

Response Paper

Student's Name

Institutional Affiliation

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As I am going to be a hospitality professional, it is important for me to understand how facilities affect human safety, comfort, and life while also ensuring the profitability of the organization. After reading chapters 1-6, I feel that I have a better understanding of my role in the future as a hospitality professional. First, I have realized that hospitality industry is a perspective area where I can develop as a person and professional, as it provides assistance to the facility personnel. Furthermore, I have learned that managing engineering department is difficult as it presupposes high expectations and numerous responsibilities. Second, I have realized that there are a lot of issues and challenges related to the hospitality industry. The innovative technologies and the growing concern of both employees and guests over health are the prevalent issues in the economy. However, I am not afraid of these challenges as their appearance is possible in any area — on the contrary, I am going to develop myself as a professional to contribute to their solution. Finally, I have learned that waste management also belongs to the responsibilities of hospitality professional as it is related to life security and safety.

These chapters clarified the role of a hospitality professional to me as I understood what it entails. A hospitality professional should be an expert not only in the hospitality industry, but in the facilities management and waste management as well, aiming to provide healthy and safe services. Moreover, a hospitality specialist should be also an engineer. For example, he/she should understand the peculiarities of water systems in order to react timely when there is not water at the hotels, since there are many issues related to its quality in this area. Furthermore, I understood that a hospitality professional should understand the intricacies of the electrical systems as lighting is one of the most important aspects of the hospitality business. A hospitality specialist should know how to provide the correct quantity and quality of light to satisfy guests' needs and demands. Moreover, he/she bears

responsibility for guests' health and safety by providing them with the hospitality services.

The regarded chapters helped me understand that knowledge and skills in engineering can contribute to the development and growth of hotel business, and they can improve the quality of services. Engineering department can operate effectively if hospitality managers collaborate and cooperate with it by supporting common objectives.

When I become a hospitality professional, I will collaborate with engineering department to feel myself as a part of their team and to get to know all peculiarities related to water and electric systems. Furthermore, I am not going to decline the additional duties and responsibilities as they will provide me with the valuable experience, new knowledge, and skills necessary for the work in the hospitality business. I will also require the increase in the number of personnel and funding for the engineering department as they are needed to demonstrate the efficacy of work of electric and water systems. In addition, I am going to work on the improvement of weaknesses of the hospitality industry that were listed above to encourage the management staff and employees to look for the solutions together. It especially concerns the challenges related to innovation and security aspects. I see that hospitality industry should improve its quality related to electrical and water systems as there are many complaints about them. Finally, it is obvious that hospitality industry is a perspective and competitive area that should promote the efficacy of water and electric systems, implement the technological advancements, and improve the facilities. Moreover, the detected issues and challenges should not be ignored in order to provide the hospitality industry with the continued prosperity and to ensure its survival.