

BMIH4006: Operating Hotel Facilities

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Introduction

This presentation will provide an effective training program to develop the employees to accomplish the organizational goals. The housekeeping work is important for satisfying the customers and providing them with safety and other facilities to improve companies' reputation. The facility management has different positions for enhancing operational efficiency and developing their employees to provide a better guest experience. This program will show how to improve guest experience and establish health safety in hotel operations. Customers are more concerned about their health and safety which company will provide better safety and other facilities that will get a higher brand value. The teammates will ascertain their understanding to participate in the quiz ending the training program.

Importance of brand standard

Consistency: brand standard establishes service consistency and attracts more customers and fulfils their requirements (Zohir, 2016).

Customer's expectation: brand standards provide guidelines for fulfilling customers' demands.

Competitive advantage: brand standard provides a competitive advantage in this competitive market (Lockyer, 2017). %^7uyh

Main elements of housekeeping

- Cleanliness: this is a crucial factor in housekeeping to attract more consumers. The hotels need to maintain cleanliness in all areas of the hostel (Evanoff, 2016).
- Concern about all detail: the employees need to focus on all areas of their work if they find any complaint, they will solve it as soon as possible (Raghubalan and Raghubalan, 2014).
- Ensure quality: the hotel staff need to assurance of service quality.
- Time management: Accomplishing brand requirements requires effective time control.

Health and safety procedure

- Chemical handling: To avoid mishaps and reduce exposure to dangerous compounds, housekeeping solvents must be handled and stored properly (Becker, 2016).
- Safe electric system: To avoid electrical incidents, employees in housekeeping ought to be knowledgeable about electrical security procedures (Becker, 2016).
- Personal hygiene: In order to stop the spreading of sickness, it is essential to uphold excellent personal hygiene (Lockyer, 2017).
- Fire safety: The housekeeping personnel have to receive training on fire safety rules and regulations (Becker, 2016).

The employee engagement model

- Clear expectation: Duties, obligations, and achievement standards for workers should all be understood clearly (Lee, Kim and Kim, 2014).
- Supportive management: Workers that enjoy their jobs require encouraging supervisors who offer guidance, acknowledgement, and career development chances (Bridger, 2022).
- Career advancement: When there are possibilities for development, education, and career promotion, workers become more motivated (Lee, Kim and Kim, 2014).
- Appreciation: A significant incentive is praising and acknowledging staff efforts and accomplishments (Bridger, 2022).
- Communication: Involvement requires honest and efficient communication.

Industry example for employee engagement

- Hiring strategy: The organization places a strong emphasis on choosing employees who share its founding principles and service philosophies (Huang, 2021).
- Employees Development: To make sure that workers possess the skills and understanding required to succeed in their positions, The Ritz-Carlton makes significant investments in learning and development initiatives (Huang, 2021).
- Reward: The business utilizes a thorough appreciation and incentive system to recognize and value workers' efforts (Huang, 2021).
- Feedback and advancement: By gathering comments from visitors and staff, the company places a strong emphasis on constant enhancement.

Applying brand standard

- Describe doable methods and advice for continuously meeting brand requirements in cleaning duties.
- Stress the value of accuracy, focus on detail, and job satisfaction.

Efficiency and time management

- Set reasonable time objectives for every kind of area.
- Organize duties according to guest requirements and immediacy
- Reduce interruptions and stay focused.
- Exchange techniques for accelerating processing times and improving efficiency.

Cooperation and interaction

- Talk about the value of the cleaning crew collaborating and communicating well.
- Give advice on effective listening, straightforward interaction, and dispute resolution.
- Teams can share knowledge, guidelines, and criticism when channels for interaction are transparent and open to discussion

Conclusion

We've spoken about how crucial it is to uphold company standards and safety protocols. Keep in mind that upholding corporate standards guarantees customer happiness and commitment while following health and safety procedures guarantees the security of both visitors and company employees. We can enhance our housekeeping activities, assure that the company's standards are met, and reach above and beyond customer expectations by putting the information and abilities we learned in the course into practice. Let's adopt these values, cooperate, and pursue perfection in every one of our housekeeping tasks. Collectively, we can provide our visitors with ensures they will never forget and help the hotel sustain its popularity.

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