

BMIH6003

**Hotel Placement – Managing Guest Service
Operations**

Part 2: Reflective learning log

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Introduction

Within the current service-oriented era, offering and maintaining outstanding guest service has become a necessity for every hotel in the United Kingdom. While working in various supervisory positions in a hotel's guest service operations, I have gained lots of valuable experiences. I was able to successfully contribute in various departments such as reservations, HR, Admin, food & beverage and front office. I have also observed the daily operations of all those departments and recognise the fact that, effective guest service operation was the top priority for my hotel. It plays a big part in delivering high satisfaction and memorable experience to our visitors. Therefore, it was essential to maintain a perfect co-ordination between all the hotel's departments. Those departments ensure a warm welcoming to guests, seamlessly complete their reservation and offer quality food and beverages while they stay in the hotel. My personal aim in this placement was to attain a complete understanding of the way all those departments work and how they improve the guest's experience. Apart from that, fostering and improving all of the hospitality skills are also other objectives to thrive in this industry in future. Those skills include time management, organisational skills, team work and communication. I also wanted to get a good overview of the technologies that are currently getting used in the UK hospitality sector in order to use them in my future role. The following reflection article will deliver crucial insight on my own experience in those supervisory positions by using the Schon reflective model.

Section 1: Reflection of Experience and Personal Development

During my time at the hotel, I have effectively identified the decision-making process and responsibilities associated with meeting or going far beyond the expectation of customers. While working in the reservation supervisory positions I had the responsibility to interact with guests and handle their check-ins and checkouts. I was able to realise that, I had to be very well organised and stay ready to respond to any needs of the guests (Svendsen, 2024). My technical knowledge also significantly improved as I had to learn the use of the Opera system to make daily reports on guest preferences and activities. I understood that, both the soft skills and technical skills are crucial to deliver a high level of satisfaction to the visitor and ensure a smooth workflow. Apart from that, I also find out that teamwork and effective communications are two most important factors for enhancing my hotel's operational efficiency (Cangi, 2023). Transparent and productive collaboration between all the hotel's departments is the foundation of handling guest expectations. I have also gained many crucial insights on hospitality management practice as well as during my time at academy. Throughout this placement, I was able to effectively apply all that theoretical knowledge gained into the real-world scenarios (Garitty, 2023). Most importantly, I am now well aware of the fast-paced nature of this industry and all the challenges associated in guest service operations.

Section 2: Critical analysis of Work-Based Skills and Technical Knowledge

Shadowing the guest service supervisory position, I have identified that, both the technical knowledge and work-based skills are very crucial for maintaining an exceptional guest service (Habas, 2025). For example, while producing reports and using Opera systems I recognised the effectiveness of modern technology in delivering a smooth experience to hotel's guests. I also understand the way promotion and flexible pricing structure influence the hotel's revenue and guest satisfaction. Additionally, I have found that my capabilities to utilise the reservation system effectively also has a significant impact on the hotel's operational efficiency (Dowd, 2025). My own task management and communications skills also were crucial in handling visitor's requests. While working in the Food & Beverage department I recognised that I have to be very attentive and quick to meet all the needs of my guests as soon as they address those. My capacity to handle various tasks at once like resetting and clearing tables also was another technical skill that enhanced visitor's experience. I understood that technical knowledge is not just about learning the way to use the hotel's system but also to find out its influences on the guest's satisfaction and interaction. Adaptability and effective task management were also very crucial for delivering high standards of guest service (Epstein, 2022). Adjusting the preferences of various guests at once and handling the last-minute reservations were some of the challenges I have encountered while working in guest service operations.

Section 3: Reflection of Organisational Issues

During my time working in the hotel's reservation system, I was able to experience a situation that greatly affected the whole guest service operations (Campos et al., 2024). There was a miscommunication between the front office and reservation team and we missed fulfilling one of our guest's special requests. That guest did not receive the service that was requested during the check-in as we failed to properly communicate with each other and created a huge negative impact on the guest. This particular situation has addressed that, it is very essential to maintain a consistent and clear communication channel between all the departments (Hudson, 2025). This approach can allow us to deliver a smooth staying experience to our guests. I have also found that this only affected the guest experience but also hindered both of those department's performance. We had to spend extra time on the follow-up procedures that had created delays in our daily formalities. We had to prioritise the follow-up procedures to rectify our mistake and the damages we caused in the guest's experience. We knew that, whether we do not fulfil the special request it will directly impact on the hotel's reputation (Derrida, 2023). This particular incident highlighted that my hotel needs to seek effective solutions to enhance inter departmental communication channels. We should look for more effective procedures that can address all the special requests made from our guests to all of our departments. This hotel can focus on adopting the system theory in this context which highlights the interconnection that exists between different departments. Through using this theory, the leadership team can understand the ripple effect of effective communication on the hotel's overall operations (Giousmpasoglou and Marinakou, 2024). Apart from that, implementing a guest request tracking system and maintaining regular cross-departmental meetings can also successfully resolve these issues. Those approaches will be very helpful for avoiding any similar issues like this in the future and allow us to deliver memorable experiences to our guests.

Conclusion and Action Plan

I have gained a good insight on the significance of effective communication, technical knowledge and work-based skills that allowed me to deliver exceptional service to hotel's guests. While working in various guest service operation positions, I was able to monitor the way different departments of the hotel work together and ensure a smooth guest experience. I have also found out various essential technical skills that will help me to achieve success in my future guest service role with the hospitality industry. I have underscored that my own communication, teamwork and organisational ability have enhanced significantly. However, my IT skills, decision-making and time management still need some improvement. Therefore, I intended to enrol myself in online courses focusing on decision-making and time management. Apart from that, I also plan to get industrial training on various hospitality management software to boost my current technical affinity. I will also take part in some workshops to get familiar with some experts in the guest service operation field. Their guidance will be very valuable for me to understand the current best practice in this sector and secure a successful career within this sector.

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