



ME'NAGE'

Southern Housekeepers Club – Biannual E-Newsletter

March 2015



Mrs Jayashree Nagraj-Founder President & Chairman of Southern Housekeepers Club, a unit of Indian Housekeepers Club Received the QUALITAS VISIONARY AWARD by creating the vision for a better Industry and by laying the foundation for the association of Housekeepers

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From The Founder President & Chairman's desk ...

My dear members & well wishers, I am glad to share with you all, that Southern Housekeepers Club is successfully completing 29 months. All of your exuding confidence in us and excitement has prompted me to redefine SHC as a nationwide body of housekeepers which will be powerful enough to bring recognition to the industry through various forums. Through this forum we would like to introduce systems, standards and industry processes which can be adapted by various organizations in this sector. Such forums may also see the participation of builders / architect bodies whose role may help us in creating a maintenance friendly infrastructure.

It gives me immense pleasure in announcing that Southern Housekeepers Club, a Unit of Indian Housekeepers Club (IHC) which was launched in Bangalore on 11th October 2012 will be redefined at national level starting April 2015 onwards. And the association will be named as PROFESSIONAL HOUSEKEEPERS ASSOCIATION (PHA)

I have always believed that Housekeepers are the anointed stewards of the highest level of quality standards in the hospitality industry. We carry the responsibility of the housekeeping industry and have the ability to showcase the best in quality, skilled work, diligence, and continuous innovation.

The new thirst for excellence amongst our members is what

fills my heart with joy and hope. That's what I was alluding to earlier. We have a common goal: To excel in our profession as individuals and as a team. We may network, connect, exchange, share and learn as much as we want but if we do not strive towards meeting the standards in the quality of our work, our aim as an association will fail.

We offer our members networking prospects that will help them raise professional standards, as well as gain prominence in the Housekeepers' circle. With Southern Housekeepers Club, I am sure all the members will get the following benefits.

- ◇ Network with housekeeping professionals across regions
- ◇ Learn from each other's skills,
- ◇ Make new acquaintances in the industry,
- ◇ Be recognized in the industry, and
- ◇ Feel belonged and confident

I am confident that one or the other day our Association will help to give some meaning to the endless determination and passion that you are showing towards the housekeeping industry. And in my opinion the acronym that best fits SHC is **Smart –Honest -Creative**

Mrs. Jayashree Nagaraj,

Founder President and Chairman, SHC (A unit of IHC)



State President's Note

I consider it an honor and privilege to be given an opportunity to serve as the State President, Southern Housekeepers Club.

Amongst our board members there is a happy mix of the experienced and fresher's and I'm sure there will be a lot of bonhomie amongst us and all the members.

In this one year, our commitment is to enhance and achieve the highest standards of professionalism and the benefits will include networking, continuous information on industry changes and trends.

We would also like to include hotel management students, thereby giving them an exposure to the industry and of course, job opportunities.

Part of our time will be dedicated towards social causes and we will strive to be a carrier in giving livelihood.

Last but not the least, a warm and hearty thank you to our founder chairman – Mrs Jayshree Nagaraj.

She has been the beacon on this journey!

Kudos to the board members who so ably supported her!

Looking forward to contributions and participation from the entire Housekeeping fraternity!



Bhavana Alvares,
Karnataka State President,
SHC (A unit of IHC)



The Convention - My Experience

It was a pleasant surprise for me when Mrs. Jaysree Nagaraj, the President of the Southern Housekeepers' Club invited me to receive the Lifetime Mentor Award, during their Convention on 8th October 2014 at The Chancery Pavilion, Bengaluru. Delighted further, to be invited again by the sponsor, Mr. J.S Sekhar, Founder and Head of Hygenius for the QUALITAS UNIVERSAL award. Thank you all for this wonderful, lifetime opportunity.

I am greatly honoured to receive such recognition after retiring from the industry. Forty years of experience in different organizations and hotels, has been very satisfying and enriching. At this juncture, I remember with respect, all those who had been my mentors, colleagues, staff and students, wherever they are. The Southern Housekeepers' Club deserves great appreciation for having made opportunities for bringing all the Housekeeping professionals out of their busy schedules, on a common platform.

The first Convention was a treat to watch. The Housekeepers shine in all areas and their responsibilities were viewed with more interest by all, even outside the hotel industry. Appreciative words of the Tourism Secretary of Karnataka were very encouraging. It was also an occasion for recognition of

merits and awards. Congratulations to all the members of the governing board for leading such a strong team of people who have evolved from the traditional role of housekeeping to managing the environment.

A few thoughts on people are still lingering in my mind because we work with people, however advanced our technology is today. They are our best assets. Value them; do not down size them. They will support you to face adversaries.

I would request all of you to take a moment and think how you can influence and discipline the public for a cleaner, greener environment, beyond Housekeeping.

My Best Wishes for your continued success.



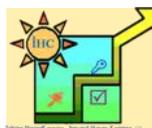
Aliamma George

*Rtrd Corporate Housekeeper Projects,
ITC Hotel has to be written.*

Housekeeping Mantra



Housekeeping is a round the clock commitment,
.....and the clock never stops



First Southern Housekeepers Club Convention held at Bengaluru

HYGENIUS presented the Southern Housekeepers Convention. It was organized by Southern Housekeepers club, a unit of Indian Housekeeper's Club in view of its successful completion of 2 years on 08/10/2014. It was a show of bonhomie and strength where members of the housekeeping fraternity across various industries came together for the First Southern Housekeeper's Convention held at Bengaluru. Housekeeping professionals from hospitality, retail, facilities and educational backgrounds met at the convention and brought to table, their experiences, and best practices; highlighted what the industry's immediate needs were. Another notable fact was that vendors and service providers in the industry were invited to be a part of the convention, creating a platform for networking between service providers and end users.



Mr Arvind Jadhav –Tourism secretary & Additional Secretary Government of Karnataka who was the guest of honour for the event, appreciated the vision of the club and pressed for training of individuals towards achieving the Swacch Bharat Movement.

Chief Guest for the event, Mrs Christine Jamal (Ex Vice President Corporate at Tata Coffee Limited and Taj Groups of Hotels and Palaces) expressed her sincere appreciation and recognised the role that the Southern Housekeepers Club would play in the years to come.

Mrs Jayashree Nagaraj, Founder President & Chairman of the association said "I am excited about the work cut out for all of us in together establishing the Tamilnadu and Kerala Chapters of the Southern Housekeepers Club. This means we would have an access to more industry experience and knowledge, resulting in greater collaboration amongst housekeeping professionals, vendors and governing bodies. On popular demand SHC will be redefined shortly".

Further Mrs Nagaraj emphasised, "The dynamics of housekeeping is fast changing. The functions involved product maintenance which involved a variety of functions right from product creation to facility planning. So the idea is to work together, place our common experience and expertise into one network that would allow us to work closely with our partners and thus raising the bar consistently when it comes to quality and maintenance". Upon taking on the reins as the new President,

Mrs Bhavana Alvares, said "SHC will work with renewed focus on creating sustainable employment opportunities and skill development programs for youth from marginalised sections within the social fabric where we operate our businesses".

The new board members took charge from their predecessors and were facilitated in a ceremony during this convention.

HYGENIUS - the star sponsor/ event partner for the event recognised the efforts of key contributors for housekeeping function. Mr J S Shekar- founder and head of change at HYGENIUS in his speech said "I have been watching the SHC from its inception and it is admirable to see all the professionals coming under a common platform to share their experiences. At the same time it is also important to reward all those who have made a difference in their respective areas ". The event saw the distribution of awards to the nominees from different fields and levels to recognise their contribution & excellence.

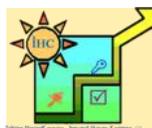


Bharti Singh,

Vice President,
SHC (a unit of IHC)

The HYGENIUS awards were awarded to:

- HYGENIUS Best Student** - Shobhit Madhusoodan, PES College.
- HYGENIUS Best Room Attendant** - Chandran, the Chancery Pavilion, Bangalore
- HYGENIUS Best Supervisor** - Venugopal, Oakwood Premier Prestige.
- Qualitas Universal Lifetime Achievement award** - Aliamma George, Rtrd Corporate Housekeeper Projects, ITC Hotel for her contribution to the field..
- Qualitas Visionary Award** - Founder President & Chairman Mrs Jayashree Nagaraj for being the founder of Southern Housekeepers Club, A unit of Indian Housekeepers club.
- Qualitas Universal Pathway Award for Best Initiative** - Mrs .Bharti Kalappa for the Initiative to create a network among known Executive housekeepers in Bengaluru



Swaccha Bharath Abhyan --A great opportunity for professional housekeeping - *Sunita Srinivasan, Exec Committee Member, Professional Housekeepers Club*

This 2nd October (2014), was a little different "Gandhi Jayanthi", it was declared 'Swachatha Divas' by our honorable Prime Minister Shree Narendra Modi.

India is incredible, yet there are huge gaps in areas of cleanliness, sanitation and civic responsibility. These areas need to be really enhanced for India to be called one of the smartest, young and advanced nations of the world.

So how do we do it? Is it possible at all?

The answer is yes, it is only possible, if there is a system in place..

- A system that ensures monitoring of public spaces
- scheduled cleaning routines
- quality cleaning services
- Self sustaining eco-system that is able to produce surplus value in terms of money that can be ploughed back into it.
- Creation a continuous learning organization.

SO don't we already have all this in the form of our municipal corporations? IS it not the responsibility of local government?

The answer is yes, they are responsible for it but unfortunately they do not have the solutions, in fact they are clueless! The chances of all this publicity making any difference in the actual ground situation is very bleak unless they involve result oriented determined professionals.

Let's look at it this way –how come the hotels are so clean?

It is so because there is a purposeful will, for not compromising standards, a focused personal leadership that ensures compliance to systems, routines and standards. A dedicated team which is well remunerated as the cost and benefits of their job can be distributed over the large number of hotel guests.

Thus significant work in Swaccha Bharat Abhiyan can happen if housekeepers can start with an area inventory list. Very many many such who take charge of the complete maintenance and upkeep of a place in a way that people involved are remunerated from the charges paid by the users of the place. It's simple, it has to happen, and it will lead to creation of jobs.

IT requires the unique managerial talents the housekeepers have-eye for detail, ability to perform monotonous rigorous task consistently, meticulously!!!

Lets ride on Swaccha Bharath wave and show INDIA the way!



Sandhya Anilkumar,

HOD, Housekeeping, MSRUEAS, Editor, SHC

From the Editor

It gives me immense pleasure to serve as the editor, e-newsletter for Southern Housekeepers Club. I am starting to feel the affability and charm of our founder Mrs. Jayshree Nagaraj. And I say so because it just took me a call to get most of the members to agree to contribute literature for the 3rd edition of SHC's e-newsletter. We need to ensure that we are in sync with the vision of our club and think about how to fit within it, and contribute to it. The e-newsletter is an excellent platform to announce new projects that you have taken on, or discuss your contributions in a new way to an existing initiative. I strongly believe that each one of us can make a difference in working towards the objectives of the club. Collaboration will be the key to the club's success.

I Hope that you will find the articles in this edition informative and enjoyable.



It's a wakeup call

It's a pleasure to write to you all and thanks for the opportunity. The growing importance of a clean building for occupants and visitors is felt more today than before. With times changing, and customers' preferences changing from expectation to demands, a clean space is becoming an integral part of every building. Sadly, expertise in achieving such objectives is becoming scarce. Let's not for a moment think that knowledge or technology in housekeeping is scarce, on the contrary, it is available in abundance and it keeps getting better by the day. What ails the industry is the execution support, control and execution quality. We are primarily talking about the alarming decline in quality manpower.

Adding to the woes of the industry is the quality of supervision. Let's understand that employees implementing frontline or basic tasks are only as human as anyone else and come with no baggage. But they can be tuned to an organisation's requirements provided the responsible owners take efforts to prepare them. The use of supervisors would resolve this in a great way. But then, the quality of these shoulder level employees leave a lot to be desired! With time pressures, budget pressures and quality demands, the housekeeper must possess the right team and resource of support. Deteriorating resource, quality may result in productivity rates falling, breakdowns, increasing turnaround time, indirect cost compulsions and finally, health and hygiene risks.

And well, things are not going to get any better either. There are far too many new job responsibilities in the market with avenues for frontline employment, which does not carry the

stigma society attaches to a career in the cleaning industry. Options are many, though opportunities are few! Frequent execution consistency issues are going to cripple the vision of quality image of any organization or its building. Outsourcing is an option, but is never to be taken as an excuse for inability to self manage. Outsourcing firms are increasingly compromising on quality service delivery, simply because the housekeeper is just too exhausted to deal with them or in some cases are just ignorant.

What is required today is a strategic planning on preparing resources, inducting them with consistency for retention. Employee engagement and welfare management programmes are the need of the hour. Let us not encourage those at the top to underestimate building maintenance anymore. Half-hearted management responsibility could be a meek submission to other priorities, which though important, are not any more important than cleaning & maintenance. Cleaning is

no more a science. Managing and executing it effectively requires intellectual skill and housekeepers must possess those skills. Its indeed a wakeup call !



Josyula S Shekar
Founder & Head of Change

@

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J S Shekar,
Founder & Head of Change



Housekeeping and security- why should they partner?

Hotel security has witnessed a paradigm shift in the recent past, to put it more precisely, post terrorist attacks on Taj and Oberoi properties in Mumbai on 26th Nov 2008. The perception of people, who managed the hotels, towards security has also gone for a big change. Earlier, most hoteliers looked at security as a “cost” and not as an “investment”. However, going by the history of various incidents at various hotels in the past, I started believing in a very strong bonding between hotel security personnel and hotel associates in general and housekeeping personnel in particular. They help bring to light any possible plots by guests of the hotel that may endanger the lives of all occupants, may cause enormous damage to property, may tarnish brand image and may bring about huge financial loss.

Here I put forward my view points on how a strong working relationship between security and housekeeping personnel would help establish a high degree of safety and security in and around the property.

The security personnel of the property must create



awareness amongst the housekeeping personnel via regular and effective briefings which will help detect any nefarious activities on the floors. The following are some of the possibilities that may jeopardize the hotel's safety.

Identifying unwanted people on guest floors, as these persons may seek information from housekeeping personnel about in-house guests, VIPs staying in the hotel etc. They would tactfully get the room opened. Upon opening of the room these “subjects” would call the guest service centre (GSC) from in-room phone (to assert the GSC associate a feeling that the call has been made by occupied guest of the room) requesting (sometimes authoritatively) to open in-room safe locker on the pretext that he “forgot” the password of the safe. Since the call came from a guest room, the GSC associate will log the incident in the log book and inform the duty manager to do the needful. These “subjects” would then run away with all the valuables.

The incident in one of the internationally reputed hotel in Jakarta way back in 2009 focuses on how information could be shared between housekeeping and hotel security as a vital link in identifying possible threats. The terrorist who stayed in this hotel used resources available within the room to make an IED device (however the same could not be used as the “required supplies” reached the terrorist on time and he managed to carryout terror strikes in the lobby of the hotel). Some of the critical observations that may be of use to the security department are:

Any electrical wires (cut or whole), excessive numbers of mobile phones/laptops/palm tops seen lying in the room. Dustbin contents like batteries/copper material etc. or any signs of presence of ball bearings/shrapnel in the room, any left overs of burnt papers, unfamiliar odors in the room, notable stains of draining out burnt papers/liquid like substances etc. in the WC. Inform the security about guest rooms on DND for a longer period, guests not allowing housekeeping to clean the room for longer durations etc. Such details may provide vital clues for hotel security manager to act upon. I was also able to nab three cricket betters in 2011 using some of details provided by the housekeeping personnel.

Housekeepers can also help security department by identifying hazardous situations warranting evacuation of the property, preventing theft by following correct procedures in materials management. A security manager therefore wishes to work with an alert, vigilant housekeeping team which would help them prevent unwanted incidents from happening.



Mr Srinivasa Rao,

Security Manager,

Sheraton Bangalore Hotel at Brigade Gateway



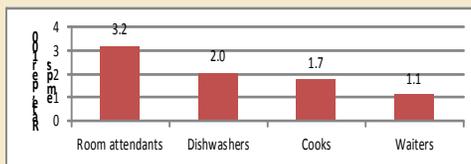
Ergonomics in Housekeeping - Sandhya Anilkumar, HOD, Housekeeping, M.S. Ramaiah University of Applied Sciences

It's common for Housekeeping personnel to pull trash bins which are heavy, twist and turn with each pass of a broom or mop, or apply force when scrubbing dirt off a surface. And each of these tasks is repeated countless times in the course of a single shift.

Unfortunately, some of the major causes of injuries are forceful and highly repetitive motions, as well as asymmetric motion (twisting, bending and turning). How can you limit the health risks your employees take when daily, common tasks are performed? The answer is ergonomics- the science of designing jobs, equipment, and workplaces to fit the person. Some of us may be aware of OSHA (Occupational Safety and Health Administration). This body was created by U.S. Congress in 1970. Works to ensure safe and healthful working conditions and sets and enforces standards for working men and women. Some of the hotels in India are taking up OSHA audits, which means that they are following the safety measures as instructed by OSHA.

Under OSHA, workers have the right to:

- ◇ A safe and healthful workplace
- ◇ Know about hazardous chemicals
- ◇ Info about injuries and illnesses in the workplace
- ◇ Request hazard correction from employer
- ◇ Training
- ◇ Hazard exposure and medical records
- ◇ File a complaint with OSHA
- ◇ Participate in an OSHA inspection
- ◇ Be free from retaliation for exercising safety and health rights



Comparison among workers – study conducted by OSHA

Causes for injuries

Lifting or pushing heavy objects, twisting (e.g., to clean bathtub), bending at the waist, pushing heavy vacuum cleaners, cleaning bathtubs, cleaning bathroom floors, cleaning mirrors, staying in the same posture for long periods, doing many tasks using the same hand or arm.

Symptoms

Chronic/ nagging pain or tenderness, muscle weakness or fatigue, joint stiffness / reduced flexibility, pins & needles” feeling or numbness in

hands

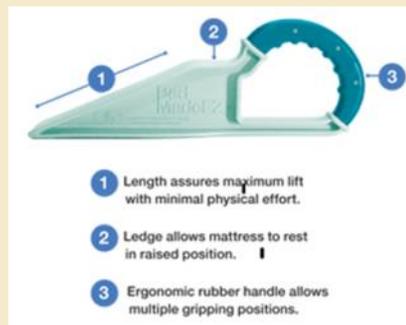
Products and systems to make work easier in housekeeping using simple ergonomic methods

- ◆ Consider using fitted sheets instead of flat sheets
- ◆ Have staff try bed-making using assistive devices
- ◆ Implement an equipment maintenance program
- ◆ If necessary, modify carts to have larger, harder wheels
- ◆ Consider using motorized carts
- ◆ Consider self-propelled vacuums or those with brush-assisted movement
- ◆ Look for vacuums with “ergonomic” handles
- ◆ Consider replacing uprights with backpack vacuums
- ◆ Use toilet brushes with long handles
- ◆ Brushes with telescoping handles reduce reaching & bending; save time
- ◆ Textured surface resists slippage
- ◆ Use microfiber products

Keys to a successful system

Management must:

- Be committed to improvements in the



system

- Provide resources
- Consider a “Team Cleaning” Style Approach

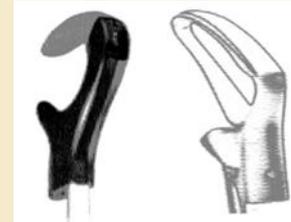
Supervisors must:

- Empower employees to take part in identifying problems (e.g., difficult tasks, worn equipment) and finding solutions
- Be proactive in seeking positive

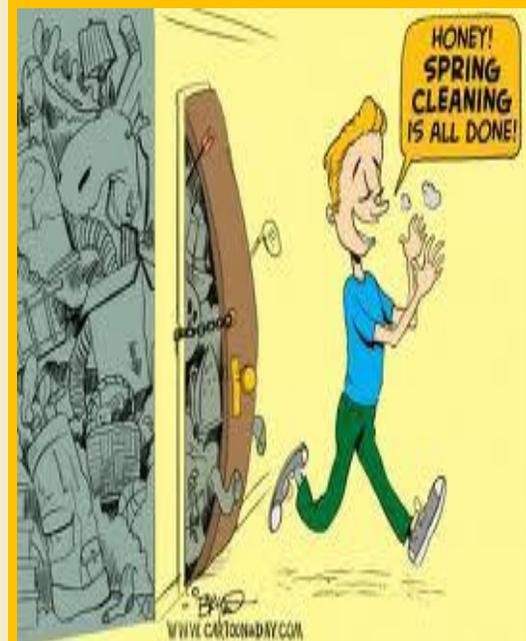
changes

Employees must:

- Have basic understanding of injury risks and symptoms
- Take responsibility for their own health and safety
- Ergonomics is also called human-factors analysis or human-factors engineering. Ergonomic design facilitates harmony between the person and person's work environment by addressing individual needs and characteristics, and by positioning the body so that there is less stress and strain on it while performing required tasks.



Smile time





Back to basics–

Finianne Braganza, General Manager, House Keeping Department, Faber Sindoori Management Services Private Limited



Being a professional housekeeper can be a challenging and rewarding career. Our job is important to the image of the facility and to the health of all who enter the building. As with every job, we must first master the basics before we are able to tackle the more complex cleaning tasks and procedures. By following the basics we will be able to save time with our cleaning efforts, increase productivity, work smarter not harder and be on our way to becoming a valuable cleaning professional. As service professionals, it is a best practice to re-examine our basics every now and then.

In the day to day of managing customers, generating leads or running a department, it is easy to get comfortable. But just when we are settling in or simply continuing to run at that same pace, change steps in. It is important to remember the basics. They may seem fundamental but way too many companies fail to operate on these principles and far too many fail for the simplest reasons.

Basics are the universal language of business people. We are asked to give “basic ideas”, “basic info”. We break down our world into basic, bite-size chunks, so it makes sense to train and develop in the same manner. Applying the basics allow

ordinary people to do extraordinary things. They believe in the basics, they execute the basics, and they succeed with the basics.

When we go back to basics:

We learn something new or forgotten.

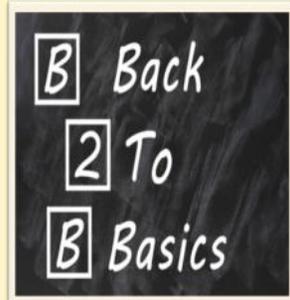
Going back to basics is a refresher course which can re-ignite our passion.

Catch up on advancements in our subject matter.

Keeps everyone on the team on the same page.

Going back to basics, is a hinge pin of success in the quest for excellence. As Vince Lombardi said, “The man on top of the mountain didn’t fall there.”

“Perfection is not attainable, but if we chase perfection we can catch excellence”..



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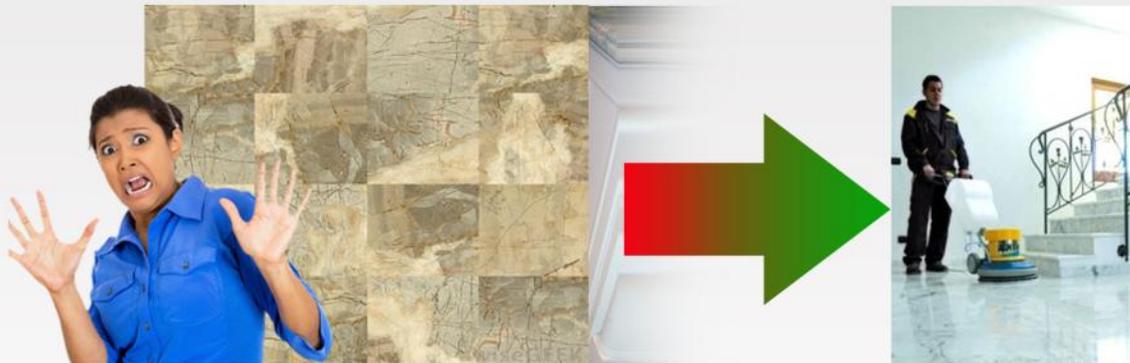
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