

Room housekeeper reports to deputy housekeeper. assistant

[Business](#), [Management](#)



Room Division Manager: -Room division manager maintain customer service/satisfaction, standards, handle customer problems and purchasing.

Front office Manager: - Front Office Manager manages all aspects of the department including planning, budgeting, staffing and payroll in accordance with hotel policies and procedures.

The Front Office Manager provides leadership and support to all members of the Front Office. Night Manager: - The Night Manager is the Manager on their Duty time is responsible for all hotel operations during overnight shift hours, Front Office operations, and night audit and hotel safety and security. Guest Relations Executive: - GRE call another name Guest Service Executive. They attend the special guest like VIP. Main responsibility is to make guest feel free to welcome. GRE is also handle customer's problems and complaints.

Concierge: - Their work includes like taking reservations, checking guests in and fielding requests for items and amenities. They commonly act as the first point of contact for patrons.

1. 1. 2 Housekeeping Executive housekeeper:- In Le Bristol Paris The executive housekeeper reports to the General Manager or to the rooms division manager. He/she is responsible for the overall cleanliness and aesthetic upkeep of the hotel. He/she is very sure about excellence in housekeeping sanitation, safety, comfort and aesthetics for hotel guests.

Assistant Housekeeper:- The assistant housekeeper reports to the executive housekeeper. In Le Bristol Paris assistant housekeeper reports to deputy housekeeper.

Assistant housekeeper responsible for efficient and well management of cleaning, servicing and repairing of guestrooms. Floor supervisor:- He/she is responsible for cleaning and maintenance of the rooms on the floor. He/she gives the room attendants their room assignment and floor master keys which will be returned back at the end of the day and handover to the next shift. Floor supervisor checks, supervises and approves the room attendant's work. Public area supervisor:- Public Area Supervisor is responsible for the cleanliness of Le Bristol public areas. The public area supervisor reports to the assistant housekeeper. He/she also needs to train and inspect the performance of assigned public area attendants ensuring that all procedures are completed as per the hotel's operating standards.

Linen and uniform room attendant:- Issue towels and linen to service man and ensure about all items are placed in well manner. He is Sorting and counting linen within storage. Check all laundered items 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 dining and uniform to the employee. 1. 2 Identify shortfalls and weaknesses in performance and their causes and recommend practicable improvements There are a many ways for checking poor performance and what is the reason behind for the very low performance of the employee.

We can check it out many ways like as number of customer feedback, performance of the employee how he/she performed during service and how we can solve the problem. We give some solution as under:- 1 No adequate training Solution: - Employees or training both must attend the orientation

classes before start their work because they can learn many things about the property rules & regulations, trained their particular outlets so that 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 found insane activity or having any suspicious things then inform immediately to the senior or to the security personal.

Then they take corrective action towards to him/her. 3 Sabotage Solution: - Head of the department should be very honest to the employees so that they feel free to do their job smoothly and check the performance of the individual employee, and give them reward for their best performance. 4 Personal problems reflected in work Solution: - During work if any of the employee affecting their personal life.

He /she not giving efforts to his task then he should share the problem whatever he's facing in his/her life. If possible give some day's off leave to the employee so that he feel better or spent the time with his family by doing this might he will be in good condition. 5 Burnt out - reason behind friction between the employees Solution: - People need to be challenged in order to be motivated. A challenge provides the best opportunity to the employees.

You can challenge your employees with sales or service goals, incentives, competitions, contests or anything else that they find motivating. 1. 3 Evaluate the quality of furniture, furnishings and fittings for purchase and care against organisational standards 1. 3.

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

Woods are derived into two categories like softwood and hardwood.

Both woods were very expensive like oak wood, maple wood, pine tree wood and walnut wood, sandal wood and bamboo also used in particular purpose in Le Bristol Hotel. Wooden table, chair and sofa. Wooden wall and flooring. Metal:- metals are 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 and window fittings, wall panels, light fittings and kitchen equipment like table, shelves. These metals are expensive and less maintenance.

Iron chair and central table in the garden area. Tea set and steel rack. Fabric or

Leather: – Fabrics are mainly used for flourishing enhance the visual appearance of the area where we used. Fabric or leather can be fixed with color, design, and texture. Leather gives very different appeal it needs special maintenance like as daily polishing and away from the water or direct

sunlight. Pillow and cushion. Carpets. Leather sofa. Glass:- Glass furniture is basically used in the internal part of the hotel or external part of the hotel for the attraction. In Le Bristol Hotel used very high quality glass. It is used to make windows, drinking containers, tables, window panes, Chandeliers.

Chandeliers 1. 3. 2 EYE APPEAL: – Le Bristol furnishing trends is much different from other hotels in the world. Feature well designed guestrooms,

more natural light through the use of windows as design elements, as well as a growing amount of integrated technology. Furnishing includes curtains, loose cover, cushions, and covered the bed with decorated cloth.