

Module name and number: Managing Hotel Administration BMIH6004

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Experience:

Being a member of the front office staff at the Premier Inn Walsall hotel, one of the challenges I often confront is successfully managing complaints from hotel guests. When a dissatisfied visitor comes to me with a complaint, I admit that there are instances when I do not listen to what they have to say in an active and attentive manner. Because of this, I always made sure to provide a heartfelt apology to the visitor for any trouble or discomfort that may have been caused by the situation. Nonetheless, the customer believes that their concern is not being taken seriously by me.

Now that I've had some experience, I know that when a customer comes to me with a complaint, it's imperative that I give them my undivided attention. I can't afford to be distracted by things like picking up the phone or looking at your computer right now. This will demonstrate to the customer that I am taking their opinion into consideration and that I am treating their concern seriously. In addition to that, it is necessary for me to practice active listening skills such as nodding my head, keeping eye contact, and restating what the visitor has said. This will demonstrate to the visitor that you have been paying attention to their worries and that you have an understanding of their point of view. After hearing the guest's complaint and beginning to collect information about the predicament, I presented them with several solutions that might solve their worries. While trying to develop a solution that satisfies the requirements of the visitor, be imaginative and flexible in your approach.

Reflect:

As a front desk officer at Premier Inn Walsall hotel plays a far larger role than I had previously realized. The front desk represents the hotel to visitors and must provide a good first impression. Thus, it is essential that the front desk personnel be professional and friendly. The front desk, as I've discovered, is responsible for more than just taking bookings; they must also check customers in and out, answer questions, and deal with passenger concerns. The front desk personnel of a hotel have to be able to juggle a number of responsibilities at once, set priorities, and coordinate with other areas of the

business. I was also educated on the fact that there are many distinct reservation options, such as those for individuals, groups, and businesses. The front desk staff's familiarity with the particulars of each reservation type is crucial for meeting the demands of all clients. Last but not least, I realized the significance of up-to-date front-desk data. The front desk personnel are responsible for keeping meticulous records of all communications with and financial dealings with guests. Having accurate records in place is essential to running a successful hotel and giving customers a pleasant stay. I learned a lot and had a good time during my class on the front desk. I have gained a deeper appreciation for the front desk's importance and a greater grasp of the information and expertise necessary to succeed in this position.

Attending a course in hotel management would be an excellent method for me to acquire new skills and develop my profession. This program has equipped me with the skills necessary to become a better leader, including increased communication, collaboration, and the ability to manage issues. Students may develop leadership skills through participating in self-reflection, receiving feedback from peers and teachers, and obtaining experience in a range of circumstances (Les Roches, 2022). Due to the importance of human contact in the hotel industry, networking is vital for success. Via professional groups, trade events, and online forums, I am able to extend my professional network and create relationships with other professionals and prospective employers. Being a hotelier, I am obliged to encounter people of many backgrounds and beliefs. This course has provided me with a solid understanding of cultural differences; nevertheless, I can do much more to enhance my understanding of these differences and my capacity to communicate successfully across cultures. I am free to further my profession via activities such as attending conferences, doing courses online, and enrolling in industry-specific training programs. This kind of opportunity will let me learn more about and acquire skills in a more specialized area of the hospitality industry.

Conceptualise:

The duties of a hotel administrator include overseeing the establishment's day-to-day operations and financial performance, ensuring the satisfaction of guests, and managing the hotel's staff. As the manager, it is my responsibility to understand the hotel's financial

status down to the last penny. To boost the hotel's bottom line, it will be up to me to create and adhere to budgets, analyses financial data, and make strategic decisions. The module will also help with conflict resolution, employee scheduling, and other aspects of human resource management inside the hotel. This knowledge will help me in my career as a hotel administrator, which calls for excellent management skills such as leadership, communication, and organization, as well as flexibility and the ability to multitask.

There are several paths I may take after finishing my education in Hotel Management and Administration. A degree in Managing Hotel Administration prepares students for management roles in the hotel and tourism industries. Jobs in the hospitality industry, whether in hotels, resorts, restaurants, event organizing, or tourism, are crucial to me. This course equips students with the tools they need to become successful managers in the hotel sector. In the future, I want to work as a manager in customer service, catering, advertising, or operations in a hotel or other establishment. Thus, I could potentially get into the hospitality industry by opening my own hotel, restaurant, or event organizing firm (Regan, 2020). Everything I've learned in this course has equipped me with the background I need to launch and run a profitable hospitality business. In the future, I as a student may decide to further my study and get a degree in the subject of hotel management or a closely connected discipline. It's possible that I may pave the way for more senior positions on the pitch. The hospitality sector offers a wide variety of professional certifications that students may get to bolster my resume and increase my employability.

The completion of a Hotel Management degree program might provide me with new career and educational opportunities. This course has equipped me with the information necessary for graduate studies in hotel management, business, or a related field. This course's capacity for study and analysis will strengthen my analytical, logical thinking, and problem-solving skills (Rutherford, 1988). I may now further my understanding of this topic by doing my own research or by joining current research projects sponsored by academic institutions or business companies. This course has taught me a great deal about the history, present, and future of the hotel business. By subscribing to industry-specific periodicals, attending industry-specific conferences, and actively participating in industry-

specific online discussion forums, their field-specific knowledge may be increased. During the semester, my writing assignments, group projects, and oral presentations all need precise and succinct discourse. Students may develop their communication and writing skills via writing assignments, presentation preparation, and other types of public speaking. This course may address ethical and social responsibility subjects such as sustainability, diversity, and social justice. Along with more research and activities that promote ethical and socially responsible behavior, I will be able to further heighten their awareness of these difficulties.

Apply:

Completing a course in Managing Hotel Administration can provide opportunities for skill development for me. Here are some examples:

- Customer service: The hospitality industry is centered around providing excellent customer service, and the course may provide me with knowledge and skills related to this area. I can further develop their customer service skills by engaging in hands-on training opportunities, such as internships, part-time jobs, or volunteer work.
- Teamwork: The course may force me to work in groups, which will allow me to practice teamwork skills such as communication, cooperation, and dispute resolution. I may hone these talents further by engaging in group projects or team-building activities.
- Time management: The hospitality sector moves quickly, therefore time management skills are essential. The training may equip me with ideas for efficiently managing their time, which I may further enhance by practicing time management approaches in different circumstances.
- Technology: The course may offer me with information and abilities linked to technology, such as utilizing reservation systems, point-of-sale systems, and social media. Technology plays an essential part in the hospitality sector. By exploring new software and tools, exercising their abilities in a variety of contexts,

and keeping abreast of developing technologies, I may further increase my students' technological proficiency.

- Financial management: The course may teach me about financial management in the hotel sector, including budgeting, forecasting, and revenue management (Bolshakov and Chincarini, 2019). I may enhance their financial management abilities by using these approaches in a variety of contexts, participating in financial analysis, and finding chances to apply their knowledge to real-world circumstances.

Overall, completing this course in Managing Hotel Administration can provide opportunities for skill development in customer service, teamwork, time management, technology, and financial management. These skills are valuable for me in the hospitality industry and can be applied to various roles and settings.

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