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Component One: Student Journal (learning log) 750 words +/- 10%

Contribution to Overall Module Assessment: 25%

Word count: 675

Learning Log:

Developing housekeeping team skills

As a student of international hotel management and the hospitality industry, it is paramount to understand the key skills essential for an effective housekeeping team for better collaboration and communication. In the learning process, I will identify and explore these skills, providing insights from my own experience, especially from my work placement at Premier Inn Hotel, using the Gibbs reflection model.

Key skills for the Housekeeping team:

Housekeeping teams demand a unique set of skills for easy operation, including attention to detail, time management, communication, adaptability, and teamwork (Ferdinand & Kitchin, 2022). Having the ability to prioritise tasks, communicate effectively with team members, and adapt to work environments is extremely important for success in this domain (Raghubalan & Raghubalan, 2015).

Reflecting on my skills:

I'm starting by painting a vivid picture of Gibbs's model of reflection with a description from my work placement at Premier Inn, a recognised hotel within the hospitality industry. During this paramount experience, I have been entrusted with numerous responsibilities within the housekeeping department, providing first-hand experience and understanding of the key skills in a dynamic environment and effective collaboration.

One notable challenge involved managing the turnover of rooms efficiently during peak occupancy periods. This required not only meticulous attention to detail but also effective time management skills to ensure each room met the high standards set by the hotel (Cottrell, 2019).

In terms of feelings, the initial sense of responsibility was met with determination as I embraced the opportunity to contribute to the hotel's reputation for cleanliness and customer satisfaction. The collaboration within the housekeeping team became evident during team meetings where we discussed strategies to streamline processes. This collaborative effort highlights the significance of effective teamwork in achieving shared goals within the housekeeping department (Jones, 2008).

The analysis of the situation reveals the relevance and importance of theoretical principles, particularly the concept of work engagement (Leiter & Bakker, 2010). The sense of commitment and enthusiasm displayed by the team mirrored the theoretical foundation of work engagement, fostering a positive and productive work environment (Leiter & Bakker, 2010).

Continuing the reflection, the Premier Inn experience has left a lasting impact on my skill development. It not only reinforced the importance of the identified skills, such as adaptability and attention to detail but also enhanced my communication skills. For instance, effective communication was crucial during team meetings to discuss room status updates and address any challenges promptly (Premier Inn, 2021).

To sum up, my placement at Premier Inn has not only validated my proficiency in vital skills but also inspired me to continuously strive for advancement. The skills and knowledge gained from my time at Premier Inn have been fundamental in shaping my personal and professional development for a beneficial career path.

The hotel chains mentioned, such as Premier Inn, are an example of successful implementation of key skills in their cleaning teams, along with industry examples. Known for its commitment to cleanliness and guest satisfaction, Premier Inn emphasises the importance of attention to detail and efficient use of time in maintaining high standards (Premier Inn, 2021).

Premier Inn's approach aligns with principles discussed by Ferdinand and Kitchin (2022) regarding the significance of prioritising tasks and adapting to dynamic work environments. The collaborative efforts within the Premier Inn housekeeping team, akin to my own experiences, demonstrate the pivotal role of teamwork in achieving shared goals within the department (Jones, 2008).

In addition to these capabilities, Premier Inn invests in effective communication and ensures that its teams can effectively coordinate room changes during peak hours. This is reflected in my personal thinking about the improved communication skills I developed during my work placement at Premier Inn where open dialogue and effective information sharing were integral to achieving high standards of service.

Marriott's SERVE 360 initiative (serve360.marriott.com) stands as a prime example, emphasizing employee engagement and aligning with theoretical principles (Sharma, Chaudhary, and Singh, 2019). Through employee-focused programs and community initiatives, Marriott exemplifies the link between engagement and organizational success, setting a commendable industry standard in responsible business practices.

References component one:

1. Cottrell, S. (2019) *The Study Skills Handbook* [online]. 5th ed. Red Globe Press: Bloomsbury Publishing Plc. [Accessed 01 November 2023].
2. Ferdinand, N. and Kitchin, J.P. (2022) *Events Management : An International Approach* [online]. 3rd ed. London: Sage. [Accessed 01 November 2023].
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4. Leiter, M.P. and Bakker, A.B. (2010) *Work Engagement : A Handbook of Essential Theory and Research* [online]. : Psychology Press. [Accessed 05 November 2023].
5. Premier Inn. (2021) Available at: <https://www.premierinn.com/gb/en/news/2021/life-skills-academy.html> [Accessed 05 November 2023].
6. Raghubalan, G. and Raghubalan, S. (2015) *Hotel Housekeeping : Operations and Management* [online]. 3rd ed. : Oxford University Press. [Accessed 07 November 2023].
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Component Two: Housekeeping cleaning checklist

Contribution to Overall Module Assessment: 25%

Room cleaning checklist for Premier Inn housekeeping team:

Room preparation:

Gather necessary cleaning supplies (cleaning solutions, microfiber cloths, gloves).

Inspect vacuum cleaner and ensure it's in good working condition.

General cleaning:

Dust all surfaces, including furniture, shelves, and window sills.

Wipe down electronic devices and controls (TV remote, air conditioning).

Vacuum carpets and mop hard floors.

Check for and remove any cobwebs.

Bed area:

Change bed linens and pillowcases.

Rotate and flip mattresses.

Vacuum under and around the bed.

Bathroom:

Clean and disinfect all bathroom surfaces (sink, countertop, toilet, shower, bathtub).

Replace used towels with fresh, clean ones.

Refill bathroom amenities (shampoo, soap, toilet paper).

Storage and amenities:

Ensure all furniture and amenities are in their designated places.

Check and replenish minibar items if applicable.

Inspect and restock tea and coffee supplies.

Final inspection:

Walk through the room to ensure all cleaning tasks are completed.

Confirm all amenities are in good condition.

Report any maintenance issues or needed repairs.

Additional notes:

Housekeeping team should report any maintenance issues promptly.

Follow all safety protocols during the cleaning process.

Use eco-friendly cleaning products where possible.

Word count: 528

Discussion:

Ensuring that rooms adhere to Premier Inn standards of a meticulous and systematic approach. The checklist meticulously presents the hotel brand standard, focusing on the fundamental principles of housekeeping cleanliness, meticulous attention to detail, and the flawless presentation of guestrooms and customer satisfaction. Regular training will be provided on a monthly basis for a full checklist's successful implementation, providing the housekeeping team with the best in-depth insights into the brand's expectations (Premier Inn, 2021). Those sessions of training and skill-improving opportunities will provide an in-depth understanding of hotel standards for the housekeeping team so that every team member not only understands but also the brand's dedication to excellence (Wood, 2013).

The checklist serves as a visual aid, a tangible representation of the establishment's high standards, and becomes a practical tool during training sessions, allowing the team to focus on the specific requirements for each task (Ferdinand & Kitchin, 2022). It is essential to have visual reminders to help team members develop a common understanding and to encourage a unified dedication to maintaining Premier Inn's exceptional standards of cleanliness (Vallen & Vallen, 2014).

Improving Team Effectiveness:

The checklist is a framework that enhances teamwork effectiveness with the ongoing training programs that are proposed to complement the checklist, creating an environment that allows a sense of pride and responsibility among the team members. Regular team meetings will provide a safe space for open communication, engaging in the discussion of challenges and the sharing of best practices (Jones, 2008). This collaborative approach contributes to a unified team spirit, aligning individual efforts with collective goals.

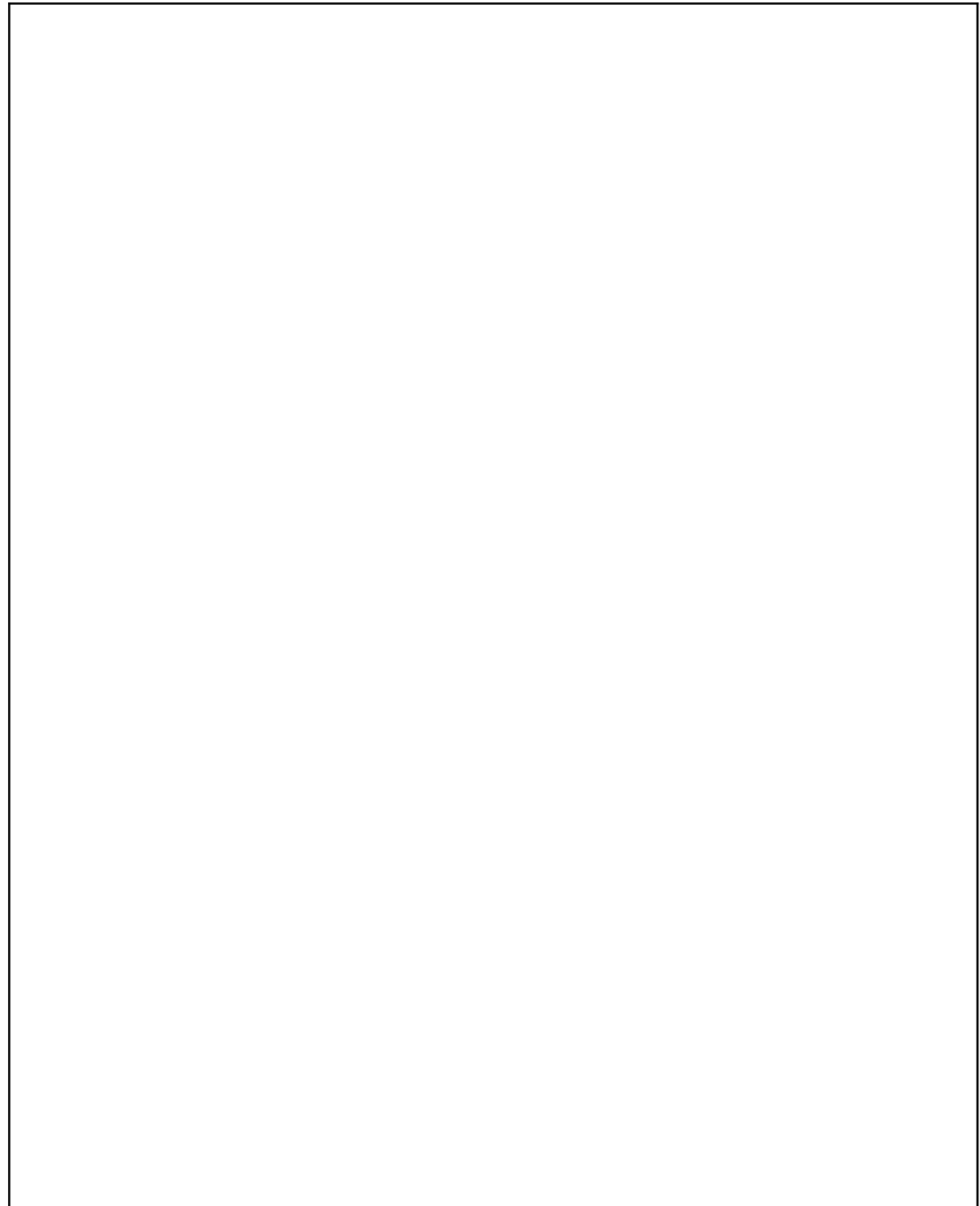
Introducing a performance recognition system, like the 'Employee of the Month' program, to further motivate the team. This system recognizes and rewards exceptional work, promoting healthy competition that motivates team members to consistently surpass brand standards (Sharma, Chaudhary, and Singh, 2019). By acknowledging and honoring both individual and group accomplishments, this initiative ignites continuous team motivation and improved productivity (Leiter & Bakker, 2010).

Considerations for effectiveness:

The effectiveness of the checklist depends on how thorough and simple it is. This comprehensive guide to room cleaning covers everything from the basic areas to specific details such as the bed and bathroom, providing the housekeeping team with a clear and detailed roadmap (Cottrell, 2019). It will be crucial to regularly review and make adjustments to the checklist to ensure that it remains relevant and effective in meeting the changing expectations of guests and industry standards (Quick, 2020).

In addition, the checklist is a flexible tool for quality control. By consistently using it, the likelihood of guest complaints is minimised through the establishment of a systematic and thorough approach to room cleaning (Wood, 2013). By conducting regular check-ins, supervisors can ensure that every task is carried out to the required standard, ultimately improving guest satisfaction and contributing to the long-term success of the establishment (Mullins & Dossor, 2013).

In conclusion, the checklist transcends its role as a mere guide; it becomes a living document and a tangible expression of Premier Inn's commitment to excellence. It serves as a practical and strategic tool, not only aligning the team with brand standards but also propelling them towards continuous improvement and unparalleled guest service (Tesone, 2010).



References component two:

1. Cottrell, S. (2019) *The Study Skills Handbook* [online]. 5th ed. Red Globe Press: Bloomsbury Publishing Plc. [Accessed 01 November 2023].

2. Ferdinand, N. and Kitchin, J.P. (2022) *Events Management : An International Approach* [online]. 3rd ed. London: Sage. [Accessed 01 November 2023].
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