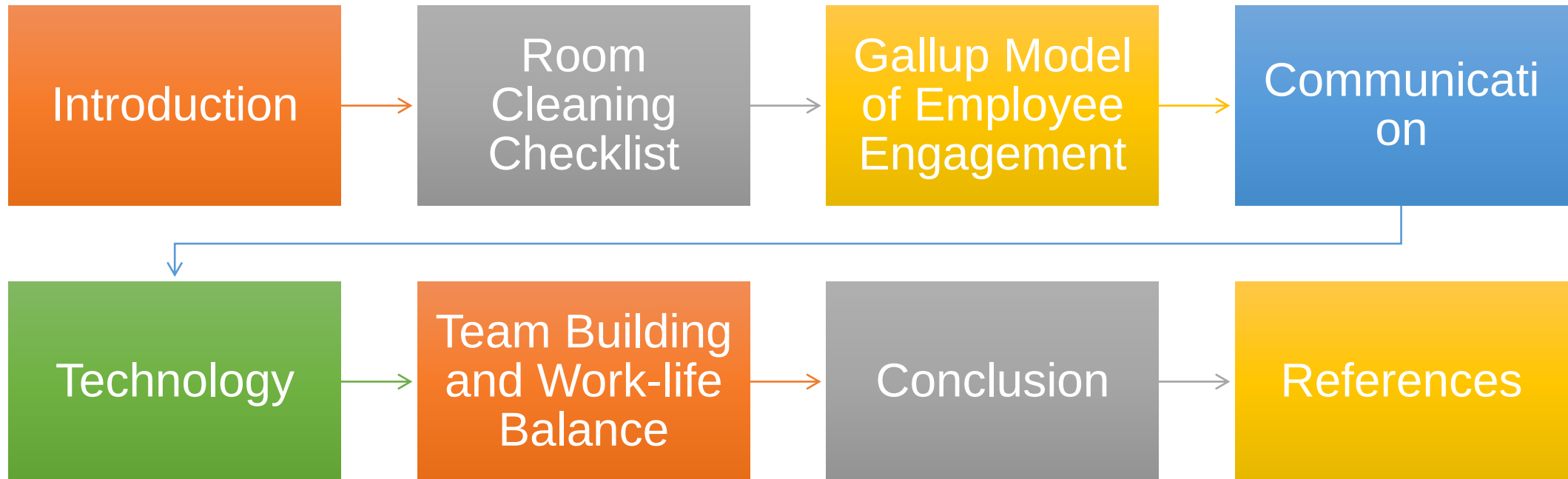


Assignment Title:
Presentation on “Room
Cleaning Checklist:
How to Apply the Gallup
Model of Employee
Engagement to Achieve
High Standards of
Cleanliness, Hygiene,
and Guest Satisfaction
of Holiday Inn,
Sunderland”

- Student Name: Zakia Sultana Rahman
- Student No: 2211724
- Module Title: Hotel Placement - Operating Hotel Facilities
- Module Code: BMIH4006



Content



Introduction

Housekeeping is an important activity of the hotel business. It involves managing the hotel room, cleaning and maintaining them consistently (Raghubalan and Raghubalan, 2015). The housekeeping staff needs to ensure that the rooms are cleaned so that guests can have better experience (Akash, 2023). This training session will provide room cleaning checklists for the housekeeping staff and apply Gallup's employee engagement model for bringing enhanced team performance.



Room Cleaning Checklist



Room Cleaning Checklist	Yes	No
1. Are there any cobwebs or dust on the walls or ceiling?		
2. Are lighting, sprinklers, vents, curtain rails, switches, sockets, lampshades, and bulbs clean and are cobwebs clear of dust?		
3. Are all artwork and mirrors streak-free, immaculately clean, and free of dust?		
4. Are the trouser press and luggage rack pristine?		
5. Is every piece of furniture immaculate? Have you examined under and behind furniture, as well as inside drawers?		
6. Is every piece of soft furniture free of tears, stains, hair, and has a fresh scent?		
7. Examine the mattress or divan: is it free of rips and stains, smells well, and has the right quarter visible at the foot end? Are there any indications of bed bugs?		
8. Are there any rips, stains, or hairs on any linen?		
9. Is the area beneath and behind the bed completely clean and free of dust and debris?		
10. Do the curtains smell good and are free of rips, stains, and hairs?		

Gallup Model of Employee Engagement

Gallup Q12 Survey

Companies on the top quartile on engagement



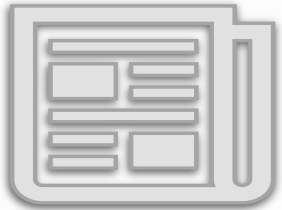
(DRIVEengagement, 2024)

Marriott Hotels uses Gallup Model for assessing its employee engagement level (Moody, 2019). The checklists should be completed properly and the engagement of the employees will enhance the effectiveness of the checklists.



Communication

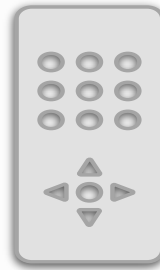
Effective communication among the housekeeping employees is needed to increase the team's performance (George and Hancer, 2008). The staff has to excel this skill to ensure that the checklists are completed and the issues of the room are communicated to the management. The Shannon-weaver model of communication can be applied to ensure effective communication (McKay, Marshall and Grainger, 2014). The five elements of the model are as follows:



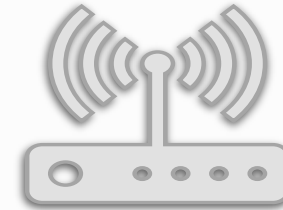
1.
Source



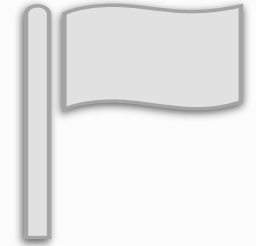
2.
Transmitter



3.
Channel



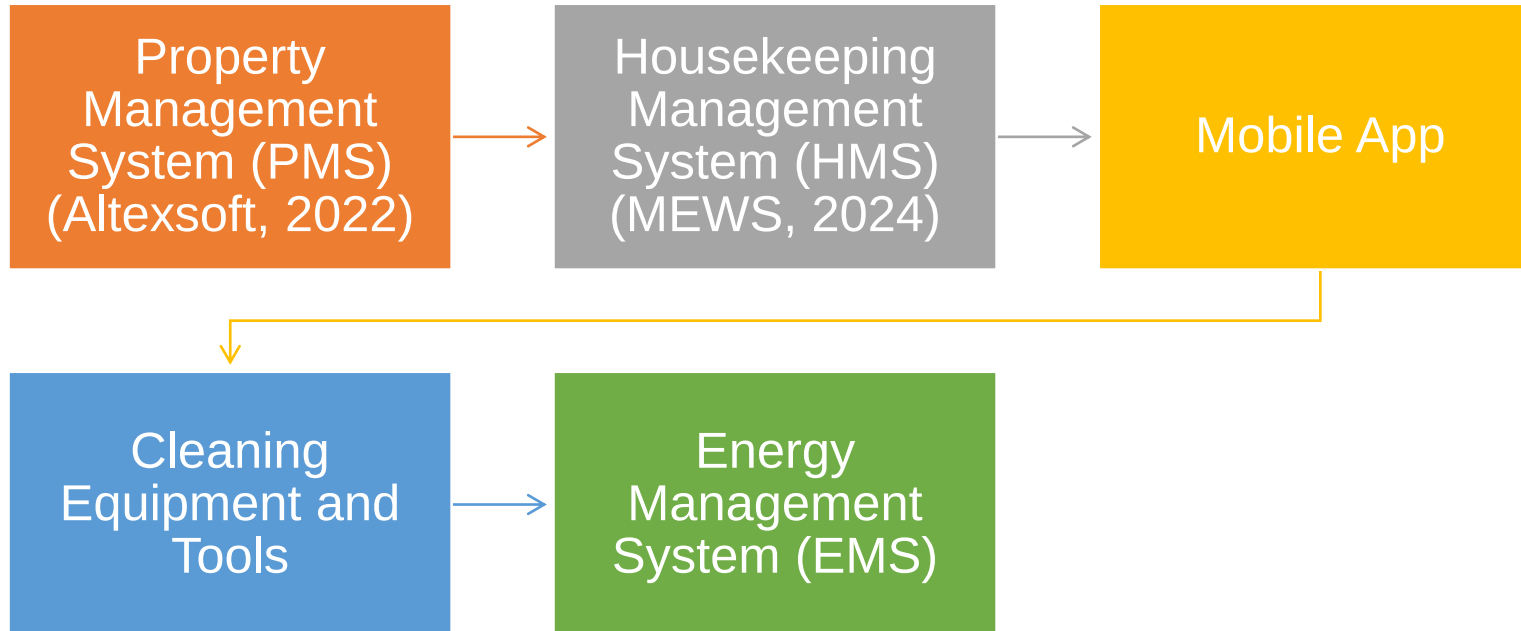
4.
Receiver



5.
Destination

The housekeeping staff should know about the following technology to perform the task listed in the checklists effectively:

Technology



Team Building and Work-life Balance

Team bundling and collaboration are crucial for achieving the collective goal and effectively completing the checklists. The activities that are needed for team building are as follows: Regular team meetings and social events, celebrating staff achievements, creating a supportive work environment, encouraging participation and feedback (Bridger, 2018).



Work-life balance will be ensured by flexible working hours, adequate breaks and rest periods, promoting wellness and safety (Casado, 2012). IHG Hotels promotes work-life balance in their workplace practices (Glassdoor , 2024).

Conclusion

The housekeeping staff should maintain the checklist provided to them to ensure that the hotel room are effectively managed. They should seek support from the management while facing any issues. However, teamwork and collaboration can help them to address the growing issues and enhance the performance of the housekeeping team.

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