

New Emerging Trends in Accommodation Operations

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Introduction

In this newfangled era, housekeeping is the only department in comparison to the other departments, which has evolved at the utmost pace. Housekeeping department in hotel plays a pre-eminent role in providing guests a smashing experience to the guest by applying thrilling, innovative, fabulous trends & practices. These trends & practices prove utmost fruitful because it creates a recess for hotels in this market of high competition of hospitality. In this span to run a business such as selling, general, and administrative expenses, it is obligatory that we all should have divergent thinking for the optimization of continuous, livable, green resources. The housekeeping department has changed immensely from the concept of Cleanliness to that of providing of ultimate luxurious rooms to the guest. The various trends & practices in housekeeping department of hotels is a outcome of the massive wants, needs, desires of the guest. Apart competition in the market, changing need and preferences of the guest asset management, inventory management, invention in technology are the other factors which has led to the emergence of leading-edge practices in the department. In addition to ensuring the efficient functioning of hotel operations, housekeeping personnel are also responsible for the aesthetic aspect such as maintenance, beautification, decoration, interior aspect of the room.

The various hotels or hospitality chain which have emerged from international roots are also keenly interested to participate in Indian market and are continually spreading their units in different parts of India. The only department that manages the most perishable, selling product of the hotel industry, which is rooms, is managed by housekeeping department.

Outcome Dominance of Housekeeping department towards “Emerging applications and implementation”.

Housekeeping Department is continuously developing trends practices.

If we talk about the various good practices that are being followed in the department, there are ample of them. Some of them are described below

Housekeeping started new concept for the special care of the ladies and in order to give them a special identity&it has been immensely applauded t by everyone. New concept is “women’s only floors “that has been started by the housekeeping Department. Various good efforts that are being done by the one and only department housekeeping is that various ethical practices are being continually practices in the department keeping in mind the priority to serve women or ladies in order to give them special privilege, make them feel special,make them feel secured when women travel to a five-star category hotel.

- A floor has been specially made, booked, preserved only for the lady traveler
- A special elevator has been designed and assigned to only lady traveler, where only women are permitted to use this special elevator.
- . • Provision of every service by female employees only.
- Every need and requirement are specially kept in mind while preparing lady floor and all the supplies or amenities are placed accordingly
- The toiletries that are placed in the room are specially designed keeping in mind the skin, thetone, the sensitivity of the women so that it can be proved effective to the women and they can use it without any uncertainty in their mind
- . • Pick and drop facility is operated by lady chauffeur to give the feeling of safe & secure environment.
- Lighting to suite the moods of women in guestroom
- Investment in bed & bedding to suit the needs of all kinds of guest
- Eco-friendly toiletries are placed in luxurious properties.
- Use of biologic active tissue papers is an innovation in toilet paper technology
- Asa preventive measure against various infections., touch free soap dispensers are being placed at every place in the hotels.
- Hotels also offer pillow menu, ear plugs, spa menu, barmenu, restaurant menu, service directory, sleeping kit, yoga kit as an additional facility.
- Turndown service is a special service that been offered by the housekeeping department to every guest room, in this service guest rooms are prepared for sleeping purpose.It is a creative way where in GRAs places towel art, flower petal art, & small good night goodies on the bed.
- Use of technology reduces manpower in hotels which leads to reduced labor cost,

- Polymer technology is used in the washing machines as it helps washing the linen in less water, so as to save water.

Robots are being used for providing various services such as Cleaning of swimming pools, etc.

IT savvy housekeeping

The housekeeping department has become more IT savvy, because many of the functions in the housekeeping department is controlled and operated by information technology techniques. Mainer functions of the department, manlier reports that are generated daily in the department are accessible with the help of IT. Functions such as that we take out different reports in the morning that are necessary for the morning briefing such as managers' report, daily housekeeping sheets, arrival report, stayover report, departure report, early arrival report, early departure report etc. are made available to the department because of the emergence of various new techniques in the IT sector. There is various software being used in housekeeping operations, and software uses different module which are used to generate various reports and to fetch different records such as forecasting GRA requirements, daily housekeeping scheduling, tracking housekeeping history and monitoring GRA performance

Eco practices in housekeeping

Some of the well practices that are being followed in the housekeeping department are as described below, so as to conserve the nature.

- Eco friendly toiletries
- Energy saving products
- Ozone treatment
- Air treatment with ozone
- Room Ozonizes
- Water treatment with ozone
- Ozone in laundries

Eco friendly practices focuses on” save water, save energy and reduce solid waste—while saving money.”

Housekeeping department focuses significantly on the concept of usage of Eco-friendly products with the focus of protecting eco “Going green” is a concept has been highly influential and imbibed in the minds of the people.

Housekeepers are keenly searching and thinking of the practices that can be followed in the housekeeping department, with the aim to focus, preserve, conserve nature.

Water Conservation

Effective conservation, preservation of the water is vital for all of us. Various techniques and practices are being followed in the department such as Recycling of the waste water, is done by the engineering department with the help of Sewage Treatment Plant, so that the wasted water can also be made utilized at some places where it can be used.

Solid waste management

Solid waste management has become a key in preserving nature by reusing the solid waste that’s been every moment, everyday. Various Machines has been installed which decomposes waste collected, which produces energy then after.

Environment Commitment

Ample amount of pressure is being enforced to all social places, social beings in order to perform various practices that are committed to savage of environment. A great practice that is being ensured and followed on daily, regular basis by the housekeeping department is “Save Our Environment Card,” is placed in every guestroomemphasizing on need of saving our environment.

Safety & Security

The vital,core,key responsibility of the security department involves shielding, preservation, conservation of each and everyguest who stays in the hotel premises. Or have come to the hotel to avail any of the services that are being offered by the hotel.The various safety precautions that can be adhered to and should be strictly followed in the accommodations department keeping in mind the safety, security of the guest, also of the employees working in the accommodations sectors such

as fire safety systems, fire alarm system, smoke detectors etc.

Outsourcing of services

Now a days outsourcing has become a good trend in the accommodations department. Outsourcing has been proved very beneficial in the few last yrs. It delivers quality as per the standard norms that are required. There are various services in the accommodation sectors that are outsourced such as upkeep of the gardens, upkeep of the horticulture section, upkeep of the laundry and laundry services, upkeep of different types of flooring, upkeep of public area that has maximum guest interaction, upkeep of terraces, marble areas etc.

Training

Searching of the Human Resources to work in the housekeeping Department has become a fatigue task for the human Resources Managers as this is the department which involves the hardest physical work. Also, it requires some work to be done that are not eye appealing in the minds of the people so the choice of the people to pursue carrier in this department is at a very low figure. So, searching, sourcing of the candidates has become the biggest challenge in hotel housekeeping in the present scenario. Training, retraining and continuously motivating the staff working in the department has become other serious challenges. Increased mechanization of housekeeping managers in a position to trained staff have an optimum usage of equipment, supplies and labor to increase efficiency in operations. Today, housekeeping jobs are more machinery oriented and training is crucial to maintain high levels of performance and productivity standards, the latest practice that every housekeeping professional are in the process, that they are merging with the various colleges of hotel management colleges so that they can connect with the students practically and can teach and deliver about the practical experiences of the industry.

Fire Safety Precautions

Before in olden days housekeeping department was only confined to cleaning of the places, areas so it was said to be a department which involves heart core cleaning chores.

But now a day due to the modernization of trends in housekeeping, various fire safety programs, procedures has been incorporated in the department which involves

Fire safety Trainings

Fire Safety prevention & precautions

Fire warning systems

Firefighting Equipment

First Aid procedures

Crime Prevention

Housekeeping Department is the department that has often deals with handling of various crimes, it can be related to guests, can be related to employees, can be related to deal with some emergency situations such as bomb threat, terrorism etc. This is why special committee has been formed which consist of key people and head of the departments, other managers as well. The committee is responsible to conduct meeting on frequent basis to review past plans, observe everything is going smooth, form new plans if needed.

Interior Designing

Prior in goldenera, beautification, designing, decorations in the room of housekeeping department. But due to the emergence of the new trends, evolution, modernization, interior designing has become vital part as because of the interior designing the environment of the hotel, place, area looks beautiful, eye appealing and it creates an altogether new compressive look to the place. The objective of the interior design is to aid, achieve beauty, expressiveness, functionalism. It also provides emphasis, rhythm, attractiveness, harmony.

Other Applications of IT in housekeeping When a guest puts a tray outside of the door by tray detection technology it alerts through a triangle sensor on the tray triggers another sensor in the doorway to the housekeeping department way of a blinking light. In these applications, guests click a button, which sets off another sensor, to indicate they are gone and the room can be cleaned. While going through the typical routine in a guestroom, a room attendant may notice a problem such as a leaking WC or a malfunctioning thermostat, the housekeeper can pick up the room phone and follow through a protocol to identify that specific problem. The report immediately alerts the proper maintenance person via through wireless phone. In present scenario every hotel is focused on Environment, usage of renewal sources of energy and hence trying to be Eco friendly or Eco Sensitive A major trend in hotels is towards becoming more Eco sensitive.

Ergonomics

As we all know that Housekeeping is the department which involves the maximum work load that is majorly physical. So, the people working in the department are more prone to various risks, injuries that are involved while doing physical activities, performing work in the department. In relation to housekeeping professionals' ergonomics is scientific discipline which interact and analyses the tasks, equipment and time taken for the specific job. Many housekeepers have realized this value of work studies and are developing SOPS (standard operation procedures) based on work studies done at their properties

Consumption by End Use

A huge amount of water is used for various purposes in the hospitality leading to the maximum consumption, spillage, disuse of the our most valuable natural resources. (Domestic, kitchen, laundry, etc.) likewise varies considerably, but is less reliably documented. Accommodations department is doing its best as it does the various practices so that spoilage of the water could be decreased to the minimum and maximum usage can be done even from the wastage water ,For instance , the maximum amount of water wastage that is been observed is from the WC i.e. from the flush water from the WC, this water is treated in the Sewage Treatment Plant in the Engineering Department ,further this treated water is used by the horticulture section for gardening purpose, for planting trees, plants etc.

Conclusion

There are various trends and innovations in the housekeeping department but the principal ones are being outsourced and the practices that are being continually followed in the department tend to be more ecofriendly, with the emphasis on conserving nature and nature resources.

Accommodation operation, is the only department that makes the largest, maximum revenue to the hospitality industry. However, the hard work of the housekeeping department hardly acknowledged. Moreover, it is considered as thankless job.

Housekeeping operations are increasingly becoming mechanized and scientific but the housekeeping professionals are unskilled hence training of the housekeeping operation is highly essential and it should be a continuous process.

We have nurtured and explained the various emerging; new practices, trends in the hospitality

Industry such as use of green technology, ecofriendly supplies, product, amenities in the department. Special procedure, process that has been followed to give special recognition to the ladies such as lady floor, ladyelevators, ladybutlers, ladyamenities, ladyattendants. Use of IT software in the department and there are many more that has been briefed above such as crime prevention, securityservices, ergonomics, interior designing etc. Thus, we can say that housekeeping department has done tremendous and remarkable development and that is why it should be given high importance as this department truly worth it.