

**ENSAYO SOBRE LAS ETAPAS BÁSICAS DEL PROCESO DE UNA EMPRESA
Y LAS PERSONAS EN UN EQUIPO DE TRABAJO**

INSTRUCTOR

RUBEN MUÑOZ MORALES

APRENDIZ

CARMEN LUZ ÁLVAREZ MATOZA

PROGRAMA

ANÁLISIS Y DESARROLLO DE SOFTWARE - 2805921

BILINGUISMO

07 DICIEMBRE 2024

SENA

CENTRO DE COMERCIO Y SERVICIOS

REGIONAL BOLIVAR

INTRODUCTION

This essay will delve into the complex role of the hotel receptionist, analyzing the various facets of their work, from customer service to the challenges they face on a daily basis. Through an introspective look, we will explore the skills, responsibilities and satisfactions that come with this profession, as well as the challenges these professionals face in an increasingly demanding environment.

The work of a hotel receptionist is perhaps the hardest and definitely the least valued job.

Customer service is a social aspect that as human beings we have been developing throughout time and it is born in every economic area where it is required to provide information to sell, exchange, supply or acquire either a product or service.

Returning to the hotel economic industry in particular, it requires a human resource with skills oriented to an excellent customer service that sometimes starts with a call to clarify doubts about a reservation, change the status of it, cancel or confirm it.

It also starts from the moment the guest arrives at the reception, asking about rates, what is included in them and many times the success of a guest staying at X hotel, lies in the attention he/she receives from the beginning.

We are asked to be friendly, empathetic, smile all the time and be the face of the company, we are required to have a good personal presentation, neatness and order in the workplace and something wrongly called “working under pressure”.

Being the image represents having many social skills, but also some technical skills such as speaking more than one language, managing a hotel platform in which all guests are entered, from their welcome; and with the charge to the card at the end of their stay at check out is reflected in their room bill, charges such as: Restaurant - if the hotel handles food - laundry, minibar, etc..

Acting as guides in case of giving references to the guests for the different events that the city handles on a daily basis and giving locations in general.

However, this work, the most altruistic in the world - my personal thought - has its dark side.

Depending on the location, mostly, it is the lowest salary compared to other industries, it handles rotating shifts and if you don't have a good management team that cares about its collaborators, you can work more than the hours set by the government without recognition sometimes as extra income.

They receive an inhuman treatment in the way to resolve any complaint from guests, because we are used to the public that the “Customer was always right” despite the social intolerance that we live today and that is reflected in the receptions of the hotels, we are those who receive with a smile to say. Welcome to this Hotel.

In the reception we are involved as an organization chart, with all the operational part from: Bellhops, waitresses, direct communication with whoever supervises the housekeeping area and we can even sometimes be in charge of the gardening area and various trades (depending on the number of rooms) and depending on the size of the hotel, we are supervised by reception chiefs, at night there is a night auditor and 24/7 watchmen.

So, even though we are in the last part of the organization chart, we should rethink the change because the operation is carried out day by day in those involved in the previous paragraph, we are the ones who provide direct customer service and from us a successful sale persists being key for the guest to return, refer us and experience a quality service that he/she will be grateful to go through.

CONCLUSION

In conclusion, in this essay we took a look from the work I currently perform so it represents a reliable testimony of the vocation of service and the ability to create memorable experiences for guests, but at the same time, I reveal the inequalities and challenges faced.

Indirectly, I propose a balance that ensures the satisfaction of both sides that contributes to the creation of healthier and more productive work environments.