

Hotel Rossington Hall Doncaster

Operating Hotel Facilities BIMH4006



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Mark (n.d.). Rossington Hall - Luxury Wedding Venue, Dining & Accommodation Doncaster



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Introduction

- **Sort** – Neat organization of items and removal of unnecessary items
- **Set in order** – Placement of items in appropriate locations and use of labels for clear identification
- **Shine** – Regular cleaning of the workplace and fixing broken or damaged items
- **Standardize** – Standardizing processes for sorting, setting in order, and shining; Implementing these standards across the business (Vallen and Vallen, 2012).
- **Safety** – Removal of visible hazards or risks and keeping safety items in appropriate locations
- **Spirit/support** – Group willingness to establish and maintain 7S standards and collective commitment to good housekeeping practices (Wood, 2013).
- **Sustain** – Implementation of a monitoring system and continuous and consistent practice of good housekeeping



Gibbs's Reflective Practice Model in the field of housekeeping

Description:

1. Start by detailing the housekeeping situation or task.

Feelings:

2. Reflect on emotions during the housekeeping task.

Evaluation:

3. Assess positives and negatives of the housekeeping experience (Gibbs and Slevitch, 2018)

Analysis:

4. Analyze the housekeeping process, identifying strengths and areas for improvement.

Conclusion:

5. Draw conclusions, considering various dimensions of the reflective process.

Action Plan:

6. Develop an action plan for future improvements (Williams, Woolliams, and Spiro, 2020).





Toilet sanitation & best practice in housekeeping

- ✓ Standard Cleaning and Disinfection (Raghubalan and Raghubalan, 2016):
- ✓ Establish and enforce regular maintenance plans for cleaning toilets.
- ✓ Effective Utilisation of Cleaning Agents (Casado, 2012):
- ✓ Adhere to the instructions for using cleaning chemicals.
- ✓ Focus on areas that are often touched or come into contact with people, as highlighted by Wood (2013).
- ✓ Concentrate on places that are often touched.
- ✓ Application of Personal Protective Equipment (Bridger, 2018):
- ✓ Implement waste management procedures.
- ✓ Properly discard garbage in accordance with established guidelines (Vallen and Vallen, 2012).
- ✓ Periodic examination and upkeep.
- ✓ Perform routine inspections.
- ✓ Resolve problems promptly.
- ✓ Training and Education (Quick, 2020):
- ✓ Conduct staff training sessions to educate employees on proper techniques for maintaining cleanliness and hygiene in toilets.
- ✓ Highlight the responsibilities of the staff members (Quick, 2020).



Good Housekeeping. (2021). *Clean the toilet the easy way!*



Maintenance and cleaning of floors and carpets



www.europeancleaningjournal.com. (n.d.). *Why Clean A Carpet?*

- ✓ Establish a systematic and consistent cleaning timetable for floors to sustain cleanliness.
- ✓ Adhere to the prescribed criteria for floor care practises in order to guarantee durability (Casado, 2012).
- ✓ Implement efficient carpet cleaning techniques to eliminate dirt and blemishes.
- ✓ Make sure to use cleaning solutions that are appropriate for the particular kind of floor or carpet.
- ✓ Employ proactive steps, such as the utilisation of doormats, to diminish the quantity of dirt into the area (Vallen and Vallen, 2012).
- ✓ Take into account ecologically conscious cleaning methods for floors and carpets (Sharma, Chaudhary and Singh, 2019).



Accommodation bedding and amenities

Bedding of high quality

- ✓ Ensure optimal visitor comfort and satisfaction by offering superior bedding.

Proper Care of Bed Linen.

- ✓ Adhere to appropriate care protocols for bed linens to guarantee cleanliness and longevity.

Diverse Range of Pillow Choices

- ✓ Provide a diverse range of cushion choices to accommodate various visitor preferences (Johnston et al., 2012).

Periodic Substitution of Mattresses

- ✓ Establish a systematic timetable for the periodic replacement of mattresses to sustain both comfort and cleanliness (Wood, 2013).

Bedding preferences and requests

- ✓ Facilitate customised bedding arrangements to optimise visitor satisfaction (Rogers, 2008).

Customised Enhancements

- ✓ Enhance the visitor experience by using customised embellishments, such as ornamental features or themed facilities.



Inspection and surveillance of the premises for safety and protection purposes

- ✓ Periodic Safety Inspections (Vallen and Vallen, 2012):
Perform regular safety inspections to detect any risks and guarantee adherence to safety regulations.
- ✓ Implementation of Surveillance Systems
Deploy surveillance devices to provide ongoing monitoring and safeguarding of the premises.
- ✓ Security measures for controlling access (Johnston et al., 2012):
Implement access control methods to limit unauthorised access and improve security.
- ✓ Inspections of emergency exits
Conduct routine examinations and maintain the upkeep of emergency exits to verify their operational status and ease of access during emergency situations (Jones, 2010).
- ✓ Incident Reporting Systems
Implement incident reporting systems to swiftly handle and record security incidents (Quick, 2020).



Conclusion

- Every member of the staff is required to:
- Guarantee the delivery of outstanding service quality
- Enhance guest contentment
- Continuously improve their talents
- Facilitate efficient collaboration within the team Maintain the utmost level of integrity
- Aim for originality and use inventive approaches to resolve problems
- Adopt a strategy that prioritises the needs and satisfaction of customers
- Foster a constructive and diverse organisational environment
- Actively participate in professional development opportunities
- Showcase versatility and pliability in their positions.



Lucy (2020). How To Work In a Housekeeping Team

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