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My placement journey was initiated at the New Steine Hotel. During this time, I got opportunities to work in various departments. These departments provide unique experiences and insights into the hospitality sector. Working in various departments, my experience was very delightful within the housekeeping department. I am going to analyse and explain my experience of this journey through the lens of Gibbs's model of reflection.

Description

During the time of placement, I was encountered with various kinds of challenges and opportunities to develop myself. I was assigned multifaceted responsibilities in the housekeeping department. I was responsible for managing orderliness and maintaining cleanliness for the guests. These tasks were crucial for me to provide a greater experience to the guests of that hotel. Effective communication and professionalism in a dynamic environment impact my responsibilities and shape the experiences of the guests (Kotera et al., 2021). These varieties of tasks compelled me to attain multifaceted experiences. During the management, I had to pay attention and also I had to ensure that the public areas were well-maintained to meet the guest's expectations. To make the check-in and check-out easier and warm, I was responsible for welcoming them and providing a comfortable environment for them to stay. My active listening and problem-solving helped to address concerns for providing a better guest experience. The communication and professionalism contributed to fostering a positive guest interaction to understand the needs of guests. This communication conveyed composure and

professionalism in the hospitality sector. These experiences were heterogeneous, especially during high-pressure situations.

Feeling

Throughout this journey, I have faced a spectrum of emotions. I was very much excited during my joining of this hotel. After joining, I faced pressure to handle my responsibilities during work hours. During this time, I faced the sensitivity of religion and culture because guest from different cultures requires different accommodations and services. On the other side, these challenges helped me to learn how to handle the complexity under pressure by providing every service the guests need. I have identified the importance of resilience and adaptability in a dynamic environment. The interactions with guests contributed to my personal and professional development growth (Daskalaki, 2016). These experiences have reinforced my commitment to providing services by encountering challenges.

Evaluation

My performance in the housekeeping contributed to utilising my strengths including effective communication, problem-solving, multi-tasking and conflict-management skills. These skills were applied during addressing guest concerns and queries. These skills also helped me to maintain the operational efficiency of that hotel. This journey provides room for improvements such as time management skills to increase productivity in busy hours. The Gibbs model signifies my self-assessment and improvement from the learning of my experiences. Each experience contributed in different ways to improve my learning by providing insights on skills, values and culture.

Analysis

My placement shaped my understanding of cultural sensitivity, values and behaviours. As I worked with diversified background's colleagues and interacted with guests, I identified cultural sensitivity during the communication. Different types of guests require different types of services and accommodation as per their cultural, and religious perspectives. The style of welcoming is varied from culture to culture. It helped me to understand cultural diversity and understanding. Handling incidents of religious and cultural sensitivity is more significant for me to focus on communication manner and adaptability (Lugosi and Jameson, 2017). I recognise my development in cultural sensitivity and adaptability in workplace adjustment. It influences the

guest experiences and my interaction with colleagues and managers. This also aids in learning and developing continuously within the industry.

Conclusion

The learning experience of my placement at New Steine Hotel significantly developed and enriched me to gain professional and personal values to provide services and maintain quality. It also helps to understand the importance of accepting diversity and inclusivity in the workplace (Xu et al., 2022). I have identified my gaps including time management skills, and cultural sensitivity knowledge. These gaps provide me with an insightful understanding of these. The journey also enables me to focus on being proactive in the continuous learning process within this industry.

Action plan

For my further development, I plan to focus on the techniques of time management skills by prioritising the tasks and delegations of responsibilities. I need to focus on my interpersonal development which can contribute to increasing the values of my sensitivity and cultural awareness. So I need to research and read books on various cultural dimensions and religious practices. For more knowledge on industry insights, I plan to seek mentorship opportunities from experienced professionals.

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Health and Safety Guide for Room Cleaning for “New Steine Hotel”

Introduction

In this hotel, the staff are dedicated to safety and well-being. To ensure a safe environment. This health and safety guide is aimed at the housekeeping department to ensure the cleanliness of rooms.



Potential Risks and Industry Best Practices

Slips, Trips and Falls: Wet floors, loose carpets and cluttered pathways are existing challenges within the industry. To address them, regular inspections are adopted to mitigate the risks in the hospitality sector.

Musculoskeletal Injuries: During cleaning, employees may face strains and injuries due to heavy lifting, awkward postures etc. To reduce these types of hazards, It is a prevalent practice to educate staff about heavy lifting and equipment and take breaks from the heavy workloads (Kue et al., 2020).

Electrical Hazards: Electrical shocks such as faulty wiring, damaged cords, and overloaded outlets impose challenges. The regular inspection and maintenance of electrical equipment are essentials for safety practice.

Chemical Exposure: Respiratory issues or skin irritation can happen due to improper mixing of chemicals. The comprehensive training on chemical handling is practised to ensure safety protocols and environmental safety (Agarwal et al., 2021).



Precautions

Personal Protection Equipment (PPE):

Appropriate PPE wearing is a must for all employees to protect against any kind of hazards. PPE includes gloves, non-slip footwear, face masks, respirators and eye protection (Díaz-Pompa et al., 2023)

Lifting Techniques: Apply appropriate lifting techniques to move heavy objects by maintaining proper bending of the knee, maintaining the back straight, and footwork.

Chemical Handling: Ensure the manufacturing instructions properly to avoid hazards and mix them in closed spaces.

Electrical Safety: Regularly observe the cords and plugs before using electricity to detect defective equipment.



Health and Safety Guide for Room Cleaning for “New Steine Hotel”

Action Plan

Familiarising the employees with health guidelines and safe practices necessitates regular training and feedback to reinforce and implement health and safety measures. Feedback from these trainings will enable the hotel to improve continuously.



Procedures

Preparation: All required equipment including cleaning agents, cloths, mops and vacuum cleaners are needed to gather before beginning the process.

Room Inspection: Regularly inspect and report any hazards including broken glass, slippery surfaces, and exposed wires before entering the room (Stosic et al., 2023).

Ventilation: Turn on fans and open windows to check the proper airflow during the usage of chemicals.

Floor Cleaning: Alerting guests by cautious signs such as “wet floor” when mopping or vacuuming the floor.

Sanitisation: Use proper disinfectants on high-touch surfaces such as switches, remotes, and doorknobs to ensure sanitisation. These disinfectants must be approved by the health authorities.

Equipment

- Microfiber Cloths
- Vacuum Cleaner
- Rubber Gloves
- Mop and Bucket
- Non-flip footwear
- Spray Bottles

Hazard Mitigation

Slippery Floors: Use non-slip mats and clean wet areas in washrooms and entryways.

Chemical Exposures: Isolate the chemicals to make distance from the food and beverages to reduce the chances of exposure.

Heavy Lifting: Use trolleys for heavy items and mechanical tools to protect against injuries.



Conclusion

To ensure an environment of safety for housekeeping staff, the hotel implements the guidelines outlined in the safety guide—the hotel intends to ensure the safety and well-being of everyone at Steine Hotel.



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