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Component One: Student Journal (learning log)

During my placement in the housekeeping department at the Harlow Hotel , I undertook various tasks and responsibilities. These included cleaning and preparing guest rooms, restocking supplies, handling laundry, and coordinating with other departments to ensure a seamless guest experience. In this writing, I will use the Gibbs Reflective Model which is developed by developed by Graham Gibbs in 1988 and has six stages and those are: Description, Feelings, Evaluation, Analysis, Conclusion & Action Plan (Fonseca, 2016).

Description

In the time of my placement at the Harlow Hotel the department of housekeeping department, I had to go through various responsibilities and tasks that were related to operating hotel facilities. My responsibilities included restocking the supplies cleaning and maintaining the guest room materials of the hotel and monitoring the cleanliness and orderliness of the entire hotel. According to Upchurch (2006), All of these activities are related to the guest's experience as these sorts of activities provide a positive service experience and overall cleanliness is a very important factor in terms of guest satisfaction. According to Reynolds (2021), Maintaining high standards of cleanliness and orderliness and paying attention to every detail of the hotel is very significant as a very minimal oversight could impact the guest's impression of the hotel's reputation.

Feelings

During the time of my placement experience, I had to come across a very verse range of feelings. According to Buttle (2016), The housekeeping sector of a hotel is always busy because all the time guests check in and check out, and at the very beginning, I had to face a fast-paced environment which was sort of overwhelming for me. But as time passed, I got used to these routines and I became much more confident with my skills. Gradually I had to gather lots of knowledge by collaborating with all team members and from them I learned how to meet the deadlines, initially collaborating was very challenging but later I realised that was rewarding as well. The unity among the team members during the time of ensuring all rooms were prepared

within the time was inspiring to observe. During that time, I felt accomplished by contributing to the positive and inspiring guest service experience.

Evaluation

If I reflect on my contribution and overall performance within the housekeeping department, I can say that in communication time management, and problem-solving skills, I have my expertise. According to Kupke (2013), In the case of coordinating with all team members effective communication was very essential and that helped to ensure the smooth running of operations. Time management was effective for me as during my placement it was essential to meet the deadlines and had to ensure efficient room turnover. For improving my problem-solving skills there were many times, I had to face unexpected challenges, but I had so many opportunities to develop my decision-making skills for instance; maintenance issues and guest requests. But for me paying attention to the details as well as in the case of multitasking I could improve my skills at the time of placement I have realised the significance of maintaining the consistency of carefulness in every task and realized the importance of paying attention to every detail.

Analysis

In the case of guest satisfaction, there is a huge role of the housekeeping department which I had realised during my placement. I analysed there was a direct impact on the entire achievement of the hotel with the department's operation. According to Chibili (2017), The department of housekeeping has a great role in the case of meeting the expectations form guests such as a clean and comfortable environment of the entire hotel. According to Upchurch (2006), First sight is the best sight and similarly goes for situations like when a guest enters the room first, they instantly make an impression of their mind based on cleanliness and orderliness. According to Seal (2015), The very first impression of the guests plays a vital role during the time of their stay period and also has an impact on satisfaction. So, after analysing the whole scenario for ensuring guest satisfaction, I have realized that in the case of guest satisfaction the housekeeping department's attention to every single detail and commitment to maintaining cleanliness and orderliness.

Conclusion

At Harlow Hotel, for my personal and professional development, my placement in the department of housekeeping had a great impact. On the significance of attention to detail in maintaining cleanliness and orderliness I had gathered a comprehensive understanding. Communication skills, time management, and problem-solving skills are all of these skills I have learned which are significant for the fast-paced work environment and this environment helped me to increase these skills. Through the experience, I have learned how to work with a team and how to collaborate with the members to attain shared goals. Throughout my placement period in the hospitality industry, my perception has positively changed, and I also gained lots of appreciation for my contribution of mine form the management of the hotel according to the guest experience and reviews.

Action Plan

According to Rutherford (2002), Fulfilling the skill gaps action plan plays a crucial role as this plan helps to have a systematic way of improving oneself. Reflections guided me to a strategy for development. To improve my housekeeping abilities, I will have to improve my **attention to detail** by regularly examining as well as inspecting my work for errors within 3 months. I have to improve my **time management** skills by practicing prioritisation for multitasking better. I will also have to improve my **teamwork** ability within 6 months where I will be able to get feedback from the managers to improve my communication abilities. I have to also understand new and innovative ways to clean up methods and technology to remain relevant. In critical situations, I have to practice my **problem-solving** skills within 6 months by trying to handle those. Following these stages, I'm certain I'll continue to develop as well as flourish throughout the hospitality industry, developing my Harlow Hotel housekeeping expertise.

Component Two: Health and Safety Guide

It places excessive significance on the well-being and protection of our personnel at the Harlow Hotel. As a future manager, my duty might be to expand tailored fitness and safety coverage for the housekeeping department's room cleaning processes. The goal of this guide is to perceive possible risks and offer effective measures to reduce them, so promoting comfortable and safe surroundings for all those concerned. The objective is to offer crucial protection precautions, protocols, and effective techniques to minimise risks and assure a comfy setting for all the ones concerned. Utilising adhering to the instructions supplied in this writing, I guarantee the protection and welfare of both myself and my co-workers.

Potential Risks

Identifying feasible dangers is critical to successfully respond to them. Slips and trips

because of moist floors, exposure to hazardous chemical substances, ergonomic accidents resulting from lifting huge matters, and electrical dangers are the various numerous possible risks associated with cleaning rooms. To guarantee loyalty, collecting evidence on industry standards and protection protocols for maintaining cleanliness.



Precautions

In this segment, we outline the essential steps to be taken in a good way to avoid injuries and accidents while cleansing a room. Our

housekeeping staff should continuously follow the subsequent precautions:

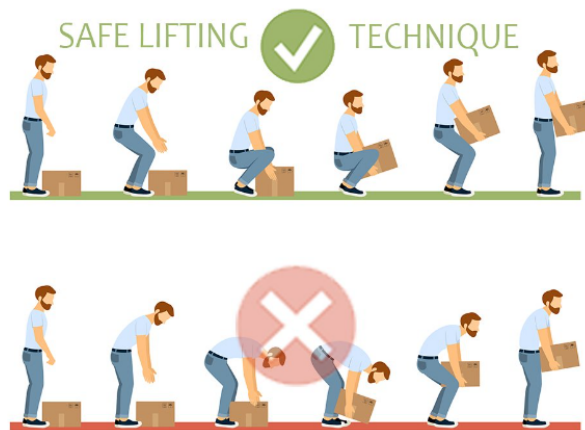
Personal Protective Equipment (PPE) – According to Morgan (2021), The housekeeping team of workers needs to be provided with appropriate PPE, which includes protection goggles, non-slip footwear, and gloves, to guard themselves in opposition to feasible risks.



Training and Awareness - It's important to provide frequent education periods to personnel about secure work practices, viable hazards, and emergency protocols. According

to SANDUA (2023), It is vital to promote a subculture in which employees are influenced to promptly document any incidents or issues related to safety.

Safe Lifting Techniques - This will reduce the chance of ergonomic accidents such as; encourage the use of safe lifting practices, including bending the knees and using the leg muscle tissues as an alternative than the returned. Provide training and offer vital systems, along with trolleys, to facilitate the lifting of big and heavy objects.



Slip and Fall Prevention - According to Oktadiana (2022), Minimise slips and falls by ensuring floors are stored dry and smooth, placing cautionary signs in locations susceptible to moisture, and supplying nonslip mats in high-danger zones.

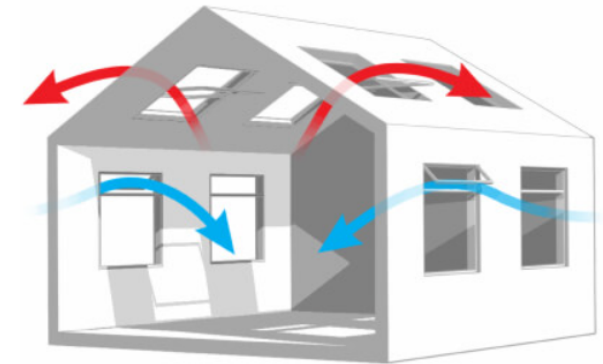
Procedures

To include safety problems in room cleansing operations, follow the particular regulations provided beneath:

Preparation - Before entering a room, cautiously survey the environment for any feasible dangers, inclusive of shattered glass or exposed electric wires (Gordon-Davis, 1998). Making sure that each critical system and material are without problems.

Ventilation - To facilitate the circulation of clean air at some stage in the cleaning system, both open home windows or use a ventilation process. This enhances the exceptional of the

air and decreases the level of publicity to dangerous pollution.



Cleaning Products - According to Noroozi (2023), Utilise best-accepted merchandise and adhere to the producer's use tips. Make sure people use the correct PPE and possess expertise in the feasible risks linked to coping with certain chemicals.

Waste Disposal - To reduce injuries and prevent environmental pollutants, it is essential to properly eliminate waste in packing containers that are accepted for this cause. Make sure that risky and traditional

waste is properly separated and disposed of in compliance with the required policies.



Storage - Ensure that cleansing materials and devices are not seen by the general public. Put into effect the right labelling and garage techniques to prevent accidents or mishandling.

Equipment

Essential equipment and tools should be used which are mentioned below for safety in the time of room cleaning:

Cleaning Tools - According to Hughes (2009), Provide the body of workers with an essential cleaning device, which includes vacuums, mops, and microfiber cloths, to ensure green cleansing and minimise the probability of accidents.



Ergonomic Equipment - According to Morgan (2021), As a way to alleviate the physical pressure on workers' muscle mass and joints, it's miles really helpful to get ergonomically engineered gadgets, including lightweight vacuum cleaners and mops with adjustable functions.

Personal Protective Equipment (PPE) - PPE for staff, along with protection goggles, slip-resistant shoes, and gloves. regularly check out and repair any damaged or worn private protective gadget.

Hazard Mitigation

For room cleaning the below, describes the hazard mitigation and offers effective techniques to minimise their effect:

Chemical Exposure - According to SANDUA (2023), Equip employees with appropriate PPE, consisting of gloves and goggles, to ensure their safety towards unsafe materials. Offer complete training to staff participants on the precise approaches for dealing with and storing chemical substances.

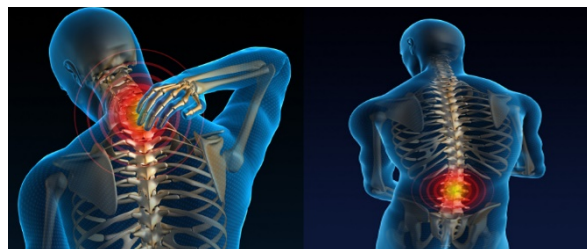


Electrical Hazards - Ensure cables and appliances are accurately grounded and in the most advantageous working situation. It's far advisable to conduct routine examinations and repair electrical equipment to mitigate the potential risks of electrical shocks or fires.



Ergonomic Injuries - According to Oktadiana (2022), Encourage the practice of properly lifting items among staff and offer dollies and trolleys to resource in the transportation of huge, heavy gadgets. This will mitigate the probability of musculoskeletal injuries; it's encouraged to teach a team of workers

contributors to interact in stretching sporting events and to take common breaks.



Biological Hazards - According to Gordon-Davis (1998), Complying with industry legal guidelines, offer guidelines for the proper control and disposal of biohazardous materials, which include used needles or human fluids. To minimise the transmission of ailments, adhere to suitable hygiene protocols.



At Harlow Hotel, we prioritize the well-being and protection of our housekeeping team of workers by strictly adhering to the requirements laid out in our comprehensive fitness and safety manual. Detecting feasible dangers, imposing suitable security measures, setting up applicable procedures, operating essential gadgets correctly, and minimising particular risks associated with cleansing a place are all crucial. This ensures that all individuals hired within the housekeeping department are supplied with a secure and protected working surrounding. it's far crucial to remember that protection is our first difficulty.



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