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VOICE OF HOUSEKEEPERS



PHA
PROFESSIONAL
HOUSEKEEPERS ASSOCIATION
SYNERGIZING HOUSEKEEPING FRATERNITY

- a biannual e-inozine of PHA



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FROM THE DESK OF NATIONAL VICE PRESIDENT, PHA

Asha Premkumar

National Vice President, PHA



Ms. Jayashree Nagaraj, Founder President and Chairman, PHA; and Ms. Asha Premkumar, National Vice President, PHA

Greetings of the season!

Professional Housekeepers Association was started with the intention of bringing all housekeepers under one umbrella. What started as an informal meeting between few like-minded housekeepers, culminated into an association by two prominent housekeepers, Ms. Jayashree Nagaraj who is the Founder President and Chairman and Ms. Bharti Singh Kalappa, the Founder General Secretary of the association.

Since its inception in February 2015, PHA has become a National body with its members from all over the country with Zonal Chapters. Our life members are from the hotels, hospitals, facility management, academics, and such relevant sectors. Vendor members are a part

of PHA too. The main vision of the Association is to bring the fraternity together, share knowledge, vendor details and practical innovative solutions.

PHA Yuva, a wing of PHA, exclusively for budding young hospitality students was launched in September 2017 to provide a platform for students who want to take up housekeeping as their career.

Our association activities have ranged from conducting seminars, webinars, interactive sessions, knowledge sharing sessions, panel discussions, conducting competitions for housekeepers and students to cultural programmes.

Kudos to the Professional Housekeepers who were on their toes during lock down to ensure their

respective guests and properties were looked after adopting safe and hygienic practices. There has been a lot of turbulence due to the pandemic, but slowly and steadily our fraternity has got back to the New Normal Norms. The pandemic has been long and has taught us to ride the roller coaster times. It will definitely take some more time to get back to the good old times, nevertheless, the journey has started. The importance of housekeepers has been recognized worldwide and each and everyone of us had some new learnings and upgradation during this period. It was not that we were not aware of the importance of hygiene and sanitization, this pandemic made others aware to the same and brought it to the forefront.

Take care and stay safe!

FROM THE MANAGING EDITOR'S DESK

Smritee Raghubalan

Managing Editor, Voice of Housekeepers (VoH)

PHA

Greetings from Professional Housekeepers Association!

Our much-anticipated edition of the e-Infazine, Voice of Housekeepers is here, and I hope you enjoy reading this issue as much as we did compiling it. We have now coined the term e-Infazine for Voice of Housekeepers (VoH), which was earlier brought out as an e-newsletter.



The terminology 'e-Infazine' is apt, e- since the publication shall be online, Infazine – short for 'informative magazine' as the publication shall strive to present knowledge share content pertaining to the housekeeping fraternity and information about events organized or/and collaborated in by PHA. PHA takes this opportunity to appreciate the efforts of the previous Editor of VoH, Ms. Sandya Anil Kumar in bringing out earlier three volumes of VoH.

Professional Housekeepers Association has made tremendous strides and we are pleased to bring out this issue filled with inspirational and knowledge-based content. Hats off to the eminent personalities in the field of Housekeeping who took time out to pen down their thoughts

to provide us the much-needed information and motivation in these unprecedented times. My heartfelt appreciation to them!

It has been rightly presumed, on a lighter note, that the current situation shall segregate the timelines as BC and AC instead of BC and AD, where BC would stand for 'Before Corona' and AC for 'After Corona'. Just as security protocols became an integral part of hospitality industry SOPs post 9/11, we envision an even more sweeping impact across the hospitality sector because of COVID 19. The industry has encountered possibly the most unforeseen and drastic challenge in its history in the form of COVID 19, and experienced setbacks, but true to its nature, the indomitable spirit of hospitality professionals has shown resilience

and strength to ride this turbulent wave. This too shall pass!

The industry has adopted stringent hygiene and safety protocols conveyed by the regulatory agencies and has put a brave front in welcoming trusting clientele. Be it provision of PPE for staff, hygienically safe entry procedures for both employees and guests, clinically clean standards, adoption of technology, continuous motivation and training sessions for employees, the industry has adapted to the 'new normal' on war footing.

Let us salute the indomitable spirit that drives each one associated with the Hygiene and cleaning industry!

Happy reading!

Disclaimer: The views and opinions expressed in the articles in Voice of Housekeepers are solely those of the authors.

Note: Your feedback is valuable, do send your thoughts to the Managing Editor at me.ind@phka.in



Housekeeping at Airports - Rising to the challenge

Airports serve as hub to millions of passengers who travel in and out of a country/ state. They act as catalyst in the economic growth of a country; thus, it is right to call an airport the face of any country. It is important that the standards of operation at the airports are well defined and meet international standards. An airport can be compared to a 5-star hotel where the passengers are treated on par with a guest checking in. Great care & planning goes into making their experience memorable during the travel.

Hygiene, cleanliness & overall ambience at the airports plays a crucial role when it comes to securing a good customer satisfaction (CSAT). Most airports are operational round the clock, hence the cleaning activity is planned keeping in mind the passenger flow. Airports being public spaces are in line of scrutiny by passengers. With travelers posting their experience instantaneously over social media, there is no scope for error, the teams must be on their toes all the time.

Most housekeeping activities at an airport are outsourced to competent agencies through a tender process that evaluates the capabilities of



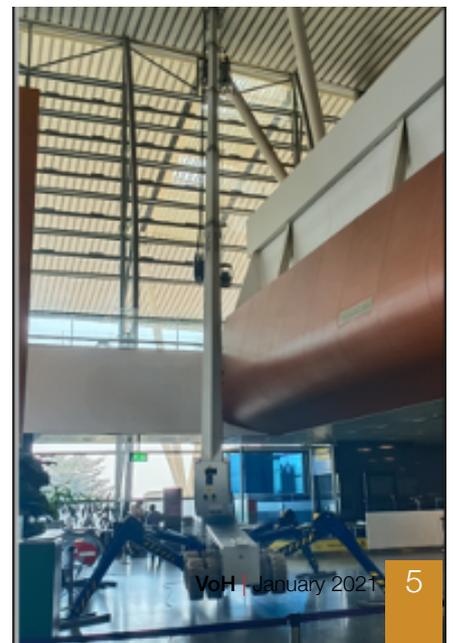
Bharti Singh Kalappa
Head of Housekeeping
Bangalore International Airport
Founder Secretary, PHA

the agency in rendering similar services. The head of housekeeping along with her core team chalks out the annual cleaning program at beginning of each year, considering the growth in traffic and proposed infrastructure changes. An annual budget consisting of capital expenditure & operational expense is drawn to support the annual cleaning program.

Training of personnel on the ground plays a vital role in achieving the cleaning objectives set by the department, hence trainers are



K. Sathyabhama Nair
Head service Quality & Standards
Bangalore International Airport
General Secretary, PHA Karnataka
Chapter





always looking to plug the minutest gap in execution of cleaning on ground. No area within the airport can be blocked exclusively for cleaning purposes, hence the cleaning is carried out during the operational hours. This poses major challenge to the department in two ways one being, achieving the intended results second being seamless operation of the airport & safety of personnel & passengers.

Ensuring that the various touch points (ticketing kiosks, escalator & traveller railings, luggage trays used by passengers during security check, washrooms, seating areas etc.) are cleaned regularly to inhibit bacterial growth is yet another challenge. Dedicated teams carry out this job seamlessly throughout the day ensuring safety of passengers.

Airports are structures with huge investment in interiors and enhancing the life of these assets by right cleaning methodology is the onus of housekeeping; this plays a vital role during selection of cleaning agents & preparing the cleaning plan.

Though regular sanitization and disinfection has always been a part of housekeeping at airports, the current pandemic has made it imperative to enhance the Cleaning and Disinfection Plan for environmental surfaces as a critical

part of minimizing the spread of virus in the context of Covid-19. The plan outlines fomites and frequent touch points to be sanitized in detail. The housekeeping team at airport leads the way in making air travel the safest & reinstating confidence in the passengers. This is very evident from the fact that the passenger numbers have been steadily increasing since air travel resumed post lockdown.

A new normal has taken shape and thus a targeted hygiene practices becomes the need of the hour. Proper handwashing technique has become particularly important because it is such a critical step in preventing spread of germs. Hand sanitizer is a useful alternative recommended by WHO, CDC and should contain more than 60% alcohol. Mask etiquettes and PPEs have gained prominence like never. The airport has installed close to 400 hand sanitizing stations for passengers & staff across the terminals.

Airports are dynamic environment and are subjected to constant and continuous usage. It becomes especially important now to make sure cleaning and hygiene precautions are not just being done but being done as per defined protocol, to ensure effectiveness. A pandemic-related disease could be inactivated by a range of

disinfectants and selecting the right one with speedy action over a range that is suitable to airport specific environment is a daunting challenge.

The cleaning strategy including frequency varies based on the severity of the outbreak as well as the level of activity at the area. An area with constant activity is prone to more risk of contagion and hence



will require more frequent cleaning and disinfection to reduce infection from surface contact. Thus, assigning sanitizing crew to implement the infection control plan becomes a necessity.

The 4 Cs of disinfection namely chemistry, concentration, contact time and coverage needs an in-depth understanding and training on ground in its entirety to inhibit microbial growth or biofilms on surfaces. Upgrading cleaning and disinfection SOPs and periodically validating processes with microbiological tests from NABL certified lab are holistic approaches adopted to validate the outcome. Dedicated COVID-19 champs to audit for system and process consistency is also as important as the process itself. The pandemic has brought housekeeping to the forefront of operations at the airports, more and more airports are aiming at health accreditations to reinforce the hygiene measure adopted.

Housekeeping at airport faces a dynamic and open environment. Every day brings new challenges & teams constantly brainstorm to adopt new practices in ensuring that cleaning outcomes match



international standards. Most airports are located beyond city limits & housekeeping must rely on resources within the airport limits to run smooth operations. Since airports are large environment & cater to huge footfalls, the department must have enough backup in terms of resources & materials to ensure uninterrupted



operations. Airports being large in nature must also have right balance of manpower and machinery to ensure consistency in standards throughout the operations.

The pandemic has brought additional responsibilities to housekeeping. While providing a safe environment to the travelling passengers, the team must also ensure that the workforce striving hard on the ground must also be protected against infections. The housekeeping department plays a very vital role in customer experience; thus, the team is looked upon with great respect and is always expected to raise to occasion like the one we are currently facing.

Bangalore international Airport is the third busiest airport in India & fastest growing one in Asia pre-Covid. While the pandemic briefly halted the commercial passenger aircraft operations, the airport operations was never shut. It saw massive growth in cargo movement during the lockdown, catered to relief & repatriation flights bringing relief to stranded passengers and catered to medical emergencies. The housekeeping team was at the forefront throughout and never saw a dull movement.

DESIGN QUOTIENT

HOSPITALITY DESIGN: A BRAND PERSPECTIVE



Dr. Madhu Chandhok
Director & Founding Partner Pip2020
Honorary Advisor, PHA

The design of a hospitality facility can provide an identity or character to the business and project the operation's appeal and vision to visitors, or potential visitors. These elements, the tangibles such as architecture, décor and furnishings. For hotels, for example, design is a significant tool in enhancing the building's attractive appeal, creating an atmosphere in public areas.

Hotel design can also contribute to creating tangible attributes that visitors can identify.

Use of functional and aesthetic elements such as a building's architecture, style and layout are critical. Some studies explain that hospitality operators also need to pay attention to a hotel's spatial relationships, ensuring that hotel space is used efficiently.

One attribute that travellers often seek in a hotel is its ability to make the traveller feel comfortable while on a trip. Increasingly, hotels are

using residential or home-like style and design to accomplish that task. Environmentally responsible design strategies that include energy-saving systems, minimization of pollution and water usage, and waste reduction.

Function and form are closely interrelated. Through this document I am trying to capture the process of Hospitality design keeping in mind the role of the Brand Technical Services team & the Project Managers of the Hotel Project. FYI the Project Management Service can be part of the Owners team or an outsourced consultant.

It is important for you all as Hotel Operations teams, to have a good understanding of the process of the Hotel Development in line with the Brand Standards (Performance Criteria's set for various functions and space planning and recommendations on the technical specifications to benchmark and facilitate the Owners to take the right decisions for appointment of the right

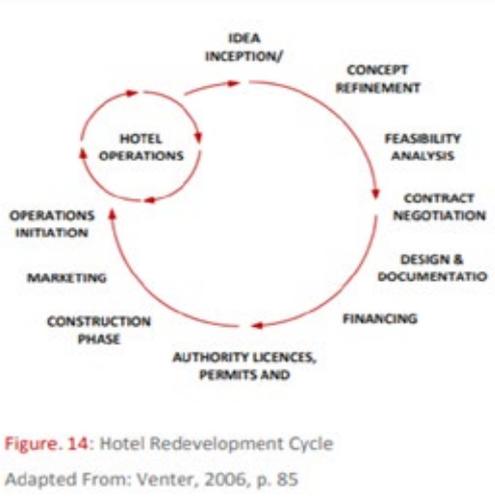
consultants and also procurement of the fit for purpose Products and materials.

Role of a Project Management team & Brand Technical Services is the Key during Project Development.

The Project Manager & Brand Technical Services support team, is there to facilitate the smooth hand trouble-free delivery of the highest quality hotel product that incorporates the following fundamental components.

- Cost effective and compliant design and construction
- Operational efficiency
- Architectural and interior design excellence
- Ensure that the Product is Energy efficient and sustainable through construction and in operation.
- Review existing consultant team & services
- Provide Consultants Lists

- Review owner's alternative Consultants if required.
- Pre-Design briefing / Kick-off meeting
- Contribute to "Value Engineering" with the consultants in discussion with Brand and Ownership.
- Contribute and facilitate Design meetings.
- Share with all consultants
 - ◊ Relevant Brand (Operating) Standards
 - ◊ Design & Construction Guidelines
 - ◊ MEP Performance criteria
 - ◊ IT Guidelines
- Differentiation of builder's work, FF&E (Furniture Fixtures & Equipment), Hotel Operating Equipment (HOE) & Operating Supplies (OS)
- Review existing design documents.
- Project Development controls.
- Authority approvals (Need to comply with the local bi laws and Brand standards whichever is more Stringent)
- Development Program, Area Schedule (Areas identified for various functions to check if they are sufficient, as it depends on various aspects and there is no set formula for all Hotel types) & Constantly monitor the Budget during the Project Lifecycle.
- Review of selected design drawings, specifications, schedules & other technical documents forming part of the tender(s) to verify general compliance with Project Definition documents and approved designs.
- During the handover process Staged briefing of GM, Chief Engineer & other key operational team members on the building design, construction, fit out, testing & commissioning issues if any and ensure a seamless transition from Projects to Operations.



- Identify any deviations to Brand Standards and discussion to be held. (this is a very important milestone as the same needs to be documented in discussion with Brand and also any future actions or deadlines to be noted and communicated.
- Compliance with Design Brief & Brand Standards
- A fully compliant, suitably completed "Fit for purpose" building completion
- Ensure Handover pf all Insurances & Documentation.

Bohan Lin
Image from A thesis submitted to the Victoria University of Wellington in fulfilment of the requirements for the degree of Master of Architecture (Prof Victoria University of Wellington (2011)

Some of the steps that they normally follow:

- Master Scheduling & Programming
- Mock-up & prototype guestrooms
- Tendering & Sourcing
- Procurement
- Monthly reports
- Construction & Fit out
- Quality Control
- Regular Site Supervision
- Defects lists & rectification
- Authority approvals
- As-built documentation & Handover to the Operations team.

A hotel with the right facilities and at the right price is able to attract more customers when demand is low. Adding additional hotel facilities and amenities not only increase the costs of investment, which leads to higher room rates that reduce hotel competitiveness. By adopting the changing nature of demand type in the short-term, also means certain facilities will have less value to particular consumer groups and be underutilised. Therefore, it is important that a feasibility study is initiated by Ownership before even looking at the Brand to have a perspective of what would work in that particular location. "The Brand Development Team" also facilitates and endorses or comments on these feasibility reports, as they are the first contact with the OWNER & BRAND.



THE ONE-MINUTE MANAGER

With the opening of the tourism sector globally and the need for 'post-Covid ready' hotels slowly gaining importance, the capsules of operational and service standards are getting reinvented to become more efficient and consumer friendly vis a vis the changed scenario.

When we talk of the above, Housekeeping forms the backbone of the hotel and service industry operations. Hygiene and sanitation requirements, certifications to ensure and assure internal and external guests has gained importance in the subject. In today's era, housekeeping operations would not target just a 'clean, safe and comfortable' stay for the guest but would be top listed only if it had stories to boast about convincing hygiene and sanitation standards.

The definition of 'personal touch' which has always been an integral part of premium hotel housekeeping has become even more powerful today, keeping the above factors in mind. The very fact that the hotel personnel are taking utmost care in servicing of rooms, making sure that every nook and corner is virus-free in the hotel, ready to offer help during medical emergency, if any, is all due to personal attention and detailing done by them. More so, as the

business in hotels is slowly picking up, most interestingly, in today's time too, the staff goes an extra mile to make sure that the guest's special occasion is made into a memorable one by their creative skills and thoughts!!

Design Elements

One could never imagine this 'shift in situation' that Covid -19 has given us. New hotels will come up and the structure and design of public areas and guest rooms will surely show an updation, upgradation and adaptation.

Distance between seatings, touch free fixtures, increased automation, derivation from QR codes will soon become the order of the day. Saying so, the making of new hotels might see higher building costs, innovations, and tech upgradations!

Skill Sets

The personnel in the hotels will similarly be required to acquire skills in latest technology and be well versed with the techniques of providing a hygienic/virus-free stay to the guests. Here, the outsourced staff would also be required to refine their skill sets, so as to be able to contribute perfectly and correctly in the day to day operations. Training



Puja Mehta

General Manager (Housekeeping)
Jaypee Hotels
PHA Life member

has always been an integral part of hotel operations and will continue to be so. Post Covid era training will be more refined, redefined, and reinvented to cater to the new scenario set. Housekeepers would need to be constantly trained about the latest trends in cleaning technology, sanitation procedures and solutions, and revised SOPs. Training would have to start from the youngest team member right up to the manager to ensure complete adherence to the new requirement.



All Commercial Setups

If we take our mind a little away from the hotel and hospitality setups, we will realize that all commercial establishments/outlets will see the need of ensuring and assuring standards of hygiene and sanitation.

Having said that, the need of the hour is the acquiring of latest skill sets of technology driven operation methodologies, keeping up with the latest trends and innovations, aiding in cost control measures, aiding in optimum utilization of manpower, imbibing multi skilling to the core and more importantly building up a mindset for the same.

This need of the hour also would hold really true for the ones who would want to contribute to the budget hotels segment.

Golden Rules

Well, we have talked about almost all basic requirements that are needed to be imbibed in one's self as a professional in hotel housekeeping operations. But our interaction will be incomplete if we leave behind the GOLDEN RULES of our working!!

Covid 19 will come and go, will change enough things around - but the housekeeper will still be required to be the winner with the age old techniques of 'the one-minute manager' and the trick of 'catching them doing things right!', the magic of the 'visible leaders', the aura of the 'effective communication skills' and above everything else, the human touch, the interpersonal relations building, empathy and passion for our fellow beings and work!

Folks, let's join our hands together to this message!

Housekeepers in post Covid era would refine and redefine operating procedures, be a part of a more tech enabled scene but alongside continue to be role models and idols for the teams they are leading!! We would somewhere be required to be holding our GOLDEN RULES tightly in our fists!!

Remembering the good old hotel management school days with brief volumes of Ken Blanchard and Spencer Johnson reminding the future managers of the golden rules...(one minute goals, one minute appreciation, one minute reprimand), the ones with the everlasting effects and opening future roads for many aspiring professionals!!

Cheers!!

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SUSTAINABILITY QUOTIENT

Bank of Nutrition (BON) – Building self-reliance in an uncertain world – An opportunity for the Hospitality Industry



Niranjan Khatri
Founder- iSambhav



“We can do anything we want to if we stick to it long enough” - Helen Keller



BON saplings being nurtured at NGO nursery

The Covid virus which weighs less than a gram has created turbulence in the whole world! Challenges come disguised as opportunity. Nature gives us nuts but does not break it for us. Covid has given an opportunity to mankind to become creative and hunt and sniff out opportunities which have not been implemented in the past - an initiative to start BON- Bank of Nutrition, which will ensure that it helps the Planet, People & Profit.

The hotel industry has an opportunity to focus on internal customer issues: our associates who come from rural parts of the country and who can take the low cost-high returns idea of BON to their respective villages!

The concept of BON

Bank of Nutrition (BON), an initiative promoted by iSambhav is aimed at envisioning a working solution for the worst hit malnourished people who go to sleep hungry at night and pregnant women who don't get enough nutritious food to sustain themselves, which manifests as mental and/or physical disabilities in their children and a lifetime of difficulties. These are issues that are common across India's villages and are part of the social fabric of the country, the Bank of Nutrition (BON) will help to mitigate the immunity

challenges.

Hunger in India is a complex issue. It is widespread and the causes are different across various regions. I had gone to take a training session for the hearing and speech impaired in Koppal district in Karnataka in 2016. Stark poverty was visible in the harsh, dry barren land of this district. One of the inputs I gave the local NGO was to set up a Bank of Nutrition (BON) to address the low nutrition profile of the poor people with a low cost approach of nurturing saplings of Moringa, lemon, guava, amla, papaya and banana as all these are very rich in vitamins for normal growth.

The objective of BON is to empower the below poverty line (BPL) households with access to plants that they can grow easily and inexpensively in their backyards. The plants suggested are those of fruits and vegetables like guava, lemon, papaya, drumstick (Moringa), banana and amla – easy to grow and at the same time provides daily dose of nutrition and health. These plants are extremely rich in vitamins A, B and C. They are also an excellent source of antioxidants, fiber, and essential minerals. In addition to the above items, sweet potatoes can also be grown along with turmeric, the latter has significant medicinal value too.

Many children in rural areas are born with deformities, or cognitive deficiency because of malnutrition in pregnant women. Distributing these saplings for planting behind the house gives the families access to nutrition, reduces heat in summer and indirectly provides food for the birds and bees – a holistic approach to Planet, People and Profit, also referred to as the Triple bottom line.

The Project BON

The project was implemented in a few villages to showcase the concept with the hope that it will become a people's movement. I engaged with GOI officials and recommended to them to scale it up through NABARD (National Bank for Rural Development).

How has it evolved so far?

A humble pilot initiative has been started by iSambhav, in Karnataka's Koppal village to exhibit proof of concept. This has been executed by partnering with a local NGO in 2016.

In July 2020 iSambhav collaborated with Navsahyog and LDSG foundation to start BON who educate the rural poor children and suggested to them to dovetail BON in the practical aspect with children and their families. This initiative has been rolled out in 34 villages till end October 2020.

BON is a partnership oriented with time, space and a small amount of seed money to start. The NGO stimulates the village stakeholders, some villagers give a small piece of land for a month to nurture the saplings. Thereafter it is distributed to local resident of the villages.

The children in these villages are going to compete with each other to ensure 100% survival rate of the saplings planted by them and their families. Fortunately, the National Education Policy (NEP) rolled out in August has introduced that school education must have elements of agriculture knowledge weaved in!

Considering that climate change will reduce the availability of water,

we will have to migrate from eating grains such as rice and wheat which consume too much water to ragi and bajra which consume considerably less water . The momentum is already taking place in this direction.

The objective is to empower villagers and make them independent to establish their own BON from seedling stage to saplings, adopting low cost techniques and simultaneously encouraging children to collect and start seed banks constituting of papaya, mango, moringa and any other seeds so that they are self-sufficient (Atmanirbhar).

iSambhav has been sharing this idea with NGOs, Government, and private enterprises to expand this project to villages across the country. This concept can be started by any organization. Clubs like Rotary and Lions have a great opportunity to kickstart this on a big scale across the country with their well-established network. It can also be adopted by departments of Government which deal with rural areas of their respective states related to food security, health, and nutrition. The concept can be adopted by countries in Africa and other developing nations too, with similar challenges.

The role of the hotels

The hotels and resorts spread across semi-urban areas and in remote places are in pivotal position to take this forward by virtue of being located in the proximity of the surrounding villages.

The hotels and resort are fortunate to have land, and malis to take care of the gardens in the resorts, all they need to do is to allocate a small area of 1000 to 1500 sq. ft. for nurturing



BON saplings distributed at a beneficiary village in Tumkur

saplings and distribute to the people.

Covid has brought the word 'immunity' to the forefront in everyone's minds, let us convert the idea to reality in a collaborative way.

The hotel industry has a great opportunity to put its best foot forward by pitching in to take BON

further. Is the industry ready to take this small step for the larger benefit of mankind?

“It is terrible thing to see and have no vision” – Helen Keller

(Resorts and hotels interested to further this idea with their participation may write to the editor at me.ind@phka.in)

(The views expressed in this article are personal)



PARADIGM SHIFT IN WORK CULTURE AMIDST OUTBREAK OF COVID-19



Reena V Tiwarri
Head – Administration
Artemis Hospital, Gurugram, Haryana
Zonal Head, PHA – North Chapter

The interminable spread of the novel coronavirus has caught the global economy largely off-guard and has upended our daily lives. Given the halo of uncertainty surrounding the development of efficacious vaccine, it is considered sagacious that we brace ourselves to handle each of the visible – or unseen – threats that the coronavirus brings, with unwavering alacrity. Though infection control practice has always been the foundation of hospital cleaning practices, the pandemic however actually got us thinking again to ensure that both our internal as well as external customers feel safe and secured at all times without an iota of doubt concerning the safety practices being followed.

For that to happen, we had to, first and foremost understand potential risk-prone areas, and set clear priorities that had to be translated into a detailed and agile response strategy. As far as hospital is concerned based on the criticality of the pandemic situation, we classified our areas into the following two major categories based on the risk category.

- High risk Areas
- Medium Risk Areas

Chemicals used Primarily & Dilution details

- Hospital Approved cleaning chemicals: We use Premedium Products (P1/P2/P3 etc.) as it our sister concern.
- Sodium Hypochlorite 1% (100ml Sodium Hypochlorite + 900 ml Water)
- Saniocid RF spray (69% Alcohol, Ready to use)

a. Cleaning Protocol- High Risk Areas

Daily Activity

Floor Washing

- Morning Time: - Normal washing of the floor with hospital approved cleaning chemical. Final mopping done with Sodium Hypochlorite 1% (100 ml Sodium Hypochlorite + 900 ml water)
- Evening Time: - Normal washing of the floor with hospital approved cleaning chemical. Final mopping done with Sodium Hypochlorite 1%

- Night Time: - Normal washing of the floor with hospital approved cleaning chemical. Final mopping done with Sodium Hypochlorite 1%

The frequency of the entire cleaning was increased from 3 times to 6 times a day other than designated COVID wards.

Scrubbing of the Floor

- Machine scrubbing to be done at night, or as when required with hospital approved cleaning chemical
- Final mopping done with Sodium Hypochlorite 1%

Equipment & Surface

cleaning (Done by GDA under the supervision of nurses)

- Surface cleaning four times a day with Sodium Hypochlorite 1%
- Equipment cleaning done with Saniocid RF spray

For infected cases

Clean the entire unit including floors, walls and equipment with hospital approved disinfectant.

Fogging with Sanishield 20% (200 ml in 1 Litre water) whenever required after consulting with infection control team except in OT (done by nursing).

Terminal Cleaning

When the patient is discharged/ transferred thorough cleaning of the floors, surfaces & equipment is done as per high risk policy.

b. Cleaning Protocol- Medium Risk Area

Daily Activity

- Morning Time: - Feathering/dry dust control to be done. Mopping with hospital approved cleaning chemical which is prediluted as per standard. Final mopping with Sodium Hypochlorite 1%
- Evening Time: - Washing of the floor is done with hospital approved cleaning chemical which is prediluted as per standard using scrubber drier. Final mopping done with Sodium Hypochlorite 1%

The frequency of the entire cleaning was increased from 3 times to 6 times a day and also as and when based on patient calls from areas other than designated COVID wards.

Equipment & Surface cleaning

Done by General Duty Assistant (GDA) under the supervision of nurses

Surface Cleaning-Done thrice a day

- **Morning & Evening:** - with Sodium Hypochlorite 1%

Equipment cleaning - Twice a day with Saniocid spray

For infected cases and after discharge of each patient's unit

Fogging with Sanishield 20% (200 ml in 1 Litre water) whenever required after consulting with infection control team except in OT (where it is done by nursing).

Terminal Cleaning

When the patient is discharged/ transferred thorough cleaning of the floors, surfaces & equipment is done as per medium risk policy.

Grey corridor is created during the movement of infected patient to and from areas, to avoid exposure to staff and people in the areas. The entire corridor is cordoned off and is sprayed with 1% Sodium Hypochlorite after the movement and the frequent touch areas like elevator buttons/corridors, door handles are cleaned after every 10-15 minutes. Besides that, sanitizers are placed outside the elevators, and all entry points so that frequent hand sanitization practice is followed.

Over and above, the designated staff aligned for cleaning a separate disinfection team has been formed they are attired in a different uniform and primarily focus is Hi-foot traffic areas where they keep spraying and disinfecting the seating areas with Sodium Hypochlorite solution.

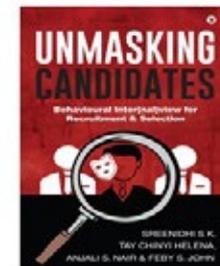
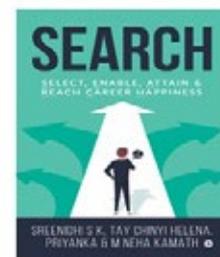
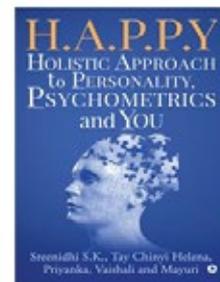


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Communication <ul style="list-style-type: none"> • Impact • Influence • Presentation • Transactional Analysis • Body language 	Leadership <ul style="list-style-type: none"> • Styles • Competency • Strategic thinking • Managing People, Process & Performance 	Personal Branding <ul style="list-style-type: none"> • Vision • Mission • Values • Impression Management

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VoH WORD HUNT



Ila Prabhu

Executive Housekeeper
ITC Windsor, Bengaluru
Vice President – Karnataka Chapter, PHA

B	V	Y	Z	I	T	U	X	E	H	P
Q	W	X	Z	X	T	T	Z	Y	P	I
D	V	H	E	J	J	I	L	S	F	P
X	V	R	E	T	T	L	O	A	G	Q
E	I	V	N	I	C	K	O	R	O	L
V	I	U	N	T	X	O	N	S	A	J
W	K	A	S	U	R	I	V	T	R	L
S	S	S	H	J	K	L	V	I	X	C
G	A	E	W	H	J	K	X	B	D	T
J	M	E	H	Y	G	I	E	N	E	S
B	T	H	A	N	D	W	A	S	H	D
S	S	E	L	T	C	A	T	N	O	C

Clues:-

1. Chemical for disinfection
2. Important to your hands frequently
3. The pandemic creator
4. Maintain personal.....
5. New service norms in hotel
6. Always use a after using toilet
7. Mandatory face covering
8. The family of virus
9. The worst episode of 2020
10. Body coverings to protect against infection

Answers on Page: 22

Redefining Housekeeping at the Multiplexes post Covid-19 situation



Asha Pathania
AVP – Housekeeping
PVR Cinemas
PHA Life member



Housekeeping at the Multiplexes or the Cinema theatres as popularly known, has always been a complex subject and very few mainstream Housekeepers have had the opportunity to be exposed to what goes behind the scenes when the curtain comes down after every show.

Multiplexes in India and across the globe were few businesses which shut down first due to the Covid-19 pandemic and are now gearing up for the re-opening. There has been a growing fear in the minds of people as to how well the theatres would gear themselves up against this pandemic and would it be safe at all stepping up in a cinema theatre for that much needed break from the mundane, monotonous lives that this pandemic forced upon us, literally locked outside the theatres and inside our homes for almost six months.

To handle this fear and challenge, the theatre owners across globe came together as one fraternity and worked collectively towards building the confidence of the patrons. New Technology and Protocols were initiated to ensure that cinemas would continue to be Clean, Safe and Hygienic as they were before or even better than before as the focus shifted completely from “Clean and Hygiene” to “Safety with Hygiene”.

The pandemic brought many changes as to how Housekeeping was being perceived at the cinemas with their roles taking a complete 360 degrees spin. From carrying out a task of cleaning an average sized auditorium of 250-300 seats in 15 minutes and maintaining washrooms to every patron's satisfaction in a compressed time, the responsibility of cleaning and sanitizing in an incremental time given, increased manifolds overnight.

The major change has been that the Housekeeping has to become “More Visible and Perceptible” than before. The customers would not assume or believe that your spaces are clean and hygienic but would want to see some very efficient

Cleaning and Sanitization happening around them at frequent intervals. The Housekeeping staff needs to be seen in Appropriate PPE (Personal Protective Equipment) gear, maintaining required distance and following correct procedures for cleaning and sanitization.

For theatres, post every show every possible touch point needs to be sanitized with a medical grade disinfectant and the entire Auditorium treated with special ULV machines (ultra-low volume). It would spray active Silver-Nano medical grade disinfectant sanitizing all surfaces, making it safe for every single individual customer. Physical Distancing would be playing an important role and would be required to be maintained at all times. Enhanced Check-lists display, recording the common Touch-point Sanitization at the prescribed frequency would be an additional process to be followed without fail at all patron facing services.

The biggest challenge the Cinema Housekeeping team has to face in today's time is that they need to follow all the protocols of the Covid-19 and ensure that the discipline in sanitization of any area is not missed or overlooked at any cost as it will have a direct impact on the safety of the customers as well as the cinema staff and visitors.

Adequate Training on the new, Enhanced SOPs and their impact on the overall cleaning and safety of the cinemas has to be conducted by sensitive and experienced staff. Every department has been trained on the Dos and Don'ts post Covid-19 situation and active participation and support from all departments to meet the guidelines is now solicited more than ever.

There has been a new system and protocol devised for Receiving and Storing of materials coming from outside. Dedicated areas identified for the quarantine of cleaning supplies, uniforms received from laundry and handover of dirty uniforms would have to be carried out with the laid down protocols and

under adequate supervision.

Last but not the least, an end to end, proper Disposal of the PPEs worn by the staff or patrons, disposed on the Cinema premises has to be done with utmost care and precautions and in the designated Bio-hazard bins as to restrict and contain any spread arising out of those and not harm the environment at any cost. More sustainable options of PPEs are being sourced to not burden the environment with the new, rising bio-waste arising out of this situation.

All the new measures to provide a safe and clean environment have also come at an additional cost. The basic norms require that the staff has to wear adequate PPE (Masks, Gloves, Face-shields, PPE suits, etc.) appropriate to their roles, Sanitization of every surface and common touch points with Medical grade disinfectant, availability of sufficient Contactless Sanitizing Stations, ULV machines and Steam cleaners over and above the complete set of Housekeeping machines, enhanced Laundry process and introduction of Disposable Amenities for the patrons. There has been an increase in both the Opex and Capex Budgets of Housekeeping in meeting these demands and rising expectations along with the cost of shutdown of six months. However, all the above measures would ensure that cinemas would open with all the required Safety protocols. Safety being the new keyword for Luxury, the patrons would decide to visit only those brands which would promise this.

With the future of this pandemic still unknown, the Housekeeping Team at the cinemas is fully ready to take over the new challenge in their stride and committed to provide extremely clean and safe cinemas to its patrons. And as they say, nothing lasts forever and change is the only constant in life, we the housekeepers would continue to strive to deliver the best under all circumstances.

A housekeeper's journey

My tryst with Housekeeping started way back in 1984 when I joined The Oberoi Grand as a supervisor. That I loved what I did, is proof enough I am still doing the same after thirty-six years. They say if you love the work you are doing, it does not feel like work, and something similar happened to me.

I truly believe Housekeeping in any hotel or other facilities is the backbone and so is maintenance. You do not expect guests if your property looks run down or not taken care of. I believe well-kept rooms and public areas are the real revenue earners.

To me Housekeeping is fifty percent cleaning skill and the other half managing people. Constant training, treating your team as an extended family gives you excellent results. I always compare Housekeeping team as a football team where multiple persons pass the ball, and one guy scores a goal. Likewise, it is a total teamwork where from Room attendant to glass cleaner, Cloak room attendant everyone matters, and you are called an excellent team. But to have that Team, you need to invest lot of time in your team. And that is where training

and other briefing become valuable tools. Training should be preferably in a language understood by all, you need to speak at their level of understanding, otherwise it is a waste of time. Your training should be fruitful which should be visible.

I believe a not so good, not so clean hotel teaches you more than an established hotel. And that is because you have to prove yourself and work with a team and equipment which are rather shoddy, owners who do not have a clue in operations call the shot. As a housekeeper you have multiple challenges, first to get your team, understand what is expected of them. Training & motivating a team is a big challenge, learning to work around people to get what you want for you department is a huge skill. You may not be hundred percent successful in getting what you want, but that is where you score as a good housekeeper. With limited manpower and equipment your skill as a leader comes through. I have worked in hotels where room carpets were old and torn, my brief to my staff was carpets can be torn but should be clean because I believed that was our job, getting a new carpet is management's responsibility.



Subhadra
Proprietor

Sai Housekeeping Services, Mysore
General Secretary, PHA Mysore Chapter

As a housekeeper I am a stickler for system and schedules. I firmly believe if schedules are followed strictly almost nothing can go wrong, at any given time your rooms and other areas will be sparkling. Every function, starting with attendance, grooming, key management, checklists, log writing, maintenance follow up should have a system and usually time bound will make your department most efficient.

On a personal level I have come a long way from managing 300 rooms hotel to 5000 rooms in Infosys campus which includes a ninety-six rooms guest house and a VIP bungalow. All I can say this transition did not scare me, for right from day one, systems were put in place, explained in detail to four hundred staff, most of whom are not from hotel industry. The workforce is from nearby villages, hardly literate; teaching them to maintain a checklist was a huge challenge but overcame successfully.

Good Housekeeping as per me comes from the knowledge (a large part of it is common sense and basic science), excellent management and love and respect for cleanliness. As a housekeeper your eye for detail or noticing dirt should come naturally and that is when you know that you have become a good housekeeper.





Housekeeping is the new Hero



Laxmi Todiwan

Professor, Corporate Trainer
Founder – Indian Women in Hospitality
Vice President - L&D, PHA - Maharashtra Chapter

In my hospitality career, spanning over two decades, I have met people right from the entry level staff to the General Managers and Managing Directors. All these interactions have been extremely fruitful; each one has been a learning experience. When I joined as a Management trainee with a reputed 5-star hotel, I got to learn a lot about hotel operations that I hadn't learned in my student days. Also, it brought about a few questions on my mind. When working in the housekeeping department, I came across Room attendants who were on the job for over 25 years. They were good in what they were doing but did not understand some finer nuances of their job. I always wondered why and started looking out for those answers.

I travel on training assignments to different hotels of our group. One such was to The Park New Delhi; the hotel was quite busy with full occupancy and banquets hosting events every day. But I had full house in my training sessions and received exceptional service during my stay, be it the caring housekeeping or the thoughtful restaurant staff. It reiterates my belief in creating memorable experiences for the guests and our hotels do that with panache.

Met the hotel HODs during lunch breaks- it is always a pleasure to catch up on the latest trends from the people who are in operations. I am especially interested in people trends and it was really a fruitful opportunity to talk to the HR Manager.

I loved the handwritten welcome note by the Housekeeping team, it took me back to an old article of mine written a long time ago where I highlighted the importance of experiencing the product that you deliver. Being a trainer, it is important

for me as I can talk about my experiences in my training sessions; they become stories and anecdotes.

Create delightful experiences

When we create experiences for our guests, our staff needs to fully understand that so they in turn can deliver the best service possible. Let us see how? I am on both the sides of the table as a guest and then a trainer; so, I become the customer of the product and the staff myself.

A business keeps its customers by treating them Right every time, is the mantra for all hotel operations. A consistently superior customer experience cultivates guest loyalty, strengthens the brand value, and helps generate better revenues. It also turns the customers into fans or the advocates of the company. In today's extremely competitive market, it is just not enough to have the best product at affordable price but requires much more. To survive, sustain and progress, the business must deliver a great customer experience.

Know the product

I have seen Room attendants who haven't ever used the rooms that they made. For that matter, even the Executives or Housekeepers may have worked in the same property for many years but would have never stayed a day in the hotel room. They would have never experienced the services that they provide to the others. When it comes to the chefs and the kitchen staff they have to test and then taste the dishes on the menu. The same applies to the Food and Beverage Service staff, each dish or a drink is reviewed before it finally sees itself on the menu card. But we do not look at the room as a product. In fact, room is a product that gives the highest revenue to the hotel. It deserves the same level of commitment that goes for the items on the menu. The Guestroom is the customer's personal space for the time that he is staying at the hotel. Housekeeping staff are the eyes and ears of the hotel as they get the first-hand feedback of the guest experience.

Housekeeping staff need to know what happens when they make the bed a bit tighter or ignore certain

areas while dusting. Sometimes the guest gets no soap and at other times two, or no shower gel but two shampoos printed with writing that is too small, making it difficult to read. Guest keeps certain amenities in the place of his convenience but while cleaning the room the attendant may put them away at a different place, that being the standard for placement of amenities. This can get annoying for the guest. We need to maintain our standards at the same time be sensitive to guest likes. Whereas this situation can be altered if we make our Housekeeping staff stay in the hotel room for a day to experience the services and understand the product that they deliver.

They will learn about the aspects that they need to focus on or areas that they can't afford to overlook. For instance, when lying down on the bed, the guest can see below the writing table, if it is dusty, it is visible to him. Whereas while checking the room, Housekeeping staff may have overlooked the same. Similarly, while having a bath the guest can see the areas below the vanity counter and the WC. So, these areas require the

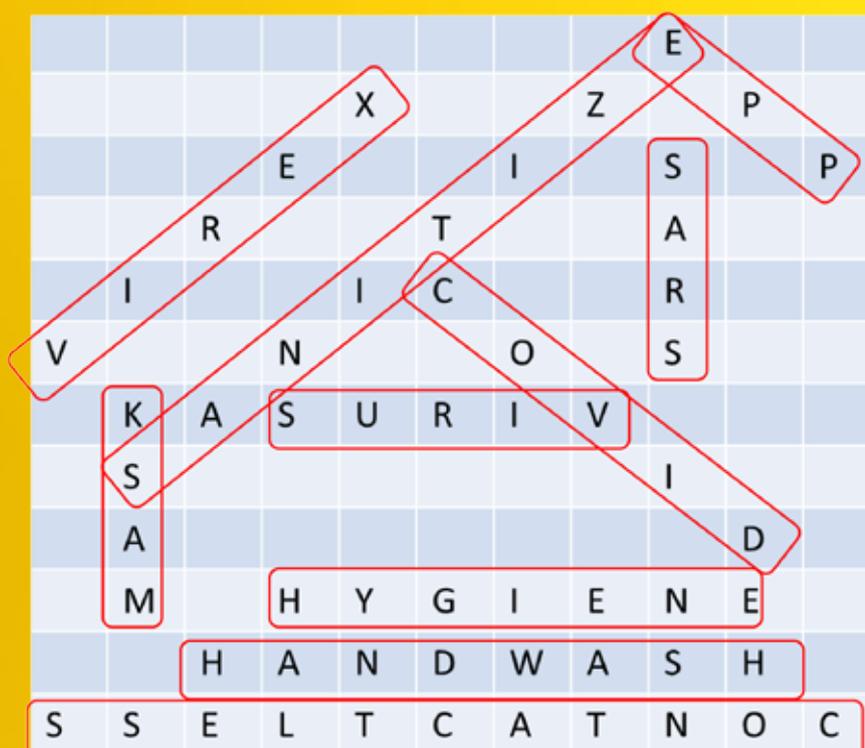
same attention as the vanity counter or the mirror. All these add up to the guest experience that the attendant will be able to visualise.

Paying attention to details makes all the difference when we try to achieve excellence. It is not the 98% we do, but the 2% that we do not, has an impact on the guest experiences. Employees need to know what the 2% comprise of and that will come only with experiencing it.

Thank God for Housekeeping

These times have brought focus to the Housekeeping department like never before. 'Cleanliness is next to Godliness' is being experienced by all. Hygiene officers are being appointed by hotels and other organisations, showing us the importance of good housekeeping. I am so delighted to see the staff getting their due in my lifetime and this is truly our tribute to the unsung heroes. They deserve our respect and gratitude for keeping us safe and healthy. In addition, they keep our properties clean, well maintained and aesthetic – the hotel looking as it did the day it opened to the public for the first time.

Answers to VOH Word Hunt



Laundry in a Healthcare System



The linen and laundry departments play a very important role, though unseen, in maintaining the hygiene inside a hospital and preventing the spread of infection from one patient to another. Infection Control is the holy grail of all hospital protocols. The major focus of all hospital audits such as JCI and NABH is to ensure that all hospital operations have in-built infection control mechanisms so that hospital acquired infections (HAI) can be prevented. So, good laundry practices can only add further value to this by ensuring that there is an adequate supply of clean, hygienic linen for the comfort and safety of patients.

The term 'hospital linen' includes all textiles used in the hospital including mattresses, pillow covers, blankets, bed sheets, towels, screens, curtains, doctors' coats, scrub suits, theatre cloths and tablecloths. The Linen and Laundry Department receives all these materials from different areas like operation theatres, wards, outpatient departments and office areas. The linen received from the various patient areas may be

soiled with infective body fluids like blood, urine and faeces and hence they require to be treated differently than the linen which is non-infective.

Collection, sorting, sluicing, disinfecting, washing, ironing, repair of damaged items, packaging and distribution to departments are the series of tasks that a hospital laundry has to seamlessly execute.

The laundry services maybe outsourced or within the premises and managed by the hospital itself. In case the laundry is outsourced the hospital owns the linen but has no means of laundering it. Mentioned below is a basic workflow of an ideal hospital laundry with outsourced services.

Collection and segregation of soiled linen

- Linen is collected from all wards and departments after a period of 24 hours, as and when it gets soiled and after every change in user. Segregation is done at source into potentially infective and non-infective linen. The former will include all linen which has been soiled with body fluids and this
- Soiled linen which are non-infected are packed in Black garbage bags.
- All soiled linens must be brought down in closed soiled linen trolleys which are specially designated for the same by the allocated staff through a pre decided path, to the sorting area.

Indrani Sanyal
General Manager Housekeeping
Medica Superspecialty Hospital,
Kolkata
Vice President, PHA - Kolkata
Chapter

linen should be bagged in Yellow garbage bags which is meant for that purpose only. This is one of the most crucial steps in the laundry cycle of a medical set up. It is also important to mention the quantity of infected linen and the area from where it has come on the Yellow bag with a permanent marker.

- Care must be taken while sorting because soiled linen frequently contain sharps (for example, scalpels, sharp-tipped scissors, hypodermic and suture needles).
- All staff handling the soiled linen must wear proper Personal Protective Equipment (PPE) which must include gloves, gown, respiratory masks, and eye protection.

Sluicing and treatment of heavily soiled and infected linen

- It is important to have an area allocated for sluicing and a separate soaking room to do the disinfection of the linen prior to sending it to the outsourced vendor.
- The heavily soiled linen (with solid wastes) must be sent to the Sluicing room where the linen items are kept under running water at a very high pressure.
- Disinfection of infected linen is done by soaking it in a solution of 1% Sodium Hypochlorite for about 30 minutes. Subsequently it is rinsed in water to remove the bleach before handing over for washing to the outsourced agency.

Wash Process

- Prewash for five minutes with liquid emulsifier and alkaline booster. Drain for one minute.
- Main wash for 10 minutes with the main detergent, alkaline booster, and Oxy bleach. Drain for one minute.
- Rinse with normal water for a couple of times. The last rinse should be with residue remover and fabric sanitizer.
- Final extraction is for eight minutes.
- The total time taken for this sequence is 30 to 40 minutes. It is advisable to reach a temperature of at least 70 degrees Centigrade for appropriate disinfection.

For infected linen as is previously mentioned the disinfection is already carried out at site with the pre-soaking of linen in the appropriate disinfectant.

Delivery and transport of fresh linen

Linen is checked for repairs before delivering to the areas of use in separate covered trolleys which are specially designated for the same.

Sterile linen

Linen which are used in procedures requiring sterile techniques like in the operation theatres should be sterilized. This process is done in the Central Sterile Supply Department (CSSD).

Linen Control

Without an efficient linen inventory process in place, the laundry services are at risk of spiraling out of control. The requirements of linen in a healthcare system is extremely dynamic and may not really follow a life cycle pattern. So, it is important to monitor the linen situation daily and monthly as it helps to maintain a smooth flow in the regular operations without resulting in any sudden linen shortages.

Tips to maintain a safe and healthy working environment:

- Staff should wear full set of Personal Protective Equipment when collecting, handling, transporting, sorting, and washing soiled linen.
- Training and awareness on proper use of Personal Protective Equipment (PPE).
- Training on Hand Hygiene protocol and regular monitoring of the same.
- When collecting and transporting soiled linen, handle it as little as possible to avoid spreading of microorganisms.
- Consider all cloth items used during a procedure as infectious. Even if there is no visible contamination, the item must be laundered.
- Carry soiled linen in covered containers or plastic bags to prevent spills and splashes and confine the soiled linen to designated areas (interim storage area) until transported to the laundry.

- Vaccination for all staff as per schedule to be followed, with no lapses.
- It is important to do a site visit of the outsourced laundry vendor evaluation and ensure compliance of all safety aspects at the site.

COVID-19 laundry focus

The linen management process assumes a lot more significance and focus in times of a pandemic like COVID -19. However properly established laundry systems had already laid out protocols for dealing with infected linen and all Covid linen is to be treated in the similar way. So, during the pandemic the additional impact has been on the quantum of infected linen which has to be treated and disinfected. Due to this, the cost of cleaning and laundry expenses have undoubtedly gone up proportionately.

The factory or the laundry site should be designed such that there is complete segregation of the clean and dirty area to an extent that even air flow is designed to move from Clean to the Washing side with maybe some filters or louvers in between by way of a partition to ensure a single way air-flow. Positive air pressure should be maintained on the clean side and all exhaust systems must be on the washing side that actively pulls air from the clean to the washing side.

The Covid-19 pandemic has certainly taught us how rapidly infection can spread if we break infection control protocols and what havoc it can create in our lives. So let us seize this moment of change and awareness to ensure that due importance is given towards the Linen and Laundry Management by all Healthcare set ups and also the team involved is taken care of so that they can focus on patient care rather than be worried of their own PPE.



Changes in Housekeeping through the years



The hospitality industry is a service-oriented industry where guest experience and satisfaction are of prime significance. Therefore, it is quite important that high standards are maintained in terms of safety, security, cleanliness & hygiene to provide the highest level of customer satisfaction. And this puts a great amount of responsibility on the shoulders of housekeepers in the hotel industry.

Earlier, the housekeeping department was considered responsible only for maintaining basic cleanliness and maintenance of the property and very less emphasis was laid on analysis-reports, software, training of staff related to the latest happening in the field of housekeeping. However, in the last few years, a lot of focus is being laid on creativity, innovation, training, use of the latest equipment and technologies and software in the housekeeping sector.

Housekeeping in the early 20's was different. "Acceptance was one of the biggest challenges that we

faced at work then. When I joined the Taj Palace New Delhi, initially I worked with the team doing rooms, maintenance and all the other chores. However, when I took over as Assistant Manager in the same hotel, the team which had been working in the property for almost 10 years, could not accept taking orders from me. There were days when I have done the dusting myself in order to ensure the standards are maintained. There was no scope of complaining or protesting. It was all the learning which made the difference.

Today's hierarchy is much flatter, the progression and growth are very fast. I do not say people should not have aspirations, but we need to realize that if we do give them growth, there should be some amount of years and experience put back into the system. Today, we have housekeeping managers as young as 28 years of age. While this may not be wrong if the person has built in some amount of experience and expertise to reach this level but

Payal Mehta

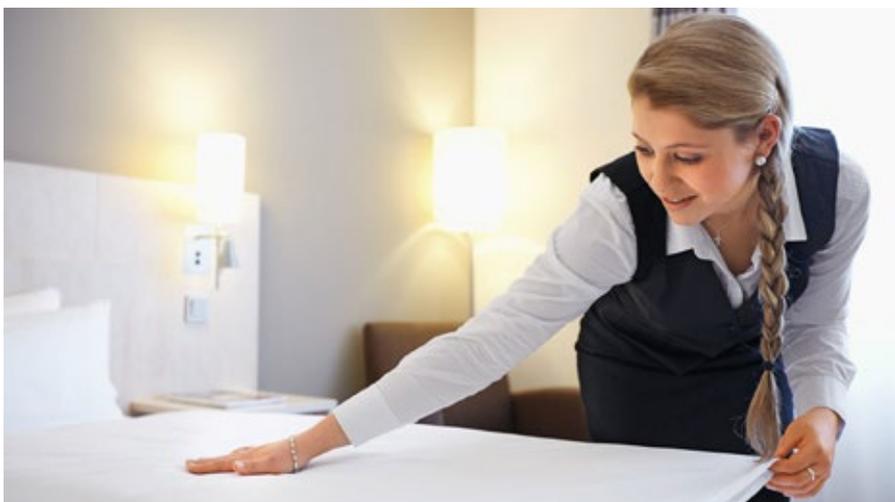
Rooms Division Manager
Crowne Plaza Today New Delhi Okhla
General Secretary, PHA-North Chapter

I observe that today we do not find that kind of dedication and expertise in the housekeepers. They are in a big rush to make it very big. In fact, if we have a mentor and are ready to take up the challenge, we can definitely rise up to become successful general managers.

Outsourcing proves to be the best solution for many specialised tasks as it is highly cost-effective and is a good business strategy to meet the demands of hotel standards. It also helps in reducing manpower-related issues like filling the gap due to attrition of manpower, unavailability of suitable personnel & trained manpower. However, retaining employees in the hotel industry is a major challenge due to long work schedule, less compensation, physically demanding tasks, high-pressure environment, and sometimes uncomfortable work culture. Generally, people say housekeeping job is a thankless job which results in low morale of the employees. Therefore, housekeeping sector needs to focus on formulation and implementation of dynamic retention strategies to reduce the employee turnover. In this scenario, training and motivating employees is a fundamental tool to stabilise new staff.

Housekeeping in Covid era

Reducing housekeeping frequency with absolutely no-contact with the guests





While it has become all the more vital now to raise cleanliness and hygiene standards, it is equally important to ensure that even this is being done in a contactless manner. Hotels are either reducing the housekeeping frequency by keeping it limited to twice a week or eliminating this service for good. On the other hand, there are hotels coming up with the idea of self-cleaning whereby the guests are given different kinds of bags upon arrival to keep their soiled bedding, soiled towels, and trash. When the stuff needs to be cleaned or disposed of, keep the bags outside their rooms after which it gets collected by the staff without even entering the room.

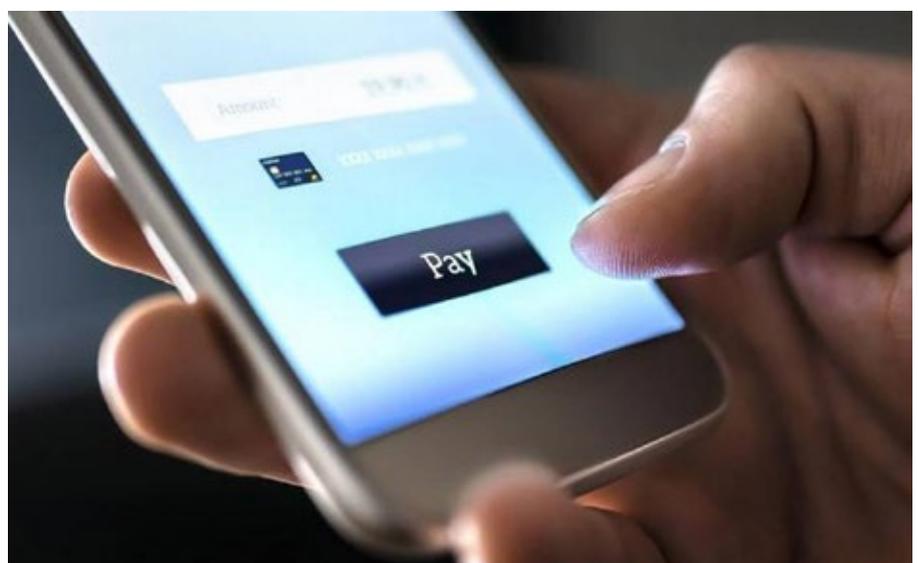
Hotels have also reduced the contents in the room so that there are fewer chances for the germs to spread, For instance, doing away with bed throw, runners, cushions, extra pillows, minibars, excess linen, etc.

Hotels are prepping their room before-hand by leaving a room vacant for about 48-72 hours or 3 days usually before the next check-in so that it can be cleaned and disinfected thoroughly.

Cashless Payments

To minimize cash handling and exchange of currency (a great medium of physical contact), it is important to encourage guests to go cashless in their payments for a contactless transaction. The motive behind this is to prevent the transmission of infection through currency notes. This also includes discarding the practice of handing over bills or payment receipts. The invoice will now be generated online and will be paid via the card.

To conclude, by providing contactless service we can easily communicate with guests and potential customers at all stages through simple-to-use communication platforms like messaging , WhatsApp, Facebook , Instagram or LinkedIn enabling personalized guest experiences and delighting them with operational excellence thus achieving revenues for the partners and stake holders.



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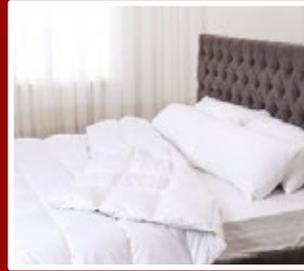
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PROFESSIONAL HOUSEKEEPERS ASSOCIATION (PHA)

PHA is a non-profit organization which provides a platform to Housekeeping professionals from Hotels, Retail, Facility Management Companies, Healthcare, Engineering Industry, Educational Institutions, Training Institutes who share their experiences, best practices and thereby highlight the industry's immediate requirement. PHA envisages establishing and implementing an effective and efficient structured programme in all aspects of Housekeeping services, covering all types of facilities.

PHA is a national body constituted on 16th February 2015, and is the guiding force to the chapters in all states. The first chapter came into force in Bengaluru representing Karnataka with a Board comprising of a Vice President and 9 board members and is actively functioning. Similar chapters in other states have been initiated widening

the reach for the benefit of the Housekeeping fraternity. With more than 400 members from all sectors of the cleaning industry – retail, health care, hospitality, facilities, and educational institutions across the country, PHA has operational chapters in Karnataka, Telangana, Goa and North India.

To instil a sense of pride, comradeship, knowledge & professionalism among the housekeeping fraternity and future housekeeping professionals is the vision of Professional Housekeepers Association.

PHA offers membership to housekeeping fraternity, hospitality academicians, vendors, corporates formally associated with the domain and Hotel Management students. A member has the opportunity to deliberate, acquit, share and mentor like-minded professional.



PHA YUVA

A feather in the cap of PHA is its offshoot, PHA Yuva. Constituted and launched in September 2017 as a formal platform for the youth aspiring to be a part of the hospitality industry in the core area of housekeeping, PHA Yuva has grown leaps and bounds with about 200+ members. PHA Yuva is for the students, by the students, mentored proficiently by the industry professionals and faculty.

The foremost objective of PHA Yuva is to bridge the gap between the industry and academia and provide a dedicated forum for networking with industry leaders in the field of housekeeping and related endeavours. PHA Yuva strives to build a knowledge share base for the students of all hospitality management institutes and provide them an opportunity to exhibit their talents.

HOW TO BECOME A PHA/PHA YUVA MEMBER

1. Log on to www.phka.in
2. Click on Registration
3. Choose profession/domain.
4. Click on registration type.
5. Fill the Registration form.
6. Make the fee payment as directed.
7. For enrolment related queries, contact +91 9880030926; +91 8618321769 or mail to chrn.ind@phka.in

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PHA EVENTS ROUND-UP 2019-2020

PHA CELEBRATES 4th NATIONAL HOUSEKEEPERS CONVENTION & PHA ANNIVERSARY ON 18TH MAY 2019



Delegates at the Housekeepers Convention and PHA Anniversary celebrations on the theme 'Steering housekeeping towards sustainable development' at The Zuri, Bangalore



Lighting of the ceremonial lamp: (L to R) Guest of Honour, Mr. Niranjan Khatri, Founder i-Sambhav; Chief Guest Dr. Hariharan Chandrashekar, Founder BCIL and ZED Habitats; PHA Founder President and Chairman, Ms. Jayashree Nagaraj; Keynote Speaker, Mr. Rajesh C.P., MD, Atheos Institute of Skill Excellence; Guest of Honour, Mr. Sreenidhi S.K., MD, Oscar Murphy Life Strategies Pvt. Ltd.



Ms. Jayashree Nagaraj, Founder President and Chairman, PHA delivers her address to the gathering

Panel Discussion on 'Understanding luxury from a sustainability perspective' in progress: (L to R) Mr. P.K. Mohankumar, Promoter Director, Turnstone Hospitality; Moderator Dr. Sudhir Anand, Founder and Chief Mentor, Crystal River Management, Mr. Ram Gupta, MD, Business Consulting Group Global – FZC, UAE, Mr. Sriram kuchimanchi, Founder and CEO, Smarter Dharma; Ms. Ravinderpal Srivastava, EHK, ITC Kakatiya; Mr. C.G. Prasad, AVP-Technology, New Story Group





Panel discussion on 'New Technologies – A bane or boon for housekeeping operations and guest experiences' - (L to R) Moderator Mr. Harish Chandra, CTO, Sarovar Hotels Pvt. Ltd.; Ms. Usha Ramalingam, Corporate Housekeeper, Raintree Hotels; Mr. Jagdish Deval, EHK, Madhuban Resort and Spa; Ms. Jyoti Nair, Associate Director – Operations, GSH (India Pvt. Ltd.); Ms. Subhadra, Sai Housekeeping Services



Dr. Madhu Chandhok, Honorary Advisor, PHA, addresses the gathering on 'Sustainability in design, infrastructure development and green housekeeping'



Ms. Bharti Kalappa, Founder Secretary, PHA addresses the gathering



Enrapt delegates at the knowledge-share sessions



PHA Life members sing the PHA Anthem lead by Entertainment Partner RSG, the creator of the Anthem

PHA CELEBRATES 2ND NATIONAL YOUNG HOUSEKEEPERS CONVENTION AND PHA YUVA ANNIVERSARY ON 21ST SEPTEMBER 2019



Delegates at the Convention and PHA Yuva Anniversary celebrations at The Oterra Bangalore



Lighting of the ceremonial lamp: (L to R) -Chief Guest - Ms. Meenu Tognatta, Divisional Housekeeper, ITC Hotels; Ms. Jayashree Nagaraj, Founder President and Chairman- PHA, Guest of Honour, Mr. Venkatadri Radhakrishnan, Principal, IHM Bangalore; Ms. Ila Prabhu, Vice President Karnataka Chapter; Ms. Smritee Raghubalan, OUP Author and Chief Mentor, PHA Yuva



Chief Guest, Ms. Meenu Tognatta being honoured with green compliments by Founder President and Chairman, PHA, Ms. Jayashree Nagaraj

'What's the expectation?' – A colloquy of students & housekeepers with panellists Ms. Amandeep Kaur, EHK, ITC Gardenia, Bangalore; Founder Secretary, PHA - Ms. Bharti Singh Kalappa; PHA Yuva members; moderated by Chief Mentor, PHA Yuva, Ms. Smritee Raghubalan



PHA COLLABORATES WITH INDIA INTERNATIONAL HOSPITALITY EXPO 2019 AT GREATER NOIDA TO ORGANIZE 'HOUSEKEEPING HUSTLE' FROM 7TH – 10TH AUGUST 2019



PHA Life members at India International Hospitality Expo 2019 (L – R, 2nd onwards): Ms. Reena Tiwarri, PHA North Zonal Head; Ms. Bharti Kalappa, PHA Founder Secretary; Ms. Meenu Tognatta, PHA Mentor; Ms. Asha Premkumar, PHA National VP; Dr. Madhu Chandhok, Honorary Advisor, PHA; Ms. Smitha Mohan, PHA Karnataka Chapter VP- L&D; Dr. Malini Singh, Editor, PHA North Chapter; Ms. Gunjan Bisarya, PR and Media, PHA North Chapter; and Ms. Livleen Anand, PHA North VP (Punjab)



PHA COLLABORATES WITH AAHAR WAYS EXPO 2019 AT GOA TO CONDUCT VARIOUS COMPETITIONS AND SEMINAR FOR HOUSEKEEPERS AND BUDDING PROFESSIONALS ON 28TH AUGUST 2019



A housekeeping professional with his towel art at the innovative towel art competition



Housekeeping Quiz for Housekeeping Supervisors and Housemen being conducted by quizmaster Ms. Smritee Raghubalan, Chief Mentor, PHA Yuva at Aahar Ways Expo 2019, Goa



Ms. Asha Premkumar, National Vice President, PHA and Mr. Sachin from Aaharways giving away awards to the winners



Winning teams with PHA Committee members and Aaharways officials

PHA YUVA – KARNATAKA CHAPTER ELECTIONS HELD ON 21ST AUGUST 2019



PHA YUVA - Karnataka Chapter elections 2019-20 were held at AIMS Institutions. The elected board members were Ms. Ms. Kavya from AIMS, PHA Yuva VP, Ms. Ispita Borah from GCU as PHA Yuva VP- L&D; Mr. Unnikrishnan from AIHMCT as PHA Yuva Treasurer and Mr. Arbaz from AIMS as PHA Yuva Secretary

PHA COLLABORATES WITH GARDEN CITY UNIVERSITY AT THEIR ANNUAL INTERNATIONAL CONFERENCE 'TRANSITION 2019' ON 14TH MARCH 2019



Founder President and Chairman, PHA, Ms. Jayashree Nagaraj lighting the ceremonial lamp at TRANSITION 2019 on the theme 'Innovations in accommodation industry across the globe'. Also seen are Mr. Animesh, Deputy Housekeeper, ITC Gardenia, Mr. Jose Ramapuram, Director, Orange County Resorts; Dr. Sudhagar, Associate Professor, GCU



Founder President and Chairman, PHA, Ms. Jayashree Nagaraj addressing the delegates at TRANSITION 2019

National Vice President, PHA, Ms. Asha Premkumar judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019





Vice President – PHA Karnataka Chapter, Ms. Ila Prabhu judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019



Founder Secretary, PHA – Ms. Bharti Singh Kalappa judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019



Joint Secretary, PHA, Mr. Nishant Saxena judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019



PHA Life member Ms. Nagamani, EHK, St. Mark's Hotel, judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019



PHA Life member, Ms. Neerja Acharya, Director Housekeeping, Four Seasons Bangalore judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019



PHA Life members Ms. Poulomi Bhattacharya and Ms. Preetaya Guha, EHK, The Oberoi, judging one of the competitions at Best Young Accommodation Whizz Challenge during TRANSITION 2019



Founder Secretary, PHA Ms. Bharti Singh Kalappa giving away awards at TRANSITION 2020

PHA IS INVITED TO PARTICIPATE IN THE SYLLABUS REVISION MEETING FOR BSc. ACCOMMODATION OPERATIONS CONVENED BY NCHMCT, NOIDA ON 23RD JANUARY 2020



PHA Committee members Ms. Meenu Tognatta, Dr. Madhu Chandhok, Ms. Reena Tiwari, Ms. Madhu Dubey and Ms. Smritee Raghubalan with NCHMCT officials and faculty members at NCHMCT, Noida

PHA COLLABORATES WITH AIMS INSTITUTIONS AT THEIR ANNUAL HOSPITALITY WEEK ORGANISED FROM 1ST-7TH FEBRUARY 2020



PHA Committee members Mr. Thomas Mathew, Ms. Smitha Mohan, Mr. Siva, Ms. Ila Prabhu, Ms. Asha Premkumar and Ms. Smritee Raghubalan at Annual Hospitality Week 2020; Ms. Meenu Toganatta, Divisional housekeeper, ITC Hotels was Guest of Honour at events focussing on hotel accommodation operations

PHA YUVA COLLABORATES WITH AIMS INSTITUTIONS TO CONDUCT A WORKSHOP 'DÉCOR TO ADORE' ON 24TH AUGUST 2019



Workshop 'Décor to Adore' for PHA Yuva members of AIMS School of Hospitality organised with PHA Joint Secretary Mr. Nishant Saxena, Executive housekeeper, Gokulum Grand Hotels as resource person

PHA YUVA – NORTH CHAPTER COLLABORATES WITH AMITY UNIVERSITY FOR GUEST LECTURE ON 25TH SEPTEMBER 2019



PHA North Chapter Committee member, Dr. Madhu Chandhok delivers a guest lecture to Amity University students on 'Introduction to Hospitality Design'

PHA YUVA – NORTH CHAPTER COLLABORATES WITH AMITY UNIVERSITY AT THEIR NATIONAL CONFERENCE ON 'TRANSFORMATIONS OF TOURISM & HOSPITALITY INDUSTRY JOBS: PARADIGM SHIFT FROM INDUSTRY 3.0 TO 4.0' ON 25TH SEPTEMBER 2019



PHA North Committee members Dr. Madhu Chandhok, Ms. Livleen Anand and Dr. Malini Singh participate in the panel discussion on 'Women entrepreneurship in modern hospitality & tourism sectors - Issues and challenges' organised as part of the Annual Conference at Amity University

PHA COLLABORATES WITH DIVERSEY FOR EXCLUSIVE WEBINAR ON 30TH MAY 2020



Diversey team delivered a webinar to manage and prepare during COVID 19, exclusively for PHA and PHA Yuva members

PHA LIFE MEMBERS INVITED AS SPEAKERS AT WEBINAR ORGANIZED BY HOTEL GM'S GUILD, INDIA ON 5TH MAY 2020

HOTEL GM'S GUILD INDIA

WEBINAR

CUSTOMER / EMPLOYEES CENTRIC POST COVID 19 NEW PROTOCOLS

Speakers



Jagdeesh Manian
Head - Business (CEO) South Asia
Bureau Veritas India Pvt Ltd



Abha Dwivedi
Corporate Housekeeper
Fortune Park Hotels



Brijesh Rathore
VP, Asia Pacific
Global Strategic Accounts
Diversey India Hygiene PVT Ltd



Mrs Ravinder Pai Srivastav
Executive Housekeeper
ITC Kakatiya, Hyderabad

Moderator



Mohankumar PK
Founder, CEO - Turnstone Hospitality
Former Area Director Taj Luxury Hotels
CEO, Taj Gateway & Ginger.

Link - meet.google.com/ysz-wjxx-fom

LIVE - TUESDAY, MAY 5th, 3:25 PM ONWARDS

Call - 9060005005
www.hotelgmsguild.com

PHA Life member Ms. Abha Dwivedi, Corporate Housekeeper, Fortune Park Hotels; and PHA Telangana VP, Ms. Ravinder Pal Srivastav, EHK, ITC Kakatiya and Ms. Asha Pathania, AVP - Housekeeping, PVR Cinemas were invited as speakers at the webinar 'Customer/Employee centric post COVID 19 protocols'

PHA YUVA MENTORS ORGANISE RELEVANT WEBINARS FOR ITS MEMBERS DURING LOCKDOWN



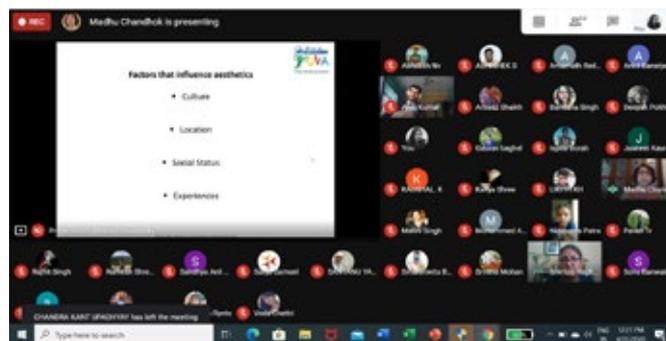
Mr. Dinesh, Director – Raenco Mills Pvt. Ltd. and Vendor member, PHA delivering a webinar for PHA Yuva members and mentors on ‘Selection of Bed Linen in Hotels’ on 2nd May 2020



Dr. Madhu Chandhok, Director & Founding Partner Pip2020 and Honorary Advisor PHA delivers a webinar on ‘Hospitality Design & A post COVID 19 Housekeeping Perspective & Research’ on 29th May 2020



Knowledge-share session on ‘Selection of Bed Linen in Hotels’ in progress



Knowledge-share session on ‘Hospitality Design & A post COVID 19 Housekeeping Perspective & Research’ in progress



Mr. Ram Samtani, CEO, Viman Apparels LLP and Senior Training Director – BNI Bangalore delivering a webinar on Challenges Are what make life interesting!! on 9th May 2020



Mr. Nishant Saxena, Joint Secretary PHA delivers a webinar on ‘Scope & growth in housekeeping careers’ on 6th June 2020



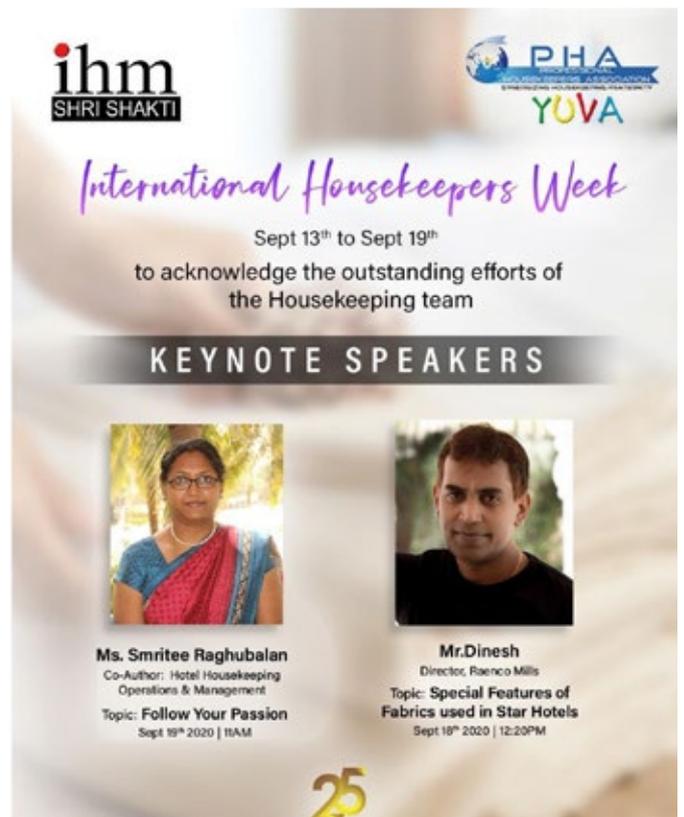
Motivating session ‘Challenges Are what make life interesting!!’ in progress



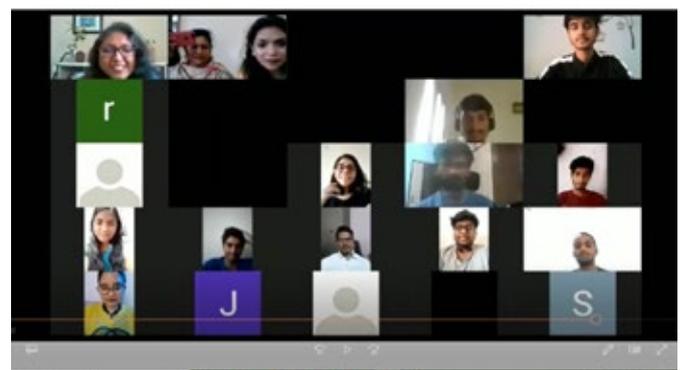
Motivating session on ‘Scope & growth in housekeeping careers’ in progress



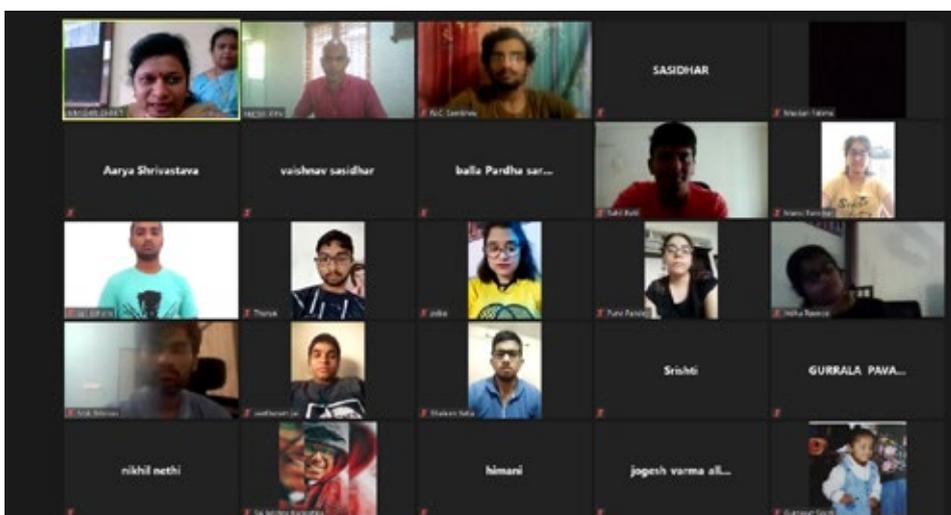
PHA Yuva North Chapter organised a webinar 'Paradigm shifts in career path for aspiring housekeepers' with PHA Life members Ms. Meenu Tognatta, Divisional Housekeeper, ITC Hotels; Ms. Namrata Marwaha, Corporate Housekeeper, The Leela Palaces & Resorts; Ms. Ruchika Kapoor, Assistant Corporate Executive Housekeeper, Sarovar Hotels & Resorts, Ms. Asha Pathania, AVP Housekeeping, PVR Ltd., Ms. Livleen Anand, Director, EFMS Facility Management Services as speakers for Amity University students on 9th May 2020



As part of International Housekeepers Week celebrations, PHA Yuva Telangana Chapter organised a webinar 'Follow your passion' with Prof. Smritee Raghubalan, OUP author and Chief Mentor, PHA Yuva, as the Keynote Speaker for IHM Shri Shakti students on 19th September 2020



Motivation webinar 'Follow your passion' in progress



As part of International Housekeepers Week celebrations, PHA Yuva Telangana Chapter organised a webinar 'Special features of fabrics used in star hotels' with Mr. Dinesh, PHA Vendor member and Director Raenco Mills Pvt. Ltd., as the Keynote Speaker for IHM Shri Shakti students on 18th September 2020



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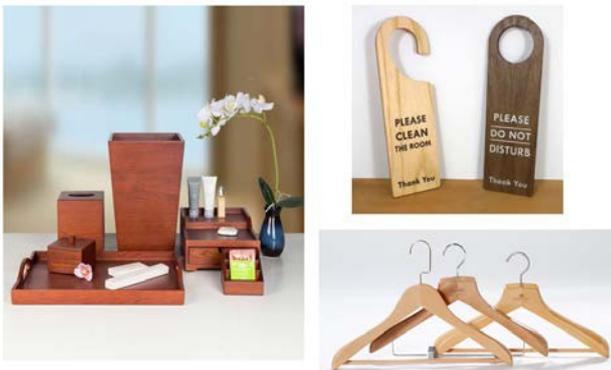
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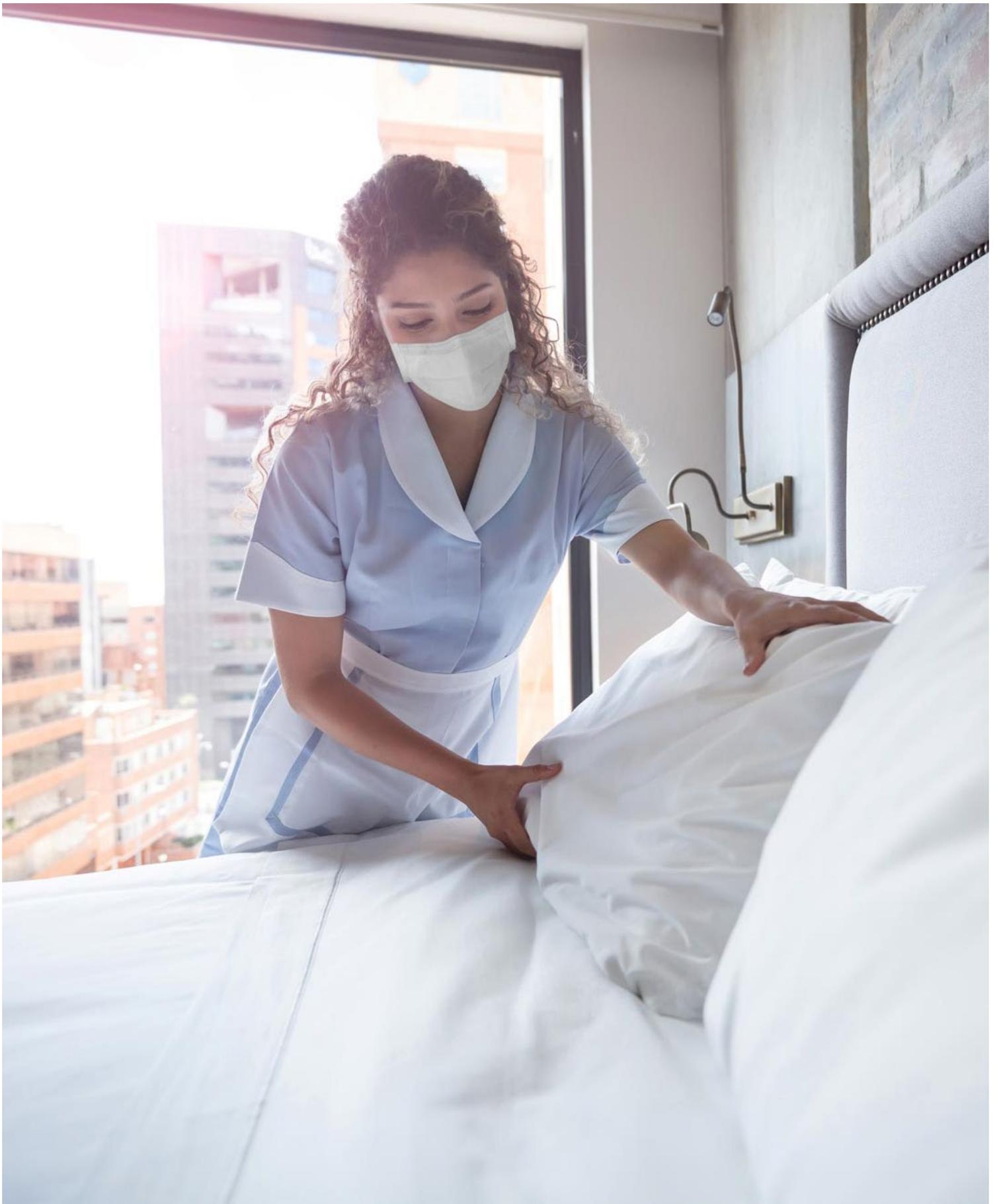
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