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Keywords: *new trends in housekeeping, COVID-19 pandemic; hospitality industry; impact; tourism.*

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A Case Study of New Trends in Housekeeping Department of Hotel Radisson Blu, Kaushambi Post COVID-19 Situation for better Guest Service Experience

Zubair Ali [α], Rohit Jaswal [σ] & Prof. (Dr.) Rajiv Mishra [ρ]

Abstract- This examination has been completed in the approach of continuous patterns in the hospitality industry in the face of COVID-19 situations. Hotel is the Housekeeping Department wills I became the front line of the new general hotel experience after the post COVID-19situations. Guests will seek out hotels that prioritise their health and safety by implementing reasonable and systematic cleaning and sanitation procedures. Keeping in mind the brain and hygiene protocol, there will be strict rules on the part of the hotel to maintain all standard operating processes. As a result, governments and businesses took harsh measures to mitigate the virus's impact and the resulting business loss. Hotel Housekeeping needs to meet major challenges, new trends and echo-friendly practice, housekeeping, training, employee's performance need to meet best practices. The first thing that guests come to our mind when we talk about the termicous housekeeping then it is clean. This department is behind the house. Every times we entering a five-star hotel, there are a few reasons why its still looks new and for the housekeeping department every time.

Aesthetic appeal helps to make a first impression about the hotel. The hotels provided guests can enjoy a clean, comfortable environment by serving a wide range of housekeeping guests room and hotel areas. In the cleaning process involves training this housekeeping team and ensuring guest in accordance with the strictest health and safety regulations.

Keywords: new trends in housekeeping, COVID-19 pandemic; hospitality industry; impact; tourism.

I. Introduction

COVID-19's spread and the restrictions in large-scale travel and tourism have created a big impact on the global hospitality industry. COVID-19, an infectious acute respiratory virus, has been reported for the first time in China., which has seriously influenced life throughout the world. As a result of the COVID-19, governments implemented a variety of methods to stifle harmony, including handcuffing, wearing facial masks, social distance, and lockdown. To minimise the spread of the illness, many countries imposed travel restrictions in addition to social distance, which has greatly influenced the globles travel. In Hospitality Industry, the housekeeping department is undoubtedly the largest workforce. Employees are an executive housekeeper's largest and most challenging resource in an executive housekeeper. According to the hotel housekeeping is one of the hotel's spinal cord. All housekeeping establishments provide value for money which is to provide our customers with cleaning, comfortable, and surrounding welcome. A clean, comfortable, safe, and aesthetically pleasing environment might be defined as housekeeping. Housekeeping, according to another definition, is a hotel's operations department in charge of the cleanliness and care of rooms, public areas, back areas, and surrounding areas. This article presents on-site maintenance department practise in the hotel sector, and the first and most important thing is to secure the safety of both staff and visitors. Daily rooms sanitizing post COVID-19 situation. Face masks and social distancing at the hotel for all employees and guests for COVID-19. The hotel's guests have always given value for hygiene. Guests are afraid to contract their viruses or spread it into friends and family. As a result, there is a definite worry about cleanliness, and ethical hygiene will become a new trend in the hotel industry. Based on the medical grade, it is very important to pursue cleanliness practices and protocols. It is also critical for the hotel to ensure that the guest is staying in a safe, secure, and healthy setting.

II. Objectives

- To study the recent changes and new trends in Housekeeping department in post COVID-19.
- To study the new trends and their impact on the hospitality sector.
- To assess the various roles of housekeeping personnel in terms of health, hygiene, and safety.

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III. Literature Review

- The effect of cleanliness and cleanliness in hotels has become the most important due to COVID-19. Movement of doors can spread epidemic handles, different regions and infected with disease (WHO, 2020b). hotel surface areas used by guests may have high numbers of viruses, and this could be a major cause of infection (Park et al., 2019). Airborne spread by centralized air conditioning systems may be another source of COVID-19 disease (Zhang et al.) Al., 2020). The coffee shop was the second highest revenue generating department in the hotel. After banquet as per their 24X7 hours operation. Staff are using all necessary guards which includes wearing habit wearing mask, gloves, wearing face shield, using sanitizer in very few minutes, Carrying food on trolley with all measurements, washing your hands and ensuring that all guidelines have been considered and met government instructions. They were dependent on passengers for their revenue and survival but by adjusting with circumstances and some innovations are not there manage their revenue with the help of government rooms needed to quarantine infected people.
- As mentioned by Sharma, S., & Kaushik, T. (2021). When a hotel room is left vacant for several hours following a departure, every room is sanitised and cleaned. Housekeeping department staff are responsible for issuing keys, collecting keys, handling grand master keys for room maids. When the floor surface is too rough for a dust mop, sweeping is used to collect the dust.

Following the pandemic of COVID-19 as per First, hoteliers are becoming more aware of artificial intelligence (AI) and its applications in hotel management practises such as robotics. In the hotel sector, a rising number of research have focused on the individual and organisational consequences of AI and robotics. In addition, given the importance of social distancing as a COVID-19 prevention approach, the deployment of AI and robotics in hotels – especially in high-contact settings – can assist protect customers and frontline service personnel. Is. As a result, we will emphasise AI and Robotics as a subject in Hotel Management and Marketing following COVID-19.

IV. Research Methodology

The current research paper is based on both primary and secondary data information during the research of this paper I have personal collected data from more than 60 persons which were either hospitality industry professional, trainnes or regular guest of the hotel. I have not only made the questionnaire but also took an extra initiative to understand the views of many hotel guests by one to one conversation.

During the journey of this research paper writing I have also taken help from secondary data which was gathered from a variety of sources, including website reports., hotel broker etc. We have collected the necessary secondary data from the Ministry of Tourism for this paper, government reports, data has been collected from the statistical book of India, and other related information has been collected from the policy paper and the research papers published in different magazines have also been collected which was really helpful and available to many social media platforms With the help of trend line analysis, all collected data was analyzed.

a) New Trends in the Housekeeping Department

- The following are some recent trends in Housekeeping Department in the Hotel Industry.
- Continual cleaning and sanitation of all public contact points, including the lobby and counter top, telephone, door knobs, lift buttons, handrail, and lobby and guest corridor furniture.
- The rugs will be emptied every two hours, and the doors will be mopped with the disinfectant solution.
- When there is a double door at the entrance, one set of doors will be left open so that guests do not have to touch the door handle.
- Every 45 minutes, ash urns in smoking areas will be cleaned and sanitised.
- Signage will be present in the lobby to keep employees and other guests safe.
- Hand sanitizers will be available at all counters, cloakrooms, restaurants, corridors, and rooms.
- Any unused room or bath linen will be sent to the laundry upon departure.
- Rooms will be thoroughly cleaned, with special attention paid to surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, WC flush handles, health faucets, vanity counters, and doors.
- Following each guest's departure, all linen will be sent to the laundry for cleaning.
- In fire exhaust areas, the landing hand rail is cleaned every day.

b) The designs in hotels

Today, hotels emphasize simplicity and elegance in design, with maximum practicality. Most contemporary hotels are perfectly contoured, elegant, sturdy and practically clean to use. As per the wide choice of interior fittings, they are guaranteed to match guest needs and demands. Modern bathrooms are equipped with brushed nickel or chrome which prefers over ornate décor. It looks simple and elegant for bathroom vanity and focuses more on utility value. The

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material used for the modern bathroom vanity seems to be natural and artificial stone.

c) Changing the with keeping

Successfully running a housekeeping department is not an easy task. The executive housekeeper has to be very flexible and comfortable in dealing with the guests.

d) Lighting in the Hotels

Lighting plays a very important role in any hotel. It really has the light to making a space looking good if it is done with completed. Hotel lighting has changed a lot in the last few years. LED strips have taken the brunt of light.

e) Go Green

The utilisation of eco-friendly features, conserved water, and energy-saving equipment is the new trend in housekeeping. There's a lot more to being human environmentally more welcoming than merely reused linens ortowel, with increasingly responsible tourism and a focus on green practises.

f) Security and safety

Hotels provide their visitors with having the chance to visit without concern and ensure assume they are always safe from security threats. The main room door and entering security chain, as well as the double locking feature, protect the room from outside fumes and reduce noise in the event of a fire, smoked, heating detectors, and water sprinklers. With an environmental certification. Double lock feature for each room, entrance and bathroom doors, security in the room; hand metal detector; kitchen fire protection systems and car screening surveillance systems.

g) Forecasting GRA Requirement

Use computers to estimate the total number of GRAs required each day in the future, based on current internal occupancy and staffing and expected arrivals/departures in the coming period.

h) Ergonomics

Erganonics is concerned with the study of the motion of a body in relation to the act of projecting during a task, which has a significant effect on the function of the work. Housekeeping is a physically demanding profession and work environment, which affected the living and comfort of the employees. Erganonics is a scientifically discipline that deals with the interactioned between employees and the elements of their worked system.

i) Technology Savvy Housekeeping

Hotels are heavily investing in IT infrastructure and networked systems, which reflects the most recent technical breakthroughs in their operations. Today's hotels use a wide range of software, including complex housekeeping systems. Customer participation in service delivery has expanded thanks to technological advancements.

j) Pest Management

Regular service with an integrated pest management technique is the best practise. This activity involves not merely the annoyance control business, However, hotels are included is administration, amenities, maintenance, and housekeeping employees, in addition the guests.

k) Service Outsourcing

Because housekeeping is a labor-intensive service, most hotel chains view outsourcing as a viable commercials options. Outsourcing has shown to be the ideal answer for a variety of specific duties because it is both cost effective and a smart business strategy for meeting hotel standards. To reduced employees turnover, the housekeeping industry must focus on developing and implementing dynamic retention tactics.

l) Waste reduction

Replace disposable room facilities with reusable or recyclable alternatives to reduce waste. To promote the use of long-lasting, repairable, and reusable equipment. Consumables like linens and tableware, purchasing standards must be set. Toiletries and soap can be donated to local shelters.

V. Graphical Presentation

1. Room sanitizing COVID-19 virus contamination can be avoided by following certain procedures. Guest rooms, conference rooms, restaurants, the fitness facility, and other public areas are all available. sanitization and cleaning COVID-19 in housekeeping department. By keeping this fact in mind I had asked this question from many people in the hotel and eventually I was surprised to see that ony 32.3% mentioned that thy are strongly agree with this statement. Although, as we can see clearly that majorty of people are in the favour of this best practice of hotel.

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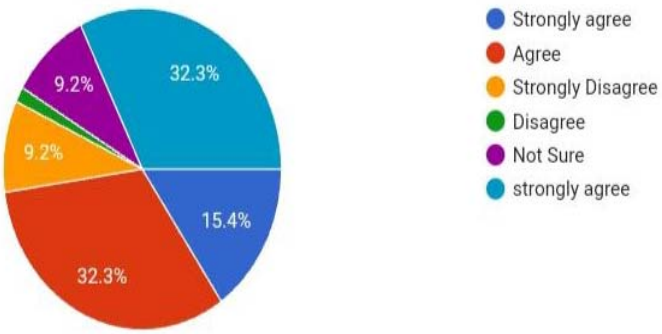

Fig. 1: Guest Satisfaction for Covid protocols

2. A process to certify and record that the premises, 69.2% people highly satisfied with Cleaning procedures with new norms in housekeeping department. It was great to know as a housekeeping staff that our room guest's are either highly satisfied or satisfied with the cleaning procedures. The new norms of housekeeping are getting appreciated by hotel guests a lot.

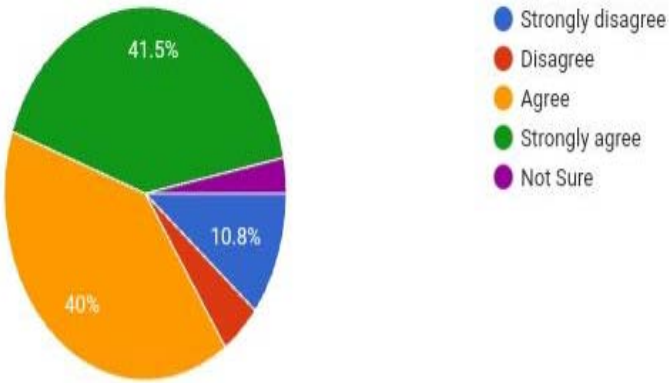

Fig. 2: New cleaning noems in housekeeping department satisfaction chart

3. As we can see that minimum distance rule in housekeeping department due to COVID-19 situations in hotel industry is highly appreciated by guests. In the graph it's clearly visible that 41.5% people are strongly agree and about 40% people are agree with the new norm getting implemented by housekeeping detartment of the hotel.

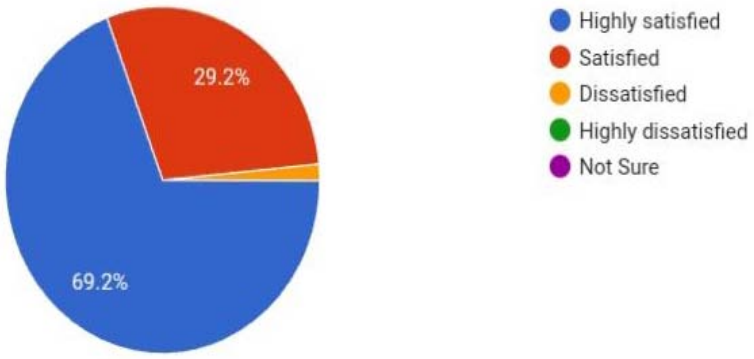

Fig. 3: Customer satisfaction chart of social distancing protocol in the hotel

4. As per the graph, 44.6% people says 2-3 times a day room cleaning. And 38.5% says people once a day room cleaning. It clearly shows that even hotel guest are very concern for the room cleaning procedures in current senerio. It is good to see that maximum percentage is mentioning the requirement of room cleaning for 2-3 times a day and the hotel housekeeping also made it happen by providing the same as per guest requirement.

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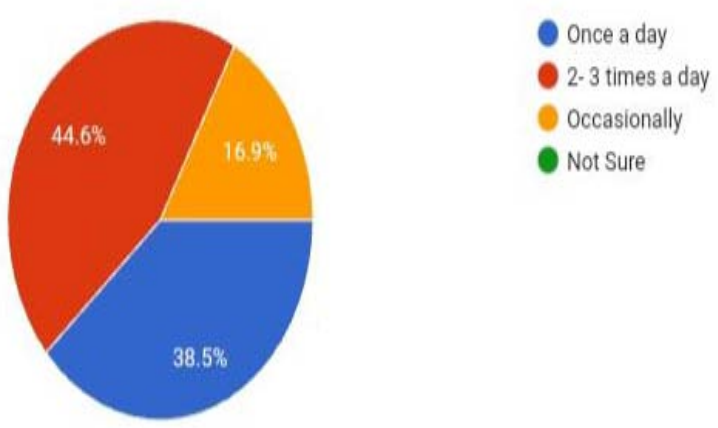

Fig. 4: Customer resoponse of room daily cleaning preferences

5. As per graph maximum people staying in the rooms are marking us excellent on the scale of hygine service and after this survey hotel target is to uplift this percentage by atleast 20% and that also within next 1 year. It is important for any housekeeping professional to provide 24 X 7 best hygininc accomadation to their all guests staying in the hotel.

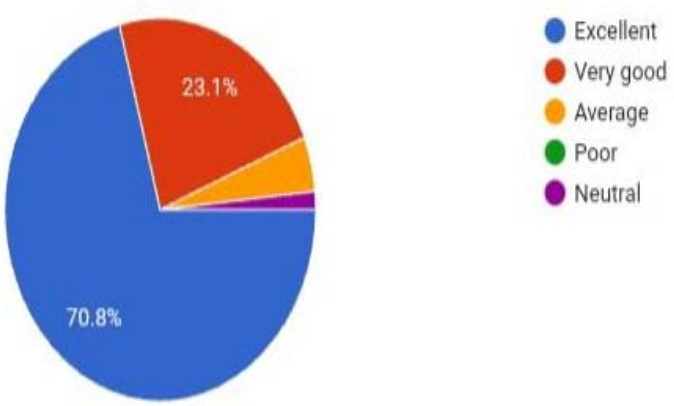

Fig. 5: Accomadation Hygine rating for housekeeping department

6. Maximum respondents feel comfortable with the processes and rate us either excellent or very good as per their experience for our housekeeping department. If we see the pie chart on this question where I had asked to rate the overall guest experience with our housekeeping department, the majority of people are found appreciating our services which helped me a lot to come on a conclusion for this paper.

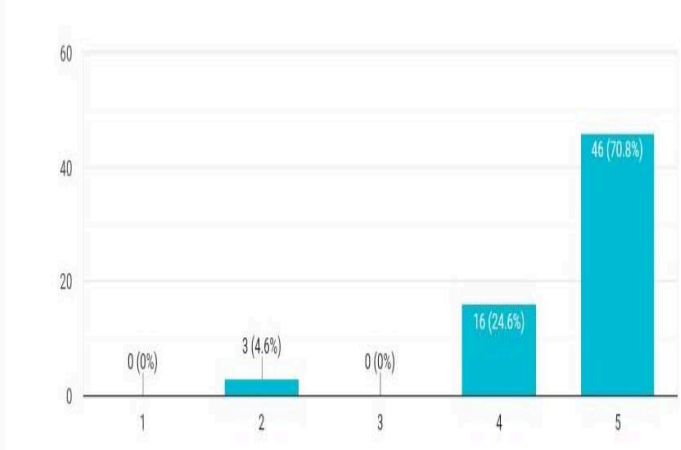

Fig. 6: Overall guest satisfaction with the hotel's housekeeping department

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VI. Conclusion

This report presents a systematic evaluation of existing research subjects pertinent to the hospitality industry's understanding during the COVID-19 epidemic. Housekeeping is responsible for more than just cleanling but also looks after the maintenance of the hotel by practicing housekeeping. Room sanitizing for corona virus contamination can be avoided by following certain procedures. Guest rooms, conference rooms, restaurants, the fitness facility and other public areas are all available sanitization and cleaning in housekeeping department as per government guidelines. All the facilities provided by the housekeeping department in terms of cleanliness. Housekeeping supplies and amenities of items that the guest using during their staying at the hotel room. There are many amenities provided in standard room and bathroom. Respondents appreciate minimum distance rule in housekeeping department due to COVID-19 situations in Hotel industry is guests safety.

By this survey I have understood many new things which are as mentioned below, this paper evalutes the services of housekeeping department of my hotel, although it is found that maximum responses received are in the favour of staff and their hospitality protocols towards their guests even after the tough situations of COVID-19. On the other hand this is also working as a feedback for the entire Housekepping Department in which few places need better version of staff training and new trends and techniques for better results from guest prospective.

This research paper will definately help not only this hotel but also all the housekeeping of other hotels because as per new normal it's important to understand that COVID-19 protocols will be part of hotel's hygiene. Staff needs to trained continuously for new techniques and also the guest satisfaction must be uplift at certain time with the help of continuos feedback system as I mentioned earlier too that there is always a scope of improvement and being a hospitality professionals we must be working to reduce that gap of improvement and perfection.

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