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Module name: Managing Guest Service Operations

Student Learning Log

Introduction

During my placement at Leonardo Hotel, London, Croydon, I gained some experience in the Housekeeping department. At this time, I experienced that the housekeeping service includes maintaining common spaces, cleaning rooms, and restocking supplies. I have some learning objectives, which I would like to reach. I hope due to this placement, I can complete my desired aims. First of all, I want to get an insight into housekeeping even more accurately, secondly, after finishing my placement and university course, I would like to become a housekeeping supervisor. Lastly, I want to be more confident because at the moment I am not yet.

Section 1: Role Reflection

During my placement in the Guest Service Department, specifically in Housekeeping, I served as a shadow manager. Using Graham Gibbs' reflective model, I have developed my understanding of housekeeping because I was continuously monitoring her. I have held various housekeeping roles, including arranging deliveries, attending meetings, training staff, advertising job openings, managing cleaning supplies, and assisting guests as needed.

Massey's Agency (2025) propounds the key skills required for a housekeeper manager. It helps me understand that a successful professional relationship is largely dependent on effective communication; therefore, a housekeeper should be able to effectively comprehend and adhere to instructions, ask questions when needed, and offer feedback if there are any problems (Massey's Agency, 2025).

According to Massey's Agency (2025), their ability to solve problems allows them to deal with these problems quickly and efficiently. Furthermore, Vaughan (2025) highlights that they are a motivator and mentor in addition to being a manager. During my placement, I experienced that the secret to success is encouraging teamwork and leading the group with assurance. Moreover, she explains in her article that the housekeeper manager plans and oversees the training, performance evaluations, and disciplinary measures for the cleaning employees and works together with the front desk and maintenance staff (Vaughan, 2025).

During my placement, I observed that the housekeeper manager faced a problem.

The problem is related to a woman who quitted, and the 2-week period of notice was not completed; therefore, the holiday was not paid to her. I think that situation arose a big problem of a lack of workforce, so the housekeeper manager had to solve the problem; fewer employees had to do more tasks to survive this period. I learnt that problem-solving skill is very essential.

Another odd case, which I experienced at Leonardo Hotel, was that the housekeeping manager ordered accessories to the baby cot and paid from her own money; certainly, the costs were paid back to her eventually. I learnt from this case to be calm, and every problem can be solved.

I realised that I need to know more about how to handle pressure and stress more effectively because I think in this department it is important. Nevertheless, I am sure that I have good communication skills and I am helpful.

Action plan

In order to develop myself, I find it essential to learn to handle stressful situations within the next year by staying calm and more confident.

Section 2: Management Performance & Guest Service Analysis

Management styles:

During my placement at Leonardo Hotel, in the Guest Service Operations, housekeeping department, I realised that leadership approaches impact staff motivation and efficiency because the housekeeping manager has to supervise the staff, train recently hired workers, and encourage them on how to work properly and effectively. This could be related to respect and cooperation (HiredChina, 2024).

In my Management & Organisational Behaviour module, I evaluated how behaviour in organisations is influenced by groups and structures, and I understood concepts like motivation, decision-making, group dynamics, leadership, conflict resolution and how they are applied in real-world organisational contexts.

Health & safety compliance:

I experienced that the hotel industry standards were upheld at Leonardo Hotel. According to GoAudits (2023), reputable organisations such as Forbes, leading Hotels of World, ISO, and the LQA Organisation have given hotels excellent ratings, which is why I understand it is a great kind of recommendation that can persuade travelers to stay there. An international organisation called the International Organisation for Standardisation (ISO) created and disseminated international standards to boost corporate efficiency and encourage best practices across a range of industries. I think ISO9001, ISO45001, and ISO22000 are relevant.

Culture & teamwork:

In my Personnel Resourcing & Development module, I learnt about the full staff lifecycle, including hiring, training, development, performance evaluation, and retention. In my Foreign Languages & Cultural Awareness module, I got familiar with linguistic exploration, cultural concepts, and the intersection of language and culture. Having done these modules, I evaluated that organisational culture significantly impacts both staff and guest experience. These modules helped me to see that a strong, positive culture enhances staff engagement, job satisfaction, and performance, which in turn positively influences guest interactions and overall experience. Conversely, a negative or weak culture can lead to employee disengagement, poor service, and ultimately, a negative guest experience (Speakap, 2025).

Marketing & guest experience:

In the Hospitality & Guest Services module, I became familiar with the fact that in the hospitality sector, the abilities and expertise required to deliver exceptional guest experiences and customer service. This module could help me understand guest relations, including learning about their needs and making sure they are satisfied. For me, the most significant learning arose from this module to see that gaining great communication skills is essential for engaging with visitors and handling problems. Furthermore, later, I knew how to resolve grievances professionally and helpfully, transforming bad experiences into good ones. Not to mention the fact that I noticed that effective teamwork and collaboration are vital to manage and enhance guest expectations (Swiss Hotel Management School, 2025).

Section 3: Guest Service Improvement Plan

During my placement in the housekeeping department, I identified one key issue affecting guest service where I worked. It relates to maintenance inefficiencies and guest complaints as well. I noticed, there are lots of complaints about the ceiling of the hotel room. I experienced that the housekeeper manager notified the maintenance department to fix it; however, the maintenance department did not fix the ceiling, they pretended to do it, and in the system, the error seemed to have been fixed. I monitored the events and I experienced that the housekeeper manager solved the problem by talking to the hotel manager to help in this case.

I find this problem significant because through efficient platforms, standardisation, maintenance management difficulties can be addressed, teamwork can be strengthened, and operations can be streamlined with improved coordination through efficient platforms, standardisation, maintenance management difficulties can be addressed, teamwork can be strengthened (Manwinwin, 2025). Additionally, my placement practice helped me understand, maintenance is necessary to maintain output and generate income, and the hotel housekeeping department assumes certain significant duties and collaborates closely with the maintenance staff (Barten, 2024).

Three-step improvement

My placement experience allowed me to develop a realistic three-step improvement plan to improve maintenance in the hotel.

1. Operational change:

Eisner (2022) highlights in her article that part of the maintenance scheduling and procedures should be automated, as this is the best approach to guarantee that work is finished on time. Examining the article, I find it important that hotel maintenance software, like CMMS, assists managers with scheduling recurrent repair orders, planning jobs ahead of time. On the other hand, after considering the possibilities, I find it vital to emphasise the value of preventive maintenance to all employees, not

just the maintenance staff. In order to plan maintenance before guests complain, ask them to flag any problems they notice right away (Eisner, 2022).

2. How does the change align with industry best practices?:

Sarmah (2022) emphasizes that these systems assist hoteliers in organising a variety of operations, including scheduling, managing employees, assigning work, monitoring progress, and everything else. They also save a great deal of money and time (Sarmah, 2022).

3. Impact on guest satisfaction and business performance:

Applying this plan, I think, guest satisfaction and business performance would improve. There would be more satisfied customers, and business performance would be more effective.

Conclusion

During my placement, I have developed my understanding of the housekeeping department, and I realised it is the strongest of all departments at Leonardo Hotel. It could help me learn about the main responsibilities and difficulties, not to mention, the housekeeper manager cooperates with other departments.

I suppose I will achieve my learning objectives by hard work and confidence soon.

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