

Housekeeping Excellence Training at Premier Inn Stevenage North



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Introduction

- Those who have travelled to the Premier Inn Stevenage North to participate in the housekeeping training are extended a warm invitation to stay with us throughout their time in Stevenage.
- During the training, we will lay a significant emphasis on both cleanliness and providing excellent service to our clients (Vay, 2016).
- The prosperity of our hotel and the happiness of our visitors are directly proportional to the efforts that our cleaning team puts forth.
- In today's meeting, we will discuss the ways in which our recently developed cleaning checklist may promote consistency and high standards.
- In addition to this topic, we will discuss ways to motivate staff members to maintain their high level of service. Keep in mind that the level of contentment experienced by our customers is the most important indicator of our overall success (William, Andrew and Milih, 2019).

Employee Engagement Model Overview

- As part of our effort to improve the efficiency of our cleaning operations, we are going to put a strategy into action that will make our personnel more excited.
- This presentation focuses mostly on the Gallup Q12 model because of its general recognition as a trustworthy instrument for evaluating and improving employee engagement.
- The reason for this is because the Gallup Q12 model was developed by Gallup (Mcqueen, 2021). Because it encourages clear goals, straightforward access to resources, and recognition for a job well done, this technique has the potential to be advantageous for the individuals responsible for cleaning.
- We have implemented these modifications in order to improve morale, the level of satisfaction felt by employees, productivity, and the quality of service provided to consumers (Moody, 2018).

The New Cleaning Checklist

- A new cleaning checklist has been devised by our team in order to ensure that the Premier Inn maintains its high standards across the whole property.
- The comprehensive directions for cleaning and preparing each location that are included in this checklist are among its most valuable characteristics (Lynch, 2020). Everything from making the beds to cleaning the bathrooms is included on the housekeeping checklist.
- This is more than simply a list of activities to participate in; it is a way to put the minds of our guests at ease. It will serve as the group's primary point of reference and measurement of progress at all times.
- At Premier Inn, we consider ourselves successful when every single one of our guests, no matter how particular they are, leaves happy with their experience here (Miller, 2017).

Brand Standards and Health & Safety

- Our continued success is directly tied to our ability to uphold the ideals that the brand was founded on.
- In order for each guest to experience the same level of quality and convenience that is standard at Premier Inn, we ensure that our cleaning procedure rigorously adheres to these guidelines.
- These expectations include your whole stay, not just the state of the room that you are staying in specifically (Hatts, 2023). It is imperative that health and safety be given top priority at all times. The use of efficient cleaning methods and the upkeep of a clean and well-organized high-traffic area are both very important to us.
- Nothing is more essential than adhering to these regulations and laws, particularly in terms of ensuring the well-being of both our clients and our employees.
- If everyone does their bit to ensure that the environment remains pristine and enjoyable, then we will be able to maintain our pledge and create an immaculate environment (Hayles and Rowling, 2022).

Improving Team Effectiveness

- The consistency of our team's efforts is the single most important factor in determining the efficiency of our cleaning operations.
- Because our strategy places a focus on working together, every member of the group is essential to its overall success. The outcomes of communication that is both effective and clear include a greater understanding of the current issue as well as a reduction in the amount of time needed to find a solution (Gandy, Hawkins and Partridge, 2019).
- Both growth and improvement are given equal weight in our priorities. Our staff will be kept up to speed on the most recent recommendations for best practises and requirements for security by participating in frequent training and seminars.
- The capability of our sector to cultivate a culture of invention and flexibility has increased, which has made it possible for a comparable increase in production.

Best Industry Practices

- If you work in the hospitality industry and you want to maintain your competitive edge, you absolutely must use only the most effective strategies.
- The cleaning crew of the world's finest hotels are held to very high standards, which may include providing visitors with individualised treatment without compromising on the hotel's overall level of productivity.
- In many high-end hotels, each guest's room is equipped with a "finishing touch" checklist, which is used to ensure that all of the guest's wishes have been satisfied (Ferguson-Kosinski and Price, 2021). These procedures will be included in our most recent version of the checklist.
- Two examples of such initiatives are the use of environmentally friendly cleaning products and personalised service. If we adhere to these rules, our customer service will be far better than that offered by hotels that are in the same industry as us.

Visual Demonstrations

- It is much easier and more effective to teach via images. The following pictures and charts may provide a graphical representation of one method for keeping one's house tidy and well-organized (Blythe, 2021).
- The fact that our beds are always immaculately made and that our cleaning supply carts are always well-organized is evidence that we pay close attention to every detail.
- A great deal of consideration went into the creation of the diagrams that are included with our housekeeping guideline.
- During these conversations, the criteria that will be used to assess our ongoing efforts will be established.
- They are more than just recommendations, since their primary purpose is to inspire the cleaning team to reach the same high standards that we do (Blythe, 2021).

Summary and Key Takeaways

- As part of the training that took place today, the need of maintaining a constant level of housekeeping was underlined, and a new cleaning checklist was introduced.
- You need to keep in mind the significance of your own work if you want to continue providing the high level of service that visitors of Premier Inn have been used to receiving from the establishment (A.Adeles, 2017).
- Throughout today's meeting, everyone has shown an extraordinarily high level of engagement and insightfulness.
- Because of your dedication to quality and our stringent requirements, Premier Inn Stevenage North is consistently ranked as one of the top hotels in the United States.

References

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