

Portfolio

by Rocio Garcia

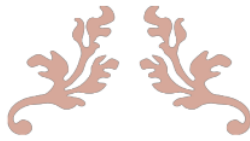
Submission date: 06-Dec-2021 12:01PM (UTC+0000)

Submission ID: 165092681

File name: 29471_Rocio_Garcia_Portfolio_365136_1208265709.docx (1.31M)

Word count: 1202

Character count: 5563



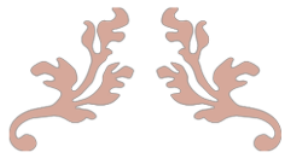
PORTFOLIO

Rocio Garcia (2022578)



BMIH4004 - Hotel Administration and Front Office Operations

Lecturer: Samantha Birdsell



ELEMENT 1
ELEMENT 2
ELEMENT 3
ELEMENT 4

Page 1 - 2
Page 3
Page 4
Page 5



Clive Jones
25 Leyton Avenue
Morriston
Swansea
SA13AL



St. Pierre Marriott Hotel &
Country Club St Pierre Park,
Chepstow NP16 6YA UK

+44 1291 625261

NOV 28, 2021

Dear Mr. & Mrs. Jones,

CL are pleased to welcome you to the reopening of all our Marriott Hotels!

It has been a difficult year for everyone, including our Marriott Hotels family and our **Lovely introduction** and for this we would like to thank you for being part of our loyalty membership and trusting us to deliver the best services possible to make you have a satisfying rest away from home.

On behalf of the whole team, we would like to help you to reschedule your double room reservation (**original reservation number: 001267**) and make it even more special this Christmas season.

We would like to express our deep regrets that you were unable to celebrate your **Good** Golden Wedding Anniversary at St. Pierre Country Resort on July 19, 2021, and that is why we would like to introduce you to our new safety and hygiene policies to help us protect each other so that you can feel comfortable and enjoy the Marriott experience without any worries, from the moment you are greeted at the reception desk to your friendly departure way home.

CL policy points to be considered:

- Hand sanitisers available in Reception, Concierge desk, lift lobbies, public areas and toilets.
- Public areas cleaned in line with protocol. All tables, chairs and hard surfaces wiped down with appropriate chemicals at regular intervals.
- Health and Safety kit including face masks and disposable gloves available in rooms.
- All our hotels have an online check in service so that personal interaction with staff is reduced.
- QR version - Customer service available with all the information digitised so that you can find restaurants and leisure areas nearer to you in a practical way, opening hours of our facilities including the reservation of tables in our lounge restaurant and our gastro bar in our two warm outdoor areas.

At last, but not least, we have wonderful news for you, during this lockdown season our chefs have had the brilliant idea to create the "Sea-Food Brunch" available on Sundays with an extensive menu made with dedication and freshness to deliver the tasty notes of the sea to your tables.

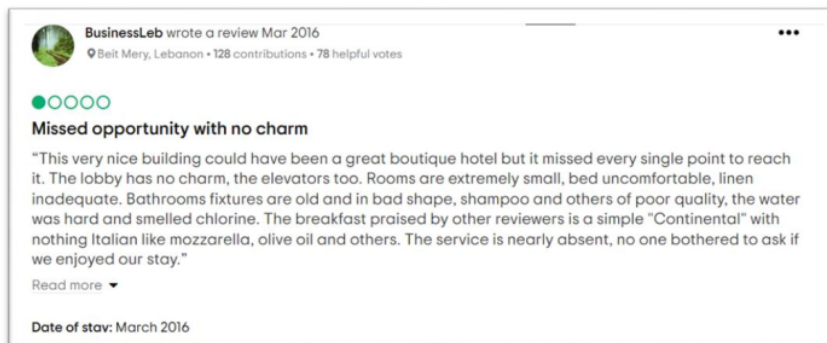
We know you are lobster lovers, and it would certainly be a very tasty way to celebrate such a proud Golden Anniversary in our Country Resort.

For Marriott is important to create stable relationships with our most loyal guests and that is why we would be delighted to help you with any questions you may have regarding your future visits.

Please don't hesitate to contact us via email or call, we look forward to welcoming you soon.

Best regards,

Rocio Garcia
Guest Relations Manager



Dear guest,

I would love to introduce myself to you, my name is Rocio Garcia, and I am the General Manager in charge of our little boutique Gran Duca di York in the heart of Milan.

Thank you very much for your time and for sharing your experience.

I will take a moment to communicate that we respect, and value all type of feedback but especially reviews that help us to improve and to identify the faults to rectify.

We are sorry that we did not meet your expectations when you visited us and because of this, I personally empathise with you.

I am very grateful for your suggestions for room improvements. In fact, I would like to announce that we are planning to renovate our hotel before summer season to give it a more modern approach without losing the magic of the historic centre of Milan as the district in which Grad Duca di York is located.

All kinds of renovations will be carried out: from decoration, room extensions, new air-conditioning installations and a complete renovation of the water pipes!

Many experiences lived in this hotel that have been passed down from generation to generation, it's time to improve!

I invite you to give us another chance and I guarantee you will be very surprised after this change of management.

Stay with us "a new first time". I have no doubt that we can make the most of it!

Feel free to contact me at my personal email: rocio.garcia@HotelYork.it.com

With much appreciation,

Rocio Garcia, General Manager



Alex. N wrote a review Sept 2020
2 contributions • 2 helpful votes



Service and Safety - beyond impressed

"My stay at the Four Seasons Mexico City was incredible. I had traveled during the era of Covid, which of course made me a bit nervous.

However, this hotel goes way above and beyond keeping its guests and employees safe. From mandatory temperature screenings, to masks in all public areas, it's exactly what I was looking for when travelling.

Other notes about safety - the gym and pool are open with reservation. this made for a great private gym experience for me! Kudos to the gym/pool manager for being a hospitable and helpful person during my stay. The gym is sanitized between every single guest who uses it.

There is gel sanitizer everywhere you turn. It's infused with aloe vera and very gentle on the skin

Other than that, it was business as usual (in a good way!)

Service was unbelievable. Everyone has a smile, and while we are in Mexico, and they are not expected to know English, basically everyone at the hotel spoke English. When they noticed I would say some words in Spanish, I could tell they were excited to help me practice my Spanish, and repeat everything in Spanish and English. That was a lot of fun for me.

Room Service was excellent each time, as was breakfast. I really suggest having at least one breakfast at the hotel. the semi-outdoor setting was so colorful and relaxing, and the food was fantastic.

If you are looking for a safe and pampered stay in an incredible area, this is the one."

Dear Alex,

My name is Rocio G, General Manager of Four Seasons Hotel in Mexico City.

I am very pleased that you enjoyed a first class stay at our hotel!

It is a high priority for all of us to coordinate and carry out all the necessary safety measures to take care of our team and guests to continue creating incredible experiences like the one you and your family had with us.

Our staff ^{WC} always willing to share with our lovely guests our culture and traditions and that you have practiced your Spanish with us is a huge goal without a doubt when visiting Mexico.

We are preparing a magnificent party for the Day of the Dead 2022!

You should not miss this occasion!

Thank you for your time and thank you for this sincere review.

It has been a pleasure to be part of such a special trip with your kids.

Hope you will visit us again in the future.

Warm regards,

Rocio Garcia, General Manager FSH

6 Honeycombe Way

Swansea

SA1 2AR

December 1st, 2021



Dear Mr. Damian Cloake,

Thank you very much for contacting us and taking the time to explain in detail the experience that you and your family had at our hotel over the summer.

We feel it is extremely important to apologize for not meeting our usual standards.

Checking the log files for the 15th of August 2021, the day you stayed with us, I can confirm that we had sick staff of which three of them are part of the kitchen team and two of them are part of the reception. It is for this reason that our dear manager Ben mentioned to you that we were short of staff that day.

Thus, giving rise to resulting in delays during the morning checking-in and unorganised *mise en place* in the kitchen during the afternoon shift being quite a challenge for all of us.

I would like to explain you that we have opened an investigation into this matter, and we will develop more specific training for the team focused on the preparation of the rooms before the arrival of our guests so that the lack of beds does not happen again.

We would love to keep yourself involved in this follow-up so that we can improve and exceed your expectations for your next visit.

With a sense of gratitude for your honesty and to create a strong future relationship of commitment, I would like to invite you to be part of our loyalty program full of personalization and great encounters.

Take advantage of this opportunity and I am sure you will not regret it.

Enclosed in this envelope you will find exclusives 4 Sea-Grill restaurant vouchers for you and your family to use when you come to visit us again!

I will be personally looking forward to greeting you.

Regards,

Rocio Garcia, General Manager

Portfolio

GRADEMARK REPORT

FINAL GRADE

GENERAL COMMENTS

Instructor

Please see Rubric for a detailed breakdown of your grade.

71 /100

PAGE 1

PAGE 2

PAGE 3

QM

CL

QM

Lovely introduction

QM

Good

QM

CL

PAGE 4

PAGE 5

PAGE 6

QM

WC

Word choice error:

Sometimes choosing the correct word to express exactly what you have to say is very difficult to do. Word choice errors can be the result of not paying attention to the word or trying too hard to come up with a fancier word when a simple one is appropriate. A thesaurus can be a handy tool when you're trying to find a word that's similar to, but more accurate than, the one you're looking up. However, it can often introduce more problems if you use a word thinking it has exactly the same meaning.

PAGE 7



Sp.
Spelling error



WC

Word choice error:

Sometimes choosing the correct word to express exactly what you have to say is very difficult to do. Word choice errors can be the result of not paying attention to the word or trying too hard to come up with a fancier word when a simple one is appropriate. A thesaurus can be a handy tool when you're trying to find a word that's similar to, but more accurate than, the one you're looking up. However, it can often introduce more problems if you use a word thinking it has exactly the same meaning.

GRADING FORM: HAFO PORTFOLIO

ROCIO GARCIA

71

KNOWLEDGE & UNDERSTANDING /60

Available Marks 60 - Responses should be empathetic, realistic and personal. Problems should be acknowledged, and necessary measures addressed. Offer an official name and point-of-contact for further references. Recognise staff where appropriate. Offer realistic solutions. Make useful recommendations. Do not offer compensation in a public response. Recognise the effect of the Covid19 pandemic and use initiative when inviting guests back to Hotel Trinity



Mr. & Mrs. Jones letter: Sincere, empathetic and followed assignment instructions carefully, You can see the demonstration of lecture content in your response. Compliment review: Lovely response. Good subtle advertising for prospective guests. Complaint review: I loved your approach! Apologetic and sincere. Appropriate and clever

46

response. Mr. Cloake letter: More attention could have been paid to addressing the issues raised in the letter. Use a more professional way of informing guests that you were unable to satisfy their needs (e.g. staff being sick will not satisfy a guest complaint).

PROFESSIONAL PRACTICE /30

Marks available 30 - Letters must look professional, with a logo, contact details, date etc. Font must be appropriate (Arial, 12) and look professional. Make sure that your text is justified. All correspondence should have accurate spelling & grammar. Pay attention to detail of specific instructions provided for each element of the portfolio that can be found in the task description.



Be mindful of the correct use of capital letters. Paragraph spacing needs to be addressed. Justify your text and use 1.5 line spacing. No hotel address provided in letter to Mr. Cloake.

20

RESEARCH & LITERATURE /10

Marks available 10 - You must reference your chosen reviews accurately.



Screenshot of review but no website links.

5