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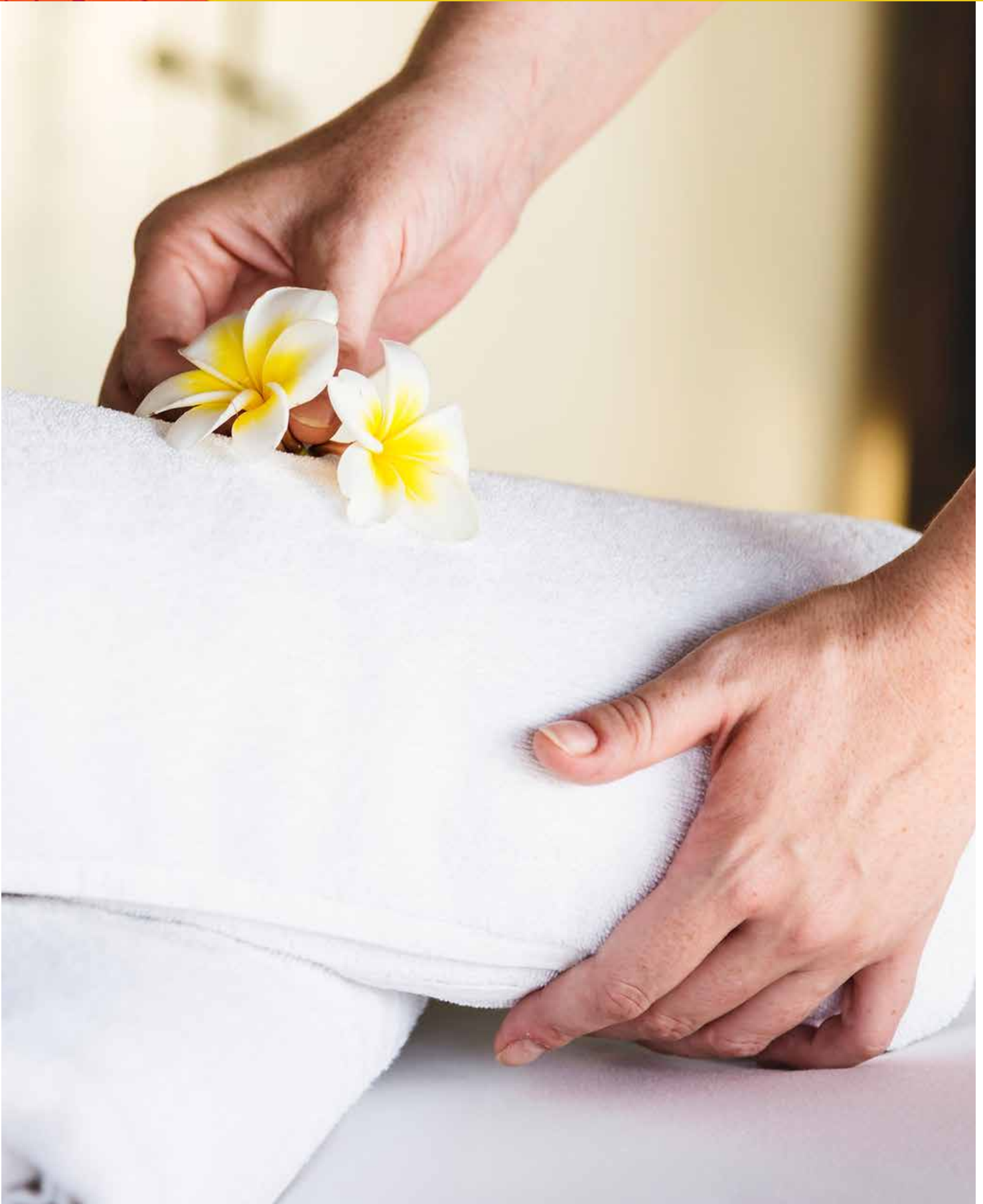


VOICE OF HOUSEKEEPERS



PHA
PROFESSIONAL
HOUSEKEEPERS ASSOCIATION
SYNERGIZING HOUSEKEEPING FRATERNITY

- a biannual e-inozine of PHA



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FROM THE DESK OF FOUNDER PRESIDENT & CHAIRPERSON - PHA

Jayashree Nagaraj
Founder President & Chairperson, PHA

The Professional Housekeepers Association offers a stimulating environment that encourages our members to feel a greater sense of obligation to the fraternity and society. It is gratifying to see the results of our coordinated efforts through the numerous initiatives we took. Our association's operation is impacted by our principles. I firmly believe that through our efforts, we will be able to help the YUVA prepare for life in the corporate world and instill in them a sense of professional ethics in addition to academic excellence. I restate our commitment to fostering realistic & creative solutions, mentoring, and knowledge dissemination through rigorous networking & interactive efforts in order to holistically synergize the housekeeping workforce and aspiring housekeeping professionals. We intend to host the 4th Young Visionary Housekeepers Convention in Sept 2023 to commemorate the 6th PHA YUVA Anniversary.

The 5th National Housekeepers Convention and 8th PHA Anniversary was celebrated on the 27th May 2023. The theme 'Out of the box housekeeping-innovations in sustainability, digitalization and luxury' underlined all activities at the convention. The convention made the required impact and was very well received.

My heartfelt thanks to our readers and authors of all the literature we have received, for having helped us achieve our mission. Let us join hands in building a strong foundation for the YUVA and enhance the knowledge of our experienced life members.



FROM THE MANAGING EDITOR'S DESK

Smritee Raghubalan

Managing Editor, Voice of Housekeepers (VoH), PHA

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

Greetings from Professional Housekeepers Association!

Twenty countries embracing a tenet from the Maha Upanishad, Vasudhaiva Kutumbakam - One Earth. One Family. One Future. What an apt theme for the G20 economic forum! The theme accentuates the invaluable nature of all forms of life – humans, animals, plants and microorganisms and their synergy with our planet. The theme also spotlights LiFE, i.e., Lifestyle for Environment – resonating environmentally sustainable and responsible choices at individual and national levels leading to performative actions resulting in a greener future for all.

It is indeed a vital step that economic development is integrated with sustainability goals. This will doubtless ensure formulation of sustainability standards for all industries, including hospitality and facilities. In all organisations, management commitment towards achieving sustainable goals is crucial. The need of the hour is to channelise sustainable vision to sustainable transformation and for this, the entire team must ensure

360-degree sustainability by embracing it as a culture.

Many housekeepers have already set benchmarks in achieving sustainable goals and their best practices must be shared with the fraternity. There is a pressing need to redefine brand standards embracing sustainability concepts.

One of the primary principles of sustainable procurement, is going local. Whether it is for hospitality design, interior materials, or fabrics, local vendors and artisans should be encouraged. Many properties do showcase ethnic designs, use of traditional fabrics and so on and the trend is volubly appreciated by guests too. Even properties that have space constraints can implement living walls, vertical gardens, rooftop gardens, hydroponics, aquaponics and so on.

Housekeepers utilise significant amounts of one the most precious resources – water. They need to make sincere efforts



in finding alternate processes to reduce the amount of water used up in operations. We must now think beyond rainwater harvesting, a basic necessity, and a remarkable possibility is atmospheric water harvesting. There are systems available to capture atmospheric water in a sustainable way and some properties have embraced the technology efficaciously. Another disruptive service housekeepers in India should consider adopting is doing away with toilet rolls and retain only hygiene faucets.

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

This would save thousands of trees and also large amounts of water and energy which are used in processing these rolls. It's a decision worth taking, considering that it was anyways a borrowed concept from the West. All properties should aim at becoming water-positive organisations i.e, produce more water than is consumed and reduce the water footprint.

Small disruptive modifications can bring in phenomenal savings, for instance, 6 ounces old fashioned lowball glass can be placed in rooms & restaurants instead of the usual 8-12 ounces high ball glasses or goblets. All of us need to be extremely mindful about water wastage; a huge amount of

non-consumed water goes waste.

All properties should work on becoming energy positive organisations too, i.e., become a 100% renewable energy consumption organisation. Housekeepers should pave the way for bringing about behavioural changes in their guests, clients, vendor partners, staff and management. It's a responsibility they must take on as significant consumers of resources.

It is pertinent that housekeepers form a forum for sustainable housekeeping and brainstorm the applications of Refuse, Reduce, Reuse, Repurpose, and Recycle in daily housekeeping operations.

Together housekeepers can, together they must!

With these thoughts on sustainability, we present the next issue of our bi-annual e-inozine '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/PHA2023Magazine>

Happy reading and stay safe!



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PHA organises the 5th National Convention with a high green quotient

A VOH Editorial report

The Professional Housekeepers Association (PHA), as a part of its 8th Anniversary celebrations, organised the 5th National Housekeepers Convention on 27th May 2023 at Taj Bangalore. The event witnessed participation from about 190 delegates from various walks of industry, hospitality, facilities, healthcare, academia, sponsor vendors and so on. The theme of the convention was 'Out of the box Housekeeping – Innovations in Sustainability, Digitalisation and Luxury.

The event had a high green quotient as the convention hall AC temperature were maintained at 26°C and majority of the delegates had dressed in comfort clothing, mainly cottons. The water pitchers were of glass and there was strict prohibition on the use of plastic bottles. Instead of cut flowers, the delegates' table centrepieces were adorned with pretty terrariums.

The session commenced with a welcome note by the master of ceremony and Chief Convenor of Convention, Ms. Smritee Raghubalan, Managing Editor, PHA. This was followed by the soulful rendition of a prayer by PHA life member, Ms. Nagamani and a mesmerising invocation dance by PHA life member, Ms. Bindu Pravish, who was also the co-host of the convention.

The auspicious ceremony of lamp lighting was carried out by Ms. Jayashree Nagaraj, the Founder President and Chairperson of the Professional Housekeepers Association, Honorary Advisor – Operations, PHA – Ms. Asha Premkumar, the Chief Guest Mr. Vikram Cotah, the Guest of Honour, Mr. Gaurav Miglani, and the star sponsors' representatives Mr. Varun Handa, Senior Business Development Manager, Karcher and Ms. Ashwini Walawalkar, Country Head, TCFM.

In her welcome speech, Ms. Jayashree Nagaraj extended heartfelt welcome to all the distinguished dignitaries and delegates at the convention. The eminent speakers were Mr. Vikram Kotah, CEO, GRT Hotels and Resorts; Mr. Gaurav Miglani, General Manager, Taj Bangalore; Mr. Sam Cherian, Founder, Schevaran Laboratories Pvt. Ltd.; and Dr. Josyula Shekar, Director & CEO of Zyvana Integrated Services Pvt. Ltd. Dr. Anmol Ahluwalia, the Cluster Manager of Taj, North Goa sent a motivational message via video for the convention delegates.

The proceedings of the convention continued with the conferring of PHA Par Excellence Awards for outstanding contributions to the housekeeping industry and PHA and the recipients were Ms. Meenu Tognatta in the field of hospitality; Ms. Subhadra, in the field of facilities management, and Ms. Grace Gideon in the field of hospitality academics.



The awards ceremony was followed by an engaging panel discussion on Human and nature balance- a housekeeping perspective, - moderated, by Dr. Madhu Chandhok, Director & Founding Partner, PIP 2020 and Honorary Advisor, PHA. The distinguished panelists were Ms. Meenu Tognatta, Ex Divisional Housekeeper, ITC Hotels; Mr. Niranjhan Khatri, Founder iSambhav; Ms. Maya Chauhan, Head of Housekeeping, ITC Grand Chola; and Mr. Sridhar L, Head – Sustainability, BIAL.

The Oxford University Press (OUP) launched the 4th edition of its bestselling textbook 'Hotel Housekeeping Operations and Management in collaboration with PHA at the convention. Dignitaries on stage for the launch were Mr. Vikram Cotah, Ms. Jayashree Nagraj, Ms. Purva Gupta, Senior Editor, Higher Education OUP and the authors Mr. G. Raghubalan and Ms. Smritee Raghubalan.

PHA also announced its collaboration with Women's Indian Chamber of Commerce and Industry (WICCI) at the convention and for this representatives from WICCI on stage were Ms. Priya Vishwanathan, Vice Chair, Diversity & Inclusion and GM ama stays

& trails, IHCL and Ms. Bhavana Alvares, National Advisor, Diversity & Inclusion.

Another interesting panel discussion followed on Digitalization – The way forward to transform Housekeeping - moderated, by Ms. Indrani Sanyal, General Manager Housekeeping, Medica Superspeciality Hospital, Kolkata and Coordinator- North Eastern region, PHA. The eminent panelists were Mr. Mukut Chakravarti, VP Sales & Marketing, Tamara Leisure Experiences; Ms. Gunjan Bisarya, Corporate Housekeeper, ITC Hotels; Mr. Amlan Dasgupta, Founder & MD, Chrysalis Mavens Consulting Pvt. Ltd.; and Mr. Debayan Sinha Chatterjee, Head of Facilities – V&RO Hospitality.

Sponsors who enlightened the delegates about their products included Karcher, TCFM, Raenco, Diversey, Ecolastic and Buff India.

Tourism and Hospitality Skill Council partnered with PHA and Dr. Sunita Badhwar, Vice President – Standards, THSC, presented a brief on the institution and its programmes in Housekeeping. Prizes were distributed to the winners of the pre-event competitions organised by PHA.

Ms. Nirupama Patra, VP-L&D, Telangana Chapter, PHA, the organiser of the competitions made the announcements.

After a sumptuous lunch of signature dishes from celebrated restaurants of Taj hotels, there were presentations on best practices by winners of the competition on Innovations in Smart Housekeeping, organised by Ms. Indrani Sanyal. Six best practices were presented and prizes given away.

The delegates visited the attractive and informative stalls put up by the sponsors at the convention and had their queries answered. The delegates networked at the stall of Karcher, TCFM, Raenco, Diversey, Ecolastic, Buff India, Dream Pro, Pure Home Living, Sahiba Stairlifts, Forisca, Lumi Shop decorative lamps, Zero Degree events, Vileda Professional, Enviu, Aerocide Herbal Fragrances, Harmony Silks India Pvt. Ltd. Buds & Blossoms, and Kimirica Hunter International.

PHA members grooved to the PHA anthem presented by PHA Cultural Heritage Partner, RSG, and concluding the convention, Dr. Thomas Mathew proposed the vote of thanks. The emcees signed off convention with the National Anthem.



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Kärcher - A trusted brand in the cleaning industry

Introduction

Kärcher, a German multinational company founded in 1935, has become a global leader in innovative cleaning solutions. Known for its high-pressure washers, steam cleaners, vacuum cleaners, and other cleaning equipment, Kärcher has revolutionized the way people approach cleaning tasks in both residential and commercial settings. With a commitment to quality, performance, and sustainability, Kärcher has earned the trust of millions of customers worldwide.

Early Years and Innovation

Kärcher was established by Alfred Kärcher in the small town of Winnenden, Germany. The company's early focus was on the development of industrial heating systems, but it was the invention of the world's first hot water high-pressure washer in 1950 that truly marked the beginning of its success story. This innovation provided an efficient and effective method of removing dirt and grime from surfaces, setting the stage for the company's expansion into various cleaning sectors.

The Kärcher High-Pressure Washer

The Kärcher high-pressure washer quickly became the company's flagship product. It uses pressurized water to tackle tough cleaning jobs, making it indispensable in industries such as agriculture, construction, automotive, and public cleaning services. The versatility of the high-pressure washer also made it popular among homeowners for tasks like patio cleaning, car washing, and removing graffiti.

Expansion and Diversification

As the demand for its products grew, Kärcher expanded its product line to include a wide range of cleaning equipment. The company ventured into steam cleaners, vacuum cleaners, floor scrubbers, sweepers, and more. Kärcher's commitment to innovation and continuous improvement led to the development of advanced technologies that increased efficiency, reduced water and energy consumption, and minimized environmental impact.

Sustainable Solutions

Recognizing the importance of sustainability, Kärcher has integrated eco-friendly features into many of its products. The company prioritizes energy-efficient designs, the use of recyclable materials, and the development of products that promote water conservation. By striving for sustainable solutions, Kärcher aims to contribute positively to environmental protection and the reduction of ecological footprints.

Global Reach and Impact

With a strong presence in over 70 countries and a vast network of sales and service centers, Kärcher has managed to reach customers across the globe. Its cleaning solutions have been embraced by diverse industries and applications, including agriculture, automotive, hospitality, healthcare, and government sectors. Kärcher's commitment to customer satisfaction and technical support has solidified its position as a trusted partner for cleaning challenges.

Social Initiatives

Beyond its business operations, Kärcher actively engages in social initiatives. The company is involved in various projects aimed at cultural preservation, environmental protection, and social welfare. By supporting educational programs, art restorations, and charitable organizations, Kärcher demonstrates its commitment to giving back to communities worldwide.

Conclusion

Kärcher's journey from a small German town to a global leader in cleaning solutions is a testament to its relentless pursuit of innovation, quality, and sustainability. With its wide range of products and technologies, the company has reshaped the way people approach cleaning tasks in both residential and commercial settings. Kärcher's commitment to environmental responsibility and social initiatives further cements its status as a responsible corporate citizen. As the world continues to face new cleaning challenges, Kärcher stands ready to embrace them with cutting-edge solutions and a vision for a cleaner and more sustainable future.



A REPORT ON PHA INDUSTRIAL VISIT TO SHIVAN TEX TRADERS



Udayan Dey

Final year student, IIM Bangalore
PHA Yuva Board member -Treasurer &
PR Media



Dr. D. P. Sudhagar

Founder – EQA, Click HTI, GRIFA, & YLT
Head of Strategy, PHA

Introduction

The industrial visit to ‘Shivan Tex Traders’ organised exclusively for PHA YUVA members by Professional Housekeepers Association, co-powered by Shivan Tex Traders was an insightful experience for all the participants. During the visit on 4th February 2023, the members had the opportunity to learn about the manufacturing process of bedding products and gained a better understanding of the company’s operations.

Shivan Tex Traders is a well-established bedding manufacturing company located in Bangalore, India. The company has a reputation for producing high-quality bedding products that cater to both the domestic and commercial sectors. They have been in the bedding manufacturing industry for several years, and have gained a wealth of experience and expertise in designing and producing various types of bedding products.

One of the notable features of Shivan Tex Traders is their commitment to custom design bedding products based on the client and company requirements. They understand that each customer has unique needs and preferences when it comes to bedding, and they go the extra mile to ensure that their products meet the exact specifications of their clients. Shivan Tex Traders produces a wide range of bedding products, including mattresses, mattress protectors, duvets, duvet covers, pillows, pillow protectors, pillow covers, towels, and more.

The company uses high-quality materials and the latest manufacturing techniques to produce their products. They have a team of skilled and experienced professionals who are committed to delivering high-quality products that meet the expectations of their customers. Shivan Tex Traders is also known for their excellent customer service, and they work closely with their clients to ensure that they are satisfied with their products and services.

Overall, Shivan Tex Traders is a reliable and trusted name in the bedding manufacturing industry. With their focus on custom design and quality, they have earned a loyal customer base and continue to be a top choice for those looking for high-quality bedding products in Bangalore and beyond.

The visit was attended by 93 PHA Yuva members, mentors and life members. During the field visit, Yuva members from various colleges and universities located in Bangalore, such as International Institute of Hotel Management-Bangalore, Garden City University, M S Ramaiah University, AIMS Institutes, T. John College, and S.E.A College, also participated.

Observations, insights and key takeaways

The industrial visit started with a welcome note, followed by a learning objective of the Industrial visit and information about the Shivan Tex. All the PHA YUVA members from different Hotel Management colleges were blended into four creative groups:

Dinosaurs, Peacock, Lion and Nemo. Each group was given an opportunity to understand the materials, equipment and processes involved in making a pillow, mattress and duvet.

Shivan Tex Traders are supplier, wholesaler, and trader of various hotel linen items including bed sheets, mattress protectors, runners, curtains, and carpets, among others. Their focus is on providing quality linen products to resorts and hotels in Bangalore and other parts of Karnataka, India since 2020. Shivan Tex Traders prides themselves on their extensive range of products, which include bath towels, handloom, pillow covers, rugs, and duvet covers.

During the industrial visit to Shivan Tex Traders, it was observed that the company has two separate units for manufacturing their bedding products. One unit is responsible for producing pillows and mattresses, while the other unit manufactures duvets, duvet covers, towels, and other related products. PHA YUVA members were excited to see the different parts of the mattress and how the pillow stuffing is done using the automated and semi-automated machines.

Shivan Tex Traders is a trade-based supplier and wholesaler that deals with home textile products too. Established in the year 2020, the company is a sole proprietorship owned by Mr. Santhosh. It primarily offers bath towels, bed sheets, and carpets to its customers. The company also operates as a wholesale distributor and exporting business, catering to both domestic and international clients.

The industrial visit provided a unique learning experience for the participants, including the students and faculties of different colleges and universities. They were able to witness the manufacturing process of different types of bedding products and gained valuable insights into the operations and equipment of a well-established bedding manufacturing company like Shivan Tex Traders. The visit allowed the participants to learn about the company's commitment to custom designing their products based on the clients' and companies' requirements.

Beyond technical learning, PHA Yuva members were involved in an active networking session with other PHA Yuva members from other colleges in an informal setting

based on the creative groups created for the Industrial Visit. PHA and PHA Yuva strongly believe in "Fun in Learning". This industrial visit also had an impromptu cultural performance by the PHA Yuva members.

Conclusion

Shivan Tex Traders is an emerging player in the home textile industry and the company aims to expand its reach and cater to a wider customer base in the coming years. The industrial visit was a wonderful opportunity for the participants to gain practical knowledge and insights into the bedding manufacturing industry. They were able to interact with the professionals at Shivan Tex Traders and learn about their experiences in the industry, which could help them in their future endeavours. Their dedication to producing quality products has established them as a leader in the hotel linen market, and their customers can be assured of their continued commitment to excellence in the future. The industrial visit ended with great learning, networking, lifetime memory and an exclusive lunch powered by Shivan Tex.





WELCOMING THE RESPONSIBLE WAY

Every guest is a king and longs to be pampered in a luxury segment. Every hotel endeavours to ensure seamless services to enhance guest experience in a responsible way. Each experience is made of a series of impressions based on the impact to five senses.

This might sound interesting, but every guest is different, having personal taste and choices; the pleasant choice for one may be off taste for other. This necessitates to strike a delicate balance so that each guest experience is qualitative.

As housekeepers, we see with our feet that walk around every corner in hotel and can strongly make a lasting impact on all the five known senses of our guests. Now let's embark on this journey of soothing our senses by the warmth filled hospitality, from a guest's perspective.

The walk-about should start where your guests typically enter the property. This means the driveway,

*'All our knowledge
begins with the
senses' -
Immanuel Kant*

entrance signage, landscaping and directional signs. As you approach the building, start at the very top and sweep with your eyes from left to right starting at the roofline and working down floor by floor. Consider the chairs in your restaurant or bar. Are those hardwood chairs without pads or upholstery? If they are upholstered, is the fabric clean and fresh, or sticky and worn? All these things contribute to a healthy sense of sight. A good write up, usage of sustainable designs of bamboo, natural plants, artistic set ups or



Prateek Pachhapur
Executive Housekeeper
ITC Maratha, Mumbai
PHA Life member

environment supporting accolades add to guest awareness.

Once our eyes are done with framing the first impression of the hotel, the nose gets on to do the job and that is where the sense of smell comes into picture. It is the most powerful 'memory maker' in a human body. Smells should be appropriate for the venue. It is obvious and expected that a spa



should have a calming aroma. A steak and seafood restaurant should have an aroma reminiscent of grills. A lobby should have an energizing aroma which goes well with the ambience and activity in the area. What a space smells like will be the first and longest lasting impression on guests. Overall, we are 100 times more likely to remember something we smell over something we see, hear or touch. Find a scent that transports your guests and defines your brand's identity and culture. Moreover, as housekeepers the usage of chemicals and disinfectants is inevitable for us so it is important to choose your product wisely. Natural fragrances which do not overpower or local floral essences like jasmine or tea scents can add to enriching indigenous memories.

Moving on to the sense of hearing, it affects us drastically and tends to shift our concentration. A mild ambient music in the lobby would make up for the noise generated from the movement and conversations. As a hotel is made up of spaces with a variety of uses and atmospheres, you also need to customize the music, to convey the right messages to your guests. The music should be differentiated according to the time of day. For example, music during breakfast should be more relaxed, and the

music during dinner should be played ideally by a live band. Local artist performance, traditional flute play, all add to the responsible element.

The next interaction which our guests will have with our product is through the sense of touch, what do we touch? Furniture, materials, telephones and the list go on and on. Operators should ask themselves: Can overall comfort be improved? Touch what we are referring to here is tactile sense of touch. When a guest feels the crisp, clean sheets of the bed, it is the tactile feeling he/she is experiencing. This tactile feeling must also be comfortable for it to be a winning combination for your guests. Can cushions be added, or possibly a tablecloth? With the likely introduction of new sanitation practices, making frequent replacement and cleaning mandatory, the key to success will be in improving what already exists while making the guest comfortable in new normal settings. The usage of khadi, silk fabrics, local flowers, and sustainable elements help in being responsible to environment.

The taste in the visitor's hotel experience includes the meals in the restaurant, not only the breakfast, but also any welcome treats that you may offer in the

rooms. Food is considered an integral part of travelling and most travellers are willing to spend a large percentage of their budget on local culinary experiences. It is therefore important that each hotel offers an upgraded gastronomic experience in its restaurant, which does not imply necessarily high gastronomy. On the contrary, travellers show more interest in the local gastronomy of each region, so a traditional restaurant with local recipes is often more successful than a gourmet restaurant inspired by international cuisines, thus being responsible to society.

Breaking monotony and adding a lively vibe is another important aspect of a housekeeper's profile, be it floral arrangements, thematic cushions or plant décor, it has to be done in line of hotel lobby ethos such as choosing right colours, designs ensuring nothing looks out of place and also customizing based on seasons, celebrations and occasions, such as jute-based Christmas tree, diya based Diwali, natural creatives for earth hour etc.

Sustainability has to be the foundation for all aesthetics, which will contribute in a responsible way to our earth being plastic free and usage of recyclables, a tribute to mother nation promoting local crafts and artisans, minimal wastages, service designs that influence like evening rituals, traditional welcome arti-tikka, patta-peta welcome etc., glass bottles to drink local sips such as tender coconut or jal jeera etc.

In conclusion, we would like to focus not on one feeling but mix of emotions touched upon each sense to delight and create memories, anticipate wherein guest feels he belongs to the cause of environment without letting down the luxury quotient.

Let's strive to give to nature more than we got, let this decade be the milestone in being responsible.



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Thriving Frontliners at Technique Control Facility Management: Overcoming Challenges and Cultivating Success in IFM

In the dynamic realm of Integrated Facility Management (IFM), the employees working on the ground play an indispensable role in ensuring smooth operations and maintaining impeccable standards. Behind the scenes, dedicated individuals work tirelessly to keep our environments clean, safe, and functional. However, IFM companies face a unique set of challenges when it comes to managing their workforce. From attracting and retaining skilled workforce to ensuring their safety and engagement, the path to success requires strategic solutions and a people-centric approach.

One of the foremost challenges lies in labour availability and retention. IFM companies frequently encounter difficulties in finding qualified personnel to fill positions. To address this, comprehensive recruitment strategies are being employed, including partnerships with vocational schools, apprenticeship programs, and job fairs. Offering competitive wages, benefits, and career development opportunities becomes crucial in attracting and retaining top talent.

Training and skill development programs are paramount in enhancing the capabilities of the workforce. At TCFM we take proactive measures to provide continuous training, upskilling, and certifications to our workforce. These programs not only improve their performance but also foster a sense of personal and professional growth, ultimately contributing to higher job satisfaction and employee retention rates.

Safety and compliance form another critical area of concern. The nature of work in IFM often involves physically demanding tasks in hazardous environments. To ensure the well-being of our frontliners, at TCFM, we prioritize safety

protocols, and regular safety audits, and provide comprehensive training and personal protective equipment (PPE). By mitigating risks and promoting a culture of safety, these companies strive to maintain a secure work environment.

Promoting diversity and inclusion is an ongoing endeavour within IFM companies. Building an inclusive work environment involves addressing biases and discrimination, providing equal opportunities for career growth and advancement, and celebrating the diverse contributions of everyone. By embracing diversity, IFM companies unlock a wealth of ideas, perspectives, and experiences, driving innovation and fostering a strong sense of unity within their workforce.

To address fluctuations in staffing and maintain operational efficiency, TCFM employs buffer staff. These additional hires act as a backup, ensuring continuity even during staff shortages or unexpected absences. Such proactive measures minimize disruptions and guarantee seamless service delivery.

Recognizing and rewarding exceptional performance is a key driver of motivation. At TCFM we have implemented star employee recognition programs, offering incentives such as performance bonuses, public acknowledgement, and opportunities for career advancement. Attendance bonuses are also employed to encourage consistent attendance and punctuality, fostering a sense of responsibility among our workforce.

A comprehensive rewards and recognition program further enhances engagement and motivation. TCFM has periodic performance-based incentives, employee of the month/year

awards, and team-based recognition events. Additionally, long service awards are presented to celebrate the dedication and commitment of employees, fostering a sense of pride and loyalty within the organization.

In the realm of IFM, unlocking the power of a thriving workforce is key to success. By addressing the challenges head-on and implementing strategic solutions, IFM companies create an environment where employees feel valued, supported, and encouraged.

Ashwini Walawalkar
Country Head
Technique Control Facility
Management (TCFM)



ChatGPT and Hotel Housekeepers can be good friends- Insights on how ChatGPT can help the Hotel Housekeepers to work like a Super Star

A friend in need is a friend indeed!

ChatGPT has been the trending word globally since its launch in the market. Many professionals and industry are trying their first-hand experience with ChatGPT and are surprised by its supreme power in providing relevant information at the click of a button.

ChatGPT is an artificial intelligence (AI) chatbot developed by Open AI, launched in November 2022. GPT stands for Generative Pre-Trained Transformer. The algorithm provides the most relevant and exciting response or answers to any questions by searching large data from online books, e-newspapers, research papers and customer review platforms such as trip advisors.

The hotel industry is considered an information-driven business where every transaction with the guest, the employees, the suppliers and the statutory bodies produces a large volume of data. Most of the decisions taken in the hotel industry are based on the primary and secondary information available in the hands of the hoteliers. Every decision can make or break the hotel business. In this context, information technology qualifies to be the backbone of

the hotel business. The present article is crafted exclusively for a hotel's smartest, boldest, and strongest department. The housekeeping department creates the first impression and the last impression in the experience of the guest staying in the hotel. A clean, hygienic, safe and secure hotel atmosphere is inevitable for guests and employees to feel comfortable and provide delightful service. Hotel housekeepers are considered the master of all trades and indispensable for a successful hotel operation.

A housekeeper is required to have the right attitude, knowledge and skills to manage and excel in areas including employee management, guest management, vendor management, ambience management, store management, inventory management, audit management, accounting and finance management, quality management, laundry and linen management, statutory management, chemical and equipment management, environmental management



Dr. D. P. Sudhagar
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and most importantly, business management.

Unlike other departmental heads of the hotel, the involvement of the hotel housekeeper on the floor, in the conference room, in the negotiation meeting and in the challenge management is a prerequisite to deliver justice to the role and fulfilling all the roles and responsibilities.

Every day, the trends in the accommodation space are rapidly changing. Be it pillow choice, bed, linen, or room amenity, even the chemicals and equipment used in the accommodation operations

are changing. The trend of hotel housekeepers following a standard operating procedure like a Bible, Quran, or Bhagavad Gita is gone. Today, hotel housekeepers are expected to create new standards, products, services, processes and policies based on the prevailing trends in the market to meet the needs and expectations of the demanding and well-informed guests across the globe and, in the meantime, balance the feasibility of the hotel.

Even though the hotel housekeepers are multiskilled and try to deliver their best performance in the workplace, the time allotted or available for the hotel housekeepers to learn, unlearn and relearn is limited. In this challenging scenario, advancement in information technology has opened a world of opportunities for housekeepers to learn at a click of a button. The latest addition to the feather of the information technology cap is ChatGPT. Practical and sensible usage of the ChatGPT is expected to help the hotel housekeeper work like Superstar by providing relevant answers/ information to any topics related to the accommodation department, hotel business, suppliers/ vendors, or customer trends across the globe. Using ChatGPT, the hotel housekeepers

can type any questions and receive the most suitable response within a few seconds. One example of how ChatGPT provides a quick response to a question related to the accommodation department is provided in Figure 1. Using such relevant answers, the hotel housekeepers can evaluate how well the accommodation standards align with the industry standards and the guest's expectations. This will help to fill up any gaps in the accommodation services provided in the hotel. From now on, hotel housekeepers will have even more relevant information to take decisions across wide areas/topics at a click of a button.

Although the ChatGPT provides the most relevant and recent answers to any questions on its platform, the hotel housekeeper must critically analyze the answer to a specific context, check the feasibility, and then apply it in a real-hotel scenario. Such efforts will help to use ChatGPT most effectively and sensibly. Hotel housekeepers can use ChatGPT to gain insights about the below topics,

1. To know the best available chemicals/equipment in the market

2. To develop preliminary content for developing standard operating procedure
3. To know the needs and expectations of the guest staying from different parts of the world
4. To understand the prevailing trends in housekeeping across the globe
5. To create content for the training programmes
6. To understand complex topics such as chemicals, equipment, linen and policies etc
7. To curate content for communications across various stakeholders
8. To get insights on handling various guest complaints
9. To find the best quality standards in housekeeping services
10. To know the various ways to control cost, optimize performance and generate revenue

The above topics are not exhaustive. Based on the requirement, any topic can be asked in ChatGPT and get the answers.

Are you a hotel housekeeper or a housekeeping professional who has yet to realize the power of ChatGPT? Try it now by clicking <https://chat.openai.com/auth/login> and ask any questions related to the accommodation sector/ housekeeping/ hotel business or any other topic of your interest.

Conclusion: No technology or automation can ever replace the role of the housekeeper in a hotel or any other sector. Because housekeeping is a perfect blend of art, science and management, in addition to these three pillars, the fourth one will be information. Integrating all four pillars is only possible with talented housekeepers who can use the mind to think and act and the heart to serve the people by connecting heart to heart.

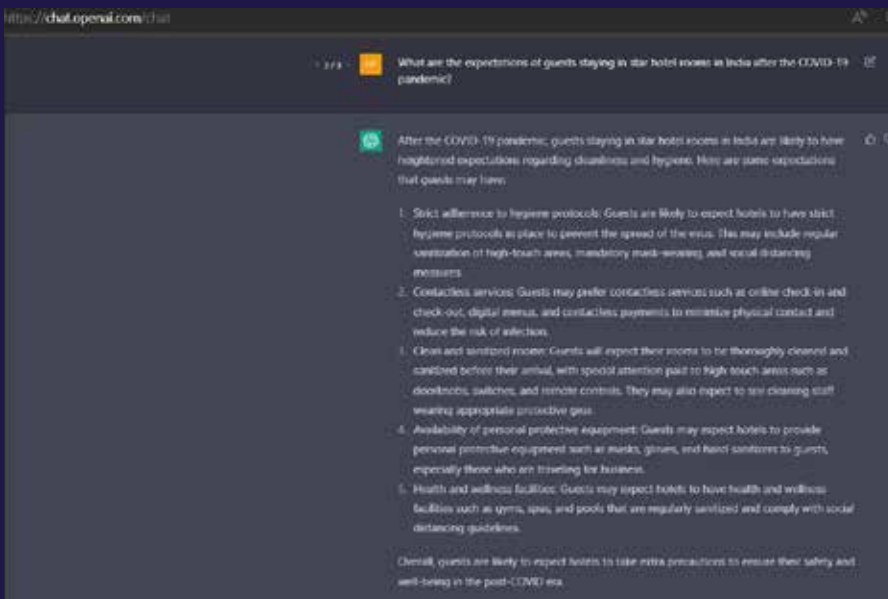


Figure: 1 ChatGPT response to a question related to the expectation of guests staying in star hotel rooms in India.

Benefits of using natural, non-toxic cleaning products and the potential dangers of harsh chemicals

Using natural, non-toxic cleaning products can have several benefits for both your health and the environment.

Better for your health: Many conventional cleaning products contain harsh chemicals that can be harmful to your health. Exposure to these chemicals can cause respiratory problems, skin irritation, and other health issues. Natural cleaning products, on the other hand, are made from non-toxic ingredients that are safe for you and your family to use. This means that you can clean your home without worrying about inhaling harmful fumes or coming into contact with harsh chemicals that can cause irritation or allergic reactions. By using natural cleaning products, you can help promote a healthier living environment for you and your loved ones.

Better for the environment: Conventional cleaning products can have a negative impact on the environment. Many of these products contain chemicals that are harmful to aquatic life, contribute to air pollution, and can contaminate soil and water sources. When these products are used and disposed of, they can have a lasting impact on

the environment. Natural cleaning products, on the other hand, are made from biodegradable ingredients that break down naturally and do not harm the environment. By choosing natural cleaning products, you can help reduce your ecological footprint and promote a healthier planet for future generations.

Effective cleaning: Natural cleaning products are just as effective at cleaning your home as conventional cleaning products. Many natural ingredients, such as vinegar, baking soda, and lemon juice, have powerful cleaning properties that can remove dirt, grime, and stains from surfaces. Additionally, natural cleaning products are often formulated with essential oils, which can provide a pleasant and refreshing scent while also offering natural antiseptic, refreshing and antibacterial properties. Overall, natural cleaning products can provide effective cleaning power without the harsh chemicals found in conventional products.

On the other hand, using harsh chemicals in cleaning products can



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have several potential dangers.

Health risks: Exposure to harsh chemicals in cleaning products can cause a range of health issues, including respiratory problems, skin irritation, and other adverse health effects. For example, ammonia and bleach are two common chemicals found in many cleaning products, and they can be particularly dangerous if ingested or inhaled. Ammonia can cause coughing, wheezing, and chest pain, while bleach can irritate the skin and eyes and cause respiratory problems such as asthma. In extreme cases, both ammonia and bleach can be deadly if ingested or contacted or even inhaled at high concentrations. That's why it's important to choose natural cleaning products that are free from these harmful chemicals and are safe for use around your family and pets.

Environmental damage:

The harsh chemicals in many conventional cleaning products can have negative impacts on the environment, including air and water pollution, harm to wildlife, and contribution to climate change. For example, many cleaning products contain chemicals like volatile organic compounds (VOCs), which can contribute to smog and air pollution when they evaporate into the air. These chemicals can also be harmful to aquatic ecosystems when they are washed down drains and end up in waterways. Additionally, the production and transportation of these products can contribute to

greenhouse gas emissions and climate change. By choosing natural cleaning products that are free from these harsh chemicals and made with environmentally friendly ingredients, you can help reduce your impact on the environment and protect the planet for future generations.

Damage to surfaces: Many harsh chemicals found in conventional cleaning products can damage surfaces in your home. For example, some acidic cleaners can eat away at grout and tiles, while bleach can discolour fabrics and carpets. Harsh chemicals can also strip the natural oils from wood floors and furniture, causing them to dry out and become brittle over time. In contrast, natural cleaning products are typically gentler on surfaces, as they are made from plant-based ingredients that are less likely to cause damage. They are also less likely to leave behind residue or streaks, which can be a common problem with conventional cleaning products. By choosing natural cleaning products, you can help protect the surfaces in your home and keep them looking their best for longer.

Fire hazards: Many conventional cleaning products contain flammable chemicals, such as

alcohol or petroleum-based solvents, which can pose a fire hazard if not used or stored properly. These chemicals are highly combustible and can easily ignite if exposed to heat or an open flame. For example, using a flammable cleaner near a hot stove or leaving it in direct sunlight can increase the risk of a fire. Similarly, storing flammable cleaning products in a hot or poorly ventilated area can also increase the risk of a fire. By choosing natural cleaning products that are free from flammable chemicals, you can reduce the risk of a fire at any given premises and keep both your internal and external family safe.

Chemical reactions: Mixing different cleaning products can result in chemical reactions that can be dangerous or even fatal. For example, mixing bleach and ammonia can create a toxic gas that can cause respiratory problems leading to breathing congestions and even can be fatal.

In summary, using harsh chemicals in cleaning products can pose several potential dangers to your health, the environment, and your home. It is important to use these products with caution and follow all instructions on the label. Alternatively, using natural, non-toxic cleaning products can be a safer and are more environmentally friendly options.



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NILFISK - SERVING THE HOSPITALITY INDUSTRY AND YOUR GUESTS FOR OVER 116 YEARS WITH ITS ONE STOP CLEANING SOLUTIONS

The COVID-19 pandemic has increased the world's focus on cleanliness and hygiene to an unprecedented degree. Hospitality is one of the most affected sectors. Regaining your customers' trust, while keeping employees safe, is both a challenge and an opportunity.

Today, cleaning is no longer done in off hours but implemented in active hours, in order to make improved cleaning visible and transparent. The mop & broom is now passe' and we see all Institutions actively adopting mechanized cleaning with scrubbers which remove dirt and grime in one pass. Mechanized cleaning doubles the efficiency of cleaning (vs. manual methods) and guarantees hygiene to all stakeholders. Employee & customer safety post pandemic is of paramount importance today. Floor scrubbers have witnessed a surge in demand, as many new customers moved from manual to mechanical floor cleaning. Vacuum cleaners using genuine & certified HEPA filters also grew correspondingly, as Air Quality Index (AQI) became an important parameter for all closed air-conditioned environments.

Even before the pandemic, floorcare was a critical aspect of infection control – even if not everyone knew it. When it comes to hard flooring, manual methods (i.e., mopping) are neither fast nor effective enough to provide adequate results. Each dip of a mop into a bucket contaminates 18-20% of the clean water – 5 dips result in total contamination. The fastest, safest, and most effective floorcare solution for hard flooring

is a Nilfisk scrubber dryer, offering the advantages of hygiene, safety, effectiveness and productivity.

Hospitality industry is already a leader in the space of mechanical cleaning. However, with the major expansion in budget & premium hotels across the country and the rapid increase in tourism, we see every hotel & resort focusing on their cleaning challenges and consciously looking for cleaning solutions for their high footfall lobbies, washrooms, room cleaning methodologies, kitchen cleanliness & drain management, campus roads and pathways, façade cleaning and difficult to reach high reach areas like double height lobbies. With the increasing focus on sustainable solutions in hospitality, it has become imperative for hotels to also use sustainable cleaning equipment which reduce water & chemical consumption by 50%.

Our large & wide range of floor scrubbers with eco-friendly capabilities like Ecoflex™, Smartflow™ & Sliding deck technology bring value to our customers and are at the core of our solutions approach to cleaning challenges. The fact that Nilfisk has embarked on a tough journey to reduce scope 3 greenhouse gas emissions by 48% by 2030, means a lot for our customers, as their organizations benefit from such a target. Nilfisk also has a range of vacuum cleaners with varied filters, high pressure washers for different applications and steam cleaners with detergent and vacuum options, that provide end to end cleaning solutions for majority of

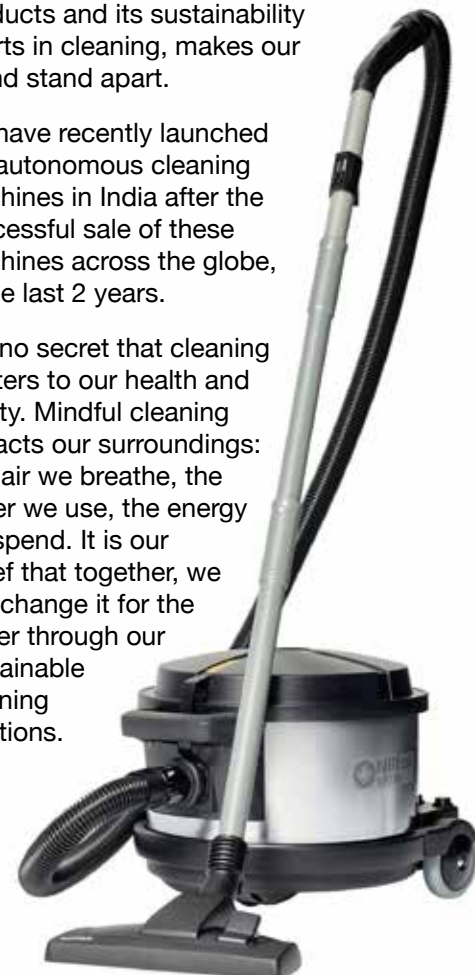


Rajiv Bhatia
Country Manager & Director,
Nilfisk India

customer challenges, that we have witnessed. In summary, I can say that Nilfisk's wide range of cleaning products and its sustainability efforts in cleaning, makes our brand stand apart.

We have recently launched the autonomous cleaning machines in India after the successful sale of these machines across the globe, in the last 2 years.

It is no secret that cleaning matters to our health and safety. Mindful cleaning impacts our surroundings: The air we breathe, the water we use, the energy we spend. It is our belief that together, we can change it for the better through our sustainable cleaning solutions.



'Glamping'

Trend in Hotel Design

Glamping is a portmanteau of "glamorous camping," and is a growing trend in the outdoor recreation industry that offers a more luxurious camping experience. Glamping construction typically involves creating unique and stylish temporary accommodations that blend with the natural environment.

Elements in constructing a glamping site

Location: Glamping sites should be located in areas that are secluded, peaceful, and surrounded by natural beauty.

Accommodations: Glamping accommodations can range from luxurious tents and yurts to treehouses, eco-pods, and tiny homes. These structures should be well-insulated and equipped with comfortable furniture, bedding, and amenities such as heating, air conditioning, and electricity.

Site Design: The design of a glamping site should blend in with the natural environment. It should be aesthetically pleasing and should incorporate local materials and features, such as rocks, logs, and native plants.

Amenities: Amenities offered by glamping sites should cater to guests' needs and preferences. This could include features such as hot tubs, fire pits, outdoor kitchens, and communal areas for socializing.

Sustainability: Glamping construction should prioritize sustainable and eco-friendly practices. This could include using renewable energy sources, minimizing waste, and using locally sourced materials.

Legal Considerations: Before constructing a glamping site, it's



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important to check local zoning laws and regulations to ensure compliance.

Glamping construction have three main elements that is flooring/base, construction material and covering for the pods.

Flooring for glamping accommodations

Hardwood flooring: Hardwood flooring can provide a warm and natural look to a glamping tent or cabin. It's durable and easy to clean, and can add a touch of elegance to the space.

Vinyl plank flooring: Vinyl plank flooring is a great option for glamping because it's easy to install, durable, and resistant to water and scratches. It can also be made to look like real wood or other natural materials, providing a high-end look at a lower cost.

Carpet tiles: Carpet tiles can be a cozy and comfortable option for glamping accommodations, and can be easily replaced if they become stained or damaged. They come in a variety of colours and patterns, allowing one to customize the look of the space.

Ultimately, the type of flooring chosen for glamping accommodations will depend on personal preferences and the specific needs of guests.

Construction materials and covering for pods

The construction materials used for pods can vary depending on the specific type of pod and its intended use. However, some common materials that are used for pod construction include:

Metal: Steel, Aluminium, CRC pipes is a strong and durable material that is commonly used for the framework of pods. It can withstand heavy loads and provides good structural support.

The material used for covering pods can vary depending on the specific type of pod and its intended use. However, some



common materials that are used for covering pods include:

Fabric: Fabrics such as canvas, polyester, or nylon can be used to cover pods. They are lightweight, flexible, and can be customized with various colors and designs.

Vinyl: Vinyl is a durable and waterproof material that is commonly used for covering outdoor pods. It can withstand harsh weather conditions and is easy to clean.

Metal panels: Metal panels, such as aluminum or steel, can be used to cover pods. They are strong and durable, and can provide good insulation.

Wood panels: Wood panels can be used to cover pods to provide a warm and natural look. They can be stained or painted to match the desired aesthetic.

Glass: Glass can be used to cover pods to provide a transparent and open feeling. It can also allow natural light to enter the pod.

Composite materials: Composite materials, such as fiberglass or carbon fiber, can be used to cover pods to provide strength, durability, and insulation. They can also be molded into complex shapes to match the design of the pod.

Shape of glamping tents

The shape of glamping tents, also known as luxury camping tents, can be significant in several ways.

Aesthetics: The shape of glamping tents can be important for creating a visually appealing and unique atmosphere. Some glamping tents may have more traditional tent shapes, such as A-frame or dome-shaped tents, while others may have more unusual shapes, such as yurts or geodesic domes. The shape of the glamping tent can be an important element of the overall design and theme of the glamping experience.

Comfort and functionality: The shape of glamping tents can also be significant in terms of comfort and functionality. For example, some glamping tents may be designed with high ceilings and spacious interiors to provide a more comfortable and luxurious experience. Other glamping tents may be designed with more practical shapes, such as rectangular or square shapes, to maximize usable space and accommodate furniture and amenities.

Weather resistance: The shape of glamping tents can also be important for weather resistance. Some glamping tents may be

designed with aerodynamic shapes that can withstand strong winds and heavy rain. Others may have specialized shapes, such as domes or teepees, that are better suited for specific weather conditions.

Next, the significance of glamping tent shape will depend on the specific needs and preferences of the glamping experience. The shape can play a role in creating a unique atmosphere, providing comfort and functionality, and ensuring weather resistance.

Overall, glamping construction requires a combination of creativity, design expertise, and knowledge of the outdoors. By creating a unique and comfortable experience for guests, glamping sites can provide a luxurious camping experience that's perfect for those who want to enjoy the great outdoors without sacrificing comfort and style. Glamping offers a unique experience to guest with familiarity to nature and is definitely preferred accommodation option for the young tourist.



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AUGMENTED REALITY - NEEDED TRANSFORMATION FOR THE HOSPITALITY INDUSTRY

According to the World Economic Forum report (2020), the tourism industry has been identified as one of the largest industries in the world. This industry was also recognized as an early adopter of digitalization, be it adopting the computer reservation system (CSR) in the 1970s, adopting Global Distribution System (GDS) in the 1980s, or using the internet in the 1990s.

The fourth industrial revolution, Industry 4.0, incorporates the clear need for artificial intelligence and machine learning. The first three industrial revolutions reformed the modernization of physical space into cyberspace, while Industry 4.0 introduced a fusion of physical space and cyberspace.

Augmented reality (AR) enhances the physical environment and guest experience, and emerges as a critical factor in economic development. It also enhances the productivity of manpower and accelerates the organization's operational efficiency. It can also be proved as an evident source of providing facts to the guest. It also helps hotels collect guest information and manage it, creating an augmented ambiance in the guestrooms.

Artificial intelligence (AI), virtual reality (VR), and IoT (Internet of Things) are responsible for creating augmented reality. It will not only enhance customer experience but also improve operational efficiency. And together, it helps in defining augmented hospitality as a collective performance of AI, VR, and IoT, which leads to

personalized, real-time information and service. Technology development and AR applications transformed the customer experience and enhanced the organization's market potential. To understand more, specific characteristics need to be followed by the housekeepers, either to understand the relationship between the real world and virtual objects; or to create a 3D interactive environment in real-time.

Post covid augmented reality has emerged as an essential concept within the hospitality sector because it allows related industries (hotels and restaurants) to enhance their physical environment (i.e., the ambiance of hotels and restaurants). Suppose, augmented reality refers to integrating advanced technologies, like artificial intelligence, the Internet of Things (IoT), and machine learning, in that case, augmented hospitality can be defined as personalized facilities provided with the help of real-time information and services. Moreover, the use of technology has been boosted in recent times within the hospitality sector as present generation - 'the millennials' have adopted information and communication technologies as one of the most important aspects of their life. And because of this adoption, millennials are often identified as "digital natives." Keeping themselves updated as per the expectations of millennials, 'ICT' has been identified as one of the significant transformation gears for the hospitality industry too.

To provide customer-centric services and meet the market



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competition, it is crucial to align technology with the managing strategies of the industry. To explore more, it is essential to know about the most recent augmented reality examples used in the hospitality industry:

- **Personalized experience from social media/ online platforms:** With the help of different social media/ online platforms, a guest can connect to the hotel/ restaurant, registering their expectations. This will help hotels and restaurants to provide personalized experiences for their customer.
- **Web-based room service apps:** Nowadays, most hotels and restaurants are providing the option of scanning a QR code or accessing through a web address, through which the menu can easily be accessed or can track down their delivery.
- **HD-controlled thermostats (voice-controlled and touch screen systems):** Interactive

voice, touch screen interfaces, and built-in sensors help the industry provide a futuristic approach to the guest.

- **Chatbots:** Communication interface enables hotels to communicate with their customers. It also helps in managing personalized ambiance in the guestroom.
- **Service robots:** Techno-services like rolling bins or auto-laundry trolley and minibar supply trolley helps ease the employees' transportation process.
- **Brilliant bathrooms:** Changing technologies also highlight the need to create intelligent bathrooms. Whether it is sensor taps, automatic toilets, or wise and sensitive shower taps, all help make the innovative bathroom.
- **Interactive TVs:** In most hotels, guestroom TV is updated with the software which helps access hotel information and facilities. It also acts as a communication interface with hotel services like in-room dining, laundry service, etc., and a mapping guide for the hotel facilities.

Such endless prospects help the hospitality industry to make the most of Augmented Reality. AR will not only help enhance customer experience and operational effectiveness but also help reduce expenses and increase the organization's revenues.







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Importance of providing excellent customer service and going above and beyond to meet guest's expectations

In the hospitality industry, providing excellent customer service is crucial to the success of a business. This industry is all about creating memorable experiences for guests, and the way they are treated plays a big role in how they perceive their experience. Here are some reasons why providing excellent customer service and going above and beyond to meet guests' expectations is important in the hospitality industry.

First and foremost, providing excellent customer service can increase customer loyalty. When guests have a positive experience, they are more likely to return to the same business or recommend it to others. For example, if a guest stays at a hotel and the staff is friendly, helpful, and accommodating, the guest is more likely to choose that hotel again in the future. Additionally, they may recommend the hotel to friends and family, leading to increased business for the hotel. In this way, providing excellent



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customer service can help create a loyal customer base that will continue to choose your business over competitors.

Moreover, providing excellent customer service can lead to positive reviews, which is especially important in today's world of social media and online review platforms. Satisfied guests are more likely to leave positive reviews, which can attract more business and help your business stand out in a crowded marketplace. For example, if a guest dines at a restaurant and receives excellent service from the waitstaff or experiences warm and personalized service from the staff at the rooms division, they are more likely to leave a positive review on Google. This positive review can attract more customers to the restaurant, as people often trust the opinions of their peers when deciding where to dine or stay.

Thirdly, providing excellent customer service can enhance a business's reputation. A business with a reputation for excellent customer service is more likely to attract new guests. Word of mouth is a powerful marketing tool, and guests are more likely to trust the opinions of their friends and family when deciding where to stay or dine. A business with a positive reputation for customer service is also more likely to be recommended by travel agents and other third-party travel providers, which can lead to an increase in business. A positive reputation is also important in retaining employees. Employees are more likely to work for a business with a positive reputation, which can lead to a lower employee turnover rate.

Fourthly, providing excellent customer service can increase revenue. Satisfied guests are more likely to spend more money at a business. When guests feel like they've received excellent service, they are more likely to return and spend more money on future visits. Additionally, guests who have had a positive experience are more likely to make additional purchases, such as souvenirs or upgrades. This can

lead to an increase in revenue for the business.

Finally, providing excellent customer service can provide a competitive advantage. In a crowded marketplace, businesses that stand out are more likely to succeed. When guests have a choice of several similar businesses, they are more likely to choose the one with the best reputation for customer service. This can lead to an increase in business and a competitive advantage over other businesses in the same industry.

Housekeeping has immense scope to engage with guests and make their stay experience exceed their expectations.

Attention to detail: Pay close attention to every detail of the room, including cleanliness, organization, and presentation. Ensure that every aspect of the room is pristine, from the linens on the bed to the toiletries in the bathroom.

Personalization: Take the time to learn about your guests' preferences and needs. If they have any special requests, try your best to fulfil them. Gone are the days, when personalization was limited a certain type of pillow or need extra towels that they prefer. Personalized robes, kids' amenities, personalized cushions, special gestures for the single lady traveller and the business traveller; in fact, there is a service design and a form of personalization for each category of traveller depending on his purpose of visit.

Anticipate needs: Anticipate your guests' needs before they even

have to ask. For example, if they are staying for a few days, you can offer to restock their minibar or provide fresh towels without them having to ask.

Friendly and attentive service: Be friendly, welcoming, and attentive to your guests. Greet them with a smile, ask how their stay is going, and be available to assist them with any questions or concerns.

Surprise and delight: Go above and beyond by surprising your guests with unexpected gestures. For example, you could leave a personalized note welcoming them to their room, a towel art, or some candies or popsicles for the kids.

Follow-up: After your guests have settled into their room, follow up with them to ensure they are comfortable and satisfied. If they have any concerns, address them promptly to show that you care about their experience.

By incorporating these tips into your approach as a housekeeper, you can exceed your guests' expectations and provide them with an exceptional experience at the hotel. In conclusion, providing excellent customer service and going above and beyond to meet guests' expectations is crucial in the hospitality industry. It can help create a loyal customer base, increase revenue, enhance reputation, and provide a competitive advantage. In a world where consumers have access to an abundance of choices, providing excellent customer service is more important than ever. Businesses that prioritize customer service are more likely to succeed and thrive in the competitive hospitality industry.





CARE FOR HOTEL LINEN

One of the key elements in ensuring that guests have a pleasant and comfortable stay is the quality of the hotel linen. Clean and well-maintained linen not only provides a comfortable sleep but also leaves a positive impression on the guests.

Hotel linen is a crucial aspect of the housekeeping department, as it is the second highest expense after salaries and wages. Due to its expensive nature, it is important to take proper care to ensure its longevity. Quality linen also plays a significant role in guest satisfaction, as it is the item that guests spend the most time with during their stay. Therefore, meeting guest expectations in terms of providing quality linen is of utmost importance.

Investing in high-quality linen and taking care of it can help protect the hotel's investment. The first thing that guests notice when entering a hotel room is the bed linen and bath linen. Therefore, it is crucial to provide clean, crisp, smooth bed sheets and

fluffy, comfortable, cozy towels to enhance guest satisfaction. However, purchasing linen is just one part of the equation. Laundering costs are high, and it is a challenge to maintain good quality linen at a low laundry cost.

Hotels can enhance customer satisfaction by purchasing new linen, reducing operational and labor costs, and committing to sustainability.

Selection:

Choose durable linen. Invest in high quality linen. An acceptable norm for bed linen is 300 thread count and 100% cotton. Cottons have their own advantages and disadvantages. The positives are, they are natural fibers and hence non allergic. But cottons are difficult to iron. Some hotels prefer a blend of 20% cotton and 80% polyester, which makes the linen more durable and easier to iron out creases. But the disadvantage of blends can be allergic reaction due to the presence of synthetic fibers and they are non-biodegradable.



Nirupama Patra

HOD
IHM Shri Shakti, Hyderabad
VP – L&D, PHA Telangana Chapter

Woven fabrics are more durable as compared to knitted ones, although knitted fabrics are softer and will stretch and return to its original state. Ozone bleaching is essential for fabrics as it neutralizes bacteria. Ozone has oxidizing ability.

Laundering Process:

Water Quality: Good water quality is very important. The best is soft



water, that is, it is free of iron and manganese. It enables soaps and detergents to clean at maximum efficiency.

Detergent: It is essential to use the right detergent for washing the linen. Harsh detergents can damage the fabric and reduce the lifespan of the linen. Use nontoxic detergents as synthetic chemicals may contain carcinogenic substances. Choose detergents which consume less water for washing and contribute in water conservation.

Temperature of the water: The temperature of the water used for washing the linen is also crucial. Washing at a high temperature can cause shrinkage and damage the fibers. On the other hand, washing at a low temperature may not remove all the stains and bacteria. Therefore, it is recommended to wash the linen in warm water, preferably at a temperature of 60°C.

Collect and separate:

Segregation of linen as per color, size and soil is necessary. Towels and sheets should not be washed together as they have their own laundry processes, chemical mixtures, and temperature and wash cycles. Visibly stained items

should be treated for stain removal first or else if washed together the stain will be passed on to other items too. Provide guests cosmetic cleaning cloth for makeup removing to avoid hotel linen getting stained.

Loading the Washer:

Choose energy efficient washing machines. Avoid overloading the washing machine. Overloading the washing machine with too much linen can damage the fabric and reduce the effectiveness of the wash. Every washing machine has a capacity indicated. It must always be loaded accordingly. Prefer low temperature wash program during laundering process which allows low energy and water consumption. And this increases the linen life span as well, at least by 30%.

Bleaching of linen:

Bleaching of linen should be done with caution. Overuse of bleach can cause discoloration and damage the fabric. Additionally, it is recommended to use non-chlorine bleach to avoid any fabric damage.

Drying:

Proper drying of linen is as important as washing it. Tumble-drying using a gentle setting and avoiding overload will be helpful.

High and prolonged heat will dry out the natural fibers and make them brittle and lifeless. Over-drying can cause shrinkage and damage the fibers, while under-drying can lead to a musty smell and the growth of bacteria. It is recommended to dry the linen in a tumble dryer on a low heat setting.

Ironing:

Ironing of linen is essential to give it a crisp and fresh look. It is recommended to iron the linen while it is still slightly damp, as it makes the ironing easier and results in a better finish. Additionally, the iron should be set to a moderate temperature, and the linen should be ironed on the reverse side to avoid any damage to the fabric. Bed linen and table linen are mostly flat and hence require ironing. It is best to iron when the linen is slightly damp or use steam as necessary.

Spray starch: Spray starch should be avoided as it coats the cotton and stops them from breathing.

Wash before use: New linen can be a little scratchy, hence requires washing before use. The first wash removes stray fibres, softens the sheets and prepares cotton for a long life.

Life expectancy:

Linen can go through a number of washes, from 75 to 200 washes. The number of washes depends on the GSM of the fabric, quality of yarn used, quality of weave and the processing of the yarn. A percale weave can take up to 300 washes. Keep in mind the number of par stock you have. A par stock of 4 is healthy.

Storage of linen:

Proper storage of linen is essential to maintain its quality and prolong its lifespan. Linen should be stored in a cool, dry place away from direct sunlight, which can cause fading. Additionally, it is recommended to store linen in a breathable material, which allows air circulation and prevents any moisture buildup. Or discarded

sheets can be used to cover the fresh linen.

Regular inspections:

Regular inspections of the linen are essential to identify any damage or stains and take appropriate action. Any stains should be treated immediately, and any damaged linen should be repaired or replaced promptly. Faded and worn-out linen should be taken out from inventory.

In conclusion, taking care of hotel linen is essential to maintain the quality and prolong its lifespan. Proper sorting, use of appropriate detergent, washing at the correct temperature, avoiding overloading of the washing machine, caution while bleaching, proper drying, ironing, storage, and regular inspections are some of the

essential steps to take care of hotel linen. By following these tips, housekeeping professionals can maintain the high standards of cleanliness and hygiene in a hotel, providing guests with a comfortable and pleasant stay.



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Storage and organization of cleaning supplies and equipment in a hotel setting

In the hospitality industry, the handling and storage of cleaning chemicals and cleaning equipment is often overlooked or mismanaged in safety evaluations and audits, which can have major consequences. Proper handling and storage of products is essential to a safe workplace, and routine inspections should be performed monthly to remain efficient and protect your team. By following a few simple steps, you can ensure your facility is not only clean, but safe as well.

An effective chemical safety program is key

Following a strict chemical safety program is one of the most important steps to ensure the proper handling and storage of cleaning chemicals. Here's a few things your chemical safety program should include:

- A complete list of all cleaning chemicals used in the facility
- Documentation on the potential hazards associated with each chemical as well as a Material Safety Data Sheet (SDS) for each cleaning product
- Clearly-labelled cleaning products
- Properly trained employees with access to training resources as needed
- Safety signages conveniently placed around the facility
- Required PPEs made available at all times
- Auto-dilution system in place

Training staff on cleaning chemical safety

Training your staff to use and store



Maya V Chauhan

Head of Housekeeping,
ITC Grand Chola, Chennai
PHA Life member

cleaning chemicals properly is just as critical as providing necessary documentation. Many cleaning chemicals can be flammable or corrosive, posing risk to the



user. There can be dangerous consequences when employees mistake high-risk chemicals for low-risk chemicals, so a good rule of thumb is to familiarize all employees with the following 'signal words' and where they typically appear on containers:

- Caution: the product should be used carefully but is relatively safe.
- Warning: the product is moderately toxic.
- Danger: the product is highly toxic and may cause permanent damage to skin and eyes.

Choosing the proper location for cleaning chemicals

Even with proper documentation and training, improper storage of cleaning chemicals can be just as dangerous as product misuse. Choosing the safest location for each chemical should also be part of your chemical safety program. Some specifications of your storage space should include:

- Store in a clean, cool, dry space. Some cleaning chemicals can have hazardous reactions when they experience extreme temperature fluctuations or high levels of humidity.
- Store in well-ventilated areas, away from HVAC intake vents. This helps prevent any fumes from spreading to other areas of the facility.
- Store no higher than eye level, and never on the top shelf of a storage area.
- Do not overcrowd shelves and include anti-roll lips to avoid falling containers.
- Never store cleaning chemicals on the floor, even temporarily.

Organizing cleaning chemicals for optimal safety

Effective organization of your cleaning chemicals within the designated storage space increases efficiency and prevents

accidents. You should always separate chemicals according to their 'hazard class' and be aware of which may cause dangerous reactions if mixed. Likewise, similar products should be grouped together, as they react similarly to climate.

Oxidizers, flammable chemicals, and combustible chemicals should be stored away from ignition sources such as flames, heat, sunlight, work operations that might cause a spark, and in some cases, even static electricity. Flammable materials should be stored in an approved, dedicated flammable materials storage cabinet or storage room if the volume exceeds 25 litres.

Handling cleaning chemicals and maintaining storage areas

Handling your cleaning chemicals safely and ensuring that standards are upheld is probably the most important aspect of proper cleaning chemical storage. All containers should be properly sealed and kept in either their original container or an appropriate container for their hazard class. Different chemicals should never be mixed, even if they are similar types of chemicals. Portable cleaning product containers should be returned to their designated place when not in use. In addition, the dates of all products should be known, and old, unused products should be safely disposed. Consider disposing of any open product that has not been used for one year and any sealed product that has not been used for two years.

Proper documentation, training, location, organization, handling, and maintenance of your cleaning chemical storage protocol will eliminate risks and ensure safety in your operations.

Hotel cleaning supplies are the perfect example of an element of your overall guest services operation that you don't give much thought to – until something goes wrong.

When things are going well, you have the luxury of not thinking twice about your laundry program chemicals, and it isn't until sheets and towels aren't as soft as they should be and dingier than you'd like.

Tips for purchasing and storage of hotel cleaning supplies

Store cleaning chemicals far from your linen

No matter how gentle your cleaning chemicals, they still have the potential to stain or damage your linen if they're stored too close together and spills happen. To decrease the chances of an accident, your guest-facing sheets, towels and other linen should be kept in a climate-controlled environment that is far from cleaning supplies. Incorporate protocol into your hotel training program and consider adding a section on linen storage to your hotel training manual.

Provide the right tools for the job

If your property has recently undergone a renovation or refresh or if you haven't done an audit of your hotel cleaning routine in a while, it is worth revisiting your housekeeping regimen to make sure staff currently have everything they need to do their jobs.

Do a walkthrough of each kind of guest room and consider how housekeeping would clean each item. Will one set of microfiber cloths be sufficient? If there are dishes in the rooms that they are expected to clean or replace, do they have detergent and cloths? Would a reusable mop system work better than buckets?

Ask housekeeping staff to lead your tour and provide their honest input. You may be surprised about how they have been making do without having everything that they need.

In the right quantities

And while it is important for staff to have the right cleaning equipment, it's equally important that they have enough of it to last.

Staying up to date with local health and safety regulations is crucial for hoteliers



The hotel industry like any other service industry is very sensitive to handling customer needs and delighting them. With travel and media having become so easily available to customers it is not easy to facilitate their 'wow' experience and remain on the top all the time. With today's competition it is very important for hotels to update their systems from time to time to give that extra edge to the customers to experience and win their confidence.

Since the recent pandemic which had hit the world, it is very important for the hotels to ensure the following if they need to stay in business:

- Health and safety for their staff and guests which includes periodic health checks for the staff especially the food handlers to confirm that all health rules are followed.
- Safety precautions for both staff and guests by installing and updating the state of the art security systems by using the most advanced surveillance technologies.
- Ensuring that safety measures are incorporated during the construction of the hotel rooms or public areas as in the tiles used on the floors, in the bathrooms, lobby areas and anti-skid tiles in

and around the pool areas etc. Proper grab bars are provided to prevent falls and accidents.

- The housekeeping staff are maintaining all protocols of cleaning with proper equipment including dusters, machines etc.; that they are trustworthy, clean and in good health.
- Ensuring that there are no hide-outs or dark areas. All areas are well lit and fused bulbs are replaced in time before an accident occurs. Update CCTV and scanning of staff at the entry and exit points and guests' baggage during check in.
- Being alert on black listed guests from other hotels and information from local police authorities.
- Conducting background checks from previous employers to ensure high quality staff.
- Protecting all assets from cyber threats by changing passwords regularly.
- Following food safety policies as per government norms and international standards.
- Regular training for staff on the policies of the hotel and latest trends should be part of the curriculum.
- Being aware of the latest changes in health policies by



Saraswathi Mahadevan

Housekeeping veteran
PHA Life member

being in touch with the local health panchayats, hospitals and government by updating the same in the hotels.

- Maintaining a good rapport with the local health institutions to enable prompt services in case of any emergencies in the hotel is very important.
- Maintaining vigilance on problematic guests and staff by the security.
- Ensuring regular training is done for new joiners from time to time; to keep them updated on the latest innovations, systems etc. that keep changing from time to time.
- Safety and security play a very important part for guests especially since they travel and go through reviews already put in the various media. Today they can decide where to go and what to do as word of mouth and more importantly feed backs in the various portals decide their stay.

To sum it up, the hotel industry survives because of its customers who are aware of the latest safety policies and health regulations that a hotel needs to provide. It is therefore very important to provide the same if the hotel needs to be in business. It is important to keep up with the latest trends and make changes from time to time.

MANAGING PEOPLE AT WORK



Paul Benjamin
Assistant Professor
Department of Hotel Management
SEA College of Commerce, Arts
and Science, Bengaluru
PHA Life member

“Management is about persuading people to do things they do not want to do, while leadership is about inspiring people to do things they never thought they could.”

— *Steve Jobs*

People management is an indispensable critical skill for any manager whether seasoned or new and mastering this skill will positively impact people management. Managing people effectively can help you hit company deadlines. People management is the process of ensuring that the right people are in the right place, with the right resources, to achieve the desired goals. This includes recruiting, training & developing employees.

Striking a healthy work-life balance

is a daunting challenge but necessary as well. Before we can manage the success of others, we should first take care of ourselves. We can achieve a healthy balance in our professional and personal life by tracking our time, determining our priorities, set specific and realistic goals, schedule scrupulously, work smarter not harder etc.

To be an effective manager you must understand the people you are managing and trust them rather than micro-managing them. Trust

from a manager is truly empowering for an employee. The manager should not only guide and support employees, but also allow them to make their own decisions including guiding outcomes. Knowing how someone works best and assessing their competency in different areas can help us assign tasks effectively and address issues productively without decreasing morale. To be an effective manager, you must learn to trust others with key tasks; this also allows you to focus on high-level management duties instead of micromanaging each

responsibility on a project.

The next thing we can do is to reach out to our team members ourselves rather than waiting for them to come to us with a problem, updates, concerns ideas or question. As proper communication removes all the hindrances, reach out to the team as a group and individually to check on the progress of the project. By proper communication we can express our expectations about the work flow processes we expect from each individual.

The next thing would be to set realistic goals as a team and individually to guide your management efforts. We must plan and create the goals at the beginning of a project to demonstrate our role as a leader. Consider using the SMART method when creating goals; where SMART stands for –

S – SPECIFIC

M – MEASURABLE

A – ATTAINABLE

R – RELEVANT

T – TIME BASED

Specific – Make your goal specific and narrow for more effective planning.

Measurable – Define what evidence will prove your making progress and reevaluate when necessary.

Attainable – Make sure you can reasonably accomplish your goal within certain time frame.

Relevant – Your goal should align with your values and long-term objectives.

Time-based – Set a realistic and ambitious end date for task and prioritization and motivation.

An eligible manager after creating a clear goal, gives clearly defined roles to the team members. One must consistently follow through at what work is being done. After every follow up, providing positive reinforcement and honest feedback is essential. Find something positive about everyone on your team to emphasize, praise and provide constructive criticism. While our professional relationship with each individual on our team is important, maintaining cordial relationship with all is necessary. Any conflicts or misunderstanding should be resolved quickly or it would slow down production, As giving feedback is important, similarly, seeking feedback about our management skill is also necessary to become a better manager.

Build a culture of mutual respect by being flexible with everything like timings, facilities, performing roles etc. When the team members feel that their manager cares about their well-being, their performance will also be positive. Not only should we expect others to work, we must also demonstrate our roles properly and set an example for them.



VERTICAL GARDENS IN HOTELS -STEPS TOWARDS SUSTAINABILITY

Hotels play a crucial role in the tourism industry, and with the increasing demand for sustainable tourism, hotels are striving to implement sustainable practices. One such practice is the installation of a vertical garden in the hotel. Vertical gardening is a smart move considered as a sustainable way towards green initiatives. Hotels that are located in highly populated areas can be benefited in many ways as it is recognized as urban gardening that's suitable to small spaces, particularly for decorating the walls and roofs in various styles.

Vertical gardens, also known as living walls, are the type of green walls that can be used to grow plants and vegetation vertically. The installation of a vertical garden in a hotel can bring several benefits, including improving indoor air pollution and enhancing the overall aesthetics of the hotel.

Contribution towards sustainability

One of the primary benefits of a vertical garden in a hotel is its contribution towards sustainability. Sustainability is a vital aspect of the tourism industry as it ensures that natural resources are not depleted, and the environment is

not negatively impacted. Vertical gardens are a sustainable option for the hotels as they can help reduce the carbon footprint and promote biodiversity.

Energy efficiency

One of the ways in which a vertical garden promotes sustainability is by reducing the energy consumption of the hotel. Hotels require significant amounts of energy to maintain a comfortable indoor environment, especially during extreme weather conditions. The installation of a vertical garden can help in regulating indoor temperatures, reducing the need for artificial heating and cooling systems. This, in turn, reduces energy consumption, thereby lowering the hotel's carbon footprint.

Increase biodiversity

Vertical gardens also contribute to sustainability by promoting biodiversity. Biodiversity is essential for maintaining a healthy ecosystem and preserving natural resources. Vertical gardens provide habitats for the various plant species, which in turn, attract insects and birds, contributing to the overall biodiversity of the hotel's surroundings.



Rajni Kumari

Faculty, SIHM Jodhpur, Rajasthan
Research Scholar, JNV University
PHA Life member

Reduce water consumption

Further, vertical gardens can also reduce water consumption in hotels. Water scarcity is a significant global issue and the hotels are one of the largest consumers of water. Vertical gardens require less water than traditional gardens as they use a hydroponic system, which re-circulates water, minimizing waste. This reduces the hotel's water consumption, promoting sustainable water management.

It uses much less water; if proper method is adopted, it can reduce water usage up to 95%. Vertical garden provides benefits to the ecological cycle by absorbing rainwater which is unable to meet the soil because of concrete



Vertical garden at the courtyard. © Hotel Milano Scala, (Hanna, 2018)

and asphalt surfaces of the city. Vertical gardens help to reduce flooding by cutting the speed of rain in heavy rains. Vertical gardens decrease the amount of chemicals and pollutants reaching the seas and rivers, by filtering out the contamination in the water.

Hide the unsightly appearance of buildings and enhance the overall aesthetic appeal

Vertical gardens help decrease the visual pollution caused due to intense structuring contamination in urban spaces. In this way, the ugly appearance of buildings may be minimized and made more aesthetic. In addition to promoting sustainability, a vertical garden in a hotel can also enhance the overall aesthetic appeal of the hotel. Vertical gardens can be designed

to match the hotels interior design and branding, creating a unique and attractive ambiance. This can lead to increased customer satisfaction and loyalty, ultimately benefiting the hotel's bottom line.

Decrease noise pollution

Moreover, vertical gardens can also reduce noise pollution in hotels. Hotels are often located in busy urban areas, and noise pollution can be a significant issue for the guests. Vertical gardening can act as a sound barrier, reducing the noise levels in the hotel, creating a more peaceful and relaxing environment.

Help to gain green building certificate

On the structural scale, vertical gardens help creating green areas on the built façades without loss of

place. In this respect, the designers have discovered that the vertical garden has an important role in green building certification system.

Decrease air pollution

Vertical gardens contribute to the creation of a healthier environment by absorbing airborne dust and harmful substances with the help of herbal elements. It reduces CO2 levels and also increases the level of oxygen and improves air quality.

Implementing a vertical garden in a hotel requires careful planning and maintenance. Hotels need to consider factors such as lighting, irrigation, and plant selection when designing a vertical garden. Recommendations for some outdoor and indoor plants are:

Outdoor plants for vertical gardens

Peperomia, Syngoniums, Philodendron, Epipremnum, Begonia, Anthuriums, Nephrolepis, Chlorophytum, Lantana, Pilea, Rheo discolor, Cuphea, Fittonia, Spathiphyllum, Schefflera, Asparagus spp., Pileamicrophylla, Alternanthera, Mentha spp. Jade plant, Sedums, Portulaca, Dusty miller, Cuphea, Baby's tear, Callisarepens, Ophiophogon, Dianellatasmanica



Indoor plants for green walls

Pepromia, Syngoniums, Philodendron, Epipremnum, Pepromia, Begonia, Anthuriums, Chlorophytum, Pilea, Rheo discolor, Fittonia, Spathiphyllum, Schefflera, Ficus spp., Rheo discolor, Zebrinapendula, Setcreaseapurpurea, Nephrolepis



In conclusion, the installation of vertical garden in a hotel can bring numerous benefits, including promoting sustainability, enhancing the aesthetic appeal of the hotel, reducing noise pollution, and improving indoor air quality. With the increasing demand for sustainable tourism, hotels need to implement sustainable practices and vertical gardens offer an excellent sustainable option. However, hotels need to ensure that the garden is well maintained and does not pose any health hazards to guests. By implementing a vertical garden, hotels can contribute towards a more sustainable future while also enhancing the overall customer experience.



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.



A Young United Visionary Association

PHA YUVA

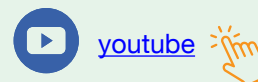
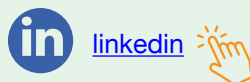
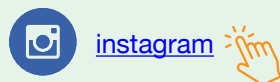
A feather in the cap of PHA is its offshoot, PHA Yuva. Constituted and launched in September 2017 as a formal platform for the youth aspiring to be a part of the hospitality industry in the core area of housekeeping, PHA Yuva has grown leaps and bounds with about 200+ members. PHA Yuva is for the students,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





PHA PICTURE STORY

PHA ORGANISED THE 5TH NATIONAL HOUSEKEEPERS CONVENTION



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www.phka.in

Professional Housekeepers Association
PRESENTS



UVA
A Young United Visionary Association

5th National Housekeepers Convention & 8th PHA Anniversary Celebration

27th May 2023, 09AM - 06PM, Taj Bangalore

Opposite Kempegowda International Airport, Devanahalli, Bengaluru - 560300

Out of the Box Housekeeping: Digitalisation, Sustainability & Luxury

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PANEL DISCUSSION 1

Human & Nature balance – A Housekeeping perspective

MODERATOR


Dr. Madhu Chandhok
Director & Founding Partner, FIP 2020
Hon. Advisor, PHA

 Ms. Neemu Tognatta <small>Ex Divisional Housekeeper ITC Hotels</small>	 Mr. Niranjan Khatri <small>Founder Sambhav</small>	 Ms. Maya Chauhan <small>Head of Housekeeping ITC Grand Chola</small>	 Mr. Sridhar L <small>Head - Sustainability BIAL</small>
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PANEL DISCUSSION 2

Digitalisation: The way forward to transform Housekeeping

MODERATOR


Ms. Indrani Sanyal
GM Housekeeping, Medica SuperSpecialty Hospital, Kolkata
Coordinator - North East Region, PHA

 Mr. Mukut Chakravarti <small>VP Sales & Marketing Tamaris Leisure Experiences</small>	 Ms. Gurjan Bisarya <small>Corporate Housekeeper ITC Hotels</small>	 Mr. Arjan Dasgupta <small>Founder & MD Chrysalis Mavala Consulting Pvt. Ltd.</small>	 Mr. Debayan Saha Chatterjee <small>Head of Facilities WRO Hospitality</small>
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Chief Convener of Event


Ms. Smritee Raghubalan
Hospitality author,
Oxford University Press
Managing Editor, PHA

ORGANISING COMMITTEE

 Ms. Asha Premkumar <small>Hon. Advisor, PHA</small>	 Ms. Jyoti M Naik <small>VP-Opn, PHA Karnataka Chapter</small>	 Ms. Nirupama Patra <small>VP-L&O, PHA Telangana Chapter</small>	 Ms. Usha Ramalingam <small>Corporate Housekeeper The Raintree Coordinator, TMS/MAH, PHA</small>	 Ms. Dindu KC <small>Corporate Housekeeper Abad Hotels & Resorts Coordinator, MAHA, PHA</small>
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People & Beyond...

											
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PHA organised the 5th National Housekeepers Convention on 27th May 2023 at Taj Bangalore to commemorate its 8th anniversary



Lamp lighting ceremony at the Convention. (From L-R: Guest of Honour, Mr. Gaurav Miglani, GM, Taj Bangalore; Star sponsor guest, Mr. Varun Handa, Senior Business Development Manager, Kärcher; Chief Guest, Mr. Vikram Kotah, CEO, GRT Hotels & Resorts; Ms. Jayashree Nagaraj, PHA Founder President & Chairperson; Star sponsor guest, Ms. Ashwini Walawalkar, Country Head, TCFM; and Ms. Asha Premkumar, PHA Honorary Advisor- Operations)



Delegates at the National Convention



The Registration team comprising Mr. Hari, PHA Joint Secretary and Mr. Harihar Lenka, PHA life member, assisting delegates at the Convention



PHA life member, Ms. Nagamani rendering the Invocation song



PHA life member Ms. Bindu KC presenting the Invocation dance



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



Emcee & Event Convenor, Ms. Smritee Raghubalan, PHA Managing Editor; and co-host Ms. Bindu KC, PHA life member, steering the gathering through the convention proceedings





Ms. Elizabeth Moyon, PHA PR & Media member, presenting the PHA Corporate video



Chief Guest, Mr. Vikram Kotah, CEO, GRT Hotels & Resorts addressing the delegates



Guest of Honour, Mr. Gaurav Miglani, GM, Taj Bangalore addressing the delegates



PHA Executive Committee with the PHA Par Excellence Awardees and Guests. (From L-R: Dr. Thomas Mathew, PHA VP-L&D; Ms. Elizabeth Moyon, PHA PR & Media member; Ms. Smritee Raghubalan, PHA Managing Editor & Chief Mentor- PHA Yuva; PHA Par Excellence Awardee -Ms. Meenu Tognatta; Ms. Jayashree Nagaraj, PHA Founder President & Chairperson; PHA Par Excellence Awardees - Ms. Subhadra and Ms. Grace Gideon; Mr. Gaurav Miglani; Mr. Vikram Kotah; Mr. Hari, PHA Jt. Secretary; Mr. Vinod Kumar, PHA General Secretary; Mr. Kishore, PHA Treasurer; Mr. Shivakumar, PHA Membership and Vendor management member; and Ms. Bharti Kalappa, PHA VP-Operations)



National Convention Working Committee with PHA Par Excellence Awardees and Guests (Sitting from L-R: Ms. Usha Ramalingam, Ms. Vineeta, Ms. Indrani Sanyal, Ms. Nirupama Patra, Ms. Bindu KC, Ms. Elizabeth Moyon, Ms. Smritee Raghubalan; Mr. Kishore, Mr. Shivakumar, Mr. Hari, Mr. Vinod)

(Standing from L-R: Ms. Nagamani, Ms. Sandhya Anilkumar, Ms. Jyoti M Nair, Ms. Shalika Sharma, Dr. Madhu Chandhok, Ms. Meenu Tognatta, Ms. Jayashree Nagaraj, Ms. Subhadra, Ms. Grace Gideon, Mr. Gaurav Miglani, Mr. Vikram Kotah, Dr. DP Sudhagar, Mr. Harihar Lenka, Dr. Thomas Mathew)



PHA Par Excellence Award conferred on Ms. Meenu Tognatta, Ex Divisional Housekeeper, ITC Hotels and PHA life member by Ms. Jayashree Nagaraj and Mr. Vikram Kotah



PHA Par Excellence Award conferred on Ms. Subhadra, Proprietor Sai Housekeeping Services and PHA life member by Ms. Jayashree Nagaraj and Mr. Vikram Kotah



PHA Par Excellence Award conferred on Ms. Grace Gideon, Housekeeping Veteran and PHA life member by Ms. Jayashree Nagaraj and Mr. Vikram Kotah



Launch of the 4th Edition of the book 'Hotel Housekeeping Operations & Management' by Oxford University Press (From L-R: Ms. Purva Gupta, Senior Editor, Higher Education, OUP; Ms. Jayashree Nagaraj, Founder President & Chairperson, PHA; Authors - Ms. Smritee Raghubalan and Mr. G. Raghubalan; and Chief Guest, Mr. Vikram Kotah)



Panel discussion on 'Human and nature balance- A housekeeping perspective' (From L-R: Ms. Maya Chauhan, Head of Housekeeping, ITC Grand Chola and PHA life member; Mr. Sridhar L., Head –Sustainability, BIAL; Ms. Meenu Tognatta, Ex Divisional Housekeeper, ITC Hotels and PHA life member; Mr. Niranjn Khatri, Founder iSambhav; and moderator Dr. Madhu Chandhok, Director & Founding Partner, PIP 2020 and Honorary Advisor, PHA)



Panel discussion on 'Digitalization – The way forward to transform Housekeeping' (From L-R: Mr. Debayan Sinha Chatterjee, Head of Facilities – V&RO Hospitality & PHA life member ; Ms. Gunjan Bisarya, Corporate Housekeeper, ITC Hotels & PHA life member; Mr. Mukut Chakravarti, VP Sales & Marketing, Tamara Leisure Experiences; Mr. Amlan Dasgupta, Founder & MD, Chrysalis Mavens Consulting Pvt. Ltd.; and moderator Ms. Indrani Sanyal, General Manager Housekeeping, Medica Superspeciality Hospital, Kolkata and Coordinator- North Eastern region, PHA)



PHA announced collaboration with WICCI (From L-R: WICCI Vice Chair, Diversity & Inclusion, Ms. Priya Vishwanathan; Ms. Jayashree Nagaraj; and WICCI National Advisor, Diversity & Inclusion, Ms. Bhavana Alvares)



Ms. Nirupama Patra, PHA Telangana Chapter VP-L&D announcing the winners of PHA Competitions



Ms. Indrani Sanyal, PHA Coordinator – East region, announcing finalists of Smart Innovations in Housekeeping - best practices



Dr. Sunita Badhwar, Vice President – Standards, Tourism and Hospitality Skill Council presenting a brief on THSC's programmes in Housekeeping



Mr. Shivakumar, In-charge of Vendor management & stalls at the convention



Business Associates of the Convention

Stalls at the National Convention





Dr. Thomas Mathew, PHA VP-L&D delivering the vote of thanks

PHA INDUSTRIAL VISIT TO SHIVAN TEX TRADERS



PHA Yuva members and PHA mentors visited Shivan Tex Traders, Bangalore as a PHA L&D initiative on 4th February 2023



PHA Yuva members & PHA mentors all set to commence the visit



PHA Yuva members with Dr. DP Sudhagar, Head Strategy, PHA



Explanation of pillow making process



Explanation of mattress making process



Mattress making machine



Duvet covers and bedsheets manufactured at Shivan Tex Traders

WORLD OF HOSPITALITY EXPO




PHA life members invited as panellists at the panel discussion on 'Evolving clean and hygiene norms' at the Housekeepers Conclave at the World of Hospitality Expo on 13th June 2023 at Palace Grounds (From L-R: Moderator, Ms. Steena Joy, WOH Editor; Mr. Shivakumar, PHA Membership & Vendor Management member; Ms. Jyoti M Nair, VP-Operations, PHA Karnataka Chapter; Mr. Kishore, PHA Treasurer)



PHA life members conferred with Excellence in HK Award at the Housekeepers Conclave by the World of Hospitality Expo (Front row L-R: Ms. Jyoti M Nair; Ms. Shalika Sharma; Ms. Nagamani; Ms. Anusha Kavitha; Ms. Sandhya Anilkumar; Ms. Elizabeth Moyon; Ms. Smritee Raghubalan) (Back row L-R: Official from WOH; Mr. Kishore; Mr. Narasimha Murthy; Mr. Hari; Mr. Shivakumar; Ms. Grace Gideon; Dr. DP Sudhagar; Mr. Gaurav Sharma; Dr. Thomas Mathew; Official from WOH)

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