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Hotel
Module Title: Administration and Office Operation
Module Code: BMIH4004
Lecturer:

Component One:

What are the key skills required to work on the hotels front desk? 750 words (+/- 10%)

Contribution to Overall Module Assessment: 25%

At the hotel front desk, the following key skills are requirements, one of the most important is a well-presented and professional appearance. one of the most important rules in the guest industry, at the front desk, is a receptionist will be the first person who meeting with arriving guests, while the check-in procedure warm voice tune and proper etiquette friendly helpful face is an essential key to welcome quests. Body language reading is very beneficial and is used daily in front desk positions. This will help realize the arrival guest's emotional state and help choose an optional voice tone that is second or equal to the same important skills as a professional appearance. It can change any guest or even the college's mental state for rest of the day. The receptionist not just impact the hotel guest but has a huge impact on colleges. Here is have to be mentioned the proper phone etiquette such as voice tone, volume, and proper word choice with guests on the phone key requirement. The above-mentioned skills are all able to learn from books and colleagues who's has more experience in the industry can teach and show new recruitment how can be able to master and use them the proper way.

Organization skills will help to the throw daily task, and manage multiple guests or groups arriving at the same time. With strong teamwork skills, front desk employees can work effectively with other hotel members which are strongly required in any hotel position but especially in reception. Written communication skills are adaptable and necessary to learn. The ability to learn new skills and self-teaching methods. With self-teaching, any member on the front desk will able to learn multiple languages, more spoken languages easier to understand the guest's traditional culture and with special requests, be able to help them and recognize the possible problems and prevent the possible one in the future.

The front desk task is real multiple challenges that require verbal, written, and also technical ability issues. On the night shift the front desk member has to able resetting the hotel room's magnet door lockers if the maintenance is not available in late hours. In smaller hotels on the night shift the front desk member usually working alone in this situation, have to be able not just to recognize the possible hazards but also prevent them.

The above-mentioned hotels have a higher risk and can be a potential target for online catfishers, those who blackmail, or try to steal guests' information by copying the hotel website and offering free wi-fi. Elementary or basic computer knowledge is not good enough anymore to be able successful receptionist anymore. The Microsoft software system and basic cybersecurity is the key element and adaptable skills, that help to prevent and recognize an online breach at any time.

If the fire alarm is turned on, have to be known how to handle it and react fastest as possible. Keep a calm mindset, and be able to recognize false alarms or accidentally turned on. In real fire cases, the receptionist has to be able alone to evacuate the building and help the disabled quest safely and calmly leave the building and assemble all of the guests in the posted area.

Word Count	540

Component Two:

Contribution to Overall Module Assessment: 25%

In this scenario – It is your first day as a front desk associate and your manager has phoned in sick. Create an action plan and answer the following questions.

What are you going to do to ensure that the hotel is represented well to guests?	How will operations run smoothly throughout your shift?	Why would you consider your plan being the most effective?	What contingency plan will you put in place to ensure quick resolution of this scenario in the future?
Check-out room list print before the housekeeping team arrives. Early/ Late out rooms signs	Ask and prepare daily basis operations. Possible senior front desk colleague calling in the shift.	Tracking daily operation standards. Easy access to help. If the manager is not represented in the hotel. The housekeeping and daily operation will keep going as usual.	Easy online access to everybody about daily operations. Monthly refresh of the hotel standards.
Arrival list preparing	Ensure to have somebody online if help is required		
Any disabled guest in Hotel or Arriving at the hotel			
Incoming products the day			

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Component Three:

Contribution to Overall Module Assessment: 50% (1000 words +/- 10%)

Writing in essay format - *Describe the key elements that are required when considering these four elements of hotel operations:*

Element 1 – Property Management Systems (PMS)

The day-to-day hotel operation and task activities include managing the front desk, housekeeping, maintenance, billing and invoice management, guest history, and all data history management.

The PMS as known as Property Management System all operations and departments in hotels within one software. The PMS has 3 big sections and smaller groups in it. Online(Marketing, selling/booking/ Optimizing) has a different platform and different managing systems such as youtube or Instagram or any social media platform that guests are using on daily basis, Travel Agencies (trust pilot, booking, Expedia,) Meetings and Events. Inside systems software where hotels can order and manage example maintenance staff such window seal or anything else. The new companies offer example “Guestline” platforms where all these departments are easily manageable with a single solution and together within one software.

Element 2 – Hotel reputation

Managing hotel reputation is the responsibility of all hotel members from the front desk to housekeeping including the maintenance team. All members before working with guests have to be trained by the hotel on how to interact and behave with guests even if it's drunk, or emotionally exhausted/depressed guests. The property always has to be able well-cleaned and maintained to accommodate a guest. The outside is just as important as the inside, the parking area has to be continuously highly monitored by employees. Any disturbances, glass, cigarettes, trash, or food waste has to be cleaned up and always checked so the disabled space is not used accidentally and is occupied. Lost and found items have to be always kept safe. It is found in the hotel the front desk has to call up the last guest who occupied a room and inform them about the found item. If the guest is already left the area and is unavailable or complicated to turn back the best option is to offer mail service.

Element 3 - Communication

To manage communication the best method is if every employee has basic training on how to respond to basic questions even so giving script examples for proper etiquette. Especially with upset guests is better if the employees have a script version of how to provide the best results or inform them how to can find and contact the manager.

Element 4 - Staffing

The hotel has to provide uniforms for staff members, recommended to offer laundry service. The loud music and singing are especially often by the housekeeping team is can be the main complain reason from the guest. Bad hygiene which causes the smell of clothes, can be fixed by providing replacement clothes for summertime.

Word Count	414
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Online sources: [Property Management System for Hotels](#) | [Cloud Hotel PMS](#) | [Guestline](#)