



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

Component One:

What are the key skills required when working in the housekeeping team?
750 words (+/- 10%)

Contribution to Overall Module Assessment: 25%

Student No:

2207886

Module Title:

**Hotel Placement
Operating Hotel
Facilities**

Module Code:

BMIH4006

Lecturer:

**Ffion
Cumberpatch**

While working in the housekeeping team, I found some major skills that can support executing particular duties or responsibilities in the hotel. Now, those skills are going to be reflected via the use of the particular reflective model, named 'Gibbs reflective model'. Such as:

Description: In terms of working in such a particular field in the hotel business, housekeeping hard skills are the most crucial skills. These skills are related to the core issues of housekeeping. From my research, I have explored that housekeeping skills are all about knowing cleaning hotel rooms that insist on carpet cleaning, sweeping, deep cleaning, mopping, and so on. For doing these, I need to have persistence and determination, the ability to utilize my initiative, patience, and the ability to remain calm in stressful situations, customer service skills, knowledge of human resources and employment law, etc. Besides, the skills of attention to detail are another crucial skill that can add value to an employee in the hotel business's housekeeping sector. That is why I found that I need to keep exploring those issues that can put major impacts; alternatively said, some impactful issues can be observed via this kind of skill. In different hotels, I found some housekeeping staff who are always concerned about gathering information in detail because this can help them address any sort of complex issues within the hotel premises. But for exploring this skill and utilizing it significantly, it is essential to have time

management and communication skills. As a housekeeping staff in a hotel, I need to know how to manage time and accomplish my distinct within the schedule. Proper time management is crucial in the field of bringing positive effects from housekeeping hard skills because different housekeeping activities need to be done within a specific period. Then, I need to keep communicating with other departments in terms of being informed and informing others. It is essential for making an appropriate alignment with all of these activities so that an appropriate organizational decision can be undertaken at the end of the day. Besides, I need to know how to deal with others in the hotel. In an emergency, I can get help or provide help to others. A positive interaction can be maintained via the accomplishment of communication skills. For this, I need to ensure effective communication that can support me in doing all of these issues within the workplace. The most significant skill in this field was people skills, social skills, or social intelligence as these are the behaviors and tactics a person utilizes to interact with others effectively. It is also essential to communicate and work with other groups and individuals in the hotels. I came to learn that teamwork and a positive attitude are two major parts of the business. In the hotel sector, these two issues can support me in exploring my distinct task and responsibility with profound dignity.

Feelings: Initially, I used to think that housekeeping requires only hard skills and I need to work more physical activities that require more strength and energy. Then, I also realized the importance of relative skills that can help execute all sorts of activities related to housekeeping activities. Primarily, I kept thinking that there are many physical tasks that a housekeeping staff in the hotel needs to do and for this, he or she needs to ensure a perfect execution of the overall activities in the business. But it also requires some potential and relevant skills including time management, communication, interpersonal skills, etc.

Evaluation: The good thing is that one needs to put their best efforts into exploring the overall aspects and viewpoints of the business significantly. I found it interesting when I kept exploring the overall aspects and concepts of housekeeping skills in the field of the hotel sector. But the process of cleaning divergent sorts of surfaces effectively and having inadequate cleaning supplies is the main issue that can create hindrance in this sector.

Analysis: In the case of experiencing those problems, I will try to implement my relative and relevant skills for exploring the overall aspects of the field housekeeping

sector in a hotel. That is why I have decided to put my efforts and implement my knowledge, competencies, technical and professional skills, attributes, etc.

Conclusion: I could have researched the field of reception section rather than the house housekeeping field. In this case, I will focus on exploring the major issues related to hotel management.

Action plan: Within three months, I will try to develop and obtain more knowledge and skills considering the case of the importance of hotel management.

Word Count	759
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Component Two:

Contribution to Overall Module Assessment

Problem	Why did it happen?	What are you going to do?	How will you prevent this from happening in the future?	What measures would you introduce to improve team effectiveness?
Divergent sorts of surfaces	Different surfaces, like laminate, tile, granite, marble, steel, solid surface, etc. require different ways of being cleaned that require different tools and techniques. Having no clear instructions and quality vacuum.	Investigating the problems and looking for appropriate ways of solving the issues within the business.	By giving proper instructions for cleaning the floor and training the subordinates effectively.	Forming up appropriate teams for the business. Specifying some major tools and techniques that will be utilized by specific teams.

Inadequate cleaning supplies	Due to poor supervision and insufficient budget, this might occur.	Finding out the core issues or reasons and exploring different alternatives to resolve them	By rechecking the supplies and getting feedback from the customers and floor staff.	Forming up an effective floor team, Leading them efficiently, Specifying a major portion of the budget
Cleaning around disorganization	It happened due to poor management in the flooring sector. Besides, unprofessionalism is another reason for this type of activity.	Pointing out those employees for whom this may happen.	By arranging appropriate training and motivational approaches for the identified students in the hotel.	Providing training and learning facilities, Leading them significantly, Motivating them via different approaches.
Cleaning issues around kids and pets	It happened due to the poor instructions that allow any customers or guests. Besides, this might happen due to the poor impacts of cleaning issues. The staff in the	Bringing strict rules and regulations. Making staff aware of the overall issue.	By specifying the rules for bringing kids and pets, By arranging different events separately,	Forming a special team for addressing these issues, Specifying strict rules and regulations.

	flooring sector might be reluctant in doing so.		By providing special training to the employees.	
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Component Three:

Contribution to Overall Module Assessment



Welcome To This presentation

Hotel Name: Premier Inn Hotel
Location: Teeside

Training Notes: Being a floor housekeeping manager, lots of guest complaints are observed. It is essential to give potential training and learning to the staff so that they can provide effective customer service and maintain or sustain a flexible workplace that will aim at ensuring effective customer service. This presentation is going to present different aspects and significance of housekeeping activities that can help ensure the brand standard and the health and safety procedures. In this case, it will discuss the training facilities that are essential for representing a basic issue that must be obtained by the staff working in the floor segment in the hotel. Overall, the discussion will explore ensuring the significance of brand standards and health and safety for the staff in such a particular sector.

Roles and responsibilities of Housekeeping manager

- ▶ The first task is to plan effectively and insist on identifying critical issues or complexities within the workplace. That means it is required to find out the problems or reasons for such complaints from the guest. Then, it is essential to focus on forming an effective team that will support the executive in those responsibilities.
- ▶ It is essential to ensure proper organization and management that will be accomplished by a housekeeping manager. Furthermore, it is also essential to keep motivating them continuously. The more hotel staff is motivated, the higher productivity can be ensured by the manager for the business.



Training Notes: As a housekeeping manager, lots of duties and responsibilities are found. The first task is to plan effectively and insist on identifying critical issues or complexities within the workplace. That means it is required to find out the problems or reasons for such complaints from the guest. Then, it is essential to focus on forming an effective team that will support the executive in those responsibilities. In this case, a housekeeping manager is required to specify some core actions that will be executed by the housekeeping staff (Quick, 2020). It is essential to ensure proper organization and management that will be accomplished by a housekeeping manager. Furthermore, it is also essential to keep motivating them continuously. The more hotel staff is motivated, the higher productivity can be ensured by the manager for the business.

Complaints from the guest

The first and foremost complaint is about in-room cleanliness concerns and this is one of the most concerning issues that needs to be given the highest priority. Another issue is the unpleasant odors because many guests may feel irritated due to such odor.

There is a lack of free services or amenities and this happens due to the improper or inefficiency in managerial activities. Besides, too much traffic near guest rooms and a lack of customer service can affect the reputation or brand image of the business.

Training Notes: The first and foremost complaint is about in-room cleanliness concerns and this is one of the most concerning issues that needs to be given the highest priority. Another issue is the unpleasant odors because many guests may feel irritated due to such odor. Then, customers may feel problems with the temperature as there may be too hot or too cold or face troubles with Wi-Fi (Mullins & Dossor, 2013). There is a lack of free services or amenities and this happens due to the improper or inefficiency in managerial activities. Besides, too much traffic near guest rooms and a lack of customer service can affect the reputation or brand image of the business.

Solution for the complaints

Teamwork

It is required to contribute to the recruitment of the right people, to begin with, and for this, the hotel needs to invest sufficient and potential resources into setting the staff up for success. Hotel staff needs to be trained comprehensively and enable them in exploring diversified opportunities in terms of developing, growing, and upskilling. That is why the floor or housekeeping manager needs to be an effective as well as essential leader.



Training Notes: For sorting out different problems in the hotel's workplace, it is essential to form an effective team in the hotel's floor department that will move towards the ultimate objectives of the business.

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Solution for the complaints: Continued.....

Teamwork

Teamwork can be the most crucial key issue the hoteliers in terms of staying on track with the competition. A winning team needs to be formed that will never forget the prize. In such a team, creativity will be one of the most significant issues. This winning team will never say no to rules or regulations. Then, it is also essential to say yes to the most ideas.



Training Notes: There are several keys to forming excellent teamwork. In this case, teamwork can be the most crucial key issue the hoteliers in terms of staying on track with the competition (Raghubalan & Raghubalan, 2016). A winning team needs to be formed that will never forget the prize. In such a team, creativity will be one of the most significant issues. This winning team will never say no to rules or regulations. Then, it is also essential to say yes to the most ideas.

Employee Engagement in Premier Inn



Employee engagement is one of the basic issues that can support exploring the positive mindsets and employees' engagement in the business or in the hotel.



Training Notes: Employee engagement is one of the basic issues that can support exploring positive mindsets and employees' engagement in the business or the hotel. The higher engagement of the employees, the more productivity and profitability can be ensured for the business (Leiter et al., 2010). In the hotel, hotel staff needs to be recruited, motivated, and trained in such a way that can help them to focus on exploring the overall aspects and objectives of the hotel. They can contribute or put their 100% into achieving the ultimate objectives and providing the best customer services with potential quality to the customers.

Employee Engagement: reward and recognition



In this field, it is mandatory to select some specific tools or techniques that can help inspire employees in the hotel accurately. Like, hotel staff in Hilton hotel are given 'pay bonuses' regarding the number of mentions a department or employee receives. Besides, these rewards can be either monetary or non-monetary rewards. Employees' contribution is always recognized.

Training Notes: Reward and recognition are the most basic issues that can be ensured by a housekeeping manager. In this field, it is mandatory to select some specific tools or techniques that can help inspire employees in the hotel accurately (Bridger, 2018). Like, hotel staff in Hilton hotels are given 'pay bonuses' regarding the number of mentions a department or employee receives. Besides, these rewards can be either monetary or non-monetary. Employees' contribution is always recognized.

Employee Engagement: freebies



Freebies is another employee engagement model that is traditionally followed in the workplace. This motivational approach or inspiring issue can support employees in focusing on the core issues of the hotel.

Training Notes: Freebies are another employee engagement model that is traditionally followed in the workplace. This motivational approach or inspiring issue can support employees in focusing on the core issues of the hotel (Farkas, 2023). As housekeeping managers, the employees can get gift items, give way, handouts, complimentary tickets, free lunches, and so on. For example, in Travelodge, staff can get free air tickets due to the best quality performance in the workplace.

Employee Engagement: Compensatory time



Compensatory time off is another employee engagement model that indicates the process of providing time off to the customers with pay in stead of overtime payment.

Training Notes: Compensatory time off is another employee engagement model that indicates the process of providing time off to the customers with pay instead of overtime payment (Ferdinand et al., 2022). This is provided to those employees who are irregular or occasional overtime workers.

Employee Engagement: Compensatory time



Friendliness is another employee engagement model that can support exploring the concept of comprehensive strategy in the workplace in which businesses focus on fostering positive interactions and building long-lasting interaction with their fellow subordinates.

Training Notes: Friendliness is another employee engagement model that can support exploring the concept of a comprehensive strategy in the workplace in which businesses focus on fostering positive interactions and building long-lasting interactions with their fellow subordinates.

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- Bridger, E. (2018) *Employee engagement: A practical introduction*. 2nd edn. London: KoganPage.
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