

# [Room housekeeper reports to deputy housekeeper. assistant](https://assignbuster.com/room-housekeeper-reports-to-deputy-housekeeper-assistant/)

[Business](https://assignbuster.com/essay-subjects/business/), [Management](https://assignbuster.com/essay-subjects/business/management/)

Room Division Manager: -Room division manager maintain customer service/satisfaction, standards, handlecustomer problems and purchasing. Front office Manager: – FrontOffice Manager manages all aspects of the department including planning, budgeting, staffing and payroll in accordance with hotel policies andprocedures.

The Front Office Manager provides leadership and support to allmembers of the Front Office. Night Manager: – TheNight Manager is the Manager on their Duty time is responsible for all hoteloperations during overnight shift hours, Front Office operations, and nightaudit and hotel safety and security. Guest Relations Executive: – GREcall another name Guest Service Executive. They attend the special guest likeVIP. Main responsibility is to make guest feel free to welcome. GRE is alsohandle customer’s problems and complaints. Concierge: – Theirwork includes like taking reservations, checking guests in and fieldingrequests for items and amenities. They commonly act as the first point ofcontact for patrons.

1. 1. 2 Housekeeping Executive housekeeper:- In Le Bristol Paris The executive housekeeperreports to the General Manager or to the rooms division manager. He/she isresponsible for the overall cleanliness and aesthetic upkeep of the hotel. He/sheis very sure about excellence in housekeeping sanitation, safety, comfort andaesthetics for hotel guests. Assistant Housekeeper:- The assistant housekeeper reports to the executive housekeeper. In Le BristolParis assistant housekeeper reports to deputy housekeeper.

Assistanthousekeeper responsiblefor efficient and well management of cleaning, servicing and repairing of guestrooms. Floor supervisor:-  He/she is responsible for cleaning andmaintenance of the rooms on the floor. He/she gives the room attendants theirroom assignment and floor master keys which will be returned back at the end ofthe day and handover to the next shift. Floor supervisor checks, supervises andapproves the room attendant’s work.  Public area supervisor:-  Public Area Supervisoris responsible for the cleanliness of Le Bristol public areas. The public areasupervisor reports to the assistant housekeeper. He/she also needs to train andinspect the performance of assigned public area attendants ensuring that allprocedures are completed as per the hotel’s operating standards.

Linen and uniform room attendant:-Issuetowels and linen to service man and ensure about all items are placed in wellmanner. He is Sorting and counting linen within storage. Check all laundereditems like as towels, bed sheets to ensure that all linen and uniform washed properly. He/she will be very careful about that any soiled items are not be sent for diningand uniform to the employee. 1. 2 Identify shortfallsand weaknesses in performance and their causes and recommend practicableimprovements Thereare a many ways for checking poor performance and what is the reason behind forthe very low performance of the employee.

We can check it out many ways like asnumber of customer feedback, performance of the employee how he/she performed duringservice and how we can solve the problem. We give some solution as under:-1 No adequate training Solution: – Employees or training both must attend theorientation classes before start their work because they can learn many thingsabout the property rules & regulations, trained their particular outlets sothat they perform well manner and how to perform their duties. 2 inattentive people Solution: -As per the rule & regulation of the Le Bristol Paris if someone foundinsane activity or having any suspicious things then inform immediately to thesenior or to the security personal.

Then they take corrective action towards tohim/her. 3 Sabotage Solution: – Headof the department should be very honest to the employs so that they feel freeto do their job smoothly and check the performance of the individual employee, and give them reward for their best performance. 4 Personal problemsreflected in workSolution: – Duringwork if any of the employeeaffecting their personal life.

He /she not giving efforts to his task then heshould share the problem whatever he’s facing in his/her life. If possible givesome day’s off leave to the employee  sothat he feel better or spent the time with his family by doing this might hewill be in god condition. 5 Burnt out – reason behind friction between the employeesSolution: – People need to be challenged in order to bemotivated. A challenge provides the best opportunity to the employees.

You canchallenge your employees with sales or service goals, incentives, competitions, contests or anything else that they find motivating. 1. 3  Evaluate the quality offurniture, furnishings and fittings for purchase and care againstorganisational standards1. 3.

1Furniture: – furniture used in the interior part of hotel like as lobby, room, corridorand there are different kinds offurniture use in Le Bristol Hotel. Such as wood, metal and leather. Wood:- InLe Bristol Hotel use local wood for decoration. Moreover wood use in hotel finequality.

Woods are derived into two categories like softwood and hardwood. Bothwoods were very expensive like oak wood, maple wood, pine tree wood and walnutwood, sandal wood and bamboo also used in particular purpose in Le BristolHotelWooden table, chair andsofa Wooden wall and flooringMetal:- metalsare hard in nature as compare than wood for example – iron, steel, brass, nickel and gold and used in rarely in hotel. These metals are used in door andwindow fittings, wall panels, light fittings and kitchen equipment like table, shelves. These metals are expensive and less maintenance.

Iron chair and centraltable in the garden area Tea set and steel rackFabricor Leather: – Fabrics are mainly used for flourishingenhance the visual appearance of the area where we used. Fabric or leather canbe fixed with color, design, and texture. Leather gives very different appealit needs special maintenance like as daily polishing and away from the water ordirect sunlight. Pillow and cushionCarpetsLeather sofaGlass:- Glassfurniture is basically used in the internal part of the hotel or external partof the hotel for the attraction. In Le Bristol Hotel used very high qualityglass. It is used to make windows, drinking containers, tables, window panes, Chandeliers.

Chandeliers 1. 3. 2 EYE APPEAL: – LeBristol furnishing trends is much different from other hotels in the world. Featurewell designed guestrooms, more natural light through the use of windows asdesign elements, as well as a growing amount of integrated technology. Furnishing includes curtains, loose cover, cushions, and covered the bed with decoratedcloth.