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| **Name** |  | **Form** |  |

**The Richmond Aparthotel, Liverpool. Virtual Work Experience**

**Task One**

This task is based on the tour of **The Richmond Aparthotel, Liverpool**.

<https://my.matterport.com/show/?m=aishQ7duNMJ/>

<https://youtu.be/EsmynYEJjg0>

<https://youtu.be/u-IOax6-KcY>

<https://youtu.be/o8pYDfe-BuM>

<https://youtu.be/bo9saHlhapA>

Have a look at the tour and familiarise yourself with the layout and the various parts of the Hotel. You will visit Reception, Guest Room, Restaurant/Bar, Meeting Rooms, and general public areas.

There are many job roles within hospitality - consider the various roles within the Hotel and list as many Hotel roles as you can think of under each heading and state briefly what you think their duties are.

**Hotel Management Positions**

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |

**Administrative Roles**

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |

**Customer Service Roles**

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |

**Maintenance and Food Service Roles**

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |
| **5** |  |

On entering the Hotel, Reception is the first port of call for all hotel guests. Open up the link to the Hotel. <https://richmondliverpool.com> and have a read through the first page that asks why you are visiting the hotel.

List four reasons why guests would check in with Reception.

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |
| **4** |  |

List two employees you may come into contact with, in connection with reception and give a little detail on what you think their duties might be

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |

Can you think of another three employees who might also work within the reception/lobby/entrance area (possibly outside of normal daytime working hours)?

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| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |

First Impressions count- what are the three most important requirements of a hotel lobby/entrance/reception area?

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| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |

From the information on the website, we know that the building was once the headquarters of Merseytravel. As a receptionist part of your duties would be to be observant of everything within your hotel area. How observant are you? Looking at the tour, can you find the name of two members of the Tramways Committee 1905.

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |

Research also, the duties of the Executive Housekeeper and state what 3 of their duties are. Why do you think this role is important?

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |
| **WHY?** |  |

What other staff work within housekeeping to maintain hotel standards? List three job roles and identify briefly what each of their duties are?

|  |  |
| --- | --- |
| **1** |  |
| **2** |  |
| **3** |  |

Most of the hotel roles listed above are the ones that you will most easily associate with the Hotel industry. However, there are a few back office staff, ie staff who the guests do not get to see at work, can you identify what these other roles might be and list as many as you can think of.

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Finally, you get to pick a role for the day. Which role/job would you want to carry out for the day and why?

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Thank you for completing this task on The Richmond Aparthotel, Liverpool

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