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A Compartive Study of Changes in Trend in Housekeeping Department before and After Covid 19

Suman Kumar [α], Jyoti [σ] & Prof. (Dr.) Rajiv Mishra [ρ]

Abstract- Hotel industry housekeeping need to change after covid 19 because this is one of the most important concern in this scenario. The hotel industry not changes the trend, it also changes the eco-friendly product, subcontracting and training of the housekeeping employees. In this research paper I am going discuss about the new trend introduced in hotel industry after covid 19.housekeeping plays a most important role generating revenue. The hotel Industry need to change in this scenario as per comfort of the guest. Now a day's hotels have lots of competition because there is not only one hotel, lots of hotel in the market. After covid guest are more self-conscious about health and hygiene tic so that housekeeping industry need introduced latest trend after covid 19.

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I. Introduction

The first case found in Wuhan, Hubei, china. China government identifies the new virus spread fast in the Wuhan city. The Chinese government informs the world health organization after that the WHO declares this virus as pandemic on 30 January. This Covid virus become worldwide pandemic; create a global health issue and economic crisis. Every country seals their border, international flights are closed, and after that everything is under the lockdown. The lockdown is happened not only in small country, more developed country is also under lockdown.

This covid 19 affect the all sector across the globe but the hotel and tourism industry affected more by this covid virus. The hotel industry is one of the fastest growing sectors in the world but after covid hotel industry growth decreases. The Indian hotel industry faces the same problem. Some of the Indian hotel are shut down or closed due to covid 19 and economic crisis. More and more Hotel staff lost their job not only in Indian, even worldwide. As Per international economics times or research the hospitality or tourism industry take slots of time to boon again and become the fastest growing economy and more job offering area as well. After post covid 19 hospitality industry reopening process has slowly start. Government has started to give relief in restriction. Example like all dine restaurant are reopen but minimum capacity and strict social distancing. Government also reduces restriction on domestic and international flight. The hospitality and tourism industry try to overcome with new strategies, to run business.

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II. Objectives

- To identify housekeeping in hotel industry.
- To study the impact of covid 19 in housekeeping department in hotel industry.
- To study that what are the latest trend used in housekeeping department after post covid 19.

III. Literature Review

This literature review offer you the knowledge of different kinds of studies which has been done out to explore study the comparative study of changes in trends in housekeeping department before and after covid 19.this literature review provides you adequate study of the changes in housekeeping department before covid and after covid.

According to Mr. Harish Kumar from vidya jyoti university, Chandigarh. He studied that housekeeping is not only about cleanliness, housekeeping department maintain the hotel by adopting the new trends to provide best comfort or best service to the guest. This is very important for every hotel to incorporate with the new housekeeping trends after covid 19.

According to Mr. Sanjay Kumar, Suman gosh and Banani mondal from IHMA studied that they analyses housekeeping department role in covid 19. This study directly indicates that housekeeping department required changes by trend to provide best comfort and healthy environment to the guest.

According to Mrs. Asmita Patil and Mrs. Ashwini Talalulikar from Dr. DY Patil institute of hotel management and catering technology studied that housekeeping department play most important role for providing delightful experience and best cleanliness environment to the guest with the help of latest trend introduced after covid 19.

According to Mr. Amandeep Singh from Chandigarh group of college, Chandigarh. Studied that

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housekeeping is not only about cleanliness but also maintain the upkeep of the hotel by adopting new trends and practices in housekeeping.

According to Mr. M karthik from Bharat University, Chennai. Studied that hotel housekeeping need revolutionary for best housekeeping practices. The housekeeping department is very physically fit and mentally as well. The new Innovative trend must be incorporate in hotel housekeeping.

In my research I am going to mentioned about covid impact on hospitality industry and after covid what are the new trend introduced in housekeeping department in hotel industry and also I compare the earlier trend and new trends of housekeeping department.

IV. Research Methodology

- This research paper is mostly based on primary data source and little bit secondary data source. The primary data source is collected from the various sources such as websites research paper, hotel staff, books and from questionnaire. I collected the primary data which is required for this paper from report of the IHM research paper and other related information is collected from the other journals and research paper. Every data is analyzed.
- The extra details the studies approach the Technique and record collection, the choice of the sample. The studies technique the kind of record analysis the moral issue and the studies boundaries of the mission as such the proposed studies took the shape of a current subject.

V. Housekeeping

The most significant aspect of the hotel sector is housekeeping, which is responsible for the cleanliness of the room, the back area, the public area and maintenance. Housekeeping is the back bone of every department in a hotel. Cleaning is not only the aspect of housekeeping, it includes keeping the work environment clean and organized, preventing slip and strip risks on the floor, and removing waste. In this covid era housekeeping plays a critical role in preventing the spread of covid 19 viruses and providing the highest level of cleanliness and hygiene to guests.

The major role of the housekeeping is to provide best facility to the guest by cleanliness and assist guest when necessary.

- Most important two points about housekeeping is housekeeping gives best contribution in hotels and housekeeping department is also known as Eye for details means GSA check the departure room if there is missing something the GSA informs the department.
- Housekeeping department is also responsible for the lost and found procedure this department takes care the guest goods which is left or forgot by the guest.
- Housekeeping department play a vital role of the success of the hotel. This department is the highest revenue generator of the hotel.

Housekeeping face has changed now housekeeping department is no more considered to be back of the house department of the hotel.

- Housekeeping department responsible for providing largest share of profit to the
- After post covid housekeeping department play a vital role in hospitality department. Housekeeping performs detailed work in guest rooms and entire hotel. Housekeeping department becoming day by day more mechanized and scientific. In this present era maintaining hotel is tough but satisfying guest after post covid is very tough. For best satisfaction hotel changes in trends after post covid which is quiet differ to earlier trends.

Trends before Covid 19

The standard operating procedure of room cleaning is simple. For example:

- Enter in the guest room
- Prepare to clean the room
- Clean the guest room
- Placing the guest room supplies
- Making the guest bed
- Clean the bathroom
- Re check the room once again
- The temperature of water in laundry department is normal for cleaning the guest clothes and soiled linen. The agents are also simple which is used in laundry department in hotel.
- Room cleaning is mandatory for every room whether its check in room or check out room.
- Housekeeping staff providing modern amenities or supplies in guest room.
- The water tap which is in guest room or other hotel premises area are open by hand.

Trends after Post Covid 19

- After post covid 19 the standard operating procedure of cleanliness are complex. For example Wear clubs, masks and face shield then enter in guest room.
- Before start to clean the room sanitize the whole room
- Then clean the room
- Place all the supplies but all the supplies should sanitized
- Making the guest bed with new sheets
- Clean the bathroom with complex agent

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- After cleaning the room, again sanitize the room or (if guest want sanitization in front of him, then again sanitize the room).
- After post covid the water temperature are rise in laundry department while washing guest clothes and soiled linen. Hotel rise the temperature to kill covid virus because bacteria and germs are killed at maximum temperature.
- After post covid some hotel change room cleaning policy. Room cleaning is totally depends on guest, if guest want room cleaning twice, once a week , once a month, the housekeeping staff have to follow it.
- After covid 19, very interesting that hotels are go with going green. Going green is the latest trend in which housekeeping staff provide ecofriendly amenities to guest. Ecofriendly product is natural, not harm the health. Because after covid guest are very protective for their health.
- The water tap which is in guest room or other hotels premises, water tap are changed. The new water tap are working with the help of sensors. No hand touch, it also helps to prevent covid 19.
- In guest room there is one tiny fridge found which is stocked with alcoholic beverages, juice, wafers are called as mini bar. These mini bars found in almost every hotel. It is used to a luxury but after covid housekeeping staff completely stopped filling the mini bars with beverages and goodies. The mini bar is only filled at the request of guest.
- It is very interesting that after covid housekeeping staff provides extra mask and sanitizer as add on service.
- After covid 19, opt-in trend introduced in housekeeping department. Lots of hotel gone with opt-in versus opt-out for housekeeping department. In this trend assumed that guest not received housekeeping service during their stay except towel and toiletries provided in the room based on no of night and no of guest in.

VI. Conclusion

Through this study, I attempted to bring attention to the covid 19 pandemic, how the virus has affected the world fastest growing economy, & new trends in housekeeping before and after the covid 19. We can learn about the changes that have occurred in the housekeeping trend and approach by conducting this investigation. Everybody is aware about covid 19 virus. In December 2019, the first case was discovered in Wuhan, china. This covid 19 virus has spread rapidly around the world, resulting in a pandemic. The entire world is on lockdown; foreign flights are cancelled, local's planes are cancelled, and everything is shut down. This has an impact on the hotel and tourism industries; many employees have lost their jobs as a result of the pandemic and numerous five star properties have shuttered.

Following the epidemic, there was a big challenge in reopening hotels and preventing covid. In order to avoid covid 19, cleanliness has a critical role. Cleanliness is merely one aspect of housekeeping.

The hotels upkeep is regularly maintained by the housekeeping crew, which keeps up with new trends & method in housekeeping. After the post covid 19 virus, hotel housekeeping department started & initiated, for example, providing masks and sanitizer upon arrival, sanitizing the room before and after room cleaning, many hotel began installing automatic sanitizer machine in the room washroom and lobby washroom & other trends were introduced.

Our hospitality business will continue to grow rapidly in the future. We're looking forward to seeing more housekeeping trends in the future.

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