

**Component One: Student Journal
(learning log) 750 words +/- 10%**

**Contribution to Overall Module
Assessment: 25%**

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The department of the front office is the most responsible sector for handling the guests as this plays a very significant role in the case of shaping the whole guest experience from the time, they book the room till the time of check out (Bardi, 2010). My writing will follow the Gibbs Reflective Model's six steps: Description, Feelings, Evaluation, Analysis, Conclusion, and Action Plan. This reflective model will help me comprehend my deeper knowledge, increase my problem-solving abilities, build my confidence, and progress personally and professionally.

Description

According to Baker (2000), In this stage, people describe an event or circumstance, including what happened, where, and who was related. The facts are presented at this point in the process.

I had several duties at the Harlow Hotel front office. Such included answering visitor queries, checking in and out, making bookings, and keeping operations running smoothly in a busy atmosphere. I helped with visitor demands, provided details regarding hotel facilities and services, and ensured that customers were satisfied. These responsibilities were essential to guest service. According to Raske (2016), Communication was crucial to keeping visitors aware as well as meeting their demands and according to Dix (2006), Professionally answering passenger questions and delivering correct information improved hotel image and visitor happiness. I helped guests have a smooth arrival as well as departure by properly organising check-ins and check-outs.

Feelings

I had several feelings throughout my placement. At first, I was excited, apprehensive, and ready to acquire knowledge. Handling visitor questions and check-ins in a fast-paced workplace challenged me and improved my abilities. There was strain and tension, particularly during peak hours, however, I felt accomplished and satisfied when I met visitors' requirements as well as handled their difficulties. According to Chakravarti (2006), The range of visitor queries as well as the necessity to be flexible and inventive in finding answers was startling. Each client has distinct needs; thus, it was important to be attentive, patient, and focused to deliver excellent customer service. To give effective service, I needed good multitasking skills and to stay cool despite the pressure.

Evaluation

I was good at problem-solving, multitasking, and dispute resolution at the front office. I resolved guest questions quickly. According to Jagmohan (2013), Multitasking allows to answer inquiries whilst helping customers at the front desk. There is room for development. I can improve my time management to run smoothly throughout hectic times. I can improve efficiency and guest service by prioritising duties. I also want to improve my conflict resolution abilities to manage difficult circumstances with diplomacy and sensitivity.

Analysis

According to Kasavana (2013), The fourth phase examines the situation further. The individual examines the assumptions, beliefs, and values that influenced their actions. They consider alternative perspectives as well as reasons. I can now comprehend how the front office contributes to visitor satisfaction thanks to my placement. The necessity of a friendly and productive atmosphere has formed my view of relations with consumers from working with clients as well as colleagues. My conversations also stressed the need to personalise visitor experiences to surpass expectations. Cultural and ethical issues dominated my posting. I served visitors of varied origins, so knowing their cultural conventions as well as sensibilities became crucial. I respected diversity by carefully paying attention, giving help while presuming preferences, and understanding individual requirements. This made all visitors feel welcome.

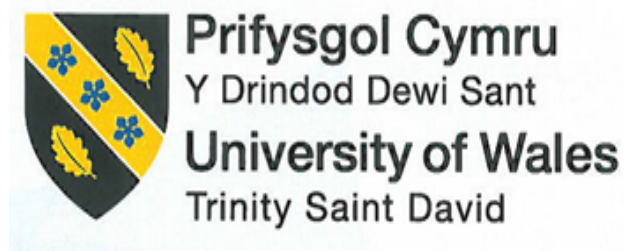
Conclusion

According to Tewari (2009), Learning from experience is considered at the second final step. They find observations, courses, as well as takeaways to drive future actions. My Harlow Hotel

front office employment taught me a lot. It helped me appreciate visitor pleasure as well as the personalised services offered by the hotel business. I've grown both professionally and personally by learning communication, problem-solving including multitasking.

Action Plan

According to Bardi (2010), An action plan is sort of an improvement plan within a time frame as through this plan a person can develop his weaknesses and overall performance. I have decided to prepare an action plan for my future improvement based on my reflection in the front office area. Firstly, I will have to implement techniques to maintain my **time management** within 3 months for prioritising tasks effectively in a time of a busy schedule. To develop the skill of **decision-making skills** within 4 months to handle challenging situations so that I can cope with all sorts of situations. Also, I have to educate my **cultural awareness** as in a workplace there are lots of people who come from diverse backgrounds so to provide tailored service to everyone, I have to enhance this ability within 6 months. I am confident enough that if I am able to implement this action plan, my growth in both my personal and professional career path in the hospitality sector will be smooth especially in the front office area.



Component Two

Trip Advisor Review Response

Thank you for taking the time to write such a nice journey consultant assessment of our hotel. We recognise your helpful advice and are glad you enjoyed your visit with us.

It is great that you discovered our hotel is clean and nicely maintained. Our meticulous cleansing team of workers keeps every room smooth and pleasant for site visitors. Your praise will inspire them to keep supplying extraordinary providers. Your seamless and solid Wi-Fi experience is also favoured. We realise how critical connectivity is for enterprise travellers like you. Your accurate comment indicates our IT group's determination to connect. Due to the noise, we apologise for any inconvenience. We take this issue wi-fi and are constantly searching out techniques to enhance our sound insulation.

As to your customer complaint, we apologise for any dissatisfaction. We pride ourselves on excellent service and could deal with this hassle without delay. Our group has obtained your remarks and will work to ensure that each employee responds to visitor queries and requests.

Thank you again for your kind phrases and for staying at our hotel. We are honoured to have served you and sit up to see you again.

Letter of complaint response
We respect your feedback on your latest Harlow Hotel stay. We remorse any inconvenience and displeasure all through your stay. We value your feedback as well as admire the hazard to fix those issues. First, we apologise for your room's cleansing problems. We apologise for failing you down. We understand how vital hygiene is. Our cleaning staff acquired your remarks and took quick action. Our team has obtained training to save future clients from having such experience. We recognise your suffering with Wifi outages and slow connections. Our IT group of workers is enhancing Wifi speed and dependability. We recognise your patience presently and are taking every precaution to guarantee a smooth online experience for our customers. We apologise for the hotel's loud noise annoying your sleep. We recognise our visitors need peace to relax. Our noise control approaches have been reviewed and new strategies are being implemented to lessen hotel noise. We appreciate your information and promise a calmer stay next time. We apologise for the horrible provider you had at some stage in your stay. We apologise for any inconvenience and value quick and helpful workers. Our customer service techniques have been thoroughly reviewed and our group of workers has received in addition training to help clients. Please continue to be with us again and you'll observe a big change. Mr. Blake, your feedback turned into important. We respect your willingness to bring those worries to our notice, as it helps us enhance and make modifications. We would like to provide you a two-night free stay in an upgraded hotel to thank you for your comments. This gesture indicates our determination to improve and make your experience better. We value your feedback as it enables us to develop and make future visitors happier. We desire your trust and wish you will allow us to restore it. To apologise, we'll provide you with a two-night stay at our hotel with all our facilities. We are able to

also make any required modifications before your next visit to offer a fantastic experience. We apologise for the problems you faced throughout your stay and appreciate your persistence and understanding. We recognise your helpful comments and could improve. Contact us at your earliest convenience and we can gladly assist you to organise your even better experience.

Thanks once more for your helpful feedback. We recognise your patience and willingness to express your troubles, seeing that optimistic feedback facilitates us to expand. We admire a while as our visitor and wish to see you once more quickly to offer you a fair better experience. Please contact us with any questions or concerns, and thank you again for your valued feedback and for bringing those issues to our observation.

Component Three:

Key Skill 1 – Customer Service Skills

According to Lewry (2010), Customer service skills are critical to a hotel's front office function when you consider that they enhance visitor satisfaction. To keep visitors happy and loyal, the front office team of workers has to have superb customer service skills. This segment will emphasise customer service abilities and use excursion hotel examples to illustrate a realistic hold close of front workplace capabilities. First and fundamental, proper customer service capabilities are vital for welcoming customers. According to Kasavana (2013), Front office professionals must have exceptional abilities to welcome clients with a smile, listen to their questions, and supply accurate information. vacation resort the front desk professionals are trained to process check-ins quickly and in a well-mannered way. With the aid of calling them through call and speaking, they make their experience unique and cosy. Customer service abilities encompass maintaining cool under pressure, locating solutions, and empathising with visitors. Empathy facilitates front workplace employees to recognise traffic' views and deliver help or recompense when wanted. Harlow hotel's front table employees are educated to pay attention and empathise with visitors. If a visitor complains approximately the noise of their room, the front desk employee will apologise and provide a room change or different options that meet their necessities. According to Jagmohan (2013), Operating in the front office calls for the competencies to manipulate unsightly site visitors. Regardless of hotel efforts, a few traffic may also have special demands or be upset. Customer service particularly the front office people can cope with such instances gracefully. The vacation resort the front desk personnel has warfare resolution competencies to deal with tough situations. If a passenger requests an improvement beyond availability, the front table employee will lightly explain for and offer alternatives.

Key Skill 2 – Communication Skills

According to Kasavana (1998), Communication skills are important for hotel front workplace employment. The front desk personnel represent the hotel and meets visitors' necessities. Effective verbal exchange with visitors and hotel personnel is crucial for a smooth and enjoyable stay. First, good verbal conversation skills are needed to welcome customers kindly and fast at check-in. The front desk workers must concentrate and react to site visitors' requirements. On the grounds that hotels serve international visitors, this indicates know-how exceptional dialects and languages. According to Kasavana (2012), An attentive and affected person front office personnel may also assist a non-local English speaker deliver their wishes, making an excellent first affect. The front office group of workers ought to additionally have notable written conversation skills to manage tourist queries and requests through email or other techniques. Whilst speaking about hotel bookings, special requests, or unique directions to traffic, clear and brief writing is crucial. Front office people ought to solution speedy and professionally to traveller requests for lodging types or facilities to make certain they recognise. For successful operations, the hotel's front desk members must speak properly. To correctly meet vacationer needs, the front office body of workers should work with cleansing, protection, and concierge offerings. In emergencies like a damaged carry or a room cleansing request, the conversation must be fast. According to Casado (2014), The front workplace people may also speedily meet visitors' demands by means of conveying such worries to the applicable departments, improving visitor satisfaction. communication capabilities are critical for addressing vacationer lawsuits and disagreements. Front desk members and workers have to control unanticipated challenges and court cases inside the hotel region playfully and well. Lively listening, empathy, and verbal exchange might also defuse anxiety and clear up troubles. If a traveller notices a room problem, like as a broken air conditioning unit, the front office workers must concentrate and talk with the preservation department to solve it fast.

Key Skill 3 – Organisational Skills

According to Kline (2002), Hotel front office workers must be organised to manage several jobs and responsibilities. A well-organized front office ensures outstanding client service, easy check-in/check-out, and efficient daily operations. Harlow Hotel front office operations demonstrate the value of organisational abilities. Front office workers must effectively process guest check-ins and check-outs. According to KUMAR (2016), The front office must organise a continual flow of visitors entering and going to ensure a smooth procedure. Harlow Hotel front office workers are taught to prioritise check-in papers, room keys, and guest information for efficiency. By means of making plans ahead, visitors may additionally check in and start their vacation speedy. Front workplace personnel additionally take care of bookings and room assignments. Employer is crucial at Harlow Hotel , where room availability, special requests, and visitor options should be managed. The front office workers nicely control bookings and room assignments to make certain guests get their decided-on room type and meet any unique wishes. The front workplace workers should organise and prioritise tourist requests for rooms with perspectives or cribs to minimise remaining-minute disappointments and discrepancies. According to Negi (2002), Organisational talents in the front office encompass correct communication. For visitor services to run well, the front office people ought to work with cleaning, maintenance, and concierge offerings. For instance, the front office workers need to organise and convey visitor cleaning requirements to the house responsibilities crew to make certain they are met speedy. Clean and organised conversation channels help Harlow Hotel offer wonderful provider and vacationer pleasure. Front office personnel must also multitask well for administrative responsibilities. They accept payments, handle cash, manage guest accounts, and keep correct records. To prevent mistakes and contradictions, these duties need organisation. Harlow Hotel front office workers painstakingly organise and analyse guests' bills upon check-out to ensure accuracy and proper billing. This meticulousness and organisation prevent guest bill disputes.

Key Skill 4 – Problem Solving Skills

According to Lago (2020), the front office people need to be organised to manage numerous jobs and obligations. A well-organized front desk workplace ensures tremendous consumer provision, clean test-in/check-out, and efficient everyday operations. Harlow Hotel front workplace operations reveal the fee of organisational competencies. Front desk employees must successfully procedure visitor check-ins and check-outs. The front workplace needs to organise a continual flow of traffic coming into and going to ensure a clean system. Excursion hotel the front workplace employees are taught to prioritise test-in papers, room keys, and guest facts for efficiency. With the help of planning, traffic may additionally check-in and start their excursion quickly. According to Bhakta (2012), The front office employees also deal with bookings and room assignments. organisation is important at Harlow Hotel, in which room availability, special requests, and visitor possibilities must be managed. Front desk workers nicely manipulate bookings and room assignments to ensure visitors get their selected room type and meet any special needs. Front office workers should organise and prioritise tourist requests for rooms with views or cribs to minimise ultimate-minute disappointments and discrepancies. Organisational skills within the front office encompass properly communication. For visitor services to run nicely, front office employees have to paint with cleansing, renovation, and concierge services. As an example, the front office people have to organise and convey visitor cleaning necessities to the home tasks team to make certain they may be met speedy. According to Metti (2008), Clean and organised conversation channels assist excursion hotel provide remarkable service and traveller satisfaction. Front office employees need to additionally multitask well for administrative responsibilities. They take delivery of bills, cope with cash, manipulate guest accounts, and keep correct facts. To prevent errors and contradictions, these duties want agency. Harlow Hotel front office people painstakingly organise and analyse visitors' payments upon test-out to make certain accuracy and right billing. This meticulousness and enterprise save you guest invoice disputes.

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