



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

Contribution to Overall Module Assessment: 25%

Student No:

**2231047
Mihu Sidonia
Bianca**

Module Title:

**Operating Hotel
Facilities**

Module Code:

BMIH4006

Lecturer:

**Natalie Brailsford,
Dan Payne
Neil Dyer,
Muhammad
Cassamo
Scott James.**

1. Introduction

This reflection will provide an overview of the skills and competencies the housekeeping department must possess, and with that, it will also reflect upon their own experience.

2. Gibbs' Reflective cycle

The Gibbs model is one of the famous models for reflecting upon one's own experience that is designed in a properly structured manner for the improvement of the repeated experience. In addition to this, the model helps in acknowledging the significance of feelings an individual may have during specific situations (Adeani *et al.*, 2020).

2.1. Description

The housekeeping department of the hotel industry is crucial in enhancing the overall experience of the guests and building a positive reputation for the hotel. In addition to this, the housekeeping department must have the appropriate communication, time management and cleaning abilities to work efficiently. Some of the critical skills and capabilities that the housekeeping department must have are flexibility and teamwork (Alcalde-González *et al.*, 2021). Working at Poole North Hotel has led me to identify the key competencies I possess by working as a housekeeping staff. I have excellent communication skills that I have utilized in going to tables, asking about allergies and taking orders from people about their preference for breakfast. Along with that, I can efficiently do cleaning, and I have the relevant experience as well because I was also required to mop and Hoover the floors. Additionally, I am able to manage time, which I use when I have to check the fill-ups and ensure that guests are provided adequately.

2.2. Feelings

Although I was able to work efficiently, I found it challenging at times due to the varied expectations of the guests. Since the hotel is a people-oriented industry, we as a housekeeping department have to ensure that guests have a pleasant experience, which requires us to give attention to minute details as well. However, with my skills and competencies, my experience has been great, and I ensured that rooms are cleaned adequately, and all the requirements are met. Furthermore, the whole department has managed to work efficiently as a whole, which helped in mitigating challenging situations and attaining positive outcomes.

2.3. Evaluation

The experience of working in a team as a whole was challenging because people have different approaches, and everyone must be aware of the shared goal to make individual contributions towards the mission of the hotel. The good thing about the experience is that it has helped me in utilizing my cleaning, communication and management capabilities. In addition to this, another positive aspect of the experience is that my professional experience of working at Poole North

Component Two: Housekeeping cleaning checklist

Contribution to Overall Module Assessment: 25%

Room cleaning checklist for the housekeeping team

S.N	Tasks	Checklist
1	Dusting of the furniture, tables and decoration pieces and cleaning of	✓
2	Check bedding and linens for stains and replace them with clean sheets and	✓
3	Scrub and clean sinks, toilet seat and all the surfaces.	✓
4	Vacuum carpets and mop floors to prevent dust and dirt.	✓
5	Polishing of furniture and wiping of all the glass surfaces.	✓

--

Based on your completed checklist, you will need to write 500 words in essay format discussing the following:

1. Introduction

Cleanliness is a vital aspect of every hotel, and achieving perfection must be the top priority of the housekeeping staff (Park *et al.*, 2019). This essay will provide an overview of cleanliness maintenance within the hotel room to meet the standards and the ways of enhancing the efficiency of the housekeeping team.

2. Discussion

Cleanliness and maintenance of hygiene within the hotel property also contribute towards a positive reputation and recognition. Cleanliness and hygiene create a pleasant experience for individuals and ensure that guests are provided with a clean, beautiful and comfortable environment (Radojevic *et al.*, 2017). When the room and hotel areas are not cleaned adequately, it can lead to a higher number of guest complaints. In order to maintain consistency within the work and ensure that rooms are cleaned timely, a checklist for appropriate management is created. The check will help housekeeping staff ensure that each and every corner of the room is given attention and that all the hard surfaces are also tidy. Using a checklist will ensure that all the housekeeping staff is on track towards the cleaning process and that a standard is maintained. In addition to this, the cleaning checklist will also help in providing training to the staff and give reminders about the room areas requiring attention. Cleaning the list will prevent bad reviews and help in establishing a positive reputation among the hotels (Zemke *et al.*, 2015).

One of the most crucial measures for ensuring that high standards of cleaning are maintained is incorporating training and developmental initiatives for the housekeeping team. With training, the housekeeping team will understand the shared mission and vision and be ready on a daily basis. Training housekeeping and informing about the standards to be met will ensure all tasks are completed to the required standards, and will be made aware of how cleaning should be done. Therefore, training will aid in ensuring that exceptional services are given that give a home-like feeling away from home. Providing housekeeping staff with the necessary knowledge and skills will enhance productivity and team effectiveness significantly (Waqanimaravu and Arasanmi 2020).

The checklist is practical as it covers all the areas and every type of surface separately to be cleaned. Therefore, the tasks are divided and allocated appropriately within the team as per the expertise of individuals, as it is one of the best approaches. Additionally, it will serve as a reminder for the team members to

1. References

- Adeani, I.S., Febriani, R.B. and Syafryadin, S., 2020. Using GIBBS' reflective cycle in making reflections of literary analysis. *Indonesian EFL Journal*, 6(2), pp.139-148.
- Alcalde-González, V., Mozo, A.G. and Bustos, A.V., 2021. No clean rooms, no hotel business: Subversion tactics in Las Kellys' struggle for dignity in hotel housekeeping. *Annals of Tourism Research*, 91, p.103315.
- Ambardar, A. and Raheja, K., 2017. Occupational Safety and Health of Hotel Housekeeping Employees: A Comparative Study. *International Journal of Hospitality & Tourism Systems*, 10(2).
- Dumlao, M.A., Llenares, I.I. and Sario, J., 2017. Employers and Tourism Students Perception of Employability in Cruise Industry. *JPAIR Multidisciplinary Research*, 30(1), pp.115-137.
- 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.
- Radojevic, T., Stanisic, N. and Stanic, N., 2017. Inside the rating scores: A multilevel analysis of the factors influencing customer satisfaction in the hotel industry. *Cornell Hospitality Quarterly*, 58(2), pp.134-164.
- Singh, A., 2015. Hotels Housekeeping Innovative Trends and Modern Practices-An overview. *Journal for Studies in Management and Planning*, 1(3), pp.540-548.
- Tracey, J.B., Hinkin, T.R., Tran, T.L.B., Emigh, T., Kingra, M., Taylor, J. and Thorek, D., 2015. A field study of new employee training programs: Industry practices and strategic insights. *Cornell Hospitality Quarterly*, 56(4), pp.345-354.
- Waqanimaravu, M. and Arasanmi, C.N., 2020. Employee training and service quality in the hospitality industry. *Journal of Foodservice Business Research*, 23(3), pp.216-227.
- Zemke, D.M.V., Neal, J., Shoemaker, S. and Kirsch, K., 2015. Hotel cleanliness: will guests pay for enhanced disinfection?. *International Journal of Contemporary Hospitality Management*, 27(4), pp.690-710.

