

PORTFOLIO SIX ELEMENTS

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Part 1

Introduction

In Hotel Park Hall and Spa during my placement, I worked in several operational areas: housekeeping, leisure club, maintenance, and meetings/events. This reflection utilises Gibbs' Reflective Cycle to analyse when and how major learning events took place during placement and considers the occurring processes and the timing of critical experiences. By looking at how particular tasks were handled and how people were confronted with difficulties, their functions and feedback, this reflection illustrates the effect of the structured actions and timely interventions in making the operations efficient and productive and individual development in the setup of hospitality.

Main Body

Description

In the first week of my housekeeping placement, the first two days were spent shadowing senior staff and studying the same to learn about their protocols and equipment usage, a special emphasis on rug doctor machine for carpet shampooing. This on the job learning period enabled me to watch how experienced staff prioritised high traffic areas and showed me consistency in the cleaning routines. By day three and day four, I had independent assignments and found myself in a busy check-out environment with multiple rooms that needed to be turned over quickly, cleaning protocols at my being (Gibbs, 1988). This phase was a test of my ability to change quickly, by making use of a checklist system that was adopted from the senior housekeeper in order to remain efficient and avoid forgotten tasks.

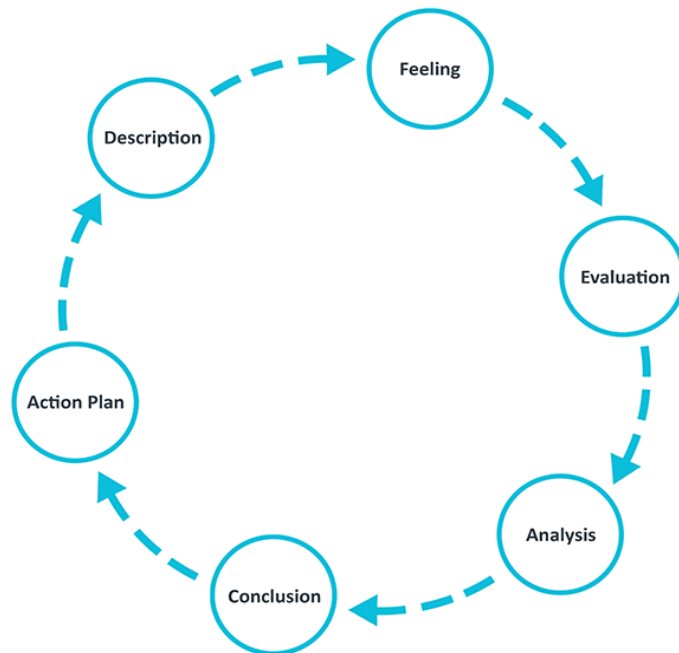


Figure 1: Gibbs reflective cycle model

(Source: Gibbs, 1988)

During the midway of placement, I was indeed focusing on the leisure club's part, the support for spa attendants recognising the levels of hygiene and regulating guest contact. It was a critical learning when several busy weekend-spa guests wanted assistance at the same time. I had to prioritise requests first with urgent health and safety concerns then work down to less critical ones. This time showed me how to make quick decisions with high service quality.

At the end of the placement, I was posted in the meetings and events department on duty to assist with events setup. This position involved coordinating with staff so that seating arrangements altered and guest requests can be accommodated. On the last day, a planned event faced an imponderable variety of weather triggering logistical adjustment in the immediate moment. Collaborating closely with the events coordinator I learned to prioritise work effectively, to explain the changes clearly and to be able to respond to evolving situations.

Feelings

In the first several days, I did not cope with the fast pace of the housekeeping activities. Caught between having to complete several room turnovers under tight time limits, I started to build a great deal of anxiety especially being ill equipped with cleaning equipment and protocol. Fear of making mistakes and getting far behind better staff was part of my initial reticence.

By the end of the first week, my confidence started to rise as I started to know routine works of cleaning and I was getting useful criticism from the housekeeping supervisor (Gibbs, 1988). This form of positive reinforcement made me concentrate more of my attention on dealing with urgent tasks, like restocking vacated rooms with amenities, and being able to remain calm and unflustered, even under pressure.

On the last day, when consulting with the maintenance crew to fix a plumbing problem, I experienced a sense of satisfaction in that I effectively communicated a problem and ensured it was fixed, quickly. This experience further highlighted the need for proper communication when dealing with the multi-departmental tasks, and affirmed the need to maintain calm in high-tension scenarios.

Evaluation

The good thing about the placement from the second week was the marked advancement in time management. The use of a checklist in housekeeping allowed both imperative tasks such as room turnovers to be carried out in time while maintaining quality. The busiest time period was the weekend shift when I performed various cleaning works under pressure, which reminded me of the ability to work systematically and not to rush, even with tight deadlines.

Nevertheless, this was during a very busy Saturday afternoon in the leisure club. Responding to various guest requests at once had been a problematic issue as a result the articulation of services were delayed to some extent. Such a situation underlined the perils of poor task prioritisation and poor communication, where the health and safety aspects were involved.

Half way through the placement I got feedback from the events coordinator on the importance of predicting logistical changes and possibilities of last-minute adjustments, and preparation of contingency plans. This advice caused me to become more proactive and to ask questions and communicate with team members to try to avoid schedule changes.

Analysis

Within the middle of the placement, I developed a systemised method to task prioritisation in housekeeping whereby high traffic areas were addressed first to avoid service disruption. By using a personal checklist, I managed to complete the more urgent tasks such as replacement of amenities and corridors vacuuming before proceeding to the less urgent ones. This method was efficient in sustaining flow of operations especially at times when there were several rooms requiring attention at the same time.

Communication techniques also made major contributions in guaranteeing smooth operations (Gibbs, 1988). At the final event set up I used the communication strategies gained from the events coordinator, and gave a courtesy warning to all staff members of the last-minute re-arrangement of the time table. This decreased confusion, streamlined communication for easier coordination and avoided further distortions in the delivery of services.

There were however significant challenges in maintenance. In the initial stages of the placement, I had trouble with the rug doctor machine causing delays in the carpet cleaning. Naive of prior technical training, I was reluctant to get assistance, hence the inefficiency. Also, the process of handling several requests from the guests during busy weekends at the leisure club had taught the need for improved multitasking strategies. Failure to prioritise in pressure exposed the need for communication and structure of task distribution in guest dissatisfaction.

Theoretical speaking, the introduction of SOPs in making operations at the leisure club consolidated the necessity of standards of service quality especially at peak hours. Also, Kolb's Learning cycle started reflecting for me as I pondered over the reasons guest requests management at the leisure club felt overbearing, and how we can handle such scenarios in future in a better way embracing some structured prioritisation technique.

Conclusion

The placement experience shored up the value of strategic task prioritisation especially during pressure times such as in managing room turnovers and in event logistics. Major learning moments happened during weekend hours, when dealing with multiple requests of guests both from the leisure club required more multitasking and better communication. The use of the

checklist approach in housekeeping and communication strategies in the events department were successful means of sustaining operational flow and avoiding disruptions of normal operations.

Nonetheless, the placement also identified areas for improvement which include technical ability of maintenance, and ability to handle more than one guest's request. Knowing how and when tasks were properly managed, or poorly managed, helped set up valuable insights for future positions in hospitality operations.

Action Plan:

In the short term, I will introduce a daily checklist to make cleaning routines uniform in housekeeping so as to achieve a uniformity of all performed functions. This checklist will be tested next in my placement or part-time job to improve management of my time and task prioritisation.

During the next three months, I shall attend a workshop on maintenance basics to plug-in technical gaps recorded during the placement. This training will be keen on training key equipment like carpet cleaning machines and familiarise me with basic plumbing tools to improve my skill in the tasks of maintaining the tools.

For holding a facility management certification for long time development, I would rather study facilities management and its operational efficiency and maintenance system. This course will offer an in-depth knowledge within industry standards and best practices and link in with future career goals in hospitality management. I will even also use Gibbs' Reflective Cycle to other roles I may be occupying in the future by utilising structured reflection to determine areas for improvement and learn how to handle high-pressure which will be highlighted in effective strategies.

Overall Conclusion

Even through the reflection on the placement using Gibbs' Reflective Cycle, it has provided profound insights into how tasks were organised and when the critical learning moment took place during the experience for Hotel, Park Hall and Spa. The process highlighted the critical importance of task prioritisation during high pressure such as room turnovers during housekeeping as well as coordinating last minute changes during event management. The use of

structured checklists was proven helpful in keeping things consistent with no delay of service thus emphasising on the importance of systematic approach in operations.

Furthermore, the experience revealed how effective communication with staff and guests can greatly reduce confusion and improve delivery of service in particular peak hours in the leisure club and maintenance units. The difficulties in coping with various simultaneous guest requests highlighted the necessity for developed multitasking methods and improvement of conflict-solving skills.

Part 2: Hotel Mentor Feedback

Through his posting at Hotel Park Hall and Spa where he worked in different operational departments Govinda revealed superlative dedication and professionalism, especially in housekeeping. His competency in timely learning and following up cleaning protocols including highest levels of attention to detail was also admirable (Aurora et al., 2024). Whether done through shampooing carpets with the rug doctor machine, vacuuming the guest rooms and corridors, or replenishing amenity stocks, Govinda's attention to detail added a lot to the overall cleanliness levels (Westerlaken and Suleri, 2025).

Regarding time management, Govinda was very good in approaching tight schedules: he was able to complete assigned tasks in time without compromising the quality of work. His ability to function under pressure and do so with a calm composed demeanour marked him out as a person with good organisation skills.

Samaya's brother, Govinda, also had some remarkable interpersonal skills with such things as guests and workmates. He was always nicely behaved and easily approachable, and he was always ready to help, with a place to each guest request with professionalism, and keeping on good terms with the team members. His ready acceptance of tough jobs e.g., managing heavy deliveries and helping housekeeping staff out with heavy workloads, showed his determination at work and adaptability (Papageorgiou *et al.* 2024).

Government as a whole, proved to be an asset to the housekeeping team since his working was never suspect with him meeting standards of consistency and attention to details. His positive attitude and commitment to high standards worked in his favour as being wonderful to work with

and he is strongly recommended for future chances in a career in hospitality operations. By Kelly White , Operation Manager .

Part 3: Academic Tutor Feedback

He always showed a professional and respectful attitude managing tasks from areas such as food and beverage to guest interactions in the leisure club. His time management capability showed as he was able to accomplish the necessary 16 hours per week on time and reliably during this placement period.

Verbal and written communication aspects are where from a communication perspective there was considerable improvement for Govinda. He participated in reflective discussions in our one to one-meetings thoughtfully analysing his experience and looking for ways to receive constructive feedback (Baysal et al., 2024). The feedback from the hotel mentioned his warmth and professionalism, how he dealt with queries with empathy and a polite, friendly demeanour.

In addition, his problem-solving skills were in sharp focus since he quickly learned the cleaning procedures, he helped to deliver goods which he supported the rest of the team members at times when the situation was too high (Chen et al., 2022). His willingness to find areas of improvement and his willingness to learn from a variety of operational positions reflect very good opportunities for further training in hospitality management.

Overall, Govinda had a positive effect during his placement showing a strong attitude to work and real enthusiasm for hospitality operations. He is in a good position to use this practical experience in future roles and academic works. By Lola Villard-Coles , Academic Tutor .

Part 4: Reflection on Hotel and Academic Tutor Feedback

Introduction

The purpose of this reflection would be to evaluate the feedback from my mentor in hotel and academic tutor working in my placement in the hotel Park Hall Spa regarding key areas of operation such as housekeeping, leisure club, maintenance and meeting/events and so on. Feedback is an important tool in establishing strengths, identifying areas for work and building professional progress in the hospitality operations. This reflection is organised around three areas

in detail; understanding the feedback, determining its effect and spelling out practical steps to be taken in future to increase productivity. By analysing the feedback holistically, I want to get an overall understanding of my performance, why it is my performance, what can be improved and by which, align my learning with long term career objectives in hospitality management (Nyanjom and Wilkins, 2021).

1. Understanding the Feedback

The feedback from my hotel mentor identified my strength at attention to details in house-keeping. My ability to properly follow cleaning procedures especially carpet shampooing, vacuuming, replenishing amenities was commended on (Yan, 2025). Also, my capability to help with difficult tasks such as managing large deliveries and also helping maintenance staff was recognised. However, room for improvement here involved increasing efficiency during peak periods and increasing technical know-how of maintenance equipment. The current emphasis of the mentor on teamwork and ability to adapt created emphasis on the need for consistent support to the team for operational flow (Kwiatkowska and Gębczyńska, 2023).

The feedback of the academic tutor was centred on communication skills and problem-solving abilities. I received compliments on my ability to keep my tone respectful and positive in all communications and quickly learned also to behave confidently in both written and oral communications. Furthermore, the tutor pointed out my punctuality and good time management in finishing up the necessary hours. Areas of development included further consideration of practical experiences and using theoretical ideas such as service quality standards to drive into the operational task. The tutor's remarks emphasised the need for integrating practical tasks with academic frameworks giving rise to a more analytical attitude towards experiences in a work place (Efthymiou and Zarifis, 2021.).

The theme that emerged from both sources of feedback was the need to ensure that high cleanliness level standards were up-to-date, time was managed well and a work ethic of proactivity in teamwork was applied. If the hotel mentor put much emphasis on operational efficiency and practical skills, the academic tutor emphasised reflective practice and critical thinking which illustrated a total picture of my performance (Akinlotan, 2024).

2. Impact of the Feedback

The input I got reaffirmed my strength in communication, in details and in problem solving within operational positions. “My competence in cleaning standards during housekeeping and ability to communicate with guests smoothly were some of the positive feedback. Mastering carpet cleaning and vacuuming and handling guest requests revealed how adherence to the rules and professionalism in the presence of pressure were crucial” (Zakaria *et al.* 2023).

The feedback also addressed the areas for further improvement though. The hotel mentor pointed out that although from what I exhibited I was hardworking, I had areas of time management that could be worked on, especially during high pressure situations. This experience highlighted the necessity to focus on and order urgent tasks and keep one’s head in a storm (Awidi and Klutsey, 2024).

Moreover, the tutor's advice motivated me to view my placement practice in a more analytical way. Through incorporation of service quality theories into the practical operations, I can perform quite a better analysis of how operational decisions affect guest satisfaction and service delivery as a whole. This feedback caused me to think about the ability to structure reflections and thereby enhance my capacity to connect applied experiences with theoretical properties that may support a more strategic mindset for operational positions (Moloi, 2029).

3. Action Steps for Growth

In response to the received feedback, a targeted action plan has been created by me. In the short run, I will develop a checklist to make sure cleanliness norms are standardised in various areas of the hotel. This checklist will act as a practical tool to drive further concentration in detail work and better time management during peak times (Ezezika and Johnston, 2023). In addition, I will look for avenues to shadow a maintenance staff member to help increase my technical knowledge about operation of equipment amid necessity maintenance like handling deliveries and operating cleaning machinery.

In the medium term I intend to undertake workshops to build up my guest interaction skills – focused on the CRM systems. Knowing CRM systems will help me to provide more personalised service experiences and deal better with guest requests. Besides, I will also look for the opportunity to work alongside with the maintenance staff so as to acquire practical understanding

of equipment manipulation and operations, hence putting me in a good position to get technical jobs of hospitality operations.

In terms of long-term growth, I will pursue facilities management and hospitality operations certifications. This process will ensure an in-depth analysis of industry standards and operational efficiency and so that I can take my skills par with higher level requisites.

Conclusion

My performance during the placement at Hotel Park Hall and Spa in the light of the feedback given by both my hotel mentor as well as the academic tutor gave me worthwhile lessons. The feedback identified main strengths within the communication, attention to detail and problem-solving aspects and raised the need for improvement in multitasking, time and technical skills. Through a systematic analysis of feedback, I have developed a better appreciation as to how actions affected operational efficiency and hospitality satisfaction. The structured process of reflection impressed not only the need to align everyday tasks with standards recommended in hospitality but reduced its importance for continuous learning and skill acquisition. Further, I commit to implementing the action plan stated, and more specifically to develop my operational competency, improve communication skills and conduct facility management specialised training.

Part 5 ...

Part 6...

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