

Module name and number: Managing Guest Service Operations BMIH6003

Student name: Ionela Busuioc

Student ID: 2014341

Lecturer name: ROBYN GRIFFITHS

Table of Contents

Description:	3
Feelings:	3
Evaluation:.....	4
Analysis:	5
Conclusion:	5
Action plan:	6
References:.....	8

Description:

Managing guest service operations involves supervising the efficient operation of all departments involved in serving visitors. In addition to coordinating guests' arrivals and departures, additional responsibilities include surpassing their expectations for service, cleanliness, and upkeep and handling any concerns they may have.

A few weeks ago, I had a major issue with supply chain management. When rush hour comes, I must guarantee that all required supplies and inventories are stocked and immediately accessible. At the time, I was faced with the difficulty of managing vendor relationships successfully, which included negotiating costs, monitoring delivery, and ensuring that quality requirements were followed. To deal with this circumstance, I began prioritizing my work according to urgency and significance. This will assist me in staying organized and finishing the most critical chores first. I efficiently manage my time by establishing clear objectives and deadlines for each assignment. Divide major jobs into smaller, more manageable ones, and assign a time period to each. This has helped me keep on schedule and avoid delays. I also start searching for techniques to clean more effectively, such as utilizing multi-purpose cleaning solutions, cleaning each area in a methodical manner, and organizing your cleaning equipment and supplies. To avoid weariness and injury, I must also take pauses as required, remain hydrated, and exercise proper posture. This will assist me in being energetic and focused throughout the day.

Feelings:

After doing this module, I am now abler to manage and give outstanding customer service to customers as a result of the information I learned in this course. To this aim, I understand the importance of open communication channels, good leadership, and fostering the potential of one's workforce. Aim of the course module is to focuses on preparing students for management roles in the hospitality industry, including those that need them to oversee guest service operations (Crow and Rowan, 2021). The objective of this module is to provide students with the information and abilities required to manage and improve guest service operations, therefore providing guests with an experience that

exceeds their expectations. My completion of the course in Managing Guest Service Operations has made it possible for me to investigate a variety of opportunities for career progress. Now that I've earned my degree in Managing Guest Service Operations, I'm able to pursue a job in the hospitality industry as a hotel manager (Sulek and Hensley, 2010). I have the skills necessary to work in hospitality-related businesses such as hotels, resorts, restaurants, and other eateries. I am familiar with the standards and protocols that are followed in the hospitality industry, including those pertaining to customer service, the quality of services provided, and communication. This material is applicable to a wide range of roles within the industry, from customer service to managerial positions. It is possible for me to effectively plan and carry out events such as weddings, corporate gatherings, and conferences by using their knowledge and skills. I have gained the knowledge and skills necessary to effectively lead and manage teams, including the ability to motivate coworkers, find solutions to challenges, and make intelligent decisions. These skills are useful for management jobs in the hospitality and tourism sectors, particularly in hotels and resorts. I am able to network with former classmates and prominent figures in the sector, which might result in employment opportunities and mentorship opportunities.

Evaluation:

The skills I acquire in the Managing Guest Service Operations course will aid my personal and professional development. This programme will assist me in enhancing my communication skills by emphasizing their importance in the hospitality industry. This will be employed outside of the hospitality industry, especially in interpersonal and professional settings. The strengths and weaknesses of students in the areas of guest service and management may be assessed through a variety of activities and assessments that may be included into this course (Puolakka, Pekkanen and Pirttilä, 2020). I will benefit from this kind of reflection by identifying areas in which they might improve. This training has the ability to boost my confidence in their management and

hospitality skills. Such confidence is advantageous in several domains of life. Often, working in hospitality requires connecting with folks from various backgrounds. The course's focus on cultural sensitivity and comprehension will enable me to view the world from different perspectives and connect more successfully with people of various backgrounds. The programmer is centered on objective-setting and the creation of methods to achieve those goals. This approach will teach me how to set objectives and develop strategies that may be applied to other elements of my life.

Analysis:

There are a number of ways in which the Managing Guest Service Operations course might assist me in advancing my education. The course's focus on analyzing case studies and real-world challenges related to guest service and management will enhance my critical thinking skills. These skills are applicable in a number of academic and non-academic situations. This course requires me to examine market patterns, standard practices, and customer requirements. Hence, I was able to develop my research skills and take them to the next level of my schooling and profession. The course includes practical activities, such as role-playing and simulations, that will assist me in applying what I have learnt. Using what I've learned in the classroom in this manner may significantly increase my understanding and memory of the material. Maybe I can utilize this training as a stepping stone to a job in hotel management or a similar pitch. Students may be able to continue their education after finishing the Managing Guest Service Operations course by enrolling in complementary courses, receiving certifications, or even earning higher degrees.

Conclusion:

My education has prepared me to handle the many responsibilities associated in overseeing hotels' customer service departments. This has the potential to deepen my familiarity with market patterns, standard procedures, and customer needs. This course emphasizes the importance of providing excellent guest service and may help students

develop skills including active listening, problem solving, and conflict resolution. This will make me more marketable to potential employers in the hospitality industry. I believe that if I take and successfully complete the course Managing Guest Service Operations, I will have the knowledge and skills to go forward in the hospitality industry. Jobs like hotel manager, front desk supervisor, and director of customer service fall under this category. Depending on the instructor, possible course subjects include how to effectively communicate, motivate, and exercise leadership. As a result, they may acquire leadership skills that may be used in many different situations. Overall, completing the Managing Guest Service Operations course can contribute to a student's skill development by improving guest service skills, leadership skills, time management skills, teamwork and collaboration skills, and technical skills related to hospitality management.

Action plan:

The Managing Guest Service Operations course can contribute to a student's skill development in several ways, including:

Skill	Importance	Action plan	Time
Technical Skills:	The course help me as a student hospitality-related technological skills, such as property management software, point-of-sale systems, and inventory management (Johnston, Fioratou and Flin, 2011). These technical skills may boost a student's employability in the hospitality business.	Start enrolling an online course regarding technical skill that are related with this sector.	4 months

Leadership Skills:	Leadership, communication, and inspiration are all topics that may be covered in this class. I may benefit from this by learning foundational leadership abilities that can be used in a wide range of contexts.	Start enrolling an online course regarding technical skill that are related with this sector.	4 months
Time Management Skills:	Managing several jobs and competing priorities concurrently is a common need in the hospitality sector. I may acquire skills in efficient time management and setting priorities as a result of their participation in the course (Rimmer, 2019).	Start doing work with different team members and maintain proper communication.	4 months

References:

Crow, A. and Rowan, J.P. (2021). Managing Identity in Customer Service Operations. *IDPro Body of Knowledge*, 1(4), p.65. doi:<https://doi.org/10.55621/idpro.65>.

Johnston, P.W., Fioratou, E. and Flin, R. (2011). Non-technical skills in histopathology: definition and discussion. *Histopathology*, 59(3), pp.359–367. doi:<https://doi.org/10.1111/j.1365-2559.2010.03710.x>.

Puolakka, T., Pekkanen, P. and Pirttilä, T. (2020). Managing operations in professional service organizations. *International Journal of Services and Operations Management*, 1(1), p.1. doi:<https://doi.org/10.1504/ij som.2020.10028960>.

Rimmer, A. (2019). How do I improve my time management skills? *BMJ*, [online] 366(366), p.l5322. doi:<https://doi.org/10.1136/bmj.l5322>.

Sulek, J.S. and Hensley, R.L. (2010). Updating service operations. *Managing Service Quality: An International Journal*, 20(5), pp.475–489. doi:<https://doi.org/10.1108/09604521011073759>.