

Student name: Laura Ciubotariu Student

ID number: 2117512

BA International Hotel Management

Module code: BMIH6003

Lecturer: Lisa Bassler Assignment

Title: Student Learning Log

I had the opportunity to learn about the professional understanding of the housekeeping management operation at the Best Western Hotel.

Planning, staffing, organization, collaboration, and fundamental technique control are a few examples. I must possess those crucial pieces of knowledge if I hope to work in the hotel industry in the future.

The Gibbs' Reflective Cycle model will be utilized to analyze my observations and conversations with the Best Western Hotel's housekeeping crew. The six phases of this methodology are description, feelings, assessment, analysis, conclusion, and action plan.

Section 1: Reflection on Experience and Personal Development

Keeping the Best Western Hotel clean, cozy, and pleasant for visitors is mostly the responsibility of the housekeeping division. The group oversees laundry services and cleaning public spaces and guest rooms. Additionally, they collaborate with other departments to guarantee that visitor requests are fulfilled, and maintenance problems are quickly resolved. What I saw is the most important in this job is planning and time management. The leader must schedule the number of housekeepers, the area to which they should report, the start and end times of the cleaning tasks, and other details each day. While not planning is the least amount of labor to undertake, the cleaning department will be in chaos without it.

At first, I thought housekeeping was a simple job that mostly involved cleaning. But once I saw the careful attention to detail and the teamwork needed to uphold the hotel's high standards, my viewpoint shifted. I appreciated the diligence and hard work of the housekeeping workers.

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

Best Western Hotel exemplifies diligence, attention to detail, and commitment to excellence. Their work ensures that guests enjoy a pleasant and hygienic environment, ultimately enhancing the hotel's reputation and guest satisfaction. My time with the housekeeping department has provided me with valuable lessons in teamwork, efficiency, and the significance of maintaining high standards in hospitality.

My observations have helped me to better understand the rigorous and frequently taxing labor that the housekeeping staff does. They play a crucial part in determining the quality of the visitor experience since comfort and cleanliness are important components of visitor happiness and loyalty. My technical knowledge and work-related skills have been critically analyzed, and the results have shown both my areas of strength and improvement. I now possess the necessary technical knowledge in important hospitality management areas in addition to critical communication, teamwork, task management, personal skills, and guest services abilities thanks to my personal and professional development. Through focused training and ongoing education, I may improve my weaknesses and make a more significant contribution to the hospitality sector.

I developed my active listening techniques during my placement, making sure I comprehend the requirements and concerns of the guest completely before

replying, which has significantly increased guest satisfaction. One of my weaknesses is that I occasionally find it difficult to assign duties to others successfully; instead, I prefer to manage them personally to assure quality, which can result in inefficiencies and exhaustion.

It is amazing how the housekeeping workers worked together and with dedication. Their impact is felt across the hotel despite their persistent behind-the-scenes effort, which frequently goes unnoticed. The significance of each department in a hospitality setting and how their combined efforts contribute to the hotel's overall success have been highlighted by this experience.

Section 3: Reflection on Organisational Issues

Reflecting on my time at Best Western Hotel, several organizational issues have emerged that significantly impact the functioning of the housekeeping department and the hotel as a whole. Using the Gibbs' Reflective Cycle model, I will explore these issues, their effects, and potential solutions.

Throughout my internship at the Best Western Hotel, I observed a number of administrative problems that were impeding the effectiveness of the housekeeping division and overall client satisfaction:

Resource Allocation: Uneven distribution of cleaning tools and materials.

Personnel Levels: When there are insufficient personnel at busy times, workers become overworked.

Training and Development: Staff members do not have access to ongoing training programs.

Ineffective communication between cleaning and other departments, especially front desk and maintenance, is a communication breakdown.

Initially I felt frustrated, the problems annoyed me since they made it more difficult for the department to uphold its high standards. Seeing the effect on employee morale and client satisfaction, I had sympathy for the housekeeping workers because they were working hard under difficult circumstances.

I'm sure if they resolve these administrative concerns is essential to improving the housekeeping department's effectiveness and overall guest happiness. Enhancing staffing, training, communication, and resource allocation will help the hotel guarantee a more encouraging work atmosphere and higher-quality service. I can suggest an action plan to solve this problem.

First, is important to Implement an inventory management system to track supplies and predict usage patterns, to keep track of goods and anticipate usage trends, put in place an inventory management system.

Second, plan frequent audits to make sure supplies are continuously available.

My third point is to organize frequent training courses covering the newest methods for cleaning and hospitality standards. Offer chances for professional growth, such as training in customer service and leadership.

The last step is to establish clear communication protocols to ensure timely reporting and resolution of maintenance issues.

Reflecting on these organizational problems has shown the crucial areas that require development to maximize the effectiveness and efficiency of the housekeeping division of the Best Western Hotel. In my opinion, the hotel can foster a more positive work environment for its staff members, which will improve service standards and increase guest satisfaction, by addressing resource allocation, staffing levels, training, and communication. The hotel may guarantee continual

success and improvement in the fiercely competitive hospitality sector by engaging in constant reflection and adaptation.

Section 4: Future Action Plan

My experience working in the guest service department at the Best Western Hotel has helped me identify important areas where my technical knowledge and work-based abilities still need to be strengthened. In line with my personal and professional development objectives, this action plan provides detailed instructions and tactics to improve guest services, communication, teamwork, task management, personal skills, and guest services. It also helps me advance professionally in the hospitality sector.

In the future I want to learn another language as a French, improve my competence, enhanced communication, teamwork, and task management skills. Advanced knowledge and skills will open new career opportunities, such as leadership and specialized roles in guest services and sustainability.

Conclusion

To conclude, my experience as a housekeeper at the Best Western Hotel has been life-changing, giving me invaluable knowledge and abilities that will help me in my future work in the hospitality industry. After going through this experience, I am even more determined to provide excellent guest service and to continue to emphasize the crucial role that housekeeping plays in the hotel's overall success. Observing and reflecting on the organizational issues within the department, such as resource allocation, staffing levels, and communication breakdowns, provided a

clearer picture of the areas needing improvement. This experience underscored the importance of continuous training, effective communication, and efficient resource management. I aim to apply the best practices observed and learned during my placement in future roles, ensuring high standards of cleanliness, efficiency, and guest service.

This opportunity has allowed me to develop and refine essential skills, including communication, teamwork, task management, personal skills, and guest services.

References

Amadeus Hospitality (2022). *The Ultimate 2022 Guide To Elevating Guest Satisfaction*. [online] [www.amadeus-hospitality.com](https://www.amadeus-hospitality.com/guest-satisfaction/). Available at: <https://www.amadeus-hospitality.com/guest-satisfaction/>.

Best Western York House Hotel - Spa hotel in Eastbourne, Eastbourne -
Conferences (no date)

<https://www.visiteastbourne.com/conferences/information/product-catch-all/best-western-york-house-hotel-p1234541>.

Best Western clinic procedures, available at:

https://www.bestwestern.com/en_US/hotels/destinations/worldwide-hotels/africa/we-care-clean.html (accessed:10/05/2024).

Best Western Hotel, available at: https://www.bestwestern.com/en_US.html ,
(accessed:10/05/2024).

Brush, K. (2020). *What is a Model of Reflection?* [online] WhatIs.com. Available
at: <https://www.techtarget.com/whatis/definition/model-of-reflection>.
(accessed:10/05/2024).

GmbH, R. @ B.H.C.E. (n.d.). *BWH Hotels - Career Hotels*. [online]
www.bestwestern.de. Available at: <https://www.bestwestern.de/en/career-hotels>
(Accessed 10/05/ 2024).

The Case For Change Management In The Hospitality Industry. (2023). *Forbes*.
[online] 1 Feb. Available at:
<https://www.forbes.com/sites/forbestechcouncil/2023/02/01/the-case-for-change-management-in-the-hospitality-industry/>.

WizeHire. (n.d.). *Housekeeping Manager Job Description - WizeHire Hiring Resources*. [online] Available at: <https://wizehire.com/housekeeping-manager-job-description>.

www.youtube.com. (n.d.). *How To Write a First Class Reflective Essay in 5 Simple Steps*. [online] Available at: <https://www.youtube.com/watch?v=whKSAKSMFs8>. (Accessed: 10/05/2024).

www.youtube.com. (n.d.). *Introduction to Housekeeping/Housekeeping sections/functions and responsibilities of housekeeping - YouTube*. [online] Available at: https://www.youtube.com/watch?v=nx_fcuIhXhY.(Accessed: 10/05/2024).

