Hotel Placement – Managing Hotel Administration

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Introduction

I have grown professionally and personally thanks to my time spent working as a Front Desk assistant at Maldron Hotel. My internship's primary focus was on helping me learn about the hotel business and hone my interpersonal, communicative, and customer service abilities. I'm happy to say that I've accomplished all of these goals and more.

A brief generic overview of the overall placement

Improvements in my ability to express myself clearly and concisely were a primary goal of my placement. I worked as a Front Desk assistant, where I had frequent contact with customers, coworkers, and upper management. At first, I struggled to express myself clearly, especially in trying circumstances like responding to guest complaints. Yet experience taught me to speak up with certainty, listen carefully to visitors, and deal with disagreements maturely and diplomatically **(**Bardi, 2010).

Understanding how hotels functioned was also a major goal of my internship. During my internship, I had the opportunity to work in a variety of hotel areas, including housekeeping, food and beverage, and maintenance. In addition, I learned how to book rooms, check guests in and out, and handle customer service issues at hotels (QAA, 2018).

The goals of my learning pact were to advance my education and career. Participating in training events, taking advantage of online learning opportunities, and soliciting input from superiors and peers were all steps in this direction. I am happy to report that not only did I

accomplish all of these things, but that they also helped me grow immensely (Rughubalan, 2009).

I used a learning diary to record my activities and thoughts during my internship to help me evaluate its efficacy and make improvements for next time. Understanding my weaknesses and strengths through introspection has been essential in my development. In addition, I've been able to establish more practical objectives and make progress toward them as a result. The way I handle time is something I know needs work. I improved my time management and output after reviewing my log and coming up with new approaches (Tewan,2009).

My time here at the Maldron Hotel has been really valuable and educational. I have learned a lot, honed my abilities, and created some great relationships with people at work and in the community. Together with these skills, I have also developed the ability to think quickly on my feet and take the initiative to solve problems while contributing to a group effort. The majority of my goals have been met, despite the fact that I had to skip out on some opportunities—like attending specific training session due to scheduling difficulties (Tewan,2009).

In conclusion, I value the experience I gained working as a Front Desk clerk at the Maldron Hotel. My time here has allowed me to develop both personally and professionally. I know that the experience and training I received during my internship will serve me well in my professional life.

Management issue or problem that the organisation has experienced

One managerial issue I saw at Maldron Hotel during my internship was the difficulty of keeping client satisfaction levels high during peak season. The hotel's operations suffered as a result of the increased number of guests, including longer check-in times, delays in room service, and an uptick in guest complaints (Tewan,2009).

Digital check-in has the potential to be a viable alternative to the current paper system. This would allow for a more simplified and effective process, decreasing the amount of time spent checking in guests. In addition to expediting the check-in process, a digital check-in system

might be used to learn more about each guest's individual tastes and wants so that each room is perfectly suited to them (Vallen & Vallen, 2014).

Increasing the number of available employees is another option to deal with the problem of high demand. With this, room service might be delivered to guests more rapidly and in response to their needs more quickly. More employees might receive training in customer service management, improving how complaints are handled and how quickly problems are fixed.

The service-profit chain hypothesis could be used to shed light on this management conundrum. According to this hypothesis, productivity, client loyalty, and financial success are all interconnected. The hotel's bottom line can improve if problems experienced during peak season are resolved and the contentment of guests is ensured, since this will also boost the morale of the hotel's employees **(**Rutherford, 2021).

A cost-benefit analysis could help the hotel decide whether or not a computerized check-in system and additional staff members are worthwhile investments. To further motivate personnel to give high-quality service, the hotel could consider offering rewards to those who earn great visitor feedback or provide exceptional service.

In conclusion, a digital check-in system and additional manpower can help management deal with the challenge of maintaining high visitor satisfaction levels during peak season. The hotel can further emphasize the significance of fixing operational problems and making sure guests are satisfied by applying theories like the service-profit chain theory. The hotel can keep its excellent service and high level of customer satisfaction all through the year by acting on these suggestions and putting them into practice **(**Rutherford, 2021).

Applied evidence of developing the following key skills criteria

Thanks to my time at the Maldron Hotel, I was able to get valuable experience in a number of important areas. Self-awareness, personal growth, task management, initiative in solving

difficulties at work, effective communication, and the ability to put acquired information to use are all examples of the talents we're talking about (Bardi, 2021).

Throughout my placement, I was able to manage my time effectively, develop personally, and professionally, and reflect on my progress toward my goals. I aggressively sought and implemented input from my boss and coworkers to enhance my abilities and expertise. For instance, I made it a point to better organise my time by setting daily goals, making a calendar, and delegating responsibilities where I could.

I was in charge of managing front desk duties like answering phones, processing check-ins and check-outs, and addressing guest concerns. I was able to keep track of everything thanks to checklists and a system of prioritization based on urgency and significance. Because of this, I was able to get everything done quickly and properly, satisfying guests' requirements in a timely manner.

As an example of my initiative at work, I was able to spot difficulties like extended check-in and waiting periods for customers. I took the initiative to suggest workable options, such as switching to a computerized check-in system and hiring more help during busy times. I was able to improve front-desk operations as a whole by taking the initiative to pinpoint problems and provide fixes (Ashton,2018).

Concerning communication, I was successful in interacting with visitors and coworkers through in-person chats, phone calls, and emails. It was thanks to my ability to actively listen to guests that I was able to anticipate their requirements and address their questions and concerns. In addition, I coordinated closely with team members to ensure that our job was done correctly and efficiently, and I provided and received constructive criticism and input from my peers.

Finally, in terms of knowledge application, I was successful in putting my theoretical understanding into practice. To address visitor concerns and give outstanding service, for

instance, I relied on the information I'd gained from studying customer service principles. I was able to leverage my knowledge of front-desk processes to spot problem areas and offer workable fixes.

Conclusion

In conclusion, my internship at Maldron Hotel allowed me to gain experience in several important areas, including self-management and development, task management, taking initiative when faced with challenges at work, communicating effectively, and applying what I've learned. I've been able to improve front-desk operations with the knowledge I've gained, and I've also honed valuable abilities that will serve me well in my career moving forward.

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