Effective Room Cleaning

Premier Inn John Lennon Airport hotel

New Checklist and Team Commitment

Author: Fruzsina Valoczki
Student number: 2223630
Lecturer: Scott James
Module: Operating Hotel Facilities (BMIH4006)

Introduction……..…..Slide 3

New Checklist Preview……Slide 5

Room make & Departure Checklist……..Slide 5

Weekly, Monthly, Quarterly Tasks…….Slide 6

Introducing the New Room Cleaning Checklist……...Slide 7

Entry Protocol……..Slide 8

Room Make Checklist……..Slide 9

Departure Room Checklist……Slide 12

Training and Team Effectiveness…….....……Slide 15

Continuous Improvement and Feedback…….....Slide 16

Employee Engagement Model……...…..Slide 18

The Zinger Employee Engagement Model……...…Slide 18

How the Zinger Employee Engagement Model Aligns with Housekeeping Team Goals……..……...….Slide 19

Best Industry Practice… ……..Slide 21

Application in the Hotel Industry……Slide 22

Conclusion…….....…Slide 23

References……Slide 24

Pictures References…….....Slide 26

TABLE OF CONTENT

Importance of Guest Satisfaction In Hotel Industry *(Source: bdtask.com)*

In the hospitality industry, customer satisfaction is the most important factor, but inconsistent housekeeping standards make this difficult (Nimri et al., 2020).

Guests may experience different levels of cleanliness due to these inconsistencies, which can lead to disappointment and damage the hotel's reputation (Kim, Kim & Heo, 2016).

Premier Inn Liverpool John Lennon Airport Hotel | Special offer | Deals | About | Location | Reviews

Room 10

Stayed here on Saturday 28th July. We booked this last minute as our previous flight from Manchester was cancelled. We were allocated room 10 on arrival, at first glance everything appeared to be fine. However later on it came to light that the bathroom bin hadn't been emptied, which occupied the previous guests dirty sanitary wear along with a sweet bag. Very unhygienic. The rest of the room appeared clean and had the expected amenities of hairdryers and irons etc. However the bed was horrendous every time either me or my partner move it sounded like the bed was going to give way, not a good thing anytime of the year, but even less so when you have an early morning flight.
I happened to mention this at reception on check out, and was overheard by a another guest who said he had the same problem with the beds.
For a hundred pounds a night I really expect these sorts of things to be handled before guests are given the room, even though we've stayed here previously 2 years ago without issue.

Read less ▲

Premier Inn Liverpool John Lennon Airport Hotel | Special offer | Deals | About | Location | Reviews

Unclean room and poor customer service

I stayed with some friends for one night prior to an early morning flight. It is an annual trip and have used this hotel for the last 5 years.
Check in wasn't great and everyone seemed to be struggling with the key cards. I shared a room with a friend and there were a total of 9 of staying. Having eventually gained access to the room I simply dropped my bag and met friends in the bar. I returned to the room around midnight at which point I started to notice things were not right. There were dirty cups and a lack of tea/coffee. Given I had to be up at 5am I ignored this and decided just to go to bed. Upon closer inspection the bed had clearly been slept in. It was now 12.30 and given the earlier lack of customer service and that I was due up in just over 4hrs I decided to just get my head down.
Upon waking and wanting a shower I inevitably found dirty towels.

I complained to the staff who said they would raise the issue with the manager when they arrived at work and someone would be in touch. This never happened.

On return I filled in a complaint to Premier Inn customer service, around 2 weeks later received a holding email saying it was being investigated. Another 3 weeks on I have heard nothing.

If you use this hotel I would advise careful inspection of the room first and to have low expectations of the customer service.

Premier Inn John Lennon Airport Hotel TripAdvisor Reviews *(Source: tripadvisor.co.uk)*

This can make guests unhappy and may result in negative reviews, dissatisfaction, and the loss of repeat customers.

ROOM MAKE

- ◯ Open windows while in the room.
- ◯ Remove trash from the room and the bathroom.
- ◯ Place dirty glasses/cups on the cleaning trolley.
- ◯ Check bed linens, pillowcases, and duvet cover for cleanliness. If they are dirty, replace them; if not, neatly arrange them. Double-check for replacement needs.
- ◯ Remove used towels and the bathmat from the bathroom.
- ◯ Spray bathroom surfaces such as the bathtub, tile surfaces, sink and toilet (With Sani 4 in 1 Plus Chemical).
- ◯ Clean and disinfect the toilet and sink (With Shield Chemical and use the Toilet brush and the Yellow microfibre cloth for the toilet. Use the red microfibre cloth for the sink).
- ◯ Wipe down the bathtub using the red cloth until it's shining.
- ◯ Clean the tiles surfaces using the red mop until it's shining.
- ◯ Clean the bathroom mirror (With D10 Chemical and use the Blue super mop head.).
- ◯ Restock the bathroom with towels and the bathmat.
- ◯ Refill toilet paper, hand soap, and shower gel in the bathroom.
- ◯ Replenish the room with coffee, sugar, brown sugar, milk, and tea, and replace any missing glasses/cups.
- ◯ Dust all surfaces in the room (With D10 Chemical and use the Blue microfibre cloth.).
- ◯ Replace the missing trash bags.
- ◯ Spray bathroom and mop it (With Sani 4 in 1 Plus Chemical and use the red super mop head.).
- ◯ Vacuum the entire room.
- ◯ Close the window.

DEPARTURE

- ◯ Open the window.
- ◯ Collect all trash in the room and the bathroom.
- ◯ Remove used sheets, duvet cover, and pillowcases, and gather towels/bathmat.
- ◯ Ensure there are no items left behind by the guest. (If any items are found, place them in a bag and label with who found it, what was found, when it was found, and in which room. Then hand it over to the reception.)
- ◯ Make the bed with fresh sheets, duvet cover, and pillowcases.
- ◯ Remove dirty glasses/cups from the room.
- ◯ Spray bathroom surfaces such as the bathtub, tile surfaces, sink and toilet (With Sani 4 in 1 Plus Chemical).
- ◯ Dust all surfaces in the room (With D10 Chemical and use the Blue microfibre cloth.).
- ◯ Replace any missing glasses/mugs.
- ◯ Restock coffee, sugar/brown sugar, sweeteners, milk, and tea.
- ◯ Check the condition of the extra pillows on the shelf. Replace if necessary.
- ◯ Clean and disinfect the toilet and sink (With Shield Chemical and use the Toilet brush and the Yellow microfibre cloth for the toilet. Use the Red microfibre cloth for the sink).
- ◯ Wipe down the bathtub using the red cloth until it's shining.
- ◯ Clean the tiles surfaces using the red mop until it's shining.
- ◯ Clean the bathroom mirror (With D10 Chemical and use the Blue super mop head.).
- ◯ Replace the missing trash bags.
- ◯ Polish metal surfaces (Use the Red microfibre cloth.).
- ◯ Refill toilet paper, hand soap, and shower gel in the bathroom.
- ◯ Restock the bathroom with towels and the bathmat.
- ◯ Spray bathroom and mop it (With Sani 4 in 1 Plus Chemical and use the red super mop head.).
  Vacuum the room.
- ◯ Close the window.

ROOM CHECKLIST PREVIEW

WEEKLY TASKS

- ◯ Vacuum and dust furniture and upholstery.
- ◯ Clean baseboards and windowsills (With D10 Chemical and use the Blue microfibre cloth.).
- ◯ Wash the shower curtain (Place them to the washing machine and use the Horizon washing powder.).
- ◯ Clean and disinfect doorknobs, light switches, and TV remote controls (With Sani 4 in 1 Plus Chemical and use the Red microfibre cloth.).
- ◯ Check for bedbugs.

MONTHLY TASKS

- ◯ Clean the bed frame and the legs of the bed (With Sani 4 in 1 Plus Chemical and use the Red microfibre cloth.).
- ◯ Check the operation of the vibrating pillow in accessible rooms.
- ◯ Check the emergency alert system and emergency signalling devices in accessible bathrooms.

QUARTERLY TASKS

- ◯ Rotate mattresses 180 degrees at the indicated times on the mattress.
- ◯ Participate in Working Safely, COSHH & PPE , Lost Property, Cot Standards, Bed Bugs, Be Alert Not Alarmed, Pest Control, Modern Slavery and The Power of Inclusion in Housekeeping training on Whitbread Academic Learning.

Premier Inn

Premier Inn Employee Engagement

Premier Inn Housekeeping Team / 1
(Source: derwen.ac.uk)

Premier Inn Housekeeping Team / 2
(Source: suffolkordinarylives.co.uk)

Engaged employees are more likely to consistently maintain the established standards (Lu et al., 2016).

By following this checklist closely, we ensure that our cleaning procedures are consistent and of the highest quality.

ROOM CHECKLIST PREVIEW

Entry Protocol

The Entry Protocol enhances both guest satisfaction and safety within the hotel environment (Kumar, 2021).

Ensuring Guest Comfort and Privacy

By respecting guest privacy and adhering to "Do Not Disturb" signs, we create a sense of security and comfort for our guests (Liu & Alvehus, 2020).

They appreciate the privacy we afford them during their stay, leading to increased satisfaction.

DND Sign *(Source: mirror.co.uk)*

Adherence to 'Do Not Disturb' signs means that hotel staff and other guests should respect the guest's request for privacy and not enter the room when the sign is hanging on the door.

This is important because guests may be sleeping, working, or relaxing in their room, and they should not be disturbed unless it is necessary.

Entry Protocol

Some examples of when it is necessary to enter a guest room without the guest's permission!

If there is a fire or other emergency.

If there is a guest complaint that requires immediate attention.

If the hotel staff needs to enter the room to perform routine maintenance, such as cleaning or checking the smoke alarm.

Housekeeping Services

Housekeeping / Maintenance staff should take extra care when entering a guest room to clean.

This includes:

Entering the room only when the guest is not present.
Knocking loudly on the door and announcing themselves before entering.
Leaving the room as soon as possible after cleaning.
Not touching the guest's belongings.
Not making noise or disturbing the guest.

Our hotel's Entry Protocol is essential for providing a comfortable and secure stay for our guests!

1. **Open windows while in the room.**

2. **Remove trash from the room and the bathroom.**

3. **Place dirty glasses/cups on the cleaning trolley.**

4. **Check bed linens, pillowcases, and duvet cover for cleanliness.**

If they are dirty, replace them; if not, neatly arrange them. Double-check for replacement needs.

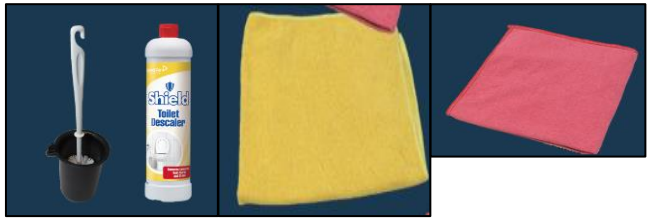
5. **Remove used towels and the bathmat from the bathroom.**

6. **Spray bathroom surfaces such as the bathtub, tile surfaces, sink and toilet.**

(With Sani 4 in 1 Plus Chemical).

7. **Clean and disinfect the toilet and the sink.**

(With Shield Toilet Descaler and use the Toilet brush and the Yellow microfibre cloth for the toilet. Use the Red Microfibre Cloth for the Sink.)



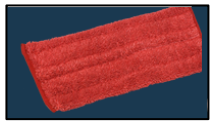
8. **Wipe down the bathtub using the red microfiber until it's shining.**

(Use the Red Microfibre Cloth.)

ROOM MAKE CHECKLIST

9. Clean the tiles until it's shining.

(Use the Red Microfibre Mop.)



10. Clean the bathroom mirror.

(With D10 Chemical and use the Blue super mop head.)

11. Restock the bathroom with towels and the bathmat.

12. Refill toilet paper, hand soap, and shower gel in the bathroom.

13. Replenish the room with coffee, sugar, brown sugar, milk, and tea, and replace any missing glasses/cups.

14. Dust all surfaces in the room.

(With D10 Chemical and use the Blue microfiber cloth.)

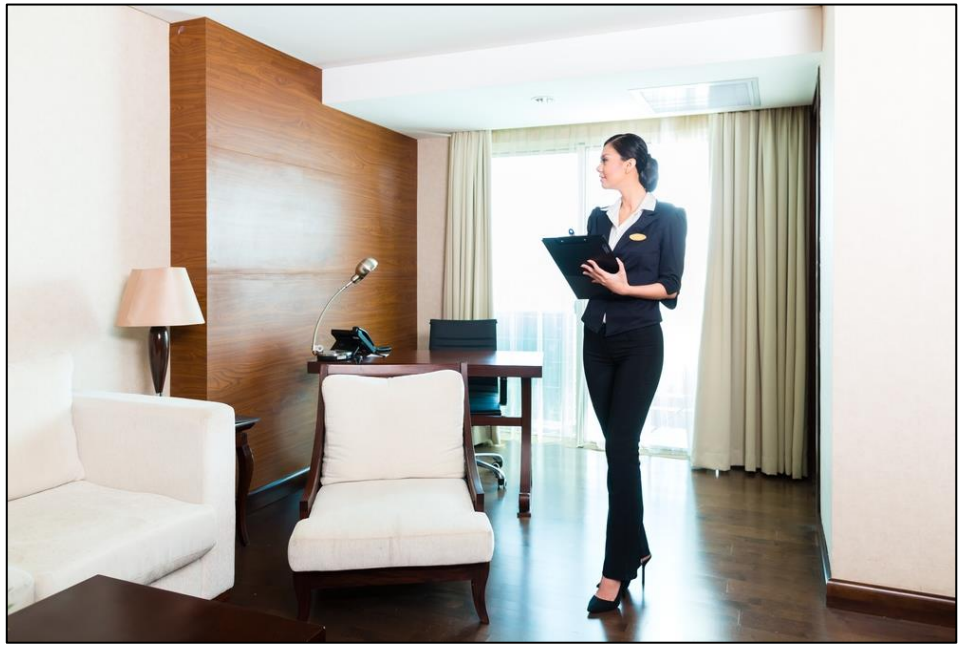
15. Replace the missing trash bags.

16. Spray bathroom and mop it.

(With Sani 4 in 1 Plus Chemical and use the red super mop head.)

17. Vacuum the entire room.

18. Close the window.



Attention to Detail *(Source: linkedin.com)*

Happy Guests *(Source: rubbermaidcommercial.com)*

Attention to detail is essential for providing a clean and comfortable stay for guests (Rhee and Yang, 2015).

Even the smallest details, such as making the bed neatly or cleaning the bathroom thoroughly, can make a big difference in the guest's overall experience (Park et al., 2019).

1. **Open the window.**

2. **Collect all trash in the room and the bathroom.**

3. **Remove used sheets, duvet cover, and pillowcases, and gather towels/bathmat.**

4. **Ensure there are no items left behind by the guest.**

(If any items are found, place them in a bag and label with who found it, what was found, when it was found, and in which room. Then hand it over to the reception.)

5. **Make the bed with fresh sheets, duvet cover, and pillowcases.**

6. **Remove dirty glasses/cups from the room.**

7. **Spray bathroom surfaces such as the bathtub, tile surfaces, sink and toilet.**

(With Sani 4 in 1 Plus Chemical)

8. **Dust all surfaces in the room.**

(With D10 Chemical and use the Blue microfiber cloth.)

9. **Replace any missing glasses/mugs.**

10. **Restock coffee, sugar/brown sugar, sweeteners, milk, and tea.**

11. **Check the condition of the extra pillows on the shelf. Replace if necessary.**

12. **Clean and disinfect the toilet and sink.**

(With Shield Chemical and use the Toilet brush and the Yellow microfiber cloth for the toilet. Use the Red microfiber cloth for the sink).

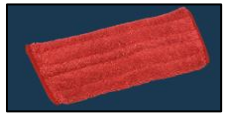
DEPARTURE ROOM CHECKLIST

13. Wipe down the bathtub using the red microfibre cloth until it's shining.

(Use the Red microfibre cloth.)

14. Clean the tiles surfaces.

(Use the red mop until it's shining.)



15. Clean the bathroom mirror.

(With D10 Chemical and use the Blue super mop head.)

16. Replace the missing trash bags.

17. Polish metal surfaces.

(Use the Red microfiber cloth.).

18. Refill toilet paper, hand soap, and shower gel in the bathroom.

19. Restock the bathroom with towels and the bathmat.

20. Spray bathroom and mop it.

(With Sani 4 in 1 Plus Chemical and use the red super mop head.).

21. Vacuum the room.

22. Close the window.

A departure room checklist plays a crucial role in ensuring that each guest room is thoroughly cleaned and prepared for the next arrival (Ineson, Čomić and Kalmić, 2019).

It outlines a series of tasks that must be completed to maintain the highest standards of cleanliness and guest satisfaction.

By completing each task on the departure room checklist, housekeeping staff ensures that the room is clean, comfortable, and inviting for the next guest.

Attention to detail and thoroughness contribute to a positive guest experience and maintain the reputation of the hotel (Yen and Tang, 2019).

Hotel Reputation Management
(Source: guesttouch.com)

Positive Reviews Can Grow the Hotel's Reputation *(Source: webrezpro.com)*

Training	Housekeeping staff need regular training to learn the latest cleaning techniques, safety protocols, and product usage.
Communication	Effective communication between team members is essential for collaboration and problem-solving.
Workflow	A well-organized workflow minimizes downtime and maximizes productivity.
Accountability	Clear performance expectations and regular feedback ensure that housekeeping staff consistently meet or exceed expectations.

In the dynamic hospitality industry, continuous improvement is paramount to ensuring consistently high standards of cleanliness and guest satisfaction (Paulose and Shakeel, 2021).

Encouraging Feedback: A Cornerstone of Continuous Improvement

By fostering a culture that encourages feedback, embraces problem-solving, and values employee input, housekeeping teams can consistently elevate their performance and deliver exceptional service.

Creating an environment where housekeeping staff feel comfortable providing feedback is crucial for identifying areas for improvement and implementing effective solutions.

Regular Feedback Sessions

Employee Recognition

Open Communication Channels

Importance of Reporting Problems, Suggesting Improvements, and Seeking Help

Empowering housekeeping staff to report problems, suggest improvements, and seek help when needed is essential for maintaining high standards (Bhaskaran et al., 2022).

By proactively addressing issues, identifying areas for optimization, and providing timely assistance, housekeeping teams can prevent problems from escalating and ensure consistent performance (Buhalis & Sinarta, 2019).

Streamlined Cleaning Processes

Housekeeping Team *(Source: datamyte.com)*

Skill Development *(Source: hrdailyadvisor.com)*

Enhanced Communication Protocols

Please Communicate *(Source: Self-Developed)*

Regular Training and Skill Development *(Source: pathwise.io)*

CONTINOUS IMPROVEMENT AND FEEDBACK

The Zinger Employee Engagement Model

Zeal	Create a positive and supportive work environment.
Interest	Provide opportunities for employees to learn and grow.
Growth	Recognize and reward employees for their contributions.
Newness	Challenge employees with new and exciting projects.
Empowerment	Allow employees to make their own decisions and take ownership of their work.
Recognition	Publicly recognize and celebrate employee achievements.

How the Zinger Employee Engagement Model Aligns with Housekeeping Team Goals

Interest

- Housekeeping staff are more likely to be engaged in their work if they have opportunities to learn and grow.
- In this case, it may be necessary to provide training on new cleaning techniques, safety protocols, and customer service methods.

Growth

- Recognizing and rewarding housekeeping staff for their contributions is essential for motivating them to perform at their best.
- This could involve verbal praise, written recognition, or financial rewards.

Newness:

- Housekeeping staff are more likely to be engaged in their work if they are challenged with new and exciting projects.
- This could involve rotating tasks, assigning special projects, or providing opportunities for staff to shadow managers.

How the Zinger Employee Engagement Model Aligns with Housekeeping Team Goals

Empowerment

- It is possible to raise the morale and engagement of housekeeping staff by empowering them to make decisions.
- This could involve allowing staff to choose their own cleaning methods or giving them the authority to resolve customer complaints.

Recognition

- Publicly recognizing and celebrating housekeeping staff achievements is a powerful way to show appreciation for their hard work and dedication.
- This could involve announcing employee successes at team meetings, displaying employee recognition certificates in public areas, or nominating staff for company-wide awards.

The Ritz-Carlton Hotel Company

The Ritz-Carlton Hotel *(Source: rinaldinyc.com)*

Empowerment: Employees at Ritz-Carlton are empowered to make decisions and take actions that they believe are in the guests' best interests (Vilana Olmos and Martín Miralles, 2019).

Appreciation: Ritz-Carlton employees are regularly recognized and appreciated for their hard work and dedication (Ford and Sturman, 2012).

Investment: In order to ensure that its employees are successful, Ritz-Carlton invests heavily in training and development. (Mukerjee, 2013).

The Ritz-Carlton Hotel Company's employee engagement strategy has resulted in consistently high guest satisfaction scores and numerous industry awards (Morin, 2019).

This hotel company has also been recognized as one of the best places to work in the world.(Huang and Al, 2021).

Increased guest satisfaction: The hotel's guest satisfaction scores would likely increase by 10% or more.

Improved cleanliness ratings: The hotel's cleanliness ratings would also likely improve.

Reduced employee turnover: The hotel's employee turnover rate would likely decrease.

	Before Implementation	Before Implementation
Guest satisfaction	85%	95% (or higher)
Cleanliness ratings	90%	95% (or higher)

Regular training for housekeeping staff: Housekeeping staff would receive regular training on the new cleaning checklist and safety protocols.

Employee feedback sessions: Housekeeping staff would be regularly invited to provide feedback on the new checklist and employee engagement model.

Employee recognition program: The hotel would implement an employee recognition program to reward housekeeping staff for their hard work and dedication.

APPLICATION IN THE HOTEL INDUSTRY

The new checklist will make sure that every room is cleaned thoroughly and consistently.

The employee engagement model will help our staff work together better and be more accountable.

Other hotels have already used these tools and seen great results.

CONCLUSION

1. Bhaskaran, S.B., Davis, A., Desbrière, C. and Wasserteil, S. (2022). *What Frontline Employees want--and What Employers Think They Want | McKinsey*. [online] www.mckinsey.com. Available at: https://www.mckinsey.com/capabilities/people-and-organizational-performance/our-insights/bridging-the-advancement-gap-what-frontline-employees-want-and-what-employers-think-they-want [Accessed 10 Nov. 2023].

2. Buhalis, D. and Sinarta, Y. (2019). Real-time co-creation and Nowness service: Lessons from Tourism and Hospitality. *Journal of Travel & Tourism Marketing*, 36(5), pp.563–582.

3. Ford, R.C. and Sturman, M.C. (2012). Harnessing the Power of Your Culture for Outstanding Service. *ECommons (Cornell University)*, pp.111–126. Available at :https://doi.org/10.1002/9781119200901.ch9.

4. Huang, Z. and Al, E. (2021). A Study on the Impact of the Ritz-Carlton Hotel Culture on the Work Engagement of the New Generation Employees. *Turkish Journal of Computer and Mathematics Education (TURCOMAT)*, [online] 12(11), pp.4032–4040. Available at: https://www.turcomat.org/index.php/turkbilmat/article/view/6529/5386 [Accessed 10 Nov. 2023].

5. Ineson, E.M., Čomić, D. and Kalmić, L. (2019). Towards a Hierarchy of Hotel Guests' in-room Needs. *International Journal of Contemporary Hospitality Management*, ahead-of-print(ahead-of-print). Available at: https://doi.org/10.1108/ijchm-01-2019-0061.

6. Kim, B., Kim, S. and Heo, C.Y. (2016). Analysis of Satisfiers and Dissatisfiers in Online Hotel Reviews on Social Media. *International Journal of Contemporary Hospitality Management*, 28(9), pp.1915–1936. Available at: https://doi.org/10.1108/ijchm-04-2015-0177.

7. Kumar, P. (2021). Hospitality and Tourism Information Technology. USF M3 Publishing, LLC. Available at: https://doi.org/10.5038/9781732127593.

REFERENCES

8. Liu, Y.-P. and Alvehus, J. (2020). Trust between Customers and Hotels: through the Expression of Trust of Customers. [online] Available at: https://lup.lub.lu.se/luur/download?func=downloadFile&recordOId=9012335&fileOId=9012338 [Accessed 7 Nov. 2023].

9. Lu, L., Lu, A.C.C., Gursoy, D. and Neale, N.R. (2016). Work engagement, Job satisfaction, and Turnover Intentions. International Journal of Contemporary Hospitality Management, 28(4), pp.737–761. Available at: https://doi.org/10.1108/ijchm-07-2014-0360.

10. Morin, C. (2019). How the Ritz-Carlton Creates a 5 Star Customer Experience. [online] CRM.org. Available at: https://crm.org/articles/ritz-carlton-gold-standards [Accessed 11 Nov. 2023].

11. Mukerjee, K. (2013). Customer-oriented organizations: a Framework for Innovation. Journal of Business Strategy, 34(3), pp.49–56. Available at: https://doi.org/10.1108/jbs-jun-2012-0013.

12. Nimri, R., Kensbock, S., Bailey, J., Jennings, G. and Patiar, A. (2020). Realizing Dignity in Housekeeping work: Evidence of Five Star Hotels. Journal of Human Resources in Hospitality & Tourism, pp.1–20. Available at: https://doi.org/10.1080/15332845.2020.1737770.

13. Park, H., Kline, S.F., Kim, J., Almanza, B. and Ma, J. (2019). Does Hotel Cleanliness Correlate with Surfaces Guests contact? International Journal of Contemporary Hospitality Management, 31(7), pp.2933–2950. Available at: https://doi.org/10.1108/ijchm-02-2018-0105.

14. Paulose, D. and Shakeel, A. (2021). Perceived Experience, Perceived Value and Customer Satisfaction as Antecedents to Loyalty among Hotel Guests. Journal of Quality Assurance in Hospitality & Tourism, 23(2), pp.1–35. Available at: https://doi.org/10.1080/1528008x.2021.1884930.

15. Rhee, H.T. and Yang, S.-B. (2015). Does Hotel Attribute Importance Differ by hotel? Focusing on Hotel star-classifications and Customers' Overall Ratings. Computers in Human Behavior, 50, pp.576–587. Available at: https://doi.org/10.1016/j.chb.2015.02.069.

16. Vilana Olmos, A. and Martín Miralles, A. (2019). Should the Employee Promise of Ritz Carlton Gold Standards Be updated? RECERCAT (Dipòsit De La Recerca De Catalunya). [online] Available at: https://www.recercat.cat/handle/2072/357245.

17. Yen, C.-L.A. and Tang, C.-H.H. (2019). The Effects of Hotel Attribute Performance on Electronic word-of-mouth (eWOM) Behaviors. International Journal of Hospitality Management, 76, pp.9–18. Available at: https://doi.org/10.1016/j.ijhm.2018.03.006.

Pictures References

1. **Attention to Detail -** https://www.linkedin.com/pulse/happy-guest-hotel-where-opportunities-check-limitless-v%C3%A1radi
2. **DND Sign -** https://www.mirror.co.uk/travel/family-transform-bedroom-hotel-ease-22228931
3. **Happy Guests -** https://www.rubbermaidcommercial.com.au/blog/hospitality/the-true-role-of-housekeeping-in-hospitality/
4. **Hotel Reputation Management -** https://www.guesttouch.com/blog/why-is-hotel-reputation-management-important
5. **Housekeeping Team -** https://datamyte.com/housekeeping-sop/
6. **Importance of Guest Satisfaction in Hotel Industry -** https://www.bdtask.com/blog/importance-of-guest-satisfaction-in-hotel-industry
7. **Positive Reviews Can Grow the Hotel's Reputation -** https://webrezpro.com/responding-to-positive-hotel-reviews/
8. **Premier Inn Housekeeping Team / 1 -** https://www.derwen.ac.uk/hotel751/
9. **Premier Inn Housekeeping Team / 2** - https://suffolkordinarylives.co.uk/good-practice-minister-for-disabled-people-welcomes-groundbreaking-tiny-hotel/
10. **Premier Inn John Lennon Airport Hotel TripAdvisor Reviews -** https://www.tripadvisor.co.uk/Hotel_Review-g186337-d1917291-Reviews-Premier_Inn_Liverpool_John_Lennon_Airport_Hotel-Liverpool_Merseyside_England.html
11. **Regular Training and Skill Development -** https://pathwise.io/skill-development/
12. **Skill Development -** https://hrdailyadvisor.blr.com/2021/12/07/shifting-focus-from-remote-work-to-training-and-development-in-2022/
13. **The Ritz-Carlton Hotel -** https://rinaldinyc.com/portfolio-item/ritz-carlton-hotel-the-residences/