

Recent Trends in Housekeeping Department in Hospitality

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Abstract

Hotel housekeeping need to meet prominent challenges like, trends and best practices as eco-friendly practices, subcontracting, housekeeping, training, retention of employees, employee's performance. In this paper the major trends coming in the industry has discussed. Hotel housekeeping plays an important role to run a hotel business. As we know this industry is very dynamic and the property has to upgrade its functioning as per the comfort of the guest. So it is very important to upgrade the hotel as per latest trends in the hotel housekeeping. As now a days the hotel industry is very competitive and dynamic and the guest are too much conscious about the services.

Key Words: Housekeeping, comfort, guest, dynamic, services.

Introduction

About Housekeeping

As the term housekeeping means cleanliness, but it has a broad importance beyond its meaning. Every time we enter a five star hotel, the reason why it still looks new and the same every time is because of the Housekeeping department. Hotel housekeeping is one of the backbone among its four major departments. Housekeeping performs detailed work in guest rooms and hotel areas to provide a clean, comfortable environment for hotel guests to enjoy.

Trends in the housekeeping department

1. Contemporary designs in hotel

Today, hotels lay an emphasis on simplicity and elegance in design, coupled with maximum practicality. Most contemporary hotels are stunningly clean in contour, aesthetic, robust and practical to use. Complemented by an extensive choice of internal fittings, they are guaranteed to match guest needs and demands.

Hotel interior design stimulates and satisfies guest expectations of service, quality and comfort; as such, it represents the realisation of hospitality design. With respect to the enormous investment that goes into creating these environments, successful hotel design, also factors in timelessness and durability to increase overall longevity.

Modern bathrooms are furnished with brushed nickel or chrome which is preferred over ornate decorations. This makes the bathroom vanity look simple and elegant and focuses more on the utility value. The materials used in modern bathroom vanities are either natural, artificial stone or glass work

2. Go Green

Going green is the latest trend and housekeepers are using eco-friendly amenities, commodities to conserve water and energy. With the focus progressively on responsible tourism and green practices, there is much more to being ecologically friendly than reusing sheets and towels. For

example, the energy management system in the hotel helps to analyse data from major energy-consuming appliances like compact fluorescent lamps and ceiling motion sensors are used in meeting rooms, conference rooms, and public areas to reduce energy waste.

3. Safety and Security

Hotels offer their guests the opportunity to stay without a worry by ensuring that they are safe from security hazards at all times. Individual fire indicators outside each room expedite an emergency response in case of a fire emergency and a wide angle (110 degrees) peep hole on room entrance doors has become mandatory these days. Some key security features seen today are safety chain and double lock facility on the main room door and entrance doors lined with an environmental seal to minimise noise and protect the room from external smoke in case of a fire; smoke, heat detectors and water sprinklers in each room for enhanced fire safety; double locking facility for entrance door and bathroom doors; closed circuit television (CCTV); DTFM Scanning System; X-ray machines; electronic locks; in-room safes; hand metal detectors; fire safety system for kitchen hoods and surveillance system for car screening.

4. Technology Savvy Housekeeping

Most of the hotels are investing heavily in information technology (IT) infrastructure and networking that deploys the latest technical advances in their operations. New technologies like Wi-Fi (wireless fidelity), radio frequency identification, GPS (global positioning system), VOIP (voice over internet protocol), handheld communication devices and WLAN (Wireless local area networks) are developing rapidly. Also, the adoption of products like air purifiers, remote curtains, 8-10 inch mattresses for ultimate sleep experience, high thread count linen, plush pillows, shower cubicle, and bathtub combinations, branded amenities, bath salts, aromatherapy products & aromatiser has accelerated. Many types of software having comprehensive housekeeping applications are being used today in the hotels. With the help of technology, the customer's involvement in service delivery has been increased.

5. Pest Control

The best practice is to conduct regular service, with an integrated pest management approach. This exercise not only involves the pest management company, but also the hotel's management, facilities, maintenance and housekeeping staff, and guests as well. The F&B department covers almost every aspect of a hotel or motel's operation. Preventing pest problems in a hotel starts with a close look at F&B operations.

6. Outsourcing of Services

Housekeeping is a labour-intensive department and most of the hotel chains perceive outsourcing as an effective business strategy. Outsourcing proves to be the best solution for many specialised tasks as it is highly cost-effective and is a good business strategy to meet the demands of hotel standards. It also helps in reducing manpower-related issues like filling the gap due to attrition of manpower, unavailability of suitable personnel & trained manpower. However, retaining employees in the hotel industry is a major challenge due to long work schedule, less compensation, physically demanding tasks, high-pressure environment, and uncomfortable work culture. Generally, people say housekeeping job is a thankless job which results in low morale of the employees. Therefore, housekeeping sector needs to focus on formulation and implementation of dynamic retention

strategies to reduce the employee turnover. In this scenario, training and motivating employees is a fundamental tool to stabilise new staff.

7. Waste prevention

Waste can be minimised by replacing disposable room amenities with refillable or reusable substitutes. Purchasing guidelines need to be established to encourage the use of durable, repairable equipment, and reusable products such as linen and tableware. Soap and toiletries can be donated to local shelters.

Conclusion

Housekeeping is not only about ensuring cleanliness but also consistently maintaining the upkeep of the hotel by adopting innovative trends and practices in housekeeping. Therefore, to stay ahead of the curve, unique and advanced technologies must be implemented and incorporated in hotel housekeeping.

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