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VOICE OF HOUSEKEEPERS



PHA
PROFESSIONAL
HOUSEKEEPERS ASSOCIATION
SYNERGIZING HOUSEKEEPING FRATERNITY

- a biannual e-infozine of PHA



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FROM THE DESK OF FOUNDER PRESIDENT & CHAIRMAN - PHA

Jayashree Nagaraj
Founder President & Chairman, PHA

As we enter the eighth year of our existence in the industry and academia at large, I notice that there has been enumerable effort put in by each member in making the association a strong one. I now consider PHA to be a sizable, best-in-class, nationwide association with an important group of members, a group that offers lots of opportunities to learn, share top-notch knowledge, mentor, and teach others. This association enables us to speak up, come up with ideas, support our local communities, and connect with people throughout the nation.

I am overwhelmed with the success of the well planned and executed event conducted by the PHA YUVA team for the YUVA members. We promise to assist our members in navigating new and difficult environments as a result of the changes post-covid which would have a significant impact on the businesses for which we work, our communities, and the industry as a whole.

We have become more and more reliant on our fantastic team of professionals, including all our associate support partners, as we take on new initiatives and challenges. In the coming year, we'll keep initiating and implementing activities that benefit the various stages of our members' careers.

We appreciate your participation and enthusiasm shown. A special shout-out to the editorial team of the e- infozine for churning out valid content year after year, biannually.

Wishing you a good and successful 2023.



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!

It is heartening to see PHA and PHA Yuva grow by leaps and bounds. We are a generation that saw the era of paradigm shift in security protocols at hospitality properties after the terror attacks in 2008. We have lived through the period of the industry adopting clinically clean standards to brace the pandemic in 2020. Now, it's time to seriously wake up to the call of sustainability goals.

With India assuming the G20 Presidency from December 1, 2022, it is high time now that hotels focus on being 100 % sustainable. There are hotels that take the sustainability tenets seriously and have done some amazing work in going sustainable. But that's a drop in the ocean. All hospitality entities, irrespective of their star category need to take cognisance of the UNSDG and adopt sustainable practices in all their departments. Sadly, there are still properties which do sporadic sustainability acts for publicity.

According to the Ministry of Power, GoI, if their recommendation of setting the AC at a default temperature of 24°C is implemented pan India, it will save 20 billion units of energy in one year alone. Hotels must go in for energy star rated fixtures and water efficiency star rated sanitary and plumbing fixtures. Bath tubs are passe. It is time to

introduce eco showers in guest bathrooms. Reuse and recycle mantra for linen and amenity discards, use of local produce, analysing life cycle costing of products by vendors, manufacture and use of green chemicals, and embracing local materials in construction are other vital steps among many that the industry needs to adopt stringently.

Hoteliers need to be mindful of each and every process that poses threat to the environment and sustainability concepts. Housekeepers have a responsibility to work with local vendors to customise sustainable products for their property. This will give an impetus to the ambitious 'Make in India' programme too.

Each and every staff of the hotel should walk the talk on sustainability efforts of their property and become ambassadors of sustainability initiatives. Set up of STP, rainwater harvesting systems and biogas plants have long been featured in the checklist of star categorization of hotels in India. A stringent implementation is the need of the hour by hotels to accomplish the goals of zero waste, carbon neutrality and net zero.



The clock is ticking and we have no time. If not now, then it will be too late.

With these thoughts on sustainability, we present the next issue of our bi-annual e-infozine, '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/3JegDmJ>

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

PHA celebrates 3rd Young Housekeepers' National Convention & 5th PHA YUVA Anniversary

A VOH editorial report

The Professional Housekeepers Association celebrated the 3rd Young Housekeepers' National Convention and 5th Anniversary of PHA YUVA, its student body on 19th November 2022 at Fortune JP Park Celestial, Bengaluru.

The convention began with a mindfulness session, a guided meditation activity by Dr.D.P.Sudhagar, the convenor of the event. The emcee, Ms. Sandhya Anilkumar, welcomed all the convention participants from across the nation and announced the commencement of the convention. The lamp lighting ceremony was presided over by the Guests of Honor, Mr. Saravanan Dhanabalu, Area Manager- Brand Operations South India, Fortune Hotels by ITC; Mr. Lakshmi Narayanan, Senior Vice President-BIAL; Mr. Rajiv Bhatia, Country Manager & Director, Nilfisk, and Ms. Jayashree Nagaraj, Founder President and Chairperson – PHA, and Mr. Ashik Clement, VP Operations- PHA YUVA.

As part of the curtain raiser of the convention, a week-long national level competition, 'Battle for Young Genius in Accommodation Management', was organised for budding leaders across the country. The inspirational journey of PHA YUVA were showcased to the convention participants via an innovative video. The welcome address was delivered by Mrs. Jayashree Nagaraj, Founder, President, and Chairperson- of PHA. Mrs. Jayashree Nagaraj shared insights on how like-minded leaders started PHA to create a sustainable and successful housekeeping industry by bringing together the fraternity members under one roof. She also shared the unique idea behind starting PHA YUVA to benefit budding hospitality leaders. Mrs. Jayashree Nagaraj also highlighted various events and engagements of PHA and PHA YUVA to develop the fraternity.

The Guest of Honour, Mr. Saravanan Dhanabalu, delivered an insightful talk on the importance of the housekeeping profession and highlighted the great work done by housekeepers across the globe. He also expressed his support for developing the housekeeping fraternity.

The Investiture Ceremony of the PHA YUVA Board was conducted next. Elected PHA YUVA Board members' badging was executed by Mrs. Jayashree Nagaraj. The PHA Yuva Board Oath taking ceremony was facilitated by Ms. Grace Gideon. The Yuva Board members felicitated were Mr. Ashik Clement, VP-Operations; Mr. Adithya TS, VP-L&D; Mr. Siddhant Chandra, Secretary; Mr. Udayan Dey, Treasurer; and Ms. Myskyna, Joint Secretary. A speech was delivered by the newly elected VP-Operations, PHA Yuva.



3rd
YOUNG HOUSEKEEPERS' NATIONAL CONVENTION
CELEBRATING **5th** OF PHA YUVA
19th November 2022- Saturday
10 am to 5.00 pm
@ Fortune Park JP Celestial
5/43, Race Course Road, Near Anand Rao Circle
Bengaluru - 560009, Karnataka

- Network with PHA Yuva and PHA Life members
- Witness dynamic industry speakers in action
- Leaders voice on accommodation industry
- Innovative games & competitions in accommodations
- Vendors exhibition
- PHA Awards
- Cultural extravaganza
- Fashion show gala
- Delectable lunch spread & high tea

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A panel discussion titled 'Leaders Voice', where prominent leaders from different verticals of the accommodation industry (hotels, healthcare, facilities management, airport, and ancillary industry) participated and shared their rich experiences with the budding leaders and other convention participants. The panel discussion was based on 'Hotel, Hospital, Facilities Management, and Ancillary Industry - Past, Present, and Future of HK and the Career opportunities available for budding leaders'. Ms. Usha Ramalingam, Corporate Housekeeper, Raintree Hotels; Ms. Indrani Sanyal, General Manager Housekeeping, Medica, Super Speciality Hospital; Mr. Lakshmi Narayanan, Senior Vice President-BIAL; Ms. Asha Pathania, VP-Housekeeping, PVR Cinemas, and Mr. Rajiv Bhatia, Country Manager & Director, Nilfisk were part of the panel discussion. Ms. Nirupama, HOD, IHM Shri Shakthi, moderated

the panel discussion. The PHA YUVA members received excellent insights into the industry's past, present, and future and the career opportunities they can look forward to after completing their academic programme.

An energetic ice-breaker session by Mr. Shivakumar, PHA Executive Council member – Membership and Vendor management had all the convention participants pep up their energy levels.

A unique panel discussion titled 'Face to Face with Gen Y and Gen Z' was conducted as part of the convention. Industry leaders and budding leaders exchanged their expectations of the industry and vice-versa. Dr. D.P.Sudhagar, Dean-RIC, Director-IQAC, CEO-GCUIC, Garden City University, moderated the panel discussion. The industry leaders in the panel were Ms. Bindu Pravish, Corporate Housekeeper, Abad Hotels and Resorts; Ms.

Priyanka Choudhary, Executive Housekeeper, ITC Windsor Manor; and Ms. Meenakshi Jyoti Nair, General Manager, International Real Estate Partners. Five PHA Yuva members from various colleges represented the budding leaders.

To create an awareness of the trending Housekeeping related products in the market and to provide a platform to the ancillary industries, a product Innovation session by leading product manufacturers and startups such as NILFISK, Olive Ridley, Raenco, Maruti Leather Crafts, Shivan Tex Traders, and Diversey was conducted as part of the convention.

First of its kind, PHA awards, based on the recommendations of the jury panel, were granted to various outstanding leaders, educators, life members, active members, and housekeeping product manufacturers. Ms. Asha Premkumar, Honorary Advisor-



Operations, PHA announced the awards. The categories were Best Industry Leaders, Best Executive Council Members, Best State-Level VPs, Active PHA Life Members, Best HODs of the Hotel Management Institution, Best Faculty members of the Hotel Management Institution, Best PHA YUVA Volunteers, Best Brand Ambassador of PHA, Best PHA YUVA Mentors and Best Housekeeping Product Manufacturer. The winners and runners-up of the Battle for Young Genius in the Accommodation Management Challenge also received their Gold, Silver and Bronze medals, Overall Championship and Runners-up trophy.

An innovative event titled 'Sustainable Solutions for the Problems/Challenges faced in the Accommodation sector' was curated and delivered by Dr.D.P.Sudhagar and judged by Ms. Payal Joshi, Executive Housekeeper, Hilton

Bengaluru Embassy Manyata Business Park. 70+ problems / challenges sourced from the industry leaders were posed to the budding leaders, the Gen Z and Gen Y students, for practical and viable solutions.

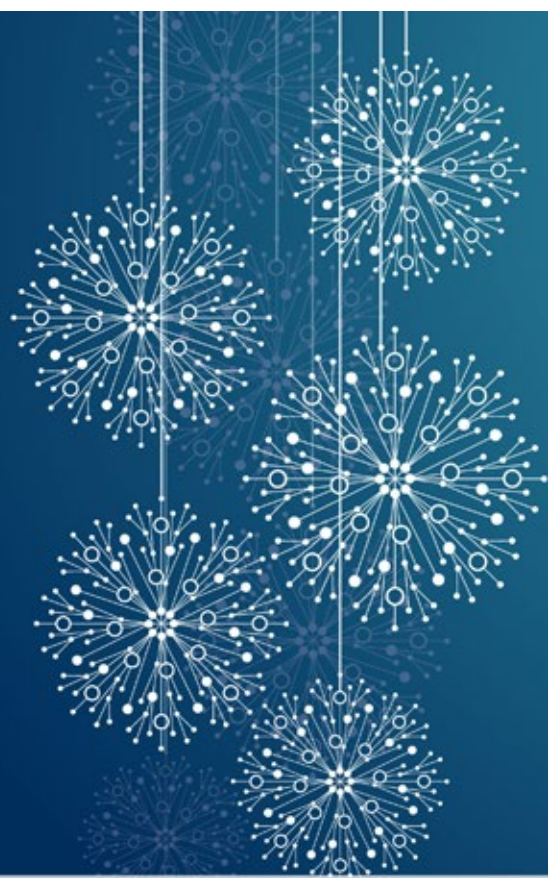
A HK-inspired Innovative Competition for the students was curated and delivered by Dr.D.P.Sudhagar in collaboration with Mr. Dinesh, Director, Raenco Mills Pvt. Ltd. The competition was based on creating towel art that could be used to create environmental awareness among guests. This group competition witnessed participation of PHA Yuva students from leading hotel management colleges such as IHM Chennai, Garden City University, MSRAUS, AIMS College, T. John College, and AIHMCT.

To boost the energy of all the convention participants and to stay focused on the profession, a Life

Motivation- Hands-on session was delivered by Mr. Ram Samtani, Associate Soft Skill Knowledge Partner of PHA YUVA, CEO- Viman Apparels LLP., and Training Director Consultant, BNI Bengaluru.

The convention concluded with a power-packaged and creative cultural extravaganza by the PHA YUVA members from leading institutions such as MSRUAS, Garden City University, IIHM, AIHMCT College, T. John College, and AIMS college.

The vote of thanks was proposed by Ms. Vineeta Kumari, PHA Yuva mentor and co-convenor of the event.



Wishing you Many Reasons to Smile in

2023
— HAPPY NEW YEAR —

The Perfect Stitch - Designing Uniforms

The term uniform is derived from the Latin words unus, meaning one, and forma, meaning form. It also means a set of standard clothing worn by members of an organization while participating in that organization's activity. Uniform also means - to be the same, and without any difference.

Uniforms have an extremely important and significant role to play in building the brand identity and exclusiveness of an organization. They are simple but effective investment in building a culture and professionalism of an organization. It shows traditions and character of a company. It helps in building the brand image and customers tend to remember the brand and businesses

through beautiful and aesthetically designed uniforms. It is for these reasons that organizations go for uniforms and spend a significant amount of time and cost in putting together a unique set as it helps them stand out of the crowd, make them easily recognizable and also distinguish them for the service they do. Smart and well-designed uniforms have a great impact on employees and not only make them feel proud but also have an imposing effect on others as the presence of a person in uniform can change the mood and demeanour of people around them.

Uniforms promote conformity over individuality. Wearing uniforms enhances pride, unity



Asha Pathania

Vice President – Housekeeping
PVR Limited



and community spirit. It helps improve discipline and safety on job. Any company that takes its employee uniform program seriously understands the importance of work wear and leverages it in one way or the other.

It then becomes important to study and understand some critical aspects that must be kept in mind before designing uniforms for staff.

The WHO and WHY: It is extremely important to have a clear answer to this question as it gives clarity in understanding the purpose of the uniforms to be designed. Who all would be wearing the uniforms and why should they be in uniforms. It can be achieved by doing the following exercise:

- List the departments who have to be given uniforms
- Calculate the total no. of staff
- Note down the different designations within the department
- The role and responsibility of the staff
- The gender ratio – Male/ Females/ Others
- Total set of uniforms – depends upon multiple factors like climate, laundry facility, budget, colour, type of work, etc.

1. Uniform Designer: Always invest in a designer. Many a times, organizations try and design their own uniforms without fully understanding the concept and practical aspects of the uniforms which leads to staff wearing uniforms which are not in line with the company's brand image and further create uniforms which make their employees uncomfortable and uneasy in carrying out their routine tasks and activities.

2. Unique, Simple yet Stylish: It is important that uniforms are chosen with simple yet stylish cuts and have limited embellishments. It is difficult to maintain uniforms with complex designs and uniforms can lose their sheen faster. Too many

embellishments can get lost during laundry and can be difficult to replace. It can also interfere in ease of carrying out work and may pose a safety risk too.

3. Traditional or Contemporary:

Various organization cater to different clients and customers and can chose from traditional to modern designs which is in line with their brand image. Sometimes using local patterns and designs can give a lot of pride and unique identity to the uniform.

4. Comfort and Convenience:

This aspect of designing the uniform precedes over any other. Uniforms must be comfortable to the wearer and easy to maintain. Sometimes, organizations mindlessly copy and opt for very complex designs or styles which are not suitable for a certain climate, season or body type which can lead to resistance, complaints and sometimes medical issues to the staff.

5. Functionality and Efficiency:

Uniforms must be designed keeping in mind the functionality of the role to be carried out by the staff and focus on giving them elements which makes it easier for them to carry out their critical work with ease and efficiency.

6. Social Acceptance: It is extremely important that uniforms are designed keeping in mind the prevalent social norms and do not offend any particular caste, culture or community.

7. Strength and Durability: As Uniforms come at a significant cost, it is extremely important that material/fabrics used in making uniforms are tested for durability and strength. The fabric should be tested for strength, colour fastness, shrinkage, pilling, shape retention and multiple laundry cycles.

8. Colours and Hues: Uniform colours are one of the most significant aspect of uniform designing. Apart from the fact that the colours for the uniform

can always be chosen to reflect the brand of the uniform, however, having too many colours in one uniform must be avoided as different colours have different aging cycles and can lead to uniforms which look partially faded and need to be discarded.

9. Sustainable & Environment friendly:

As we look around, we see a lot of wastage and exploitation of our natural resources. We can always contribute towards protecting our nature by going for sustainable options while designing our staff uniforms. There are many options available today in fabrics made from recycled plastic bottles. Options alternate to leather shoes or belts which can also be used as smart choices and show our commitment towards environment protection.

10. Employees Satisfaction: A well designed uniform goes a long way in creating a sense of pride and self-respect for the staff and hence should be used as a tool towards employee's satisfaction and fulfilment.

11. Accessorization: An effectively accessorized uniform can be a huge contributor towards a great uniform and can be used as a differentiator between designations. It is important to spend time in accessorizing uniforms as it adds a lot to the overall look and presentation of the staff wearing it. Ties, pocket squares, neck scarves, belts, cross belts, pouches, half-ties tie-pins, scarf-holders, stoles, cuff-links, hairbands, suspenders, caps, bandana, jewellery, name tags, coat-pins are few accessories which are known to lift any uniform when used judiciously.

12. Footwear: When choosing footwear as part of uniforms, it becomes imperative to keep in mind the job responsibility of the staff who is going to wear it. High or pointed heels should always be avoided in uniforms especially if the job requires long standing hours or physical movement.

Shoes should be chosen for comfort, safety and durability. Dark shades should be preferred over light shades. Uniform shoes should be formal and designs should be easy to maintain. Safety shoes should come with steel toes and should have shock resistant soles.

13. Sampling and Uniform Parade:

Parade: Once the uniform designs have been shortlisted, it is important that one set of uniforms are stitched and tried on actual employees to take their feedback on comfort and operational ease of wearing it. It should give them an opportunity to carry out all tasks and see if the design is suitable for the same. Sometimes, huge insights can come from uniform trials and organizations can save a lot of money from making erroneous judgements on their employee uniforms.

14. Uniforms Par Stock: It should be calculated before ordering the uniforms keeping in mind the following factors:

- Total no. of staff

- Staff attrition
- Staff recruitment cycle
- Life of uniform
- In-house laundry/Outsourced laundry
- Storage space for uniforms

15. Uniforms Manual & Training:

The role of any housekeeper does not end by only developing great uniforms for their employees. It is important that they also create a Uniform Manual which clearly depicts the standard of uniforms to be followed by each department and designation. It should mention the various accessories and tips of wearing the uniform correctly. Staff training on uniforms should be conducted regularly and staff should be encouraged to wear the uniforms with pride.

16. Grooming & Personal

Hygiene: Uniforms look good on staff who are properly groomed and take utmost care of their personal hygiene. This aspect of uniforms can never be

undermined by any organization and routine, daily inspection of staff grooming can result in staff looking dapper and ready in their uniforms.

17. Uniform Issue/ Return/ Exchange and Discard Policy:

Whenever we set out to design any uniform, it is important to remember to lay down some key policies in writing pertaining to uniforms and communicate to every uniformed staff else it can later lead to confusion and a huge loss of money to the organization if not managed well.

18. Laundry Instructions: All uniforms must carry laundry instructions to avoid any damage to the fabric while washing/ ironing and increase their longevity.



Image Source: HMMHUB

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Role and opportunities for housekeeping to contribute towards Sustainable Development Goals (SDGs)

The market size of the global cleaning services was \$55,715.0 million in 2020, and it is expected to reach \$111,498.8 million by 2030, with a compound annual growth rate of 6.5% from the year 2021-2030 (Allied market research.com). The cleaning service industry is also called as housekeeping industry. The need for housekeeping services is endless. Wherever there is a footprint of human beings, the need for housekeeping services comes into the picture. Be it home, offices, educational institutions, shopping complexes, theatres, railways, airlines, transport, or hotels etc. The topmost essentials for a human being are food, shelter, and clothing. The housekeeping industry takes care of two essentials such as shelter and clothing. Given the importance, the main objective of housekeeping is to provide a clean, safe, hygienic,

and aesthetically appealing environment. This is achieved by cleaning the surfaces using various chemicals, equipment, and cleaning methods. The output of the cleaning results in the accumulation of waste, and the same needs to be collected based on the nature of the waste for effective disposal or recycling. In addition, the housekeeping department is responsible for maintaining the physical infrastructure such as (ceilings, walls, floorings, windows etc.), furniture, fixtures, fabrics, linen, and other amenities. Due to the involvement of housekeeping in the daily life of human beings, it is considered the backbone of human survival.

This context brings the relevance of housekeeping to the Sustainable Development Goals (SDGs)



Dr. D. P. Sudhagar

Associate Professor
Garden City University
Founder – EQA, Click HTI, GRIFA, & YLT
Head of Strategy, PHA

proposed by the United Nations in the general assembly in 2015. The main objective is to achieve peace and prosperity for people and the planet by 2030. The SDGs or Global Goals have seventeen interlinked global goals such as no poverty, zero hunger, good health and well-being, quality education, gender equality, clean water and sanitation, affordable and clean energy, decent work and economic growth, industry, innovation, and infrastructure, reduced inequality, sustainable cities, and communities, responsible consumption and production, climate action, life below water, life on land, peace, justice and strong institutions and partnership to achieve the goal (Refer Figure1).



Figure:1: Sustainable Development Goals



The operations, administration, and management of housekeeping are directly or indirectly linked with the people and planet as well as the Sustainable Development Goals. Hence, housekeeping can play an important role in achieving the SDGs. This article gives an example of how housekeeping can contribute to achieving each SDG in table 1.

S. No	Goals	Recommended Practice in Housekeeping to achieve the SDG
1	GOAL 1: No Poverty	Distribution of upcycled linen to the needy people in the society.
2	GOAL 2: Zero Hunger	Providing room amenities (food or beverages) that are in excess to the local communities.
3	GOAL 3: Good Health and Well-being	Providing eco-friendly linen/ herbal pillow/ wellness music options to the guest
4	GOAL 4: Quality Education	Providing skill development training programme in housekeeping for the school dropouts or single mothers and providing them employment in the housekeeping department.
5	GOAL 5: Gender Equality	Providing equal employment opportunities not only for men and women but also to the members of the LGBT community.
6	GOAL 6: Clean Water and Sanitation	Implement water purification processes such as ozonation and provide an access to clean water to the guest and employees in the prominent locations.
7	GOAL 7: Affordable and Clean Energy	Install an eco-button to save energy in all areas, leading to conservation of energy and affordable energy for all. Use solar-powered lighting wherever possible.

8	GOAL 8: Decent Work and Economic Growth	Develop roles and responsibilities for every member of the housekeeping department by ensuring proper work-life balance, respect, safety, and security in the workplace. Motivate the housekeeping team members to explore the opportunity of upselling the room amenities or minibar beyond cleaning and maintenance, thereby leading to revenue generation and economic growth.
9	GOAL 9: Industry, Innovation, and Infrastructure	Develop creative innovations for the housekeeping department, such as the usage of local jasmine flowers in the turndown service for a single lady traveler. This helps not only to create a wow experience for the guest but also supports local florists or farmers. Use eco-friendly materials for the construction, such as Portland pozzolana cement which has 15-20 % of fly ash in the deciding stages of the construction.
10	GOAL 10: Reduced Inequality	Develop standard operating procedures, especially employee code of conduct, and ensure respect and dignity of each employee working in the housekeeping department is ensured across the entry-level to the managerial level position.
11	GOAL 11: Sustainable Cities and Communities	Conduct awareness programmes to the local communities on the importance of cleaning, upkeep, and waste management to create Sustainable Cities and Communities.
	GOAL 12: Responsible Consumption and Production	Use eco-friendly chemicals for cleaning and washing and use eco-friendly equipment in the housekeeping department.
12	GOAL 13: Climate Action	Purchase minibar, which is Chloro Fluoro Carbon free with the fuzzy logic system. The fuzz logic system will sense the load inside the refrigerator and adjust the cooling. This practice helps to reduce the consumption of electricity and the negative effect of Chloro Fluoro Carbon.
13	GOAL 14: Life Below Water	Ensure that all the wastewater resulting from cleaning, AC, and sewage water is treated, recycled, and used for the appropriate purpose, such as gardening. This helps to avoid water pollution, which directly or indirectly might affect the life below water.
14	GOAL 15: Life on Land	Ensure proper waste segregation to ensure that plants, animals, and human beings are not affected due to soil, air, or water pollution.
15	GOAL 16: Peace Justice and Strong Institutions	Empower employees to follow a standard code of conduct in the workplace and provide a safe and secure atmosphere for guests staying from different parts of the world.
16	GOAL 17: Partnerships to Achieve the Goal	Collaborate with government and non-government agencies to conduct various awareness, skill development, and capacity-building programmes related to housekeeping.

Many housekeeping standard operating procedures related to the operations, administration, and management can be realigned to significantly contribute to the Sustainable Development Goals. Such efforts will help to achieve peace and prosperity for the people and the planet without any doubt.

Companies interested in aligning their housekeeping practices based on SDGs or individuals interested in gaining more insights on this topic can write to the editor to get assistance from the author.

Let's create Sustainable Housekeeping by developing, adopting, and practicing housekeeping functions that are contributing to the achievement of the SDGs.

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1. <https://sdgs.un.org/goals>
2. <https://www.alliedmarketresearch.com/cleaning-services-market#:~:text=The%20global%20cleaning%20services%20market,6.5%25%20from%202021%20to%202030>, accessed on 15th August 2022.



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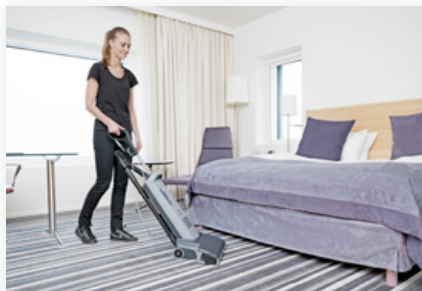
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ROBOTIC automation in cleaning industry

Robotics are completely changing the landscape of business. And nowhere has their impact been felt more than the facilities management space. Facilities management has long relied on technology to boost performance. But robotic process automation (RPA) – the deployment of bots to automate repetitive manual tasks traditionally performed by humans – presents a new and exciting opportunity to improve operations, service delivery, and workplace experience.

Today's FM providers are expected to manage more business processes, data, systems, and regulatory requirements than ever before, despite lacking both the budget and personnel to do so. By deploying bots to absorb some

of this work, FMs can reduce their operating costs and focus their attention on higher-value tasks.

Not only do bots operate 24/7, but they typically perform work in a fraction of the time taken by humans (with a higher degree of accuracy) Often, this work is administrative and entails things like data compilation, scheduling, and documentation. However, bots have proven to be particularly valuable when it comes to cleaning and maintenance.

In 1956, the American science fiction author Robert A. Heinlein described the concept of a robotic vacuum cleaner with a recharging dock in his novel *The Door into Summer*: “Basically it was just a better vacuum cleaner It went quietly looking for dirt all day long, in search curves that



M. Jyoti Nair
GM Soft Services, IREP
VP – Operations, PHA
Karnataka Chapter

could miss nothing Around dinner time it would go to its stall and soak up a quick charge.”

In 1969, on 2 April, an episode of *The Avengers* was broadcast in which the character Inge Tilson played by Dora Reisser says “...I saw a demonstration once. A robot vacuum cleaner. It swept around the house, went back into its cupboard, automatically plugged in, and recharged itself...”. The teleplay for this episode which was entitled “Thingumajig” was written by Terry Nation.

In the Early 1980's robots were used for cleaning air conditioning ducts. Window and building façade cleaning robots were also tried and tested. These also came into being in the 1980's.

In 1990, three roboticists, Colin Angle, Helen Greiner, and Rodney Brooks, founded iRobot. It was originally dedicated to making robots for military and domestic use. It launched the Roomba in 2002,



which was able to change direction when it encountered an obstacle, detect dirty spots on the floor, and identify steep drops to keep it from falling down stairs. The Roomba proved to be the first commercially successful robot vacuum. In 2005, iRobot introduced the Scooba, which scrubbed hard floors.

Today autonomous floor cleaners are commonly used at airports, warehouses, and other large facilities. These applications learn from user demonstration and process sensor data to avoid obstacles, adapt to changing environments, and seamlessly interact with end-users.

Pro and cons of a robot

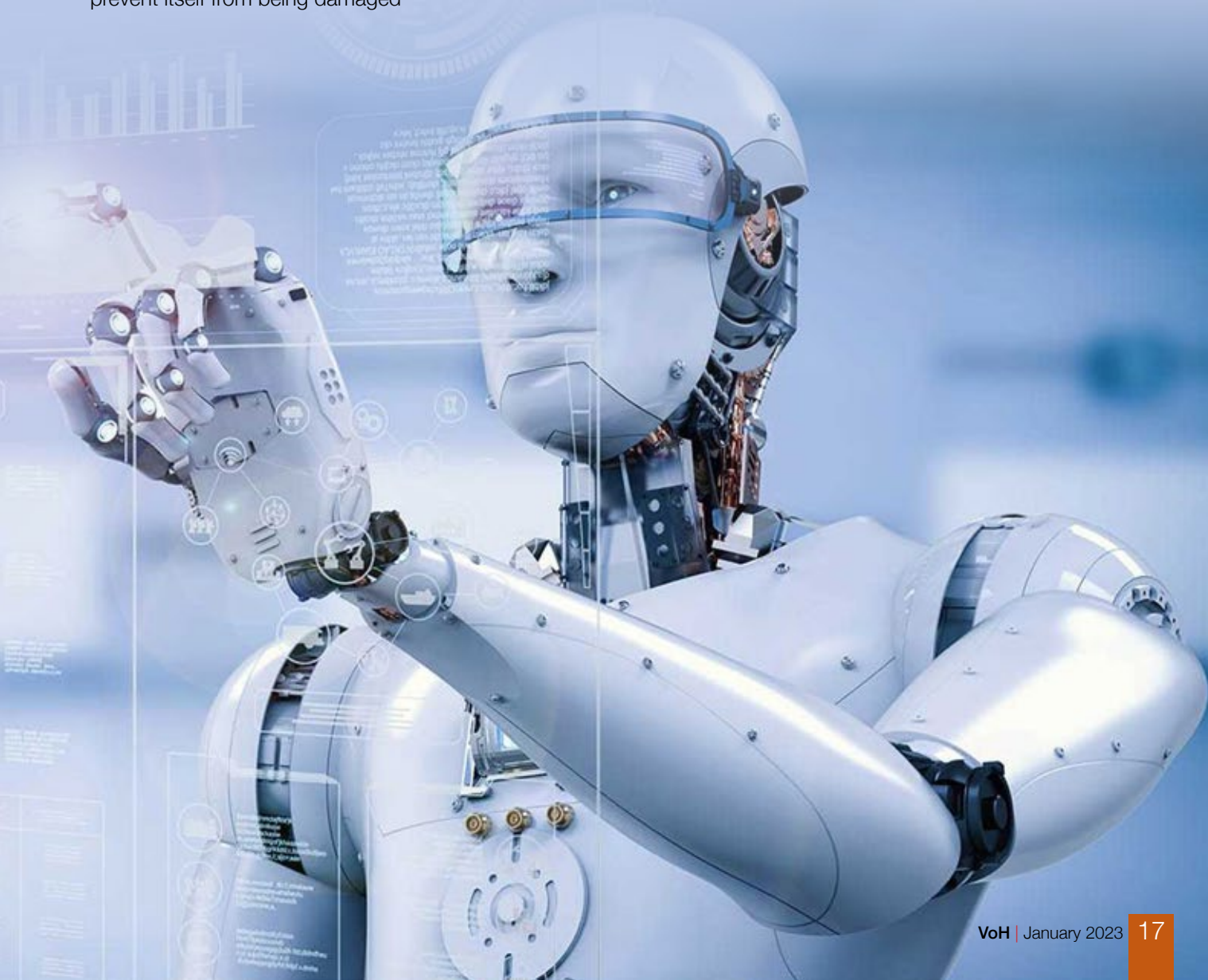
A cleaning robot is very efficient in the way it cleans. The cleaning is very thorough. It is good at detecting boundaries. With sensors and a protective buffer, it can not only prevent itself from being damaged

but also can avoid damaging the furniture. It can also detect walls and stairs and will automatically turn around when it comes across either one. It is programmed to go to its docking point when charging is required, and the area programmed is completed. Robots can sense the floor surface and clean accordingly. With sensors and a protective buffer, it can not only prevent itself from being damaged but also can avoid damaging the furniture. It can also detect walls and stairs and will automatically turn around when it comes across either one. The noise levels are comparatively lower than a vacuum cleaner. Using the mobile application as a remote-control device, you can control the robot much easier, and no extra manual operation is needed. The new age robots are programmed to update as and when the software updates are there.

A cleaning robot can be very expensive. Skilled manpower is required to program, operate, and maintain the robot. The robot requires wi-fi and power to operate. Most robot battery life lasts for about 4 hours during which depending on its capacity it cleans and then the battery is required to be charged. Robots work well in clear spaces while in spaces where there are huge footfalls and furniture it would stop. Corners, skirtings etc. still require manual cleaning as the robots do not have the extensions with brushes to clean these spaces. The dust bags must be emptied more frequently than a vacuum.

So are Robots worth it? – it depends on the availability of the budget, wi-fi connectivity, foot falls, area and surface to be cleaned.

References –Wikipedia, Reader's Digest, Manufacturers Websites



Redefining Hygiene in Hospitality

Team Olive Ridley



Science & strategy

Generally, any intervention in hygiene and sanitation anywhere includes providing access to clean drinking water, handwashing stations, toilet restoration, and hygiene training, to name a few. But investing in scientifically formulated chemicals is absolutely critical.

Hygiene chemicals are meant for three broad functions: cleaning, disinfecting, and protecting surfaces. Hence, their major product groups, irrespective of industries, are: cleaners, disinfectants, and surface protectants.

Working in tandem, they help organisations ensure clean and safe environments. Cleaners remove dirt and pathogens from surfaces. In addition, they also remove food that allow pathogens to survive and reproduce. Disinfectants on their



It is easy to overlook hygiene products and services when there is not much awareness about the enormous consequences of failing to invest in these solutions. Not ensuring hygiene can adversely impact customer satisfaction, brand value, and will lead to low employee morale, and productivity losses. Maintaining hygiene on consistent basis also demands significant resources. On the other hand,

effective sanitation and hygiene at workplaces, especially in the hospitality segment, demands a comprehensive approach. And there are very few vendors who can supply wide range of quality housekeeping chemicals, offer consulting, and support services – while keeping affordability very much in the equation.

part kill pathogens after surfaces are cleaned. And surface protectants protect surfaces from future contaminations - they keep surfaces free of pathogens in between cleanings.

However, use of substandard chemicals can do more harm than good. And, there are also different products that use different techniques or combinations of chemistry, physics (i.e energy and friction), and biology (an example is the use of probiotics to ward off pathogens) to generate desired results. Hence, a well thought out hygiene strategy to ensure the right blend of products for right purposes and at right quantities is considered important.

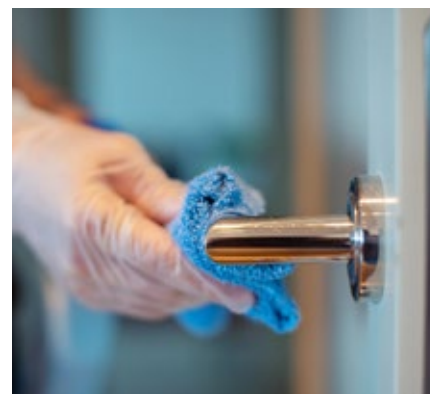
Right vendor

It all boils down to partnering with the right vendors who not only have

a wide variety of products, but also a strong technical expertise, and a network to provide support services on demand. Among the few vendors that fit the description includes Olive Ridley. The company deals with scientifically formulated chemicals for 360-degree hygiene applications for a wide range of sectors. Its flagship product categories include surface cleaning solutions, food preparation hygiene, dish & ware washing solutions, hand hygiene, laundry, stone-care, stain removal, and odour management solutions.

But Olive Ridley stands out in the market also for its cost-effective solutions, and unparalleled service support. It is indeed in recognition of these aspects that Olive Ridley was adjudged the best housekeeping product manufacturer by the Professional Housekeepers

Association in 2022. Its growing client base representing a wide range of industries including buildings and commercial facilities, education, manufacturing and warehousing, hospitality and food service, food & beverage industries, and hospitals serves as a proof that such an end-to-end product and services portfolio from a single source is the need of the hour.



Acid Free & Ideal for Cleaning **Tiles, Sinks, Taps, Showerheads, Faucets**

CRÈME

Multi Surface Creme Cleaner

Crème is a multi-surface cleaner and polish. A mild abrasive formula for removing stubborn spots, build-ups, scuffs and soap scum from restroom surfaces.



FEATURES AND BENEFITS

Acid Free blend of surfactants and mild abrasives.

Ideal for cleaning taps, sinks, tiles, shower heads, faucets.

Semi viscous formulae for extended contact time.

Mild abrasive removes hard water deposits.

Easy to rinse.

CREATIVE USE OF DISCARDED LINEN

Linen is one of the resources with a massive possibility for reprocessing because it is 100% ecological.

It's essential for Executive Housekeepers to continuously think out of the box, guaranteeing grace with luxury to be delivered to customers. There are numerous traditions to reutilize; if we see in ancient times, our mothers and grandmothers certainly did not throw anything. For instance, if the curtain got damaged from the centre part, they would make lovely shopping bags from them.

We are not doing anything fresh; we are doing just the same, however differently. At Six Senses, we are not supposed to throw any linen material, not even the side waste of upholstery material or the old uniform. Sometimes it's difficult to keep holding it for long.

Nowadays most hotels are going sustainable, and in a way, it's getting easier for housekeeping, so as I said we need to just think out of the box.

With the old discarded bedsheets, you can make baby cot linen, like baby bedsheets, baby pillow covers, and baby duvet covers, and you can design with the upholstery material on top to give some colours and designs that kids love. Duvets which are spoiled by guest while smoking in the bed can be

cut to baby cot size and used as a baby duvet (this is what I did at SS last year).



Not only that, we can also ask engineering to prepare a wooden frame in a tent shape and we can make a tent with some waste colourful fabric or dark colour uniform to give life to the tent. Creativity also has no limits, one can start thinking from smaller ideas to bigger ideas, this is another one done by me this year in January.



Neerja Acharya
Executive Housekeeper
Six Senses, Oman
PHA Life member



I have not stopped until now as there is so much to remove from my store; recently we made a small Christmas tree with the side waste of left out upholstery material on a wooden stick for the 24th eve rather than using flowers.



Then, not too long ago, with bath towels and hand towels, we made a baby robe, and it's a super hit, we are doing more such stuff for guest babies now.



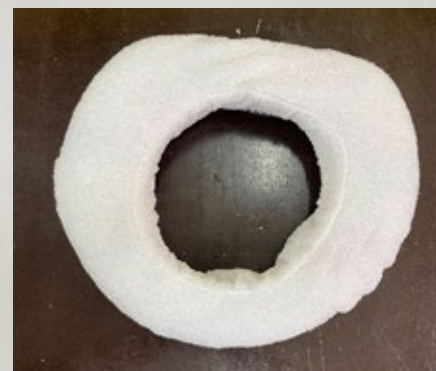
We can do neck pillow covers and tailbone cushion covers too.



As we are not using any plastic items in the guest villas, it was getting difficult for all of us to provide nappy pads. After much thought, we have made a cover for the discarded towels and presented it to our guests so it's like a cover and can wash after each use.



And, if anyone in future would like to explore any ideas, please feel free to ask and I shall be more than happy to do it. Let's work together on sustainability.



We need to check our surrounding areas carefully, then think about what, where and how we can use our used/discarded material which looks trendy to leave in the guest room. In conclusion, the picture below is self-explanatory.



Moving the needle of transformative change - mindfully

“Vasudhaiva Kutumbakam “The World is a Family”-this verse of the Maha Upanishad is engraved at the entrance hall of the Parliament of India –call it foresight of our ancestors almost 5000 years ago- to be mindful and to take care of all the elements of nature. This unfortunately seems to have been forgotten in the adrenaline rush of conspicuous consumption of the global economy.



Niranjan Khatri
Founder- iSambhav

I was very privileged to be posted in a remote island called Port Blair where I was surrounded by untouched tropical forests, tequila, clear sea water embracing the shores with mangroves, and a combination of so many aspects of natural systems; it was a visual feast for me. In Port Blair, I was introduced to the various nuances of nature which I was oblivious of.

Transferable jobs, like in the army, give diverse experience with a very wide view of the world. Similarly, working in a large diverse hotel location exposes individuals to rich experiences, some of which cannot be taught in the education system.

It was courtesy the Late Vice Admiral S P Govil and the then Chief Conservator of the Forests, Andaman & Nicobar Islands, who nudged me to address the negative externality of the tourists-discarded packed lunch boxes, which were littering the islands and damaging the corals and sensitive forests. These two external stakeholders were instrumental in inducting me, very politely, into my journey of transformative change in operating the hotel mindfully.

I was not conscious of the word ‘mindful’ although the hotel industry is very mindful of the needs of the guests in the hotel. I was not equipped to understand what ‘being mindful’ of the external ecosystems meant at that time because I was an ecological illiterate!

The first step we took to gently make the tourists also ‘mindful of

nature’ was by putting messages on the packed lunch boxes that were taken by the guests for picnics to different islands - ‘Please do not litter the island, please leave the corals for the fish’. Without consciously knowing the terminology ‘sustainable development’, we stumbled into circular and regenerative economies, which is getting traction today, albeit at the pace of a tortoise.

The hotel, perched on a hilltop, commands a breath-taking view of the distant islands; in a manner of speaking, I had the opportunity of acquiring a world view of being mindful in the waste domain and in making our guests mindful of the different elements of nature. We developed a resource modest service design, which has withstood the litmus test of time. The ideas implemented over a period of 4 years from 1988 are so pertinent today, with intense heat waves, drought, floods and arctic chill affecting us in different geographies. Scarcity of various resources like water, sand, aggregate and chips are the latest in the list of declining resources beginning to impact human activities.

There are some very good examples of governments being mindful of flora and fauna. Some 2 decades ago, a large machine was imported to be sent from the Kolkata port to an oil refinery in the North east by a narrow road through the Kaziranga National Park. The state authorities did not give permission to broaden the road through the park, instead a one-time permission was taken from Bangladesh to use their road network to bypass Kaziranga, without disturbing the wildlife.

Similarly, the German government was worried that the frogs which were crossing the autobahn were getting killed in significant numbers, hence they made bores under the roads so that the frogs had a safe passage.

In homes, we are mindful of the need of other members for silence when they are working from home. In apartments we try not to make noise which will affect neighbours. In the hospitality industry, we anticipate the guests needs and fulfil the same before they even ask for it. In the hospitality sector, staff are trained to be mindful of guests’ needs which are addressed even before they ask for something!

Vasudhaiva Kutumbakam’s ‘The earth is my home’ is mindfulness on scale.

With this brief background, I will share some thoughts on how to make guests mindful of their heavy negative carbon footprints.

Situational awareness of resources

In 2022, we saw the tandav of climate change from California to China in the form of severe fires, droughts, and floods. The Seine,

Rhine, Po and the Yangtze rivers dried up impacting power production, farming, and disrupting supply chains. One-third of Pakistan was flooded, and looked like the sea.

Addressing ecological poverty in a resource-finite world

The global forest cover is currently 30%, it was 47% in 1947. As per the internet, the USA alone consumes 45 billion tissues p.a. to wipe their nose and the drops of water spilling on the ground, stains etc. Manufacturing toilet paper consumes 37 gallons of water, 1.3 kWh of energy and chemicals which has a huge impact on climate change.

There is a need to educate guests to not use category-A resources for a category-C need, causing huge difficulties for 2 billion poor people due to its negative impact; instead, they must be encouraged in becoming mindful by using the hygiene faucet, using a handkerchief for personal use and a mopping cloth for wiping the floor. This is being mindful in very simple known ways. Just these two practices in itself cause decimation of 270,000 trees p.d as per Wikipedia!!

There is great opportunity to migrate from the use of 650 GSM (grams per sq. meter) towels to 100 GSM towels, the former requires 22 litres of water per wash. According to WWF, to produce 1 towel requires 20,000 litres of water. Considering 1.6 billion people do not have access to clean water globally as per UN data, there is an urgent need to embrace super mindful behaviour in order to not make the life of the poor more difficult on account of climate change. This issue has been talked about since the last 30 years in the COP meetings.

Transformative change is urgently needed today. All these decisions are akin to industries which practice ABC analysis while handling resources; the same principle has to be applied keeping natural resources on their business dashboard.

To Illustrate:

- a. Bathtub should only be seen in the London Museum.
- b. Water timers should be installed in the shower cubicles: if the shower is used for more than 3 minutes, the meter should run for luxury use of water at a scarcity mindful rate, for billing purpose.
- c. Bed sheets to be changed in hotel rooms once in 3 days should be made a default standard.
- d. Suppliers must mandatorily disclose their water footprint!
- e. The operations team to be educated in energy/water nexus and the embodied water of products and processes.
- f. B 2 B green advocacy- a new tool can be deployed- when the going gets tough, the tough get going.
- g. Considering that the hotel industry has contacts with different industries, they may take the initiative to suggest to the car industry to feature the following in their manual:
 - viii. Do not use a hose pipe to wash the car, dry clean the car, except when needed with a wet cloth on rainy days.
- ix. While travelling on roads people throw out bottles and garbage on the roads. The car industry can design a small space for keeping garbage which can be responsibly reused, or a communication to car owners to keep their own bag for waste generated in the car.
- j. The Film industry to not use water in shooting scenes and instead replace it with digital water. The digital water will not be comparable in quality with natural water, but this lacuna can be overcome by explaining that every drop of water is too precious to be wasted, thereby raising the “mindfulness bar” of the masses which is still lacking, in spite of so many real time shortages experienced by stakeholders!
- k. Offer small/large pegs of water in restaurants, a simple & humorous way of bringing scarcity-value pricing in conversation in industry's service design. We do not have a thirst quotient meter to gauge the guests thirst level, therefore the old habit of offering a full glass of water needs to be abandoned ASAP. As per conservative estimates the country wastes 200 crores litres of unconsumed water per day.

All the above illustrative steps, if scrutinised, will help in bending the emission curve, without any cost and it will ensure that the excesses of the affluent do not make the lives of the underprivileged of the world more difficult, due to increasing impact of climate ferocity.

“With our bottomless appetite for unchecked and unequal economic growth, humanity has become a weapon of mass extinction. We are treating nature like a toilet. And ultimately, we are committing suicide by proxy”, said the UN Secretary General, Antonia Guterres while addressing the participants at the opening of the 15th session of the UN Biodiversity Conference (COP15) in Montreal, Canada. - *TOI 7th December 2022*

In conclusion, there is so much talk on climate justice, shifting individuals from wasteful consumptions will be a baby step in embracing L.I.F.E. (Lifestyle for Environment) as suggested by the PM in the COP 26 meeting in Glasgow in 2021.

(The views expressed in the article are that of the author)

PHA WORD MAZE

Sanju Samuel

Hospitality Consultant

www.tecxotic.com

PHA Life member

Find at least 16 words related to the industry in the maze

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

Industry academia interdependency - Bridging the GAP

A 2007 study on stakeholders in hospitality education documented that several significant gaps and interesting differences on perceptions about hospitality education exist between educators and employers. (Cho, Erdem, & Johanson, 2007). In order to understand the gap between hospitality higher education and the business industry, it is therefore really important for both to come together and set a framework or a course plan that encapsulates the essence of both knowledge & experience.

In the hospitality industry, industry professionals expect students to be prepared for not only skills and competencies at the frontline level, but to also have critical thinking skills, emotional intelligence as an outcome of a four year degree (Ogbeide, 2006). There is need to reduce the perceptual gap between academia and industry by immersing the hospitality student in real life case studies that have the focus on experiential learning, instructional technology, meta-cognition, and communication skills needed by the hospitality industry.

There are constant conversations around how important it is for both education and industry to work closer together to keep curriculums relevant with present trends and thus how to best prepare students for a career within the industry upon graduation. There is a need for a practical solution which is important for both to work parallel with one another. The teaching techniques and methodologies need to be changed and adapted to a more practical approach. The parallel interaction and having a framework for the same is important too.

Let us take the example of the various internship programs for our Associates and let us ask ourselves some questions?

Is there a set framework currently which is prepared for the intern to have clarity and guideline of what is expected out of them and what is the industry expectation??

Can we today have a tangible outcome and a satisfied intern who is excited to join back the industry post his or her graduation??



Dr. Madhu Chandhok

Director & Founding Partner Pip2020
Honorary Advisor, PHA

Does today's education system get measurable results on the gains & pains of the Interns??

Is today's course plans at our institutes in-sync with the industry requirements??

Are we managing to attract today's youth to the hospitality industry??

Are the Interns being used as an additional resource??

Shikha Ahlawat and Dr. Yashwant Singh Rawal had some findings in their study 'A review on bridging the



gap between hospitality education and hospitality industry with special reference to hotels of India’.

Major gap between academia and hotel industry

- Lack of communication skills among students: Hospitality students are lacking in English communication, body language and personality traits. The language barrier is also a problem that is faced by many students.
- Lack of experienced faculty in institutions: Many faculty who are teaching in universities and colleges don't have industrial experience and also lack in necessary skills which are required to develop the students for industry. Faculty spent most of their time studying the textbooks and supplying bookish information to the associates.
- The short duration of the internship: The duration of internships is very short. The students are not able to cover all the core departments and didn't get complete knowledge about the industry.
- Outdated curriculum: The curriculum of the institutions is outdated which is not followed in the industry nowadays. The content included in the curriculum is not as per the industry requirements.
- Lack of modern infrastructure: The shortage of modern infrastructure and lack of modern equipment for practicals makes the students unemployable without further training in hotels.
- Lack of computer knowledge among students: Many students lack computer knowledge and are not able to use the software used in industry.

- More focus on theory classes: The institutions are more concerned about theory classes. The faculty give more emphasis on theory-based learning as compared to practicals which are more important to meet the industry requirements.
- Lack of library facilities in institutions: The textbooks and reviews of literature available in the libraries are outdated. The institutions are not updated with e-library facilities.
- Lack of workshops, seminars and conferences organized by institutions: Most of the institutions are not organizing workshops, seminars and conferences that benefit both students and faculty.
- Lack of industrial visits organized by institutions: Institutions are not taking any efforts in organizing industrial visits for the students. The students are unaware of the industry and its facilities.
- Lack of research and development facilities in institutions: Academia is lacking in research and development facilities for students and faculty. There is no coordination between academia and industry participants which benefits both.
- Lack of innovative teaching methods used by faculty: The faculty are still using old lecture methods in classrooms which bores the students.



- Lack of operational and managerial skills among students: The students are lacking managerial and operational skills which are important to meet the industry expectations.

There is a need for the academia and industry to collaborate and come together to find answers for all the above questions that I listed. There may be many more points too. In my opinion workshops discussions and right use of technology to set the framework, update the course planned and an integrated approach by both can surely set the path forward. This may not be a quick turnover and we do see many modern hospitality institutes having taken that route

to do their bit, but we all need to join hands together and create a new path of knowledge, skill & experiences to help the associates to immerse themselves in the process and be future ready.

Also another thought, at the academic front we should encourage, maybe an incentive driven research for the faculty members, to enable them to also add value and find solutions to change their methodologies of teaching. Involving the student associates in these exercises may also bring some good findings which may help in framing the subject delivery methodologies.

In conclusion, a continuous interaction between student associates, industry & faculty is



very important to impart skills and knowledge based on the need of the industry. In today's ever changing scenario, it is important to stay updated and also transfer the same to the associates who are the future of hospitality.

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Chapter by Alison Green University of West Florida green@uwf.edu & Mehmet Erdem, University of Nevada, Las Vegas mehmet.erdem@unlv.edu

DOI: 10.21467/books.134.5

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MODERN PRACTICES FOR PRESENT CONDITIONS IN ACCOMMODATIONS OPERATIONS

The most successful hospitality firms are constantly evolving, but if you want your business to follow suit, you must constantly keep up with the most recent changes in the sector. This encompasses every facet, including marketing strategies, hospitality practises, use of cutting-edge technology, and responding to global events.

Keep up with the most recent trends for the best possibility of connecting with your target audience and making your point. While implementing new technology may boost a business' productivity, it can occasionally also improve the complete client experience.

Technology:

The upcoming WiFi 6 is one of the single best instances of hotel technology that has the potential to be advantageous to both visitors and hotel workers. This is the WiFi technology of the future, and while it will not radically change the way WiFi is actually utilised, it can substantially enhance the user experience.

WiFi 6 has a data rate improvement of more than 30% and a throughput improvement of roughly 30% over the entire network. As a result, more devices can be connected to the hotel WiFi and still function normally, making it easier to use smart devices, stream videos, and browse the web.

Use of germ-killing UV robots

Hotel robots may help with housekeeping tasks like vacuuming floors and disinfecting, which can be particularly crucial for making your facility COVID secure.

Phoxenon™, a pulsed, high-intensity, broad-spectrum UV light

technology from Xenex, is 4300 times more powerful than a mercury lamp at its peak and is specifically harmful to microorganisms¹. A room can be disinfected in as little as about 10 minutes.



Image Source: Xenex.com

Techie robot cart

Robots are also used for generalised tasks like delivering bins of clean linen to the right floors. As a result, guests will receive clean towels and sheets more quickly, enhancing overall satisfaction. This can help to save manual labour. The bin has shelves where linen is arranged and the robot gets itself attached to the bin, goes into the elevator, gets out of the elevator and parks itself on to the designated place on the floor corridor. The attendants remove the clean linen and the robot is sent back to the linen room.



Sandhya Anilkumar

Assistant Professor, Faculty of Hospitality Management and Catering technology, Ramaiah University of Applied Sciences, Bengaluru
VP - L&D, PHA Karnataka Chapter



Techie robot cart

Image Source: <https://www.revfine.com/hotel-robots/>

Cleaning Practices: As far as cleaning practices are concerned, hotels are ensuring that the following chemicals are indented.

Mixture of diluted bleach: For every quart of water, add 4 teaspoons of bleach, and for every gallon, add 5 tablespoons (1/3 cup) of bleach.

Alcohol Solutions: Should have at least 70% alcohol in them.

Sanitisation is most effective, using products containing sodium hypochlorite, isopropanol, and ethanol.

The most controllable expense in a hotel operation is that of housekeeping, therefore creating time-based cleaning schedules and effective monitoring systems will be crucial to reducing expenses. For instance, cutting back on daily cleaning for guests who stay longer than one night can reduce costs, save housekeeping work, and, in many situations, satisfy the wishes of guests who prefer not to be bothered. The result could be a lot of saving. In the future, hotels might provide ancillary services like additional deep cleanings or stayover cleans that will be chargeable.

By introducing the ALLSAFE

Cleanliness & Prevention Label, which reflects some of the strictest cleaning standards & operating practises in the world of hospitality, for examples Hotel The Grand, Amsterdam has lifted these requirements even higher to assure guest safety as hotels have gone past Covid. By mentioning that the hotel has been inspected by leading companies/ boards/ organisations in hygiene and cleanliness like the Bureau Veritas, it reassures guests about safety.

In- room supplies

Free soap bars are one of the resources that hotels waste the most frequently. As part of their Clean the World Challenges in collaboration with Clean the World, Hilton accomplishes this by donating their spent soap. IHG stated in July 2019 that all small toiletries would be discontinued in favour of big containers.

It's critical for hoteliers to know their clients before they arrive. Since COVID, guest needs have significantly altered, affecting everything from how they pack for trips to the amenities they look for

when travelling. Travelers of today are just as interested in bottled water as PPE (Personal Protection Equipment). PPE, however, cannot be sold in the same manner as conventional minibar products. Hotel visitors must be sure that any PPE they purchase has not been tampered with or opened. Operators can showcase any PPE they have available without forcing visitors to touch it by using an enclosed minibar solution like Bartech's NeoTray.

Bartech, the market leader in automatic minibar systems, is addressing a rising demand in the post-COVID 19 hotel environment with its exclusive NeoTray solution. NeoTray makes it possible to safely provide non-refrigerated things to hotel guests through an automated point-of-sale inside the privacy of the guestroom. As hotels around the world look for ways to continue serving guests' needs in the new socially remote travel experience, Bartech's NeoTray provides a solution for presenting non-traditional items for purchase, such as PPE (Personal Protection Equipment) like masks and hand sanitizer to help ensure guest health and safety.



Image Source: hospitalitynet.org

To conclude and not mention this, would not be right..... that there is a general agreement among experts that corporations can no longer really choose sustainability. The hospitality industry will always operate sustainably.

Customer satisfaction & estimated revenue earnings



In the hospitality industry, customer satisfaction has been recognized as a central concept, as well as an important goal of all business activity. Satisfaction is also a core concept in hospitality industry. Many firms that are frustrated in their efforts to improve quality and customer satisfaction are beginning to question the link between customer satisfaction and economic returns. Expectations, quality, and price should affect customer satisfaction and why customer satisfaction in turn should affect profitability, these result in a set of hypotheses that are customer satisfaction and traditional accounting measures of economic returns, such as return on investment. Such findings support

a positive impact of quality on customer satisfaction and in turn profitability.

However, at the level of the firm, recent empirical evidence casts doubt on whether company's efforts to improve customer satisfaction and quality through implementation approaches such as quality management are having the desired effects. Several times there has been failure of quality management to enhance either economic returns or competitiveness.

Customer satisfaction is the key for increasing revenue and grade of the property. When it comes to customer satisfaction in hotel industry its starts from the reservations, the reservations team has to be strong enough to provide all the required information about their property. Booking has to be smooth to make sure that clients are clear about the tariff, bed type, facilities which are included and mode of payments.

Once the clients drop in at the property, the frontline team must be aware of their bookings, purpose



Narasimha Murthy A.
Executive Housekeeper,
Hotel Royal Orchid, Bengaluru
PHA Life member

of visit so that all necessary arrangements can be done before going to room to create happiness to clients.

The main factors that influence customer satisfaction are accessibility, empathy, language, response time, convenience, choices, simplicity and quality.

When the customer walks in, grand welcome must be done with welcome drinks and speed check in process. A room tour provides complete brief to customers; this will avoid getting calls from room for small things/issues guests might face. For instance, each hotel will be having different system of switches, showers, placement of amenities, functioning of all electrical equipment in which mainly customers face challenges.

Rooms must be done as per the customer's requirements like bed type, as per the pax amenities must be there, basic requirements like sufficient water and other amenities is a must to make customers comfortable. Once the customer checks into the room, after 30 minutes, courtesy call



should be done to understand if they are satisfied with the room and amenities.

While checking out also same experience must be provided for all customers so that they will have excellent satisfaction about the stay and services.

In the hospitality industry, the 3 Cs of customer satisfaction play a big role - Consistency, Consistency, Consistency.

If one guest is satisfied with our service and product, he will recommend many guests and this will help us to increase our revenue without any sales effort. Profit in business comes from repeat guests - guests that boast about your project or service, and that brings friends

with them. Major revenue generates for the hospitality industry by 'repeat customers'.

So, we should take care of our customers by recognising them each time they visit and make sure each time they are given a special

concern. There will be issues in any property, but if the customer service is taken care, issues will not be reflecting.

It must be remembered that 'It takes months to find customers and a second to lose them'.



Solution to Word Maze

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

SPRINGCOIL
DUSTER
TROLLEY
REDUCE
REUSE
RECYCLE
TURNDOWN
PEST
VACUUM
MATTRESS
TISSUE
LAUNDRY
CHECKOUT
SHOWER
CURTAIN
PILLOW

Recent trends in skilling and re-skilling housekeeping department staff

Housekeeping

Housekeeping plays a vital role in the hospitality industry, facility management, property management, health care sectors, and manufacturing industry by providing safe, clean, hygienic & comfortable environment to both external & internal customers.

Customer expectations

The customers', especially the millennials' needs and expectations have been reformed due to accelerated growth in technology and business disruption during the pandemic. They expect prompt cleaning service, privacy, adoption of automation and value for money.

Involvement of business leaders & patrons

Business leaders and patrons have modified their business strategy and created new business modules as per the customer expectations and business imperatives in which, the up-shooting technology plays an

important role in delivering prompt quality cleaning service at minimum cost.

Modern digital technology

Digital technology has created actual growth at an exponential rate. Housekeeping personnel are in a catch-up game and accept & adopt such technologies for housekeeping operations. The Housekeeping personnel should accelerate their learning of new digital technology in order to establish effective communication systems with customers and co-workers.



Shivakumar V

Manager-Housekeeping
Prestige Property Management and Service
PHA Executive Committee member – Membership & Vendor Management



Some of the accelerated digital technologies need to be adopted in housekeeping operations, for example:

- Digital inspection checklist for assessing cleaning standards through QR system.
- Connecting with customer through voice control apps like 'My-Gate', 'Adda' in Facility and Property Management.
- E- Learning systems for Housekeeping staff.
- Implementing digital reporting system in order to coincide with digital world and maintain sustainability.

The digital technology will help in a big way by saving time and providing accurate data, facts & figures. Existing housekeeping personnel may be good in technical skills like cleaning of surfaces, delivering customer request etc., however, they need to re-skill themselves to handle new digital technology. If not, the person will be dependent and will not catch up with time.

Automation

The cleaning activities in the housekeeping such as scrubbing of floors, polishing, vacuuming of mats and carpet, window glass cleaning, road sweeping, high level and façade cleaning that are being done without automation will require more manpower.

The cleaning machines manufacturing industries have automated each of these cleaning activities for e.g. single disc machine, automatic floor scrubbing machine, floor polishing machine, wet & dry vacuum machine, robotic window cleaner, ride-on sweeping machine, and hydraulic robotic arm for high level façade cleaning. Initially the automation technology may appear to be expensive. However, in the long run it will reduce the cost by reducing the requirement of manpower. 40% of the manpower can be reduced with automation. Automation also requires special care & attention – carrying out periodic preventive maintenance. This activity

can be planned and be timely reminded through digital means.

In handling and maintaining automation, one should have special skills. Among the existing housekeeping personnel, some may have the skill to handle automation and need to upskill themselves if it is updated technology. In case automation is new for the housekeeping personnel then re-skilling needs to be done by carrying out effective training by Original Equipment Manufacturer (OEM).

The future job

The digital and automation technology are the in-things today and will reduce the required manpower. However, when we look at it from another angle, the same technology is shaping up, and new jobs will be created, those that are called new role emerging jobs with new skills.

Skill gap

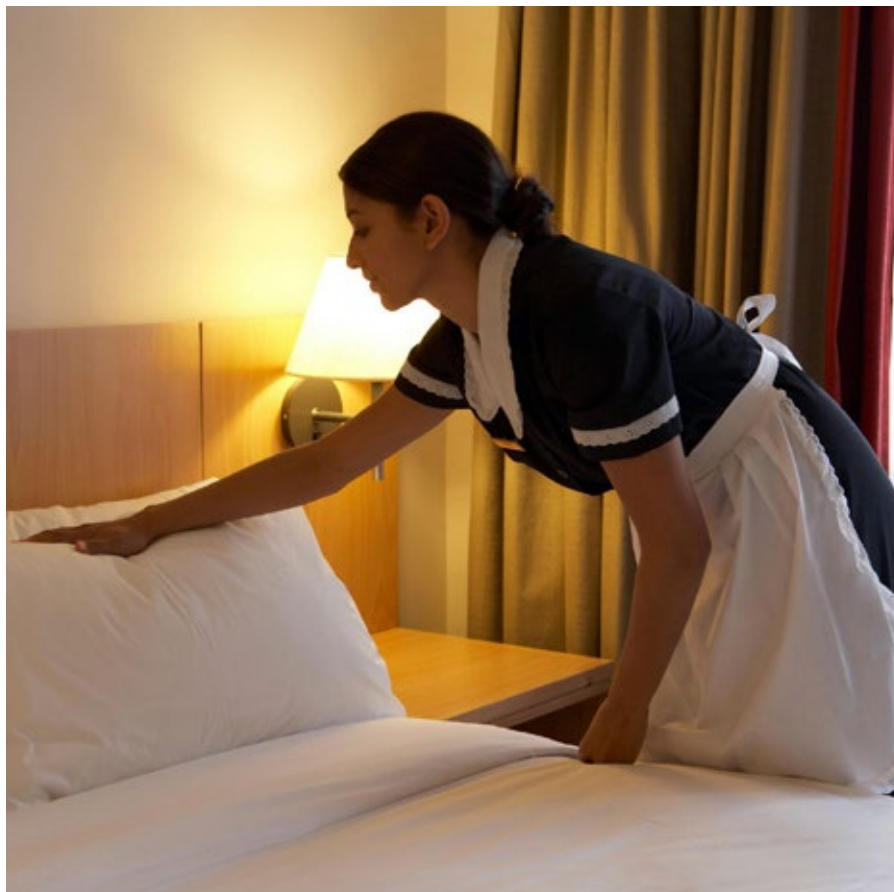
A huge skill gap is emerging in the existing work force in organizations. At least 40% of work force in an existing organization needs minimum of 6 months of re-skilling and up-

skilling training in order to bridge the gap. Housekeeping workforce should know hard skills such as sweeping, mopping, dusting, scrubbing, room cleaning, bathroom cleaning, floor polishing, handling cleaning machines and soft skills like communication, customer care, problem solving etc.

The effective re-skilling and up-skilling training is to be carried out intensively followed up analyzing the effectiveness of training at workplace. Continual assessment of housekeeping task activities and timely rectification of findings will create an interest in skill development program in talent ecosystem.

Inequality exacerbation

The development of technology and customer expectation compels every job role to learn all types of job skills in order to be handy at all times. If re-skilling and up-skilling is uninitiated, the impact would be inefficient service delivery. There are very high chances that the younger workforce, women workforce and even workforce with age might face some situations of inequality.



Aspiring students must value the hospitality career path through housekeeping

Housekeeping in the hospitality industry is described as 'providing an atmosphere that is clean, comfortable, healthy, and aesthetically attractive.'

Now days after a good generation of global communication brings in many guests frequently to various cities, hotels have become an important accommodation factor for most of the guests. Here, the housekeeping department plays a very important role in order to create an ambience as regards cleanliness, modern upgraded decoration giving the guest a feeling of WOW even before he steps into the hotel premises. Now a days housekeeping activities play an important role, as important as the other departments of the hotel. In this world of competitive situation, especially during the present post Covid 19 situation a great amount of impression to the guest is created by the diligent and effective workforce of the department. The guests of present day have their eyes more widely open for the best of the things to be made available giving them the value worth of

what they get. Thus, in the hospitality industry housekeeping plays a major role in order to provide quality service and meeting guest satisfaction to the fullest.

It is expected that the present-day generation would be having multitasking ability in the housekeeping department, as they are likely to take care of horticulture, flower arrangements, laundry and linen operations, interior decorations and designs, renovation and refurbishment, quality control, cost control, and play the role of guest relations executives in addition to the main housekeeping activities of ensuring guest comfort and satisfaction. Apart from this, the housekeeping department also does purchases of guest supplies, cleaning tools, cleaning agents, and Furniture, Fixtures, and Equipment (FFE) for the hotel. In many hotels, the housekeeping department also assists the sales team to generate revenue.

Many students of the present-day generation have an uncanny feeling that it is only the women folk who are



Ananya Manna

Assistant Professor, Rooms Division Department
Guru Nanak Institute of Hotel Management, Kolkata
PHA Life member

expected to be motivated towards the activities of housekeeping in a hotel. Definitely, it is not so, on the contrary the men folk have equal contribution, if not more, for the activities happening in this department.

Looking into the academics where the institutions teach this departmental activity as an integrated subject making things interesting for the students is of great relevance and is a must. There is an opportunity for hospitality professionals

and students to upgrade their knowledge and skills and be more accommodative to the new normal. Fresh graduates are recruited for positions like Housekeeping Management Trainees/Assistants/Associates. The organizations need young, innovative housekeeping professionals mainly in new normal to be part of the department, thus contributing to the growth of the organization. Additionally, they can also pursue further studies and research in fields pertaining to sleep science, horticulture, textiles, interior decoration and design, cleaning services, guest behavior, sustainability, and many more that have ample career opportunities. Therefore, a hospitality management student specializing in housekeeping can look forward to a promising career path.

The growth in this department is immense and has no limit for those who have innovative ideas, skills, expertise, and eagerness to learn. One can definitely grow to a level of Housekeeping Manager, Director of Rooms, Corporate Housekeeper, and even go on to become the General Manager of the hotel. A student specializing in housekeeping has tons of potential and opportunities to further their career in areas beyond hotels as well. For example, they can work as Housekeeping Managers in the sectors like Airports, Facility Management Companies, Hospitals, Event Management Companies, Project Management Companies, and Hospitality Consultancy Services Companies with impressive salaries and perks.

Now a days, many of the students, who are pursuing graduation in Hospitality and Tourism are not so interested and enthusiastic towards this department and not ready to choose this department as a career. During their studies, the students feel and find this department as a cleaning department and fail to analyze and understand the importance of this department as a great career opportunity and growth. Thereby, the different institutes' administration and faculties must take the initiative to make them aware of this department and



make them understand that this is a professional Industry and the cleaning jobs are the ground work which need to be done in the initial years of career in order to learn the basic technicals and skills so that they can move ahead in their career and become managers in few years and in turn provide training and skills to their employees. This knowledge and motivation can be provided to them through the lectures in the college from industry speakers. With this they will be getting the motivation and effective insight from the core hospitality professional of many years' experience.

The students must be taken to hotel visits to see their laundry, guestrooms, horticulture and florist sections so that they get some exposure and knowledge from the industry. Webinars and seminars must be conducted with renowned learned industry speakers on emerging topics like the forthcoming science of artificial intelligence which has entered the world of hospitality in a big way through robotics science and such applications from the housekeeping point of view, as to how the whole application is to be emerged as a new field for all organizations along with the updated modern trends.

Workshops on flower arrangement, first-aid, fire drill, bonsai and terrarium arrangement need to be

provided to them to learn the skills in housekeeping and accommodation management which are most useful in the hotel industry.

Competitions must be organized in the college at inter and intra level in accommodation management like bed making, flower arrangement, towel art, rangoli making, poster making, terrarium arrangement, theme decoration and many more so that the students participate and feel motivated and confident. Teachers must encourage their students for maximum participation.

Students must be inspired for writing articles related to this department, giving some speeches related to any topics in the classes and they must be appreciated and motivated.

In the colleges, International Housekeeping Week must be celebrated every year thereby recognizing the Housekeeping Department and various Housekeepers across the globe.

Looking into a students' career path through HOUSEKEEPING as their definite goal to take up the job as a profession is very much to be encouraged right from the basic level of institutional studies, keeping in mind the above discussed points to be focused and highlighted at all times to keep up the enthusiasm and tempo of interest in this sector till the final goal is accomplished.

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/>

Professional Housekeepers Association Executive Committee Members 2022-2025



Jayashree Nagaraj
Founder President
& Chairperson



Bharti Singh Kalappa
Vice President
Operations



Vinod Kumar
General Secretary
IT, Digital & Creativity



Thomas Mathew
Vice President
Learning & Development



Smritee Raghubalan
Managing Editor &
Chief Mentor PHA Yuva



Shivakumar
Membership &
Vendor Management



Hariram Charan
Joint Secretary



Kishore
Treasurer



Elizabeth Moyon
Public Relations
& Media



PHA PICTURE STORY

PHA YUVA CELEBRATES ITS 5th ANNIVERSARY AND 3rd NATIONAL YOUNG HOUSEKEEPERS CONVENTION



PHA Yuva members and mentors at the anniversary celebrations at Fortune Park JP Celestial, Bengaluru on 19th November 2022



Guests of Honour, PHA Founder President and Chairperson, Ms. Jayashree Nagaraj and Karnataka PHA Yuva Board representative lighting the ceremonial lamp



The Guests of Honour Mr. Saravanan Dhanabalu and Mr. Lakshmi Narayanan with Founder President and Chairperson PHA – Ms. Jayashree Nagaraj



PHA Yuva members and mentors making the most of the Knowledge share and fun sessions at the convention



Panel discussion 'Leaders' Voice' in progress. (Seated From L-R): Panellists Mr. Rajiv Bhatia, Ms. Asha Pathania, Mr. Lakshmi Narayanan, Ms. Indrani Sanyal, Ms. Usha Ramalingam and moderator Ms. Nirupama



Panel discussion 'Face to Face with Gen Y and Gen Z' in progress. (Standing from R – L): Moderator Dr. D.P. Sudhagar, Panellists Ms. Priyanka Choudhary, Ms. Bindu Pravish and Ms. Meenakshi Jyoti Nair followed by the budding leaders from various colleges



Badge pinning ceremony of PHA Karnataka Yuva Board in progress



Oath taking ceremony of PHA Karnataka Yuva Board



PHA Yuva members and mentors felicitated with Overall Championship and Runners-up trophies for winning Battle for Young Genius in Accommodation Management. Overall Championship trophy was bagged by IHM Chennai and Runners-up trophy went to Garden City University ▲▼





An enthralling Cultural Extravaganza in progress



A superlative dance performance at Cultural Extravaganza



Fun unlimited at the Cultural Extravaganza during the Convention

PHA participates as Knowledge Partner in WOW! Hospitality Trends Summit India 2022

WOW! HOSPITALITY TRENDS SUMMIT INDIA 2022
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Hygiene & Infection Prevention
COVID - SAFE HOSPITALITY!
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SPEAKER
Jayashree Nagaraj
Founder President & Chairman
Professional Housekeepers Association

MEMBERS OF
PHA
Professional Housekeepers Association

MODERATOR
Sandhya Anilkumar
Assistant Professor,
Faculty of Hospitality Management
and Catering Technology,
Ramiah University of Applied Sciences
Mentor - PHA YUVA

SPEAKER
Payal Joshi
Executive Housekeeper
HILTON AND HILTON GARDEN
INN BENGALURU EMBASSY
MANVATA BUSINESS PARK
Member of Professional
Housekeepers Association

SPEAKER
Jyoti Meenakshi
General Manager, Soft Services
INTERNATIONAL REAL ESTATE
PARTNERS
Member of Professional
Housekeepers Association

SPEAKER
Dr D P Sudhagar
Dean - Research and
Innovation Council,
Director - IQAC,
CEO - OCU Incubation Centre,
Garden City University
VP - L&D - PHA KARNATAKA CHAPTER

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PHA conducted a panel discussion on 'Hygiene & Infection Prevention' – COVID Safe Hospitality at Vivanta Bengaluru on 15th September 2022 organised by MICE BZ.



A motivational session was conducted for Housekeeping Supervisors at Prestige Property Management and Services on 11th October 2022. Mr. Sheshagiri- MD, Adityavani Facility Management Company and PHA Business Associate member was the motivational speaker



Mr. Sheshagiri being felicitated. Also seen is the organiser Mr. Shivakumar, PHA EC Member for Vendor Management & Membership



Mr. Kishore, Property Manager, Embassy Group and Treasurer, PHA delivers an insightful session on Property Management to Housekeeping Managers at Prestige Property Management and Services on 12th October 2022



PHA YUVA Orientation programme at St. Joseph's Institute of Hotel Management and Catering Technology, Pala



Students and mentors at PHA Yuva Orientation programme conducted at SJHMCCT, Pala on 12th October 2022



Guests of Honour - Ms. Bindu K.C., Corporate Housekeeper, Abad Hotels and Resorts; Mr. Hari Krishnan G. General manager, Fragrant Nature, Cochin and Mr. Didhin P. Devendran, EAM, Keys by Lemon Tree seen with the College authorities and Ms. Regy Joseph and Ms. Dalmia V Jose, the organisers of the event



Ms. Bindu K.C. addressing the gathering at the orientation session



Ms. Regy Joseph addressing the gathering at the orientation session

IHM Chennai in association with PHA conducts PHA Yuva orientation of Tamilnadu Chapter



IHM Chennai in association with PHA organised the PHA Yuva Orientation Programme for the Tamilnadu Chapter on 10th October 2022 at its campus



Ceremonial lighting of the lamp by the guest of honour, faculty and students at the PHA Yuva Orientation programme at IHM Chennai



Dr. Jitendra Das, Faculty, IHM Chennai addressing the gathering during the orientation programme



Guest of Honour, Ms. Usha Ramalingam, Corporate Housekeeper, Raintree Chennai and PHA Life Member addressing the gathering at the orientation programme



Chief Mentor of PHA Yuva, Ms. Smritee Raghubalan, briefing the gathering online about PHA



Students and mentors at the presentation on PHA Yuva by the Chief Mentor at the Orientation Programme



Academicians and students from various colleges in Tamilnadu participated in the PHA Yuva Orientation Programme, Tamilnadu Chapter

PHA celebrates Exuberance 2023



PHA Executive Committee members organised Exuberance 2023 in collaboration with Olive Ridley, a day-long event full of fun for the PHA Karnataka Chapter life members at Clarks Exotica Convention Resorts and Spa, Bengaluru



Hosts of the event Ms. Smritee Raghubalan and Mr. Kishore carry forward the proceedings of Exuberance 2023



PHA Founder President & Chairperson, Ms. Jayashree Nagaraj delivering the welcome address at Exuberance 2023



Ms. M. Jyoti Nair, VP-Operations, Karnataka Chapter delivers her acceptance speech



The newly elected PHA Karnataka Board members being felicitated by Executive Committee members. L – R: Ms. Bharti Kalappa, PHA VP-Operations; Ms. Jayashree Nagaraj, PHA Founder President & Chairperson; Ms. Priyanka Choudhary, Treasurer, PHA Karnataka Chapter; Mr. Harihar Lenka, Secretary, PHA Karnataka Chapter; Ms. Sandhya Anilkumar, VP-L&D, PHA Karnataka Chapter; Ms. M. Jyoti Nair, Vice President, PHA Karnataka Chapter; and Ms. Asha Premkumar, Honorary Advisor, PHA



Ms. Ila Prabhu, the outgoing PHA-VP- Operations, Karnataka Chapter passing over the baton to Ms. M. Jyoti Nair



Ms. Bharti Kalappa, PHA VP-Operations presenting the PHA Calendar of events to the gathering



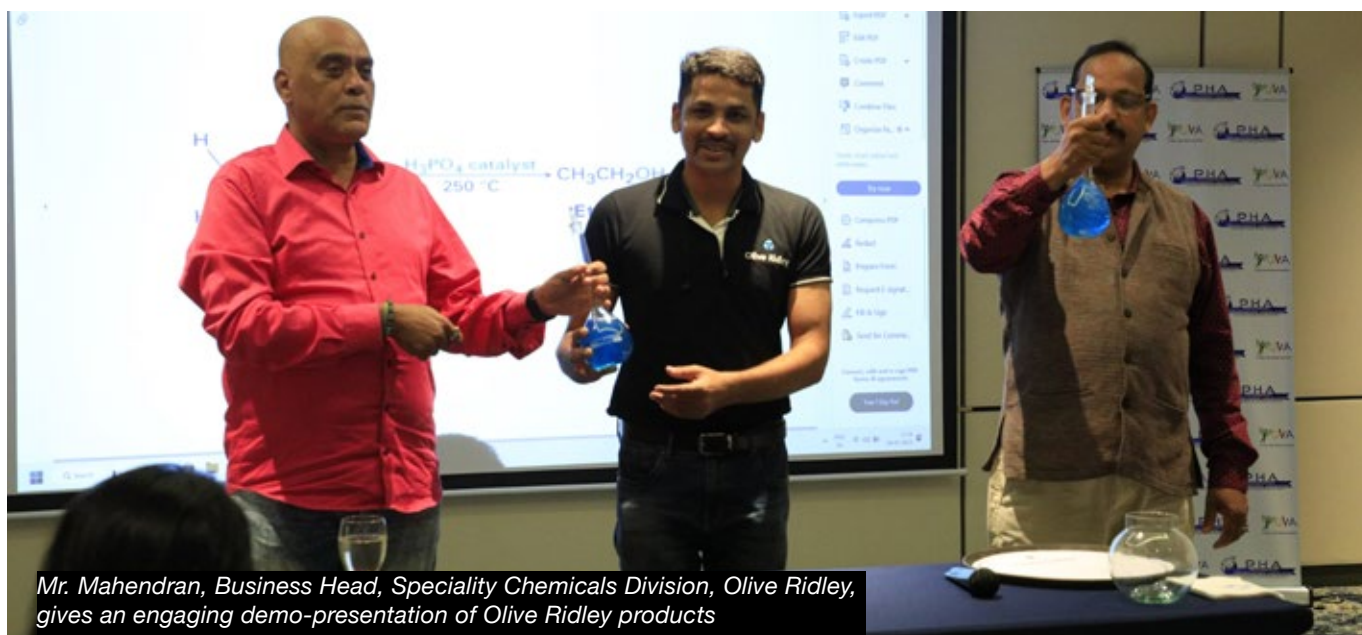
Dr. Thomas Mathew, PHA VP – L&D presenting the PHA Yuva calendar of events to the gathering



Winning team of the 3-Clues Quiz with the Quizmaster, Ms. Smritee Raghubalan



Team Olive Ridley showcase their speciality chemicals at the event



Mr. Mahendran, Business Head, Speciality Chemicals Division, Olive Ridley, gives an engaging demo-presentation of Olive Ridley products



PHA members enjoy outdoor fun & team building activities organised by Mr. Shivakumar and Dr. Sudhagar



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