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A Study on Changes Made in Housekeeping and Front Office in Hotel Radisson Blu Tower, Kaushambi Post Covid-19

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Abstract- There have been many changes and challenges Post COVID-19 in which hospitality industry have suffered a lot and is trying to cope up with the scenario. The hoteliers are playing a very crucial role by taking care of themselves and the guest's health. Hotels have gone through lot of challenging faces to make their guest feel the warmth of hospitality by even maintaining up the social distancing. The hotel is following the new SOP's Post Covid 19 like luggage sanitization, hand sanitizers kept at entrance, 6-feet social distancing is maintained, plexi glass wall is fixed at front desk, separate pen holders for used and unused pen, stickers are stuck to floor to maintain the minimum distancing standards. Moreover, apart from front area SOPs are also being followed at back of the house like social distancing hand sanitizers, session being held regularly to motivate staff for maintaining the distancing and following the SOPs Post COVID-19After the Covid-19 pandemic, all the procedures have been taken in view of the health of all the guests as well as the health of the staff. The guests are happy to see that their health is being taken care of.

Keywords: *customer preference, covid-19, hospitality industry, front office.*

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A Study on Changes Made in Housekeeping and Front Office in Hotel Radisson Blu Tower, Kaushambi Post Covid-19

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I. Introduction

Front Office is one of the most important areas of the hotel. Being the first point of contact for the guest when they arrive at the hotel, it is important that all the procedures and SOPs are in order as it is responsible for creating a 'First Impression' for the organization. With the change in times due to the recent pandemic and on-going COVID-19 situations, it is extremely crucial that all the safety measures are well in place at every touch point of the organization to ensure the delivery of seamless experience to the guests and ensure the safe and security of the guests as well as the colleagues. The COVID-19 pandemic has, and keeps on influencing each area across the globe, and the accommodation business is among the most obviously terrible hit. With lockdowns and travel limitations set up, lodgings chains, resorts, feasts and eateries the nation over ground to a halt, and just those associations were allowed to work that certified as a fundamental assistance. With the work-from-home working model, managers ought to consider stretching out their representatives the potential chance to enjoy some time off and loosen up - as a 'staycation' or a 'workcation'.

II. Objectives

- To review the changes in SOP's (standard operating procedure) In Front Office and Housekeeping post Covid-19.
- To analyze the uses of new technologies in hotel for prevention of Covid-19.
- To evaluate the Guest opinion on the new standard operating procedure followed in the Hotel.

III. Literature Review

- Topic- Hospitality and COVID-19: How long until 'no vacancy' for hotels? Ryan Mann (10/06/2020) In this article, author have examined how the hotels will bring back their employees Post COVID-19. It also Include different type of luxurious and economic hotel. Based on the findings of the author's research I want to explore more about what should be the done to grow hospitality industry and how to build

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back the trust of the people amid COVID-19. https://www.mckinsey.com/industries/travel-logistics-and-infrastructure/our-insights/hospitality-and-covid-19-how-long-until-no-vacancy-for-us-hotels

- Research Topic- TOURISM CHALLENGES AMID COVID-19 By Venasa milovanonic (Year 2021/ June) The aim of this article is to make us realize the impact of COVID-19 on the hotel business. This study examined the importance of safety measures amid COVID-19. The study says that the extra step taken to make a hotel properly sanitized has a great influence or impact on customers as well as the employee, which leads to customers satisfaction and a healthy environment for the staff. Some how the research lacked at the point of view for an employee and that will be where my I would like to explore more. https://www.researchgate.net/publication/352568235_THE_COVID-19_PANDEMIC_EFFECTS_ON_THE_HOTEL_INDUSTRY

IV. Methodology

a) Introduction

The study will indicate the research design, population, and sample size, sampling procedure, data collection instruments, data collection procedures, and finally data analysis and presentation.

b) Research design

This study will use a descriptive research design. A descriptive research design allows researchers to gather information and summarize, present and interpret data for the purpose of clarification. Therefore, descriptive approach is the best to understand the comparative analysis between fine dining restaurants and quick service restaurants.

c) Study area

The study will be undertaken at Radisson Blu Tower, Kaushambi.

d) Study population

The population of this study will be customers from Radisson Blu, Kaushambi. The target population will be the customers that will be present at the hotel during collection of data. The respondents will be 50 participants from Radisson Blu. The participants must be proficient in English, are above 18 years old, and the participants who gave informed consent.

e) Sampling and Sample Size

Sampling is the procedure of choosing elements such as people or organization from a population of interest. Through the studying of a sample, researchers may impartially generalize their results on the entire population from the sample. A sampling design stipulates the population frame, sample size and its selection, as well as the process of estimating the sample size. Stratified sampling will be used to select the sample of the study. It will involve dividing the population into homogeneous subgroups and then taking a simple random sample in each subgroup.

f) Data collection methods and Procedure

Questionnaire was prepared and participated were asked questions related to the changes in hotel post Covid-19. Questions about factors affecting their choice was asked such as, qualityof service, theambience, about hygiene etc.

A total of50 participants filled the questionnaire. Likert scale was used to ask participants to rate their satisfaction of Cleanliness of the hotel and its rooms, to rate the ambienc and to rate their overall experience while there stay in Radisson Blu Tower, Kaushambi.

g) Data analysis

The collected data in this study was first grouped, edited and checked for completeness. Quantitative data and descriptive statistics were used to analyse the data. The accuracy, reliability and validity of the data collected was done before the data analysis. The data collected was then analyzed and presented in graphs and pie chart along a descriptive analysis of the same findings.

Changes in front office and house keeping department post Covid-19.

- Valet Service were provided while post COVID-19 it has been turned to self-service.
- At the time when the guest arrives at the hotel, he/she has to wait for some time for the proper sanitization and checking of the car.
- The front office doesn't attend more than one guest at a time.
- Hotel appreciate digital payments to settle the bills which is easier and safer for everyone.
- Luggage assistance is not appreciated by the guest.
- Communication barrier due to 6-feet distancing protocol of Post COVID-19 Scenario.
- Limited amenities and supplies are placed in room Post COVID19.
- Luggage Scanning and Sanitization for the guest.
- Installation & Activation of Arogya Setu application.
- Explaining hygiene regulations to guest
- Wearing of surgical gloves and medicated mask all the time by front office staff for sanitization.
- Temperature screening at the time of arrival
- COVID-19 Self- Declaration form during checking have increased which make guest time consuming
- Limited amenities and supplies are placed in room
- Departmental budget is hiked
- Self- Declaration form during checking
- Use of Smog machine for sanitization of the room
- Regular RTPCR checkup for the employee

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Analyzing new technologies used in hotel industry

The COVID-19 pandemic had a negative impact on Hospitality industry, it being the hardest hit as people are avoiding traveling. The threat of COVID-19 has presented a challenge for Hoteliers all over the globe. So, there is a need of proper research and development in this field. Technology can help provide a great hotel experience, improving service, saving money and helping to boost revenue. These advances can help you beat the competition and attract new customers. There are some more examples which can be implemented or used by the hotel to say at the top post COVID-19. Hotel technology can be implemented to improve the user experience throughout the guest stay. Implementing the use of new technologies can not only improve the customer experience, but also save you money and giving less competition. Some of the new technologies used are-

Use of UV machine to disinfect the amenities, there is an installation of UV machine (Ultra violet light) in the maid's cart so that when a house keeping staff keep the amenities in the room, they are properly sanitized. Use of sanitization machine for sanitizing the guest luggage, A new heavy-duty machine is used by the front office department which can be used for both the sanitization and for scanning of the luggage. Contactless Registration Process, this process is a new introduction in the hotel industry due to covid 19 in which the guest can scan their ID card on the smartphone so that they don't have to wait for a longer duration at the time of check in. Use of QR code instead of physical key, in this process instead of issuing a physical key to the guest a virtual key is given to the guest. A QR code which can be scanned at the time of entering or exiting from the room for the process of closing it.

V. Conclusion

From this research I have gained a huge chunk of knowledge about precautionary measures taken by the hotel and how well they have implemented COVID-19 Protocols in daily routine operations post Covid-19 even after facing out challenges This research had also shown us that the Hotel is concerned about everyone's safety and are dedicated towards their one and only motive of providing safe and hygienic stay whilst following almost all and important protocols which were made by the WHO and the Government for smooth and safe operations in COVID-19 situation. I also talked to my Front Office Management and asked them what different approach they have taken for keeping up the guest satisfaction a priority which they replied, "We are coming transparent in front of guest. We share information such as each and every safety precautions that is taken by us for guest safety by working in a close coordination with other departments. As per the survey, a majority of guests felt safe while they had a stay at hotel Radisson Blu tower. The guest are also willing to recommend this property to their friends and family. With the help of this study, we have collected knowledge about several precautionary measures taken by the Hotel Radisson Blu tower, and how well they have implemented such precautionary measures in daily routine operations, post Covid-19. This research had also shown us that the team at the Hotel Radisson Blu tower is very concerned about everyone's safety and are dedicated in providing quality service whilst following all the necessary and important protocols.

At the end I really feel that the hospitality industry is trying it's best to get back to it's feet which may take some time but eventually they will cope up with this situation. Even after having a lot of restrictions and ban on travel the hotel are able to attract people through the services they are providing to the guest.

Hotel are following the rules and regulations issued by the official organization which helps in creating a safe environment for the guest and building more business.

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