



BA (Hons) International Hotel Management

Module Title: Managing Hotel Administration

Module code: BMIH6004

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1. Introduction

1.1 Personal placements overview

Professional experiences develop employability skills with the increased opportunity to reach career goals through continuous development. The implication of a career plan is based on the strengths and lacking in current professional experiences (Pham, Lam, and Bui, 2024; ASET, 2017). In this context, my current placement is as a housekeeper at the Hilton Hotel, Croydon. My colleague works as a housekeeping manager in the Hilton Hotel, Croydon, named Simona. My supervisors, namely Gina, have supported me to run effectively as a housekeeper and improve my capability to reach my career goals as a receptionist.

1.2 Purpose and structure of this study

This study aims to analyse personal efficiency and lacking to determine areas for further improvement in the professional field. The use of Gibbs' reflective cycle is going to evaluate my experiences to enhance guests' experiences for future integration to reach the requirements of customers at the Hilton Hotel, Croydon, throughout this study. The illustration of responsiveness and development of an action plan by using Gibbs' reflective cycle provides the opportunity to ensure professional growth as a receptionist at the Hilton Hotel, Croydon.

2. Main Body

2.1 Gibbs' reflective cycle

The use of Gibbs' reflective cycle helps to determine the areas for further improvement for individuals focusing on personal and professional development, with the analysis of strengths and weaknesses. Zafeer Li and Maqbool (2023), mentioned that description of overall experiences, evaluation of negative and positive aspects, and building an action plan based on analysis of areas for further improvements are key components of Gibbs' reflective cycle (Refer to Figure 1). This section is going to evaluate the knowledge on the 4-level placements for the improvement of personal and professional development.



Figure 1: Gibbs' reflective cycle

(Source: Zafeer Li and Maqbool, 2023)

2.1.1 Description

The placement experience in housekeeping at the Hilton Hotel, Croydon includes providing adequate service to guests to ensure safe stay experiences. I always focused on maintaining the cleanliness of public areas as well as rooms based on the instructions of the housekeeping manager. The job roles of housekeeping in hotels are based on the specific controls, fixed terms and conditions to maintain involvement in maintaining cleanliness (Fallon and Rutherford, 2010; Rughubalan, 2009). This overall experience in housekeeping has helped to build knowledge on the proper disciplines and the systematic process of managing work in the field of hotels and hospitality successfully. Moreover, I have been behind in my efficiency in managing professional work pressures and the attitude of supervisors and housekeeping managers throughout this working experience.

2.1.2 Feelings

As per my feelings, the work experience has helped to learn about the significant ways of dealing with subordinates and customers in the hotel industry. I have realised my efficiency in construction tasks over time through teamwork and effective communication. As stated by Curado *et al.* (2022), effective communication skills provide the opportunity to increase performance with the ability to share perspectives and generate other requirements to deliver a quality service. In this regard, I have realised the improvements in my communication skills to understand the requirements of guests and maintain cleanliness based on the instructions of the manager and supervisors. Moreover, the ability to work with teams to ensure high-quality housekeeping service in the Hilton hotel has improved throughout this professional experience.

2.1.3 Evaluation

Based on my experiences as a housekeeper in the Hilton hotel, I have effectively been involved in the working process, avoiding delays. Moreover, I have managed each task based on the instructions of the housekeeping manager and supervisors for the improvement of guests' experience. In these assets, I am capable of providing 24*7 guest service without any other complaints. As mentioned by Patzak, Zhang, and Vytasek (2025), managing tasks with the consideration of the time management model leads to enhanced productivity and performance of employees in the workplace. This reflects the improvements in task management capability for representing high performance in the workplace and reaching desired career goals successfully.

However, I have faced issues regarding increased mental stress due to poor working environments and unethical behaviours from the seniors. This unethical behaviour affects my sales value and enthusiasm to work with high performance while working as a housekeeper in the Hilton hotel. As mentioned by Ghasemy *et al.* (2022), affective event theory is positive for maintaining ethical behaviours in the workplace to ensure job satisfaction and employee satisfaction (**Refer to Figure 2**). In this situation, I have determined to improve my skills to work professionally in the workplace. Moreover, I have realised the importance of professional growth and development for increasing value in the professional field, with the enrichment of self-esteem.

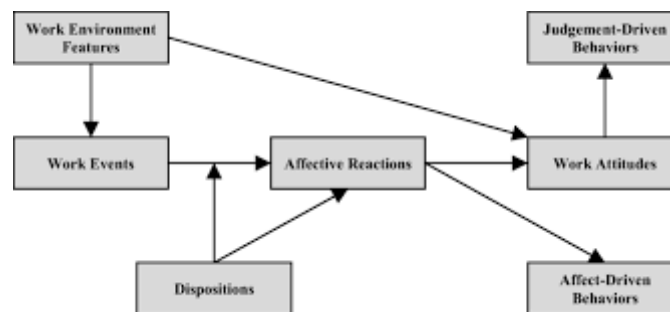


Figure 2: Affective event theory

(Source: Ghasemy *et al.*, 2022)

2.1.4 Analysis

As per my analysis, the ethical behaviours among supervisors and managers are important to increasing involvement in data and ensuring job satisfaction. Moreover, representation of value and providing growth opportunities are significant solutions to enhancing efficiency among employees to represent the behaviour of their performance. As a result, employee productivity and organisational performance may increase through the integration of ethical behaviours and influence professional growth opportunities. As researched by Alameri *et al.* (2025), Mullins (2019), and Weidener, Greilich and Melnykowycz (2024), professionalism and ethics are key components for the development of positive and productive working environments with effective employee engagement to deliver high performance based on Mullin's and Mintzberg's theory. The job role in the reception includes providing support and assistance to guests and managing other activities in the front office to increase overall customer service (Bardi, 2010; Fallon and Rutherford, 2010). I can enrich the value of my professional life through working as a receptionist and managing customers' data at the front desk of the Hilton hotel.

2.1.5 Conclusion

The experience of level 4 placements has been analysed as housekeepers in the Hilton hotel, with consideration of the implementation of communication skills and task management ability. The increase of professional value with the enrichment of the position as a receptionist is required in the Hilton hotel, focusing on future career growth.

2.1.6 Action plan

I need to improve my ability to manage the front office operation of a hotel with effective communication skills, task management, and technical skills. In these aspects, I need to develop knowledge on basic communication operations, including Excel and organisational software for checking availability and booking of rooms, food, and other services in Hilton hotels. In order to improve basic computer knowledge with efficiency in operating them, I will acquire an online training session for 4 months. As opined by Enakrire (2024), open-distance e-learning provides an opportunity to improve skills in operating and managing the working process by using computers with the interoperability of different software. This online training may lead to encouraging my proficiency to reach professional growth as a receptionist in the Hilton hotel successfully.

3. Conclusion and Development Plan

3.1 Conclusion

In conclusion, the experience of a housekeeper improved the ability to ensure a satisfactory guest experience through effective task management and communication. The improvements in professionalism and ability to manage large-scale customer data enhance the ability to enforce professional growth as receptions in hotel management. Online courses for computer applications improve the ability to manage customer data and organisational software applications to manage guests and hospitality service successfully among individuals.

3.2 Development plan

<i>Goals</i>	<i>Require tasks</i>	<i>Require support</i>	<i>Require time</i>
Technical skill	Online training on computer applications with software knowledge	Supervisors and eBooks	2 Weeks
Professionalism	Professional behaviours, work ethics, with adequate task	Feedback from supervisors and	3 Weeks

	management	subordinates	
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Table 1: Development plan

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