

Housekeeping Attendant

Manual Cleaning

(Job Role)

Qualification Pack: Ref. Id. THC/Q0203

Sector: Travel, Tourism and Hospitality

Textbook for Class X



171005



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FOREWORD

The National Curriculum Framework–2005 (NCF–2005) recommends bringing work and education into the domain of the curricula, infusing it in all areas of learning while giving it an identity of its own at relevant stages. It explains that work transforms knowledge into experience and generates important personal and social values such as self-reliance, creativity and cooperation. Through work one learns to find one's place in the society. It is an educational activity with an inherent potential for inclusion. Therefore, an experience of involvement in productive work in an educational setting will make one appreciate the worth of social life and what is valued and appreciated in society. Work involves interaction with material or other people (mostly both), thus creating a deeper comprehension and increased practical knowledge of natural substances and social relationships.

Through work and education, school knowledge can be easily linked to learners' life outside the school. This also makes a departure from the legacy of bookish learning and bridges the gap between the school, home, community and the workplace. The NCF – 2005 also emphasises Vocational Education and Training (VET) for all those children who wish to acquire additional skills and/or seek livelihood through vocational education after either discontinuing or completing their school education. VET is expected to provide a 'preferred and dignified' choice rather than a terminal or 'last-resort' option.

As a follow-up of this, NCERT has attempted to infuse work across the subject areas and contributed in the development of the National Skill Qualification Framework (NSQF) for the country, which was notified on 27 December 2013. It is a quality assurance framework that organises all qualifications according to levels of knowledge, skills and attitude. These levels, graded from one to ten, are defined in terms of learning outcomes, which the learner must possess regardless of whether they are obtained through formal, non-formal or informal learning. The NSQF sets common principles and guidelines for a nationally recognised qualification system covering Schools, Vocational Education and Training Institutions, Technical Education Institutions, Colleges and Universities.

It is under this backdrop that Pandit Sunderlal Sharma Central Institute of Vocational Education (PSSCIVE), Bhopal, a constituent of NCERT has developed learning outcomes based modular

curricula for the vocational subjects from Classes IX to XII. This has been developed under the Centrally Sponsored Scheme of Vocationalisation of Secondary and Higher Secondary Education of the Ministry of Education, erstwhile Ministry of Human Resource Development.

This textbook has been developed as per the learning outcomes based curriculum, keeping in view the National Occupational Standards (NOS) for the job role and to promote experiential learning related to the vocation. This will enable the students to acquire necessary skills, knowledge and attitude.

I acknowledge the contribution of the development team, reviewers and all the institutions and organisations, which have supported in the development of this textbook.

NCERT would welcome suggestions from students, teachers and parents, which would help us to further improve the quality of the material in subsequent editions.

HRUSHIKESH SENAPATY

Director

New Delhi

September 2020

National Council of Educational

Research and Training

ABOUT THE TEXTBOOK

The Hospitality Industry is an industry which mostly depends on the availability of leisure time and disposable income. It comprises of a broad category of fields within the Tourism and Service industry that includes lodging, event planning, theme parks, transportation, cruise line, and other such activities. A hospitality unit such as a restaurant, hotel or even an amusement park consists of multiple groups of facility maintenance, direct operation servers, housekeepers, porters, kitchen workers, bartenders, management, marketing and human resources, etc. Some important sectors of the hospitality industry are: Accommodation sector, Food and Beverage sector, Meetings, Incentives, Conventions and Events (MICE) sector, Clubs and gaming sector, Entertainment and recreation sector, Travel and tourism sector, Visitor information sector.

There is a huge demand of trained and skilled professionals in these sectors for the numerous job roles, for example, Hotel managers, Food and Beverage Service Managers, Housekeeping Supervisors, Housekeeping Attendants, Hotel Receptionist and Clerk, Bellhop, Meeting and Convention Planner, Concierge, Maitre d', Executive Chef, Reservation Ticket Agent, Maids and Housekeeping Cleaner, Gaming Dealer and many others.

The Housekeeping Attendant in the Tourism and Hospitality Industry is a professional who performs routine duties to maintain public areas, guestrooms and the restrooms in a clean and orderly manner, under the supervision of the Housekeeping Supervisor. The individual must know how to use manual tools to sweep, scrub, mop, wipe and dispose waste. The attendant should also be able to address guest requests and problems and is expected to maintain a flexible schedule through the weekends and holidays.

The textbook for the job role of 'Housekeeping Attendant—Manual Cleaning' has been developed to impart knowledge and skills through practicals, which forms a part of experiential learning. Experiential learning focuses on learning by performing the job activities along with the classroom teaching learning process. Therefore, the learning activities are student-centred rather than teacher-centred.

This textbook has been developed with contributions of the subject experts, industry experts and academicians for making it a useful and inspiring teaching-learning resource material for the students of

vocational studies. Adequate care has been taken to align the content of the textbook with the National Occupational Standards (NOS) for the job role so that the students acquire necessary knowledge and skill as per the performance criteria mentioned in the respective NOS of the Qualification Pack (QP). The Textbook has been reviewed by experts to make sure that the content is not only aligned with the NOS, but is also of high quality.

The NOS for the job role of ‘Housekeeping Attendant—Manual Cleaning’ covered through this textbook are as follows:

1. THC/N0218 : Clean pantry and canteen area
2. THC/N0207 : Report, record and prepare documentation
3. THC/N9901 : Communicate with customer and colleagues
4. THC/N9903 : Maintain standard of etiquette and hospitable conduct
5. THC/N9904 : Gender and age sensitive service practices
6. THC/N9906 : Maintain health, hygiene and safety at workplace

Unit 1 of this textbook explains the process of cleaning pantry and canteen area in a hotel which is an important function of the Housekeeping Attendant. The students will learn the usage of cleaning agents and equipment for cleaning the kitchen or canteen area, storage and know the importance of maintaining kitchen or canteen checklists and records.

Unit 2 focuses on the preparation of various types of report, record and documents by the Housekeeping department like logbook, daily assignment sheet, housekeeping room attendant worksheet, room attendant checklist and report— linen consumption and Indenting, etc.

Unit 3 teaches about how to communicate with the customers and colleagues, work communications, etiquette and manner in communication with customers, grooming standards and its importance in housekeeping room attendant services.

Unit 4 will help the students to learn etiquette and hospitable conduct towards customers. This unit explains about the act with proper level of politeness, office manners and etiquette for various types of guests in different situations.

Unit 5 emphasises on gender and age sensitive practices followed in Indian Tourism and Hospitality industry. It explains the gender issues and their solutions at workplaces, women rights, equality, benefits, safety and security for women customers and staff.

In Unit 6, the students will learn about health and hygiene service practices, which are performed by the Housekeeping Room

Attendant, such as cleaning and waste segregation at workplace, personal health and hygiene, food and material hygiene in any luxury hotel. Unit 7 emphasises on learning how to maintain workplace safety standards for hazard-free environment and the measures to avoid downtime disruption from personal injuries and hazardous system failure.

I hope this textbook will be useful for students and teachers who will opt for this job role. I shall be grateful to receive suggestions and observations from readers which would help in bringing out a revised and improved version of this textbook.

MRIDULA SAXENA
Professor
Department of Home Science and
Hospitality Management
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Gandhi's Talisman

I will give you a talisman. Whenever you are in doubt or when the self becomes too much with you, apply the following test:

Recall the face of the poorest and the weakest man whom you may have seen and ask yourself if the step you contemplate is going to be of any use to him. Will he gain anything by it? Will it restore him to a control over his own life and destiny? In other words, will it lead to Swaraj for the hungry and spiritually starving millions?

Then you will find your doubts and your self melting away.

M.K.Gandhi

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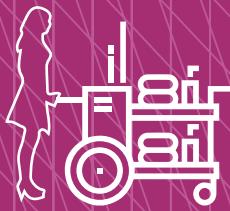
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Unit



1

Clean Pantry and Canteen Area

The term ‘pantry’ is derived from the French word *peneterie* meaning ‘from Pain’, the French word for bread. A pantry area in the hotel is a place where food, beverage and even sometimes dishes, cooking utensils and cleaning chemicals, linen or other provisions are stored. Food and beverage pantries are an ancillary capacity to kitchen. It can be called as the little kitchen in a hotel.

This unit explains the importance of cleaning the canteen or kitchen area. Various types of cleaning products are used to clean and sanitise the food service area. It explains the various types of cleaning agents and equipment used in a canteen and kitchen area. The unit describes the various procedures adopted for cleaning canteen and pantry areas.

In this unit, you are also going to learn about the importance of following safety procedures at workplace and the importance of identifying and immediately reporting about the maintenance required and damaged equipment. This unit also describes the various hygiene and garbage handling practices to be followed in canteen or kitchen area.

It elaborates the various roles and responsibilities of Housekeeping Attendant in the kitchen or canteen area and discusses the importance of maintaining kitchen or canteen checklists and records.



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SESSION 1: ENSURING CLEANLINESS AROUND WORKPLACE

In a hotel, it is important to keep food safe for eating so that people do not get infected. The best way to maintain the prescribed hygiene standards is to keep everything clean. Cleanliness is required at the areas where:

- food is pre-prepared, prepared, stored and served.
- equipment used for cooking and serving food is kept.

The canteen and kitchen equipment get dirty quickly through normal usage. Germs in a food production area may spread and the food will not be safe for consumption.

Cleanliness is important in the Hospitality Industry. If the canteen premises and serving or eating crockery and cutlery are not clean, the guests will notice this and would not want to eat at such a place. Not only this, but also the guest would not recommend the canteen or eatery to other people, leading to loss of business.

To keep this in check, the government has made some rules for the prevention of food infection. In India, this law is called the Food Act. It sets minimum (lowest level) standards for cleanliness of food storage, preparation and service areas, and for hygienic (clean) food handling practices.

Hazard Analysis and Critical Control Points (HACCP) is one more systematic preventive approach to protect food from biological, chemical and physical hazards in transportation. It also prevents the contamination or cross contamination of food.

Cleaning Agents used in the Canteen and Kitchen Areas

Cleaning agents

Various cleaning products are used to clean and sanitise the food service area. Specific products are used for different purposes. It is important to know which cleaning agent is to be used for each cleaning task and how to use the products properly and safely. Cleaning



agents can be dangerous if they are not used in the prescribed manner. They must be handled carefully and kept away from food. They should be stored in a separate area in a safe and lockable place.

Various modern chemical manufacturer companies provide colour coding for different hazardous and semi-hazardous chemicals; they also provide signs for handling and using them safely.

Types of cleaning agents

The major types of cleaning products used in a hospitality business may be called by different brand names.

Their names are as follows:

Type of cleaner	Usage
Abrasive cleaners	<ul style="list-style-type: none"> Used for scouring and cleaning ceramic or enamel surfaces e.g. the cleaner's sink. Don't use on the surfaces that scratch easily. This chemical can be hard to rinse away, so wipe and rinse as soon as possible after you use them.
Detergents	<ul style="list-style-type: none"> Available in different strengths, so always follow dilution instructions on the label. They are used for heavy-duty cleaning e.g. fat, grease and oil on steel, most plastics, glass, ceramics and concrete. They are often used in dish and glass washing machines.
Chlorine or Bleach	<ul style="list-style-type: none"> Generally used to disinfect, bleach and deodorise. They may have adverse effect on rubber, plastic and aluminium. They should never be mixed with other cleaning products as they may give off toxic fumes.
Sanitisers	<ul style="list-style-type: none"> Used to kill germs on a surface. These are used on food preparation surfaces.
Disinfectants	<ul style="list-style-type: none"> Used to reduce and kill germs. They should be used in and around rubbish bins and other non-food preparation areas. They may have a strong smell, so they are not suitable for the food area.
Special cleaning agents	<ul style="list-style-type: none"> Used for a specific cleaning task e.g. to remove difficult stains from small areas, clean windows and glass, clean stainless steel or rubbish bins.
Polish	<ul style="list-style-type: none"> Used to protect the surfaces from spills. Floors can be slippery after they have been polished.



Safe use of cleaning agents

In Hospitality or Food Service Industry, chemicals used by workers for cleaning may be toxic (poisonous). They can be dangerous if inhaled or consumed and the person might be hospitalised for treatment. So it is of utmost importance to take all precautions during their use.

If you use a product wrongly:

- You might harm yourself or people you are working with, e.g., splashing chemicals into your face or eyes or mixing the wrong chemicals together and causing toxic fumes.
- Chemicals may damage the surface on which they are used.
- If chemicals get sprayed on food, they may be poisonous and unsafe for infection.

Guidelines for using the cleaning agents safely

1. Read the directions for handling and following these carefully.
2. Always store all the cleaning products in a locked storeroom or secured place.
3. Always use the correct PPE to protect yourself from splashes or spills.
4. Put all the cleaning products back where they belong after you have finished using them.
5. Always be cautious and don't use cleaning chemicals near food.
6. Never store chemicals in food containers.
7. Be cautious and never light a cigarette or a match near chemicals or chemical storage areas.
8. Never smell a chemical as you might get a burn inside of your nose or faint.
9. Follow the manufacturer's instructions while using and diluting chemicals (mixing them with water).
10. Before doing any cleaning task. Always read warning signs or labels about the cleaning products.
11. Before using chemicals, read the label carefully.
12. Always put the chemical into water rather than water into the chemical, so that there is no splashing.
13. Always know where the Material Safety Data Sheets (MSDS) are kept and how to read and use them.
14. Always use the prescribed method for lifting heavy containers of chemicals. Bend your knees, not your back. Or take someone's help to lift heavy loads.



Diluting chemicals

For diluting chemicals, a systematic procedure is must to be followed. Read the labels and directions carefully. Here is an example for the instructions on the label for diluting a floor cleaner with water.

If the capacity of your bucket is 10 litres:

1. Fill the bucket with warm water to near full capacity i.e. about 10 L.
2. Now, multiply the amount of floor cleaner by 10 to match the formula. Thus, mix 100 ml of it with water.

The water and the chemical must be in the recommended ratio to balance with each other.

Water	Chemical	Ratio
$1 \text{ litre} \times 10 = 10 \text{ litres}$	$10 \text{ ml} \times 10 = 100 \text{ ml}$	1:10
		10 ml:100 ml = 1:10

Dos and Don'ts while measuring chemicals

1. Always measure the chemicals in the quantity required.
2. Do not guess how much to use and always use the right quantity.
3. Always follow the manufacturer's instructions.
4. Always put the chemical into water so that there is no splashing. Never pour water into the chemical.
5. A lot of chemicals are pre-mixed so you do not need to dilute them.

Guidelines for disposing off used chemical solutions

Specialised knowledge and experience is required to deal with and use a chemical.

1. Once you have finished the task, dispose it safely.
2. Never pour it back into its original container. It might lead to contaminating the original chemicals.
3. Some chemicals, such as detergents, can be poured down cleaners' sink. Others, which may



be harmful to the environment, need special disposal. They may need to be bottled and sent to an approved location.

- Before using any chemicals, always read the Material Safety Data Sheet (MSDS) or the manufacturer's instructions before disposing the chemicals.

Cleaning Equipment used in a Canteen and Kitchen Area

Use of cleaning equipment depends upon the type and size of operation. Every piece of equipment is important and performs a specific function in the whole operation.

There are mostly two types of cleaning equipment needed in a food service industry.

Manual cleaning equipment

The cleaning equipment you use depends on the part of the kitchen that is to be cleaned and the material that it is made of.

For example:

- A tiled floor in a kitchen wet area—mop, bucket or scrubbing brush
- A storeroom with shelves— broom, dustpan, cleaning cloth or cob-webber



Fig. 1.1: A Housekeeping Attendant using a mop

Table 1.1: List of manual cleaning equipment

Manual cleaning equipment	Purpose
Broom	Used for sweeping dirt and other rubbish off the floor and other surfaces
Dustpan and brush	Used for sweeping up small spills and collecting dust and dirt swept into a pile
Mop and bucket	Used for washing smooth floors such as tiles or vinyl with water after sweeping or vacuuming Mop buckets often have rollers to remove excess water from the mop head.
Cleaning cloths (may it be microfiber) and sponge	Used for wiping and polishing wet or dry hard surfaces such as benches, furniture and sinks
Scourers and scraper	Used for cleaning saucepans, stove tops and hard to remove dirt



Scrubbing brush	Used to clean areas that are very dirty, such as a floor where something has been spilt
Window squeegee	Used for cleaning windows, including windows which are located at a height
Dusters (including cobwebbier)	Cleaning surfaces where there is dust, light dirt or cobwebs
Disposable gloves considered as PPE	Worn to protect your hands when cleaning and also while handling chemicals
Cleaning safety signs used For safety	Used to warn people that cleaning is in progress or there is a cleaning hazard, such as wet floors
Rubbish bin bags	It is meant to be used for collecting waste — hence needed before collection of waste
Cleaner's sink	A low sink used to fill and empty the buckets and wash mops

Table 1.2: List of electrical cleaning equipment

Electrical cleaning equipment	Purpose
Dishwasher	<ul style="list-style-type: none"> • Washes dishes, cutlery, crockery and pots and pans • Also washes parts of the kitchen equipment such as the blades from the meat slicer.
Pressurised steam and water cleaner	<ul style="list-style-type: none"> • Uses a high powered stream of water to rinse off the stains and marks present over the cooking equipment. • Useful when your hand cannot reach the problem area or it takes too long to scrub.
Floor scrubber	Washes large areas of hard floors. The dirty cleaning solution is sucked up by the machine. The floor is left clean and almost dry.
Vacuum cleaner	<ul style="list-style-type: none"> • Removes dust and dirt from large floor surfaces. • There are different types of vacuum cleaners: wet and dry, backpack, upright and floor types.

Cleaning of manual equipment

- Take care of the cleaning equipment and keep it clean, so that the equipment stays in good working condition.
- Equipment should be cleaned after every use so that the dirt from a previous task is not transferred (moved) on to another surface.

Cleaning electrical equipment

Hospitality industry uses different housekeeping or public area cleaning equipment to clean electrical



Fig. 1.2: Floor scrubbing machine



equipment such as, a scrubber. The equipment parts must be detached before washing them. They can be reassembled once they are completely dry.

Before cleaning any electrical equipment, consult the senior supervisor and always follow instructions carefully.

Some guidelines to be followed:

- Always make sure that the electrical items are turned off and unplugged before you start the cleaning process.
- Be careful with sharp edges such as blades.
- Wear correct Personal Protective Equipment (PPE) such as gloves, rubber apron and safety goggles.

Every equipment has its own cleaning procedure, but here are some general guidelines.

Equipment	Care
Brooms and Brushes	<ul style="list-style-type: none"> • Shake the bristles clean. • Wash them in hot soapy water and leave them to air dry.
Mops	<ul style="list-style-type: none"> • Wash in hot soapy water, rinse thoroughly, sanitise, squeeze dry, and then hang up to air dry.
Dusters and Cloths	<ul style="list-style-type: none"> • Shake thoroughly in an open place— away from the cleaned area • Wash in hot soapy water and hang up to air dry or follow the manufacturer's instructions.
Buckets	<ul style="list-style-type: none"> • Wash thoroughly with hot soapy water and leave to air dry. • Clean the rollers on mop buckets to remove the mop fibres and other dirt.
Vacuum cleaner	<ul style="list-style-type: none"> • Empty the dust bag or replace it at the end of your shift or as necessary. • If you are using a wet or dry vacuum cleaner, you will need to empty the liquid, dirt and debris. • Wipe the outside of the machine and its attachments with a damp soft cloth. • Tidy the electrical cord to avoid kinks. • Replace the filters regularly— follow the manufacturer's instructions.
Dishwasher	<ul style="list-style-type: none"> • Clean out food or other waste from the drain pipe in the dishwasher every time you empty it. Be careful of the broken glass or anything else that could cut you. • Wipe around the edges of the door and the inside of the dishwasher regularly with hot water and detergent. • Clean the baskets of dishwasher with a brush. • Wipe down the outside.



Other electrical equipment	<ul style="list-style-type: none"> • After each use, wipe the outside clean. • Store the power cord correctly. • Clean the inside and all the attachments regularly— follow the manufacturer's instructions.
----------------------------	---

Use cleaning equipment safely

Before using any equipment, take the help of the instruction manual or ask a senior about the ways of handling of machine. If you don't know how to use the equipment properly, you might:

- injure yourself
- injure other people
- damage the equipment and whatever you are cleaning

Check before you start work

Before starting any work, check the following:

- There are no jagged parts or sharp edges on the equipment.
- Equipment looks clean and presentable.
- Buckets don't have leaks, are not smelly and have secure handles.
- You have enough cleaning cloths, disposable gloves and other supplies, so that you don't run out of them before your shift ends.
- You have the right tools and attachments required for your tasks, you will waste time and effort if you have to go back to the storeroom.
- The electrical equipment does not have any frayed cords or exposed wires.
- Any battery-operated equipment is fully charged.

Cleaning of canteen and kitchen

As this area stores the food items, it requires vigorous and hygienic cleaning. The following areas need special attention while cleaning.

- Walls
- Floors
- Benches



NOTES

- Shelves
- Storerooms, cupboards and almirah
- Fridges, freezing and cooling rooms
- Ovens, stoves and cooking equipment such as fryers
- Extraction fans

Items used in the food storage and service areas

- Crockery and glassware, e.g. plates, cups and glassware, hollowware, etc.
- Cutlery, e.g. knives, forks and spoons
- Utensils used to cook and serve the food with, e.g. knives, spatulas and rolling pins
- Cooking containers, e.g. saucepans, frying pans and baking trays
- Electric equipment such as vertical mixers, meat slicers, graters and grinder
- Cutting boards
- Containers or bins or jars to store food before or after it has been cooked
- Garbage bins

Cleaning schedule

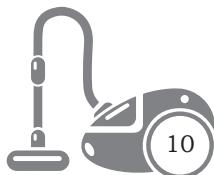
Before beginning any cleaning task, a schedule or format must be prepared for starting and completion of task in an organised manner, so that the use of chemical and misuse, if any can be identified.

The cleaning schedule will indicate:

- *What* to clean?
- *When* to clean it?
- *How* to clean it?
- *Who* cleans it?

Without the schedule, it is difficult to complete the task or sometimes create confusion. Cleaning schedule also helps in maintaining accurate records. Records could be —

- a daily cleaning worksheet so that the cleaners know what they need to do each day.



- cleaning instructions for particular pieces of equipment that explain exactly how to clean them.

The cleaning schedule has to be prepared by the manager or supervisor. It is kept at a place where everyone can see it easily, e.g. next to the roster.

Cleaning tasks are timed in a way to create least disturbance for staff working in the kitchen. For example, you wouldn't scrub the floor when the chefs are busy unless you have to clean up a spill.

What	How often	When	How	Products	Who
Benches	Twice in a day and between using for raw and cooked foods	Morning and afternoon	<ul style="list-style-type: none"> • Wash with hot soapy water and a scourer sponge. • Sanitise and wipe with a soft cloth. 	any detergent and sanitiser	Ram
Utensils	After use and between using for raw and cooked foods	As per requirement	Wash, sanitise and dry in the dishwasher.	any detergent and sanitiser	Ram
Meat slicer	After use and between using for raw and cooked foods	As per requirement	<ul style="list-style-type: none"> • Detach its parts before washing. Follow the instructions on the slicer. • Wash, sanitise and dry in the dishwasher. 	any detergent and sanitiser	Anita
Bain marie	Daily and as per requirement	Before closing down	<ul style="list-style-type: none"> • Make sure it is turned off. Read the instructions for the bain marie. • Wash with hot soapy water and a soft cloth. • Sanitise and wipe it with a soft cloth. 	any detergent and sanitiser	Mohan
Floors	Daily and as per requirement	Before close	<ul style="list-style-type: none"> • Sweep with a broom. • Mop with hot soapy water that has sanitiser in it. 	any detergent and spray sanitiser	Sita



Walls	Weekly	Monday morning	Wash with a wall mop and mild detergent.	any detergent	Anita
Refrigerator	Daily and as per requirement	Morning	<ul style="list-style-type: none"> • Wipe down with hot soapy water and a soft sponge. • Sanitise and wipe with a soft cloth. 	any detergent and sanitiser	Amol
Storeroom	Weekly	Friday afternoon	<ul style="list-style-type: none"> • Check for any evidence of pests. • Sweep and mop the floor using hot soapy water. • Dust the shelves, then wash with hot soapy water and a scourer if required. 	any detergent	Amol
Sinks	Twice in a day and as per requirement	Morning and afternoon	<ul style="list-style-type: none"> • Wash with abrasive cleanser and a scourer. • Sanitise and wipe with a soft cloth. 	any cleanser and sanitiser	Sita
Inside and outside bins and outside garbage area	Daily and as per requirement	Before close	<ul style="list-style-type: none"> • Wash inside and outside the bins with hot soapy water. • Sanitise and leave to air dry. • Hose down the outside area. Use the trigger nozzle. 	any detergent and sanitiser	Amon
Cool-room	Fortnightly	Every second Monday morning	Follow instructions for entry into the cool-room. Mop the floor with hot soapy water. Wash the shelves with hot soapy water and a scourer sponge.	any detergent	Amol



Daily cleaning worksheet

A workplace may have a daily cleaning worksheet so people know what they need to do each day.

Hotel XYZ		
Day: Monday		
Date: ___ / ___ / ___		
Time		
8:50 am	Staff arrival	
	Items to be cleaned	Name of staff for cleaning duties
9:00 am		
11:00 am		
5:30 pm	Staff close up and leave	All

Follow Safe Work Procedures (SWPs) in the Kitchen Area

Follow Safe Work Procedure to ensure safety and health of the workers. Every workplace may also have safe work procedures (SWPs) for specific equipment. They explain exactly how to clean the equipment. Never do the cleaning job of any equipment for which you are not trained.

Equipment such as meat slicers have sharp blades which must be taken apart, thus they can be dangerous to clean. An example of safe work procedure to clean a meat slicer is given below.

HOTEL XYZ Safe Work Procedure for Cleaning Meat Slicer or Grinder	
When	<ul style="list-style-type: none"> • Every day after use. • Between slicing different food types.
Safety	<ul style="list-style-type: none"> • Do not clean this machine unless you have been trained. • Unplug the machine from the socket. • Use correct PPE— rubber gloves, safety glasses and rubber apron. • Be careful with sharp blades; wipe them from the centre towards the outside.

CLEAN PANTRY AND CANTEEN AREA



Cleaning chemicals	<ul style="list-style-type: none"> • A detergent diluted following the manufacturer's instructions. • Sanitiser: use bleach—2 ml per 5 litres of water; wear rubber gloves.
Equipment	<ul style="list-style-type: none"> • Dry brush, bucket or sink, cleaning cloth and a spray bottle. • Blade guard and food guide plate can also be cleaned in the dishwasher.
Procedure	<ol style="list-style-type: none"> 1. Preparation <ul style="list-style-type: none"> • Set the slice thickness to zero, so the blade is level with the machine. • Remove the blade guard. • Remove the crumb tray. • Remove the food guide plate. • Remove the centre panel from the blade. 2. Clean <ul style="list-style-type: none"> • Use a dry brush to remove loose crumbs from the machine and parts. • Clean parts in warm water and detergent, then rinse. • Wipe machine with warm water and detergent, then rinse. 3. Sanitise <ul style="list-style-type: none"> • Soak parts in boiling water (not hot water from the tap) for 30 seconds. Be careful as the parts will be hot to touch. • Spray machine with the solution of sanitiser. • Rinse machine and parts in clean water. 4. Reassemble <ul style="list-style-type: none"> • Put the machine parts back together so that it is ready to use.

Follow the four steps for cleaning

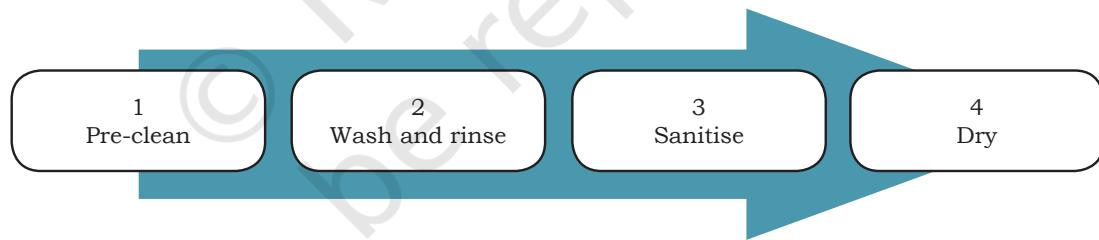


Fig. 1.3: Steps of cleaning

Cleaning of kitchen area

Washing kitchen accessories

Washing dishes and utensils

Food production department always use kitchen utensils, pots, pans and accessories; cleaning for such items require the use of detergents and chemicals.



Dishes and cooking utensils can be washed and sanitised by hand or by machine.

Using a dishwashing machine

Pre-clean the items and utensils by using a high pressure hose to clean off the loose dirt. Then the dishwashing machine is used for washing, rinsing, sanitising and drying the utensils.

Don't use the dishwasher until you have been trained how to use it. This includes:

- How to open and close the door?
- How to stack the dishes correctly?
- Which detergent to use and how much?
- How to choose the right washing cycle?
- How to turn it on and off?
- How to take out the dishes?
- How to clean it after use?

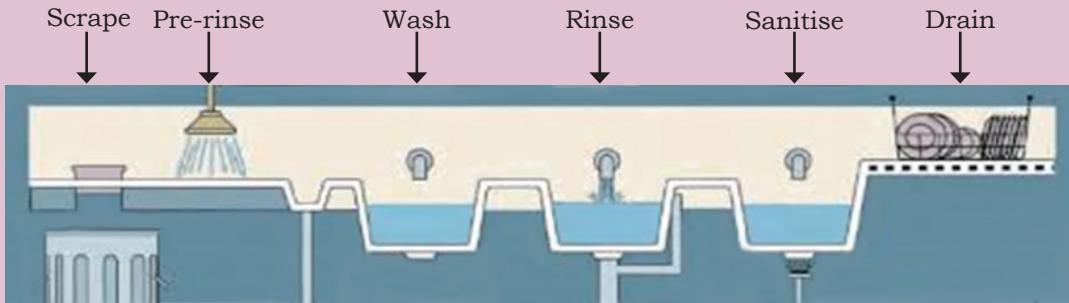
Manual dishwashing procedure

Every workplace follows its own procedures for washing and sanitising the kitchen equipment by hand. Here are some guidelines.

1. Pre-clean	<ul style="list-style-type: none">• Use correct PPE—rubber gloves and a rubber apron.• Scrape food and other scraps off.• Use a pressure hose to rinse off any remaining dirt.• Soak really dirty cooking pans. Fill the pan with hot water and put a small amount of detergent in it.• Stack dishes neatly so you can reach them easily.• Make sure the sink is clean.• Fill the sink with hot water and add the correct amount of detergent.
2. Wash and rinse	<ul style="list-style-type: none">• Wash wooden items quickly e.g. rolling pins or wooden bowls. Don't leave them to soak and dry them quickly.• Only wash one sharp knife at a time. Never put them in frothy water because then there is a risk of injury as they are not visible in the froth.• Change the water often.• Rinse with clean hot water.
3. Sanitise	<ul style="list-style-type: none">• Mix the food-grade chemical sanitiser into a sink of warm water.• Soak utensils and equipment in it according to the manufacturer's instructions. It does not need to be rinsed off.
4. Dry	<ul style="list-style-type: none">• Place the items in a rack to air dry.

5. Clean up

- Remove any food scraps from the plug hole.
- Clean the sink and the area around it.
- Clean and sanitise the cleaning equipment e.g. brush, scourers or cloth. Leave them to dry.



Source: Wayne Gisslen

Figure 1: Manual dishwashing procedure

Note: Never wipe or sanitise the pots, pans and accessories with dirty kitchen towels; let them dry naturally.

(A) Cleaning kitchen equipment

Kitchen equipment used for food preparation, storage and display should be washed regularly. This includes cleaning of stoves and ovens, toasters, microwaves, salamanders, mixers, exhaust fans, pie warmers, deep fryers and bain maries. You might need to detach the equipment parts before you wash it and then put it back together again. Some general guidelines to clean the equipment:

- Always turn off and unplug the electrical equipment before you clean it.
- Always be careful with anything that has sharp edges or blades.
- Always wear appropriate PPE e.g. gloves, rubber apron, glasses and face mask.
- For cleaning heavy pressure stoves and ovens, strong chemicals may be needed. Rinse an oven properly to get all the chemicals out of it or it will smell the next time it is turned on.
- Sanitise the equipment according to workplace procedures.



Standard Operating Procedure Clean Kitchen Equipment		
	Equipment	How to clean
DAILY	Toasted sandwich maker or Salamander	<p>Clean as required during the business hours and at the end of each day:</p> <ul style="list-style-type: none"> • Heat the sandwich maker. • Wipe away loose dirt with a clean cloth. • Spot-clean or scrape difficult areas. • Wash with detergent and hot water, rinse and sanitise. • Rinse and allow to air dry.
	Ring burner	<p>Clean under the rings as required during the business hours and at the end of each day:</p> <ul style="list-style-type: none"> • Scrape difficult areas with a scraper. • Wipe to remove debris. • Wash with detergent and hot water, rinse and sanitise. • Rinse and allow to air dry.
	Microwave	<p>Clean the microwave as required during the business hours and at the end of each day:</p> <ul style="list-style-type: none"> • Wipe away loose debris and dirt with a clean cloth. • Spot-clean or scrape problem or difficult areas. • Wash with detergent and hot water, rinse and sanitise. • Rinse and allow to air dry.
WEEKLY	Exhaust (equipment used for ventilation and airflow)	<p>Clean at the end of each week:</p> <ul style="list-style-type: none"> • Wipe the canopy with a cloth to remove the surface grease. • Wash the canopy with detergent and hot water, rinse and sanitise it. • Rinse and allow it to air dry. • Soak filters in a solution of degreaser and hot water for 30 minutes, agitate (move around) and hose down or rinse. • Allow to air dry.

(B) Cleaning of food storage areas

Food and beverage department generally uses food items, which are perishable, semi perishable and non-perishable. Different items require different types of storage. Cleaning of this storage area should be done with specific permitted chemicals and as per the cleaning schedule.

CLEAN PANTRY AND CANTEEN AREA



Fridge

It is important for the storage of cold items. It also extends the shelf life of the food items. During the cleaning process, food items should not be kept at room temperature for more than 30 minutes. The supervisor must always be updated if you see any expired or stale food.

Cool room

1. Pre-clean	<ul style="list-style-type: none">Move food from the cool room to another refrigeration if possible.Remove any food matter or debris on the floor, walls or shelving.
2. Wash	Wash the interior (including shelving and seals) and exterior walls with a food-grade detergent and hot water.
3. Sanitise	Rinse and sanitise with a food-grade sanitiser.
4. Dry	Rinse and allow to air dry.
5. Replace food items	Replace all food items which have been moved out.

Defrost the fridge and freezer

If fridges and freezers are defrosted regularly, they will work optimally and use less electricity.

Freezer

It is used for preservation of food items for a longer time in low temperature (0 to -15° Celsius). Empty the freezer, then defrost, clean and sanitise with a food-grade sanitiser.

Dry storerooms and cupboards

Cleaning of such food storage area needs to be done regularly because these storage areas provide conducive temperatures for the development and survival of bacteria as well as insects and pests. If the storage cupboards or shelves are made of wood, they must be made up of termite proof board. Also, prior treatment at regular intervals could be done for insects and pests in the storage area.

Storerooms and cupboards need to be cleaned regularly. Sweep and wash the floor at least once a week. Dust, clean and sanitise the shelves regularly, and clean any spills when required.

While cleaning, always check the following points:

- anything that has expired
- anything that is kept in the wrong place



- anything that has spilled or broken, or come out of its packet
- signs of pests such as mice, rats, cockroaches or other insects:
 - mouse droppings
 - chew marks on containers
 - moths flying around
 - grubs or moths in containers
 - spots on walls and surfaces
 - eggs and cocoons
 - spider webs.

Pests can spread diseases. If you see any of signs of pests, tell your supervisor or pest control department immediately.

(C) Cleaning of kitchen surfaces

The surfaces in a kitchen include:

1. Floors
2. Benches
3. Walls and ceiling

Floors

Kitchen floors get dirty very quickly. The grime of cooking settles easily in nooks, corners and crevices. They can get slippery and dangerous. They must be swept, washed and sanitised at least at the end of the day or shift. They may need to be cleaned at other times of the day too e.g. when food is spilled.

Tip: Do not fill or empty the bucket in the same sink that dishes are washed in. Always use the waste sink.

Guidelines for cleaning the floors

1. Pre-clean	<ul style="list-style-type: none"> Put up a 'Wet Floor' warning sign. Sweep to get rid of the visible dirt. Collect the dirt in a dustpan and put it in the bin.
2. Wash	<ul style="list-style-type: none"> Fill a mop bucket with hot water and add detergent. Clean the floor with a rag mop making 'figure 8' movement. Change the water as needed.
3. Sanitise	<ul style="list-style-type: none"> Get a fresh bucket of warm water and add sanitiser. Mop the floor again.
4. Dry	<ul style="list-style-type: none"> Leave the floor to dry.

CLEAN PANTRY AND CANTEEN AREA



5. Clean up

- Remove the 'Wet Floor' sign after the floor is dry.
- Wash the mops in hot soapy water and sanitiser, then leave them to air dry.

Benches

Few small organisations use such accessories for preparation, pre-preparation and storage of food items for a limited time period. Cleaning of such benches should be done hygienically because they are the easiest source of contamination of food.

Benches are the space where the food is prepared, so they need to be cleaned all through the day. The chef or any of the assistants in the kitchen may tell you when to clean the benches. At the end of the day or after each shift, the benches need to be thoroughly cleaned and sanitised.

Tip: Stainless steel benches can get scratched easily. Do not use scourers on them.

Some guidelines for cleaning the benches are as follows:

1. Pre-clean	Take food off the bench and store it away from the cleaning area. Sweep off any crumbs or other food scraps and put them in the bin.
2. Wash	Wipe down with warm water and detergent, using a cloth or sponge.
3. Sanitise	Spray with a food-grade sanitiser. Leave for the time specified by the manufacturer, then wipe off.
4. Dry	Leave to dry.
5. Clean up	Wash cloths and sponges in hot soapy water and sanitiser, then leave them to air dry.

Walls and ceilings

These can be a major source of contamination if not cleaned regularly and hygienically since these are touched by almost everyone who is moving about in the food production area

Walls and ceilings are often washed each month, depending on how dirty they get at each workplace. Every workplace will have its own procedures. Some guidelines are as follows:

- Put up a 'Wet Floor' warning sign. Water may drip onto the floor and make it slippery.



- You might need to use a special cleanser and scourers on the greasy walls behind the stoves. Be careful not to damage the paint or the wall.
- Wash other parts of the wall and the ceiling using a detergent or all-purpose cleaner and a wall mop. You can then sanitise walls with a spray-on sanitiser.
- Clean the walls from bottom to top. The bottom of a wall is usually dirtier than the top, so if you work this way the water does not run through the dirt and cause streaking.

Standard operating procedure

Cleaning walls, floors, ceilings and windows		
	Job	Description
Daily	Floors (tiles)	Clean as required during the business hours and at the end of each business day: <ul style="list-style-type: none"> • Sweep and spot-clean difficult areas such as food spills. • Mop with detergent and hot water, rinse and sanitise. • Allow to air dry.
Monthly	Walls	Clean as required and at the end of each month: <ul style="list-style-type: none"> • Remove visible dirt by spot-cleaning. • Wash using a wall mop, detergent and warm water. • Rinse and sanitise. • Rinse and allow to air dry.
	Windows	Clean as required and at the end of each month: <ul style="list-style-type: none"> • Remove fly screens (where fitted) and remove visible dirt by spot-cleaning. • Wash windows inside and out using spray-on glass cleaner, warm water and a squeegee. • Rinse and polish with a soft lint-free cloth.
	Ceilings and electrical fittings	Clean as required and at the end of each month: <ul style="list-style-type: none"> • Remove visible dirt by spot-cleaning. • Wash ceilings using detergent and hot water. Wipe light fittings with a damp cloth and detergent. • Rinse and sanitise. • Rinse and allow to air dry.

(D) Cleaning of food spillage

Food spillage is one of the major causes of accident in a workplace; it must always be attended to immediately.



NOTES

There is always the potential for a guest or staff member to be injured as a result of not cleaning. Barricading and signage must be put in position before any cleaning begins. ‘Slippery when Wet’ signs must be used when mopping or working on a slippery surface. There must be enough ‘Slippery when Wet’ signs to provide warning to people who may enter the area from any direction. We have a duty to care and maintain a workplace that does not pose a risk to people, and where we breach that duty resulting in injury, we can expect severe penalties to follow. Wipe up any spills as soon as they occur. Clean and then disinfect after wiping up spills from raw food.

Food and drink spill are among the toughest cleaning problems to deal with for a Housekeeping Attendant. It is a common occurrence, yet some do not know the ideal way of dealing with the cleaning of the sudden mess. Not knowing the basics of cleaning up food and drink spills can really put the hotel Attendant at a disadvantage.

Following points are to be kept in mind while cleaning food spillage:

- Immediately pick up or scoop up the spilled item whether it is liquid or solid, it is important that you pick up or scoop up the excess spillage as much as possible to avoid making the problem worse.
- If you are dealing with liquid food or drink spills, get a clean sponge and absorb as much of the excess liquid as you can.
- After removing the excess food or drink spilled on the rug, the next basic step that you need to do is to blot the area with a clean white cloth or paper towels. This will help remove the excess moisture and to lessen the chances of it staining the rug. Pouring some warm water onto the stain before blotting will help get you better results in removing the spill or stain.
- For solid food spills, carefully pick up the loose particles using your hands.
- Detergent cleaning solutions work great with food and drink stains. When faced with food and drink spills or stains, use a cleaning solution made of



one teaspoon of laundry detergent (non-bleach) and a cup of warm water. This is likely to get rid of any stains and spills from food and drinks faster.

(E) Cleaning of the area near the water cooler

Spilling of water creates wet and dirty surroundings which creates uneasy working conditions and sometimes may cause accidents during work; such incidents or accidents may be serious and even lead to legal implications.

A water cooler or a dispenser needs regularly cleaning and sanitising. It is recommended that the water cooler be cleaned while changing the filters, or after every six weeks, whichever comes first.

Keeping the water clean is the most important part of maintaining the water cooler. In any case, washing and cleaning water dispenser takes little time. Hence, periodic cleaning of the water cooler is recommended.

Follow the given steps to clean a water cooler:

1. Unplug the cooler.
2. Check to see if the cooler is equipped with a water guard. This device punctures the caps on the bottles to allow the water to be dispensed.
3. If there is a water guard, you need to remove it. Grasp it on both sides and pull it up and out of the cooler. Clean it with a solution of mild detergent and warm water. Rinse thoroughly, and dry with a clean towel.
4. Rinse the reservoir out with baking soda and water solution, use approximately one cup of water and two table spoons of baking soda. Pour it into the reservoir, drain it out through the spigots then rinse several times with tap water.
5. Replace the water guard kit.

spigot: the end connection of a pipe fitting

If sanitising is required:

1. Make a solution of $\frac{1}{2}$ tablespoon of bleach in one gallon of water.
2. Pour the solution into the reservoir. Do not leave it for longer than five minutes.

NOTES

3. Drain out through the spigot. If you have a hot and cold cooler, do not drain out through the hot side, use cold spigot only.
4. Rinse immediately with tap water.

Periodically, remove dirt and lint from the black wire and tube condenser on the back of the cooler. Disconnect the power supply cord, then clean it with the small brush attachment of a vacuum cleaner. Regularly following this procedure will ensure adequate air circulation in the water cooler quality of potable water which would prove to be efficient and economical.

Importance of safety at workplace

Reporting to the supervisor

Reporting of maintenance, danger and damaged equipment

If you notice something wrong, don't use the equipment. Report it to your supervisor immediately. Some faults that might be noticed are:

- Frayed electrical cord
- Broken switch
- Cracked hose on the vacuum cleaner
- Screws coming loose or missing
- Rattling or strange noises in the equipment
- Smells, smoke or sparks coming from the equipment
- Warning light or temperature gauge not working
- Broken accessories
- Broken handles
- Lack of power in an electric machine

You may need to fill in a workplace report form or the supervisor can fill out the form.

Example: Filling in a Maintenance Request Form

If while using an electric floor scrubber in the kitchen, you notice that it was making a rattling noise and a burning smell was coming from the machine. In such



case, immediately stop operating the machine and fill in the Maintenance Request form as given below:

Maintenance request 254875	
Item	
Reported by	
Date	
Location	
Problem	
.....	
.....	
.....	
.....	
.....	
Assigned to	
Date of completion of maintenance	
.....	
Completed by	
Remarks	
.....	

Comment on the problem and your response to it. Use today's date and your workplace location.

Hygiene practices in canteen or kitchen area

Personal hygiene

- Every person working in a food-handling area must maintain a high level of personal cleanliness. He or she must wear suitable, clean clothing, and where necessary, protective clothing.
- Staff should keep their hair tied back and wear a suitable head covering, e.g., hat or hairnet, while preparing food.
- Staff should not wear watches or jewellery while preparing food (with an exception of a flat ring, if at all necessary).



Fig. 1.4: Maintaining hygiene in the kitchen area

NOTES

- Staff should not touch their face and hair, smoke, spit, sneeze, eat or chew gum when they are handling food.

Fitness for work

No one must be allowed to enter a food handling area if they:

- are suffering from, or carrying a disease likely to be transmitted through food.
- have infected wounds, skin infections or sores.
- have diarrhoea

Hand washing

Effective hand washing is extremely important to help prevent harmful bacteria from spreading from people's hands to food, work surfaces, equipment, etc. Make sure that all staff that work with or around food wash their hands properly:

- when entering the food handling area, e.g., after a break or after a visit to the toilet
- before preparing food
- after touching raw food, such as meat, poultry, fish, eggs and unwashed fruit and vegetables
- after handling food waste or emptying a bin
- after cleaning
- after blowing their nose
- after touching phones, light switches, door handles and cash registers, or other surfaces that could come into contact with the staff handling raw food
- dries hands thoroughly on a disposable towel, harmful bacteria can spread more easily if your hands are wet or damp. Use the disposable towel to turn off the tap.

Others

Some other hygiene practices are as follows:

1. Wearing appropriate, clean clothing on the working days.
2. Keeping long hair tied back.

3. Repeatedly washing hands when necessary, especially after coughing, sneezing or using the restroom.
4. Wash dishes, pans and utensils after using them, allowing them to dry on the drain board when possible
5. Store knives in a wooden block in a drawer.
6. Keeping path holders nearby and use them.
7. When possible use equipment instead of hands to complete the task.
8. Wipe up spills immediately.
9. Keeping the floor dry so that no one slips and falls.
10. Getting a fire extinguisher and first-aid kit for the kitchen.
11. Hygienic garbage disposal

NOTES

Garbage disposal in canteen or kitchen area

Food waste is collected in large amount in the food service industry; it should be disposed off efficiently and safely. Food waste can attract pests and contaminate food. Rubbish areas must be kept clean so that the kitchen stays safe.

Kitchen wastes include leftovers, byproducts and unwanted items generated from perishable and non-perishable items used in the kitchen. For example: vegetable leftovers, meat leftovers, packaging materials (carton, labels, plastic), etc.

SOP for handling kitchen waste

1. Separate waste from the food you are cooking.
2. Separate the different kinds of waste— biodegradable waste goes into the compost, non-biodegradable waste has to be buried, recyclable waste can be reused through recycling. Re-usable waste can be reused for different purposes.
3. Keep at least two separate containers for waste in the kitchen, one for wet waste, and one for recyclable or dry waste.
4. Keep clean containers with a lid, especially for wet waste.



5. Secure the waste from animals and pests.
6. Empty containers often, dispose waste away as soon as possible and before it starts to smell.
7. Wash containers often and thoroughly.
8. Wash your hands after handling waste to avoid contamination.

Every workplace has its standard procedures for handling waste, but here are some general guidelines.

Guidelines for handling bin

Line all rubbish bins with biodegradable trash bags.
Take rubbish out of the kitchen regularly. Don't let the bins overfill.
Tie the top of the bin liner before you dispose of rubbish.
Carry rubbish bins keeping away from your body and clothes.
Use correct PPE.
Wash your hands after handling bins.

Procedure for cleaning bins

1. Pre-clean	<ul style="list-style-type: none"> • Clean up everything that has fallen out of bins onto the floor. • Remove the bin liner, with garbage, from the bin. Tie the top and dispose of the garbage correctly. • Wipe away loose dirt from outside and inside the bin with a cloth.
2. Wash	<ul style="list-style-type: none"> • Scrub the outside and inside of the bin and lid with detergent and hot water. • Wash the area around the bin, such as floors and walls.
3. Sanitise	<ul style="list-style-type: none"> • Rinse the kitchen bins with hot water and disinfect them. • Hose out commercial bins with cold water and disinfect them. Use a nozzle spray to save water.
4. Dry	Rinse, allow to air dry and fit with a new bin liner.
5. Clean up	Wash your hands thoroughly after you have finished cleaning.

Problems relating to kitchen waste

Following are some problems relating to kitchen waste:

1. Open food waste attracts pests and insects, and increases the risk of contamination.



2. Significant amount of bacteria gets produced in the kitchen waste, which causes food poisoning.
3. Waste in the kitchen looks unattractive and is unhygienic.

How to minimise kitchen waste?

1. Use the leftover of vegetable and meat whenever possible. For example, use the leftover vegetables for making soups, use potatoes to make mashed potatoes, it helps to reduce food cost as well.
2. Avoid overstocking as it leads to generating more food waste.
3. Pre-planning of menu (one week in advance) is also advisable.

Disposal of hazardous waste

Some things used in the kitchen must be disposed of properly or they can pollute (poison) the environment (land, sea, water and air).

Some examples of hazardous waste are:

- cleaning chemicals
- corrosive products such as oven and drain cleaners
- used cooking oils
- aerosol containers
- insecticides and pesticides such as mouse bait
- Flammable products (it is against the law to keep methylated spirit at the workplace).

It must be disposed of in an environment friendly manner. These substances must never be poured down a sink or the gully trap, put into storm water drains or thrown out with normal garbage. The actions given hereby must be taken to dispose the hazardous waste materials.

Hazardous waste	How to dispose it
Unwanted concentrated chemicals, aerosol sprays and empty chemical containers	Your workplace should have them collected by a licensed industrial waste company which will dispose them safely.

Diluted chemicals e.g. used cleaning water	Pour it down a cleaner's sink with a chemical waste trap that feeds into the sewer system and not the storm water pipe.
Used cooking oil and grease	Your workplace should have it collected in a special kitchen grease trap and a licensed company must be called to take it away.

There are laws about the environmentally safe disposal of chemicals and used cooking oil. Any business that does not follow these laws can be fined and earn a bad reputation.

Recycled waste

Food courts generate a lot of waste and most food courts provide recycling bins for food and beverage packaging. Plastic and glass bottles and aluminium cans are disposed in separate bins for recycling. Food packaging and food waste are normally disposed of in the general waste bins.

Practical Exercise

Activity

Visit a large catering establishment and learn about the differences in manual dishwashing procedure and automatic dishwashing procedure.

Material required: Writing material, cleaning agents and PPE

Procedure

- Visit a food service restaurant or catering establishment.
- Discuss with the staff from housekeeping, cleaning of the kitchen area.
- Demonstrate the procedures for manual dishwashing and automatic dishwashing.
- Note information about the steps of dishwashing procedure, washing agents, etc.
- Prepare a report and present in the class.

Check Your Progress

A. True and False

1. Before cleaning, electrical heavy equipment must be unplugged from the electrical socket. (True/False)



NOTES

2. Food storage area is a prominent place for insect and pest breeding and development. (True/False)
3. Water cooler area or drinking water area should be cleaned thoroughly and daily. (True/False)
4. Hand washing should be done before starting any food preparation work. (True/False)
5. For cleaning of fridge and freezer, only food-grade sanitiser is used. (True/False)

B. Subjective Questions

1. Describe the various cleaning agents and equipment used for cleaning canteen area.
2. Write the procedure for cleaning kitchen accessories.
3. Write the importance of safety at workplace.
4. What do you mean by cleaning agents? Write different types of cleaning agents and their uses.
5. Write four steps of cleaning a fridge and the cool room.
6. Explain the procedure for cleaning waste bins of kitchen or canteen area.

SESSION 2: IMPORTANCE OF KITCHEN OR CANTEEN AREA CHECKLISTS AND RECORDS

Kitchen or Canteen Area Checklists and Records

The success and credibility of the hotels depend solely on their in-house professionally skilled team. High quality service with dedicated, trained, intelligent, sincere, honest and motivated staff is important for a hotel housekeeping department. This team helps in building and maintaining the image and reputation of the hotel and creates and sustains regular and privileged guest visits.

For providing excellent and satisfying quality service, a lot of effort has to be made towards organising and training the housekeeping staff continuously. Additionally, the trained staff must be retained ensuring the consistency, and staff dedication remains focused through various methods of training and motivation. The largest workforce of the hotel is generally employed in the housekeeping department.

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It would be appropriate at this stage to understand the duties and responsibilities of the housekeeping attendant in kitchen for effective communication and coordination at workplace. Canteen area checklists and other records help to ensure that all work is done; information related to complete work is recorded appropriately without leaving anything.

Role and Responsibilities of a Housekeeping Attendant

Role and responsibilities of a Housekeeping Attendant in kitchen and canteen area are as follows:

1. Cleaning the kitchen, including washing the kitchen appliances and floors
2. Carrying out basic food hygiene preparation tasks
3. Loading and unloading the dishwasher
4. Sweeping and mopping floors
5. Washing worktables, walls, refrigerators and meat blocks
6. Segregating and removing trash and garbage and placing it in designated containers.
7. Steam cleaning or hosing out garbage cans.
8. Sorting bottles, and breaking disposable ones in bottle-crushing machine.
9. Washing pots, pans, and trays by hand.
10. Polishing silver, using burnishing machine tumbler, chemical dip, buffering wheel, and hand cloth.
11. Ordering and maintaining the inventory of cleaning supplies
12. Assisting with cleaning dishes after meal services.
13. Assisting with prepping the kitchen for meal service.
14. Cleaning and bussing food and dishes at the end of each event.



Checklists for cleaning pantry and canteen area

Kitchen cleaning and sanitation checklist

Storerooms	Yes	No	Dishwashing Area	Yes	No
Rotation of food supplies			Dishwashing temperature is set for wash and rinse cycles		
All items covered, labelled and dated			Dishwasher temperatures logged daily with use		
Items stored on racks 6 inches from the floor and 18 inches from sprinkler heads			Items checked to make certain they are clean		
Cleaning supplies stored in a separate area			No cross contamination while handling clean and dirty dishes		
No dented cans			All items are dried, no stacking		
Shelves clean and free of dust			Dishwasher area is clean		
Walls, floors, ceilings, vents and doors clean					
No signs of rodent or insect infestation					
Refrigerator	Yes	No	Pot Washing Area	Yes	No
Shelves, racks, walls, floors, ceiling and doors clean			Sanitising solution test kit available and used		
Interior and refrigerator fans clean and free of dust			All items completely air dried		
Thermometer visible and temperature at 41 degree F or below			Walls, racks and floor are clean		
Refrigerator temperatures logged daily			Three Compartment Sink Log Parts Per Million (PPM) recorded daily		
Raw food items stored below cooked food items			All food prep equipment, dishes and utensils cleaned, sanitised and stored properly		
Food items dated and labelled					
Food items discarded after 72 hours					
Refrigerator	Yes	No	Freezers	Yes	No
Shelves, racks, walls, floors, ceiling and doors clean			All food covered, labelled and dated		



Interior and refrigerator fans clear and free of dust			All items stored on racks, allowing proper air circulation		
Thermometer visible and temperature 41 degree F or below			Shelves, racks, walls, floors, ceiling and doors clean and free from ice build up		
Refrigerator temperatures logged daily			Thermometer visible and temperature 0 degree F or below		
Raw food items stored below cooked food items			Freezer temperature logged daily		
Food items dated and labelled					
Food items discarded after 72 hours					
Kitchen Work Area	Yes	No	General Sanitation	Yes	No
Food contact surfaces are smooth easily cleanable surfaces, free of breaks, cracks, chips, rust, etc.			Daily cleaning schedule completed and followed		
Toaster clean			Hand washing procedure posted near hand washing sink		
Slicer clean			Towel and soap dispensers filled		
Big mixer clean			All floors, walls, ceilings and work areas are clean		
Baking mixer clean			All work tables and drawers neat and clean		
Blender clean			All carts and racks clean and in working condition		
Can opener clean			Hood filters clean and regularly scheduled to be cleaned		
Coffee makers clean			Gloves worn by employees as per the policy and procedure of the organisation.		
Kitchen Work Area	Yes	No	General Sanitation	Yes	No
The hood of the cooking range cleaned by a professional			No sign of rodent or pest infestation		
Carts including wheels clean			Cleaning cloths in sanitising solution		
Cutting board clean			Cleaning supplies and equipment stored separately from food		



Steam table clean			Food scoops stored clean and dry		
Microwave clean			Dining tables sanitised after use with an appropriate sanitising solution		
Grill clean			Food contact surfaces cleaned and sanitised after each use		
All hoods and vents clean					
Ice machine clean					
Dining Room Service	Yes	No	Maintenance	Yes	No
Hot food leaves the kitchen above 140 degrees F			No cracks, holes or loose moulding		
Cold food leaves the kitchen below 41 degrees			All floors, walls, ceiling tiles in place and not cracked		
Food thermometer validated as accurate			Safety covers on light fixtures		
			No leaks in pipes, faucets and hoses		
			Sprinkler heads and pipes clean		
			All painted surfaces clean and not chipped		
			Refrigerator and freezer doors and gaskets clean and repaired		
			Ovens and steamer clean and in repaired		
			All garbage containers clean and covered unless in use		
Comments:
Name:
Action to be taken:
Date:

CLEAN PANTRY AND CANTEEN AREA



Maintaining records for housekeeping duties in kitchen and canteen area

Indent sheet

Indenting is similar to requisition, which is an interdepartmental document, sent for requirement of stationery, food, goods, etc. Indent means a document stating the requirement of goods in terms of description of goods, quality, specifications and the units required. It is sent to the store which in turn processes the requisition and dispatches the same to the department concerned.

Performa of an Indent Sheet (Manual Process)						
Hotel XYZ						
Store Requisition Book No Department						
Store Requisition No.						
Date..... and Time..... on which requisition made Date..... and Time on which material required						
S.No.	Items (with description)	Specification	Quantity required	Unit	Quantity issued	Unit
Requisition made by (signature)				Authorised by (signature)		
Date				Signature of Store In-charge.....		

Cleaning schedule

Item	Procedure	Product and Dilution	Special instructions i.e. special equipment	Date on which completed



Maintenance request log

Item require maintenance, repair or replacement	Reason	Date on which request made

Waste or spill tracking sheet

Waste or Spill Tracking Sheet		
Date:		
Day:		
S.No.	Waste type	Waste generated

Practical Exercise

Activity

Visit the canteen or kitchen area of a food service organisation and note the various records and their maintenance procedure.

Material required: Writing material

Procedure

- Visit a food service organisation or restaurant in your area.
- Discuss with the Housekeeping Attendant about the various records to be maintained by them.
- Ask about the importance, usage of the records and their maintenance for cleaning the canteen and kitchen area.
- Note all the important information in your notebook.
- Prepare a brief report.

Check Your Progress

A. Fill in the Blanks

1. _____ and other records help to ensure that all work is done.

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2. Cleaning and bussing of _____ and _____ should be done at the end of each event.
3. _____ should be stored in a separate area.
4. _____ means a document stating the requirement of goods in terms of description of goods, quality, specifications and the units required.
5. The largest workforce of the hotel is employed in the _____.

B. Subjective Questions

1. Explain in one or two lines:
 - (i) Checklist
 - (ii) Maintenance
 - (iii) Housekeeping Attendant
2. List the different duties and responsibilities of a Housekeeping Attendant in the canteen or kitchen area.
3. What are the points to be kept in mind while cleaning pantry and canteen area?
4. What are the various records maintained for housekeeping duties in kitchen or canteen area?



Unit



2

Maintaining Reports, Records and Documentation

The Housekeeping Department is the spine of a hotel, employing most people of the hotel and is responsible for:

- the cleanliness of the hotel, including the rooms and public areas, which include foyers, car parks, restaurants, hallways, gymnasiums and gardens.
- Lost property— any items that have been lost or found by the guests.
- Laundry and drycleaning— ensuring the cleanliness of guest items and all room linen, towels and uniforms.

In many hotels and resorts, Housekeeping Department is a part of Rooms Division. This division is responsible for all the activities relating to accommodation including:

- Reservations— taking individual and group bookings
- Switchboard— handling incoming and outgoing calls, transfers and enquiries made by telephones within the hotel
- Reception— responsible for checking in and out of the guests, finalising invoice and payments, handling guest enquiries, and currency exchange
- Concierge and bell service— handling guest luggage, enquiries and valet services.



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Other than cleaning the guests' room and public area, the Housekeeping Attendant maintains various types of documents and reports, such as:

- Housekeeping Attendants' attendance sheet
- Daily Assignment Sheet
- Housekeeping Attendants' Worksheet
- Housekeeping Attendants' report— linen consumption, etc.

These formats are given to each Housekeeping Attendant after the morning briefing. Housekeeping Attendants can record the tasks done during their shift on this sheet and also helps them to plan their work for the day. After each room is serviced, the Housekeeping Attendants records the time they have entered in the room for service, time out after completion, room status before service, room status after service, number of extra bed or cots placed and also the number of linen replaced in the room, in the Housekeeping Attendant's daily assignment sheet.

SESSION 1: REPORT MAKING AND DOCUMENTATION

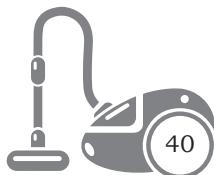
Regular Reports and Documents

The Housekeeping Department needs to maintain various documents. As such, the staff must be acquainted with the required documents, the procedure to prepare them, preparation of reports and procedure of submitting them to the relevant authority. Let us understand first the documents that are prepared in the Housekeeping Department. Also various registers are also maintained by the department for reference records.

Documentation

There are some documents that the Housekeeping Department needs to maintain. These are as follows:

1. **Housekeeping indent:** For ordering equipment, amenities and cleaning agents.
2. **Housekeeping work schedule and duty roaster:** For managing staff in three different shifts



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3. **Housekeeping stock book:** To maintain the minimum level of stock in housekeeping stores
4. **Housekeeping discrepancy report:** It is prepared by the floor supervisor after physically checking the house count and room status against the front office room report.
5. **Linen register:** is the record of the linen maintained by the Housekeeping Department and used at various places as guest room, public areas, etc.
6. **Housekeeping training manual:** is a training guide for staff that maintains all the standardised information about housekeeping practices and standard operating procedures.
7. **Job cards:** are detailed description of work that is performed for a work order. You use the job cards application to create and manage job cards. When you create a job card, you specify planning and scheduling information that can be used by the task cards and work order tracking applications.
8. **Housekeeping checklist:** Housekeeping department is engaged in a number of tasks, which need to be kept under vigilance. Since there are a number of tasks, it is very difficult to keep an eye on every task running simultaneously. Housekeeping checklist is the tool which makes this possible by listing all the tasks in a given format and the supervisor has to put a check right sign or cross sign in front of a specific task according to its execution status.
9. **Room inspection checklist:** Every guest room must be checked on daily basis by the Housekeeping Supervisor, this will help the hotel to attain high guest satisfaction in terms of room comfort and also for safety reasons.
10. **Cleaning schedules:** Cleaning Schedules are to be prepared and maintained by the housekeeping department, the copy of which has to be put in the area to be cleaned. This acts as an informative tool for the employees on floor and as a control tool for the supervisor.

11. **Customer profile:** The description of a customer or set of customers that includes demographic, geographic and psychographic characteristics, as well as buying patterns, creditworthiness and purchase history makes the pattern that creates the broad picture about the preferences of the customer. This document is very important and it establishes the feasibility of the efforts to be taken by the business. The Housekeeping Department must maintain a copy of this as it has to deal with the customer on day-to-day basis. They must be aware of his preferences and choices. Thus they can work in the right direction towards customer satisfaction.

Clarity consciousness of report and documents

Every professional work requires documented reporting to a person at higher position. Same is true with the housekeeping department also. The reports need to be prepared and submitted to the authority. This acts as the medium of professional communication from lower to higher position. It also creates the evidence of the work done and also provides the chance to higher authorities to check and make the work error free.

Clear and concise report writing and documentation

Writing of a report or other document requires to be clear and precise so that the reader understands exactly what is meant. Being concise means to write using short and direct sentences which convey the exact meaning that is intended.

Use correct pronoun reference

- Use active voice instead of passive voice
- Maintain a list of vocabulary words related to your field of study

Techniques to write concisely

- Avoid vague language and meaningless expressions
- Vague:** ‘In order to successfully accomplish their job occupations and duties, the division needs more work space for some time now.’



Improved: ‘The team needs one more workstation space to do its job.’

- Avoid redundancy or repeating words or ideas
- Do not overuse prepositional phrases

Weak: ‘In the near future, at a convenient time, I will be asking for vacation time.’

Better: ‘I will be requesting vacation time.’

- Avoid long sentences that confuse the reader

Report

A report is written with a clear purpose and for a particular audience. Specific information and evidences are presented, analysed and applied to a particular problem or issue. The information is presented in a clearly structured format making use of the sections and headings so that the information is easy to locate and follow. Usually a report brief is given first, which provides you with instructions and guidelines. The report brief may outline the purpose, audience and the problem or issue that your report must address, together with any specific requirements for the format or structure. This guide offers a general introduction to report writing; be sure also to take account of specific instructions provided by your department.

An effective report presents and analyses the facts and evidence that are relevant to the specific problem or issue of the report brief. All sources used should be acknowledged and referenced throughout, in accordance with the preferred method of the department.

Avoiding plagiarism

The style of writing in a report is usually less discursive than that in an essay, with a more direct and economic use of language. A well written report will demonstrate your ability to:

- understand the purpose of the report brief and adhere to its specifications;
- gather, evaluate and analyse relevant information;
- structure material in a logical and coherent order;
- present your report in a consistent manner according to the instructions of the report brief;

- make appropriate conclusions that are supported by the evidence and analysis of the report;
- Make thoughtful and practical recommendations where required.

Writing the report

Essential stages

All reports need to be clear, concise and well structured. The essential stages of successful report writing are described below. Consider how long each stage is likely to take and divide the time before the deadline in different stages.

Be sure to leave time for final proofreading and checking.

Stage one: Understanding the report brief

Stage two: Gathering and selecting information

Stage three: Organising your material

Stage four: Analysing your material

Stage five: Writing the report

The structure described below can be adapted and applied to write chapters, sections and even paragraphs.

1. Introduce the main idea of the chapter, section or paragraph
2. Explain and expand the idea, defining any key terms.
3. Present relevant evidence to support your point(s).
4. Comment on each piece of evidence showing how it relates to your point(s).
5. Conclude your chapter, section or paragraph either by showing its significance to the report as a whole or making a link to the next chapter, section or paragraph.

Stage six: Reviewing and redrafting

Stage seven: Presentation

Feedback

Occupancy Report

Room No.	Room type	Guest name	Adult(s)	Child/ Children	No. of nights	Turnover date	H/k status



Report presentation

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The best way to start that process is to go first to the end of your report where your conclusions and recommendations are to be found. Try to mention the report's most essential findings. Keep these to as few points as possible.

Objective

Start by being clear about your goals. Write down your objective. Make it as clear and concise as you can. Keep it to a few sentences, at most.

Audience

The audience and their needs must be identified thoroughly. Judge properly the things that can affect the response. Include what is most expected.

Road map

Begin by mapping out the logic underlying the presentation, especially when dealing with extensive and detailed material. Be focused on the main ideas and messages, the conclusions, and recommendations. Points from your report that best support the topic should be listed.

Structure your talk

Address each main idea as an entity, before moving on to the next idea. That will help your listeners better comprehend and remember each key idea. Structure the presentation such that you will be able to move on logically, step-by-step, to your conclusion.

Create a strong opening line

It's essential that you begin any presentation with a strong opening line. The strong and interesting opening is even more essential lest the audience think they will have to endure a long, tedious exposition. You can quickly dispel any such notion with an opening line that immediately grabs everyone's attention. So plan your opening comments carefully.

Keep those visuals lean and mean

Chances are your report contains a lot of detailed data. Be on the alert to include only the most essential data in your visuals. As you create your visuals, keep in mind the fundamental rules. Use only at-a-glance visuals that support your key messages. As much as possible, avoid visuals crowded with lots of data, charts, and graphs that add nothing of real value.

Submission and use of formats in reports

Report should be submitted to the Departmental Head. It should have a standardised format. This makes the Report Interpretation easier.

Title

Author's Name: _____
Date: _____

Fig. 2.1: Sample of a Title page

Structure of a report

The main features of a report are described below to provide a general guide.

Title page

This should briefly but explicitly describe the purpose of the report (if this is not obvious from the title of the work). Other details to be included could be your name, the date and for whom the report is written.

Terms of Reference

This heading could include a brief explanation of who will read the report (audience), why it was written (purpose) and how it was written (methods). It may be in the form of a subtitle or a single paragraph.

Summary (Abstract)

The summary should briefly describe the content of the report. It should cover the aims and objectives of the report, what was found and what action, if any, is called for. It should cover about half a page in length and detail or discussion should be avoided; just the main points have to be highlighted.

Contents (Table of contents)

The contents page lists the different chapters and/or headings together with the page numbers.



Introduction

The introduction sets the scene for the main body of the report. The aims and objectives of the report should be explained in detail here. Any problems or limitations in the scope of the report should be identified, and a description of research methods, the parameters of the research and necessary background history should be included.

In some reports, particularly in science subjects, separate headings for Methods and Results are used prior to the main body (Discussion) of the report as described below.

Methods

Information under this heading may include—a list of equipment used; explanations of procedures followed; relevant information on materials used, including sources of materials and details of any necessary preparation; reference to any problems encountered and subsequent changes in the procedure.

Results

This section should include a summary of the results of the investigation or experiments together with any necessary diagrams, graphs or tables of the gathered data that support your result. Present your results in a logical order without comment. Discussion of your results should take place in the main body (Discussion) of the report.

Discussion

The main body of the report is where you discuss your material. The facts and evidence you have gathered should be analysed and discussed with specific reference to the problem or issue. If your discussion section is lengthy, you might divide it into section headings. Your points should be grouped and arranged in an order that is logical and easy to follow. Use headings and subheadings to create a clear structure for your material. Use bullet points to present a series of points in an easy-to-follow list. As with the whole report, all sources used should be acknowledged and correctly referenced.

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Conclusion

In the conclusion, you should show the overall significance of what has been covered. You may want to highlight what you consider to be the central issues or findings. However, no new material should be introduced in the conclusion.

Appendices

Under this heading, you should include all the supporting information you have used that is not published. This might include tables, graphs, questionnaires, surveys or transcripts. Refer to the appendices in the body of your report.

For example, in order to assess the popularity of this change, a questionnaire (Appendix 2) was distributed to 60 employees. The results (Appendix 3) suggest that the change is well received by the majority of employees.

Bibliography

The bibliography should list, in alphabetical order, all the published sources referred by the author in the report. There are different styles of using references and bibliographies. Texts which you consulted but did not refer to directly could be grouped under a separate heading such as 'Background Reading' and listed in alphabetical order using the same format as used in the bibliography.

Acknowledgements

Where appropriate you may wish to acknowledge the assistance of particular organisations or individuals who provided information, advice or help.

Glossary of technical terms

It is useful to provide an alphabetical list of technical terms with a brief, clear description of each term. You can also include explanation of the acronyms, abbreviations or standard units used in your report.

Practical Exercises

Activity 1

Visit a hotel and collect the copies of various documents that are filled by Housekeeping Staff.

Material required: Writing material



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Procedure

- Visit a hotel near your area.
- Discuss with the Housekeeping Manager and collect information about various documentation required to be filled by the room attendant.
- Note the formats of all the documents in your notebook.
- Practice how to maintain these documents with the help of a Housekeeping Attendant.

Activity 2

As a part of your hotel visit, prepare a room occupancy report which will have to be submitted to your school.

Material required: Writing material

Procedure

- During the hotel visit, discuss the method of preparing room occupancy report with the housekeeping department.
- Learn to prepare the report under staff supervision.
- Draw the sample layout of report in your notebook.
- Present the report in your class and discuss.

Activity 3

Write a report on the 'Functions of Housekeeping Department in a hotel, and present it in the class.

Material required: Writing material

Procedure

- Collect information about the Housekeeping Department and its functions.
- Note all the information in your notebook and prepare a report in proper format as per the instructions given in the session.
- Use pictures of the department wherever required in the report.
- Submit report in the class.

Check Your Progress

A. Fill in the Blanks

1. A description of a customer or set of customers that creates the broad picture about the preferences of the customer is called _____.
2. _____ is the training guide for staff that maintains all the standardised information about housekeeping practices and standard operating procedures.
3. Clarity means to _____ so the reader of your work knows exactly what you mean.



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4. Consciousness in report writing means _____
5. The purpose of the report is briefly and explicitly described in _____.
6. The content of the report is briefly described in _____.
7. _____ includes a summary of the results of investigation or experiment together with any necessary diagrams, graphs or tables of gathered data that support your results.

B. Subjective Questions

Answer the following questions:

1. What is the need of documentation in housekeeping?
2. Enlist various documents to be filled by the housekeeping staff.
3. What is a Report? Explain the steps of making reports.
4. What is the role of 'clarity and conciseness in report writing and documentation'?
5. What changes are required to be made in a report to change it into a presentation?
6. Explain how reports are to be submitted?
7. Enlist the headings of format for submitting a report.

SESSION 2: SPECIAL REPORTS

Special Reports in Housekeeping

Assign Rooms All

This report displays the list of all rooms that have been blocked, citing the reason thereof. The reason could be 'booked or reserved', 'Under repair' or 'not ready'. This will prevent the blocked rooms from being displayed when you search for vacant rooms. In the Assignment sheet provided to the room attendant, status of all such rooms is displayed with appropriate reasons.

Facility Forecast

The report displays a five-day forecast summary for the property that includes number of arrivals, stay-over, departures, adults and children. Also displayed is a



breakup of the Facility Tasks as well as the total number of items needed to be completed for selected days.

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Facility task details

The report displays all the reservations, check-in and check-out, that have the facility tasks assigned. When printing the full report, it is broken down by Facility Task and also displays a Facility Task Summary at the end.

Housekeeping status

The housekeeping status report displays the status of all the activities in every room in the hotel.

Housekeeping stay-over

The housekeeping stay-over report displays all the guests who are staying over in the hotel.

Housekeeping VIP by room number

The housekeeping VIP by room number (In or Expected) report displays all the VIPs in-house and due in by room number.

House status

The house status report displays all the movements for the day for each room type.

Out of order by reason

The out of order by reason report displays all the rooms that are out of order and the reason.

Queue Reservation Report

The report shows which reservations are in queue, when they were placed in queue, and how long they were in queue. The report also includes total of queued reservations for each day of the report period and a grand total for the entire report period.

Room discrepancy

The room discrepancy report displays all the discrepant rooms— a listing of all the room statuses that are inconsistent with Housekeeping status and Front



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office status. The ‘Sleep’ discrepancy reflects that Housekeeping status is occupied and Front Office status is vacant. The ‘Skip’ discrepancy reflects that the Front Office status is occupied, and the Housekeeping status is vacant. Print this report to verify room status discrepancies.

Room maintenance not resolved

This Report displays all the maintenance requests or work orders on rooms that are resolved as well as unresolved.

Room status change

This report displays the changes made in the status of a room that was made by a user, telephone interface, or automatically changed by the system.

Rooms

The house status per Room Report displays all of your property’s rooms. Print this report to see a list of all the rooms and their housekeeping status.

Task assignment summary

The task assignment summary report displays every room in the property along with the Housekeeper assigned to take care of it and the other special needs that the room may require.

Vacant rooms report

The housekeeping vacant rooms report displays a list of vacant rooms and the status of all the rooms in the hotel.

Important Registers Maintained by Housekeeping

The registers are used to record important information. They are very helpful when the shifts and staff on duty get changed, and at other times also while working. The registers serve the purpose of keeping clear and timely records, thereby fostering good communication. Here are some important registers maintained by the housekeeping control desk.



Departure register

It is kept to track the changes of guest room status such as vacant (V), vacant and dirty (VD), or vacant and clean (VC) after the guest has checked out. It also notes down the amount of consumption of beverages in the mini bar provided in the suite rooms or business traveller rooms.

Expected arrival register

It keeps the track of pre-registered guests and their profile as Regular, VIP or Other, Marital status, expected check-in time, and any special request to be fulfilled.

Room status register

This register records the list of all the rooms and their current status such as vacant (V), vacant and clean (VC), out of order (OOO), out of service (OOS), etc.

Guest call register

It records the instructions or notes relevant to the guest rooms and adjacent area. It is very useful in keeping the track of activities and their duration.

Guest call register format									
S. No.	Date	Room no.	Guest name	Call/request	Time to deliver	Forwarded to	Forwarded by	Status	

Guest loan register

This register is maintained to record the delivery and recovery of the loan items given to the guests.

General Format of Guest Loan Register

Guest loan register format										
S.No.	Date	Room no.	Guest name	Request	Time to deliver	Time to recover	Delivered by	Recovered by	Status	



Missing article register

If any article owned by the hotel (other than consumable items) is found missing in the Check-out room, then it is recorded in this register.

Guest supplies control register

This register is maintained to record guest supplies. The general format is as shown below:

S.No.	Floor/item	Pens/ pencils	Beverage/ sugar/ creamer sachets	Shower caps	Vanity sets	Description

Damage or breakage register

If any hotel property placed in the guest room is found damaged or broken, it is recorded in this Register. Here is a sample register.

Damage/breakage register					
S.No.	Date	Damaged item	Room no.	Found by	Description

Lost and found register

If a Housekeeping Guest Room Attendant finds any guest owned article left in the Check-out room, then it is recorded in the Lost and Found Register and sent to the same cell of the housekeeping department. It also records any personal article found in the hotel premises.

Lost and found register									
S.No.	Date	Item	Description	Found by	Found at	Picked up by	Address	Contact number	Sign



Key register

It is a register for noting down the issued keys of the guest rooms, master keys of the rooms and important safes, and floor keys.

Key register						
S.No.	Date	Key ID	Floor no.	Room no.	Time of issue	Status at the end of shift (returned or missing)

Linen control register

It records the movement of linen between the laundry and guest rooms or dining area. It makes it easy for the housekeeping staff to keep the track of clean and soiled laundry.

Checklists and Reports in Housekeeping

There are various housekeeping checklists and reports automatically generated by the hotel management software.

Checklists

Checklists help to ensure that all work is done appropriately without anything left to be completed. There are various checklists referred and filled by the housekeeping staff.

Some important ones are:

- Guest supplies checklist
- Guest room cleaning checklist
- Guest bathroom cleaning checklist
- Beach area cleaning checklist
- Swimming pool cleaning checklist
- Garden keeping checklist
- Housekeeping standard checklist for spa
- Housekeeping standard checklist for fitness centre



Reports

The reports are useful to study the past records of occupancy, cleaning schedules, and predict the future status of the rooms. Let us see the reports generated for housekeeping department.

Housekeeping report

This can be generated at the end of each shift to report the housekeeping status of each room.

Housekeeping report						
Room no.	Room type	Check-out date	Turnover	Room occupancy	Housekeeping status	Housekeeper

Housekeeping assignment report

It is required for scheduling the tasks assigned to room attendants and for recording the room inspections.

Housekeeping occupancy report

This report shows the list of guests who have checked-in at the hotel with details such as the number of adults and children, number of days and nights spent and housekeeping status. This report is generated to know about the occupied rooms, rooms expected to be occupied, checked-out rooms, and vacant or blocked rooms. This report is generated for scheduling rooms for cleaning.

Practical Exercise

Activity

Visit a hospitality organisation, discuss the various types of registers maintained by the Housekeeping staff.

Material required: Writing material

Procedure

- As done in the previous visit, collect information about the various types of registers to be maintained by the housekeeping staff.



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- Observe and learn how the housekeeping staff maintains these registers.
- Note down the important information in your notebook.

Check Your Progress

A. Fill in the Blanks

1. _____ register is kept to track the changes of guest room status such as V, VD, or VC after the guest has checked out.
2. _____ is a register for noting down the issued keys of the guest rooms, master keys of the rooms and important safes, and floor keys.
3. If a housekeeping room attendant finds any guest-owned article left in the check-out room, then it is recorded into the _____ and sent to the same cell of the housekeeping department.

B. Subjective Questions

1. What special reports are filled by the housekeeping staff?
2. Explain the formats of various reports maintained by the housekeeping staff.
3. Write the different types of registers maintained by the housekeeping staff.

SESSION 3: IMPORTANCE OF INDENTING IN HOUSEKEEPING AREAS

Indenting is similar to requisition, which is an interdepartmental document sent for the requirement of stationery, food, goods, etc. Indent means a document stating the requirement of goods in terms of description of goods, quality, specifications and units. It is sent to the store which in turn processes these and dispatches the same to the department concerned.

Indenting is a procedure where the housekeeping department makes a list of the items required by the department for its functioning and sends it to the stores department. The list is called indent slip and it is usually made once in a week.

Performa of an Indent Sheet (Manual Process)

XYZ HOTEL

Store Requisition Book No.: Department:

Store Requisition No.:

Date: Time: on which requisition made

Date: Time: on which material required

S. No.	Item (with description)	Specification	Quantity required	Unit	Quantity issued	Unit

Requisition made by:

Signature:

Authorised by (signature):

Date: Signature of Store in-charge:

Inter-department Supplies, Requisition and Replenishment

Reason for indenting

- To provide an effective requisition and replenishment system for housekeeping department.
- To ensure that guest supplies are optimally used for guesroom operations purpose.
- To emphasise the importance of control and standardised procedure to the staff on requisition and replenishment of supplies

Format of inter-department supplies, requisition and replenishment

Division: Rooms	Department: Housekeeping	
Policy No: Housekeeping/Policies and Procedures	Pages:	Issue Date:
Subject: Supplies requisition and replenishment		
Issued By: Dept. Head	Approved By: General Manager	



Types of Supplies Requiring Indenting

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- Amenities supplies
- Chemical supplies
- Linen supplies

Policies and procedures for inter-department supplies, requisition and replenishment

1. Par levels (minimum required levels) must be established for all storage and pantry items.
2. User friendly requisition forms are assigned to all room attendants on duty after the morning briefing on daily basis.
3. The room attendants are required to inspect their amenities and linen supplies in their respective pantry and trolley at the end of their shift.
4. The room attendants are required to fill up the balance segment of the form after inspecting the balance supplies in their pantry and trolley.
5. The room attendants are required to provide accurate information in the requisition form.
6. The room attendants are required to submit in the filled requisition form to the Supports Section before they go off duty.
7. The Supports Staff will check the forms in detail and shall refer to the evening shift supervisor for any discrepancies.
8. The evening shift supervisor shall inspect the pantry again to verify the discrepancies.
9. The Supports Section reserves the rights not to replenish any requests that are improper.
10. The Supports staff is required to fill up the requisite segment of the form before replenishing the supplies for the room attendants.
11. The Supports staff will proceed with the properly filled requests and replenish their supplies accordingly into their trolley.
12. The Supports staff is required to pack the supplies into the trolley in a neat and orderly manner.

13. The Supports staff is required to inform their Section Head on the unavailability of supplies, if any.
14. The Supports Section Head is required to brief the Rooms section Head on the shortages in the immediate morning.
15. The Supports Section Head has to ensure that the supplies are to be replaced as soon as possible.
16. The Supports Section Head has to ensure that the detail of daily replenishment is accurate.
17. The room attendants are required to check their filled up trolley after every morning briefing.
18. The room supervisors are required to handle the tasks in case the respective room attendant is on leave or day off.
19. The Rooms Section Head has to ensure that all pantry and trolleys have to maintain the par level.
20. The Public Area Section Head has to issue chemical and cleaning tools to the room attendants on every Sunday morning.
21. The Public Area Section Head is required to brief the Rooms Section Head on the unavailability of supplies, if any.
22. Stern disciplinary reminders will be issued to all the Section Heads for any failure on their part to comply with the mentioned policies and procedures.

Checklist for handling housekeeping areas

Checklist for storage area

		Meets standard	Doesn't meet standard	✓	Comments
Aisles	Clean				
	Clear				
	Well-marked				
Exits and Entrances	Clear				
	Well-marked				
	Free of ice, snow, water and other obstructions				



Hand and Portable Tools	Properly stored when in use/ not in use		
	Fire Fighting Equipment		
	Clearly marked		
	Accessible		
Floors	Clean		
	Clear		
	In good condition		
	Well-drained		
Ladders	In good condition		
	Free of gas/ oil		
	Secure when in use/ not in use		
Lighting	Adequate		
	Clean		
Machines	Clean		
Roadways, Parking Areas	In good repair		
	Well-marked		
	Clear of ice, snow		
Signs, tags	Adequate		
	Appropriate		
	Clean		

Public space cleaning checklist

Name: _____

Date: _____

Hotel and cleaning locations: The locations may be known as (put a checkmark next to the hotel or cleaning location):

- Western lobby
- Eastern tower
- Suites
- A and B buildings
- Lobby (main building)
- Lobby (Annexe)
- South building

Cleaning location

Check what location you are using this checklist for.
A separate Checklist should be used for each hotel



to ensure that all the tasks are completed. Mark Not Available (N/A) if there is a section on the checklist that is not included in the particular building that you are cleaning. Put your initials in each section and a checkmark in the box for each task after completing it. Do not mark an item if it was not completed.

Section	Task	Initials
Starting of Shift Tasks	<ul style="list-style-type: none"> • Retrieve full stocked cart and gather any remaining supplies • Sign out Keys 	
Lobby or Vestibule Areas	<ul style="list-style-type: none"> • Dust and straighten all furniture, lamps, pictures, etc. • Wipe down window sills • Wipe down glass of all the entrance doors • Remove rugs— shake out • Move furniture away from the walls and windows to sweep and mop or vacuum the floor • Wipe down the luggage carts • Wipe down coffee station and re-organise the contents • Wipe down all the telephone banks 	
Public Restrooms	<ul style="list-style-type: none"> • Wipe down the door and both the handles • Take the trash out • Wipe down inside, outside and lid of trash cans • Wipe down vanity, sink or faucet • Wipe down the mirror • Clean the toilet— inside stool, seat and the base • Sweep and mop the floor • Restock towels, soap, tissue and toilet paper as needed 	
Elevator	<ul style="list-style-type: none"> • Vacuum the carpet or sweep and mop flooring • Wipe down the walls and stainless steel panels • Clean the lighting panels (as needed) • Sweep and clean the elevator tracks 	
Hallways and Stairwells	<ul style="list-style-type: none"> • Spot check the hallways—vacuum or sweep and mop where needed • Check stairwells— Vacuum or sweep and mop where needed • Wipe down all the window sills in stairwells • Wipe down all the window sills at the end of each corridor • Wipe down the blinds on any windows • Check AC Settings and reset to 72 degrees • Wipe down the top and sides of all the vending machines. Check underneath and on sides for trash. • Wipe down top and sides of all the ice machines. Check underneath and on sides for trash. 	



Guest Laundry	<ul style="list-style-type: none"> • Take out the trash • Wipe inside and outside of the trash can • Wipe down the folding table • Wipe down the outsides of all the machines • Check vending machines and make sure that they are full • Check and clean the insides of the machines • Check and clean the lint trap in the dryer • Sweep and mop the tile floor 	
Fitness Room	<ul style="list-style-type: none"> • Take out the trash • Wipe inside and outside of the trash can • Wipe down the machines • Turn on the TV and switch to a commonly watched news channel • Vacuum carpet • Stock towels and cups as needed • Wipe down the mirrors and windows 	
Pool Area	<ul style="list-style-type: none"> • Take out the trash • Wipe down the tables and chairs • Stock towels • Clean the windows 	
Meeting or Conference Rooms	<ul style="list-style-type: none"> • Wipe down all the furniture • Vacuum the carpet or sweep and mop the floor 	
End of Shift Tasks	<ul style="list-style-type: none"> • Vacuum the carpet or sweep and mop the floor • Clean and restock the cart for the next shift • Make sure all the areas are locked and secured 	

Practical Exercise

Activity

Visit a sales or hospitality organisation and discuss the procedure of filling various checklists by a Housekeeping Room Attendant.

Material required: Writing material, safety equipment, housekeeping equipment, etc.

Procedure

- Visit a sales or hospitality organisation.
- Talk to the Housekeeping Manager and ask queries about the checklists to be filled after completing the housekeeping tasks and activities.
- During the interaction, note down their activities under the following heads:
 - (a) Garbage area checklist

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- (b) Public area checklist
- (c) Room inspection checklist
- After this visit, make a project report and present in the class.

Check Your Process

A. Match the columns

	Column A		Column B
1.	Ventilation	(a)	Replacing air in any space to provide high quality indoor air
2.	Contamination	(b)	The conditions or practices conducive to maintaining health and preventing diseases, especially through cleanliness
3.	Hygiene	(c)	The presence of some impurity or harmful material.
4.	Requisition	(d)	An official order laying claim to the use of materials

B. Subjective Questions

1. Write the importance of indenting.
2. What are the various objectives of indenting?
3. Write the policies and procedures for indenting departmental supplies, requisition and replenishment.



Unit 3



Communicate with Customers and Colleagues

Communication is the most important and the most used skill in the hospitality and tourism industry. Being an international industry, the language mostly used is English. Being primarily a service industry, most of the communication in the hospitality industry is with the customers. However, the emphasis is on functional communication with customers and colleagues, such as giving and receiving information, providing suggestions or recommendations and dealing with problems. It would be difficult to provide good quality service to customers staying at a hotel without communicating with them about their expectations, needs and requirements.

Customers need to communicate in order to make reservations for hotels, airlines and restaurants. For example, when checking into a hotel, if the communication is not clear with the customer, then the customers might be confused about their room number, location or other rules of the hotel. This needs to be communicated to them when they check-in. In this unit, we will study about the skills required to communicate with the customers, staff and management.



171005CH03

SESSION 1: WHAT IS COMMUNICATION?

Nowadays hotel establishments have to operate in highly competitive accommodation industry, which is highly susceptible to external factors and ever changing customer expectations. Additionally, the need to accurately anticipate and fulfill the needs and expectations of guests suggests that it is a very complicated task to manage a hotel or any counter of sales. Due to these and many other factors, managing a hotel inevitably differs from managing other enterprises.

Communication

Communication among employees, guests or people of any organisation plays a vital role. Two-way communication mostly occurs between two parties—one is sending and the other is receiving the message. This results in imparting, conveying or exchange of ideas or knowledge whether by speech, writing or signs. In this, two persons communicate when they transfer information or exchange ideas, knowledge or emotions.

Importance of communication in the industry

No hotel can perform well without having effective communication. Effective communication is the result of having good internal as well as external communication.

1. It helps in planning and decision making.
2. It helps in bringing about coordination.
3. It helps in delegation and decentralisation of authority.
4. It helps in developing managerial skills.
5. It helps in improving employee morale.

Forms of communication

Internal communication

This type of communication takes place between different departmental staffs. This involves exchange of information within the organisation.



Internal communication is of three types:

(a) Formal communication

This type of communication involves transmission of official messages or information within or outside the organisation.

(b) Vertical communication

This type of communication takes place between a supervisor and subordinate and vice versa. Vertical communication is further classified into two types:

1. Downward communication: In this type, information flows from top to lower levels. This involves passing of instructions to the subordinates to do work.
2. Upward communication: In this type, information flows from lower levels to higher levels. Usually, it is generally in the form of performance reports, suggestions, reviews, input, feedback, etc.

(c) Informal communication

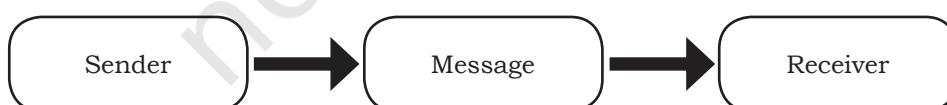
This type of communication is based on informal relations. Under it, some information passes through many individuals

External communication

This is a communication of hotel with external sources and officers. This may include government agencies, department licensing authorities and other private and government bodies.

Directions of communication

Communication can travel in two directions. One-way communication takes place in a straight line from sender to receiver and serves to inform, persuade or command.



Two-way communication also includes feedback from the receiver to the sender and lets the sender know that the message has been received accurately.

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The direction of two-way communication is as follows:

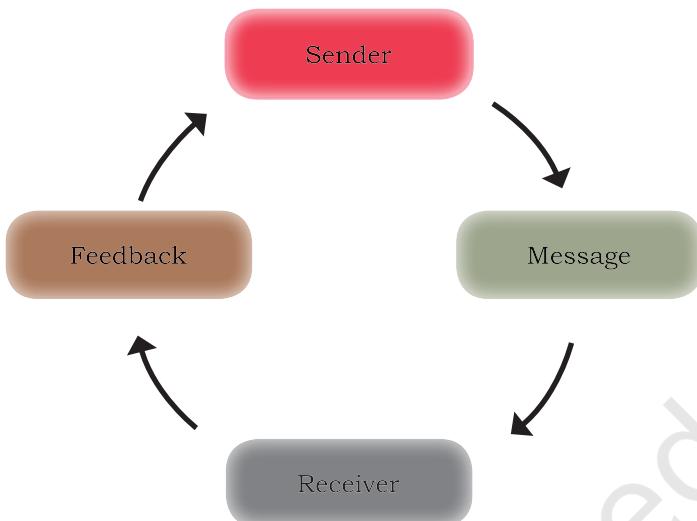


Fig. 3.1: Two-way communication process

Formal communication in housekeeping department

Instructions

Following instructions is important for hotel and hospitality staff to make tasks simpler, to ensure that things are done effectively and completely, to eliminate confusion and to save time. When instructions are properly followed, things work perfectly.

Staff following the instructions shows that they are cooperative, intelligent and reliable, while not following the instructions can lead to confusion and awkward situations that may end tragically.

When organisation staff does not follow instructions properly, it can cause chaos and great frustration in work and work environment. In order to follow instructions, a person must listen well, read carefully and ask questions and clarify if necessary. When a person does not follow instructions, he finds finishing tasks to be much more difficult and complicated. If a single person on a team does not adhere to instructions, then the entire team suffers in various ways. Tasks, if done properly in the first instance would not require correction or rectification, hence it saves a lot of time and effort.



Following instructions can preserve our health and well being, and it is a necessary skill to lead a quality life. The ability to speak clearly, eloquently, and effectively has been recognised as the ornaments of an educated person since the beginning of recorded history.

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Job order

It is a written form of instructions to perform a work according to specified requirements, within a specified time frame and cost estimates. A work order is received by an organisation from a customer or client, or it may be created internally within the organisation; it may differ from organisation to organisation. A work order may be for products or services.

At times, a 'Work Order' is used in place of an 'Invoice' or 'Statement' and presented for payment requests.

In a service sector, for example, in a hotel, a job order cannot be equivalent to a work or service order where the job order records the location, date and time when the service is carried out and the nature of service that was carried out. The type of personnel (job position) may also be mentioned on the job order. A rate (e.g. Rupees/hour or Rupees/week) and also the total amount of hours worked and the total value is also shown.

Job Order of Housekeeping Attendant	
Location	XYZ hotel
Job Type	Operational staff
Category	General
Department	Housekeeping
Job Order Number	XXXX
Application limit	Ongoing
Salary/Wage	XXXX
Position Type	Permanent
Description	
Order Date	00/00/0000
Job Title	Housekeeping Attendant
Wage Type	Hourly
Wage Amount	00000/-
Number of Positions	1
Position Type	Permanent

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Summary

A Housekeeping Attendant works in hotels to make up and maintain the cleanliness of the hotel guest rooms. Previous cleaning experience is an asset. Friendly and professional attitude as well as the ability to communicate to the guests is essential.

The job of a Housekeeping Attendant can be either full time or part time. Part time job hours could be only during daytime or only on certain days of the week. Candidates must be available to work for flexible hours. Good opportunities may be provided to work for additional hours. Possibilities for advancement for the right person. Uniforms are provided by the hotel staff.

Responsibilities

- Replacing used bath linens with fresh items
- Vacuuming carpets and dusting and polishing of furniture
- Sanitising the bathrooms and restocking them with guest supplies
- Eagerly responding to guest needs in a friendly and efficient manner

Qualifications

- Previous hotel cleaning experience is a valuable asset
- Strong customer service attitude
- Outgoing personality and good communication skills as you will be interacting with the hotel guests
- Professional attitude and presentable appearance
- Willingness to be flexible regarding work hours and schedule
- Good general health—the job entails light physical strength, bending and stretching (related to cleaning duties) and long periods on your feet

Eligibility (if required):

.....

.....

Clean Criminal Record:

Work target

Work target is the format that respects and values the individuality of all the hotel staff and guests in an organisation. All business organisations should have written goals that are a part of their business plan. These goals describe what the company plans to accomplish



in terms of market share, growth, development and profitability.

Goals may also be set for the purpose of internal measurement like expansion of staff or boosting employee morale. Businesses should aim to have goals that are specific, measurable, attainable, relevant and timely. Goal setting means establishing what a person or an organisation wants to achieve.

Motivation is the key component to achieving a target. Organisations must consider performance targets for motivating employees, who will in turn perform more effectively.

Performance targets are particularly useful due to their quantitative nature, which allows the measurement of outcomes, output and assessment of operations.

Benefits of work target management

Work target management is very important for the staff of any organisation. It is based on the objective of the work. In management terms, it is called Management by Objectives (MBO). MBO is related to work target as it:

- (i) *Provides focus:* While setting any organisational goal, first priority is given to the employees, be it general employees or manager. This makes employees to be aware of the area that needs to be focused on in the coming quarter or year.
- (ii) *Increases motivation:* Fixed goals of any organisation gives employees the motivation to strive for in their daily tasks. Employee starts to work for profitability. Set standards enable the employees to be successful. Awards and recognition should be awarded to employees for achieving the set goals. This can further improve their motivation level.
- (iii) *Improves group cohesion:* Unity is the best policy for employees working in a team. No business goals can be reached unless or until employees of all levels work together as a whole to reach the goals. Realisation by employees for working as a group helps them to achieve the goals efficiently.
- (iv) *Output:* Work output includes the measurement of quantity and quality and efficiency of production

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by companies, people and machines. Output is often compared to input, or to the cost to generate the output, to determine the potential profitability of a production process or activity.

- (v) *Performance:* For assessing the growth rate, it is important to do performance measurement and target-setting. These are associated with improving the performance and help in the measurement and analysis of work done.

Benefits of target-setting

1. Target-setting helps in company's growth, work and personal lives
2. They can also be useful at an organisational level in areas such as quotas, objectives, deadlines and budgets.
3. It helps in improving working performance.
4. Breaking companies' top level objectives down into smaller targets helps in achieving goals more effectively and efficiently.

Importance of reports, delay of complaint, repair and AMC schedule

Importance of a report

Following points highlight the importance of reporting in any communication done in the hospitality organisation:

1. Provides information: The report provides information of any incident taking place in an organisation.
2. Helps in selection: Reports contain data and information and the relevant information from reports helps in taking appropriate decisions.
3. Role in control system: Reports help in checking the actual performance with the budgeted areas.
4. Helpful in profitable operations: Reports show the direction in which the business is moving and this in turn helps in increasing the profitability.
5. Helpful in achieving overall objectives: Motivation received by employees, managers helps in achieving the maximum profit by performing better.



Annual Maintenance Contract (AMC)

To use a machine effectively and for long time, maintenance plays an important role. For proper and regular maintenance of machines, Annual Maintenance Contract (AMC) is signed with expert companies having the required expertise and skills.

Benefits of AMC

- Safe maintenance work takes place in good working conditions
- Continuous checks ensure continuous and satisfactory performance of machines
- Increase productivity

Work schedule

Work schedule refers to the distribution of work among different individuals in order to carry out specific activities according to a set time and procedural requirement. The work schedule should be made in such a way that it is easy to understand for the employees. Good work schedule saves a considerable amount of manager's time, time that may be utilised in performing other management functions.

Sample of a work schedule of two employees

Employee No. 1	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total hours
Start							
Lunch out							
Lunch in							
Scheduled hours							
Employee No. 2	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Total hours
Start							
Lunch out							
Lunch in							
Scheduled hours							

Standardised work

Standardised work forms the baseline for continuous improvement. This will go on as a new standard is

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set over a period of time and so on. This is a dynamic process. To establish and maintain standardised work, data may be obtained in prescribed format and kept as a record to gauge the improvements in a task.

Benefits of standardised work

1. It helps in correct and informative documentation of the current process for all the shifts.
2. It helps in reduction in variability.
3. It helps in easier training of new operators.
4. It helps in reduction in injuries and strain, and a baseline for improvement activities.
5. It helps in maintaining discipline and decorum of the culture of the organisation.

Product knowledge

A Room Attendant must acquire a sound knowledge of the offered product. This helps in increasing the confidence of the employee, raising the level of customer service and also results in a satisfied customer.

Benefits of product knowledge

1. Build stronger communication skills and abilities: Sound knowledge about the product helps in communicating the same more effectively and efficiently, thereby enhancing the staff's communication skills.
2. Create a passionate sales force: Accurate product knowledge in staff helps them to sell the product with ease. They start to believe in the offered product.
3. Develops confidence in the company and its offerings: Knowing the products and services well imparts confidence about the company or hotel amongst the staff. Thus, they are able to convey it to customers with confidence. Accurate product knowledge in staff helps them to present and sell the product with ease. They themselves possess confidence in the product and hence make the customer believe in the offered product.



4. Increase customer satisfaction by clearing doubts: Staff can then effectively handle customer objections and complaints related to product quality. Good product knowledge of the staff enables them to answer the guests' queries immediately and thus clear their doubts.
5. Substance: Thus, sound product knowledge establishes a good relationship between the business and its customers by giving positive guest experience.

Anticipating a customer's needs

Anticipating a customer's needs is significant for any organisation to make sure that the customer is satisfied and returns to buy more. Anticipating customers' needs can generate loyal and repeat customers. Staff should be able to anticipate the guests' needs and should be able to serve them before they request for it.

Following points are to be kept in mind for the anticipation of customers' needs:

- Customer expectations: A customer is satisfied only when they receive service as per their expectations. Satisfied customer gives a profitable repeat business to the organisation.
- Deliver on promise: Promised or advertised service or products should be delivered on right time. This keeps the guests satisfied and build a loyalty towards the organisation.
- Think about mistake: Mistakes must be accepted and steps are to be taken for not repeating the mistake again. Necessary apologies also help rebuild the customer's confidence.
- Customer loyalty: Take necessary steps to cater to the needs of the customer and make them feel comfortable and special — this would make a happy impression on the customers and they might want to return to the same hospitality service.

Importance of gender in communication

An amiable communication is desirable among all genders. It is important to deal with all persons respectfully and equally. However, in some countries there could be cultural differences in dealing with persons with different gender roles assigned. For example, it might be perceived that a woman speaks more politely and the men are more assertive and dominant. However, this would be an individual trait. The parameters for respect, choice of words, gestures and distance to be maintained need to be same for all genders. Please refer to page no. 66 to understand the importance of communication in industry.

Body language

Body language is another means of communication. It is an important element of communication skills. Sometimes it can send signals stronger than words. Body language is controlled by one's subconscious mind, so a reader can actually understand if there's a difference in what a person is saying and thinking. In order to ensure that your words and body language complement each other, you need to read and practice regularly and develop a habit of it.

Impact of body language

Body language plays an essential role in communicating with people. Body language comprises the gestures and movements we make by the different parts of our body while communicating with people. Certainly, the body language must be in sync with the words.

Points to remember:

- Never be clumsy or stiff while making movements.
- Avoid body language that may be misunderstood or look unprofessional, e.g. winking
- A consistent eye contact is a positive sign and must be used.
- Avoid fiddling with things around. It may distract the attention.
- Each body part movement signifies something and helps in interpreting. E.g., standing with hands



on hips signifies aggression, nodding signifies agreement and active listening, and biting nails signifies nervousness.

- Body language does not give time to think. Hence, positivity must be conveyed consciously.

Why body language is important in communication?

- Body language can instantly help to evaluate the interest of people.
- It is a personal way of expressing emotions when words don't help.
- It can make the process of communication interesting and non-monotonous.

Gestures

There are various gestures that one should avoid while talking to the guests. There are a few gestures that can make you sound more positive and communicate your agreement or disagreement without speaking. Some of the negative and positive body gestures are suggested here.

Positive body gestures

Positive body gestures are a sign of confidence and security. They are a sign of active participation and leave a good impression. Positive gestures include:

- Walking upright
- Shaking hands confidently
- Having a pleasant face
- Nodding head
- A steady eye contact

Negative body gestures

Negative gestures are a sign of insecurity and restlessness. Such gestures show a lack of confidence. Such gestures should be avoided in interviews or meetings.

- Being stiff or sloppy while standing
- Biting nails
- Getting distracted
- Faking a smile

- Looking at something else while talking, instead of the speaker

Dressing

Dressing is an important aspect for maintaining self grooming at the workplace. Pleasant looking staff plays an important role in maintaining the image of any organisation. So, every organisation sets a standard dress code.

Following points should be kept in mind while dressing by the professionals.

- Dress in a professionally appropriate manner.
- Wear a formal suit or a specified traditional outfit.
- The dress should be comfortable and fit well.
- Avoid loud and flashy ties or scarves.
- Clothing should be neat, clean, and ironed.
- Make sure your breath smells fresh.
- Make sure your teeth are clean.
- Hair are neat, clean, and as per the standards set by the organisation.
- Avoid using a perfume.
- Jewellery and hair accessories kept to the minimum are best and non-interfering in work.
- Low-heeled shoes would be comfortable in completing all the assigned tasks.

Customer expectation and satisfaction

Customer satisfaction

Hospitality and customer services are linked to customers' satisfaction because this industry is related to product, services and customer satisfaction. Now, customers' requirements can be both tangible and intangible but satisfying all of them and hence meeting their requirements is called customer satisfaction. Exact products or service features customer emotions, attributions for service achievement, perception of impartiality or fairness and price are some factors which influence customer satisfaction.



Customers' expectations

The customers' expectations can be known only by keeping yourself in customers' shoes. Following are the important expectations that a customer would want in a sales or hotel organisation:

1. Attention towards the customer
2. Good and competent service
3. Loyal to the customers
4. Show essential courtesy

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Practical Exercises

Activity 1

Visit a hotel in your area and note down how the supervisors communicate with their junior and seniors for work completion.

Material required: Writing material

Procedure

- Visit a luxury hotel or restaurant in your area.
- Discuss with the manager and ask queries related to business communication with juniors and seniors in the housekeeping department.
- Note down the following points under business communication for a hospitality organisation:
 - (a) Allocation of work
 - (b) Communication during the work
 - (c) Report of delay
 - (d) Information about work schedule
 - (e) Final reporting
- Prepare a report on the above work related communication of housekeeping department.
- Discuss it in the class.

Activity 2

Visit a hotel in your area and note down how the supervisor or manager maintains the knowledge of the hotels' products and services and the significance of this knowledge in selling the hospitality goods and services.

Material required: Writing material

Procedure

- Plan a visit to a hotel or any hospitality organisation.
- List the different products available for the customers.
- Discuss with the Manager and ask queries related to the product knowledge.

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- Note down the information under the following points:
 - (a) Product knowledge and politeness during communication
 - (b) Cosiness during communication
 - (c) Dressing during communication
 - (d) Body language during communication
 - (e) Positive behaviour
- Ask the manager about product knowledge required in hospitality organisation for good sales.
- After the visit prepare a report and present it in the class.

Check Your Progress

A. Match the columns

	Column A		Column B
1.	Job Order	(a)	Communication from subordinates to seniors
2.	Upward communication	(b)	Written form of instructions to perform a work according to specified requirements, within a specified time-frame and cost estimates
3.	Downward communication	(c)	Annual Maintenance Contracts
4.	Reports	(d)	Communication from seniors to subordinates
5.	AMC	(e)	Information of routine work collected for improvement

B. Subjective Questions

1. Write the various types of reports used in hospitality industry.
2. Explain the work target and output.
3. Write a brief note on annual maintenance schedule.
4. Write a note on product knowledge.
5. Explain the need of anticipation of guest needs.

SESSION 2: ETIQUETTE AND MANNERS

Work behaviour

Before understanding the work behaviour, it is important to know the organisational behaviour. Cordial behaviour between employees during working results in creating positive work atmosphere in an organisation.

Productivity

NOTES

It refers to achieving the highest possible level of production using a certain level of input and using the lowest possible costs, without any gap in the production process. It is a ratio of input and output at a given quality level.

Productivity of the following can be measured:

- specific shifts
- individual jobs
- departments
- a property
- labour

Important factors determining productivity

1. *Labour*: Satisfactory performance of a worker largely depends upon awareness of the work, specifications and expectations of their respective jobs, instructions received and understood by the worker, etc.
2. *Guest satisfaction*: Meeting guest expectations helps in improvement in sales, and thus productivity. Meeting guest satisfaction involves meeting quality service and helps in communication too.

Communication with Colleagues, Assistance and Sharing

To create effective work environment, effective communication among co-workers is essential. It is important to solve any communication related issues among employees.

Points for effective communication

For effective communication among colleagues, the following points are to be kept in mind:

1. *Listen*: Do not interrupt the speaker, first listen to the speaker's point and then speak.
2. *Pay attention to the body language*: Observe how they act when they talk.

NOTES

3. *Consider communication preference:* Use different available modes of communication for sharing views and information.
4. *Consider your tone:* Be aware of your tone while communicating. The tone should be polite and clear.

Etiquettes

Etiquette refers to the manner in which the employees conduct themselves with their employers and co-workers. This helps to maintain the productivity and harmony of the workplace.

Poor employee etiquette results in frequent conflicts and loss of productivity. Proper employee etiquette will help in cultivating better relationships among the co-workers. It will also preserve the culture and identity of the workplace.

Etiquette for employees

- being punctual
- Do not consume alcohol at work.
- Show respect to colleagues, organisations and confidentiality of guests' information.
- respect the goals and aspirations of the organisation and be sincere towards achieving them.
- Update with necessary information when required by the superior.
- Do not hurt anybody's sentiments.
- Dress as per the set standard of the organisation

Division of work

The division of work refers to assigning the course of tasks or work to a group of workers to increase efficiency and productivity. This is also known as 'division of labour', it involves breaking down the work into a number of different tasks that make up the whole. It refers to assignment of different parts of a manufacturing process or task to different people in order to improve efficiency.



Multitasking

NOTES

Multitasking refers to performing different work activities and shifting attention from one task to another. It is a much required and practiced skill in the industry. Multitasking is useful for certain tasks. This can increase and stimulate the creativity of employees by making them do different projects. This makes the person active while performing tasks. This also helps the employees in learning time management. An advantage of multitasking is that it lets people perform more tasks and adds variety to a typical workday.

Benefits of multitasking

1. Reduction in job insecurity
2. Greater individual productivity, can achieve personal goals quicker
3. Better growth prospects and safe future
4. Holistic perspective regarding the organisation's business and growth

Practical Exercises

Activity 1

Visit a hotel in your nearby area and note down how the supervisor follows etiquette while dealing with the guests.

Material required: Writing material

Procedure

- Plan an educational visit to a luxury hotel or restaurant.
- Meet the manager and discuss the policies related to manners and etiquettes followed by them while dealing with the guests.
- Note the information under the following points:
 - (a) Politeness during communication
 - (b) Confidence during communication
 - (c) Multitasking during communication
 - (d) Information collection
 - (e) Careful listening
- Prepare a report and discuss in the class.

Activity 2

Plan a role play activity to know about the etiquettes required in a hospitality organisation.

NOTES

Material required: Writing material

Procedure

- Prepare a blueprint of the role play to be performed in the class to showcase the etiquettes and mannerisms adopted by the dealing agents as per your observation during the hotel visit.
- Divide students into groups of five each.
- Give them the role of different characters like hotel staff and guests.
- Observe them play their roles with special regards to following etiquette and manner while dealing with the guests.
- Give them instructions about the Do's and Don'ts.
- Ask them to note important points in their notebook.
- In the end, tell them to prepare a report on this activity.

Check Your Progress

A. Match the columns

	Column A		Column B
1.	Etiquette	(a)	Form of output in quantitative terms
2.	Productivity	(b)	Manner in which a person or employee conducts oneself
3.	Work Behaviour	(c)	Pitch of voice
4.	Tone	(d)	Guest satisfaction
5.	Success of Organisation	(e)	Attitude towards the work

B. Subjective Questions

1. Write the various etiquettes found in a hospitality personnel.
2. Explain the following:
 - (i) Multitasking
 - (ii) MBO and goal setting

SESSION 3: INTERRUPTION IN COMMUNICATION

In hospitality industry, success is driven by happy and loyal guests. To ensure happy and loyal guests, the hotel staff must always be on their toes to provide excellent experience that they are expecting. This can be achieved only if there is good coordination and communication amongst staff of the hotel.

Communication problems at a workplace can affect hotel productivity and income. Without efficient communication, an organisation is unable to exchange information essential for daily operations. Understanding the issues related to workplace communication can help you to create policies that will address the problems and create an efficient communication network in the hotel. Results of improved communication skills in any hotel or hospitality organisation are as follows:

1. Improved customer service
2. Better understanding of the instructions from supervisors among the staff members
3. Great understanding of the latest technology used by an organisation
4. Boost up and build confidence to approach guests
5. Positive attitude towards the workplace and higher level of understanding between the department heads

Barriers of Effective Communication

Communication barrier happens because of working at a diverse workplace with different people using different languages. Speaking language can sometimes differ amongst employees at a workplace, resulting in a communication problem. There might be language barriers between people of different ethnic backgrounds, people of different ages and people with different levels of industry experience. Any language barrier is might slow down the communication process or create misunderstandings that make communication ineffective.

Factors of communication barriers

Factors responsible for communication barrier are as follows:

1. *New hires*: Proper orientation programmes should be implemented for new hires to make sure that proper communication procedures are adopted and used by them.
2. *Personal issues*: Employee's personal issues affect the communication process in an organisation.

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People may refuse to communicate based on their personal dislikes and disagreement, and this may damage the company's ability to do business and slowdown the growth of the organisation.

3. *Lack of feedback:* Feedback is an important part of completing the communication of any message. The receiver must communicate the feedback in response to the message received by him.

Guidelines for handling guest complaints

Staff should keep the following guidelines in mind while handling guest complaints:

- The guest complaining the problem may be quite angry and thus hotel staff should not make promises that is beyond their authority.
- Be honest with the guest when dealing with complaints. If the guest's problem is taking time to be resolved or cannot be solved, admit it to the guest in the beginning only.
- For dealing with the guests having complaining nature, hotel staff should develop a specific approach.

Procedure for handling guest problems

One of the greatest challenges in the hospitality industry is to satisfy an angry guest and resolve their complaints.

Some tips are given here to resolve guest problems:

1. *Communication:* Be polite and never argue with the guest
2. *Listening:* Listen to the guest complaint first so that the guest feels that their problem is being considered.
3. *Recognition:* Staff should recognise the guests and their complaints.
4. *Empathy:* Always show empathy towards guest inconvenience.
5. *Job skills and knowledge:* Promise the guest that the best possible action would be taken to resolve the problem or call the superior to attend the problem.



6. *Problem solving and feedback:* Make sure that the problem gets resolved and feedback should be taken from the guest.

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Feedback

Feedback means describing useful information or criticism about the prior action or behaviour from an individual, communicated to another individual (or a group) who can use that information to adjust and improve the current and future actions and behaviours.

Feedback in Hospitality Management can be either positive or negative. Steps must be taken to improve upon the aspects which fetch negative feedback. Positive feedback produces repeat clientele and encourages word-of-mouth publicity which goes a long way to promote the hotels' ratings.

Importance of feedback

Feedback in any communication channel is an important step; communication cannot be said as complete without taking the feedback.

1. *Feedback is effective listening:* Customers' valuable feedback shows that the customer has been received well and the problem has been resolved.
2. *Feedback can motivate:* Employee taking feedback from the guest can get self motivated to perform better.
3. *Feedback can improve performance:* Feedback helps in taking better decisions to improve the performance.

Practical Exercise

Activity

Visit a hotel in your area and note down how the supervisor or manager listens to and solve problems, and collect feedback from the guests.

Material required: Writing material, feedback forms for customers, etc.

NOTES

Procedure

- Plan a visit to a hospitality organisation.
- Interact with the manager of the organisation and discuss about the general problems of the guests and their solutions.
- Collect feedback from the guest.
- Note down the information under the following points.
 - (a) Listening to problems
 - (b) Suggestions given by the manager or supervisor
 - (c) Making a short report
 - (d) Body language during communication and during problem solving
 - (e) Collection of feedback from the guests
- After the visit prepare a report and present it in the class.

Check Your Progress

A. True and False

1. Communication skills boosts the confidence. True/False
2. Communication skills give greater understanding of a guest's problem. True/False
3. Gaining trust is useful in handling the guest's problem. True/False

B. Subjective Questions

1. Write a short note on the role of communication in a hotel.
2. Explain the procedure of handling guest complaints.
3. Make a brief note on the importance of taking feedback by the customer.



Unit



4

Etiquette and Hospitable Conduct

The responsibilities of hospitality staff include receiving customers, answering their queries, noting down their food and beverage orders and communicating the orders to kitchen, instructing the kitchen staff, serving food to customers and helping maintain the eatery as per organisational policy. This job role is applicable to hotels, hospitals, canteens, food kiosks, food courts and cafe, etc.

All staff working in hospitality industry should have proper etiquettes, manners and hospitable conduct while dealing with the guest. When guests arrive at a hotel, restaurant, guesthouse or an event, they will expect and want to be treated with courtesy and respect. This is where a good grounding in proper etiquette is important for workers in the hospitality industry.

In this context, etiquettes do not refer to things like receiving of guests and communicating with the guest. Instead, it refers to knowledge of the prevailing local cultural norms that would govern interaction between people. For example, workers in the hospitality industry in different states of the country or in different countries must know the proper way to greet their customers. Also, the interaction with guests would somewhat differ in formal, official setups as compared to informal, family functions. By doing so, they will be able to give



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the guests the sort of experience that they expect and in which they will be comfortable.

Good manners and etiquettes are guidelines to behave in all social situations. Etiquette is just like a code of conduct. The aim of following etiquettes and manners in Hospitality Industry is to provide happiness and satisfaction to the guests.

SESSION 1: MEANING, COMPONENTS AND GOAL OF HOSPITALITY

Hospitality Industry

Hospitality refers to the relationship between a guest and a host, and it also refers to the act or practice of being welcoming, that is, the reception and entertainment of guests and visitors. Hospitality Industry commonly refers to the jobs in hotels, restaurants, casinos, catering set ups, resorts, clubs and any other organisation that deals with hosting the guests and tourists.

Since, people's involvement as customers is very important in hospitality industry, so this service industry is called people's industry. In India, hospitality is associated with the inherent belief '*Atithi Devo Bhava*', which means the guest is treated like a deity. A satisfied customer brings in more business as also repeat business. As such, treating them with hospitable conduct and helping them with a smile is all that it takes.

Components of hospitality

The main objective of hospitality industry is to provide the guests with clean, comfortable and a safe environment to stay; and healthy, hygienic and wholesome food to eat. Based on this, the hospitality industry can be divided into the main and allied components (Fig. 4.1).



Fig. 4.1: Components of Hospitality



Main Components

1. Accommodation or lodging arrangements
2. Food and beverage service

Allied Components

1. Travel and transportation
2. Recreation and entertainment
3. Retail services

The main role and responsibility of a Housekeeping attendant— Manual Cleaning is in the ‘Cleanliness and aesthetics’ section encompassing all above components of hospitality industry.

The services covered by hospitality industry are enumerated in Table 4.1.

Table 4.1: Services covered under Hospitality Industry

Accommodation	Transportation	F&B Outlets	Retail Stores	Recreation Activities
<ul style="list-style-type: none"> • Hotel • Motel • Resort • Guest House • Camping grounds • Condominiums • Time share • Casinos • Miscellaneous 	<ul style="list-style-type: none"> • Ships • Airlines • Railways • Coaches • Limousines • Autos 	<ul style="list-style-type: none"> • Restaurants • Kiosks • Vending machines • Cafeteria • Snack bars • Bars • Coffee shops 	<ul style="list-style-type: none"> • Gifts shops • Souvenir shops • Art/ craft shops • Shopping malls • Markets • Super bazaars 	<ul style="list-style-type: none"> • Recreation • Business • Entertainment • Shows • Fairs and melas • Festivals • Exhibition • Meetings • Sports • Study trips • Cultural events

Goal of hospitality

Hospitality is the only industry that considers customer as a guest and the guest as the boss. When a guest is paying for the products and services he avails, then the guest's satisfaction becomes of utmost importance. Industry experts consider customer satisfaction as a tool for repeat business and guest loyalty. Guests are of varying age, gender, social status, occupation, culture, religion, language, etc. Considering all the variables, ultimately hospitality targets the satisfaction of the guest.



Need of hospitality and hospitable conduct

Earlier, *sarai* (inn) and dharmashala functioned as per their individual codes of conduct. As the hospitality industry grew into motels, hotels and large establishments, the need for a common code of conduct emerged. A common procedure to receive guests and entertain them arose. Hospitality is all about making a traveler as comfortable as possible away from home.

Hospitality becomes a necessity for those who travel for various reasons like education, tourism, medical treatments, religion, business and trade. The people moving away from their residence for any reason need to fulfill the basic requirements of food, clothing and shelter. They also need amenities which can entertain them and provide pleasure. All these requirements are to be provided by somebody who is available at the required time and place with the required arrangements.

A unique feature of this industry is that any person working here is likely to come in contact with the guest. Thus, there must be a code of conduct for all. When you behave in a proper manner or follow the code of conduct or standard of professionalism, it attracts the guests and builds customer relation leading to customer satisfaction.

The hospitable conduct teaches us how to communicate, how to behave, how to present yourself and how to present food to the guests. The image of any hospitality organisation depends upon not only the individual staff member but also the entire team.

Customer as a guest

A customer is a person or organisation that uses economic services or commodities belonging to others. Hospitality is not just a business but has become an industry now. It deals with customer satisfaction but needs to pay the employees their salaries, earn profits and sustain competition. Customer has to pay for the services they avail. Thus, a customer is a guest for hospitality industry and hence avails the hospitality



services on payment basis. Therefore, the customer (guest) satisfaction becomes important for hospitality, in order to generate and sustain business.

NOTES

Customer centricity in hospitality

Hospitality functions entirely around the customer (guest). Though the customers like to be recognised and addressed with their name and feel happy if the staff shows a friendly approach towards them. However, there is a thin line difference between being friendly and being familiar. The customer wishes that he should be recognised and that the staff be familiar with him, his likes, dislikes, etc. However, it gets annoying and uncomfortable if the staff gets over-friendly and starts invading the guest's personal space.

To avoid this, you must:

- never get too close to customers physically. Maintain an arm distance at all times.
- not ask personal questions.
- not suggest or recommend regarding personal choices.
- not comment on family or personal issues.
- not discuss your personal matters with them.

Practical Exercise

Activity

Visit a hotel in your vicinity, discuss with the various departmental managers about the hospitable conduct followed in their departments and prepare a report on Hospitable Conduct in a Hotel.

Material Required: Writing material

Procedure

- Visit a hotel near your area.
- Observe and discuss with the hotel departmental managers about the important points related to hospitable conduct with the guests.
- Note down the important points of hospitable conduct.
- Prepare a report and discuss in the class.

Check Your Progress

A. Fill in the Blanks

1. In India, hospitality is based on the principle of _____.
2. A _____ is a person or organisation that uses economic services or commodities of others.
3. _____ and _____ are two main components of hospitality.

B. Subjective questions

1. What is hospitality?
2. Explain the meaning of hospitable conduct.
3. Write ten services covered under hospitality industry.

SESSION 2: IMPORTANCE OF BEHAVIOURAL, PERSONAL AND HOSPITALITY ETIQUETTE

Etiquette

Etiquette may be understood as polite social behaviour in the society. In hotel industry, the term 'etiquette' means respecting a guest and others. The hotel staff should be honest, trustworthy, courteous and kind to others.

Hotel and service area staff is the first point of contact when a customer comes to a hotel or restaurant so they must be well-groomed, and be courteous to provide a positive hospitality experience to the guest.

Need and Importance of Etiquette

1. Etiquette makes a person cultured.
2. Etiquette teaches you how to walk, talk and behave in the society.
3. In the hospitality industry, the first impression is the last impression. So proper etiquette makes a lasting impression on others.
4. Etiquette also teaches us how to behave with our colleagues.
5. Etiquette also helps us to get respect and appreciation in the society; it helps create a relationship of trust and loyalty with the guest.



6. Etiquette transforms a person into a sophisticated one.
7. Man is a social animal and polite and courteous behaviour towards others helps you gain respect.
8. The hospitality industry is completely based on proper manners, etiquette and behaviour. This provides brand value to the organisation and also customer satisfaction.

Etiquttes for housekeeping staff

The etiquettes to be followed by staff are:

1. Never run in a restaurant, lobby, foyer and the airport area.
2. Always maintain a smiling face.
3. Never point to give directions.
4. Do not touch guest's personal belongings without their consent.
5. Keep a decent distance during interaction with the guest.
6. Avoid close contact when serving or talking to a guest.
7. Give preference to the young and women.
8. Do not fuss with your hair, scratch your neck or pick at skin blemishes while in the restaurant.
9. Do not smoke in the restaurant.
10. Never count tips in the restaurant.
11. Do not touch the food with bare hands.
12. Do not shout in the restaurant.
13. Do not make unnecessary gestures while talking to the guests.
14. Stand erect in front of the guests.
15. Do not enter the guest area when not in uniform.



Fig. 4.2: Avoid close contact while serving a guest

Types of etiquette

1. *Social etiquette* teaches you how to behave in the society.

NOTES

2. *Meeting etiquette* teaches you how to be formal during a meeting and that one should never attend a meeting without a pen and notepad.
3. *Telephone etiquette* teaches you how to speak on the phone and how you can communicate or receive a message.
4. *Eating etiquette* is essential to make a favourable impression not just in personal gatherings but also in professional ones. The hospitality industry mainly follows the French etiquette of serving and dining.

Definition of Manners

If etiquette teaches you to talk, walk and behave; manners teach you to show respect, be kind and considerate.

Manners

- Reduce conflict with the staff and guests.
- Help create a good impression not only for self but for the organisation also.
- Make a person attractive. A well-mannered person makes friends easily and maintains good relations with the guest also.
- Help make the other person feel comfortable. People consider a well-mannered person approachable and trustworthy.
- Help create a more peaceful world with care, respect, admiration and compassion.
- Help in keeping the guest's self-esteem intact.

Telephone manners

A telephone is a very common tool of communication. A hospitality professional should be careful while talking on the phone as the person on the other end of the line is interpreting what you are saying without seeing you. You should be polite and clear so that the other person can understand the communication easily and clearly.

Answering the phone

Answer the phone according to the time of the day and the name of the department. After the greeting,



inquire politely, "How can I assist you?" or "How may I help you?".

Taking messages

When taking a message for someone else, always politely ask 'I am sorry, Mr. Sharma has gone out. May I take a message?' or 'I am sorry he is busy at the moment, may I take your name and number and the concerned person will call you back.'

In case you are not comfortable giving information or do not have the information, then politely say, 'I am sorry I do not know but I would be happy to pass on the message to the concerned person.'

Always pass on the message to the concerned person with the name, number and calling time so that the call can be returned and the information provided. Even if the person on the other end is demanding and brusque, continue to be polite in your interaction.

Greeting customers

While greeting customers, the housekeeping staff should use this language:

- Good Morning/Afternoon/Evening Sir/Madam
- Welcome to our hotel.
- Can I help you? How may I help you?
- Do you have a reservation?
- May I ask you if you have a reservation?

While taking clients to the table

- Come with me
- This way, please
- Here you are.
- Will this table/room be alright?

Body Language, Body Posture and Gesture

In the hospitality industry, no two guests or VVIPs have the same attitude or behaviour, so your body language while dealing with them is very important.

Body language implies non-verbal movement(s) or gestures made by one or many body parts consciously



Fig. 4.3: Facial expressions

or unconsciously while interacting to communicate one's feelings or attitude. It could be by way of facial expressions, hand movements, facial expressions, etc.

Following are the components of correct body language:

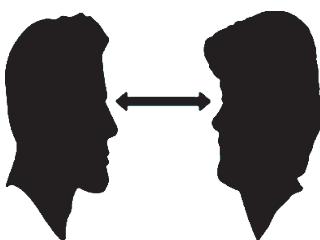


Fig. 4.4: Eye contact

Make eye contact and have the correct posture

- As soon as a guest arrives in the restaurant and conversation begins, you should always maintain eye contact and pay attention.
- Make sure the customer feels comfortable. Never stare at the customer. Make sure to blink and look away at regular intervals.
- If a customer talks about an experience, an issue or a product, nod your head to show you understand and agree with your body language. However, while nodding keep your facial expression relaxed so that the customer does not think that you are annoyed.
- Avoid using mobile phones or tablets during the conversation.

Give a warm smile

As you are at the first point of contact for the customer, always wear a genuine smile to show positivity and trustworthiness. Do the same during departure. This ensures that the customer leaves in a happy mood.

Use friendly gestures

- Gestures are verbal or non-verbal ways to express or show an idea and emotions. For example, hand movement, movement of the whole body, facial expressions, head movement, etc.
- Gestures are often used along with a verbal message. Isolated gestures convey one message while gesture clusters convey myriad expressions in several gestures.
- Use your hands to convey a cordial gesture during a conversation. These light up thoughts and improve your creative thinking.



Tone of voice

NOTES

- The voice of a person usually enables the listener to not only identify the gender of the speaker but also their emotional state and cultural background. E.g., happy, excited, angry, worried, Gujarati, Bengali, Punjabi, etc.
- The tone of voice is an important mode of emotional expressions.

Read customer emotions

- It is a widely accepted fact that although a person might be able to hide anxiety and stress by controlling the body posture and facial expressions, but in most cases the movement of the person's legs and feet reveals the true emotional state.
- Manual Cleaning staff should have the ability to read a person's state of mind by observing the foot movements. It will help in serving and dealing with the customers better.

Use of Proper Language and Politeness in Customer Dealing

- Hospitality is an area where worker has to deal with customers having proficiency in different languages, accent, voice and pronunciation. The manual cleaning staff should be able to use language properly while talking to the guest.
- The staff should be able to speak clearly and understand clearly what the customer is saying and ordering.
- Staff should be able to construct simple and small sentences in more than two languages.
- Clear speech and speaking good functional English is a valuable asset for any person working in the hospitality industry.

Dealing with the Guest

Some of the precautions to be taken by the housekeeping staff while dealing with guests are given hereby.



NOTES

1. Never refuse a guest's request. In case of difficulty, forward the request to a senior.
2. An angry or unhappy guest should be appeased with 'Sorry for the inconvenience caused to you Sir/Madam'.
3. Do not joke, make personal inquiries, show attitude, or flirt with a guest.
4. Do not interrupt a guest who is conversing with someone, unless it is urgent.
5. Never say 'I don't know' when asked about something without adding 'allow me a moment to find out' or 'let me see to it'.
6. Never touch a guest.
7. Do not work in a hurry and make the guest uncomfortable.
8. Do not have a personal conversation with the staff in front of a guest.
9. Do not eat in front of guests.
10. Maintain guest privacy and your own privacy as well.
11. Never use strong perfume as some people are highly allergic and scent sensitive.
12. Treat all the guests with respect.
13. Do not gossip about co-workers, or guests.
14. Try to remember what the guest had ordered. If you do not know this or have forgotten or are unsure, refer to the order slip.
15. Always maintain a positive attitude towards guest enquiries and/or complaints and pay attention to them.
16. Maintain ethical behaviour with guests and also with your colleagues, superiors and juniors.
17. Keep up your personal integrity while dealing with everyone. Help the guests ensure that none of their belongings are left behind.
18. The housekeeping staff should be courteous, helpful and polite with the guest when they are departing. Wish the guest good day, say thanks for visiting and extend the invitation for coming again.

Practical Exercise

NOTES

Activity

Visit a hotel and observe the Housekeeping Personnel dealing with the guest.

Material Required: Writing material, chart paper, etc.

Procedure

- Visit a hotel nearby your area.
- Observe the housekeeping staff while they are dealing with the guests.
- Note down your observations under the following parameters:
 - (a) Dress code of Housekeeping Personnel
 - (b) Etiquette followed during communication.
 - (c) Use of specific words to create good relationship with the guests.

Check Your Progress

A. Fill in the blanks

1. _____ may be understood as polite social behaviour in the society.
2. _____ teaches you how to behave in the society.
3. _____ is a very common tool of communication.
4. _____ teach you how to show respect, be kind and considerate.

B. Subjective Questions

1. What is etiquette? Explain the need of etiquette.
2. What are the various etiquettes followed by hospitality staff?
3. Discuss the various precautions to be taken while dealing with the guests.
4. Explain the various components of body language.

SESSION 3: RESPECT FOR PROFESSION AND PROFESSIONAL DEALING

Hospitality staff deals with guests, which involves various manual and psychological responsibilities. Various documents are generated while dealing with the guests so, recordkeeping of the documents also becomes necessary for various reasons such as, feedback analysis, money transaction and repeat business.



NOTES

Office manners and proper office conduct is needed to do office jobs. Office manners are closely associated with work behaviour. A person working in an organisation should follow office manners and behave like a highly skilled professional.

Customer Grievances and Complaints

A grievance is resentment over something believed to be wrong or unfair. In the hospitality industry, grievances and complaints are used positively to improve their products and service qualities, attain customer satisfaction and customer attention.

Reasons for guest grievances

1. Absence of friendliness in staff.
2. Unnecessary excuses by staff.
3. Absence of good conduct and courtesy.
4. Unhelpful attitude of attendants.
5. Lack of response towards the guest.
6. Food not delivered on time.
7. Room not cleaned properly and on time.
8. Corridors and other public spaces not clean and tidy.
9. Non-responsive attitude of management towards complaints, etc.

Customer Assistance

The manual cleaning staff should provide assistance to the guest while receiving and greeting the guests and showing them the room allotted. They should be trained to anticipate a guest's requirement, e.g.:

1. When a guest arrives, approach and greet with a smile on your face, make eye contact and keep good body posture.
2. Greet the guest with a 'good morning', 'good afternoon' or 'good evening' depending on the time of day.
3. Escort the guest to the allotted room with the luggage. Unlock the door and switch on the lights.



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4. Offer to help the guest with their luggage. Inform the guest about various amenities and fixtures in the room and their operation.
5. Hand over the remote of AC, TV, etc., to the guest.
6. Fill in the flask or the jug of drinking water.
7. Ensure that the quilt or blanket is in place on the bed.
8. Inform the guest about the placement of lift(s) and fire escapes.
9. Ask politely for any specific requirement of the guest other than food, amenities, etc., and help with the same.

Brand Value of Company

Brand value is the asset of every company. It carries and conveys the image of a company or product, service or person created on a customer's mind. In today's competitive world when there remains less non-distinguishable difference between two same products of different companies, it becomes very difficult to communicate better quality of a proposed product to a customer. Brand is an image that gets embossed on a customer's mind. Whenever a customer comes across a brand name, he relates it to a certain product, company or service for which the brand is being used. The manual cleaning staff comes directly in contact with the customer, i.e. they are the ones the customer sees frequently. Their manners and etiquette add to the brand value of the company or services that are offered.

Customer Loyalty Programme

Customer loyalty is directly related to organisational existence and growth, which is a direct result of happy, satisfied and loyal customers. If a customer is happy and satisfied with the services, they will definitely become a repeat customer, thereby spending time and money for your organisation. A satisfied customer is the most effective word-of-mouth publicity representative

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for your hotel. As against the publicity measures taken by the hotel itself, the word-of-mouth publicity done by customers is far more effective since it immediately conveys credibility and quality of your hotel. This, therefore, draws in greater number of new customers along with increasing the number of repeat customers. Hence, the loyalty of customers is always beneficial to both the company and other stakeholders. It is advised that the company gives privilege and/or rewards to such loyal customers. It is a well-known fact that acquiring new customers on your own is more difficult as compared to retaining the existing customers and converting them into loyal customers. Points to be considered to create a loyal customer are:

1. **Be honest and generous to the customer:** If in an organisation, employees are honest and careful in customer dealing, it gives repeat business and loyal customers.
2. **Be thankful to the customer:** Customers are business-giver, so be honest while dealing, submitting bills to the customer, helping him in planning local visits and establish a relationship with the customer. If this happens, always be thankful to the customer or guest.
3. **Develop loyalty programmes for the company:** Development of such programmes differ from organisation to organisation, to promote business and generate loyal customers, every organisation must have such programme. Such programmes may start from giving discount to offering other benefits.

Special attention guests

There are a few guests who need to be given special attention. These are ladies, infants, small children, elderly, handicapped or disabled, foreign guests and guests having medical or health issues. Such guests should be given special care and help as per their specific requirements. The special attention guests are categorised as SPATT.



Following points should be kept in mind while giving special attention to the guests:

1. Escort the guest to the guest table or room and help them to be seated.
2. Offer them a seat and make them comfortable.
3. Serve the elder guest first with care and respect and ask for any special assistance.
4. Anticipate the guests for their special needs, problems or disabilities.
5. Young or infant guests should be treated differently. Use a friendly tone to familiarise with the child. Ask if there is any special requirement.
6. Provide a wheelchair for the specially-abled guest, if required, and seat them in an area that is easy to access.
7. Offer escort to a visually impaired guest and serve them with special attention.
8. Use sign language with a guest having hearing impairment.
9. Use a common language to communicate with foreign guest or use a translator.
10. Guests with health issues should be served food according to their need.

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Practical Exercise

Activity

Visit a hotel in your area and ask the hotel management how do they develop customer loyalty programme.

Material Required: Writing material, chart paper, etc.

Procedure

- Visit a hotel near your area.
- Note down the basis of customer loyalty programme.
- Note down each category of loyalty programme and their advantages.
- Prepare a sample programme and present it in the class.

Check Your Progress

A. Match the following:

	Column A		Column B
(a)	Customer Loyalty Programme	(i)	Form of Feedback
(b)	Grievances	(ii)	Faith in the company or its brand
(c)	Brand Value	(iii)	Special Attention Guest
(d)	SPATT	(iv)	Loyal Customer

B. Subjective Questions

1. Discuss the grievances of customers.
2. What is customer loyalty? Explain the customer loyalty programme.
3. Write the importance of brand value.
4. What are the reasons for guest complaints?
5. Explain the various points to be followed while attending special attention guests.

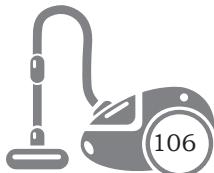
SESSION 4: GAIN INSIGHT INTO CUSTOMER SATISFACTION

Customer satisfaction is a prime factor in the hospitality industry and the industry endeavours to focus especially on customer satisfaction which is created on the basis of F&B services, housekeeping and accommodation arrangements.

The main task of customer service department is to provide best possible products and services and always be actively involved in customer interaction and satisfaction. Customer satisfaction is a way to ensure customer retention and repeat business.

Customer satisfaction is a complex process. Satisfaction in the service industry can be enhanced on the basis of guest review. It is the duty of the hospitality staff to collect negative and/or positive feedback from the guests and pass them on to the customer service department or section.

Customer satisfaction is based on customers' experience and their overall experience with the service provider and is also the result of services.



The maximum interaction of customers with F&B and housekeeping staff takes place in the hotel rooms and the dining area. As such, most of the assessment of customer satisfaction is derived in these two sections.

Customer's satisfaction is influenced by two factors: experiences and expectations with the service provider. Satisfaction is thought of as overall customer attitude towards a service provider. Customer satisfaction is the accumulated experience of a customer's purchase and consumption experience.

Factors that Build Customer Satisfaction

There are three important factors that build customer satisfaction:

1. Price
2. Quick service
3. Atmosphere

Guests are mostly dissatisfied for the following reasons

1. Insufficient parking availability near hotels.
2. Cleanliness and ambience of the hotel.
3. Size of the room and layout of the furniture therein.
4. Frequency and quality of housekeeping services.
5. Unavailability of food variety. A greater variety of food, products and services attracts more customers and serves the expectations of many customers.
6. Quality of food is another important factor. Poor food quality results in bad customer feedback and loss of customer base. Food quality matters a lot when it comes to processed food, so it must be served fresh.
7. Unavailability of professional staff.
8. Poor service quality.
9. Poor etiquettes and manners of staff.
10. Not anticipating the guest needs and fulfilling them.
11. Not handling the guest complaints properly.

Brand Value of a Company

Hospitality organisation like hotels and resorts need to maintain their brand value all the time. It is the brand value of the organisation that lets the customer to take the decision to visit a particular hotel. Good brand value can easily get customer trust through customer satisfaction.

Any hospitality organisation can enhance the brand value by customer satisfaction by following certain practices like (Fig. 4.5):

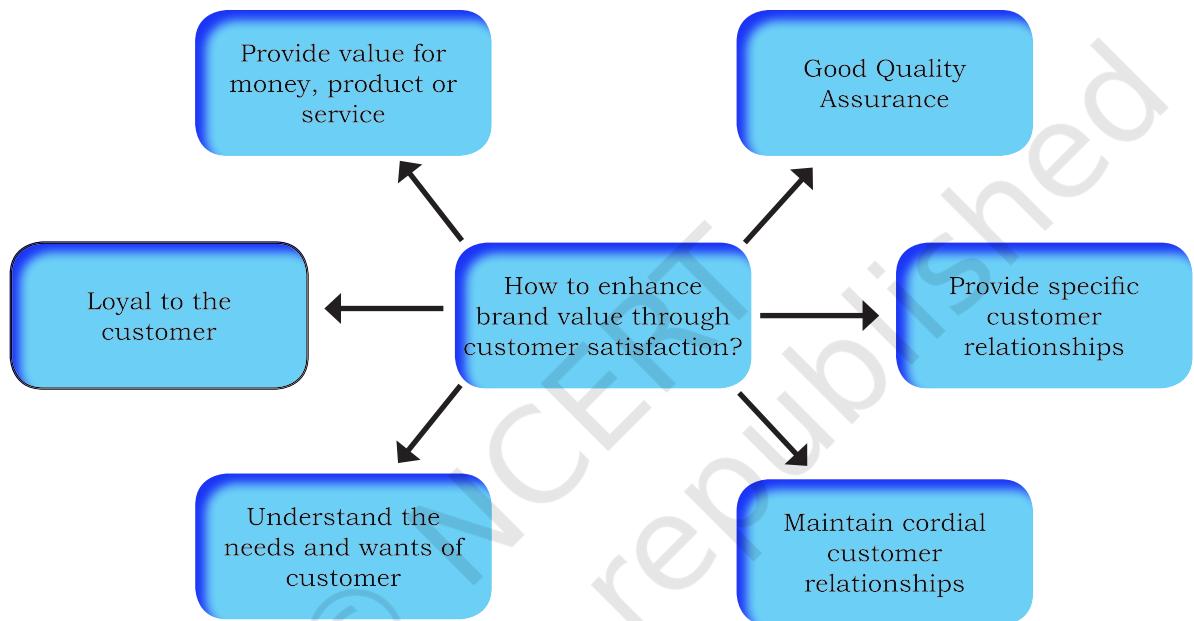


Fig. 4.5: Enhancing brand value through customer satisfaction

Maintaining the needs and wants of customer

To keep the customer satisfied all the time, it is a good practice to identify and fulfil the customer expectations. For example, a customer may want a personalised car parking service attendant in a hotel and this need can be fulfilled by valet service offered by the hotel staff.

Loyal to the customer

Building a trust with customers is a good practice as customers always want to communicate with trusted



employees or staff. It is the duty and responsibility of the hotel staff to maintain customer trust all the time.

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Offering value for money product or service

Value for money product or service refers to a product that meets the customer needs and is within a reasonable price or cost. For example, a customer wanting to have two single beds for two persons in a limited budget can be offered a twin bedroom within a customised pocket friendly price.

Maintain the quality of the product

It is the responsibility of the hospitality staff to make sure that all the products and services offered to the customer is of highest quality. Quality here refers to maintaining the standard of the offered product. For example, product like guestroom offered to a customer needs high standard of maintenance and cleanliness.

Provide correct information

Never give a false promise or incorrect information to the customer. If you are not able to provide correct information or solution to the guest query, always call the superior staff. For example, if an in-house guest asks for the information of the city and you are not aware of it, you can take the help of senior colleagues to give correct information instead of providing incorrect information.

Maintain good relationship with the customers

To get a repetitive customer for a long time, it is a good practice to offer various discounts, benefits or complimentary services like valet service or laundry service during their stay to the customer. These activities help in retaining the customer for a long time and add to the profit of the organisation.

Practical Exercise

Activity

Visit a hotel of your area and discuss with the manager about the various practices that they follow for customer satisfaction.



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Material Required: Writing material, chart paper, etc.

Procedure

- Visit a hotel near your area.
- Discuss with the manager about various practices they follow for customer satisfaction.
- Note down your observations in the notebook.
- On the basis of your observation, prepare a report on customer satisfaction.
- Present it in the class and discuss with the classmates.

Check Your Progress

A. Fill in the blanks

1. The main responsibility of customer service department is to provide good quality _____ and _____.
2. Customer satisfaction is the key element to enhancing _____ of the company.
3. Personalised car parking service assistance is called _____ service.
4. It is the duty and responsibility of the hotel staff to maintain the _____ all the time.

B. Subjective Questions

1. What is the importance of customer satisfaction?
2. Write the likely reasons for guest dissatisfaction.
3. How to enhance brand value through customer satisfaction?
4. What are the key factors that build customer satisfaction?



Unit 5



Gender and Age Sensitive Service Practices

All service industries need to follow a standard of Gender and Age parity in both — providing the service or catering to a client. The vertically typical ‘Gender Pyramid’ is prevalent almost everywhere, with women dominance in low-level and less remunerative jobs coupled with less career development opportunities as opposed to men who occupy most of the top level and managerial positions. Till very recently, transgenders almost had no major role to play in any industry, specially in India. The deeply entrenched beliefs and stereotyped attitude towards different genders in general and specifically at the workplace are the main barriers in gender equality.

Though India is a fast developing country, yet gender bias between the two major genders — male and female prevails prominently. In this unit, focussing on these two genders we will learn about the disparities met out against the female gender, who constitute more than half of its demographic population.

You will also study gender and age sensitivity in Indian tourism and hospitality industry.

Status of women in a society gets reflected in the roles played by them in its institutions such as family, political or other social groups. In the hospitality industry also, women hold more positions of power



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now than in the past. Indian hospitality industry also shows the same pattern. But compared to their share in population, women hold fewer positions compared to males. This is in spite of a number of measures taken by the government through legislation and policy measures.

SESSION 1: WOMEN'S RIGHTS AND RESPECT AT WORKPLACE

Women's rights in the workplace include many facets, such as the right to work during pregnancy. An employer cannot exclude a woman from a position due to pregnancy as long as she can carry out her tasks satisfactorily. The employers must not deny hiring a person on the basis of gender. Care should be taken that a woman employee of an organisation is not exposed to sexual harassment of any kind. This includes ensuring that an antagonistic work environment does not exist at the workplace where a woman is subjected to sexual comments, touching, as well as unwanted sexual advances that put her under fear of losing her job if she does not comply. All such advances should be reported to the Equal Employment Opportunity Commission or to the supervisor. Any gender can be appointed at any job role in an organisation. As the financial status of women increases, so does the welfare of their families, children and the nation.

Gender Issues at Workplace

In most of the organisations, sexual harassment is one of the major problems and issues faced by working women.

What is sexual harassment?

Sexual harassment can be described as any unwelcome sexual conduct on job that creates a frightening, hostile or offensive working milieu. For any kind of verbal or physical action or gesture done by a male towards a female which makes a woman uncomfortable and embarrassed amounts to sexual harassment.



Company's policies to prevent sexual harassment

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It is the responsibility of the owner and/or management of every organisation or company to provide and maintain a workplace that is free of potential sexual harassment of women employees. Not only is it a legal obligation on the employers, but it also reflects a good business sense. If sexual harassment at workplace exists, it would not only lead to poor employee morale but also low productivity and legal implications. Any kind of gender discrimination and sexual harassment of women is prohibited by law.

Strategies for prevention

The most effective weapon against sexual harassment is prevention. The responsibility of preventing sexual harassment rests on the employer. Employers are, therefore, required by law to take steps to prevent and deal with harassment at the workplace. The employer may be held liable for any harassment which occurs at workplace, even if unaware that the harassment was taking place.

Following are the ways that can be adopted to reduce the risk of sexual harassment at a workplace such as:

Vishaka guidelines

'Vishaka Guidelines' are a set of procedural guidelines used in India in case of sexual harassment. They were promulgated by the Indian Supreme Court in 1997 and were superseded in 2013 by The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The judgement laid down the guidelines making it mandatory for every employer to provide a mechanism to redress grievances pertaining to workplace sexual harassment and enforce the right to gender equality of working women.

Adopt a clear sexual harassment policy

In the employee handbook, there should be a policy devoted to sexual harassment.

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That policy should:

- define sexual harassment
- state in certain terms that company will not tolerate sexual harassment
- state that the company will discipline or fire any wrongdoers
- set out a clear procedure for filing sexual harassment complaints
- state that the company will investigate fully on any complaint that it receives, and will not tolerate retaliation against anyone who complains about sexual harassment.

Train employees

Yearly training sessions must be conducted for employees to endow them with education and information about harassment on regular basis to make it clear that harassment will not be tolerated at the workplace.

Train supervisors and managers

Yearly training sessions for supervisors and managers must be conducted apart from the regular employee sessions. These sessions should educate the managers and supervisors about sexual harassment and explain how to deal with complaints. Develop an anti-harassment policy together with the employees, managers and union representatives.

The policies must be communicated to all the employees, and management or employer must assure that all the managers and supervisors understand their responsibility to provide a harassment-free work environment. Employers should also provide a mechanism for addressing sexual harassment in a confidential and sensitive manner after a grievance has been filed.

Facilities for women available at work

The facilities which are of significance in context of women safety at workplace, those must be provided by the employer not only in hospitality sector but in every sector. These can be listed as given hereby.

Transport facilities

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Transport facility to commute between the residence and workplace is provided to women employees as an important safety measure. As employee security is of paramount importance, the following measures are generally put in place to oversee the security of female employees who are required to travel for official purposes early morning or late evening. Such policies are applicable to all the female employees who have to report to work for official reasons early morning, i.e. before 6:30 a.m. or required to work till late in the evening, i.e. after 7:30 p.m.

Basic guidelines

- Transport arrangement is made for the female employees working in 24*7 operations or as per the approval of respective department heads.
- The roster should be devised so as to ensure that the last drop is not of any female employee.
- A security guard of the company must escort the vehicle in which any female employee is Travelling.
- All the guards escorting company employees must be provided with a mobile phone and emergency contact numbers.
- Every company shall establish an emergency contact number, which shall be monitored by the Administrative Department.
- All cabs provided by the company shall prominently display an emergency helpline number.
- Admin department shall conduct regular briefings for the drivers on code of conduct to be followed while on duty.

Reporting abuse

It is for the employer to create a positive atmosphere at the workplace where a woman is encouraged to come to work, feeling secured with the knowledge that she will be treated with dignity, respect and will be protected from harassment. At the time of orientation, all women in an organisation must be made aware of their rights, facilities and actions that they can initiate regarding sexual harassment. All organisations must have a Code



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of Conduct agreement in place to be affirmed annually by the employees and vendors with clear defining behavioural norms. A sexual harassment committee must be set up for reporting to the Managing Director or a senior member of the management and headed by a woman. Strict disciplinary action must be taken against those found violating the code of conduct to ensure that it is not repeated. Organisations with pan-India presence should have regional heads as members of the committee.

The majority or at least two women should be on the committee, one from the staff and one from management. Every office should have a representative reporting to the committee. Every complaint verbal or written must be documented and investigated promptly by the committee and appropriate action must be taken irrespective of the person being a senior, supervisor, colleague, staff, customer or vendor. In smaller organisations, an external sexual harassment committee should be appointed.

Maternity leaves

Women employees should have minimum 80 working days to her credit in last 12 months counting from the start of maternity leave to be eligible for maternity benefits in that organisation. This law also states that all the working women are entitled for minimum 12 weeks of maternity leave. And at most six weeks leave may be taken before the day of delivery. A Casual Leave (CL) may or may not be clubbed with maternity leave. These rules will vary from organisation to organisation. Large public limited companies, public or private sector banks and large private sector companies grant maternity leaves to their women employees, varying from 90 days to 180 days. Some organisations also permit their women employees to extend the leave up to one year (with or without pay). They even provide the facility to cover childbirth expenses in a good hospital for all the employees.

Working hours

Indian law does not allow working of female employees beyond acceptable hours after 7:00 pm in factories

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and commercial establishments. The employer should understand that working beyond permissible hours can only be done on rare occasions and not as a norm. Any deviation from this requires prior permission of government authorities. Such permissions are conditional and impose restrictions and duties on the employer aimed at ensuring security of the female employees. Arranging for safe transportation facilities for female employees who are working beyond permissible hours is mandatory. Non-adherence of such conditions attracts penalties.

Safety measures for female employees

Following are the basic safety measures which are essential for women's safety at workplace:

CCTV cameras

Though the workplace may be a secure area, other common usage places such as, washrooms, smoking areas and cafe areas may pose threat. One simple measure which is commonly adopted for this is CCTV. The CCTV surveillance at common places is essential. A CCTV must be placed on the way to the restroom. Proper lights are needed and all the doors should have proper latches, etc. A female security guard staff is also required near the toilet.

Lockers

To keep the personal belongings safely, safe deposit lockers or cabinets are provided to every staff in the ladies restroom. The restrooms are facilitated with basic facilities such as dressing tables, couch to rest during breaks, changing room, and alarms and fire extinguisher in case of any emergency. The way leading towards the restroom or locker room has to be kept under CCTV surveillance for security reasons.

Anti-sexual harassment committee

It is the legal responsibility of every employer to provide a workplace free of sexual misconduct with its women employees. As such, in every organisation, an anti-harassment committee is constituted which forms

the policies to set forth a detailed mechanism by which female employees can make complaints when facing sexual harassment.

Women's helpline

As an effective safety measure for female employees, women helpline numbers are also displayed in common public areas such as washrooms, cafeterias, etc., so that these can be displayed in case of emergency as and when required. A national women's helpline is a service provided specifically to serve only, or predominantly, women victims of violence.

Safety and security for female travellers

As per industry experts, 10–18 per cent of their guests comprise of single women travellers. In India, hotels have begun understanding that single women traveller is a fast growing, niche market and has a tremendous potential in India. Hotels that often perceive their customers as only men could be losing a lot of clientele if their practices or facilities are not tailored to suit the female customers. With the change in trends, where more and more women are now travelling for official work trips outside the comfort zone of their home and cities, safety and security is of utmost priority. Hotels have now started becoming more considerate towards this aspect and are adopting various methods to ensure good service for the guests. Hence, specially designed programmes for single ladies help the hotels to assure their lady guests a safe and sound environment.

The basic guidelines adopted at various hotels for providing a safe and secure environment for a female traveller are:

- Never allocate a lone female a room on the first floor as gaining access to rooms on first floor and escaping after committing a crime is easier as compared to higher floors. It is a policy of all hotels and accommodation set ups.
- When allocating a room to a single female, try to allocate a room located in the middle of the floor.
- Lone female travellers can be automatically upgraded to the next available room type. Mostly,

in good hotels, women are allotted rooms with tariff or facilities higher than they are paying for, in view of safety.

- Offer escort service from hotel car parking, especially at night.
- Provide well lit, on-site car parking with CCTV, if possible.
- Never read out lone female's room number when checking in, just point out the room number on the registration card (applies for other customers, too).
- Make lone females aware that all the rooms have peep holes on doors for added security.
- Never give out lone female's name or room numbers.
- Bedside lighting controls provided as per standard in all the rooms.
- As far as possible, women attendants should be put to render service in rooms occupied by lone ladies. Similarly, men attendants should serve rooms occupied by lone men or group of men.
- Health and safety guidelines in place for staff on non-harassment of lone female guests.
- Lone female guests should not be seated around the edge of the dining room facing the entrance.

Practical Exercise

Activity

Visit a luxury hotel near your area, study the policies and procedures followed by the hotel to prevent sexual harassment cases. Based on your study prepare a short report (1000 words approx.).

Material required: Writing material

Procedure

- Visit a hospitality organisation near your area.
- Discuss with the manager about women's safety and guidelines followed by the organisation for prevention of sexual harassment.
- Note down the important points in your notebook.

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- Based on your study, prepare a short report.
- Make a collage of images showing laws and policies for tourism and women safety in hospitality sector.
- Present or display the report in the class.

Check Your Progress

A. State True or False

1. It is a legal obligation of any company or organisation to maintain a workplace free from sexual harassment.
2. Women employees should have minimum 80 working days to her credit in last 12 months counting from the start of maternity leave to be eligible for maternity benefits in that organisation.
3. The Vishaka Guidelines were promulgated by the Indian Supreme Court in 1999.
4. The most effective weapon against sexual harassment is complaint.
5. Many companies introduce security measures for female employees commuting by the company transport facilities.

B. Subjective Questions

1. Explain in brief company's policies to prevent sexual harassment.
2. Write a note on facilities available for women at workplace.
3. List all the facilities related to female traveller safety and security.
4. List a few common safety measures adopted for safety and security of female employees.
5. Write a note on 'Women's rights and respect at workplace'.

SESSION 2: GENERAL FACILITIES FOR AGE AND GENDER

Facilities for Different Age Levels and Gender in Hospitality

Facilities and services should be designed, provided and maintained to ensure the safety and emotional well-being of children, old age and young people. Following are the general facilities provided by any hotel for each age and gender.



Children

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A hotel can include the following facilities for children:

- Children's pools with slides
- Baby care station
- Mini club or playground
- Baby chairs
- Children toilet-seats
- Electricity plug-cover
- Tennis lessons (on extra charge)
- Animation or Mini Disco
- Babysitting available (on extra charge)
- Cots

Elderly guests

Senior citizens or elderly guests include people aged 65 years or more; such people have already attained retirement age and have fewer responsibilities on the domestic front. As such, they are more likely to spend their free time socialising with people of similar age, and on leisure. Senior citizens present in the country deserve special attention from the hoteliers especially considering that they have more time to spend socialising with their peers after retirement. They are also free to travel and visit friends and relatives and when such is the case, the need for hotel services arises.

A hotel can include facilities such as:

- Sidewalks
- Wheelchairs
- Porter service
- Dietary provision
- Standby medical services

Young or single women

Hotels are working overtime to accommodate the needs of one of the fastest growing demographics in the travel industry, i.e., businesswomen. A woman might choose a hotel for business travel and then, if she likes it, go back for a weekend stay, or book the room again with the



family. Hotels are starting to realise that when it comes to travel decisions, women are really influential. Thus, all hotels across the globe are focusing on facilities for young or single women travellers. A few women-friendly facilities which are offered at luxury hotels across India are discussed here.

- Exclusive floor(s) for ladies, where each room is equipped with a security camera that allows the resident to see who is outside the door before opening.
- For single lady travellers, the hotel service ensures that they receive rooms closest to the elevator, and that their requests are delivered by women executives.
- Adjoining rooms are assigned to women travellers for their safety and comfort. Lady travellers are escorted to their rooms by female staff.
- A ‘for your care’ kit comprising women’s personal products (nail file and nail polish remover, and hygiene products; to name a few) should be provided to the guests.
- Many hotels’ airport representatives assist lady travellers. Lady chauffeurs take them to the hotels at specific destinations.
- Women staff, butlers and executives are assigned to lady travellers through the course of their stay.
- At the spa and beauty salon, lady therapists are available for women travellers.
- For cultural experience, many hotels offer complimentary yoga sessions and cookery sessions; furthermore, female guides can also be assigned to lady travellers for sightseeing and excursions on request. There is also an in-house shopping arcade.

Unique Needs and Wants of Guests

Guests visit hotels for different reasons, the front desk team should be smart enough to identify and categorise different types of guest and their needs. This will allow them to provide an anticipatory service and exceed the guest’s expectations.



Medical travellers

Hotel staff should be sensitised to the medical traveller's unique needs and expectations. In a broad spectrum, medical guests require more hands-on care than normal guests. Hotel staff should make a habit of calling medical guests once or twice a day to make sure that they do not need any help and have everything they require. Hotel staff should be trained to anticipate these needs and any safety do's and don'ts (such as, do not need any help what to do and whom to call in an emergency) when serving or aiding medical travellers.

Infants or toddlers

Luxury hotels sometimes have adjoining rooms for children to provide the guests with more space and privacy, but the guests have to pay for it. Such hotels specifically state that it caters to families and children and are expensive. Many hotels offer a range of facilities for babies and toddlers, such as children's tea-time, play areas, highchairs, and cots to make guests' holidays as enjoyable as possible. Some hotels also have a crèche or childcare facilities, so that the guests can take some time away from the baby but still be within the hotel.

crèche: a nursery where babies and young children are cared for during the working day.

Business travellers

Such guests mostly arrive in the afternoon or late evening and depart early in the morning. Their average stay could be between 1–3 days.

Their needs:

- A steady and fast Internet connection, to access email
- Basic business centre service (copy, print, fax)
- Travel adaptor, mobile, iPhone, iPod, iPad chargers and connectors
- Ability to connect to multiple devices thorough Wi-Fi
- International newspaper and magazines
- Early and healthy breakfast
- Providing facilities and environment to enable guests to undertake their official or business work peacefully and efficiently.



- Healthy and stimulating lunch, dinner and room service menus.

Family guests

This constitutes the guests travelling with children, parents or relatives. They generally travel for visiting relatives or attending marriages or special functions.

Their needs:

- Sofa bed, baby cot (including amenities), extra towels
- Connecting rooms
- Special children menu
- Baby sitting services
- Kids' pool and activities for children
- Recommendation of fun places like amusement park, zoo, city tours, beach activities, etc.
- Extra care, if travelling with old parents

Basic Safeguards and Emergency Procedures for Senior Citizens in Case of Emergencies

The Housekeeping Attendant will be expected to help the guests evacuate, especially children and elderly. They may ensure that all rooms are vacated before they themselves evacuate. Also, if time permits, they should carry with them their job sheet, room allotment list and other documents. These documents should be handed over to the Marshal or another authority after evacuation.

Both guests and the staff have to evacuate the hotel in case of an emergency. At such times, hotel officials and relief workers may not be able to reach everyone right away. Though signages are displayed at several points in hotels which displays procedures to deal with emergencies, guests should be educated in advance at the time of check-in about the support network for senior citizens as a preventive measure for any hotel to handle an emergency.

Following are a few basic safeguard and emergency procedures that can be followed:

- Family contact information should be kept in elderly people's wallet.



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- Educate about the availability and accessibility of support items like wheelchairs and walkers so that they can be found quickly.
- Advise the attendants of senior citizens to keep the medicines along with them.
- Hotel staff at the Front Office must note alternative contact numbers of senior citizens' guardians so as to easily contact in case of emergency.

Importance and need of medical facility at hotel

Being ill when far from home is highly stressful; thus many hotels have basic medical facilities to provide prompt dedicated healthcare support to their guests. As more and more patients travel to different countries and States to access healthcare services, it is becoming increasingly important for hotels and other hospitality service providers to understand their role in the medical facilities at hotels. What can hotels do to ensure an optimal recovery environment for guests? Hotels that wish to cater to medical guests need to be clear that their main mission is not to provide medical care, but instead, to provide first-aid to their guests. Hotels that cater medical facilities should consider making the following modifications to hotel spaces and a percentage of their guest rooms:

- Hotel entryways should be wheelchair accessible
- Corridors free of any steps or abrupt vertical level changes
- Full size elevator that can comfortably accommodate a wheelchair or a patient with a walker
- All doors into and within select guest rooms should be at least 32" to accommodate wheelchairs, crutches or walkers
- Ample room space to manoeuvre a wheelchair
- Wheelchair accessible peep holes
- Portable shower benches
- Faucet controls and shower diverter can be turned on and off easily and are operable and usable with one hand
- Elevated or raised toilet seats with a grab bar

Recreational facilities for children tourists

It has been projected that play or recreational activities are outlets of expression of excess energy, channeling it into socially acceptable activities that fulfill individual as well as societal needs, without need for compulsion, and providing satisfaction and pleasure for the participant. Recreation is an activity of leisure, leisure being discretionary time. Recreational activities are often done for enjoyment or pleasure and are considered to be 'fun loving activities'. At family hotels, you will find all rooms that have been furnished with the needs of younger families in mind. Hotels also provide additional equipment that will make a holiday with babies and toddlers as easy as possible. Interactive indoor and outdoor recreational activities ensure that children have an enjoyable stay at the hotel. All recreational facilities for children are always under the supervision of attentive qualified staff.

Few recreational facilities for children tourists are:

Indoor play areas

The play area provides facilities to children of board games, drawing and painting, face painting, photo frame making, nature craft, hair braiding, shirt painting, pool games, sand castles, puzzles, etc. With regards to children below the age group of four, parent supervision at the play area is essential wherein the child can play with soft toys and building blocks. In many hotels, a special section is dedicated to toddlers up to the age of 4 years. Equipped with adorable soft toys and other baby-friendly toys, this space offers mothers a serene haven to play and spend time with their babies.

Outdoor play areas

Fun and action, fantastic experiences and hour after hour of entertainment all add up to endless pleasure. The play areas may include mini hockey pitch on grass, volleyball court, mini golf and numerous safe open green spaces with swings, see-saw, slides, etc. Also, there may be a tricycle trail with pedal go-karts where children can play freely without disturbing the adults.



Special restaurants for kids

Hotels have facilities like restaurants reserved for children which have a pizzeria with wood-fired oven and grill and with the option of providing lunch and dinner with the entertainment staff (with extra charge at lunch for those young guests who have booked the half-board option). For children up to one year old, the presence of one parent is obligatory.

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Toddler's swimming pool

Hotels have a separate less deep indoor or outdoor swimming pools for children wherein the kids can enjoy under the supervision of attentive qualified staff.

Practical Exercise

Activity

Visit a nearby hotel and note down the various facilities available in the hotel for each gender in a tabular format.

Material required: Writing material

Procedure

- Visit a hotel near your area.
- Discuss with the manager and ask queries about the facilities available at the hotel for each age and gender.
- Observe and note down the information in your notebook about the facilities provided according to age and gender.
- After the visit, prepare a report and discuss in the class.

Check Your Progress

A. State True or False

1. For single lady travellers, the hotel service ensures that they receive rooms far from the elevator.
2. Many hotels have basic medical facilities to provide prompt dedicated healthcare support for their guests.
3. Guest travelling with children, parents or relatives are called corporate guests.
4. Luxury hotels have adjoining rooms for children to provide the guest with more space and privacy, but the guest has to pay for it.
5. Recreational activities are often done for enjoyment or pleasure and are considered to be 'fun loving activities'.

B. Subjective Questions

1. Discuss the general facilities available at hotels for each age group.
2. Write a note on recreational facilities for children tourists.
3. Discuss the need and importance of medical facilities in hotels.

SESSION 3: PRACTISING STANDARD ETIQUETTES WITH WOMEN AT WORKPLACE**Equality of Women at Workplace**

Companies around the world are currently going through a period of transforming and changing. Some are expanding their business globally while some are wondering how the change will impact their organisation. As we know, persons of all genders are entering the labour force in equal numbers but the majority of top management positions still belong to men. Still discrimination at the workplace on the basis of gender remains a problem as social norms continue to restrict the occupational choices by women and men, thereby distorting labour markets, depressing wages, and hurting business innovation and productivity. Women are often unable to break the upper levels of corporate management due to ‘glass ceiling’. The term ‘glass ceiling’ refers to situations where the advancement of a qualified person within the hierarchy of an organisation is stopped at a lower level because of some form of discrimination, most commonly sexism or racism.

There are many reasons that cause this situation. One of the reasons is job segregation. It is the concentration of women and men in different types and levels of activities and employment. Usually, men tend to be highly concentrated in the professions such as managers, supervisor, production supervisors and executives. Women, on the other hand, tend to occupy lesser paid professions such as teachers, secretaries, receptionists and nurses.

Sadly, there are many barriers that prevent women from reaching one of the higher positions in an organisation. One of the barriers is the environment



at a workplace. Organisational culture, employees' attitude and racial stereotypes commonly limit women from actively participating in the organisation. Working parents, especially mothers, usually have to deal with family obligation. They often have to choose between their job and family for which they require flexible hours at work. The concept of spending equal time with the family by all genders is still not culturally popular in India.

Many organisations are trying to integrate changes to enable more women to become a part of the top management positions and fulfil their dreams. Some examples are work from home, flexible timing and so on.

Following measures can be adopted to provide equality for women at work across both horizontal and vertical segregation:

Assign roles or jobs based on ability, not gender

The hiring and allocation of work must be conducted on the basis of an individual's abilities and character, regardless of whether they are male or female.

Following three steps will help in attaining gender equality at workplace:

- Select candidates for interviews based on their education, experience and other required qualifications.
- Pay salaries in accordance with the prevailing rates rather than on the basis of the candidate's previous salary drawn.
- Change company culture to reward the outcomes achieved, not as per the number of working hours.

Encourage women to make the leap

So many women miss out on great opportunities because they think themselves to be underqualified. Meanwhile, men often go after promotions and projects they are not qualified for.

This is where employers can offer equal opportunity for women as well as men by actively encouraging women to take more chances and go for the

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opportunities they desire. External support is great for confidence building.

Build new roles for women so that the business can evolve

With time, greater number of women are entering into the world of work, including the hospitality business. Women bring a different and unique perspective to business and we need to celebrate and integrate it. Instead of trying to shove women into the roles that men have been doing for decades, we should be more interested in hiring savvy women to develop new roles and benchmarks for how success is created.

Stop pay inequality and gender gap

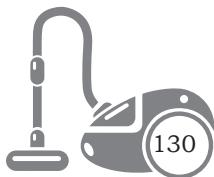
In order to promote female equality at the workplace, it must first begin with equal pay. Pay disparity and gender gap are two of the biggest recurring issues amongst the workforce, and certainly a catalyst to ongoing class action lawsuits. Paying employees fairly and equally based on experience level, not on gender, is truly the first step needed to promote gender equality.

Start at the top

For ensuring equality, this requires a shift in organisational culture, which typically starts from the top chain of command of the company. Create a cross-functional team to find out and study what other companies, competitors and non-competitors alike are doing to promote female equality and its positive effects on culture, retention and business of that company. This team should report its observations to the management of the organisation so that better work practices can be followed.

Have more options for women

The pay disparity generally becomes more marked when a woman gets into family planning. During the time of child bearing, women are generally constrained to avoid taking up more demanding jobs and work responsibilities due to family obligations. Companies need to create more flexible options for such women



including telecommuting, job sharing and consulting assignments to motivate women and keep their financial and professional continuity intact.

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Motivating Women at the Workplace

Women are often dynamic leaders of change. Yet women are still far from equal representation in positions of power and leadership, both in corporate boardrooms and presidential cabinets. Discriminatory laws and practices hold women back, as do limits on education, income and compelling family and social responsibilities.

Following are a few effective ways to motivate women at workplace:

Make mentoring a must

Provide opportunities to women to align themselves with a corporate leader who can coach them, guide them, and help them professionally. This demonstrates your seriousness when it comes to the growth of your female workforce.

Encourage personal sponsorship

Some women advance faster and stronger through a sponsorship, especially when they are stagnated despite being qualified and eligible for a promotion or rise in salary. Sponsors can go to bat for them and advocate for their advancement within the company.

Put some creativity into rewards

When a female employee truly goes above and beyond, a cash bonus may not always be the best way to recognise the achievement. Keep in mind the value of a day off with pay to allow them time to catch up on personal enjoyments, attend a family event or deal with home responsibilities.

Give choice in leading a project

In male-dominated departments, it is easy to draw on the same ten people or the typical 'go to' person for leading a project or completing an important task. Consider bringing in a woman-employee for this initiative to give



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them an opportunity to showcase their abilities and grow. Show trust in women employees also.

Lifelong learning is an investment

Most companies have educational reimbursement plans for formal, long-term programmes. But many women are single-parents or caretakers for elderly parents and that type of commitment is too cumbersome. Consider offering one or two day skill development programmes and allow your female employees the chance to hone those everyday skills needed to grow on the job.

Check how they want to be listened

When a woman shares a problem, check in to see if they just want to vent out or whether they want your involvement. Men like to fix shared problems but sometimes women just want to verbalise things to feel better.

Show consistent respect and courtesy

Make sure your managers and supervisors understand the value of day-to-day recognition and are appropriately trained in expressing genuine respect for work and effort all year long.

Reward equally and fairly

If there is one thing that irritates anyone, male or female, is seeing someone else receive a pay raise, an award, or some form of recognition when they themselves felt deserving too. It is recommended that all the organisations take time to establish clear quantitative criteria and parameters that are used to evaluate performance and distribution of rewards.

Express appreciation

All employees should be thanked and appreciated for every achievement or good work done, in order to keep them motivated.

Behavioural Etiquettes

It is often said that one's behaviour is the mirror to one's character. Indeed, your behaviour speaks a lot about



the kind of person you are. Our educational degrees hold less importance if we are not a well mannered person. Even at your home in front of your relatives, it is your good behaviour which counts the most. But behavioural etiquette is something which cannot be forced on anyone, it has to be cultivated and nurtured within oneself. However, remembering a few basic principles and applying them wherever required can undoubtedly be helpful.

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Behavioural etiquettes when dealing with female colleagues

Think before you speak

Though, your close friends may understand your dry sense of humor and blasé attitude, but you should keep personality quirks in check when dealing with female co-workers.

Be courteous

Always be courteous while dealing with female guests and colleagues.

Be a team player

Many companies have less staff strength, which means many employees have to shoulder a bigger workload. Make a point not to overburden your co-workers by shirking your responsibilities.

Respect a closed door

If a colleague has shut her office door, stay out, even if she does not look occupied.

Refrain from cracking jokes

One should avoid cracking a joke or doing prank with any co-worker.

Write an email

The easiest way to confront a co-worker is often via email— you get to express yourself without interacting face-to-face.



Keep your personal matters and opinions at home

It is okay to have strong views, but it is not okay to push those views on your co-workers or pick fights with them when they do something you do not approve of.

Watch your language even when you are away from your desk

Anything you do during the day even though you are on break, is a reflection of your professional self.

If problems arise, handle them privately

In case of any problem with a colleague or employer, resolve it between yourself and the counter party instead of making it public.

Behavioural etiquettes when dealing with female guests

- Always smile while welcoming the guests in your outlet.
- Always give the guest full attention and do not say, 'Yes' until you completely understand what she is asking for.
- Never say 'I don't know'. Tell the guest you will find out for her and ensure that she is provided with accurate information.
- Never argue with the guest. Try to speak softly and clearly, without made-up accent.
- Never talk negatively about the hotel or other staff with the guest.
- Try to maintain regular eye contact with your guest. But that does not mean to continuously gaze at your guest, making them uncomfortable.
- Maintain a distance from the guests while taking an order.
- Do not use hotel jargon in front of the guest.
- Using the guest's last name whenever possible during the conversation with her gives a personalised touch to the conversation.
- Needless movement of hands and facial gestures while describing dishes or while speaking to the guests must be avoided.



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- Maintain your poise at all times, the guests might be observing you.
- Do not huddle together in bunches inside the restaurant.
- Avoid turning your back to the guest whenever possible.
- Walk on guests' right hand side when accompanying them.

Practical Exercise

Activity

Visit a hotel in your vicinity and observe the standard etiquettes practised while dealing with female workers and guests. On the basis of your observation, prepare a report on 'Behavioural etiquettes while dealing with female workers and guests'.

Material required: Writing material

Procedure

- Visit a hotel near your area.
- Discuss with the hotel manager about standard etiquettes followed by the organisation.
- Observe and note down the etiquette practices of staff while dealing with the female workers and guests.
- Note down the observation in your notebook.
- Ask queries about hotel policy for dealing with female staff and guests.
- Prepare a report on 'Behavioural etiquettes while dealing with female workers and guests'.

Check Your Progress

A. Fill in the blanks

1. _____ have to be cultivated and nurtured within oneself.
2. Avoid using _____ accent.
3. Lifelong learning is an _____.
4. Women are often unable to break the upper levels of corporate management due to _____.

B. Subjective Questions

1. Briefly explain the measures that could be adopted for ensuring equality of women at workplace.
2. List a few effective ways to motivate women at workplace.

Unit

6



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Health and Hygiene at Workplace

Work environment and health are two inter-related aspects of occupational health. The purpose of occupational health is to maintain the physical, mental and social well-being of its workers and prevent ill-health caused due to their working conditions. It is the responsibility of employers to protect its workers as well as customers from any health risk and to maintain their optimum health. Employers have to ensure that no health hazards arise as a result of or during work activities.

The only way to reduce the spread of illness and risk to health is through maintaining best hygiene practices. Since cleaning process removes infections, microbes as well as dirt and soil, it is generally the best way to maintain hygiene and therefore health.

Cleaning is important not only from the point of hygiene but also from the point of safety, security and maintaining health. Hygiene is an important issue for all kinds of accommodation seekers irrespective of what kind of accommodation they seek. Cleanliness of the guest rooms or the public areas of the hotel makes the first impression on the guest.

Health is the physical, mental and social well-being. A common proverb says 'Health is Wealth'. A daily routine consisting of balanced diet, physical exercise, leisure and sound sleep without drugs goes a long way

in maintaining good health. A healthy person has more energy and therefore can work better, earn more and live comfortably.

In this unit, you will learn about keeping the workplace clean and the ways to maintain personal health and hygiene.

SESSION 1: IMPORTANCE OF CLEANING AT WORKPLACE AND WORKPLACE INSPECTION

Cleaning around Workplace

Hygiene is termed as a set of good habits or practices that are executed in order to maintain good health. Hygiene can be categorised as personal hygiene, medical hygiene, hand hygiene, home hygiene and commercial hygiene.

Cleanliness is a state of being free of dirt and germs. Although it is impossible for anyone to get rid of the germs entirely regardless of all the techniques, as millions of germs are present in the air. The aim of cleanliness is to have a healthy environment and safe workplace.

A clean workplace is a place where there is an all round protection from germs to body and health. Any place or surface which looks clean to human eye might not actually be germ-free.

The workplace environment influences employees' productivity, performance and well-being. In every industry, maintaining a clean workplace may help keep staff members safe, healthy and efficient. However, busy production schedules and increasing workload may lower down the standards.

While it may be easy to put off dusting or other types of cleaning around the office or workplace, doing so may put employees at the risk of suffering an injury or illness and may even impact the performance levels.

Importance of a Safe Workplace

Following are the reasons showing importance of a safe workplace:

1. To maintain clean, dry floors to prevent slips and falls

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2. Using disinfectants prevent the spread of germs and illness, including the flu
3. Standardised air filtration lowers employee exposure to hazardous substances
4. To clean light fixtures improve lighting efficiency
5. For specified disposal of waste and recyclable materials, keep work areas clutter-free
6. To clean the environment
7. For maintaining regular cleaning

Waste Segregation

Waste segregation refers to the practice of separating waste material and placing it into an appropriate waste container immediately after the waste is generated so that it can be disposed easily.

Reasons of segregation of waste material

1. It is the only way to increase the recycling rate of waste material.
2. It makes re-cycling or disposal of waste more efficient and productive.
3. Pure biodegradable waste can produce enough energy which can be used for other purposes.
4. It is the only way to increase the recycling rate.
5. Many parts of waste can be reused for other purposes.
6. It decreases the cost at several steps of the disposal system.
7. Hazardous waste can cause serious health problems at present or in near future.
8. Proper segregation is the basic requirement for waste incineration.

Types of waste

Waste can be classified into following types:

1. Wet waste
2. Dry waste
3. Sanitary waste
4. Garden waste or Green waste
5. Hazardous household waste



6. Debris or rubbish

7. Electronic waste

Types of waste	Wet waste	Dry waste	Sanitary waste	Garden waste	Hazardous household waste	Debris or Rubbish	E-waste
Examples	Vegetables and fruits' peels, egg shell, tea bag, coffee powder, etc.	Plastic, paper, glass, rubber, etc.	Used sanitary napkins, ear buds, bandage, etc.	Leaves, branches, dried plants, etc.	Medicine, pesticide, cosmetics, etc.	Demolition waste, broken glass, broken furniture, etc.	Tubelights, CDs, mobile phones, batteries, etc.
Waste handling and control	<ul style="list-style-type: none"> Do not put in a plastic cover. They can be turned into compost. 	<ul style="list-style-type: none"> Clean and store Recycle it 	<ul style="list-style-type: none"> Do not throw anywhere Wrap in newspaper Mark it with a red cross before disposal 	<ul style="list-style-type: none"> Handover to the garbage collection trucks 	<ul style="list-style-type: none"> Do not mix with other wastes Store carefully Hand it over to specific recyclers 	<ul style="list-style-type: none"> Call garbage trucks or other agencies for pick up. 	<ul style="list-style-type: none"> Do not mix with other wastes Store carefully Hand it over to specific recyclers

Guidelines for Segregation of Waste

To assist with segregation of waste, the following guidelines may be useful:

Colour code for different types of waste

Green	Blue	Brown	Black
Example: Paper cardboard	Example: Plastics	Example: Food waste for composting	Example: General mixed waste

Note

- Collect in clear plastic bags to ensure that the waste is segregated correctly.
- Use photographs as well as text to help draw the attention of employees who have difficulty in reading English.

Handling of Waste Material

'Waste Material' is a term which refers to those items which are useless, unusable, unwanted or discarded. The waste material produced by the human activities results in negative effect on the environment. The nature of the waste may be of solid, liquid, radioactive or gas type. Organic waste can be reused for generating power or electricity.

Personal Protective Equipment required for handling waste or trash are as follows:

1. Gloves as protective equipment
2. Face mask
3. Garbage bag
4. Garbage bin or Dustbin

Chemicals required for use

Multipurpose cleaning agent, e.g., R2



Fig. 6.1: Gloves and Headgear

Activities to be performed before handling waste

1. Wearing gloves
2. Wearing PPE
3. Washing hands before and after handling waste
4. Never overfill waste bags

Standard operating procedure for handling dustbin (removal of waste)

1. Pick up ashtrays and empty the contents in the garbage bin.
2. Pick up all the trash from the counter area and place it in the garbage bin.
3. Move all the trash collected in the garbage bin into garbage collecting bag or soiled bag of the attendant trolley.
4. Wipe out the trash containers with a damp cloth and put to dry.
5. Place a liner in each trash container.
6. Place bath trash container on the left hand side of the sink without liner.
7. Place bedroom trash container underneath the desk next to the dresser.
8. Check the condition of matchboxes and place with logo sitting up, next to the ashtrays.

Following are the points to be considered for planning handling or removal of waste material

1. Budget should be prepared for the collection and disposal of waste.



2. Identify the areas where over production of waste may be occurring.
3. Check the areas where reducing waste is possible.
4. All staff of the organisation should be trained in proper waste handling.
5. Safety requirement for staff, such as Personal Protective Equipment must be fulfilled.
6. Decide the collection areas—always ensure that the waste collection areas are kept clean and bins are clearly marked and segregated. Use safety signs in these areas and also ensure that the staff knows the standard operating procedure of handling all types of bins. The staff should know about a particular bin being placed for a particular purpose. The observation by the senior staff members is also necessary to keep the place in order.

Pest Control Activities at Workplace

Pest control

Guests will be upset if they find the pests or insects anywhere in the premises. Pests can cause discomfort or uneasiness and also spread diseases. Workplace should have procedures for dealing with the pests. Look out for pests and tell your supervisor if you see any signs of their presence.

Insects or pests enter buildings seeking food, shelter or surroundings having the right temperature and humidity to grow and breed. The key to successful pest control is eliminating one or more of these conducive factors which lead to the growth of insects and pests. Sanitation is an important part of control. Successful pest control should begin with good cleaning practices.

It is important to know about the habits of the pests in order to take proper preventative measures and to select and apply appropriate pest control products correctly. Keep in mind that different pests may be found in different parts of the building, in different seasons or in different years. A few common pests found in the hotels and methods of their control are described here.



Pests include

- Insects e.g., flies, cockroaches, silverfish, fleas, ants and bed bugs. (Fig. 6.2, 6.3, 6.4 and 6.5)
- Vermin (mice, rats and possums)

Signs of pests may include droppings, spots on walls and surfaces, eggs and cocoons. If you see any of these signs, tell your superior or Housekeeping supervisor immediately.

If you are cleaning counter desk, you may be able to spray flies, ants or silverfish with an environmentally friendly insect spray. But use a small amount only and wear gloves and a mask.

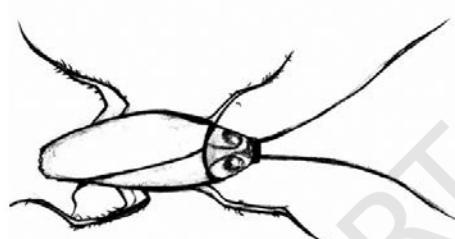


Fig. 6.2: Cockroach

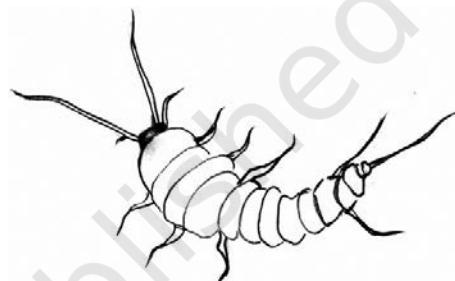


Fig. 6.3: Silverfish



Fig. 6.4: Flies

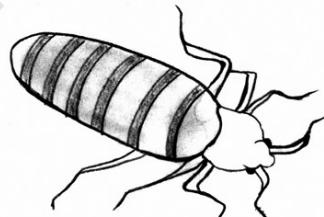


Fig. 6.5: Bed bugs

Maintenance of Work and its Importance

Reporting of maintenance problems should always be done as the customers expect that everything in the working area will be in good condition or in working order. Reported faults will be needed to be dealt with quickly and efficiently to prevent accidents and to prevent the loss of revenue and customer discomfort.

Items, which may require repair in the counter area:

- Broken chair
- Broken tables
- Light bulbs



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- Dripping taps
- Air conditioning

When a maintenance problem is found, the Housekeeping Attendant must complete a maintenance request form in writing and follow the policy and procedure of the organisation. It is important to fill the form correctly, to ensure that the relevant information is communicated to the maintenance department, in order to avoid misunderstanding and confusion.

This maintenance request form is usually prepared in triplicate, one each for:

1. Tradesman (i.e. plumber or electrician)
2. Chief maintenance engineer
3. Housekeeping Attendant (as a record and follow up)

As per the standard procedure, these forms are to be given to the supervisor for submission to the appropriate department, at the end of a shift or earlier.

Example of a Maintenance Request or Report

These forms would be filled up and can be placed in the information folder.

Maintenance Request Form No. 1234

Department.....

By Date

Supervisor approval

Location

Problem

.....

Assigned to Date

Date of completion Time

Completed by

Remarks

.....

Originator's Copy



Main Areas Requiring Maintenance

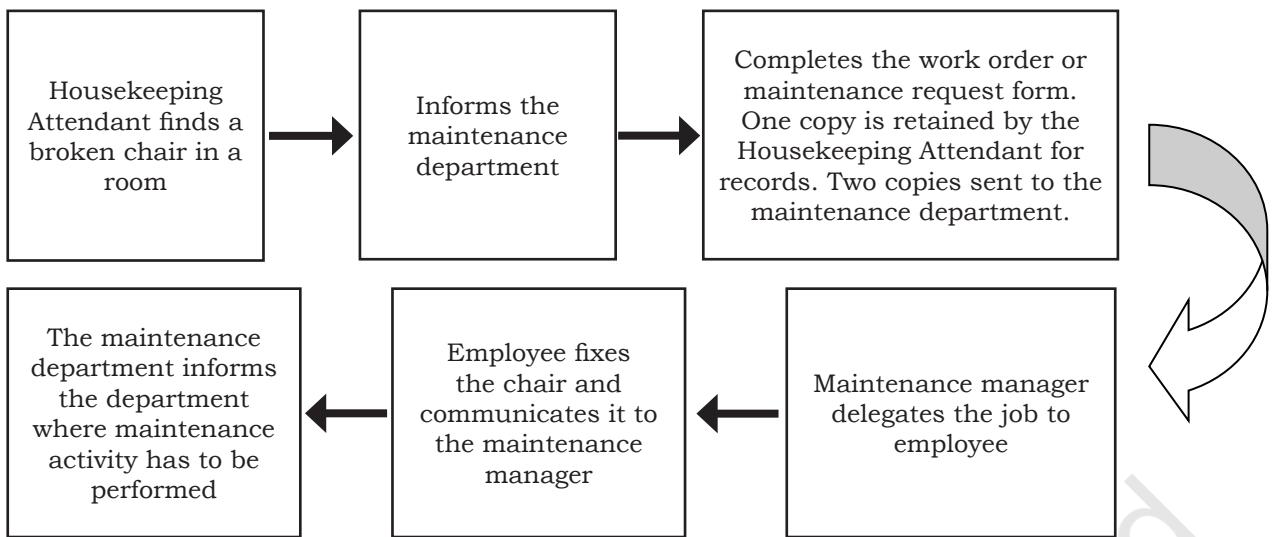
Plumbing and water systems	Central heating, boilers, spa, pool, sanitation, filtration, cleaning, irrigation, laundry, guest rooms, fountains, drainage
Electrical Equipment	Lighting, batteries, generators, meters, energy management
HVAC	(Heating, Ventilation and Air Conditioning) Temperatures, comfort, extraction, refrigeration, cooling systems, air supply
Lighting	Natural, in room, public areas, emergency, exterior, colour, mood, ambience, decoration, energy saving
Laundry	Laundry equipment, energy management, wastewater disposal
Telecommunication	Internet, switchboard (PABX), facsimile, intranet, Wi-fi, website, e-mail, in-house pagers, mobile telephones
Safety and security	Signage, equipment, testing, electronic locking systems, alarm system, security lighting, parameter fences, fire system, sprinklers, CCTV, in-room safes, fingerprint recognition
Waste management	Recycling systems
Food service equipment	Kitchen equipment, refrigeration, ovens, storage, buffet units, cook-chill units, dishwasher, ice machines, coffee machines, vending machines
Energy management	Cost control, employees, customers, comfort, utility pricing
Building's exterior	Roof, walls, foundation, drainage, structure, sewers, water features, insulation, windows
Car park and grounds	Presentation, security, lighting, maintenance, irrigation, management and general upkeep
Design	Renovation, refurbishments, interior, comfort, fashion, health and safety

Work Order System

The work order system is essentially required for day-to-day repairs in hotels. Everywhere in the organisation, in each department, repairs of furniture, fixtures and equipment are required. To promptly rectify these defects, most organisations would use a 'work order' system and a separate maintenance department to deal with and prepare a 'maintenance request'.

Whatever the defect, the problem needs to be resolved promptly and the work order system is a process of documentation and communication to get the defective item repaired quickly to ensure smooth operation of the task.





Advantages of a work order system

This work order form is prepared in ‘triplicate’ so that the department reporting the problem keeps one copy of the request and the other two copies go to the Maintenance Department.

Many hotels now use a computerised work order system to report faults. Employees simply enter the fault details into the computer and it links with the Maintenance and Reception departments. It allows the departments to check the progress of any reported defects.

Proper Ventilation of the Area

Ventilation

It means a free passage of clean and fresh air by the supply of outside air into the room or the removal of inside air from an enclosed space. It is a process of supplying and removing air from a building, which could be achieved by natural and mechanical means. Ventilation provides fresh air in place of the air containing unwanted fumes, smoke, steam or vapour. Ventilation includes an exhaust system to remove stale air and another system that provides fresh air.

Good ventilation protects us, our family, and our guests from unpleasant odour, irritating pollutants,



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and potentially dangerous gases like carbon dioxide and carbon monoxide. A well-designed and properly-operated ventilation system also prevents the growth of mould and mildew, which can cause or aggravate allergic reactions and lung problems such as asthma. Because people generally spend about 90 per cent of their time inside, indoor air pollution can actually be a bigger health risk than outdoor air pollution.

Purpose of ventilation

- To provide fresh and clean air to maintain a thermally comfortable work environment, and to remove or dilute the airborne contaminants.
- To maintain the temperature and humidity within acceptable range.
- To avoid accumulation of excessive quantity of carbon dioxide in the air, resulting in difficulty in breathing. It is also required to suppress the body odour, smoke and concentration of bacteria and other microorganisms. It is required to remove body heat generated by the occupants. It is required to prevent suffocation.

Ventilation system is needed so as to provide a proper flow of oxygen and remove stale and impure gases, heat, dust, etc. It is also needed to remove contaminants such as smoke, lint particles, CO₂, etc.

Types of ventilation

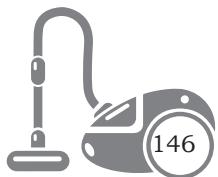
Ventilation at a workplace is basically of two types:

1. General ventilation: Removal of stale and old air from the general area by passing fresh air.
2. Diluted ventilation: Supply of outside air to reduce the airborne contamination in the space.

Systems of ventilation

These are:

- (i) Natural ventilation
- (ii) Mechanical or Artificial Ventilation Extraction system supply pressure system:
 - (a) Inlet
 - (b) Extract



- (c) Combined supply inlet and Extraction system
- (d) Plenum process
- (iii) Localised exhaust ventilation

General ventilation design

- Good air flow is very necessary.
- Proper ventilation can maintain the freshness of air, prevent the accumulation of heat and control the level of airborne contaminants.
- Carbon dioxide level higher than 1,000 ppm may indicate the insufficiency of indoor ventilation.
- The location of fresh air intake points should be carefully designed to prevent the intake of contaminated air.
- Optimum temperature of 20°C–26°C.
- Optimum humidity of 40–70 per cent.
- Minimise the blockage of air flow from the supply registers.
- Too much air movement causes draught whereas too little air movement may cause stuffiness.
- Adjust diffusers and air grilles properly.
- Regular maintenance to keep the ventilation system clean and ensure efficient functioning.

plenum process: is a type of air-conditioning system in which air is passed into a room at a pressure greater than atmospheric pressure.

draught (pronounced as draft): is a current of cool air in a room or other confined space.

Infection control measures and ventilation issues

- Microorganisms are present everywhere whether it is indoors or outdoors.
- Avoid growth of fungus or mould on any material whether it is food or clothes or any other surface.
- High humidity, pressure of air, stagnant water and any place or equipment having dust provides favourable conditions for the growth of bacteria and other microorganisms.
- Always use an updated and up to the mark air-filter to prevent bacterial growth and airborne diseases.
- Always empty the water reservoir and stringent water sources which may encourage the growth of fungus, bacteria or any other microorganisms.



Maintenance of mechanical ventilation systems

Maintenance of mechanical ventilation systems is done by following the given steps:

- Regular inspection, cleaning, testing and maintenance schedules should be drawn up and followed.
- Replace the air filters periodically.
- Inspect all the components of ventilation system for cleanliness and microbial growth regularly, and clean them as and when required.
- Every time test the performance of the system against the design specification and make necessary adjustment or repair.
- If water cooling towers are used, they should be so maintained, as appropriate to prevent the growth of microorganisms, e.g., use of biocides.
- Ventilation system should function properly and be regularly maintained.
- Air-conditioning systems should be cleaned regularly according to the manufacturer's instructions.
- Filters should be changed or cleaned periodically according to the manufacturer's instructions. Staff should put on appropriate PPE (such as goggles and gloves, etc.) when changing the filter.
- Grilles and air ducts should be cleaned regularly.

Air conditioning system

Air conditioner at right temperature cleans air and humidity. The air conditioning system should be regularly checked and maintained for smooth functioning. The building should be constructed in such a way that fresh and clean air is adequately available.

Advantages of air conditioning

- (a) Improved quality and productivity of work
- (b) Controlled and maintained humidity
- (c) Improved psychological atmosphere
- (d) More comfort and less stress
- (e) More active and efficient



Maintaining central air conditioning system

- Always check for the possibility of leaking of refrigerant or air conditioning system.
- Look for loose or worn out drive belts.
- Check internal operating pressure in the system.
- For regular maintenance, a filter should be checked once a month to see if it needs cleaning or replacing. Change the filter and hold to a bright light, then try to look through it if you can see the light easily.
- Outer condensing unit should be cleaned of accumulated dust and dirt, especially near inlet and outlet of discharge grills. A brush or hose should be used to clean all the dirt and dust.
- Use vacuum cleaning once a month to clean off the louvres and once a year remove them entirely so that you can clean the back of the louvres as well as the inside of the ducts as far as you can reach easily.

louvre: each of a set of angled slots fixed or hung at regular intervals in a door, shutter or screen to allow air or light to pass through. In this context, louvres refer to the vents of A.C. (Source: *Oxford Dictionary of English*, Third Edition)

Maintenance of air conditioner

Air conditioning, often the split ductless air conditioner plays an important role in maintaining the hotel temperature. Following points have to be kept in mind for regular maintenance of air conditioner:

- Buy an aircon wash bag.
- Buy a good coil cleaner.
- Install the aircon wash bag around the split AC unit (called an FCU— Fan Coil Unit) on the wall.
- Start spraying the chemical solution over the coils.
- Spray the rotary blades hidden in the outlet of the airflow.
- Wait for 10 to 20 minutes for the cleaning solution to work.
- Wipe down the fan coil unit.
- Regular maintenance and clean up of air filters
- Cleaning of evaporator coils
- Maintenance of the condenser coil

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- Cleaning coil fins
- Unclog the rear drain
- Cover up the compressor unit during winters
- Do not miss an AC service

When AC is not working at all

1. Be sure it is receiving power at the electrical panel.
2. Reset the equipment's switches and/or overloads.
3. Check the thermostat settings.
4. Check the condensate overflow switch.

If AC is not cooling when switched on

1. Turn off the power.
2. Clean or change the filter.
3. Look to see if ice has formed on the coils and, if it has, turn on the power and the fan to melt it.
4. Clean the condensate drain.
5. Finally, check and clean the outdoor compressor.

Mechanical systems

The mechanical systems of ventilation within an organisation are often one of the most expensive parts of a building. They include all the HVAC systems, commercial space and guest laundry, elevators, kitchen equipment and pool water systems. Engineered and specified properly, these systems are built to operate for a long period of time to provide clean and safe environment. To realise their full operating potential requires a proactive and dedicated system of maintenance and evaluation.

The maintenance is a simple process. It includes changing the filters regularly and getting the internal elements cleaned and checked annually. It is also worthwhile to take the time to understand how much energy the systems should typically be burning. By knowing how much electricity a specific hotel generally uses, we are able to notice the fluctuations in usage, which could indicate that one of its systems is not functioning properly.



Importance of lighting in an area

NOTES

Sufficient lighting must be provided in a commercial sales organisation, whether it is from a natural or artificial source, to allow safe movement around the workplace and to allow the workers to perform their job without having to adopt awkward postures of body or strain their eyes to see.

The following factors should be taken into account:

1. The type of work activity
2. The nature of hazards and risks at the workplace
3. The work environment and culture
4. Illumination levels, including both natural and artificial light
5. The transition of natural light over the day
6. Contrast reflections

Additional lighting may be needed at places of high risk (such as, stairwells, store rooms, laundry room, corridors, etc.). Different lighting levels may be needed for different times of the day. Too much lighting can result in glare.

Measures to prevent in case of low level of lighting, glare or reflection

1. Providing more lighting, such as a lamp on a flexible or movable arm
2. Changing the position of the existing fittings
3. Changing the location of the workstation
4. Increasing the number of lights
5. Changing the type of lighting used, e.g. from white light to blue light
6. Changing the diffusers or reflectors on the existing lights to improve illumination
7. Using screens, visors, shields, hoods, curtains, blinds or external louvres to reduce reflections, shadows and glare for more illumination.
8. Emergency lighting must be provided for safe evacuation of people in the event of an emergency.

Cleaning and Maintenance of Food Storage Area

Following points should be followed while cleaning and maintaining a storage area:

1. Always keep all the storage areas clean and dry.
2. Check floors, walls and shelving in coolers, freezers, and dry storage areas on a regular basis.
3. Clean up spills and leaks right away to stop the contamination of other foods.
4. Clean dollies, carts, transporters and trays often.
5. Avoid shelving too many items close together. Make sure shelves are open so that air can flow between shelved food items.
6. All items should be kept 6" away from the walls and floors.
7. All items should be kept 12" away from the ceiling.
8. Make sure each food item has a specific place for storing and is labeled.
9. Repair cracks and crevices of wall in storage areas to avoid the breeding of pests.
10. Repair the doors and windows that don't close tightly.



Fig. 6.6: Dry food storage area

Tips for Dry Food Storage

1. Dry storage of food should stay cool and dry.
2. Temperature of the dry storage area of food should be between 50–70 degrees Fahrenheit.
3. There should be sufficient ventilation to keep the temperature and humidity consistent.

All steps involved in the delivery are important and crucial for food safety. It is important to inspect foods when they are delivered and it should be checked by the receiver of the food material, store them in the correct location and temperature and ensure that the food storage areas are well maintained.



Accepting only the best quality products for your facility is important.

Shelf stable food storage

1. Steel racks, cabinets and pantries are storage areas for foods having long shelf life such as, canned foods, cereals, rice, pasta, baking mixes and spices. These areas should be cool and well ventilated, clean and dry. Poor storage areas are by the cook tops, under the sink and drainage, or any place that is damp with high and low temperature extremes, such as garages or basements.
2. Dry storage areas should be well maintained with proper air flow. Spilled dry cereals, crumbs and sugars attract insects and pests; prompt clean-up prevents pests. Clean the shelf surfaces with water and dishwashing liquid soap, rinse and air dry.
3. Canned goods that are having bad shape like dented, rusted or bulging, should be discarded. The canned and dry goods stored on the shelves should be used on rotation basis i.e., using the oldest products first. In order to know a product's age, look on the package for 'use by dates'.



Fig. 6.7: Shelf stable food storage

Cleaning and preparing tables

1. You may be required to clean and prepare the tables before opening hours or commercial hours.
2. Every time an initial check should be made to ensure that the tables are safe and secure. The tables should be solid and not wobble, a check should also be made of chairs, furniture and other aspects (electrical cords, frayed carpet) for safety.
3. Tables should be cleaned and, where necessary, a cloth may be laid.
4. If you are bussing tables in a food court or at a large food service area, the table should be clear

NOTES

of any place mats, cutlery and plates. All the table tops should be clean and streak free.

Clean food preparation surfaces

Microorganisms and bacteria can be easily spread through the surfaces with which food comes into contact in the kitchen or food preparation space such as, kitchen slab, sink, chopping boards, sieves, plates, utensils, etc. One way to limit the spread of food-borne bacteria is to thoroughly clean the food preparation and mealtime surfaces before and after cooking.

To clean surfaces

1. Always wipe out the spills on kitchen surfaces immediately using a paper towel or clean cloth.
2. Every time wash the counter tops with hot soapy water after preparing each food item and before moving onto the next.
3. Always wash the table tops with hot soapy water before and after each mealtime.
4. Sanitise the counter tops and tabletops with a bleach-water solution, mix 15 milliliters (approximately 1 tablespoon) of chlorine bleach to 4 litres (approximately 1 gallon) of water.
5. Allow the surface to air-dry without touching it.

Note

- All kitchen cloths, towels and cleaning supplies should be kept clean and changed daily. Always use separate cloths and towels for cleaning and cooking to avoid contamination and cross contamination.
- Another way to limit the spread of food-borne bacteria or disease is to prevent cross-contamination from uncooked meat, poultry, seafood and eggs to other foods.

Cleaning flatware and cutlery

The given points should be followed while cleaning flatware and cutlery:

- Every time wash the gold plated flatware by hand and buff to bring up the shine and prevent water spots.



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- Silver plated flatware may be washed in the dishwashing machine, but will need to be polished less often if it is washed by hand properly.
- Rinse with salt and acidic food (like, lemon, vinegar or tamarind) to clean flatware as soon as possible to avoid stains.
- Clean streaks on your everyday flatware by rubbing with a soft cloth sprinkled with a little olive oil. Use a second cloth to buff.
- Make a paste of cornstarch and water and apply it to the tarnished or spotted silverware. Let dry, wipe clean with a dry cloth.
- Mix a solution of 5 ounces of dry baby milk powder, 12 ounces water, and 1 tablespoon white vinegar. Pour it into a 9 × 13 inch cake pan. Drop in tarnished silverware, and let it sit overnight. Rinse and dry all the pieces thoroughly.
- Store the silverware in rolls, bags or cases made with special tarnish-resistant cloth.
- Place one or two pieces of white chalk in your silverware chest to prevent tarnishing.
- Do not allow stainless-steel flatware to touch anything made of silver in the dishwasher. It will set up an electrolytic action that pits the stainless steel and leaves black spots on the silver.

Silverware polishing

- To polish, pick up the washed silver from the dishwashing area and deliver it to the polishing area.
- Prepare hot water in a stainless steel pot put the silverware into the hot water before polishing.
- Polish by using an adequate silverware cleaning cloth.
- Check the silverware for any damage.
- Make sure all the silverware is stocked properly and in good order.

Glassware polishing

- Pick up the washed glassware from the shelves located at the dishwashing area.



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- Deliver them to the polishing area by using glass racks.
- Prepare hot water in a stainless steel pot, steam the glasses in or over hot water and polish them using glass towels.
- Check the glasses for chips, marks, etc.
- Every time hold the glass by the stem or base with a clean napkin when handling after polishing.
- Deliver the polished glasses to the service station using appropriate trays.

Importance of food sanitation

Following points are to be kept in mind for food sanitation:

- All foods must be obtained from an approved source.
- Hazardous food must be maintained at a proper temperature: 41°F or colder or 135° F or hotter at all times.
- Facilities adequate to maintain food at a proper temperature at all times.
- Thermometers must be available and used to monitor the temperature of hazardous foods.
- Proper hand washing facilities must be available and used.
- Equipment, utensils, and work surfaces cleaned and sanitised.
- Proper ware washing facilities must be available and used.
- Sanitiser test strips (chlorine) must be available and used.
- Wiping cloths must be properly stored.
- No cross contamination
- Food, ice and utensils protected from contamination.
- Floor and overhead covering must be adequate.
- Adequate water supply, sewage disposal, trash disposal.
- Gloves and hair restraints provided for food handlers.



NOTES

- Barbecue pits outside buildings shall not be located within 10 feet of combustible walls or roofs or other combustible material.
- Portable fire extinguishers shall be provided for barbecue pits.
- Barbecue pits must not be placed near facility air intake vents.

Practical Exercise

Activity 1

Visit a hotel or hospitality organisation and find out about the food storage and waste handling procedure being followed.

Material required: Writing material

Procedure

- Visit a hotel or hospitality organisation.
- Discuss with the housekeeping manager about the food storage and waste handling procedure.
- Note down the following:
 - (a) Storage of food in the storage area
 - (b) Waste management
- After visit, make a report and present it in the class.

Activity 2

Visit a hotel or hospitality organisation and find out about the pest control measures adopted by the housekeeping staff.

Material required: Writing material

Procedure

- During your hotel visit, discuss with the Manager about the procedure followed for pest control activities by the housekeeping department.
- Note all the activities, pest control agents and SOPs in your notebook.
- After visit, make a project report and present it in the class.

Check Your Progress

A. Match the columns

	Column A		Column B
1.	Control humidity conditioning	(a)	Advantage of air conditioner
2.	Groceries	(b)	Dry storage
3.	Silverware	(c)	Polishing
4.	Glassware	(d)	Holding from the bottom



B. State True or False

1. Waste segregation means separation of wastes according to their disposal method. (True/False)
2. For proper storage of food, hospitality industry uses steel racks. (True/False)
3. Dry storage area should be hot and humid. (True/False)
4. Work order helps in timely repair of furniture, fixtures and equipment. (True/False)

C. Subjective Questions

1. Define shelf life of foods.
2. Write the steps for maintenance of air-conditioner.
3. Explain the procedure for cleaning tables to prevent contamination.

SESSION 2: PERSONAL HYGIENE

Understanding the importance of hygienic work practices and ensuring the safety of the staff is required in all the areas of Travel and Tourism industry. These procedures vary according to the tasks required and the business policy standards.

Hand Washing

Hand washing facilities must be provided to enable workers to maintain good standards of personal hygiene. Workers may need to wash their hands at different times (for example, after visiting the toilet, before and after eating meals, after handling chemicals or handling greasy machinery).

Up to three or more hand washing basins may need to be installed depending on the nature of work carried out at the workplace. For example, where the work involves exposure to infectious substances or other contaminants, separate hand washing basins should be provided in addition to those provided with toilets.

Design of hand washing facilities

1. Accessible at all times to work areas, eating areas and the toilets
2. Separate from troughs or sinks used in connection with the work process



3. Contain both hot and cold water taps or temperature mixers
4. Protected from the weather
5. Supplied with non-irritating soap (preferably from a soap dispenser)
6. Contain hygienic hand drying facilities, for example automatic hand dryers or paper towels.

Hand Hygiene Procedure

To achieve the best hand washing results, before performing hand hygiene, hotel staff should take off their watches, rings and accessories on hands and wash their hands properly according to the following procedure:

1. Wet hands under running water.
2. Use liquid soap and rub hands together to make a soapy lather.
3. Keeping hands away from running water, rub the palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists for at least 20 seconds (same procedure also applies to disinfection of hands with alcohol hand rub).
4. Rinse hands thoroughly under running water after rubbing.
5. Dry hands thoroughly with clean cotton towel, paper towel or hand dryer. Towels for drying hands should never be shared.
6. If necessary, turn off the tap by wrapping the faucet with paper towel. Avoid touching the faucet again with washed hands.



1. Rub palm to palm

2. Rub between fingers

3. Rub right palm over left dorsum
and left palm over right dorsum



4. Rub back of fingers to opposing palms with fingers interlocked
5. Rotational rubbing of right thumb clasped in left palm and vice versa
6. Rotational rubbing back and forward with clasped fingers of right hand in left palm and vice versa

Fig. 6.8: Steps of hand washing technique

Provision of hand hygiene resources

Organisation should ensure that the following materials are available for maintaining hand hygiene:

1. Provide lidded receptacles for used tissue paper disposal.
2. Provide conveniently located dispensers of alcohol-based handrub; where the sinks are available, ensure that the supplies for hand washing (i.e., liquid soap and disposable towels) are consistently available.

Maintain grooming standards

Hair

- Natural colour of hair should be maintained. It should not be excessively gelled or frizzy.
- Hair should be combed back, well-trimmed and not cover the forehead.
- Sideburns should not be below the middle of the ears, moustache and beard
- Moustache if worn, should be well-trimmed and not cover the upper lip.
- The beard should be shaven every day. Beard may be permitted, but should be well-trimmed.
- Long hair should be made into a bun and covered with a net.
- Hair length, if just up to the nape of the neck, can be made into a ponytail.



Nails

- Hand and toe nails should be clean and well-trimmed.
- If nails are long, they should be shaped.
- Nail polish of neutral or light shades is permitted.

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Jewellery

- Jewellery must be limited to a minimum
- Large, hanging or any jewellery that makes a noise should not be worn.
- Metal watches of reasonable size with leather or metal strap to be worn.
- One simple bracelet or bangle can be worn.
- Only one pair of ear studs to be worn.

Breath

- Breath must be fresh (no smell of food, cigarette smoke or alcohol).
- Make sure your teeth are clean.

Body odour

- Use deodorants and/or anti perspirants daily to ensure there is no body odour.
- A fresh look in the morning after a bath is welcoming. Avoid using a perfume.

Dressing and footwear

- Dress in a professionally appropriate manner.
- Clothing should be neat, clean and ironed.
- The dress should be comfortable and fit well.
- Avoid wearing loud and flashy coloured clothes.
- Black socks to be worn. They should be changed daily so that they don't smell.
- Black shoes with laces to be worn.
- Pencil or high heels are not permitted. Low-heeled footwear would be comfortable for meeting the assigned tasks.
- Kitchen and engineering employees should wear safety shoes provided by the company.



Dental care

Taking good care of your teeth gives you a nice smile, but it also can keep you in good health. Poor oral hygiene is linked to heart disease, diabetes and pregnancy complications. And tooth loss can make it hard to eat a healthy diet, leading to even more health troubles from poor oral hygiene.

Oral hygiene steps

1. *Brush:* Always brush your teeth twice a day with the help of soft bristled toothbrush. Use toothpaste that contains fluoride. After waiting for 30–45 minutes, eating or drinking are allowed.
2. *Floss:* Use dental floss once a day to clean the tight spaces between your teeth.
3. *Rinse:* Rinse your mouth for 30 minutes.

Cross contamination

Food contamination occurs when physical object, chemicals or bacteria is transferred to food either through poor food handling practices, poor cleaning practices or from another food source. This is known as cross contamination.

Cross contamination takes place when bacteria and viruses are transferred from a contaminated surface to non-contaminated surface. The bacteria and viruses can come from people, work surfaces or equipment, and other foods.

For example, cross contamination can happen when bacteria from the surface of raw meat, poultry and raw vegetables are transferred onto ready-to-eat food, such as green salads, rice or pasta salads, cooked meats or poultry or even fruit.

The bacteria on the raw food are killed when the food is cooked, but the ready-to-eat food gets eaten without further cooking.

Bacteria are transferred by hands from raw to ready-to-eat food, but direct contact with raw foods, dirty chopping boards, knives and other cooking implements can also spread the contamination.



Chopping boards, plates and knives that have been in contact with raw food must be washed and sanitised, then rinsed and thoroughly dried before being used for ready-to-eat foods.

Cross-contamination can take place during several stages of food handling which can be avoided by strictly following the SOPs.

Cross contamination can be reduced by using good hygiene practices, including:

- Washing and sanitising all equipment including utensils, knives, chopping boards and work surfaces before and after use when preparing different foods.
- Washing hands in between preparation tasks.
- Changing single-use gloves after handling raw foods.
- Using a clean utensil each time food is tasted.
- Minimising contact with food wherever possible by using utensils or single-use gloves.
- Not storing raw foods above cooked foods.

Routes for cross contamination

There are three ways in which cross contamination can occur.

- (i) Food to food
- (ii) People to food
- (iii) Equipment to food

(i) Food to food

Bacteria transferred from other food results in cross contamination. Problem arises when raw food comes into contact with the cooked foods. Some examples of food to food contamination are as follows:

- Placement of meat in the top shelf and of vegetable in the lower shelf is a bad practice as drippings falls from raw meat onto vegetables, causing food to food contamination.

(ii) People to food

Physical touch of humans can also be a source of cross contamination to foods.



- Example: Handling vegetarian and non vegetarian food items after using toilet.

(iii) Equipment to food

Cross contamination can also take place with the contact of kitchen equipment and utensils with food. This is specially the case when equipment are not properly cleaned.

Example: Storage of sauce in a non-cleaned container used for other non vegetarian food preparation.

Prevention of cross contamination

Following should be kept in mind for preventing cross contamination:

(i) When refrigerating food

- Food material containing juices should be placed in a container or in a sealed plastic bag to prevent leakage of juices from dripping onto other foods. Raw juices might sometimes contain harmful bacteria.
- Store eggs in their original carton and refrigerate them as soon as possible.

(ii) When preparing food, keep it clean

- Wash hands and table top surfaces regularly after starting or finishing the work.
- Wash hands with soap and water before and after handling food.
- Wash hands with soap and hot water before and after handling food, and after using the bathroom, changing diapers; or handling pets.
- Wash the chopping board regularly.

(iii) Cutting boards

- Use a clean chopping board.
- Use separate chopping boards for vegetarian (green leafy vegetables, etc.) and non vegetarian foods (raw meat, poultry and seafood).
- Replace chopping boards if the surface develops cracks, is worn out or develops scratches through knives.



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(iv) Marinating food

- Allow the food to marinate in refrigerator.
- Never use the sauce used for marinating for other food preparations.

(v) Fruits and vegetables

- Always rinse fresh fruits and vegetables in running tap water to remove visible dirt and grime.
- Always remove the outermost leaves of a lettuce or cabbage.
- Pay attention while cutting vegetables as bacteria grows on the cut surface of fruit or vegetables.

(vi) When serving food

- Always prefer to serve food on a clean plate.
- Never use the plate previously used for holding raw food for serving cooked food.

Cleaning areas to prevent cross contamination

Cleaning of the following areas is required to prevent cross contamination at place:

1. *Floors*: need to be cleaned and disinfected regularly with appropriate chemicals.
2. *Walls*: Walls should be made of impervious, non-absorbent and non-toxic material for easy cleaning.
3. *Ceilings*: these need to be constructed or decorated in a way that it prevents dust and dirt to gather in the crevices and reduces condensation.
4. *Windows*: Windows and other openings must be designed keeping in mind the minimum collection of dust and grime build up.
5. *Doors*: Doors must be easy to clean and, where necessary, must be disinfected.

Practical Exercise

Activity

Invite a health professional to demonstrate the hand washing and scrubbing procedure followed by them.

Material required: Writing material



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Procedure

- Organise a lecture by a health professional in the class for students.
- Discuss various health and hygiene standards required for hotels with students.
- Organise a demonstration of the hand washing procedure followed by health professionals.
- Note down the following points:
 - (a) use of soap solution or liquid soap
 - (b) use of disinfectant
 - (c) the correct way of rubbing soap in between the palms, back of the hands and between fingers.
- Prepare a report on the basis of the above demonstration.

Check Your Progress

A. State True and False

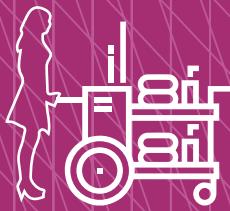
1. Brushing of teeth daily is a good practice. (True/False)
2. In food to food contamination, bacteria transfer infection from one food to another. (True/False)
3. In hospitality industry, long hair of employees should be tied in a bun when on duty. (True/False)
4. In hand washing facilities, taps of hot and cold water should be there. (True/False)

B. Subjective Questions

1. How does an employee maintain personal hygiene?
2. How does cross contamination occur?
3. Explain the importance of hand washing.



Unit



7

Safety at Workplace

Safety at workplace refers to the working environment at an organisation or company and encompasses all the factors that may impact the safety, health and well-being of employees. These may include unsafe working conditions or processes, environmental hazards, drug and alcohol abuse and workplace violence.

Workplace safety equally promotes the wellness of employees as well as employers. Better safety equates to better health. A safe and healthy workplace would not only ensure protection of workers from injury and illness, but would also lower the costs on account of injury or illness, reduce absenteeism and increase turnover, productivity and quality; and keep the morale of the employees high. Healthier employees do tasks more efficiently, and they are happier in general. There are very few accidents in a safe working environment. Thus, safety is not only good but also desirable for business.

In this unit, you will learn about the workplace safety standards to have a hazard-free work environment and avoid loss of man-hours because of disruption caused by personal injuries and hazardous system failures.

The unit covers the following major topics:

- Precautionary measures to be followed by a housekeeping attendant to avoid work hazards.
- Standard safety procedures followed by the housekeeping department in the hotels.



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man-hour: an hour regarded in terms of the amount of work that can be done by one person within this period.

(Source: *Oxford Dictionary of English, Third Edition*)

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- Safety tools or Personal Protective Equipment used by the housekeeping personnel.
- Safety standards achievements by the housekeeping.

SESSION 1: PREVENTION OF WORKPLACE HAZARDS

This chapter reviews some of the common causes of workplace injuries and explores the methods of injury prevention that can be used effectively by hotels.

Assessment of Hazards

Risk assessment is a systematic method of considering all the activities to be carried out at the workplace, assessing what could possibly go wrong which could lead to injuries or accidents and deciding on suitable preventive and control measures. These measures should aim to prevent, eliminate, reduce or minimise the risks of loss, damage or injury at the workplace.

For assessing the various hazards, the organisation should initiate a hazard control programme that lists all of the steps necessary to protect workers from exposure to a harmful substance or system. Secondly it includes a written policy outlining the methods that would be used to control the exposure and the procedure to monitor the control mechanism.

Minimising Hazards at Workplace

Nowadays accidents are common at workplace. Many workers lost their life due to workplace injury. So, necessary steps must be taken to reduce the chances of injuries in working area. Follow the given steps of minimising hazards:

1. Communicating with staff about health and safety
2. Risk assessment
3. Promptly dealing with hazards
4. Invite feedback from staff on safety improvements
5. Display safety information clearly
6. Maintain comfort and cleanliness
7. Provide first-aid supplies
8. Meet fire safety standards
9. Learn from any mistakes
10. Keep safety procedures updated



Some important hazards and their preventive measures

Hazard type	Meaning	Factors associated with hazard	Solutions and preventive measures
Musculoskeletal injuries and disorders	Many jobs have risks that can lead to sprains and strains in the back and other parts of the body.	<ul style="list-style-type: none"> Awkward postures Manual handling Sudden movements Prolonged standing Repetitive movements 	<ul style="list-style-type: none"> Use ramps rather than stairs. Use a trolley for heavy luggage or when carrying over long distance. Push rather than pull trolleys. Ensure trolleys are properly maintained e.g. tyres are fully inflated and wheels aligned. Wear proper shoes.
Chemical hazard	<ul style="list-style-type: none"> Some chemicals are hazardous and may be corrosive, irritating, toxic, flammable or carcinogenic Some chemicals may cause burns or skin rashes from irritation or allergy. 	<ul style="list-style-type: none"> Direct skin contact Chemical spills and splashes Volatile chemicals such as solvents can be inhaled 	<ul style="list-style-type: none"> Provide proper ventilation through open windows or mechanical air vents. Wear suitable personal protective equipment. Do not allow unauthorised access to stored chemicals. Inspect chemical stores regularly to check for deterioration or leakage. Ensure that every chemical has a Material Safety Data Sheet. Ensure that all the chemical containers are properly labelled. Arrange for annual medical examinations for the staff exposed to perchloroethylene (a toxic colourless volatile solvent used commonly as a dry-cleaning fluid).
Thermal stress	Heat stress from the machinery or equipment used in hotel. This can lead to headaches, fatigue and discomfort.	Staff working in the kitchen, laundry and boiler rooms	<ul style="list-style-type: none"> Improve the ventilation through a carefully planned and laid out exhaust and air conditioning system. Implement and follow an appropriate work-rest schedule. Avoid thick clothing Drink plenty of water to replenish water lost through dehydration.

Cuts	Cuts may occur from the use of knives and machinery in kitchens, laundries and engineering workshops.	<ul style="list-style-type: none"> Machinery used in various departments. Use of knives 	<ul style="list-style-type: none"> Do not remove any safety interlocks and safety guards from the machinery. Do not try to reach into any moving parts of the machinery with your fingers. Do not clean blades unless power has been shut down. Follow the operating instructions as recommended by the manufacturer or supplier. Ensure that safety guards are in place before operating any machinery. Use a pusher or tool to avoid contact with moving parts of machinery. Switch off or unplug the machine before removing the safety guards for retrieval or cleaning. Use knives with care.
Burns and scalds	The use of ovens and deep fryers without due care can cause severe burns and scalds	Use of ovens and deep fryers	<ul style="list-style-type: none"> Organise your work area to prevent contact with flames and hot objects. Use the correct gloves for handling hot objects. Ensure safe levels of hot liquid like oil or boiling water. Do not use a wet cloth to lift the lids from hot pots. Ensure that the handles of pots and pans do not stick out from the counter or stove. Make use of safety devices like thermostats and interlocking switches in ovens. Do not overfill pots and pans. Do not open cookers and steam ovens that are under pressure. Open hot water and hot liquid faucets slowly to avoid splashes.



Fire and Explosion	Explosion by fire	<ul style="list-style-type: none"> • Flammable substances • High-pressure applications e.g., pressure vessels like steam boilers 	<ul style="list-style-type: none"> • Ensure steam boilers are inspected at least once every 12 months by an Authorized Boiler Inspector. • Ensure that the air or steam receivers are inspected at least once every 24 months by an Authorised Boiler Inspector. • Ensure that the boiler attendants are properly trained and certified. • Provide workers working in the boiler rooms with hearing protectors.
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Hazard Analysis

It is a good practice to establish systematic procedures for the identification, evaluation and control of both existing and potential hazards at the workplace. Employers should identify workplace hazards by reviewing both routine and non-routine activities carried out by workers and contractors, and the equipment used. These hazards can be evaluated by considering the probable incidents that can occur. Measures can be developed to control the hazards. Before implementation, it is advisable to test the feasibility of the recommended measures. Documentation of the hazard evaluation process is useful.

Safe Work Procedures for Housekeeping Staff

Employers are encouraged to establish safe work procedures for the various types of work carried out in the hotel. Wherever possible, these procedures should be incorporated into the standard operating procedures for staff to follow. Safe work procedures should be effectively communicated to all the staff.

Safety work procedure required at workplace

1. Do not work on any equipment if it is under repair and maintenance.

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2. Do not work at a place where there is a risk of falling or skidding.
3. Do not work in a cluttered or congested place.
4. Work carefully when there is use of fire or high heat.
5. Make sure that there is no explosive or flammable substance in an area where cooking is taking place.
6. Maintenance or repair work on any pressure vessel or lifting equipment.
7. Work on any process, plant, vessel or machinery that is liable to produce or give off any corrosive, toxic or flammable substance.
8. Work in compressed air environment or underwater.
9. Testing of any pressure vessel or pipes
10. Spray painting
11. Dismantling of any pipe or equipment containing steam or substances that are flammable, toxic or corrosive
12. Any repair or maintenance work carried out on a pressurised hydraulic system

Points to remember for safety

Some other points adopted for ensuring safety at workplace are as follows:

1. Safety training
2. Group Meetings
3. Accident, incident and disease investigation and analysis.
4. In-house safety rules and regulations

Standard Safety Procedure

The standard safety procedure means a set of written instructions that document a routine or repetitive activity followed by a Hotel. Standard Operating Procedure (SOP) helps in maintaining quality and consistency of service and standards in the hotel. The development and use of SOPs are an integral part of a successful quality



system as it provides individuals with the information to perform a job properly, and facilitates consistency in the quality and integrity of a product. It is must that all newly recruited hotel staff should be given training on hotels SOP. When some hazardous situations take place, the following evacuation procedures are performed by the hotels.

Hotel evacuation procedures for fire, bomb threats and mass destruction

All the departments follow evacuation directions in hotel's emergency and evacuation binder as follows:

Front office, Manager on Duty (MoD) and Private Branch Exchange (PBX)

1. Notify the PBX operator, engineering personnel, hotel security and hotel accounting department about your intent and reason for evacuating the building.
2. Give hotel address and house count to the operator.
3. Hit 'hot keys' to initiate the printing of emergency backup reports on high speed printer.
4. Recall all the elevators to ground floor.
5. Activate evacuation alarm.
6. Make evacuation announcement on hotel public address system.
7. Release E-key (emergency key) from vault to hotel security or fire or police chief at the scene.
8. Lock down all the safes, vaults and cash drawers. Do not take money or valuables with you.
9. Identify the rooms with disabled guests. Send personnel to assist them in evacuating or waiting for fire department assistance.
10. Send personnel to each hotel floor to direct guests and staff to emergency exits.
11. Answer calls from guestroom phones only as time and personnel permit.
12. Close the pipeline to lobby, gas or fireplace (if applicable).

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13. Move all the bell carts away from lobby exits. Place them against walls.
14. Have valets and door personnel move all the vehicles away from entrances and sides of building.
15. Front Office manager or Manager on duty collects the in-house registration bucket and MOD keys and reports to police or fire command post.

Housekeeping or laundry

1. Room attendants place housekeeping carts in closet or guestrooms. Do not leave them in the hallway.
2. Laundry personnel turn off all the equipment. Close gas pipelines to laundry.
3. Check all storage rooms in the basement, lock down all the storage rooms and on-premise laundry.
4. Housekeeping and laundry personnel carry out blankets, sheets and bathrobes for evacuating guests.

Food and beverage

1. A kitchen personnel turns off all the stoves, ovens and other cooking implements.
2. Turn off main gas valve to the kitchen. Check all coolers and walk-ins for personnel.
3. Secure all the monetary funds.
4. Have restaurant, lounge, banquet personnel direct the guests to emergency exits.
5. Check restaurant and lobby restrooms for guests and employees. Then, exit the building and report to marshalling point.

Security

1. Collect all the available master guestroom keys from the key distribution centre.
2. Lock down the security office and key distribution centre.
3. Ask the security desk to pull all the time cards or print 'clocked in' employee list.



4. Bring the timecards, and list to marshalling point outside the hotel for Human Resources to take roll call of the employees. Take master keys and E-key to police or fire command post for distribution to emergency personnel.

Engineering

1. Turn off all the HVAC systems to hotel.
2. Ensure that the fire pump and sprinkler generator are on standby.
3. Check all mechanical and storage rooms for personnel. Lock down mechanical and storage rooms.
4. Assist in evacuating the guests. Exit the building, report to the Chief Engineer, the Engineer on Duty takes hotel blueprints, schematics to police or fire command post.

Material handling and storage

Housekeeping employees may also move furniture, equipment and various tools to complete a task. If it is deemed necessary to handle materials manually after a hazard assessment has been done, the employee should be coached about how to prevent a strain or sprain injury. Employees should be encouraged to lift the amount of weight that is comfortable. If the weight of an object seems excessive, assistance should be obtained. If lifting, pushing, pulling and carrying objects is not absolutely necessary, don't move it. Some tools that make material handling easier include housekeeping carts, mop buckets with wheels, removable ramps, water pick up machines, and portable vacuum packs.

Safe lifting techniques

As a part of accident prevention, we want to provide education to everyone on safe lifting techniques in order to prevent back injuries.

Quick lifting tips

- Before lifting, make sure your path is dry and clear of objects that could cause a fall.



Fig. 7.1: Safe lifting of material

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- Bend your knees and keep your back straight.
(Lift with your legs, not your back.)
- Bring the load close to your body.
- Lift in a slow, even motion.
- Don't twist your body. If you must turn, move your feet.
- Keep your back straight when putting down the load.

The weight of the objects you lift is an important factor in determining your risk of injury, and you will want to be especially careful when lifting heavy items such as storage boxes full of files and boxes of photocopy papers. However, weight is not the only thing that determines your risk of injury.

More on lifting techniques

1. Keep the load close.
2. Avoid lifting from the floor.
3. Plan ahead.
4. Get help when you need it.

Storage of acids and chemicals

The chemicals should be stored properly in the storage area. Many of the chemicals require cool and dry place for their storage or as per the company instructions. There should be a separate area for keeping hazardous chemicals for safety purpose. There should be proper ventilation in the area where the chemicals are kept and control the toxic fumes. Also, the chemicals should be kept in a locked room and must not be easily accessible.

Labeling and warning sign used for chemical storage

Labeling each container containing hazardous substance, such as bleach solution and caustic cleaner, is the most direct means of hazard communication. If it is not reasonably practicable to put full information on a container, the container should at least be labeled with the identity of the chemical and the hazard group(s) and symbol(s). Other required information can be given in an information sheet placed in the close vicinity. Statutory



requirements for labeling of dangerous substances are prescribed in the factories and industrial undertakings.

The label should include the following information

- Identity of the substance—chemical name(s) and/or common name(s)
- Hazard classification and symbol(s)
- An indication of the particular risks inherent in the substance
- An indication of the required safety precautions

Handling furniture

In addition to using furniture wisely, it is important to handle it carefully. Safe handling and moving of furniture begin with a basic understanding of how a piece is constructed.

Following points are to be kept in mind while handling, lifting and moving the furniture:

1. Before picking up a piece of furniture, determine how it is put together and if any of its parts are removable or detachable.
2. Make sure where the furniture is its strongest—generally along a major horizontal element, and try to carry it from these points.
3. Examine the room and the route whereby the furniture is to be moved. Look around to make sure you know where everything is to be placed.
4. Identify potential trouble. Light fixtures that hang low, for example, or that extend out from the wall may be damaged or cause damage.
5. Glass table tops are also easily damaged if bumped into. If necessary, clear the way by moving or removing fragile or obstructive items.
6. Protect the furniture to be moved with soft padding or wrap it in a blanket pad. Padding, which will provide extra insurance against bumping and gouging, is especially important if an item is going into storage.
7. Before moving an item make sure you know exactly where it goes next. Plan ahead to adjust the temperature and relative humidity in the new



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- location so that they are same as the place where the furniture is kept presently. Extreme changes in temperature and humidity can cause splitting of joints and veneers.
8. Never hurry when you are moving furniture. Scratches, dents and gouges from bumps against hand truck, doorways, and other furniture are always more likely to occur in haste. Each item needs to be approached individually, without haste, and with sufficient manpower present.
 9. Make sure you have a firm grip on the piece with both hands. Do not wear cotton gloves. It is essential that your hands do not slip from the piece of furniture while it is being moved.
 10. Never slide or drag furniture along the floor. The vibration can loosen or break joints, chip feet, break legs, etc., dragging also causes damage to the carpeting or polish on the floor. Whenever possible, use trolleys or dollies for transporting heavy pieces. Handling valuable furnishings requires a special attitude: in general, movement should be carried out at a slower pace. Just as gymnasts work with 'spotters' to catch them when they misstep, have helpers on hand to guide the movers so they don't crash into walls or pieces of furniture.

Lifting furniture

Ability to lift may be increased if you have been appropriately trained in lifting techniques, or, it may be considerably reduced during ill health or if the working environment conditions are in any way adverse, e.g. too hot or cold, slippery and uneven floors, making it difficult to grab the load.

The risk of injury increases as the weight of the load increases. However, the risk comes not just from the weight of the object being handled but also the way it is handled, e.g. twisting, reaching or repeating a task frequently.

Consider the following points

- Where is the load going?



- Can handling aids be used?
- Is a team lift required?
- Can the lift be completed without awkward stooping or twisting movements?
- Remove any obstructions or tripping hazards from the route.
- Plan resting places if the load is to be moved for a long distance.
- Consider the use of protective equipment e.g. gloves, boots, etc.
- Place the feet apart, giving a stable base for lifting.
- Avoid tight clothing or unsuitable footwear e.g. high heels.
- Placing one leg forward to the other will help improve the balance and control.
- If a close approach to the load is not possible, try sliding it towards you before attempting to lift it.
- Bend your knees (not your back).
- Keep your back straight.
- Keep your shoulders leveled facing the same direction as your hips.
- Grip the load with your palms, rather than just your fingers. Keep your arms close to your body to help support the load.



Fig. 7.2: Use of lifting aid

Handling electrical tools

An electrically safe work condition will be achieved and verified by the following process:

1. Clean electrical appliances regularly to avoid the build-up of dust and spilled or burnt foods (in case of kitchen appliances). When cleaning your appliances though, never use detergents or spray insecticides on them as these might cause cracking and result in an electrical hazard.
2. Never attempt to fix appliances by yourself. Contact your trusted electrician instead. Discard the appliances that have been immersed in water and never use them again. Also discard any damaged extension cords.

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3. Determine all the possible sources of electrical supply to the specific equipment. Check the applicable up-to date drawings, diagrams and identification tags.
4. Go through the electrical tool manufacturer manual so we can understand how to operate it correctly and safely. Never touch electrical appliances when hands are wet and feet are bare. Unplug the electrical equipments before performing housekeeping duties like switch off of the table lamp, mini fridge, and electrical tea kettle, air conditioner, bathroom hairdryer, geyser, etc. Wear rubber or plastic soled shoes when using electrical appliances, especially if you are stepping on concrete floors and when outdoors.
5. Never use a faulty or ageing appliance as this may have a broken plug or frayed cord. Turn off the power points before unplugging the appliances. Never put metal plates or aluminium foil inside your microwave. Always switch off and unplug the toaster before taking anything out. Be extra careful when using electrical appliances attached to power outlets near kitchen or bathroom sinks, tubs, swimming pools and other wet areas.

Cleaning floors

Following points are to be kept in mind while cleaning floor safely:

1. Choose slip-resistant flooring
2. Use slip-resistant treatments for the existing flooring
3. Clean the floors properly
4. Maintain good housekeeping

Handling sharp tools (knife, blade or needles)

Sharp objects or any devices having sharp points or protuberances or cutting edges, capable of cutting or piercing the skin are called tools. Examples of sharp tools may include— needles, scalpel blades, broken glass, razor blades or other similar objects.



Procedure for handling knife, blade or needles safety

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1. Wear proper safety gear; eyewear, gloves and sleeves. Use the proper tool for the job. Inspect the tools prior to use.
2. Keep the work area clear. Keep tools under control at all times. Keep the item you are cutting secured; do not hold items to be cut in hand while cutting.
3. Use a sharp blade; a dull blade requires greater force, increasing potential hazards. Replace the blades when they become dull; use caution when disposing of used blades (e.g., use approved sharp objects container or wrap the cutting edge with heavy tape).
4. Stand in a well-balanced position. Pull the blade toward you when cutting a horizontal surface.
5. Make sure the path of the cut is clear, and keep the non-cutting hand out of the path of the cut.
6. When cutting thick material, use several passes of the blade and apply more downward pressure with each pass. Never use a cutting blade as a screwdriver, pry bar or chisel.
7. Don't leave the exposed blades unattended; use self-retracting cutting blades. When appropriate, use rounded tip cutting blades rather than pointed tip blades.
8. Maintain proper storage or use a separate drawer for sharp cutting tools. Keep cutting tools in a closed position or covered with a protective sheath. Use flat surface holding and protective wear while using such sharp tools.

Practical Exercises

Activity 1

Prepare a chart of sharp tools used in hotel industry and write their handling procedure.

Material required: Writing material

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Procedure

- Visit a hotel nearby your area.
- On the basis on your observation during the last hotel visit, list all the sharp tools used in hotel industry.
- Collect the images of tools from internet or click their photographs.
- Prepare a chart depicting the sharp tools and their handling procedures used in hotel industry.
- List utility of the above tools.
- Present the chart in the class.

Activity 2

As a part of your study tour, visit a hotel in your vicinity, discuss with the hotel staff about the assessment of hazards and note the various points of hazards which occur at a workplace.

Material required: Writing material

Procedure

- Visit a luxury hotel nearby your area.
- Discuss with the hotel staff about safety practices followed by them and ask queries about maintaining hazards assessment.
- Note down the preventive measures to avoid the hazards at the workplace.
- Draw a chart on the preventive measures to avoid the hazards and display in the class.
- After visit make a project report and present in the class.

Check Your Progress

A. Fill in the blanks

1. For assessing the various hazards, one should initiate a _____ control programme.
2. Many workers lose their life due to _____ injury.
3. Cuts may occur from the use of _____ in kitchens.
4. When some hazardous situations take place, one must follow the _____ procedures.
5. Employees should be encouraged to lift the amount of weight that is _____.

B. Subjective Questions

1. Write short notes on the following:

- (i) Material handling
- (ii) Importance of labeling and warning sign for chemical storage
- (iii) Safe lifting techniques



- (iv) Handling furniture
 - (v) Handling electrical tools
 - (vi) Handling sharp tools
2. Describe the various important points which minimise the hazards at workplace.
 3. Write the safety work procedure to be followed at workplace.

SESSION 2: FIRST-AID AND SAFETY PROCEDURES

Safety Procedure or Safety Standards

Hotel Brand Safety Standards are designed to help the hotels identify, prepare for, minimise and respond to fire, health and safety and security risks that could adversely impact our ‘stakeholders’.

Where local regulations require a more stringent requirement than the Brand Safety Standards, local regulation shall apply. However, where the hotel requirement is more stringent, it shall apply, unless local regulations specifically prohibit the implementation.

Table 6: List of some important safety standards

Standard type	Example of set standards
Crisis and incident	<ol style="list-style-type: none"> 1. All hotels shall endeavour to reduce the impact of crisis or incidents on employees, guests, visitors and other stakeholders through the identification of likely risks, the creation of plans and procedures for dealing with them and their periodic testing and review. 2. All hotels must develop and test a general Crisis Management Plan which must be updated as necessary. This plan must include the contact details and responsibilities of both a Crisis Management Team and one or more contacts to be used in emergencies. 3. Response Teams—each hotel must also develop and test specific response plans for a range of foreseeable crisis and incidents. An example of such a plan is available on the IHG Risk Management website. 4. Employees (including contractual and temporary basis) must be instructed and trained as described in the Crisis Management Plan. 5. A minimum of one employee on each shift must be trained in first-aid.

Evacuation drills	<ol style="list-style-type: none"> 1. All the hotels must develop and test a fire emergency and evacuation plan. All the employees must receive training at least once every six months in the emergency and evacuation plan, the use of fire safety equipment and fire prevention except for Night staff, 'Living in' staff and Newly engaged staff who may be required to be trained more frequently as required by the local code. Written records of such training must be maintained and be available on request. 2. Evacuation drills must be held at least once every six months. Annually one of the drills must involve the use of fire alarm and detection system. Guests must be notified in advance of the drill. 3. Evacuation procedures must be identified and developed for disabled guests.
Fire safety	All hotels shall endeavour to reduce the risk of fire to employees, guests, visitors and other stakeholders through the completion of 'Fire Risk Assessments' and the development of fire safety procedures and the periodic review of those procedures.
Structure and materials	<ol style="list-style-type: none"> 1. The structure of all hotels must have a fire resistance of not less than 60 minutes including between: <ul style="list-style-type: none"> • Public areas and guestrooms or guest corridors • Back of house areas and guestrooms or guest corridors • Guestrooms and adjoining rooms • Plant rooms and all other areas (air conditioning plant, walk-in freezer rooms, generator plants, water treatment or garbage treatment plant) 2. All unprotected openings between floors and through walls (for example, around pipes or wire chases, ducts or service junctions) must be covered with heavy insulating material in order to prevent risk of fire to the surrounding structure. 3. At elevator shaft ways, flues and pipe chases in all construction above four storeys. 4. In wood frame construction between all elevated floors and balconies.
Emergency egress	<p>Exit Paths: All hotels must meet the following requirements to enable escape:</p> <ol style="list-style-type: none"> 1. Each floor must have a minimum of two emergency exits remote from each other. 2. A maximum distance between emergency exits of 200ft (60m) is required, and the maximum 'travel distance' to an emergency exit must not exceed 100ft (30m). In fully sprinklered buildings 'travel distance' to an exit must not exceed 200ft (60m). 3. Internal 'exit doors' on escape routes must be such that they can be opened from both the sides. 4. 'Exit doors' must swing in the direction of egress. 5. Final exit doors must be fitted with panic hardware.



Stairs	<p>Emergency Egress Stair construction: Emergency egress stairs must meet the following requirements:</p> <ol style="list-style-type: none"> 1. Stair risers and treads must be dimensionally uniform throughout each stair run 2. Stairs must be lit with continuous lighting and marked with varying colours and/or textures where appropriate 3. Stairs must be provided with handrail(s) where appropriate
Fire suppression system	All hotel properties must have automatic fire sprinkler system fitted in the entire building. All old and new constructed hotels must be fully sprinkled.
Security	<ol style="list-style-type: none"> 1. All hotels shall endeavour to reduce the risk of injury or loss to the employees, guests, visitors and other stakeholders through the completion of security risk assessments and the development of security procedures and the periodic review of those procedures. 2. Security Information Safety and security information must be provided in a conspicuous location in the guestroom in the local language and English. Such information may include but is not limited to personal security advice, safe use of a swimming pool, protection of personal property. 3. Electronic key cards 4. Guest privacy
Leisure activities	<ol style="list-style-type: none"> 1. Fitness facilities 2. Dry saunas 3. Wet sauna or Steam room 4. Solarium or Tanning beds 5. Swimming pools
Fire alarm and detection	<ol style="list-style-type: none"> 1. An automatic fire alarm system is required in all the hotels. The system must be equipped with automatic emergency power with a minimum 24 hour supply. 2. In addition, the system must have manual initiating devices at, or close to the front desk, at each stair access point, at each ground floor exit, and at other appropriate locations connected to a fire alarm control panel.
Emergency lighting	<ol style="list-style-type: none"> 1. 'Emergency lighting' must be provided on all exit routes, in stairwells, in public areas greater than 150sq. ft. (15sq. m) and places of assembly, and in areas where employees could be expected to work. 2. If there are no national standards for lighting levels, the required standard is an average of 1 foot candle (10 lux) at the floor level and a minimum of 0.1 foot candle (1 lux) at any point. Operation of the 'emergency lighting' must be automatic and provide a minimum of 60 minutes of illumination.

Food safety	<ol style="list-style-type: none"> 1. All hotels shall endeavour to put in place a food safety management system to help ensure the safety of food served in or distributed by the hotel. <p>Note: An example of such procedures is a Hazard Analysis and Critical Control Point system (HACCP). The food safety management system implemented by the hotel should be based on the HACCP principles.</p> <ol style="list-style-type: none"> 2. All food handlers should have the appropriate food hygiene training as required by the local regulations. Written records of such training must be maintained and be available on request.
Health and Safety (including guest and staff safety)	All hotels shall endeavour to reduce the risk of injury or loss to the employees, guests, visitors and other stakeholders through the completion of safety risk assessments and the development of safety procedures and the periodic review of those procedures.
Data privacy	Hotel management shall endeavour to reduce the risk of data loss of employees, guests, visitors and hotel through the completion of information security risk assessments and the development of procedures and the periodic review of those procedures.

Workplace inspection

The purpose of conducting safety measures inspection is that they give employees an opportunity to point out the deficiencies in their area that may otherwise go unnoticed and uncorrected. Safety inspections are conducted primarily not to find out how many things are wrong, but rather, to determine if things are satisfactory. Their secondary purpose is to discover the conditions that, when corrected, will bring the facility up to accepted and approved standards and/or regulations. As a consequence, the inspected facilities should become safer places to work.

Conducting safety inspection is a basic tool for establishing and maintaining safe conditions and discovering unsafe practices at the workplace. Systematic inspections are practical ways to identify and correct an unsafe equipment, conditions, processes, and work practices. If unsafe conditions and practices are found to exist, prompt corrective actions are initiated. They are an excellent way to prevent accidents from occurring and to safeguard employees.



Purpose of workplace inspection

As an essential part of a health and safety program, workplaces should be inspected. Inspections are important as they allow you to:

- listen to the concerns of workers and supervisors
- gain further understanding of jobs and tasks
- identify the existing and potential hazards
- determine underlying causes of hazards
- monitor hazard controls (personal protective equipment, engineering controls, policies and procedures)
- recommend corrective action

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Adopting Zero Accident Vision at Workplace

Zero Accident Vision is a philosophy which states that nobody should be injured due to an accident. Every hotel professional's ultimate goal is zero accidents. Here are ten steps that can help you achieve this critical objective.

1. **Make sure everyone is committed to safety:** Everyone in the organisation, from top management to the newest employee, must be committed to safety making it the top priority.
2. **Set clear standards for workplace safety performance:** Make sure that employees understand the rules and that the supervisor enforce them.
3. **Take the lead:** Explain it to supervisors and managers the importance of setting a good example and following all the safety rules themselves—for example, wearing proper PPE and taking the same precautions as workers. Furthermore, supervisors should lead the effort in hunting down hazards and correcting them.
4. **Get employees involved:** Give workers the responsibility for planning and conducting inspections, for analysing their own data on work hazards, and for designing safety checklists.

5. **Promote understanding:** Emphasise that hazards put employees' personal health and safety at risk. Understanding the need of safety is a strong motivator.
6. **Train for competence and safety:** Train the employees well and frequently. Make sure that they have the information and develop the skills they need to prevent accidents.
7. **Encourage feedback:** Welcome the input from employees. Praise the workers who identify and correct hazards, or who report problems they can't fix.
8. **Learn from the accidents for future safety:** Once the hazards are identified, use them as learning experiences to help workers become more alert and more sensitive to potential danger on the job.
9. **Move swiftly to correct safety problems:** Make sure you respond promptly to the identified hazards and take immediate steps to correct them.
10. **View accident prevention as an ongoing challenge:** It is something that the supervisors and employees have to focus on every day, always improving, always setting new safety objectives, and always making steady progress towards achieving them.

First-aid

The employer is to provide adequate and appropriate equipment, facilities and personnel to ensure that employees receive immediate attention if they get injured at the workplace. These regulations apply to all workplaces including those with fewer than five employees and to the self-employed. Ensuring that the first-aid requirements of staff can be met requires sufficient first-aid provision at the workplace. This means the dispersal of information for employees about giving first-aid, as well as the availability of a first-aid kit that's fit for the purpose.

The standard safety guide of first-aid can be used to ascertain which type of first-aid kit is necessary at



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that particular working environment. A first-aid kit is available in different sizes— small, medium and large.

It is the responsibility of the employer to make a first-aid needs assessment so that the contents of each individual kit may vary according to respective workplace's requirements. The low hazard environment includes shops and offices, while a high hazard environment includes warehouses, factories and construction sites. In circumstances, where the sites are far off from emergency medical services, paramedics at hand and more than one first-aid kit may be required.

Housekeeping attendant has a duty to take reasonable care of their own health and safety and must not adversely affect the health and safety of other persons. Housekeeping attendant must comply with all the instructions and cooperate as per the policy or procedure relating to health and safety at the workplace, such as procedure of first-aid and for reporting injuries and illnesses.

First-aid kit material

At places where there are unusual hazards that are specific to a particular workplace environment, the first-aid kits should be supplemented with additional and appropriate components. Expired or soon-to-expire tablets or medicines should not be included in first-aid kits. It is very important for the employers to ensure that they provide immediate and appropriate first-aid help to employees, as well as supporting employees as per their work-related health issue.

Although there is no mandatory list of items to be included in a first-aid kit, a suggested stock of first-aid items in a low hazard workplace might be:

1. A leaflet on general first-aid
2. Medium sterile dressings and large sterile dressings
3. Assorted plasters relevant for the work area
4. Triangular bandage
5. Safety pins
6. Sterile eye pads
7. Disposable gloves

Other useful items that can be included could be:

1. Saline cleansing wipes
2. Roll or adhesive tape
3. Sterile adhesive dressing
4. Resuscitation face shield with valve

First-aid documentation procedure

1. First-aid boxes are kept in the Housekeeping Manager's desk, control desk, and at the other areas according to their need. For a qualified first-aider, contact the Housekeeping Manager. In their absence, the supervisors will act as appointed persons, call the emergency services and ensure the comfort of any injured person.
2. Notices are placed around the premises with regards to first-aid. A record of first-aid will be kept on the appropriate form (Health and Safety file).
3. Hotel staff must not take it upon themselves to render first-aid and must seek the first-aiders or appointed persons. Emergency telephone numbers are displayed on the first-aid notice.

Record of first-aid treatment

Supervisors are required to complete this form and keep a record of all the circumstances related to the accident as described by the injured worker.

1. Injured Worker's Information

Name:	Time:
Date:	Position:
Department:	Location:
Building:	

2. Description of injuries (provide details of the injury left/right side, area of body, injury type)

(Three blank lines for description of injuries)



3. Description of the First-aid Provided (provide details of the first-aid and kit material used)

4. Supervisor (or person providing the First-aid)

Name:

Department:

Position:

Signature:

Handling of Personal Protective Equipment (PPE)

Personal protective equipment, or PPE, is designed to provide protection from serious injuries or illnesses resulting from contact with chemical, radiological, physical, electrical, mechanical, or other hazards. Careful selection and use of adequate PPE should protect individuals involved in chemical emergencies from hazards effecting the respiratory system, skin, eyes, face, hands, feet, head, body and hearing. No single combination of protective equipment and clothing is capable of protecting against all the hazards. Thus PPE should be used in conjunction with other protective methods, including exposure control procedures and equipment.

To ensure the greatest possible protection for employees at the workplace, cooperative efforts of both employers and employees will help in establishing and maintaining a safe and healthful work environment.

In general, hotel staffs are responsible for:

- Performing a 'hazard assessment' of the workplace to identify and control physical and health hazards.
- Identifying and providing appropriate PPE for employees.
- Training employees in the use and care of the PPE.
- Maintaining PPE, including replacing worn or damaged PPE.

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- Periodically reviewing, updating and evaluating the effectiveness of the PPE programme.

In general, the employees should:

- Properly wear PPE
- Attend training sessions on PPE
- Care for, clean and maintain PPE
- Inform a supervisor of the need to repair or replace PPE

Use of PPE for a specific task

Personal protective equipment provides protection against hazards, and is used when the required safety measures are either not available or are deficient and insufficient. In a hotel, the PPE of room attendants include gloves, non-slip footwear, masks, goggles and kneepads. The gloves are used when the attendants clean room or change the bedsheets from the bed or change the pillow cover or while making the bed and while emptying the bins. While cleaning the guest room or bathroom, the room attendants wear non-slippery footwear, to avoid any accident in the bathroom or at any other slippery place. Mask and goggles are used while dusting at a height and kneepads are used when the room attendant is working while sitting on one's knee.

Safety Signs and Symbols at Workplace

These signs are prescribed in the 'Health and safety (safety signs and signals) regulations IS 9457 (2005): Safety colours and safety signs— Code of Practice' [CHD 8: Occupational Safety, Health and Chemical Hazards].

They are used to give health and safety information, prohibition, warning, or to take a specific safety action using a sign or symbol. Generally the symbols are displayed with short text (e.g., 'no smoking' or 'fire exits').

Employers need to ensure that the employees are aware of and understand the meaning of safety signs. Although most are self-explanatory, some employees, particularly the newly recruited, may be unfamiliar with the less commonly used signs.



Table 6.4: Safety Signs and Meanings

Type of sign	Meaning				
Mandatory signs (Fig. 1)	<p>These signs instruct you to take action (e.g. 'Eye protection must be worn'). Mandatory signs are blue and require a specific behaviour. e.g.: wear personal protective equipment</p> <p>Example:</p> 				
Emergency exit or escape route signs (Fig. 2)	<p>These signs give information on escape routes, emergency exits, first-aid, or rescue facilities (e.g., 'Emergency exit or escape route'). Green signs are for emergency escapes such as doors, exits or escape routes; these signs also indicate equipment and facilities.</p> <p>For example:</p> 				
Prohibitory signs (Fig. 3)	<p>These signs are coloured red and forbid behaviour likely to increase or cause danger (e.g. 'No smoking'). They indicate dangerous behaviour, stop or shut-down; or can signify a danger alarm or an emergency cut-out device.</p> <p>For example:</p> 				

Firefighting signs (Fig. 4)

These signs provide information about the location and type of firefighting equipment available.

For example:

Fire extinguisher



This way to fire fighting equipment



Fig. 4

Warning signs (Fig. 5)

These signs give the warning of a hazard or danger (e.g. 'Danger—electricity'). Warning signs are yellow or amber and mean 'be careful', 'take precautions', etc.

For example:

Danger: electricity



Flammable



Attention!



Fig. 5

Practical Exercises

Activity

Make a chart of safety signs with respect to PPE while doing hazard work.

Material required: Images of safety signs, writing material

Procedure

- Visit a luxury hotel nearby your area.
- Discuss with the Hotel Manager about the safety practices followed by them and ask queries.
- Note down the information about displaying safety signs with respect to PPE in case of hazardous incidents.
- Make a report and present in the class.
- Draw a chart on the basis of above information and display it in the class.

Check Your Progress

A. Fill in the blanks

1. Personal protective equipment provides _____ against hazards.



NOTES

2. Emergency _____ numbers are displayed on the first-aid notice.
3. Information with respect to the _____ facility should be displayed around the premises.
4. While cleaning the guest room or bathroom, _____ wears the non-slippery footwear.
5. _____ are used when attendants clean room or change the bedsheets.

B. Subjective Questions

1. Write short notes on first-aid.
2. What are the points to be considered while handling personal protective equipment?
3. Write the types of safety signs and their meaning.
4. How will you ensure zero accident vision at workplace?

GLOSSARY

Asphyxiation: the state or process of being deprived of oxygen, which can result in unconsciousness or death; suffocation

Bain Marie: a pan of hot water in which a cooking container is placed for slow cooking.

Bussing: To remove (dirty plates and dishes) from a table in a restaurant or cafeteria.

Checklist: It is the list of activities that one needs to perform or get performed and which can be ensured to be done by physically observing and marking the particular task in the list with a tick mark.

Chemical contamination: Chemical food poisoning is caused by the presence of toxic chemicals in food.

Clocked-in: To mark one's arrival at work

Code of Practice: a set of written rules which explains how people working in a particular profession should behave

Competence: The ability to do something successfully

Contamination: Sticking of any type of micro-organisms to food, which are harming food and making food unhealthy for consumption.

Crises: A time of intense difficulty or danger

Cross contamination: By using same table or chopping board for keeping or cutting raw meat or vegetables, by this way vegetables are contaminated by the microorganisms present on raw meat.

Discrepancy: A conflict, variation or difference between two things that are expected to be the same.

Discrimination: Prejudicial treatment of different categories of people, especially on the grounds of race, age, sex, etc.

Duty Roster: It is a document that lists out the staff duty allocation on particular days of the week. It keeps on changing as per requirement.

Egress: The action of going out of or leaving a place

Evacuating: remove from a place of danger to a safer place

Feedback: It is a data collected from the customer or guest for improvement in product or services.

FOM/MOD: Front Office Manager, Manager on Duty.

Food storage area: Area with favourable storage conditions used for storage of wet and dry food.

Handwashing: Handwashing, also known as hand hygiene, is the act of cleaning one's hands for the purpose of removing soil, dirt, and microorganisms. This may be done with or without the use of water, other liquids, or soap.

Hazard: Danger or risk

Hierarchy: A system where people are ranked as per their relative position in the organisation

HVAC: Heating, Ventilation and Air Conditioning

Indent: It is a statement of demand given to the stores to get the required things issued.

New hire: A person who has recently joined the organisation for working.

Plagiarism: To use another person's ideas or work and pretend that it is your own.

Report: A report is written for a clear purpose and to a particular audience.

Reporting: Providing information to the senior for necessary action about anything or incidents.

Requisition: An official order laying claim to the use of materials.

Resuscitation: The act or process of reviving an unconscious person.

Scourer: A Scrubbing pad or hard scrubber used to clean difficult-to-remove stains and spots on equipment or devices

Shelf life: Food items or perishable food items can be healthy or safe for human consumption before the shelf life, after shelf life they start to deteriorate.

Stay over (of a guest or visitor): When the guest or a visitor stays at someplace overnight.

Transgender: a person, whose gender does not match the gender assigned at the time of birth. It includes trans-men, trans-women, persons with intersex variations, queers and people with socio-cultural identities, such as 'kinnar' and 'hijra'.

ANSWER KEY

Unit 1: Clean Pantry and Canteen Area

Session 1: Ensuring Cleanliness Around Workplace

A. State True or False

1. True 2. True 3. True 4. True 5. True

Session 2: Importance of Kitchen or Canteen Area Checklists and Records

B. Fill in the blanks

- | | |
|----------------------------|--------------------|
| 1. Canteen area checklists | 2. Food and dishes |
| 3. Cleaning supplies | 4. Indent |
| 5. Housekeeping department | |

Unit 2: Maintaining Reports, Records and Documentation

Session 1: Report Making and Documentation

A. Fill in the blanks

- | | |
|--------------------------------|------------------------------------|
| 1. Customer profile | 2. Housekeeping Training Manual |
| 3. write clearly and precisely | 4. to write short and direct words |
| 5. Title page | 6. Summary (Abstract) |
| 7. Results | |

Session 2: Special Reports

A. Fill in the blanks

1. Departure 2. Key register 3. Lost and found register

Session 3: Importance of Indenting in Housekeeping Areas

Match the columns

1. (a) 2. (c) 3. (b) 4. (d)

Unit 3: Communicate with Customers and Colleagues

Session 1: What is Communication?

A. Match the columns

1. (b) 2. (a) 3. (d) 4. (e) 5. (c)

Session 2: Etiquette and Manners

A. Match the columns

1. (b) 2. (a) 3. (e) 4. (c) 5. (d)

Session 3: Interruption in Communication

A. True or False

1. True 2. True 3. True

Unit 4: Etiquette and Hospitable Conduct

Session 1: Meaning, Components and Goal of Hospitality

A. Fill in the blanks

1. *Atithi Devo Bhava* 2. customer
3. Accommodation, Food and Beverage Service

Session 2: Importance of Behavioural, Personal and Hospitality Etiquette

A. Fill in the blanks

1. Etiquette 2. Social etiquette 3. Telephone 4. Manners

Session 3: Respect for Profession and Professional Dealing

A. Match the columns

- (a) iv (b) i (c) ii (d) iii

Session 4: Gain Insight into Customer Satisfaction

A. Fill in the blanks

1. products and services 2. brand value
3. Valet 4. customer trust

Unit 5: Gender and Age Sensitive Service Practices

Session 1: Women's Rights and Respect at Workplace

A. State True or False

1. True 2. True 3. False 4. False 5. True

Session 2: General Facilities for Age and Gender

A. State True or False

1. False 2. True 3. False 4. True 5. True

Session 3: Practising Standard Etiquettes with Women at Workplace

A. Fill in the blanks

1. Behavioural etiquettes 2. made-up
3. investment 4. glass ceiling

Unit 6: Health and Hygiene at Workplace

Session 1: Importance of Cleaning at Workplace and Workplace Inspection

A. Match the columns

1. (a) 2. (b) 3. (c) 4. (d)

B. State True or False

1. True 2. True 3. False 4. True

Session 2: Personal Hygiene

A. State True or False

1. True 2. True 3. True 4. True

Unit 7: Safety at Workplace

Session 1: Prevention of Workplace Hazards

A. Fill in the blanks

1. hazard 2. workplace 3. knives
4. evacuation 5. comfortable

Session 2: First-aid and Safety Procedures

A. Fill in the blanks

1. protection 2. telephone 3. first-aid
4. Room attendant 5. Gloves

ANSWER KEY



LIST OF CREDITS

Unit 1

- Fig. 1.1: Aditya Jaiswal (photographer), Hotel Awadh palace, Ayodhya Bypass road, Bhopal
Fig. 1.2: Aditya Jaiswal (photographer), Hotel Awadh palace, Ayodhya Bypass road, Bhopal
Fig. 1.4: Aditya Jaiswal (photographer), Hotel Awadh palace, Ayodhya Bypass road, Bhopal

Unit 4

- Fig. 4.2: Aditya Jaiswal (photographer), Hotel Awadh palace, Ayodhya Bypass road, Bhopal
Fig. 4.3: *Employability Skills*, Class XI. 2019. NCERT (Creative Commons)
Fig. 4.4: *Employability Skills*, Class XI. 2019. NCERT (Creative Commons)

Unit 6

- Fig. 6.1: *Floriculturist — Open Cultivation*, Class XII. 2020. NCERT
Fig. 6.6: *Warehouse Binner*, Class IX. 2020. NCERT (by P. Veeraiah)
Fig. 6.7: *Store Operations Assistant*, Class IX. 2018. NCERT (by P. Veeraiah)

Unit 7

- Fig. 7.1: *Store Operations Assistant*, Class IX. 2018. NCERT (by Creative Commons)
Fig. 7.2: *Store Operations Assistant*, Class IX. 2018. NCERT (by P. Veeraiah)