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**(Reflection on Administrative Role at London Marriott Hotel
Twickenham)**

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Introduction

The hotel's administrative operation comprises a variety of functions and activities that guarantee the business's smooth operation (Johnston et al., 2012). Long-term success, exceptional guest experiences, and operational experience all depend on the effectiveness of hotel's administrative operations. While my professional experience journey has been enhanced by the one-on-one communications under close monitoring of the management or supervisors, the reflection of thought records and discoveries has been put in writing. We perform a detailed inquiry about these fields: sales, income, staff, and taxes. This log will focus on diverse hotel management skills and it will investigate how own behaviors influence superior service delivery.

Section 1: Reflection on Experience and Personal Development

The reflection on my personal experience of national history follows the six-step approach by Gibbs (1988) beginning with the introduction, and further proceeding to the description, feelings, evaluation, analysis, conclusion, and action plan (Adeani et al., 2020). By means of this reflection in the light of this model, there is an in-depth reassessment is done with regard to the event held at the Marriott Hotel in London.

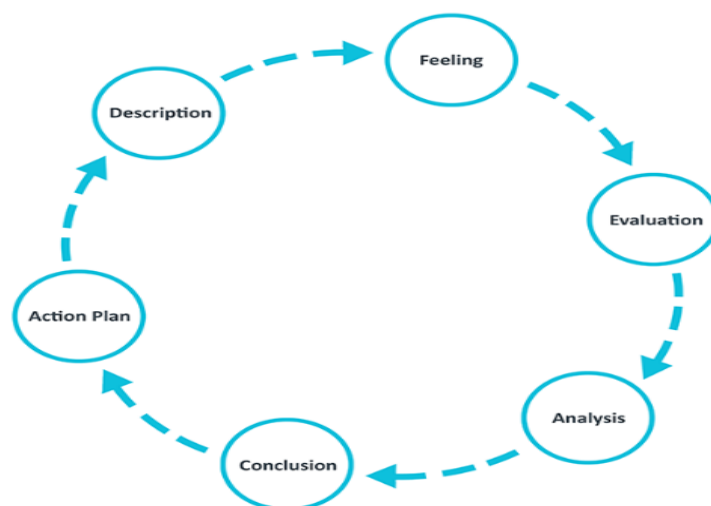


Figure 1: Gibbs' Reflection Model; Source: (Adeani et al., 2020)

Description

For a closer look at this angle, at the first stage, I participated in front desk operations at the London Marriott Hotel Twickenham. At the same time, he had to attend to several other necessities, which included welcoming visitors.

Feelings

Attempting to meet both my adrenaline and wonder from my trips in the past, I found myself as a front desk officer in a hotel. It was difficult to get rid of the negative thoughts despite my intentions. But, I indeed visualized and was able to complete tasks as required. Making a retrospective look at the path I went through, I came to the conclusion that the intriguing problems taught me all about the industry's wide spectrum of skills.

Evaluation

Focusing on the reception desk, which is the front line between the clients and the company, this is to say that I will spend more time trying to improve this specific place with research. The research I have made conducted to the opinion that not having good business communication was most likely the reason for customer complaints and service delays. Because all these errors produce a negative on the customer's experience.

Analysis

Through the investigation that was carried out, the main subjects of investigation were to establish the causes and the processes that may have led to the stalemate in the communication. Disorganisation and discord may have entered the company's blood system taking its life at the end. Of course, quickness and unpredictability are working presuppositions of the industry; therefore, routine amendments to the procedures take place on a regular basis (Ushakov et al., 2020).

Conclusion

Ultimately, I was tired and refocused my attention on the front desk staff; thus, I discovered that they had numerous responsibilities other than basic surveillance. It is pivotal for consumer sentiment to be followed about the brand that is part of this strategy. However, I observed that different problems related to language were less frequent. But, it is evident that the employees' need more comprehensive education to take their positions to a higher level.

Action Plan

One cannot fail to get speech-enhancement training if he or she is serious about improving orally speaking. Taking part in these workshops can enhance my ability for revising my sentences properly, remaining an active listener in a diverse range of situations, and being open to change.

Section 2: Critical Analysis of Work-Based Skills and Technical Knowledge

The beginning of the job in a fantastic hotel will be to perform two critical tasks which are managing the schedules and to organise visitors' reception and registration in the front desk unit (Vallen et al., 2014). Through such little acts of kindness, residents (people) can moreover magnify not only the level of their own happiness and enjoyment, but also everywhere, there is joy in the air. It is the hotel industry, full of various challenges to face and a fast pace to keep up with that I owe my present capability of performing all kinds of job nicely too. It also entirely flashed light on my communication and presentation techniques, thus, amended my verbal deliverance to customers. As a member of it, I visited the uterus, which is considered as the central part of the hotel management. Duty managers were tasked with the following responsibilities: Provide the tenant with setting up his/her new apartment, upgrade the registration process, and address reservation inquiries at once. Besides this, I experience a journey through the wide panorama of life in this field, a journey that, to me, results in a great boost of confidence. This duty was highlighted to the manager with tourists showing up on time, with desk personnel handling the booking smoothly and being able to manage them. It seems I have difficulties in studying and implementing the college task. Also, I am having problems in the field of communication, organisation of tasks, development of life-long learning abilities.

Section 3: Reflection on Organisational Issues

The Marriott Hotel stands out in the hotel industry for its outstanding quality of service and this is due to why it is mostly referred to among the list of the top hotels. It should be emphasized in this phase that compliance with the prescribed communication channels will be considered essential for every staff member (Bardukova, 2023). Interacting with guests, I suddenly discovered that stress was pulling me down unsuspectingly. The front desk staff must meet the competencies, for instance, being a very effective multitasker and under duress, which means solving problems that are unexpected in a noteworthy manner (Bharwani and Mathews, 2021). Therefore, stressing, I was very steady, and dead set in my purposes. The guests were also impressed by the fact that their feedback had been well thought-out and, to their surprise, during the check-in process they had provided excellent customer service (Wood, 2012). The multi-dimensional challenges of the hospitality business increase especially during the peak-time of the year which makes it more difficult to be able to provide the best services to the

customers (Djajasinga et al., 2021). Providing quality service on helps the system to be operational and stay functional through coordinating tasks and allowing intra-communication channels (Rughubalan, 2009). This indicates the key aspects which as an integral part take a hotel to the top in the world of competitive hospitality in line with the changing hotel industry.

Section 4: Future Action Plan

In this process, it came to my understanding that creating street mentoring is a way to offer employees an opportunity to specialize as front desk representatives. The foundations of successful customer experience are strong communication skills (Nguyen et al., 2022). Consequently, observations of others' dealing with stress in diverse situations are significant in order to present composure and top priority setting. This technique implies a search for efficiency and a full implementation of resource use. United group-building activities along with stress-inducing scenarios, as Alserhan et. al. (2023) cited, are among what would exert a great influence on team effectiveness.

In order to achieve a better sense of the multi-facets of a front desk role, it is advisable that one shadow a senior manager. Attending conferences and seminars, being informed about current trends and following new best practices, as mentioned by Huang and Baker (2021), shows that one is enthusiastic to learn and respond to the changing educational situations in a career. Facing past disappointments and mistakes is proclaimed as the most effective method to arrive at the most excellent degree of performance.

Objectives	Criteria	Time Frame
Communication	Effective Listening Skills	Within 6 months
Skills Development	Clear and Concise Expression	
Task Management	Prioritisation and Time Management	Within 3 months
Enhancement	Adaptability in Task Approach	
Mentorship and Continuous Learning	Proactive Knowledge Sharing Personal Development Plans	Within 4.5 months

Table 1: Action Plan; Source: Developed By Author

Conclusion

In the conclusion of my reflection, I emphasize the terrible issues faced by the hotel's managing director, as well as the need to maintain the necessary skills. The discussion progresses to specific, practical objectives that serve as the foundation for solutions, followed by a focus on communication, teamwork, and time management skills required to make guests' stays memorable.

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