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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 FOUNDER PRESIDENT & CHAIRPERSON - PHA

Jayashree Nagaraj
Founder President & Chairperson, PHA

PHA was born to Indian hospitality on 21st May 2015; underway we had never anticipated that it's going to be so successful, to stage a huge group with countless professionals. At present, we are teeming with dynamic adherents working with the group directly or indirectly. Enthused by the response, we launched the PHA Telangana chapter on 27th

August 2016 followed by PHA North chapter on 10th March 2017.

We have had numerous knowledgeable, entertaining events in the past and everyone has been involved to give their best. PHA became so renowned in just 2 years since its inception that organizations started approaching us to collaborate and we were bound to introduce our second initiative; it was thrilling, though challenging, to start with PHA Yuva and soon, in 2017, PHA YUVA- Karnataka launched successfully, which I am extremely proud of. There was no stopping us thereon as we launched the PHA Yuva North chapter on 8th August 2018 and subsequently PHA Yuva Telangana chapter on 4th October 2018.

The future plan of PHA is to spread respectable synchronization of awareness to all our upcoming leaders. PHA is not only restricted to its senior members, who by now are on ground, it also helps the generation coming out of technical colleges or schools by providing them

knowledge and accomplishment to boost their morale and all together have some fun too. PHA would like to make efforts to facilitate jobs, by placing them in the best chains or 5-star hotels as Management Trainee etc.

The YUVA are in difficult situation due to the pandemic and our association members are striving to solve issues to make their life easier, this is to ensure what industry has given us we spread it in YUVA so that our culture is not diluted in future and it remains intact with new technologies.

Hospitality is an industry which has lots of challenges, in the past as well in present, and it will be so in the future too. Challenges will keep coming nonstop, as this is the industry which keeps changing day by day, especially now as there are many new technologies coming up. Hospitality industry never stopped operations even during COVID, however we have come up with innovative ideas, technologies etc. We were hygiene-conscious before and now we got new technologies of cleaning in their best way by protecting ourselves and others from these diseases.

PHA life members are continuously contributing the revised/new information and standards from time to time for growth of the group and benefit of the team members.



FROM THE MANAGING EDITOR'S DESK

Smritee Raghubalan

Managing Editor, Voice of Housekeepers (VoH), PHA

Co-author- Hotel Housekeeping Operations and Management,
Oxford University Press

Greetings from Professional Housekeepers Association!

As I gear up to bring out another insightful issue of Voice of Housekeepers, I am enthused by the spirit of the festive season and also discussions with some housekeeper friends. It is exceedingly heartening, to say the least, getting to know that the occupancy levels at most hotels have been very promising in the last quarter of 2021. Domestic tourists haven't let down the travel and hospitality industry and as the footfalls increase, the result is that, day in and day out, job advertisement messages for hiring hospitality professionals are inundating our mails and social networking platforms. This does give credibility to the saying I chose to mention in my last editorial, 'The greater your storm, the brighter your rainbow!'

As hospitality operations are going full swing, taking the new normal admirably in their stride, it reflects the triumph of the inherent, indomitable spirit of this industry. I always like to quote Sir Winston Churchill, as he said, "A pessimist sees the difficulty in every opportunity; an optimist sees the opportunity in every difficulty." Those who saw the opportunity in the pandemic, changed their gameplan and rode the high tide. In keeping with the 'survival of the fittest' adage, those who couldn't do so, shut shop and said adieu to the field.

However, it is to be hoped that those passionate hoteliers who were victims of circumstances, get back to their calling as the industry needs seasoned professionals. For a seeker, hospitality jobs shall be there, it's a matter of that right time when 'lady opportunity' would come knocking. To the youngsters who lost faith and quit jobs when the going got tough, I would say, if 'hoteliering' is in your veins, it will draw you back, somehow, anyhow.....

The industry which had ground to almost a crunching halt, has oiled its gears and is getting back to smooth running. With the hybrid mode of operating, as man and machine (technology) work in tandem, it will be worth watching out for the miracles they create together.

With this optimistic note, we present the next issue of our bi-annual e-Infazine 'Voice of Housekeepers' and hope it is received and read with the same overwhelming enthusiasm as the previous one. In case you



missed our previous issue, here's the link to access it <https://bit.ly/PHAJULY>

Wishing all a Happier New Year, 2022

Happy reading and stay safe!

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

SEASONED HOUSEKEEPERS FROM PHA INSPIRE PHA YUVA AT INDIA INTERNATIONAL HOSPITALITY EXPO 2021

A report by Voice of Housekeepers Editorial

Professional Housekeepers Association, associate partner of International Hospitality Expo (IHE) collaborated with IHE 2021 to organise PHA Housekeepers Forum on 26th September 2021. The event was graced by more than 60 industry stalwarts, hospitality representatives and students, the rest participating online. Committee members of PHA North Chapter took centre stage to organise the highlight of the show, a panel discussion 'Today Tomorrow Future is Yours', exclusively for the youth chapter of the association – PHA Yuva.

The event kickstarted with an enthused introduction to PHA and PHA Yuva by Ms. Bharti Singh Kalappa, Founder Secretary of PHA, on behalf of the Founder President and Chairperson, Ms. Jayashree Nagaraj. The gathering also got acquainted with the objectives and achievements of PHA via the PHA corporate movie. On the occasion, the PHA Yuva members, the students from various hotel management institutions, were addressed online by Mr. Kamal Kant Pant, Principal, IHM Pusa who delivered the keynote speech. In his speech, Mr. Kant stressed the need for competent manpower in hotel keeping and

highlighted that housekeepers were not only hotel keepers but hotel owners as they took care of every nook and corner of the hotel.

Post his address, the panel discussion 'Today Tomorrow Future is Yours' was announced and the dynamic moderator of the discussion, Dr. Madhu Chandhok, Advisor PHA and Founding Partner PIP 2020, was introduced to the gathering. Dr. Chandhok gave a short insight into the topic and introduced the panellists. On the panel were proud life members of PHA, Ms. Meenu Tognatta,

Divisional Housekeeper, ITC Hotels; Ms. Reena Tiwarri, Former Head-Administration & Operations, Artemis Hospital; Ms. Asha Pathania, AVP Housekeeping, PVR Ltd.; Ms. Meenakshi Shrivastava, Customer Experience Consultant, Leadership Trainer - OCLD; and Ms. Bharti Singh Kalappa, Sr. Maintenance Manager, Landside Services, BIAL, who replaced Ms. Anka Arora on the panel.

On being asked what the Yuva of today needed to focus on today and tomorrow, Ms. Meenu Tognatta emphasised that if the youngsters were ready to multitask, work with zeal and enthusiasm to meet expectations of today's customer, there was no stopping them in becoming the best of professionals. Both Ms. Tognatta and Dr. Chandhok accentuated the importance of youngsters having a good mentor to guide and bring the best out of them. Dr. Madhu went on to pose the question to Ms. Bharti as to what the difference was in the facility planning role she now handled as compared to her previous hospitality background. Ms. Bharti put forth the concept that in hotels where housekeepers had a time frame in cleaning and upkeep, at a facility such as airport, any customer could be an appraiser, in the sense that they could post the cleanliness and upkeep standards on social media. She pointed out that where in hotels the housekeeper has rooms and public area, at airports the scope is much larger as it is sheer vastness of public area that they have to upkeep.



PHA Housekeepers Forum

SEPTEMBER 26th 3:30 to 4:15 p.m.



**ANKA ARORA, GENERAL
MANAGER, CBRE**



**ASHA PATHANI, AVP HOUSEKEEPING, PVR LIMITED
(NATIONAL & INTERNATIONAL PROJECTS &
OPERATIONS)**



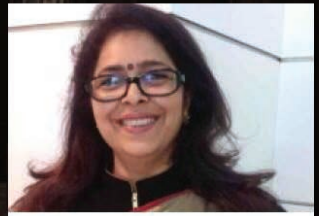
**MODERATOR: MADHU CHANDOK, PRESIDENT - WICCI
DELHI NCR HOSPITALITY & TOURISM COUNCIL,
FOUNDING PARTNER PIP 2020, CORE ADVISORY HPMF,
ADVISORY PHA**



**MEENAKSHI SHRIVASTAVA, CUSTOMER EXPERIENCE
CONSULTANT, LEADERSHIP TRAINER/ OBEROI
CENTRE OF LEARNING AND DEVELOPMENT**



**MEENU TOGNATTA, HOUSEKEEPING,
DIVISIONAL HEAD, ITC HOTELS**



**REENAA V TIWARRI, HEAD
ADMINISTRATION & OPERATIONS,
ARTEMIS HOSPITAL**

as a subject brought to the table for our own overall development, Ms. Meenakshi Shrivastava said that housekeeping is not just about cleaning, it is about people management, be it employees or the guests; she pointed out that housekeepers were a 'bundle of energy'. She also mentioned that housekeepers were great organisers and planners as they made so many things happen in hotels. She emphasized on the fact that the glamour quotient a hotel or a hospital or an airport has, is because of housekeeping. She gave a valuable tip to the youngsters that they must not refer to themselves as chef, or housekeeper; they should call themselves as hoteliers or hospitality professionals, as this portrays their flexibility in

She emphasized that whatever the field, the basic focus remained the same – cleanliness, upkeep and maintenance, at the same time doing things differently.

Upon being asked to share her career path changing milestones and the current challenges, Ms. Asha Pathania inspired many by saying that it is the housekeepers who actually build the hotel brands, but unfortunately till now were hardly given their due. She mentioned that where the housekeepers were unsung heroes earlier, the pandemic brought them to the forefront. The pandemic made all realise the importance of housekeepers, who earlier remained in shadows serving and making guests comfortable, providing safety, but never being seen themselves. During the pandemic, she said her multiplex company created a software where employees could upgrade their learnings and share challenges.

Where industries were laying off employees, she led her team in sanitizing employee homes and their neighbourhoods. She advised the Yuva to follow their aptitude at the same time mentioning that housekeeping was one department that could encompass all their skills.

Ms. Reena Tiwarri was then asked by the moderator to share her learnings and direction with the youth for today, tomorrow and future and she began by asking the youngsters what their greatest fear was in the current situation and to share this with her by the end of her talk. She went on to outline her incredible career journey from computers to hotels and finally to healthcare. She advised the youngsters to keep the learning paths open and go out of the comfort zone at the right time to take up new challenges.

Answering the question posed by the moderator as to what housekeeping

career options. She also mentioned that housekeeping taught her attention to detail and this is very important in whichever department one is in, so that they know what the customer wants. In her very positive closing note, the moderator, Dr. Chandhok advised the Yuva to make a five-year plan for themselves. The Yuva must relate to today, be ready for tomorrow and be very futuristic in approach. And finally, she gave them a live analogy - to climb a staircase and not try to go up a ramp. The session closed with the PHA Yuva anthem being played in the background.

Voice of Housekeepers salutes the panellists and dedicates the picture story section at the end of this edition of Voice of Housekeepers to PHA collaboration with IHE Expo -2021.

The little wonder called 'Nanotechnology' in housekeeping



Sanju Samuel
Hospitality Consultant
Tecxotic
PHA Vendor member

Introduction

Nanotechnology is the science of producing and utilizing nano-sized particles that measure in nanometers (1nm = 1 billionth of a metre). Nanotechnology allows the engineering of nano scale particles and coatings. Nanotechnology has been around for a couple of decades now, though the original concept was discussed way back in 1959. The American physicist Richard Feynman was the pioneer in the field of nanotechnology. The first book on the subject was published by K. Eric Drexler in 1986, Engines of Creation: The Coming Era of Nanotechnology.

Current applications

Nanotechnology has come a long way from being a concept to being available in our daily lives without us even knowing or noticing it! The practical application of the concept is all around us - in our homes, workspaces, hospitals, medical equipment, automobiles, phones, electronic devices and much more!

Ceramics

The most common usage of nanotechnology that we see today

in housekeeping related fields are in the ceramic washbasins, bath tubs, urinals and WCs. The nano coating on the top layers of these products ensures that they remain clean for long and are less prone to stains, germs or dirt accumulating on the surface. Cleaning becomes easy and less use of chemicals in the long run are the advantages.

Glass & tiles

The glass and tile surfaces in guestrooms will eventually be coated with nanotech products and we can dream of a day when shower cubicles and the walls of a bathroom don't need to be scrubbed down anymore! Hotels & resorts could save a minimum of 5 minutes per room per day by avoiding the scrubbing/cleaning of the glass partitions of the shower cubicles. The time and cost savings will be huge for the hospitality industry and Mother Earth will be smiling in the long run. Imagine the amount of chemicals and water that can be saved going down that drain every time we clean the shower cubicles!

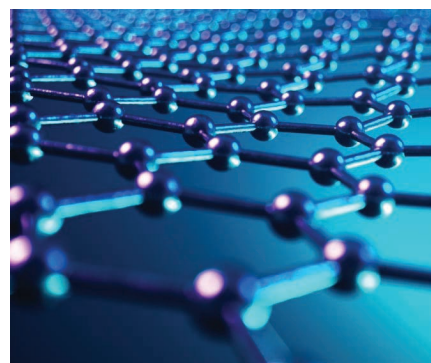
Dusters

Microfibre dusters are another

wonder product derived from nanotechnology. It helps housekeepers clean and maintain surfaces dust-free, static-free and streak-free with minimal efforts. These dusters are also long-lasting and durable as compared to other materials.

Mirrors & metal surfaces

Mirrors and other glossy surfaces remain fingerprint and smudge free - thanks to nano coatings. Silver-nanotechnology helps in maintaining the surfaces microbe-free. Heavy touch points like handrails, door knobs, grab bars, washbasin taps etc. are coated using silver nanoparticles which reduces the need for constant disinfection.



Fabric & Carpets

Fabric surfaces like curtains, upholstery on furniture etc. are already available with stain-repellent coatings. These too are derived from nanotechnology. There are companies that offer services to coat your existing sofas, chairs, curtains and even carpets with stain-repellent materials. If we follow their instructions of daily maintenance, the results are truly wonderful and long-lasting.

Nanotechnology products in the market

There are ready-to-use products already available in the market that can convert your regular surfaces to nanocoated surfaces. We can see this being used in the automobile industry, commonly known as ceramic coating, but is actually based on nanotechnology.

One may watch a video on nanotechnology products in use - <https://www.youtube.com/watch?v=BvTkefJHfCO>

(The video is for educational purposes only. Author does not endorse the product.)

Care & maintenance of nanotechnology surfaces

With the changing times, it is very important that we as housekeepers understand and learn about the latest products and technologies that are being offered to us. While we maintain the core spirit of housekeeping operations, we must research on, learn and adapt to the new ways of technology and science. Operations teams need to learn the do's and don'ts of such products during daily and periodic cleaning procedures. Use of incorrect methods, cleaning agents etc. can severely damage these delicate surfaces coated with nanoparticles and they will cease to give us the desired results in the long run. Hence, it is very important to understand such implications and ensure that the senior leadership in the housekeeping as well as engineering team knows about this and the same knowledge is imparted to the teams in both departments who handle such products with nanotechnology.

The operations team should get details of cleaning methods and safe chemicals to use on such products from the manufacturer. For larger

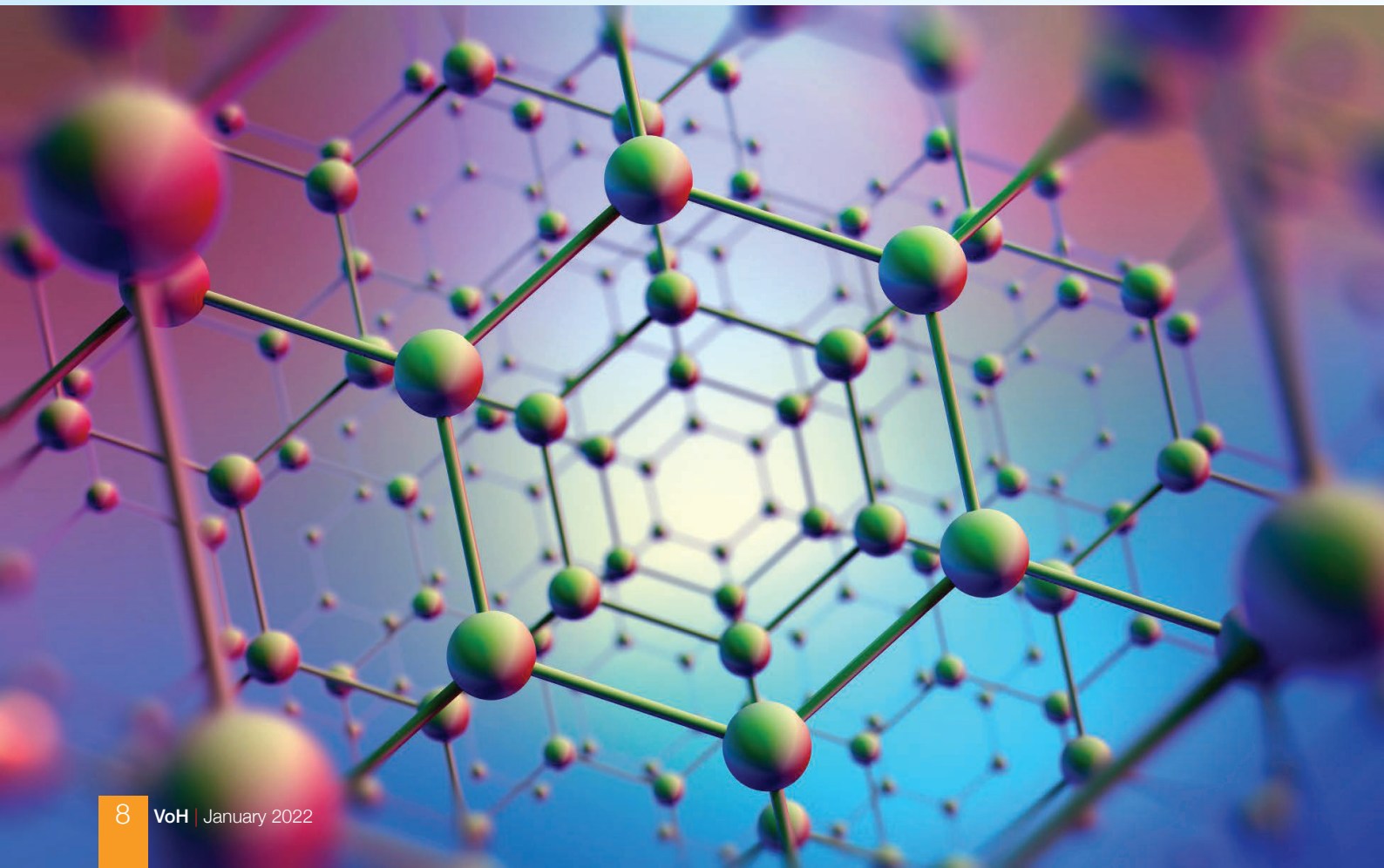
operations, it is advisable to have the manufacturer's representative take the initial training session in such scenarios and then handover the necessary documents for future training and maintenance.

Conclusion

Overall, the use of nanotechnology in hospitality industry will have the following long-term advantages:

- Easier to clean & maintain
- Lesser use of chemicals/cleaning agents
- Lower frequency of cleaning and hence reducing the manpower requirement
- Lesser use of water for cleaning
- Overall reduction in the carbon footprint of the hotel/resort/establishment

With the advent of new viruses and diseases, and the expectations of clients in terms of cleanliness and hygiene increasing day by day, nanotechnology is the way of the future for the hospitality & cleaning industry. The next decade will see huge leaps in this field and will produce amazing products that will eventually make our lives and jobs a lot easier!





HOSPITAL HOUSEKEEPING – CHILDREN OF A LESSER GOD



The smooth functioning of any institution depends largely on the members of staff at the bottom tiers of a hierarchical setup. Such members are most often never recognised even though it would be nearly impossible to go on without them. The housekeeping department of a hospital is the perfect example of such people who are never given their due credit for providing their services which in turn help support the hospital in every step of the way.

The housekeeping department is responsible for a wide range of work that extends from keeping the premise clean and sanitised, to carefully disposing off surgical waste, collecting laundry, maintaining and replenishing supplies such as towels, blankets, soaps, shampoos, providing linen and uniforms, etc. The extensive nature of the work makes them as much a caregiver as their other counterparts.

The importance of housekeeping in a hospital was only realised around the 1850s. It was only then that there was an increased awareness about

the necessity of housekeeping which revolutionized the way in which the department functioned all over the world. It pertained to services committed towards maintaining a sanitized, non-polluted and clean hospital environment contributory to patient care.

Traditionally, hospitals always had the reputation of being unhygienic and a breeding ground for disease and bacteria. Bad odour, infection laid spaces and contaminated environments are what hospitals were better known for. It was the nurses who took care of matters such as these. But with time, people realised that they needed a team of people committed to taking care of these issues and more, and thus the housekeeping department came into being and took responsibility for matters such as these.

Gradually the responsibilities grew to include many facets such as infection control, quality of care, scientific management of biomedical waste, integrated pest management, inventory and

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Vice President – PHA – Kolkata Chapter

equipment management, personnel administration, administrative controls and risk management.

Housekeeping is also responsible for the upkeep of the aesthetic appeal of the institution. When a patient is looking to get admitted in a hospital, the first impression plays a major role in helping build trust and that is what helps the hospital garner a positive reputation in society. It is none other than the housekeeping department that helps instil this trust in people by maintaining impeccable standards of cleanliness and hygiene.

Effective housekeeping services have a positive impact on staff, visitors and patients alike. It plays a major role in boosting the morale of those who work there which in turn helps them provide quality comfort and care to the patients thereby lending a positive experience to them, thus

helping speed up the process of recovery.

Housekeeping is also responsible for the beautification of the inner spaces by means of interior decoration through horticulture, landscaping and gardening. They help create a more nature inspired atmosphere because nature is believed to have healing properties. This plays into the main goal of the hospital which is to create a comforting, healing environment for all its patients.

Today, quality has become a necessity in healthcare. Patient is the centre of all patient care activities as is similar in other service sectors. Thus, housekeeping is becoming essential not only for improving patient satisfaction but also from the regulatory and marketing perspective.

To further support this growing need, the Ministry of Health and Family Welfare (MoHFW), Government of India, launched a national initiative, 'KAYAKALP', on 15th May, 2015 to promote cleanliness and enhance

the quality of public health facilities. The purpose of this initiative is to appreciate and recognize the efforts of the health facilities to create a healthy environment. The guidelines for this initiative were also issued to enable all such health facilities maintain certain standards and enhance the quality of healthcare.

The main objectives of the 'Kayakalp' initiative are:

- To incentivise and recognise such public health care facilities that show exemplary performance in adhering to standard protocols of cleanliness and infection control.
- To inculcate a culture of ongoing assessment and peer review of performance related to hygiene, cleanliness and sanitation.
- To create and share sustainable practises related to improved cleanliness in public health facilities linked to positive health outcomes.

Housekeeping service in a hospital is the spine upon which all healthcare activities depend. It is an activity which is performed in every nook and corner of the hospital. As already mentioned previously a hygienic hospital always inspires confidence within the patient with respect to the quality of care he/she is going to receive. An efficient housekeeping department helps in prevention and control of hospital infection which further reduces the average length of stay (ALS) of the patient and reduces the cost of medical care and suffering of the same. This in turn enhances public relations and helps achieve patient satisfaction.

L. Broome has comprehensively summed up the functions of the housekeeping service as, "Anything that seriously has to do with housekeeping is of social and economic consequences to everybody. In fact, housekeeping is an important variable in ensuring quality assurance in hospital". It is no way the child of a Lesser God.



Importance of maintaining positive employee morale in hotels and a hands-on assessment tool for leaders in hotel industry

Employee morale refers to how the employees feel and work with the hotel from day one of joining until the last date of association with the hotel. The word morale indicates the confidence, enthusiasm, and discipline of a particular employee or a group of employees. The morale can be positive or negative. The success of the hotel's departmental operations and overall accomplishment of the hotel's objective mainly depend upon the employees' morale.

If the hotel employees have positive morale, leaders can witness high quality of products and services delivered to the guest, high operational efficiency, better coordination among the team members, maintainance of the cost of the operations, higher business revenue, enhanced guest satisfaction score and mainly reduced attrition rate.

Similarly, if the hotel employee has negative morale, leaders can observe frequent lapses in the products and services offered to the guest, difficulty in achieving operational efficiency, lack of coordination among the team members, reduced business revenue, dip in guest satisfaction score and increased attrition rate.

The success of hotel operations is purely in the hands of the employees, and the mantra for success is maintaining positive employee morale at all times.

Right from the emergence of COVID-19, the hotel industry across the globe was hit very badly, resulting in a major challenge in running the hotel operations.

This pandemic also helped the employees to know the real face of

the hotels. Some of the hotel brands and leaders took an easy option to terminate the employees, especially the operational level employees, to reduce the cost of hotel operations, some hotels forced the employees to surrender their resignations, others asked the employees to go on leave without pay, and some even asked the employees to work without pay. Such immature and unhumanitarian decisions have negatively impacted the morale of the employees working in hotels.

Interestingly, several well-known Indian and International brands and their leaders showcased their ethical values for the employees by ensuring that their employment is not affected due to pandemic. Leaders were involved in innovating the hotel business operations, engaged the employees in learning and development activities and extended all necessary support to survive during the pandemic. These actions directly impacted and contributed to the positive employee morale.



Dr. D. P. Sudhagar

Founder & Creator- CLICK HTI
Associate Professor, Director-IQAC,
CEO- GCU Incubation Centre & Dean-RIC
Garden City University, Bengaluru
PHA Life member



The hotel owners and leaders working in hotels must understand the fact that performance in the workplace is purely in the hands of the employees. No standard operating procedure, audits, micro-management, and threatening will get the best performance from the employees. Instead, the hotel owners and leaders must focus on boosting employee morale genuinely and transparently. The employees must feel the genuine care and concern shown by the hotel owners and leaders during their association with the hotel.

A simple assessment to know your hotel employee morale is given below. The assessment comprises 20 statements with Yes or No responses. If the answer to a statement is Yes, give a score of 5 marks, and if the answer to a question is No, give a score of 0 mark. Calculate the overall score and check the result's interpretation matrix given at the end to know the probable employee morale score of your hotel.

To know the true score for your hotel, you must be genuine in selecting the response which correctly reflects the current status of the hotel.



Hotel employee morale assessment scale

S. No	Statements	Yes/No	Your Hotel Score
			Yes - 5 marks No - 0 mark
1	All my colleagues and I wear a smile at all the times in the hotel, not just limited to smiling at the guest.		
2	My hotel has a clearly defined standard operating procedure, and all the employees are adequately trained before starting their work.		
3	We always pre-plan our department and hotel operations and keep our employees informed.		
4	All my colleagues and I showcase genuine enthusiasm and passion for work at all times.		
5	We allot separate time for our employees to undergo learning and development programmes and do not ask them to attend the training during their break time.		
6	Our hotel operations do not force or create a situation where the employees need to work for more than acceptable hours.		
7	Our hotel always keeps the communication channel open and transparent for the employees to report their concerns and challenges.		
8	Our hotel has clearly defined career mapping for every employee working in the hotel.		
9	Our hotel conducts frequent employee engagement activities.		
10	Our hotel provides a competitive salary to all the employees.		
11	Our hotel provides good facilities such as restrooms, laundry services to all the employees.		
12	Our hotel provides mentoring support to all the employees to handle challenging situations.		

13	The leaders and the supervisors always empathize and provide support for the staff to attend to their critical personal commitments.		
14	Our hotel always encourages employees to grow and develop within the organization.		
15	Our hotel provides regular updates to all the employees on the events and other activities happening in the hotel.		
16	Our hotel has a platform for employees to contribute their innovative and creative ideas towards hotel operations.		
17	Our hotel has an award and reward mechanism for the best performing employees and a mechanism to handle the non-performing employees.		
18	Our hotel encourages the employees to share their feedback about the employment, and the feedback is viewed as room for improvement, not as a complaint.		
19	Our hotel regularly collects feedback from all the employees working in the hotels.		
20	Our hotel has sufficient employees, equipment, and infrastructure to manage the hotel operation as per the required standards.		
			Total Score

Source: Scale developed by the author

Hotel employee morale result interpretation matrix

A score of 90-100	Outstanding employee morale
A score of 80-90	Excellent employee morale
A score of 70	Good employee morale
A score below 70	Needs immediate intervention to improve the employee morale



In summary, during this pandemic time, hotel owners and leaders must find ways and means to innovate the hotel operations to take care not only of the guest but also the employees. The hotel employees determine the overall success or failure of the hotel operations. If it is to be, it is up to them. Being genuine, transparent, and keeping active communications with employees will boost their confidence and satisfaction, leading to positive employee morale.

SAHIBA STAIRLIFTS & STAIRCLIMBERS

CWS SELF CLEANING TOILET SEAT

Sahiba
STAIRLIFTS
STAIRCLIMBERS



- GERMAN & SWISS TECHNOLOGY
- 21ST CENTURY WASHROOM PRODUCT
- CWS CLEANSEAT CLEANS, SANITISES AND DRIES THE SEAT AFTER EACH USE AUTOMATICALLY
- ESTABLISHED PRODUCT IN EUROPEAN HOTELS, MALLS, RESTAURANTS, AIRPORTS, CORPORATE FACILITIES, POWDER ROOMS, MEDICAL CENTRES
- IN USE IN EUROPE SINCE LAST 10 YEARS WITH CUSTOMER BASE OF OVER 100,000 LOCATIONS
- DISTINGUISHING AMENITY THAT SHOWS YOU CARE
- CAN FIT ON YOUR EXISTING WC



SELF CLEANING TOILET SEAT FOR 21ST CENTURY WASHROOMS



Col. I.S. Rekhi (Retd.)
Advisor,
Sahiba Stairlifts
PHA Vendor member

**“Washroom hygiene is vital part of human hygiene.
It is essential and not a Luxury.”**

The toilet seat dates back 2,000 years to the Han Dynasty in China, when it was simply made of stone. In ancient times, a toilet seat was a luxury. It evolved over the years with new inventions in water closets (WC), flushing systems, sewage/drainage systems, personal cleaning systems and seats. The concept of toilets at home and public places also evolved.

It was actually 300 years earlier, during the 16th century, that Europe discovered modern sanitation. In 1596, the first flush toilet was invented by Sir John Harington. In 1775, inventor Alexander Cumming was awarded the first flush-toilet patent. It is also widely believed that Thomas Crapper designed the first flush toilet in the 1860s. Also in 2500 BC, in Mohenjo-Daro, there existed highly developed drainage systems where waste water from each house flowed into the main drain. In 1858, the sewerage system was introduced

at Calcutta.

It was around 1900 that the institution of bathrooms came in vogue in Europe. In India, the concept of Gusalkhana (bathroom) was established by the Mughal kings in 1556. In Italy, there apparently was an issue with toilet seats as they used to break because people would stand on them because they were not kept clean enough to sit on, so they consigned their toilet as seatless.

While the above were primarily developments in the flushing, water closet (WC) and sewage systems, the WC evolved with a variety of flushing systems, washing/cleaning systems, variety of seats in terms of comfort and aesthetics etc. Mankind has been working on washroom technologies over the years. However, cleaning of the seat which was soiled/wet after use remained largely unaddressed though there are some solutions. Largely, it is left to

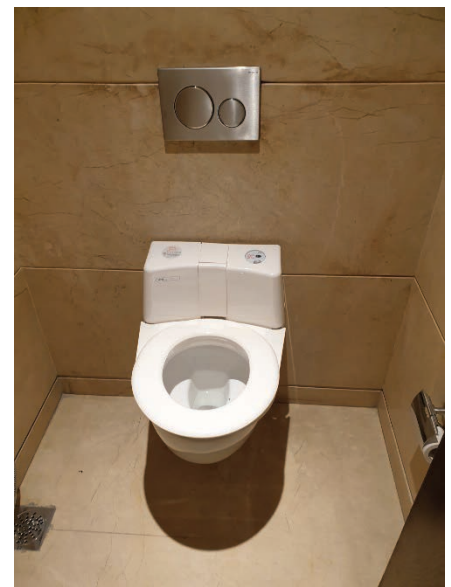
the janitor to clean it after every use.

The Self Cleaning Toilet Seat (SCTS) fills the need for a simple, effective, economical solution that provides a value added service and increased peace of mind; a distinguishing amenity that demonstrates that you care. The Self Cleaning Toilet Seat is an established product in the washroom hygiene industry in European hotels, restaurants and corporate facilities. It has been in use for over 10 years in Europe, and has a customer base in more than 1,00,000 locations. It is designed primarily for commercial restrooms.

The Self Cleaning Toilet Seat is designed with a purpose to automatically ‘Clean, Sanitise and Dry’ the seat after each use. The Cleaning process is activated on the user getting up from the toilet seat or waving a hand over the sensor. The SCTS is installed on existing WCs and can fit onto most of the

modern WCs. It does not affect the flushing system which remains as it is. The SCTS has the following major components:

- a. Toilet Seat Ring (with motor and activation switch) which rotates on activation.
- b. Cleaning Sluice which has a rubber brush which extracts and cleans the seat as it rotates.
- c. Compartment which contains the cleaning liquid.
- d. Electronic compartment which houses the sensor, PCB, pump for cleaning liquid and motor to extract and retract the Cleaning Sluice.
- e. Works on dry cell batteries.
- f. Has a cleaning liquid which is used to clean and sanitise the seat.



The Self Cleaning Toilet Seat is an essential product in common, personal and commercial washrooms. It is a concept which has been validated over a decade at over one lakh locations in Europe. It conveys that **“You care.”**

Transition OF HOUSEKEEPING CAREER OVER THE YEARS



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

Housekeeping was not a career choice of students from hotel management colleges. There were more graduates from other streams working as housekeepers than the ones who were trained in it. When I graduated in 1997 from IHM Mumbai and joined a reputed hotel group we were only 5 Management Trainees from all over the country, who had taken Accommodation Management as a career. We were a batch of 45 Management Trainees who had joined the reputed hotel group.

The hotel's housekeeping department was dominated by lady supervisors and managers whereas the room attendants were all men. This was about 25 years ago. It made me wonder why men couldn't be good housekeepers. I felt that there was a need and also that there were plenty of opportunities not only in India but across the globe. In fact, in some countries male housekeeping managers were preferred due to their socio-cultural fabric and work

demands.

Housekeeping is a science more than an art. It requires men, material resources and machines in a good balance. It also needs one to have an exceptional eye for detail and good people skills. Can men and women be different at these qualities? To me it's a 'no'; moreover, men may be open to different shift timings, which can be an advantage for the hotel.

It requires one to prepare for the job and when I was in catering college, I knew I had to take up accommodation operations as there was so much to learn. We were handling interiors, taking care of all the areas in the hotel, be it guest floors, lobby, restaurants and other public spaces such as lawns and gardens. Also, we had a fabulous inventory to maintain and manage; thrill of work handling

the largest department in terms of manpower and area covered. There was something new to learn each day. The amenities were changing, the chemicals were improving and more automation was coming in the department. I joined the industry at the time of this major transition. SOPs were being made for all operations and were getting perfected.

I think a lot has changed in the last two decades. Today, when you walk into any hotel, you'll find quite a few male housekeepers. Many executive housekeepers are men and housekeepers, irrespective of their gender, are also going on to becoming the hotel general managers or managing directors.

Some observations over the years have been as follows:

Then	Now
Room Attendant – did only room cleaning	Batman- does most of the work in the room
Single Attendant Assignment	Buddy Attendants Assignment
Multiple entry system for different jobs	Single entry system carrying out all jobs
Knock the door / Ring the Bell...	Employee ID card as a key
Basic room amenities	Anticipatory room amenities
Bulky maid's carts	Smart carts
Evening turndown service	Tailored turndown service

Room attendants are multi tasking in a big way

Apart from cleaning rooms, room attendants run engineering errands, carry out mini bar and F&B replenishments; they are also a part of the team cleaning assignments. Some room attendants are self checkers- they inspect their own cleaned rooms and clear them as vacant rooms. This is an example of empowerment and succession planning.

Smart carts have been the game changers

Inspired from existing luggage strollers, polymer construction is durable and easily cleaned - lowering the maintenance costs. Smart carts are flexible, expandable and have integrated cabinet system. Easy add-on accessories make them very user friendly. Locking door kit and side storage kits are a blessing to the users. They are also ergonomically designed which makes them a must for all hotels.

Use of Personal Digital Assistant (PDA)

The users can view work schedule for the day as well as guest profiles, housekeepers can change the room statuses, maintain departure

checklists, monitor deep cleaning and preventive maintenance schedules etc. They can also post consumption charges using PDA. These devices have made work effective and efficient; everything can be done on the go.

Maintaining public areas the new way

Public areas such as lobbies and washrooms are manned round the clock. Mood lighting is used in lobbies and in guest corridors. Peppy music adds to the fun in the public area ambiance. Hotels go in for periodic décor change and are using de-stressing colors. Emphasis is on minimalistic, classy and stylish visually appealing arrangements. Hotels are also using aroma therapy oils in A/C ducts and ozonisers are being used in restaurants. The ashtrays outside the elevators are replaced by holders filled with fruits or chocolates.

Laundry has been revamped

24-hour laundry service and express pressing services are the highlights of the modern hotel laundries. They also provide steam ironing rods in rooms. Some hotels create delight for the guest on arrival by providing complimentary pressing of clothes. Laundry staff is also trained in handling designer wear clothes and treatment of different fabrics.

Product/ amenities experience in guest rooms

Hotels are providing excellent amenities and products for guest use such as a collection of herbal teas, pillow menu, personalized stationary/linen, packaging material and beyond. They are also keeping a stock of mobile massage chairs,

aroma diffusers, pen drives, MP3 radio, clocks, mobile chargers and special adaptors for guest requests. Other accessories for convenience are smart private bars (RF tags) and remote-controlled locks. Hotels are going beyond amenities to create guest delight such as laptop cleaning, towel origami and keeping an iron and ironing board in the guest room. Other highlights in the guest room being concealed plug points and most of the maintenance can be carried out from outside the room; thus causing least inconvenience to guests.

Environmental consciousness

Hotels have smart STPs and the water is being used for gardening. They are also using solar panels for heating water. Another step in this direction is treating used water before it is released into the environment. Most hotels make use of environment friendly cleaning agents, amenities and recyclable guest supplies. They are restricting the use of plastic in any form, becoming minimalistic wherever possible and are making use of herbal products, emphasis being on sustainability.

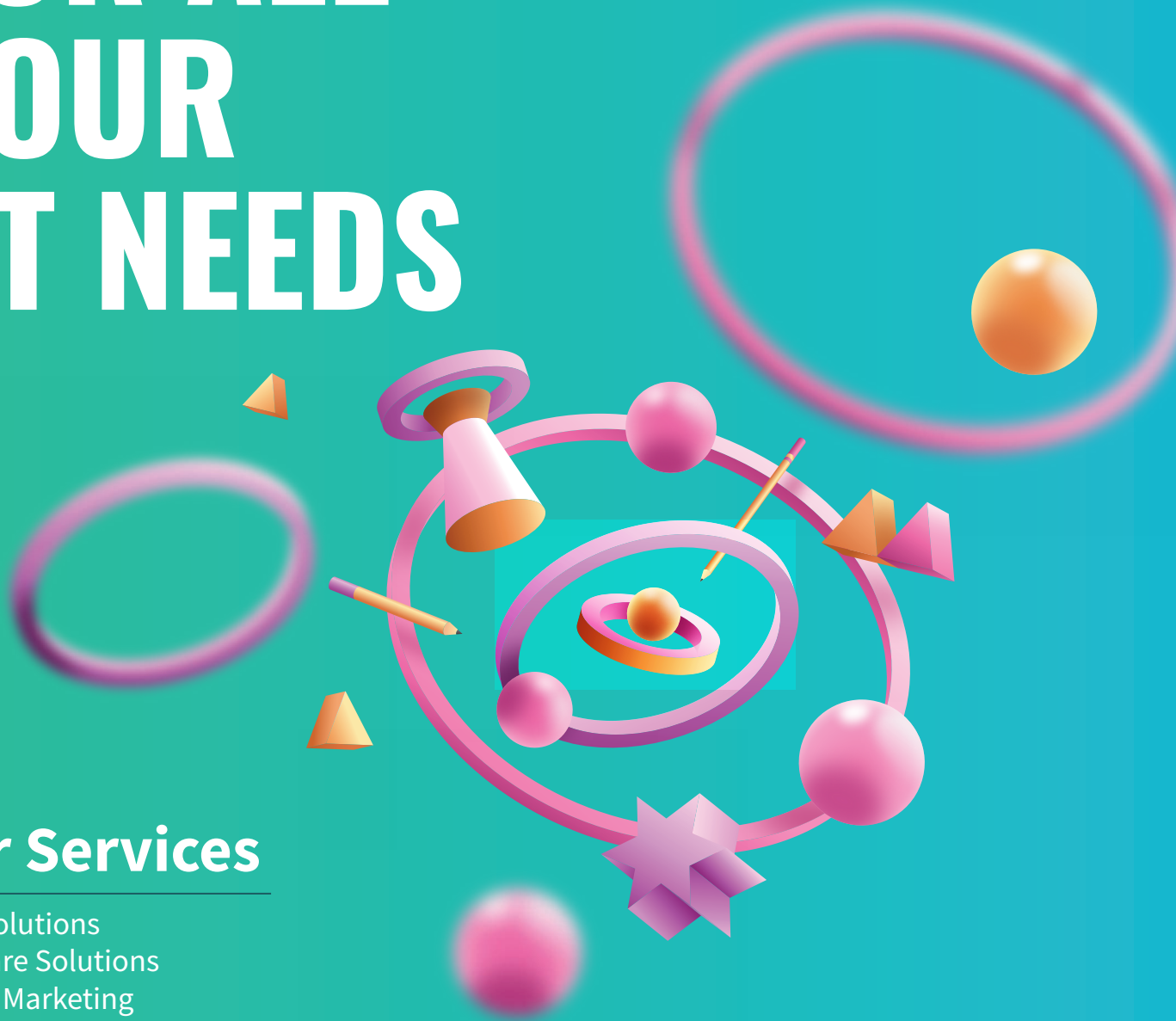
The new age housekeeping

Housekeeping has moved beyond cleanliness, maintenance and aesthetic upkeep of a property. It has come to the forefront of hotel operations with the new hygiene requirements and housekeepers have become hygiene officers. This has brought about newer dimensions to the scope as well as career opportunities for the housekeeping professionals within the hospitality industry and other sectors alike.





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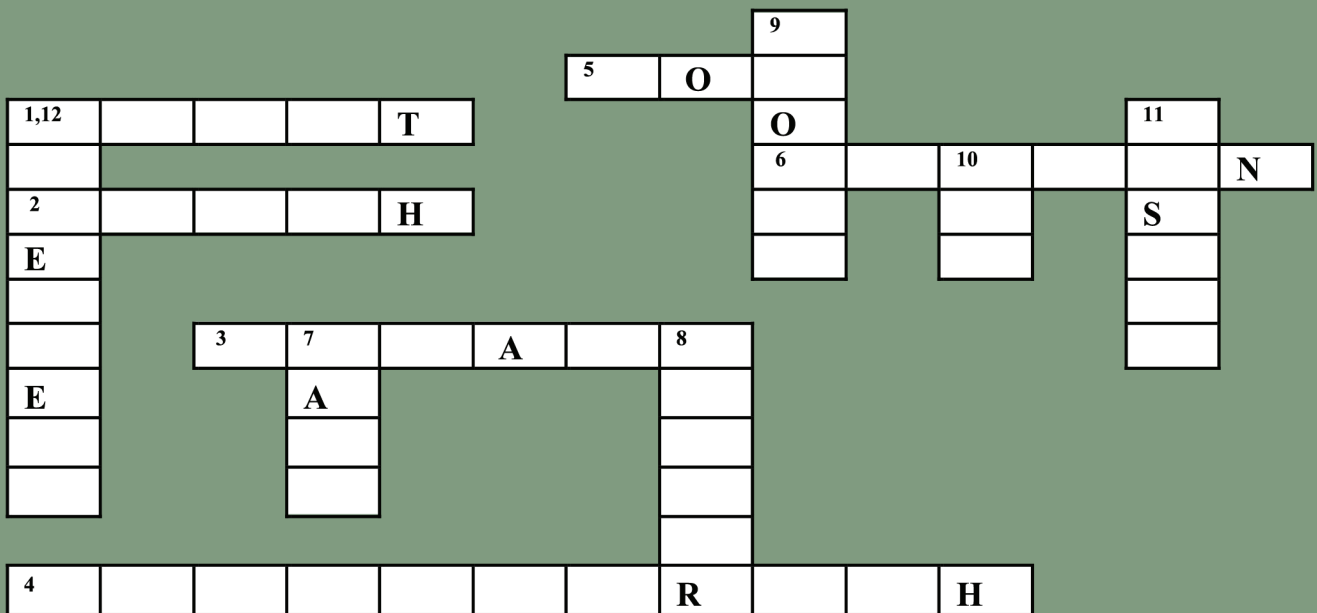
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VoH W CROSS WORD



Sachin Kumar
Alumni- IHM Bangalore
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ACROSS

- 2 - USED FOR EMERGENCY LIGHTING
- 3 - USED TO REMOVE STAINS FROM WHITE CLOTHS
- 4 - USED TO CLEAN TOILETS
- 5 - USED TO CLEAN FLOOR
- 6 - USED TO CLEAN MOUTH EDGES
- 12 - THICK SOFT ALTERNATIVE FOR BLANKET

DOWN

- 1 - SOAPY LIQUID USED TO CLEAN CLOTHS
- 7 - USED FOR LIGHTING ON SIDE TABLE
- 8 - PLACED IN CUPBOARD
- 9 - SOFT YELLOW SQUARE TO WASH DISHES
- 10 - USED FOR WRITING
- 11 - USED FOR WIPING

(Answers on page: 27)

Careers in Facility Management

I was born in the “Scotland of the East” – Shillong, a town that was the capital for what was then called ‘NEFA’ and was made up of 7 states and union territories. My Father was working with the Governor of NEFA and we stayed in the Governor’s Estate which had immaculate lawns, bouquets of seasonal flowers and a rambling Governor’s House where everything was spotless and shining. This introduced me to what we call ‘Housekeeping’ Estate Management and triggered my passion for my career path.

I moved on from school to the Chennai Institute of Hotel

Management to complete a three-year course specializing in Housekeeping where the emphasis was on perfection. I began my journey at the Oberoi Grand as a Supervisor, later transitioning to Facilities Management where I managed a 24/7 cafeteria for

an IT Company to where I am now - A CEO for a Housekeeping Service provider.

In the earlier days, the person who handled the cleanliness and office arrangements was part of the Human Resources and Admin team. As the different industries



M. Jyoti Nair

CEO, Excetra Workspace Solutions
PHA Life member

evolved, especially with the IT boom, there grew a demand for specialists especially with this kind of skill set to handle the entire office set up starting from Project Management to cleanliness, to the cafeteria and with that was the birth of ‘Facilities Management’.



WHAT IS FACILITY MANAGEMENT?

- **Project Management**
- **Real Estate & Property Management**
- **Operations & Maintenance**
- **Environment & Sustainability**
- **Security & Emergency Preparedness**
- **Finance & Business**
- **Strategy & Leadership**
- **Human Factors**
- **Communications**
- **Information Technology**



It's a **big** field with a lot of moving parts.

Facility Management includes Project Management, Building Management, Operations and Maintenance, Security and so on. People from different fields of specialization became part of Facility Management (FM). Housekeeping, Food and Beverage, Engineers, ex-servicemen are all part of this huge industry who actually shape the best practices to be followed to provide a safe working atmosphere for employees so that they can focus on their core competencies.

Facility Management professionals help maintain and improve quality of life in the built environment, managing the systems and processes, integrating people, place, and technology. It is a growing industry

in every walk of life – commercial spaces, ships, apartment complexes, stadiums, hospitals, malls – all kinds of environments.

Here are some quick facts to consider –

- FM is a \$1.1 trillion global industry.
- 5% of the economy is Facility Service.
- 25 million FM practitioners worldwide.

It's a wide-open field with a lot of opportunities wherein there's,

- Big need for new FMs
- Millions of jobs to be filled
- Nearly 100% job placement for people with the right coursework
- Secure jobs
- Good salaries
- Broad range of skills
- Continued training

A career in Facilities is extremely progressive as one learns to play with the latest technology,

- Artificial intelligence / apps / analytics
- Robotics

- Smart buildings
- Telepresence
- Solar & wind
- Electric transport
- Urban agriculture

Career path could start at the base from being a Technician/ Housekeeping supervisor to becoming the

CEO or MD of a company. Many leading integrated FM companies have a hospitality profession becoming the MD. Salaries range from minimum Rs. 20,000/- pm CTC to a few lakhs as one rises.



NEW DEVELOPMENTS IN THE HOSPITALITY INDUSTRY POST COVID-19

“अतिथिदेवो भवः” is the essence of hospitality, meaning guests are equivalent to God. The word hospitality embraces care and empathy. Hospitality is developing the bond of guest-host relationships with utmost respect and conviction. Customized hospitality experiences are rendered to give the feeling of home away from home. It is emphasized that the guest is always right; therefore, their demands are honoured.

In 2019, the outbreak of Coronavirus led to hotels' closure, resulting in the emergence of contactless check-in and check-out, automated sanitizer diffusers, automated thermal scanners and intelligent technological advancements. Hotels have been extra cautious about offering personalized services with traditional hospitality models. The pandemic left the hotel industry paralyzed with a dearth of business due to the rising number of Covid-19 positive patients. Therefore, it became significant for the hospitality industry to reconstruct its policies and protocols to implement the new normal practices.

Hotels are redefining operations and adopting cutting-edge technology to meet the challenges in the new normal. Following steps were initiated to instill faith in customers:

- New vacancies such as Hygiene & Safety Manager are curated for managing the overall hygiene programme, he/she needs to ensure that the hotel extends International hygiene standards to customers for making them feel safe.
- During the pandemic, hotel staff members have received food safety training. The catering

premises are also certified by food safety agencies, such as Food Safety and Standards Authority of India (FSSAI).

- The latest protocol is that hotels have ensured that customers are given safe and hygienic food, untouched by hands, on sanitized tables, and premises with social distancing. There are qualified trainers to deal with hygiene, sanitation and food safety operations.
- Touchless experience extended by hotels is offering protection to guests and staff. As per WHO's advice, digitized payment is preferred instead of cash.
- In hotels, anti-viral screen protectors are utilized for protecting customers. A screen protector is used between the guest and hotel staff to ease interaction. Staff members are required to wear masks during their duty hours.
- To avoid contamination, personalized services such as food service are done by masked and shielded staff to protect the guest. Automated sanitizers have been made available at all the prominent locations.
- The use of robotics for different tasks such as scanning employees' faces makes the system contactless and minimises human touch.
- The adoption of Artificial intelligence has accelerated. Robot staff are deputed at a Tokyo hotel for mildly sick coronavirus patients to free up beds at hospitals. Pepper, a talking robot, greets new guests at the lobby, while Whiz, a cleaning robot,



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DAV Centenary College, Faridabad
PHA Life member

operates in areas where patients pick up meals and other daily necessities to reduce infection risks for human staff.

- Hilton's robot concierge named Conni uses speech recognition and artificial intelligence to respond to customer queries. The Henn-Na Hotel was the world's first robot-staffed hotel, with robotic technology used as front desk staff, customer information tools, and luggage porters in Japan.
- Hotels use robots to deliver food and beverage products to provide contactless service. Robotics is the future of the Hotel Industry for leveraging technology to remain up on the competition.
- Employees also have access to innovative technologies to minimize the potential to contact or spread germs to keep them safe when catering to customers' requirements.
- Hilton has introduced Clean

Stay with Lysol protection, which was developed to meet evolving consumer expectations during the COVID-19 pandemic. This rigorous system builds housekeeping and hygiene standards at Hilton properties worldwide with a scientific approach to cleaning practices. Cleanliness is visible to guests throughout their entire stay – in their rooms, restaurants, fitness rooms, and other public spaces.

- The adoption of mobile wallets, such as Apple Pay, and mobile applications are driving significant changes opening up enormous possibilities for hotels. Hyatt Hotel Corp. has introduced room keys in Apple Wallet Safe, an easy and contactless experience that offers seamless set-up and check-in.
- In restaurants, customers can access the menu through a QR code. They are customized to understand customer behaviour resulting in a better customer experience. An app that offers the facility of check-in, reserving a table in a restaurant, and ordering food before entering the dining room are the prominent

features with seamless payments. Contactless technology makes guests and employees feel secure.

- Digital tools have replaced manual operations with accelerated use of technology such as room sensors, indoor air quality analysis, security video analytics, and a room bidding system are all automated features post-Covid for extending the contactless stay. Hyatt Regency, Delhi, has implemented Demand Flow™ technology and HVAC optimized solutions for curtailing the energy costs.
- Smart thermostats and intelligent light sensors have been customized to optimize energy usage. Mobile technology has been upgraded for energy-efficient tools for allowing guests to turn off and on the lights and air conditioners.
- Optimization of technology with energy-efficient practices are being regularized with ozone water treatments, eco-friendly laundry units designed to save water, motion sensor lighting systems, smart thermostats, LED lighting, energy-efficient appliances in the kitchen and laundry help cut down the costs of unnecessary energy consumption.

- Usage of desktop tables with power sockets, USB charger and HDMI connector, charging stations with a strong network in hotels has been encouraging with Wi-Fi plans of hotels, this has increased the staycation clientele, with the requirement of robust internet connection to work from home/hotel.

Steve Burk, Managing Director of SALTO Systems suggests that self-service check-in, contactless mobile keys, digital contact tracing methods, and antimicrobial surfaces are pivotal to safeguard. McKinsey's report highlighted that consumer concern for personal safety has increased across all industries. Major hotel chains are maintaining hospital level of cleanliness.

The future of the hotel industry is likely to be contactless with the combined edge of technology. Hotels have brought a change in work culture with self-service check-in and check-out kiosks, contactless keys with the option of face recognition, QR code and mobile app check-in. There would be an option of digital contact tracing, and all the surfaces of the hotels are likely to be antimicrobial surfaces. Contactless services with minimal human contact and digital technology are likely to be the future of tomorrow.



Climate change...

A wake up call... Are we listening?

Before the agricultural revolution, the global population was miniscule. During the time of the Roman empire, 10,000 years later, the population became about 25 crores (Khan academy). With the advent of agriculture phase, stability came in the lives of people and they left their nomadic lifestyle which led to increase in population. With the industrial age setting in, the population crept up to 1 billion and in span of approximately 200 years, the global population has increased to 7.30 billion.

In the industrial stage, a lot of people were needed in the factories and slowly the urban population started growing and the use of fossil fuels like coal and oil began to increase for industry transport and domestic use. This increase in growth enhanced the emissions in a span of 200 hundred years and the temperature of the earth also started increasing rapidly, in comparison to the natural increase before the pre industrial age.

The primary causes of CO₂ emissions are use of fossil fuels - coal, oil, wood and burning of agricultural residue, coupled with release of CO₂ in the soil due to tilling practices which release the embedded carbon from the soil. The climate change is on account of intensive use of cheap coal and oil world over for construction, transport and industrial application and for heating

and cooling of homes in the world.

Climate change has devastating impacts; warming has led to severe heat waves during summer and drought and floods and forest fires leading to weather events which cause immense destruction of crops, lives and livelihood every year.

Did you know?!!

Worryingly, boardrooms remain mostly ignorant about the climate crisis. Earlier this year, a paper from NYU Stern School of Business examined 1188 Fortune 100 board directors regarding their ESG (environmental, social, governance) credentials. Only 3 had relevant climate change expertise, 2 knew something about water, 10 about sustainable development and a grand total of 14 about energy.

Source: Arunabha Ghosh, Financial Express



Niranján Khatri

Founder - iSambhav

In order for the temperature not to exceed by 1.5 °C by 2100, the global community is working together to find solutions to reduce the emission rates by different countries through COP - Conference of Parties. The COP26 concluded in Glasgow in November 2021.

Promises made by India at Glasgow:

1. India will reach net-zero by 2070.
2. India will increase its non-fossil energy capacity to 500 gigawatts by 2030.
3. India will fulfil 50% of its energy requirements from renewable energy sources by 2030.



4. By 2030, India will reduce its total projected carbon emissions by 1 billion tons.
5. India will reduce the carbon intensity of its economy by 45% by 2030.

Individuals have to tighten their 'diet' along with industry and government. We will have to shed 'business as usual' approach in our businesses in order to achieve ambitious targets indicated in Glasgow.

Why was this promise made? The world has used fossil fuels such as coal, gas and oil recklessly in the last 200 years; nature took millions of years to convert sunlight into these fossil fuels! We teach our kids to live within our means, in this case humans have to learn to live within the bio capacity of the earth, which means we learn to live with current solar energy, as opposed to combusting the fossil fuels recklessly and use it sub-optimally in our products, processes in the quest for instant gratification, and so-called quality standards, not realising that these very standards cause huge harm to natural systems. A simple example is the use of phenyl at home every day for mopping, not realising that this simple act causes huge harm to water bodies and creatures residing in the rivers and lakes which nurture us and then we compound the problem by use of fossil fuel energy to try and clean up the chemically loaded water and enhance the emissions! There are nature-based substitutes like neem oil which can address our hygiene needs without harming natural elements.

We use words like Ganga Mata but harm her because of our lack of understanding the connections of what we use and its daily impact on natural systems which nurture us!

The Honourable Prime Minister of India gave a clarion call in Glasgow "I propose before you a One-Word Movement. This One-Word, in the context of climate, 'One-word' can become the basic foundation of the world - this word is L I F E i.e. Lifestyle For Environment"

In order to achieve green ambitions, all industries will have to respectively

act on the above areas in tandem. The excessive use of fossil fuels in developed countries cause immense harm to the marginalized farmers in developing countries, as they consume insignificant quantity of fossil fuels in comparison to the developed world.

What will insightful actions look like from the housekeeping department perspective in hotels?

We must not always rely on technologies and resources to reduce our emissions, there are great opportunities lingering under our collective gaze which does not require investment, or use of resources. Examples- while designing new hotels, cap the size of the room to 200 sq.ft. and design flexible furniture as opposed to inflexible design followed globally, take inspiration from Japanese homes and innovative use of spaces and furniture with dual or triple function and adopt minimalistically-designed interiors.

The examples that I am giving are known but yet not put in place in the name of luxury. The element of luxury is something available for too few people. This should not lead to causing harm to another set of stakeholders.

Switch back to the old double/twin bedroom format to avoid wasting water. Considering that 80% of occupancy in business hotels is single, switch back to offering single beds instead of queen to avoid wasting water for washing queen size bedsheets. This is more a form of design for waste while many women trudge for water in rural areas and some urban ones too.

Depending on the climate/region, hotels should not have all the room lights coming on during day time when the guest checks in and inserts the key card in the room, instead leave the curtains ajar for day light to filter in and let the guest put on more lights if they need it.

Bureau of Energy Efficiency (BEE) has announced that by 2025 the default temperature in room AC setting will be 25 °C. Why are we

waiting till 2025? Why doesn't the industry collectively implement this practice and add fans in the rooms and get rid of duvets and blankets, which could be given only on request. The duvet enhances heat and the guests tend to lower the room temperature further – food for thought in a world with rapidly declining resources. I am certain if housekeeping teams reanalyze their systems, they will find many more areas to optimize resources, provided they get support of the management to introduce those ideas which are in tune with current reality.

Some hotel chains have a head start in embracing renewable energy technologies like wind, solar concentrators, solar thermal and bio-methanation plants; this must become a default standard in all hotels so that we slowly begin to live within the bio-capacity of the earth and embrace circular economy and reduce emissions.

To conclude, I would like to share a quote by the UN Secretary-General, Antonio Guterres, "Our fragile planet is hanging by a thread... It is time to go into emergency mode - or our chance of reaching net zero will itself be zero."

He added that we must, "build the resilience of vulnerable communities against the 'hereandnow' impacts of climate change."

Either we break down our natural systems, or discover breakthrough new ideas to adopt deep decarbonizing approach; cost of not implementing simple steps as suggested already, will have disproportionately huge negative outcomes! Let us learn from the existential threat of covid, wherein so many service designs were changed overnight. The creeping impact of climate change is far more severe than the pandemic, at least here the vaccine is helping us to mitigate its effect. For climate change, the only vaccine is to embrace conspicuous conservation of resources and wean away from fossil fuels as early as possible. We must work towards regenerative economy; this will help us in transforming from a brown economy to a green economy.

Organizing oneself & being flexible is the key to success!

Tools: Multitasking & Multiskilling

Hi All,

I start the article with a short insight on myself, with a bit of rewind on my journey.

With a B.Sc. Zoology Hons. degree and then a German language degree and then getting into the designing field, I wondered how would I be able to use my learning of B.Sc. Zoology Hons. and German in my professional life? Then came an opportunity to translate an autopsy report from German to English where both my learnings came handy. I always thought that after the various learning milestones, how would I use the same in my career path? But trust me, MULTITASKING SKILLING & LEARNING is something which has to be ongoing and a never-ending process and something that is a conduit to success.

My academic journey: BSc Zoology Hons □ Design Diploma □ German Language Degree □ MBA □ Hotel Management Trainee □ Home

Economics & Design □ Hon PhD

Let us try and understand the terminology MULTITASKING.

Multitasking:

If you are already working as a housekeeper then you probably know what a challenging job it sometimes can be. Rewarding, yes, but very busy too! No day will be the same and when working for a hotel, things can change at the drop of a hat. Being able to react to all the varieties of challenges will make you extremely valuable for any workplace as a housekeeper. This requires the ability to multitask, a skill that comes naturally to some, but not to all.

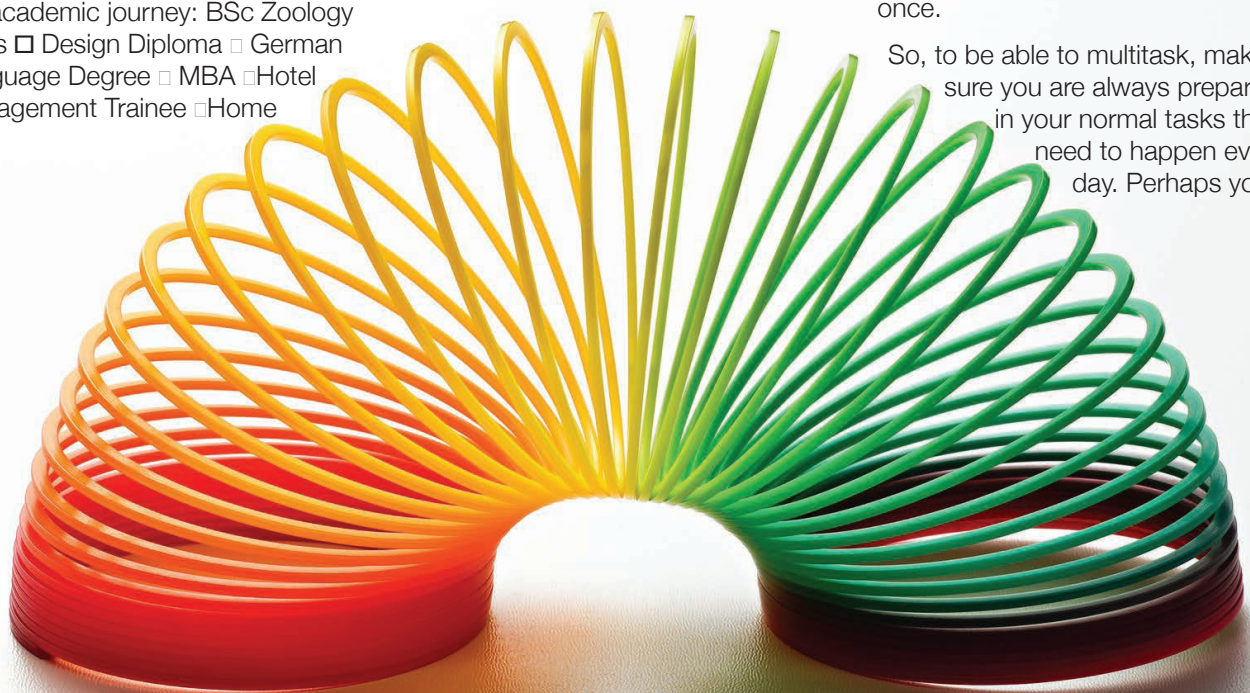
The most important aspect is to be highly organised. Multitasking successfully does not mean simply trying to do a lot of things at once. If you do not have structure and a system in place, you will end up getting stuck in all the tasks you have taken on; not being able to finish them, or execute any of



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

them properly! So, make sure that when you think about multitasking, you have a structure in place. Otherwise, multitasking will become counterproductive and make things even less organised for you! It is all about being able to switch quickly between jobs. Not to do all jobs at once.

So, to be able to multitask, make sure you are always prepared in your normal tasks that need to happen every day. Perhaps you





have a list of these to tick off, or a housekeeping handbook that you follow. Even if the must-do list is in your head, it will help you in being able to multitask.

Multiskilling:

Multitasking consists of many skills that you should develop to be a more productive professional. Here are the most common skills required for multitasking:

Organization/ Prioritization/
Scheduling/Delegation

Great multitasking involves knowing exactly what tasks you need to complete and when to complete them. Organizing includes managing your day, week and month to keep you on track with your tasks. Keep your workspace tidy so you can always find the paperwork, notes and other documents you need right away. Similarly, organize your computer system and files to easily search and access documents.

One of the other great skills to learn to become a great housekeeper, is time management. Ask yourself, are you good at time management? As a housekeeper, it is an invaluable skill to have. Being great at time management will actually allow you

to multitask better too!

Time management is key in being able to get everything done in your day or working hours. If you don't set times for tasks to finish, chances are you end not working efficiently. So, make an overview of all the tasks that need to happen in a day. And think about how long they realistically should take. For more complex tasks, you might want to give yourself some extra time. Also, count for emergencies or sudden changes in your day as we know that can happen a lot working in hotels! Adjust, update your schedule, and re-apply as required. You will notice that over time you will naturally become more aware of how long it takes you to complete certain tasks. Learn the skill to learn. This might sound confusing to you, how do you learn to learn? But, it does make sense.

As a Housekeeper, when is the last time you learned a new skill or were open to learning? When you do a job for a longer period of time, it can easily happen that you slip into the habit of things. This can be great; however, it also leaves very little room for improvement. Sometimes it takes someone else to look at your work and productivity for you to

realise how you can actually improve things– whilst you may have thought there was no room for improvement at all! So, you need to learn the skill to learn, learn how to be comfortable with receiving constructive criticism and learn from it to grow. Taking regular training courses is extremely important for you to improve your skills, adapt to modern day changing times, and to keep on top of your housekeeping game. It can be doing training courses in actual housekeeping. You would be surprised how much you would actually still learn, but taking the time to going over all tasks in detail again.

Prioritization is the ability to assess your responsibilities and organize tasks in terms of importance to manage your time. Prioritizing may mean completing the simplest items first and spending the rest of your time on larger, more complicated tasks. It could also mean beginning with the most time-sensitive tasks, then finishing up with less important tasks. Regardless of how you choose to prioritize, the ability to maximize your time by creating order is a necessary skill for effective multitasking.

Scheduling involves planning your time to ensure you meet deadlines

and goals. It is the ability to take complex situations and break them down into manageable steps and deadlines. By planning your day-to-day activities, and accounting for unexpected tasks, you decide where you can multitask to stay on schedule.

Delegation is when you ask others to help you to complete tasks to stay on schedule. When you delegate, you usually give smaller tasks to team members so you can focus on those with a higher priority. Delegation relates closely to scheduling and prioritization. Good multitasking requires knowing when you have enough work and maintaining boundaries to manage your time.

How to improve multitasking skills

Make a to-do list / Prioritize your tasks/Group similar tasks/Reduce distractions. Monitor your progress (SWOT analysis)/Delegate tasks, if needed. Practice

Make a to-do list.

At the beginning of each workday, spend 10 to 15 minutes listing tasks on a notepad. Break larger tasks down into smaller steps.

Prioritize your tasks.

Once you create a list of tasks to complete, reorganize your list by highest priority to lowest. To decide which tasks are high priority and

which are low priority, place your tasks into the following categories:

- Urgent and important: These are high-priority tasks that you need to complete first. An example is answering customer questions, completing projects with close deadlines and running an urgent errand for your manager.
- Not urgent and important: You can usually do these tasks at any time during the day, but add value when you complete them. Most not urgent but important tasks involve some planning, such as networking - internal or external.
- Urgent and not important: This category is for tasks with low importance that you must complete in order to get to more important tasks. An example of this is booking a flight so you can attend a marketing conference. You may be able to delegate these tasks to a team member if you oversee projects or people.

After you have organized and prioritized your tasks, group together similar tasks. Multitasking usually involves working on similar duties, so grouping them together can increase your efficiency. This also might mean combining tasks that require the same actions. By working on related tasks, you can increase your concentration.

Regularly monitor what you accomplish during the day to ensure you're staying on schedule. If you're behind schedule, you may need to focus strictly on one task instead of attempting to task switch. This can help you finish important tasks quickly and return to multitasking other duties.

Delegating: When you prioritize your tasks, you will likely find lower priority ones to assign to someone else. For example, you created a social media post but delegate the editing and uploading to an assistant. If you don't oversee any projects or people, you can ask your manager for helping delegating tasks to your team members.

Practice: This last step may be one of the most important. Practice, practice, practice and you'll soon become more efficient at multi-tasking.

Let us all try our best to keep learning and also enhancing our skills in various fields as summed up below.

Functional skills (front office, restaurant and housekeeping)

Managerial skills (supervision, organic management and leadership)

General skills (communication, problem-solving and languages)

Emotional skills (interpersonal, self-awareness, customer-orientation)

Aesthetic skills (form of language, dress codes, manner and style)

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A paradigm shift in hospitality industry post-covid with special reference to accommodation department

'Contact more to contact less' has been a transformation in all spheres of life due to the pandemic. The crisis has marked a turning point in the industry. Nothing will be the same as it was earlier. We have entered a world of change and it's deeply impacted, the hospitality industry being probably the most impacted one. The entire focus of the pandemic was on 'no contact, maintain distance and wear mask' which seemed like an impossibility in the hospitality industry.

This included changes throughout all departments in the hotel starting from contactless check-in to new procedures in accommodation management. Cleanliness is critical to safety; hence it becomes core part of the hospitality business with additional scrutiny on making the rooms clean and safe as guest

spends a major amount of time in the room while his stay in the hotel.

Keeping in mind the social distancing norms and the minimum contact or contactless process, hotels had to rework on all their procedures and new standard operating procedures were rolled out. The accommodations department had a big challenge where manual procedures were unavoidable. A lot of automation happened wherever possible but cleaning a room and making a comfortable bed for the guest could not be driven by anything other than a human being!

Keeping in mind the covid protocol, new SOPs were made and followed. Hotels had to be extremely careful in designing new procedures while keeping in mind all the safety



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precautions for external guests as well as their own staff. Hotels had to reinvent new procedures to combat the pandemic situation. A lot of changes have been brought forward from accommodations perspective.



Regular temperature checks of all guests, associates and partners upon entering the hotel premises became mandatory. Anyone found unwell or with abnormal temperature was sent back for quarantine break. Wearing of masks and face shields became mandatory and part of the dressing!

At the check-in counters, there are glass partitions on the counters to avoid contamination. The pen and other stationary are disinfected by placing them inside the disinfection box. Complete sanitization process of guest as well as the luggage is carried out at the entry points into the hotel. Periodic alarms are sounded for all the associates as a reminder to sanitize themselves. This became an easy way to remember to sanitize.

When it came to servicing of guestrooms, they are serviced when a guest checks out or while it is occupied. As far as possible the rooms are serviced while guest is away from the room. Contactless, as mentioned earlier, became the new mantra. Employees now wear PPE (mask, overalls, gloves, hairnet) while servicing rooms, sanitizing their hands often. The most preferred places of contact – ‘high touch point’s like doorbell, telephone, remotes, door handles, bathroom fixtures being the key areas, are thoroughly sanitized. Use of electrostatic sprayers with high grade disinfectants became the new norm.

Some hotels had a procedure of associates not entering guest rooms once the guest checks in and went to clean the room only on request. But, garbage clearance from rooms was done daily. Guests had to make a request for the same. Very minimum supplies and amenities were placed in rooms so as to have less things to sanitize.

Allocation of rooms for cleaning or servicing after guest check-out is done only after the room is treated with ozone air sterilizer and the room is closed for 30 minutes post this treatment, ensuring the guest service associate who enters the room to clean is also feeling safe.

Once the housekeeping staff enters the room, all other services like laundry, engineering complaints, in room dining are attended to during this time only. This ensures that the rooms are not opened for other services multiple times. All tent cards and flyers from rooms have been removed now making the surface clutter free and fewer items to disinfect.

Mini bar items are now available ‘on request only’ in most hotels, where earlier, they used to be part of room amenities.

Most hotels started to use Oxivir 5 and Virex II 256 for surface disinfection, which is considered highly effective as against other disinfecting agents.

Soiled linen is collected separately to transfer them to the laundry for processing. They all go through an additional pre-wash step at 80 degrees centigrade before entering into the wash cycle.

All garbage is collected in garbage bags, sprayed with disinfectant, tied properly and sent for disposal.

Bathrooms are cleaned using steam cleaners as most micro-organisms are killed at 100 degrees centigrade.

Room is allotted to the new guest after sanitizing and disinfecting after the cleaning service is done by the associate. Doors of the guestrooms are sealed till the new guest arrives. This seal gives the assurance to

the guest of the sanitization and disinfection process.

Attention to every detail for sanitization become a priority.

Associates sanitize their hands and then move to the next room. All equipment, trolleys, cleaning caddies are sanitized after each room is serviced.

It is a time-consuming affair while ensuring the guest in bringing back their confidence.

Post Covid protocols include newer norms. Earlier it was mandatory to meet and interact with guests, but now the guest gets to see very minimum hotel associates during their stay. In fact, things have turned the other way round where guests would be uncomfortable seeing many people trying to interact with them. Shaking hands was replaced by a ‘Namaste’, bowing down. Greeting a guest was from 2 feet distance with face almost covered in a mask and body covered in a PPE suit. Did you even ever dream of such a situation like this?

And that has been one of the biggest challenges for the hospitality industry where involvement of mankind in all types of services has an upper hand as compared to using a machine to do the job. We all have to embrace these new changes of functioning and yet keeping our guests happy, comfortable and safe. After all, ‘change is the only inevitable constant.’





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PHA Life member

PEST CONTROL AND DISINFECTION

In hospitality industry, the pest control team plays a major role in controlling pests in all areas. Every place will find pests and to control the same we need to implement regular checklists.

While selecting a pest control vendor, one should do a thorough check, beginning with their experience in number of years, the brand of chemicals which they are using as per the government norms and so on. We also need to take feedback from existing clients taking their service; and ensure that they have on rolls pest control technicians who have undergone government training. Above all, they should have a license for operating with chemicals without fail.

Before starting the pest services, the vendor has to submit the survey of area, thorough with an action plan; if any works related to building can be addressed immediately and same to be recorded through mail with

pictures.

Below checklist is to be maintained regularly for control of pests.

- Daily pest control schedule
- Daily pest activities report
- Weekly shaft and corridors treatment schedule
- Quarterly gel treatment schedule
- Daily light spray reports
- Heavy fumigation schedule
- Pest control road map

We need to implement the above checklists and schedules for controlling pests in any organization.

In hospitality industry daily all-areas general spray is mandatory, we need to ensure that entry points of all pests especially the garbage areas and drain areas are treated regularly without fail.

All the kitchens' night fumigation is to

be taken up weekly twice if infestation is more, otherwise weekly one time is sufficient to control pests. When we do the kitchen fumigation, we need to cover all the areas of that particular floor so that we can control transferring pest from one place to another place. Also, when we take up thorough fumigation, that particular area is completely emptied.

All the banquet halls and washrooms need to be treated regularly so that there will be no pest movement during any event and in food area Pest-O-Flash is must to control flies and mosquitoes. Better ways to control major pests like cockroach and rodent are night fumigation and weekly gel treatment. All guest rooms are to be fumigated once quarterly and daily drain spray has to be done to control pests. If we strictly follow the above checklist and schedules on daily basis, we can control pests effectively.

'Disinfection' is the most important



requirement in all areas to control viruses now a days. Every customer and staff feel safe if the areas are properly disinfected. Every industry must use authorized disinfectants for safety reasons of skin and health. There are many methods and brands of sanitizers available in the market to keep the areas disinfected in any industry. We should know the basic approved sanitizers by authorized health department.

Each entry-point and end-point must have a sanitizer without fail. Everyone must be temperature checked and all baggage and vehicles must be sanitized before entering the premises. If sodium hypochlorite solutions are selected use a 1:100 dilution to decontaminate nonporous surfaces. Use a 1:10 dilution for the first application of hypochlorite solution before cleaning in order to reduce the risk.

Also, now days very safe and easy method for sanitization of any surfaces/materials is by using ULV (Ultra Low Volume) method, in this method we can spray on surfaces, glasses, floors and walls. It will not

damage any surface and is also a very safe and secure method which we are doing in our unit for our client's safety on regular basis.

Necessary equipment and personal protective equipment (PPE) kit at the entry desk should be available for use in the event of a suspected case of COVID-19. It should include the following items:

- Disinfectant and cloths or disinfectant wipes for surface cleaning
- Medical mask and eye protection, separate or combined face shield,

goggles (disposable)

- Gloves (disposable)
- Plastic apron (disposable)
- Isolation gown (disposable)
- Biohazard disposable waste bag

We can control all types of viruses only if we are aware of all safety precautions and disinfection processes in any industry.

Be safe and follow all safety precautions without fail for good healthy life.





Environmental sustainability and housekeeping

There's no better designer than nature and we have a duty to respect it.

"Sustainable is not something that we do; it is who we are.", says Six Senses, they also add, "For us, being environmentally friendly and socially responsible can be successfully wedded to uncompromisingly gorgeous hideaways. Empty of waste, toxins and plastic, and full of spirituality, celebration and joy." In sustainability, we need to recognize the responsibility and the impact we have on shaping the future of our society and the environment. It is our social responsibility to save the earth; hospitality all over the world is a huge industry that uses tons of plastic daily. There are many good branded hotels which have started saying no to plastic.

The traditional operations of some aspects of the housekeeping department would have a negative impact on the environment due to the amount of toxins in the chemical that is used to clean the rooms, public areas, linen etc., the affect that those chemicals would have on environment, and the amount of waste water that is created by the laundry daily. The amount of plastic daily comes out from rooms likewise used water bottles, guest amenities etc.

As most of the hotels have started sustainability programs. it's much easier to make the world travellers understand and help save the earth and environment.

So, how can housekeeping help –

At the time of arrival, when the guest is being taken to the room, the GRO needs to inform the guest about sustainability efforts and show them the green card. The hotel should introduce wooden cards instead of paper card. Some hotel websites display that due to sustainability your room linen will be changed after 2nd night, so, before the guest checks in, he knows that his room linen will be changed after the 2nd nights' use.

Most of the hotels have started having their own water plant and glass bottles refilling stations to avoid plastic. Room pens are metal or wood now and pencils are back to hotel room, not only that, many hotels are using wooden razor, tooth brush, comb, and amenities like disposable shower caps and sanitary napkin are replaced with biodegradable options. All liquid amenities like shampoo, shower gel, conditioner etc. are no longer in plastic, its either stone or stainless steel refilling bottles. New range of ecofriendly cleaning product are in system now.



Neerja Acharya
Executive Housekeeper
Six Senses, Oman
PHA Life member

Still, the operations are not 100% plastic free/sustainable, so what more do we need? Working with Six Senses, I have learnt that our suppliers play a major role too, it's just that we need to let them know our requirement. Bathroom slipper which almost all hotels are using, are wrapped up in plastic and this needs to stop. Toilet rolls come in carton boxes; however, each single piece is with plastic cover. Liquid amenities are in plastic gallon, we all need to avoid this too. At the end of the day the supplier will agree and do their best to provide us as per sustainability concept.

So, we need to take the first step and the crowd will follow us.

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

VISIT US AT:



<http://phka.in>



<https://www.facebook.com/ProfessionalHousekeepersAssociation/>



<https://www.linkedin.com/company/professional-housekeepers-association/about/>

IHE -PHA collaboration 2021

SEASONED HOUSEKEEPERS FROM PHA INSPIRE PHA YUVA AT INDIA INTERNATIONAL HOSPITALITY EXPO 2021















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