

Hospitality & Tourism Management
Institute of Management & Health

CertHE/BA International Hotel Management

REWORK

Module Handbook Autumn Term 2023

BMIH4006

Operating Hotel Facilities

LEVEL 4

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Component One: Learning Log

Introduction

The intended goal of this learning log is to explore the competencies critical to the efficient running of the housekeeping department. The aim of this learning log is to thoroughly analyse the importance of these critical skills and connect them to personal experiences, hence, promote a better understanding and the continuous improvement in professional practice. Through the lens of each skill and their effects in relation to the hospitality industry, this reflection aims to give a thorough guide that not only highlights their importance but also shows their application in real-life events.

Identification of Critical Skills

Housekeeping staff represent a complete range of talents, all supporting one another towards the common goal of absolute room cleanliness. The exceptional attention to detail is at the heart of it, as it guarantees the squeaky-clean and spick-and-span condition of the guest rooms. Also, efficient time management becomes vital in prioritizing and coordinating diverse tasks within specified deadlines to achieve maximum productivity and without compromising the quality. Communication art is the heart of teamwork by supporting unity of team members and creating a welcoming environment for guests (Miranda, 2019). Furthermore, teamwork is crucial, since it brings about synergy and collaboration in the attainment of mutually beneficial goals. Adaptability becomes a defining quality of a person who can react promptly and aptly to diverse realities and demands, thus building resilience against unforeseen events. Lastly, the physical stamina serves the purpose of the endurance that is needed to maintain the top performance level under the trying tasks and long shifts. As a collective, these skills complement each other resulting in the cornerstone of excellence in the housekeeping team that clearly outlines the parameters of top-notch guest services and hospitality.

The model selection of reflection practice

The process of self-reflection is based on Gibbs' Reflective Cycle as its guiding light through the Aztec maze of thoughts. Gibbs' model can be seen as a shining beacon that provides light with its structured method which consists of stages of description, feelings, evaluation, analysis, conclusion, and action plan (Williams, 2020). The

architecture of its reflective nature does not only contain the essence of reflective inquiry, but it also provides a framework to open personal stories. By following this paradigm, there arises a panoramic view of insights that provoke self-reflection with an eye to distinguish and act with transformative action in mind.

Reflection on my Knowledge and Experience

In the housekeeping domain, my trip has included diverse experiences which have made me a good player in all the areas of capabilities needed. A keen eye, analogous to a discriminating gaze, has been the guiding principle in my practice of every single task I undertake, with the aim of ensuring fullness and accuracy in the quest of cleanliness and guests' well-being. By the methodical review and careful analysis, I have built a detailed eye for details, identifying the invisible mistakes that the quick glance misses.

Like the maestro of a symphony orchestra, time management has been the orchestrator of the rhythm of operations, the harmonizer of the diverging elements of the workday into a productive symphony (Pausch, 2015). Through allocation of resources and assigning priorities, I have managed to manoeuvre through labyrinth of deadlines with grace, delivering the tasks on time without compromising on quality.

Communication, which is like a lifeline, has been the bedrock of the concerted effort in Housekeeping, forming bonds and deepening the teamwork. This has been achieved by mastering the art of communication and listening closely to the people I work with, thus creating an atmosphere of free dialogue, and therefore, easy cooperation and quick problem solving.

Teamwork, the core of a collaborative endeavour, has captivated the essence of unity, leveraging the power of many into one large wave of accomplishment. Joining forces and lending each other a hand, I have translated the efforts of collective intelligence into reality, harnessing different mindsets to navigate challenges and attain common objectives (Frazer and Oswald, 2019).

Resilience like that of a chameleon has given adaptability in the face of the adversity that enabled agile reaction to the changing circumstances. By flexing and being nimble, I have weathered the storm of change, able to readily adapt approaches to fit the evolving philosophies.

Resiliency, like the unbreakable spirit, has helped me to be enduring in the face of demanding duties and prolonged shifts (Richard, 2012). Through persistence and self-care, I have always surpassed physical exhaustion, giving my all to produce top-notch excellence.

Conclusion

Thus, this reflective journey has been a crucible of self-discovery, revealing a panorama of pertinent skills indispensable to excel within the housekeeping team. Through reflecting on the maze of personal experiences with the help of Gibbs' Reflective Cycle, an enlightenment has been gained, which can direct student towards continuous development and improvement in their professional practices (Manktelow and Birkinshaw, 2018). Brainstorming and reflection have helped in drawing a picture of excellence which is the pathway for transfers and continuous development in the promotion of hospitality excellence.

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Component Two: Practical Task

Introduction

This practical Task deals with tackling a problem of inconsistency in housekeeping that results in guestroom complaints. This is intended to be a complete room housekeeping checklist in order that cleaning procedures are standardized, team efficiency is improved and brand standards are complied with (Olofsson, 2016).

Room Cleaning Checklist

Task	Description
Bedding	Strip and replace linens, including sheets, pillowcases, and duvet covers. Check for stains and damages.
Furniture	Dust and wipe down all surfaces, including tables, chairs, and nightstands. Polish wooden furniture as needed.
Floors	Vacuum carpets and rugs thoroughly. Mop hard floors with appropriate cleaning solution.
Bathroom	Clean and sanitize all surfaces, including sink, toilet, bathtub/shower, and mirrors. Restock toiletries.
Amenities	Check and replenish amenities such as towels, toiletries, and coffee supplies.
Windows and Mirrors	Clean windows and mirrors using glass cleaner and lint-free cloth.
Trash	Empty trash bins and replace liners.
Final Inspection	Conduct a thorough inspection to ensure all areas are clean and in order.
Guest Comfort	Ensure room temperature is comfortable and adjust curtains/blinds if necessary.
Report any Maintenance Issues	Note any damages, malfunctions, or maintenance issues for timely resolution.

Discussion

1. Standards of room cleaning to be followed

Meeting the brand standards in terms of room cleanliness requires an organized and detailed approach. The room cleaning checklist is crafted to detail so that all aspects of cleaning are included to ensure nothing is missed. Each point of the checklist is related to the brand's guidelines and standards (Höchstmann, 2018). On the other hand, separate directions are also given for cleaning various surfaces, for instance, using specified cleaning agents for different materials to keep uniformity and brightness.

Also, the checklist emphasizes the importance of compatibility and fullness in the cleaning processes. It describes in detail the process of cleaning up the entire room, including bedding, furniture, floors, and amenities.

2. Team effectiveness enhancement

Maintaining a team effectiveness is vital for ensuring a continuous cleanliness and guest satisfaction. Cleaning the room checklist is the instrument that is used to standardize the process and generate teamwork among the housekeeping staff (Cannegieter, 2011). Another way to enhance team effectiveness is the weekly trainings that will enable the employees be knowledgeable about the checklist and reinforce to them its significance to the brand standards.

Furthermore, among the team the creation of a culture of responsibility and communication is required. Daily team briefings or huddles, facilitated by team members to talk about challenges, share knowledge and provide support, enhance teamwork and performance.

3. An explanation of the checklist effectiveness

The value of the room cleaning checklist comes from its capability to provide a systematic basis for the cleaning process, and hence the reduction in the likelihood of errors and inconsistencies. Standardized housekeeping and alignment of the practices with the brand standards in the checklist ensure high-end cleanliness and guest satisfaction always (Vânia Gonçalves Costa and Costa, 2022). Also, the list is a training tool for the new hires who can easily adjust to the cleaning procedures and standards.

Routine audits and inspections may be carried out from time to time to ensure that the checklist is followed and the weak areas are highlighted. All deviations or deficiencies can be easily fixed through corrective actions or more training.

Conclusion

In a nutshell, the room cleaning checklist helps to standardize the cleaning processes, teamwork, and brand compliance. By following the checklist, the housekeeping staff will make sure that cleanliness is at the same level in all guest rooms and thus, provide the guest with a more enjoyable and the property with a better image (Brody, 2016).

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Component Three: Presentation

Slide 1



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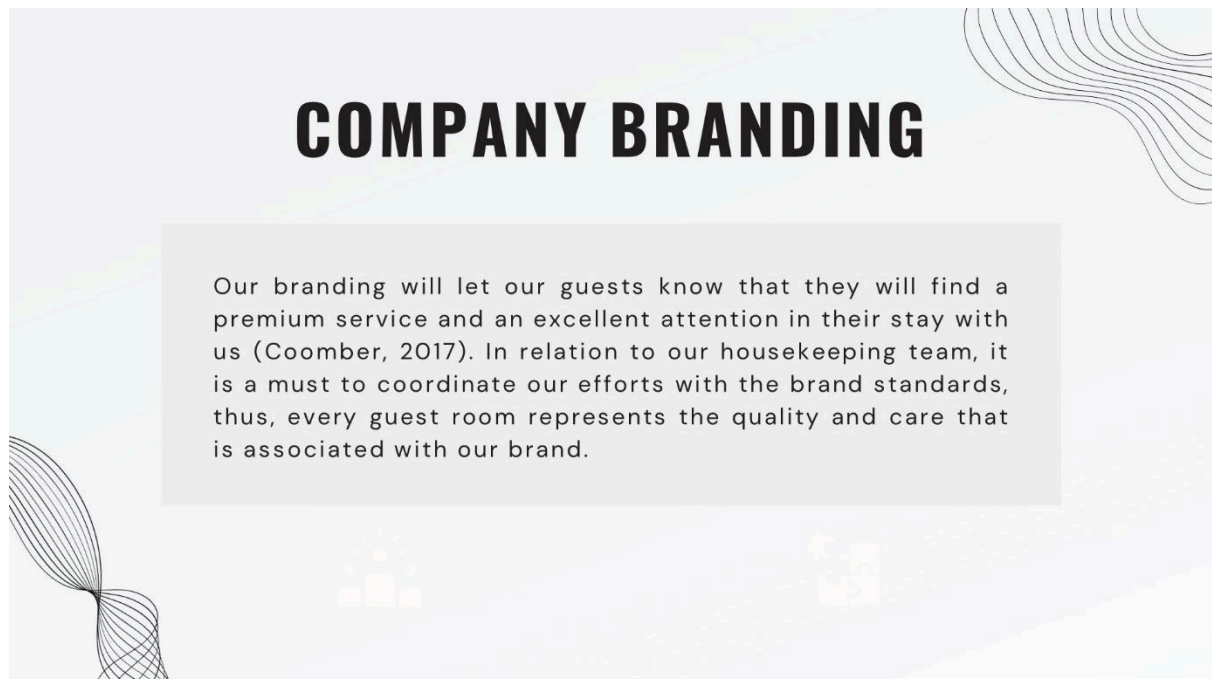
CONCLUSION

INTRODUCTION

The objectives of the present meeting are to make certain that every member of our team realizes the importance of their task in ensuring cleanliness, and to supply them with the appropriate tools and knowledge to carry out their duties efficiently.



Good morning/afternoon, everyone. In the session today, will be looking at essential step of cleaning procedures. We ensure excellence in cleanliness and customer satisfaction as part of our conviction to uphold the highest standards of cleanliness. Therefore, our housekeeping team needs to be sufficiently aware of the standard cleaning protocols. In this presentation, you will learn about the significance of room cleanliness, how it is done, and the link between adherence to the procedure and the visitor experience and brand (Hill, Roche and Allen, 2017). The objectives of the present meeting are to make certain that every member of our team realizes the importance of their task in ensuring cleanliness, and to supply them with the appropriate tools and knowledge to carry out their duties efficiently. We shall start by dwell into the essence of cleaning rooms to our hospitality operations.



We place great value on our brand name, and ensure that our brand is always upheld, even in the mundane activities such as room cleanliness. Our branding will let our guests know that they will find a premium service and an excellent attention in their stay with us (Coomber, 2017). In relation to our housekeeping team, it is a must to coordinate our efforts with the brand standards, thus, every guest room represents the quality and care that is associated with our brand. Let us keep promoting our brand values consistently and serve beyond our guests' expectations.



IMPORTANCE OF ROOM CLEANING

- Cleanliness is vital to guests' satisfaction and brand image.
- A tidy room is a prerequisite for great guest service that results into favorable reviews.
- Cleanliness is a factor that helps to guarantee the health, safety, and satisfaction of the guest and reduces the risk of illness.
- The Cleanliness that is done always creates customer loyalty and regular business.
- Spotless rooms carry a positive note on the general reputation and trademark of the hotel.

A hotel room cleanliness is one of the most significant features of the hospitality industry. The cleanliness of our hotels has a big impact on guest experience and our guests' opinions about our brand (Orkun Avkan, 2019). A spotlessly clean and well-maintained room not only makes guests happy but also brings in repeat business and makes them recommend your hotel positively. Furthermore, cleanliness is highly related to guest health and safety and thus considered as an operational priority.

ROOM CLEANING CHECKLIST OVERVIEW

Task	Description
Bedding	Strip and replace linens, including sheets, pillowcases, and duvet covers. Check for stains and damages.
Furniture	Dust and wipe down all surfaces, including tables, chairs, and nightstands. Polish wooden furniture as needed.
Floors	Vacuum carpets and rugs thoroughly. Mop hard floors with appropriate cleaning solution.
Bathroom	Clean and sanitize all surfaces, including sink, toilet, bathtub/shower, and mirrors. Restock toiletries.
Amenities	Check and replenish amenities such as towels, toiletries, and coffee supplies.

This checklist is designed to offer a detailed list of guidelines for each room that should be maintained to the required degree of cleanliness. It lists the activities and moves that should be done when cleaning, that is, removing or replacing bedding stuff, checking the contents of amenities and their refilling (Austin, 2018). By carefully sticking to this checklist, we can keep the consistency and make sure of our cleaning efforts' thoroughness. Then satisfaction of guests will increase as a result. We will take each step of the cleaning process and breakdown it and explore the rationale for following these instructions.



This slide explains the complete process of cleaning which our housekeeping department will be following to make sure that every guest room is cleaned to the best possible standards (Jones, 2018). And it starts with taking care of the bedding where we are stripping and replacing the linens while looking for any stains or issues. The next step is to tackle the furnishing by sweeping and washing all surfaces to remove any soil or dirt. We begin cleaning for the floors in which we vacuum carpets and rugs and wipe hard floors to eliminate the dirt and discoloration. In the end, we remove all dirt and germs from the bathroom surfaces, leaving a clean, hygienic bathroom with the right cleaning agent supplied (Grimmer, 2011). Through such a stepwise procedure, our cleaning will be consistent as well as comprehensive. Therefore, we will improve the satisfaction of our guests and our brand name will be better known.



Engagement of employees is what helps us make sure that our team works properly and executes cleaning procedures of rooms Through encouraging an atmosphere of participation and empowerment, we can trigger our team players to have a sense of ownership of their roles and drive to deliver their best (Albrecht, 2010). The chosen employee engagement model highlights the significance of communication, cooperation, and praise, which are the key factors for employee happiness and productivity. By implementing this model, we will create a positive work environment where the team members become the valued members, supported, motivated, feel free to achieve their goals (Richards, 2016). Let us look into ways in which we can put into practice our model for the enhancement of team effectiveness and the implementation of the cleaning procedures in the room.



The implementation of green cleaning practices is not only the environmentally friendly way of doing things but also the way it meets guests who prefer sustainable practices. Employment of technology, including automated cleaning systems and mobile apps, optimizes the tasks management and security of the quality control. Training and development activities are key in providing staff with required skills and information for holding up cleaning standards all the time (Britain, 2014). Continuous improvement of cleaning processes is achieved through feedback from guests that can be included into their preferences. Partnering with vendors assures availability of superior-grade hotel cleaning supplies and equipment which fit specific hotel requirements. Implementing these best practices can help us improve efficiency, environmental sustainability, and guest satisfaction in the front desk operations



We explained the value of following the standardised cleaning procedures, outlined the step-by-step cleaning process, and emphasised the part that employee involvement plays in improving team competence. In addition, we compared best practices in the industry and put health and safety procedures at the forefront of our cleaning routines (Jackson, 2018). In keeping with our responsibility as part of the housekeeping department, it is vital that we adhere to the standards of excellence in cleanliness and do more than what the guest expects in each interaction. Through implementing the specific room cleaning guidelines provided in this presentation, together with a mindset of achieving excellence and teamwork, we will remain in the position to provide outstanding guest experiences and maintain the reputation of our brand.

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