experiences taught me the value of open and honest communication in maintaining hotel efficiency. And I

saw first-hand how working together can boost output and effectiveness (Hewagama et al., 2019).

harmonious conditions for labour. My ability to contribute ideas, solve problems, and rally around each other in times of need may all be attributed to the deep relationships I've built with my co-workers.

My internship at the Maldron Hotel allowed me to hone my talents in providing excellent service to guests. Guests were my direct customers as a housekeeping assistant, so I had to always have a good mood and respond quickly if they needed something. For this reason, I had to exercise patience, compassion, and careful attention. I now understand the value of going above and above for guests, as this often results in satisfied feedback and future business (Bardi, 2021).

Management issue or problem that the organisation has experienced

The time I spent at the Maldron Hotel during my internship was invaluable; not only did I learn a great deal about the hospitality industry, but I also expanded my skill set significantly. I appreciate the chance to have worked with such a hardworking and encouraging group of people, and I know that the lessons I've taken away from this experience will help me succeed in my future pursuits (Rutherford, 2021).

When working as an intern at the Maldron Hotel, I noticed a problem with personnel management in the Housekeeping and back of the house departments. In particular, certain team members were not fully invested in their work, which negatively impacted their output. Because of this problem, some workers' attendance and punctuality suffered, and they generated lower-quality work (Rutherford, 2021).

I propose the following approaches as ways to fix this problem:

System for Rewarding and Recognizing Employees:

Creating a system of rewards and incentives is one way to increase morale and productivity in the workplace. Possible KPIs for this system include on-time arrival, productivity, and overall job satisfaction. Monetary incentives and non-monetary prizes like certificates, trophies, and

fame are both possible. A system like this will make workers feel appreciated for their efforts and help push them to reach their goals (Zhu et al., 2017).

Possibility for Professional Growth and Development:

Offering professional growth and development opportunities is another strategy to boost employee motivation and engagement. Employees will feel more invested and capable in their work if they are given opportunity to learn new skills and gain new knowledge. The training could cover everything from familiarization with new technologies and procedures to cross-training in other hotel departments. Employees are more likely to feel invested in the hotel's success if they can envision a future with the organisation (Zhu et al., 2017).

Maintaining employee engagement and motivation:

It requires open lines of communication and constructive criticism. Managers should check in with their teams frequently to make sure everyone knows what they're supposed to be doing and is on the same page. Employees need consistent, constructive, and positive feedback from their managers in order to understand how they're performing and where they may make improvements. Managers should encourage employees to offer feedback and provide it themselves in a timely and respectful manner (Shen and Tang, 2018).

Worker Happiness: Lastly, prioritizing employee well-being is vital for boosting engagement and motivation. Workplace wellness programs, employee assistance programs, and more fall under this category. The hotel's genuine interest in its staff's welfare will inspire a sense of pride and belonging among them, which in turn should boost productivity (Shen and Tang, 2018).

Applied evidence of developing the following key skills criteria

During my internship at the Maldron Hotel, I was able to hone a variety of talents that would later prove crucial to my career in the hospitality sector. Self-management, personal growth, task management, initiative in solving workplace challenges, communication, and knowledge application are all examples of transferable talents. I'll show you how I honed each of these abilities during my internship (Rahimi and Kozak, 2017).

Taking initiative in my own education and growth throughout my internship highlighted my capacity for self-management and development. I looked for ways to expand my knowledge and get expertise in many parts of the hotel, and I was successful in doing so. In order to hone my skills, I frequently evaluated my progress and asked for criticism from my superiors and

peers. For instance, I had a hard time keeping track of time and getting things done properly when I first started working as a housekeeper. To better manage my time, I decided to see how my coworkers did things and get their input. By the end of my employment, I had established a routine that enabled me to effectively prioritize and accomplish my work (Yadegaridehkordi et al., 2018).

As a housekeeping assistant, I found that the ability to multitask was one of the most useful skills I could acquire. I was responsible for ensuring the cleanliness of all guest rooms within a given time limit. I learned to organise my day so that I could get the most important things done first. I was also taught effective strategies for coping with schedule shifts and unforeseen complications. If a visitor wanted to arrive early, for instance, I had to rearrange my day so that their room would be ready on time (Cousins et al., 2014).

Throughout my placement, I was faced with a number of situations that called for me to use my own initiative and resourcefulness in order to discover workable solutions. A case in point is when a guest complained about an issue with their air conditioner. I didn't sit around waiting for someone else to fix the problem; instead, I looked into it myself. My inspection revealed that the device required a minor adjustment, which I was able to make immediately. By taking such preventative measures, we were able to swiftly address the guest's concern and restore their satisfaction with their stay (Cousins et al., 2014).

In my position as a housekeeper's aide, I learned the value of clear and constant communication. To guarantee that duties were accomplished effectively and that guests' requirements were addressed, I had to maintain open lines of communication with my co-workers, supervisors, and guests. I honed my skills in both written and spoken expression, becoming more attuned to the demands of my audience as a whole. For instance, I made sure that guests felt at ease and could come to me with any issues by speaking to them in an approachable, kind manner (Zhu et al., 2017).

Finally, during my internship I was able to put what I had learned in the classroom into practice in the context of the hotel sector. For instance, I put my expertise in cleaning methods and sanitation regulations to use by ensuring that all guest rooms met or exceeded industry benchmarks. On top of that, I applied what I'd learned about providing excellent service to hotel guests, making it my personal mission to assure their satisfaction.

Conclusion

In conclusion, the Housekeeping and back-of-house sections of Maldron Hotel are vulnerable to the negative effects of a lack of employee engagement and motivation on performance and productivity. Managers can address this issue and improve employee engagement and motivation, which in turn increases performance and productivity, by implementing initiatives like a recognition and reward system, training and development opportunities, clear communication and feedback, and employee well-being initiatives.

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