

Hotel Housekeeping

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Dedication

I dedicate this book to my family, students and friends who inspire and encourage me. This book is for you...

To the authors of the hundreds of books and research articles, without which there would be nothing to support my words.

I make no claims about the contents of this book originating from my cortex. I am only the observer of the processes of housekeeping industry, recording what God has written and other great men have deliberately confirmed.

To my husband, Mr. Ravi Singh, and my son, Aryan Kaushik, I apologize for the time this effort “stole” from you and thank you for your patience, understanding and encouragement.

FOREWORD

Over the last two decades the world of hospitality in India has seen a tremendous surge of global hospitality chains setting up pilot projects and thereafter extending their footprints across the length and breadth of our beautiful country. The same is true for Indian hotel companies that have now become an intrinsic part of every traveler's needs.

With the advent of such a large thrust, the demands on hospitality to deliver on service excellence keeps getting raised and thereby placing a huge responsibility on hoteliers to deliver not just a quality product but a consistency that establishes brand loyalty across companies.

Among the many multi-faceted demands of hospitality is need for an excellent housekeeping operations and against the functional wisdom of housekeeping focusing on cleanliness and upkeep, housekeepers are now being challenged on ensuring that they become the drivers for standards across the hotel. Eco-friendly practices have challenged housekeepers to look at not just three R's but cost saving and learning on varied other fronts from the latest in fabric, design to the use of eco-friendly cleansing agent and the challenges of ensuring a sparkling hotel 24/7 x 365 days.

"HOTEL HOUSEKEEPING" is an insightful, in-depth study on the many roles of housekeeping within the hospitality industry. It is a well detailed, well researched and practical study and will be extremely useful not just for housekeepers at hotels but lecturers at hospitality institutes across the country and students seeking to make a career in this field of hospitality.

As India continues to occupy its rightful place in this world, excellent hospitality will be a key driver to bench mark the country as a tourist delight and I am certain that Ms. Malini Singh will have greatly contributed to the cause of this noble profession with this very educative and learned book.

Noel D'mello
General Manager



PREFACE

A great book combines enlightenment with enchantment. It awakens our imagination and enlarges our humanity. It can even offer harrowing insights that somehow console and comfort us. Books have always been a source of inspiration and success in lives of many.

Hotel Housekeeping is an attempt to bring knowledge, enlightenment and success to its readers. This comprehensive textbook is especially written to meet the requirements of students pursuing courses in hotel management. The book explores the key elements of housekeeping, its theoretical foundations and techniques of operations. It provides an exhaustive coverage of the core concepts of the subject. The structure, layout and operation of the housekeeping department, housekeeping inventory, guestroom layout and maintenance, flower arrangement, interior decoration have been covered. The book is also useful for students pursuing B.Sc. in Catering or Hotel Management, Home Science and Certificate Course in Housekeeping, Training Departments of all hotels and housekeeping contractors, facility management and housekeeping companies/agencies.

The arrangement of topics has been made in the simple order. However, every chapter has been explained, wherever necessary, with the help of flow charts. For the purpose of ready reference a detailed list of 'key terms' has been added. The language used in the book is very simple and comprehensive for the readers. The text of the book will be proved a boon for students who wish to specialize in the housekeeping department.

The housekeeping department has grown with increasing importance in view of the multinational companies going for contract cleaning and facilities management apart from their traditional role in the hotel sector. This book will abridge the gap of information in all these fields.

The key features of the book are:

- Covers relevant topics related to housekeeping
- Have detailed list of key terms in each chapters
- Contains relevant interview questions asked during placements
- Each chapter has its different worksheets and activities
- Provides long and short questions from various university with their answers
- New and untouched areas of housekeeping like facilities planning, ergonomics, new property operation, ecotel certification, disabled guest facility and hotel renovation have been discussed in detail
- Relevant tables, diagrams and pictures have been provided
- Tips for interview preparation are listed
- Video on bed-making and room cleaning procedures provided in a CD
- Teacher's manual for most of the chapters are available

The book would be helpful to students pursuing course in hotel housekeeping as well as the people already working in this field. For the faculties, it will act as a tool to guide the students and expose them to different aspects of housekeeping. The book would also be useful to human resource and training departments of hotels and relative industries for recruitment and training purpose.

Malini Singh

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This book would not have been possible without the guidance and the help of several individuals who in one way or another contributed and extended their valuable assistance in the preparation and completion of this book.

First and foremost, my utmost gratitude to the management and the staff of M S Ramaiah College of Hotel Management, Bangalore for all the help.

I would like to thank my industry friends and mentors Mr. Noel Demello, Mr. Bhavana Alvares and Mrs. Asha Singh for their guidance and trust in me to write this book.

I am also grateful to my father, Late Mr. Kalanand Kumar, who has always been my inspiration, my mother, Dr. Minni Rani Sinha, my sisters and friends for their support.

A special thanks goes to my husband, Mr. Ravi Singh, and my son, Aryan Kaushik, for understanding me and being there by my side when I need them the most.

A great deal of appreciation goes to my publisher, Tata Mc-Graw Hill, for bringing out this book.

Last but not the least, the one above all of us, the omnipresent God – thank you so much dear Lord for answering my prayers and giving me the strength to plod on.

Malini Singh

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CHAPTER

1

OVERVIEW OF THE HOTEL INDUSTRY AND HOUSEKEEPING DEPARTMENT

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Classify hotels
- ♦ Understand hotel departments and responsibilities of each department
- ♦ Know the organisation of a hotel
- ♦ Define housekeeping and understand different types of housekeeping
- ♦ Know the different sections and functions of a housekeeping department
- ♦ Enlist the personal attributes of the housekeeping staff
- ♦ Understand facility management

“It is very rightly said, that Housekeeping industry is like a duck pond, where everything looks very calm on the surface but no one can estimate how hard we are paddling underneath.”

– Anonymous

INTRODUCTION

Hotels are amongst the most visible and important aspects of a country’s infrastructure. Hotel industry is closely linked to the tourism industry. A number of factors like promotion of tourism and rapid industrial progress have given a boost to hoteliering. The recent liberalisation of trade and opening up of the economy will further lead to a revolutionary growth in this sector.

With increasing globalisation, career opportunities in this field are not only limited within the country but abroad as well since there are chains of hotels which operate internationally. It is a glamorous profession which has a bright future. With the growth of hotel industry propelled by foreign and domestic tourism and business travel, the demand for well trained quality personnel too has grown impressively.

The diversity of experience in hotel management is greater than in any other profession. Hotel industry involves a combination of various skills like management, food and beverage service, housekeeping, front office operation, sales and marketing, accounting. Today, the rise in corporate

activity (leading to a greater number of business trips) as well as the wish to travel on holidays has made the hotel industry a very competitive one.

Now is when the need to understand this industry from end to end arises. Here is where we begin the process.

Examples of Theme Hotels Around the World

16 Amazingly Strange Art Hotel Rooms: More and more hotels are trying to stand out from the crowd by bringing in local or international artists to create themed and custom rooms that provide one-of-a-kind aesthetic experiences for their visitors. Some of these are surprisingly inexpensive while some cost nearly as much as you would expect from renting what is essentially a piece of art.

5 Frightening Jail and Prison Hotels: Most people have probably wondered what it would be like to spend a night in prison – but few are willing to find out for real. Some jail hotels have been transformed into lush accommodations while others are still incredibly strict with frighteningly demoralising ‘guards’ as staff.

8 Remarkable Castle and Fort Hotels: Prison stays not your cup of tea? Perhaps the other extreme would work - rent part or all of an ancient fort or a castle. Many of these are surprisingly affordable for short stays in small parts of the structures while others are prohibitively expensive but provide you with immense luxury when you get there.

6 Submerged and Seaworthy Hotels: For ocean lovers there may be nothing more exotic in the world than staying on a floating hotel or in submarine accommodations. At the extreme you can even stay in a fully sealed submarine environment for up to days on end if you wish.

7 of the Smallest Hotel Rooms in the World: These may not be everyone’s idea of a good time but they sure are cosy. From capsule hotels in Japan to pipe hotels in Germany some of these represent really great uses of limited space while some pride themselves on being small despite spacious surroundings.

7 More Strange Themed Hotels: There seems to be a never-ending supply of niche and themed hotels for virtually any kind of interest. If you don’t find it on this list perhaps you will be inspired to search out the hotel of your dreams elsewhere online – or to create one of your own.

Bonus: The 20 Weirdest Theme Restaurants in the World: Of course hotels can’t hog all of the fun – many restaurants are getting in on the act as well. Some of these are fascinating and fun, others are downright scary and might violate health codes as well as human decency, but there is sure to be one for everyone.

We can find the most exotic destination or an out-of-the-way location for the next vacation. Even in a major cosmopolitan setting, a stay in a strangely themed art hotel room can be an incredibly unique travel experience. Whether you want something interesting, awe inspiring or even a place to live out some strange fantasy there is surely a themed, castle, jail or art hotel room for us.

While we seem to see everything when we walk into a hotel, there are many intricacies to the business of providing guests comfort, security, enjoyment and a feeling of home away from home. In our quest to simplify the experience that is hoteliering, we home in on some questions which are imperative for everyone who aspires to be in the hotel management business. Here are the:

DESCRIPTIVE QUESTIONS

❖ Classify hotels

When such a question comes to you, there is a sea of information which is required. In a system of classification, hotels are ideally grouped into reasonably homogenous sections according to their

important general characteristics. Any classification of the industry into its component sections is bound to be rough one as has been observed that hotels and catering services are in joint demand, therefore, an attempt is made here to create such groups of undertakings which only share some common characteristics.

Followings are some of the basis of classification:

According to type of plan (Tariff pattern)

- **American Plan (AP)** – The American Plan, sometimes abbreviated as AP in hotel listings, means that the quoted rate includes three meals a day, i.e. breakfast, lunch and dinner. In the American plan, the meals are provided by the hotel kitchen
- **European Plan (EP)** – The European Plan, sometimes abbreviated as EP, indicates that the quoted rate is strictly for lodging and does not include any meals. All food provided by the hotel is billed separately. Taxes and tips are usually additional as well
- **Continental Plan (CP)** – The Continental Plan, sometimes abbreviated as CP, indicates that the quoted rate includes a continental breakfast
- **Modified American Plan (MAP)** – The Modified American Plan, sometimes abbreviated as MAP, means that the quoted rate includes two meals a day, including breakfast and either lunch or dinner. In the Modified American Plan, these meals are provided by the hotel dining room
- **Bermuda Plan** – Is when the hotel rate includes an American or continental breakfast in the room charge

According to the size

It can be indicated either by rooms as is done in America or by the number of beds as is done in Europe.

- o **Small hotels:** 25 rooms or less
- o **Average hotels:** 25 rooms to 80 rooms
- o **Above average hotels:** 80 rooms to 250 rooms
- o **Large hotels:** 250 rooms and above

According to the type of patronage

- Hotels catering only to women (Eva Hotels)
- Hotels catering only to families
- Hotels catering only to commercial men
- Hotels catering only to high society or affluent category
- Hotels catering only to retired people
- Hotels catering only to students

According to visitors' stop-over

- **Transient/transit hotels** – Hotels are classed as “mainly transient” when at least 75 percent of their guests are not permanent residents. A guest in a typical transient hotel can expect a room with private bath, telephone, radio and television, in addition to customer services. These hotels are used by the customer during their transit on airport and the like.
- **Residential hotels/Apartment hotel** – Accommodation in apartment-style units rather than rooms: with minimum or expanded in-suite cooking facilities. This kind of apartment is generally used for long stays. There can stay guest in these apartments for as long as a year.

According to the length of the operating period

- **Seasonal hotels** – these hotels are occupied only in particular season e.g. hotels on hill stations
- **Two-seasonal hotels** – these are hotels functional in two seasons
- **Entire year hotels** – these hotels are functional throughout the year

According to their location

- **Resort hotels** – Is a hotel that caters primarily to vacationers and tourists. These types of hotels typically offer more recreational amenities and services in a more aesthetically pleasing setting than other hotels. These hotels are located in attractive and natural tourism destinations and their clientele are groups and couples that like adventure with sophistication and comfort. The attractions vary depending on the region and some might offer golf, tennis, scuba diving and depending on the natural surroundings, may also arrange other recreational activities
- **Suburbs hotels** – hotels located in the suburbs
 - **Airport hotels (Airtel)** – Is a hotel near an airport. The hotel does not have to be connected to the airport (although some are) or even adjacent to it; it could be located up to five miles away. Most airport hotels have a shuttle to and from the terminals
 - **Sea side / Beach / Coastal hotels** – Are hotels located near the sea
 - **Floating Hotels** – The term “floating hotels” has been used to describe what cruise ships really are. They are massive resorts with all of the amenities you would expect to find in land-based hotels, but with many technical differences. Cruise ships don’t rely on land based resources such as electricity, telephone and sewer. During a normal cruise, the only connection to the port is the mooring lines which hold the ship safely against the pier. So, with the exception of valet parking, your experience on a cruise ship is akin to a floating resort. Cruise ships are like a small city. It has everything that a citizen will need. A good crew to ensure everyone is safe and enjoying the place, amenities and facilities that will give luxurious services to the passengers.
 - **City hotels** – hotels located in the heart of a city
 - **Highway hotels** – hotels located on the highway
 - **Town center hotels** – hotels located in the malls or town centers
 - **Hill or Mountain hotels** – hotels located on mountains or hill
 - **Boatels** – hotels located on boats

According to the purpose

- **International hotels** – are hotels catering to international travellers
- **Commercial hotels** – are hotels catering to business clientele as well as leisure clientele
- **Hostels** – are hotels providing overnight lodging for travellers. It is an inexpensive supervised lodging (especially for youths on bicycling trips)
- **Business hotels** – are hotels catering to business clientele
- **Holiday hotels** – are hotels catering to guests on holiday
- **Transient hotels** – are hotels catering to transit guest
- **Resort hotels** – are hotels catering to guests generally looking for relaxation
- **Motel** – are overnight accommodations originally targeted to automobile travellers and therefore, situated at roadside locations. A more contemporary definition would be the provision of accommodation only, with no other amenities and services provided by the motel.

- **Inns** – are generally establishments or buildings where travellers can seek lodging and, usually, food and drink. They are typically located in the country or along a highway
- **Clubs** – are hotels associated with a sport or activity and houses various activities associated with sports
- **Convention hotels** – are hotels designed and catering to trade shows and corporate events with adequate conference and display facilities. While entertainment and fine dining are often at hand, that is not the market it was intended to serve. They can be a bargain hunter's dream if they fail to have an event booked

According to the degree of comfort

(Amenities and facilities)

This classification is based on the degree of equipment, the volume of services and the price of services provided.

- Low class hotels/ Budget hotels
- Middle class hotels
- Luxury hotels

OR

Star Category

Five Star Hotels: These are luxury hotels which mean that they are the most expensive hotels/resorts in the world and offer numerous extras to enhance the quality of the client's stay (for example: some have private golf courses and even a small private airport).

Four Star Hotels: Are also first class hotels, that is to say that they are expensive (by middle-class standards) and have all of the previously mentioned services and many "luxury" services (for example: massages or a health spa).

Three Star Hotels: These are middle class hotels and so are moderately priced and have daily maid service, room service and may have dry-cleaning, Internet access and a swimming pool.

Two Star Hotels: Are budget hotels. They are slightly more expensive than a one star hotel since they usually offer daily maid service.

One Star Hotels: Are low budget hotels. They are inexpensive and may not have maid or room service.

No Category Hotels: These hotels include motels, cottages, bungalows and others with limited services. Nevertheless, these hotels represent 41% of the total hotel market share.

According to its relationship with transport

- | | |
|-------------------|------------------|
| • Motels | • Motor hotels |
| • Railway hotels | • Airport hotels |
| • Floating hotels | |

According to facilities and amenities

- | | |
|----------------------|-------------------------------------|
| • Luxury | • Quality (falling short of luxury) |
| • Standard (Economy) | • Basic |

According to ownership and management

- Independent hotels (hotel consortium / cooperation)
- Chain/group hotels (public owned / franchise)
- Private hotels

Others

Boutique Hotel: These are historical, classic buildings, remodeled into boutique hotels usually with less than 30 rooms.

Condominium Hotels: This is when customers purchase; pay a fee or equity fee-simple equity for the hotel's guestrooms. Unit owners may live in the hotels permanently or use them as second and third homes. Depending on the hotel's policy, unit owners may rent their units independently or through the management company's rental program and derive income through a revenue-sharing arrangement. Unit owners also incur budgeted maintenance and operating expenses. Depending on the management company, unit owners have varying degrees of access to their hotel's amenities and services.

Destination Clubs: The newest entrant to lodging, this niche most closely resembles country clubs in the ownership structure. While developers of destination clubs expect to branch out into other price segments, for now this niche targets the most affluent of travellers. Customers pay initiation fees that can run as high as \$500,000 and annual dues running as high as \$25,000. In return, customers get to stay for weeks at a time in multi-million dollar residences and villas in prime urban and resort locations and enjoy a full range of amenities and services.

Franchise: Is the right to market a service and/or product often exclusive for a specified area, as granted by the manufacturer, developer or distributor in return for a fee. It is prevalent in the fast food industry but increasingly adopted within the hotel community.

Guest House

A personal residence with a small amount of overnight accommodation sometimes limited by legislation and residence constraints. Typically provides breakfast which is included within the room rate but no other meals. Not licensed to provide alcoholic beverages commercially.

Intelligent Hotels

Hotels are identified as *intelligent* because they have state of the art technology systems for their operations. These hotels have replaced the traditional systems to reduce their energy cost and usually have integrated systems which join analog and digital systems to achieve an effective communication in their hotels. The return on investment is reflected in the energy-cost savings and the comfort they provide to their guests.

Limited Service Hotels

Brand hotels with franchise memberships of recognised hotels, built within limited areas without a restaurant. These hotels are located near business areas such as industrial parks, cities and airport terminals.

Timeshare (Vacation Ownership)

A marketing and equity financing concept which permits participants to enjoy vacation accommodation for a fixed, one time amount for life, or shorter contracted period. According to the American Resort Development Association (ARDA), timeshare consumers make a one-time purchase of furnished resort accommodations, at a fraction of whole ownership costs and pay an annual maintenance fee. Each condominium, or unit, of a vacation ownership resort is divided into intervals, either by the week or points equivalent, which are sold separately.

❖ Explain in brief the different departments of the hotels and their responsibilities.

As their facilities grow in size, lodging managers are faced with the need to group certain jobs in order to ensure efficient coordination and control of activities. These job groupings are usually called departments. In general, departments might be grouped as front of the house (those departments in which employees have guest contact, such as front desk) and back of the house (where employees have little guest contact, such as accounting). However, separating departments by function is the most common method of organising a hotel or a lodging business. In a very small lodging business, such as a bed-and-breakfast, the owner can supervise each department. However, as the lodging business increases in size (i.e., above 20 rooms), it is most effective to create managerial positions within departments.

Rooms Department

Typically, the **rooms department** (called the front desk department in a limited-service facility) includes reservations, the front office, housekeeping and telephone or PBX. In smaller full-service hotels, security and engineering might also be included in the rooms department.

Responsibilities of the rooms department include reservations, guest reception, room assignment, tracking the status of rooms (available or occupied), prompt forwarding of mail and phone messages, security, housekeeping of guest rooms and public spaces such as lobbies and answering guests' questions. To perform these many duties effectively, the rooms department may be divided into a number of specialised subunits. To complicate matters, in many instances these subunits are referred to as departments as well. For example, the laundry department is responsible for cleaning and pressing the entire hotel's linens and employee uniforms as well as guest laundry. Because of its specialised function, little of the knowledge and skills required to manage a laundry operation is transferable to other areas of hotel operations. The front office is one of the most important departments in a hotel, as it often offers the only contact between guests and staff. A hotel's front office is where guests are greeted when they arrive, where they are registered and assigned to a room and where they check out. Usually, the telephone operator, other guest communications functions and the bell staff or those employees responsible for delivering luggage and messages and attending to special guest requests also fall under the front office umbrella. The reservations department takes and tracks the hotel's future bookings. The housekeeping department is responsible for cleaning guest rooms and public spaces. Due to their specialised nature, the security and engineering departments are discussed in separate sections. A great deal of interdependence exists among the subunits of the rooms department. For example, reservations must inform the front office of the number of presold rooms each day to ensure that a current inventory of salable rooms is always available. On the other hand, the front office must let reservations know whenever walk-in guests (those who do not have reservations) register. A similar level of cooperation is required between the front office and housekeeping. When a guest checks out, the front office must

inform housekeeping so that the room may be cleaned. Once a room is cleaned, housekeeping must inform the front office so that the room may be sold. Certain tasks within the rooms department must occur in a specific order. For example, housekeeping cannot properly provision a guest room if the laundry does not supply enough clean towels or bed sheets. Engineering cannot replace a defective light switch in a guest room if housekeeping does not report the problem. Effective management of this busy department calls for standardised plans, procedures, schedules and deadlines, as well as frequent direct communication between the executives who manage the key operating units of the rooms department.

Security Department

The hotel and lodging business is vulnerable to security and safety problems. Problems can be created by guests, employees, or intruders. Security breaches can result in embezzlement, theft, arson, robbery and even terrorism. Depending on the size of a hotel or a lodging establishment, the security function may be handled by a fully staffed department on site, contracted to an outside security company, or assigned to designated staff members or on-premises supervisory personnel in the rooms department. In a larger, full-service hotel, the director of security may report directly to the general manager. In smaller hotels, the security function might become a task of the rooms department.

Engineering Department

Typically, the engineering department's responsibilities include preventive maintenance; repair; replacement; improvement and modification to furniture, fixtures and equipment (FFE); and ensuring uninterrupted provision of utilities (gas, electricity, water). Preventive maintenance involves routine checks and inspection of the key components of all equipment. Maintenance of recreational facilities may be part of the engineering department's responsibilities. In particular, swimming pools require extensive maintenance to ensure proper filtration and to prevent the accumulation of algae and other conditions unsuitable for swimming. Prompt repair minimises loss of productivity in other hotel operating departments and inconvenience to hotel guests. When a particular FFE has reached the end of its useful life and repair is no longer cost-effective, replacement is indicated. Improvement projects enhance the existing operation or reduce operating costs of the facility.

Modification projects alter the existing operation to accommodate one or more new functions. One hotel might have a large engineering staff that includes plumbers, carpenters, painters, electricians and other technicians. Another might have maintenance personnel who have general knowledge and understanding of the hotel's operations but rely on outside contractors for specialised jobs. In larger, full-service hotels, engineering may be a separate department, with a director who reports directly to the resident manager.

F&B Department

The primary function of the food and beverage department is to provide food and drink to a hotel's guests. In earlier times, when an inn had a single dining room that could hold a limited number of guests, this was a fairly simple task. Today, however, providing food and drink is much more complicated. A large hotel might well have a coffee shop, a gourmet restaurant, a poolside snack bar, room service, two banquet halls and ten function rooms where food and beverages are served. It might also have a lounge, a nightclub and a lobby bar. On a busy day (or night), it's quite likely that functions will be booked in many outlets at the same time. In addition, some outlets may have multiple events scheduled for a

single day. As you can see, there is great diversity in the types of activities performed by a food and beverage department, requiring a significant variety of skills on the part of its workers.

Because of the diversity of services provided, the food and beverage department is typically split into subunits. The Executive Chef, a person of considerable importance and authority in any full-service hotel, runs the food production, or kitchen, department. A number of culinary specialists responsible for various aspects of food preparation report to the Executive Chef.

The actual serving of food in a large hotel's restaurants is usually the responsibility of a separate department, headed by the Assistant Food and Beverage Director or the Food and Beverage Service Manager. The food service department is composed of the individual restaurant and outlet managers, maitre d's, waiters, waitresses and bus help. Because of their special duties and concerns, many large hotels have a separate subunit that is responsible only for room service. Because of the high value and profit margins associated with the sale of alcoholic beverages, some hotels have a separate department that assumes responsibility for all outlets where alcoholic beverages are sold. The person responsible for this department is the beverage manager.

Most full-service hotels also do a considerable convention and catering business. The typical convention uses small function rooms for meetings and larger rooms for general sessions, trade shows, exhibits and banquets. As a hotel or lodging business increases the use of its facilities for conventions and meetings, it may form a separate convention services department. The convention services department and its personnel are introduced to the client, a meeting planner, or an association executive by the marketing and sales department. The convention services department then handles all of the client's meeting and catering requirements. Individually catered events include parties, wedding receptions, business meetings and other functions held by groups. To provide for the unique needs of these types of customers, hotels often organise separate catering and convention departments. Depending on the size of the hotel, the job of cleaning the food and beverage outlets themselves as well as of washing pots and pans, dishes, glasses and utensils is often delegated to a subunit known as the stewarding department. It is only through continuous cooperation and coordination that a hotel's food service function can be carried out effectively. A guest who is dining in a hotel restaurant requires the joint efforts of the kitchen, food service, the beverage and stewarding departments. A convention banquet cannot be held without the efforts of the convention and catering department along with the food production, beverage and stewarding departments. The sequence of events and cooperation required among the food and beverage staff is even more important than in the rooms department, thus increasing the importance of communication between managers and employees alike. Another challenge faced by management is the diversity of the employees in the food and beverage department; the dishwasher in the stewarding department is at a dramatically different level than the sous chef in the kitchen.

Marketing and Sales Department

Marketing and sales department is generally much smaller than the food and beverage department. The primary responsibility of the sales managers who make up the marketing and sales department is sales, or the selling of the hotel facilities and services to individuals and groups. Sales managers sell rooms, food and beverages to potential clients through advertising, attendance at association and conference meetings and direct contacts. The marketing and sales department is also removed from most of the day-to-day operational problems faced by other departments. The division of work among the sales managers is based on the type of customers a hotel is attempting to attract. Individual

sales managers often specialise in corporate accounts, conventions, or tour and travel markets. Sales managers' accounts are sometimes subdivided along geographical lines into regional or national accounts. The sales staff of the largest full-service hotels usually does not exceed a dozen or so. These sales managers work more or less independently in their particular market segments.

Human Resources Department

The **human resources department** serves no customers, books no business and prepares no meals, yet it plays a vital role in a hotel's efficient operation. The three functions of the human resources department are employee recruitment, benefits administration and training. The director of human resources is also expected to be an expert on federal and state labour laws and to advise managers in other departments on these topics. The human resources department's major challenge is in its interactions with other hotel departments. Although the human resources department recruits, interviews and screens prospective employees, the final hiring decision rests within the department in which the potential employee will be working. The same is true of promotion and disciplinary decisions; the human resources department's input is, in most cases, limited to advice and interpretation of legal questions. The human resources department's effectiveness depends on its manager's ability to form effective working relationships with managers of other departments.

Accounting Department

In many hotels, the **accounting department** combines staff functions and line functions, or those functions directly responsible for servicing guests. The accounting department's traditional role is recording financial transactions, preparing and interpreting financial statements and providing the managers of other departments with timely reports of operating results (line functions). Other responsibilities, carried out by the assistant controller for finance, include payroll preparation, accounts receivable and accounts payable (staff functions). Another dimension of the accounting department's responsibilities deals with various aspects of hotel operations, cost accounting and cost control throughout the hotel. The two areas of central concern to the accounting department are rooms and food and beverage. The accounting department's front office cashier is responsible for tracking all charges to guest accounts. At the close of each business day, which varies by hotel but typically occurs at midnight or after the bulk of guests' transactions have been completed (i.e., check-in, restaurant charges, retail charges, etc.), the night auditor is responsible for reconciling all guest bills with the charges from the various hotel departments. Although the front office cashier and the night auditor physically work at the front desk and, in the case of the cashier, have direct contact with guests, they are members of the accounting department and report to the assistant controller of operations. The food and beverage department may be responsible for food preparation and service, but the accounting department is responsible for collecting revenues. The food and beverage controller and the food and beverage cashiers keep track of both the revenues and expenses of the food and beverage department. The food and beverage controller's job is to verify the accuracy and reasonableness of all food and beverage revenues.

In addition to tracking and preparing daily reports on the costs of the food and beverages used in the hotel, in many cases the accounting department is also responsible for purchasing and storeroom operations. Finally, the Director of Systems or the Chief Accountant is responsible for designing the accounting and control systems used throughout the hotel. As you can see, the accounting department is anything but a passive staff unit contending with routine recordkeeping. The accounting department

is also responsible for collecting and reporting most of a hotel's operational and financial statistics, which provide important data for decision making and budget preparation purposes. The head of the accounting department may report not only to the hotel's general manager but also to the hotel chain's financial vice president or to the hotel's owner. The reason for this dual responsibility and reporting relationship is to afford the hotel corporation an independent verification of the financial and operating results of the hotel.

❖ **Give an organisational structure of a five star hotel and explain the job description of the head of the operational departments like Front office, Housekeeping, F&B service, F&B Production.**

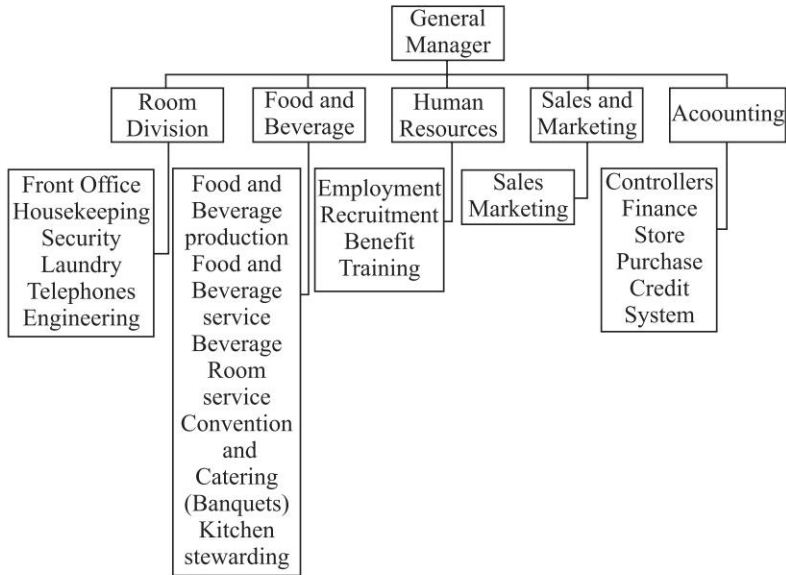


Figure 1.1 Organisational structure of a five star hotel

General Manager (GM)

In addition to being in charge of overseeing all of the departments that we have discussed, the hotel's **general manager (GM)** is responsible for defining and interpreting the policies established by top management. The general manager serves as a liaison to the hotel's owner or corporate parent, sets (or communicates) the overall strategic course of the hotel, sets hotel-wide goals, coordinates activities between departments and arbitrates interdepartmental disputes. It is common practice in a large, full-service hotel for a director of public relations to report directly to the GM. The GM also has corporate-level responsibilities, participates on civic boards and committees and engages in industry-related activities such as serving on the local tourism commission or hotel-motel association.

In addition to possessing a high level of technical skill (i.e., a thorough understanding of each operating department in the hotel), the general manager must also be decisive, analytical and skilled with both computers and people. He or she must be able to see the big picture and how all of the parts of the hotel fit into the overall organisation.

An executive may be promoted to relieve the general manager of some operational duties. This is often accomplished by elevating the duties and responsibilities of one particular department head

without relieving that person of regular departmental duties. The title of this position is usually **Resident manager**. It is quite common (and logical) for the general manager to select the manager of the rooms department to be resident manager. Responsibilities of the resident manager include serving as acting GM in the GM's absence, representing the GM on interdepartmental hotel committees and taking responsibility for important special projects such as major hotel renovations, VIP guests and operating reports that require in-depth analysis for the regional or corporate offices.

Job Title: Front of House Manager/Front Office Manager

Scope and General Purpose

To supervise and control all Front of House and Housekeeping areas to the standards laid down by the Company, maximising revenues and profits to agreed budgetary limits.

Responsible to: General Manager

Responsible for:

- Hall Porters
- Receptionists
- Enquiry Clerks
- Reservation Clerks
- Drivers
- Cashiers
- Switchboard Operators

Liases with:

- Food and Beverage Manager
- Personnel Manager
- Maintenance Manager
- Security Manager
- Accountant
- Head Chef

Limits of Authority:

According to each establishment

Main Duties:

- To ensure that guests are greeted, checked in and allocated rooms promptly and courteously
- To ensure that check-in procedures are strictly adhered to and that the correct address and charge out details are obtained from each guest
- To be readily available at all times to deal with problems or complaints
- To ensure that rooms have been serviced and maintained to the standards that has been laid down by the Company
- To ensure maximum room occupancy within agreed overbooking policy
- To ensure that reservations are taken correctly and courteously
- To ensure effective liaison between reservations and front office staff with other departments (e.g. housekeeping)
- To ensure that all charges are correctly entered on the guest's bill and that this is up to date at all times
- To ensure that credit control procedures are strictly adhered to, that no bills exceed the stipulated limit without prior approval and that written confirmation, purchase orders, or order numbers are on file

- To ensure that accounts are balanced daily
- To ensure effective and speedy check-out facilities
- To ensure that luggage is delivered to and collected from rooms speedily
- To ensure that enquiries, messages, theatre bookings are dealt with courteously and efficiently
- To ensure that all Front of House staff is correctly and smartly dressed at all times
- To ensure that all Front of House areas are clean and tidy at all times, including cloakrooms
- To ensure that newspapers and parcels are delivered to rooms without delay
- To ensure that incoming and outgoing telephone calls are handled promptly and courteously
- To ensure maximum security of all items left in safety deposit boxes
- To carry out systematic checks of all Front of House areas for maintenance requirements, repairs or refurbishing, ensuring that these are worked out on time
- To ensure that the Hotel Entrance is easily accessible to cars and taxis at all times
- To hold regular performance appraisals with all senior staff, identifying areas for development and training needs and ensuring that this training is affected
- To carry out or ensure that regular On-the-Job training is taking place to agreed standards
- To regularly hold meetings with all Heads of Department. To ensure that manning levels are correct and these are not exceeded without permission
- To ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion
- To ensure maximum security in all areas under one's control
- To act as a Duty Manager when required
- To attend Management Meetings as required
- To circulate regularly throughout all Front of House areas, maintaining a high profile with guests and staff
- To ensure an accurate and timely submission of all reports and administrative work
- To prepare and submit on the required format annual budgetary information and updates as required
- To monitor trends within the industry and make suggestions how these could be implemented
- To familiarise one's self with all local Civil Defence measures
- To ensure that staff under one's control is trained in Civil Defence measures

Job Title: Executive Housekeeper

Scope and General Purpose:

To supervise and control the cleaning and servicing of all bedrooms, restaurants, function and public rooms in the hotel.

Responsible to:

General Manager or Front of House Manager

Responsible for:

- | | |
|-------------------------|----------------------------|
| • Assistant housekeeper | • Housekeeping Supervisors |
| • Chambermaids | • Cleaners |

- Housemen
- Laundry
- Linen room staff
- Valet

Liaises with:

- Food and Beverage Manager
- Security Manager
- Accountant
- Front Office Manager
- Personnel Manager
- Head Chef

Limits of Authority:

According to each establishment

Main Duties:

- To ensure that all guestrooms and public rooms are serviced and cleaned on a daily basis
- To ensure that function rooms are cleaned as soon as they have been used to ensure a fast turnaround
- To ensure that VIP rooms receive the designated extras
- To ensure an adequate supply of clean linen in a good state of repair
- To ensure that rooms are checked regularly for repairs and refurbishing and that appropriate maintenance is effected
- To liaise with General Manager and notify areas needing attention, in respect of decor
- To ensure that the most suitably qualified person is appointed in the event of a vacancy - wherever possible this should be an internal promotion
- To ensure that staff are coached and trained to perform their duties effectively
- To ensure that attendance registers are completed daily and in accordance with statutory regulations
- To ensure that salary variations and administrative returns are completed correctly and submitted on time
- To draw up duty rosters and ensure that manning levels are correct, to agreed standards and are not exceeded without permission
- To ensure that adequate supplies of cleaning materials are available
- To ensure that staff accommodation is kept clean and in a good state of repair
- To ensure that regular fire and evacuation drills are held
- To ensure effective communications through attending meetings and imparting information at regularly held staff meetings with assistant housekeepers

Irregular Duties

To prepare and submit, on the required format, all information necessary for smooth functioning of the department.

Job Title: Food and Beverage Manager

Scope and General Purpose

To supervise and control all catering outlets in a hotel to the required standards, within agreed budgetary limits and parameters of the law, particularly liquor law.

Responsible to:

General Manager

Responsible for:

All restaurant, room service, banqueting, stores and back of the house staff. (In some cases the Head Chef will also report to the Food and Beverage Manager).

Liaises with:

- Head Chef
- Front of House Manager
- Personnel Manager
- Accountant
- Housekeeper
- Security Manager
- Maintenance Manager

Limits of Authority

According to each establishment

Main Duties

- To ensure the prompt and efficient service of all meals, snacks, functions and beverages to the required standards
- To ensure that profit margins are maintained, agreed costs are not exceeded through effective control systems, including issuing against dockets, sales analysis, menu costings and cash checks
- To ensure that restaurants and cloakrooms are clean and well maintained and that table appointments, including flower arrangements are impeccable
- To ensure that waiters are always correctly and smartly dressed, that they offer professional and courteous service to their customers
- To ensure that bars and cloakrooms are clean and stocked with the stipulated requirements
- To ensure that barmen are well trained, correctly and smartly dressed and serve their customers in a professional and friendly manner
- To ensure that room service orders are executed promptly and that they comply with the required standards
- To ensure that room service staff is correctly and smartly dressed and serve their customers in a professional and friendly manner
- To ensure the efficient running of the banqueting department and that all banqueting rooms, including cloakrooms, are clean and tidy
- To act as Duty Manager as required
- To ensure that consumable and non-consumable goods are ordered, correctly stored and issued to the various departments
- To ensure maximum security in all areas under your control and that staff are fully aware of the importance of key security
- To ensure that staffing levels are correct and to agreed standards and are not exceeded without prior consultation
- To ensure that company and statutory hygiene standards are maintained in all areas
- To attend to customer complaints in a timely manner
- To take the necessary steps in the event of theft, burglary or fire

- To ensure that reports and administration requirements are submitted on time
- To ensure that the Back of the House Department operates effectively and efficiently
- To hold regular performance appraisals with all management staff, identifying areas for development and training needs and ensuring that this training is affected
- To ensure that fair discipline is effected
- To ensure that the causes of staff grievances are investigated and the appropriate action taken
- To ensure that fire and evacuation drills are held regularly
- To ensure that bands and musicians are available when required
- To be fully conversant with all statutory requirements regarding a food and beverage operation, that all licenses, including special licences, are applied on time for and that the conditions affecting the issues of a liquor licence are not jeopardised
- To ensure that regular stock takings are conducted
- To prepare and submit on the required format all information necessary for budgeting purposes, on time and accurately
- To ensure that an effective table reservation system is in operation
- To circulate throughout all restaurants, bars and banqueting departments, maintaining a high profile with customers and staff
- To hold regular staff meetings
- To be fully aware of trends in the industry and make suggestions for improvement of the catering operation
- To attend meetings as required
- To carry out or ensure that regular On-the-Job Training is taking place to agreed standards
- To ensure that the most suitably qualified person is appointed in the event of a vacancy — wherever possible this should be an internal promotion

Job Title: Executive Chef

Scope and General Purpose:

To provide an efficient and cost effective food service to the establishment.

Responsible to:

General Manager

Responsible for:

All subordinate kitchen staff

Liaises with:

All other heads of department

Hours of Work:

Flexible

Limits of Authority:

According to establishment.

Main Duties:

- To ensure that all menus are constantly updated, paying special attention to seasonal availability
- To ensure that all menus are calculated correctly to obtain maximum gross profit
- To ensure that all staff is constantly trained to effect good portion control and pleasing presentation of all dishes
- To hold daily meetings with the Restaurant Manager to ensure that VIPs are identified on time and any special arrangements properly communicated
- To hold daily meetings with the Sous-Chefs and Chefs des Parties to ensure smooth running of all kitchen departments
- To ensure that all areas under your control satisfy the most stringent hygiene requirements and that staff who are ill or injured receive the correct treatment or are not allowed to work
- To ensure that all staff are correctly dressed to satisfy statutory requirements as well as enhancing the image of the establishment
- To ensure that all stocks are ordered to the correct quantities, quality and price
- To ensure that all stocks are being kept securely and under the correct conditions applicable to each type of commodity stored
- To regularly meet with the storekeeper to ensure that the correct stocks are kept
- To regularly hold maintenance checks with the Maintenance Manager to ensure that no equipment breaks down
- To ensure that all statutory notices are posted at all relevant points and that all such notices are conspicuously placed
- To ensure that attendance registers are kept daily and that any absenteeism is immediately brought to the attention of the Personnel Department
- To ensure that all staff under your control are fully informed in respect of disciplinary procedures, the handling of grievances, etc.
- To ensure that all documents are sent to the appropriate accounts department immediately for processing
- To constantly update your knowledge and skills for the good of the establishment and the profession
- To conduct regular stock checks/stock takes
- To ensure that expenses are within budgeted limits
- To ensure that all information which is required to compile meaningful budgets is available

❖ **Define housekeeping and explain the various types of housekeeping.**

Cleanliness is one of the most important features a hotel or a similar establishment can offer its guests. Housekeepers, also known as maids, are the staff members who perform cleaning duties in these establishments.

Housekeepers may be assigned specialised cleaning duties. For example, most hotels have laundry facilities for cleaning towels, linen, bedding and workers' uniforms. Some housekeepers work only in the laundry area, washing, drying and folding these items and then stocking the linen storage rooms.

Other housekeepers only clean guest rooms. An especially thorough cleaning is done after the occupants of a room check out. Using a large wheeling cart to hold supplies, guest room housekeepers

bring clean linen, bedding, cleansers and all other necessary cleaning equipment to the rooms. The housekeepers replace soiled linen and towels; restock soap, tissues and drinking glasses; disinfect bathroom surfaces; dust and polish the furniture; remove all trash; vacuum the carpet; and wash any uncarpeted floors. Before leaving, they check to make sure that the room is spotless and ready for new guests. If housekeepers notice anything in a room that is not working properly, they report it to their supervisor, the executive housekeeper. They also send to the lost-and-found department any articles that previous guests may have left in the rooms when they checked out.

Aside from doing laundry and cleaning guest rooms, housekeepers replace light bulbs, wash windows, empty ashtrays and clean hallways and stairs. Some housekeepers make sewing repairs or upholster furniture. Others work in lobbies, lounges and conference and banquet rooms, where they clean carpets and move and set up furniture. In small hotels housekeepers usually perform several of these tasks.

Definition of Housekeeping

Housekeeping is defined as the provision of a clean, comfortable and safe environment. It is the management and maintenance of the property and equipment of an institution or organisation, a house, industrial or commercial institution. Cleanliness, comfort and safety are the essence of housekeeping

Cleanliness

- Room, bed, toilets should be clean
- Room must be swept and mopped and carpets cleaned
- Furniture should be in place and everything should be maintained in its original state
- Bed has to be made
- Toilet supplies should be replenished

Comfort

- The furniture should be such that the guests are able to relax
- Height of the furniture is in relevance to the writing table
- Bed should be soft and comfortable
- Supplies that are kept in the room should be convenient for the guest, e.g. the scribbling pad should be placed on the bedside table near the telephone

Safety

- The hotel should be secure
- There should be safety measures on all the floors
- The locks, doors and windows should be secure
- The corridors should be well lit
- Fire alarms and smoke detectors must be in place
- There must be a fire escape system
- Thefts should be guarded against

Types

A brief definition of housekeeping can be management and maintenance of the property and equipment of an institution or organisation.

Based on this housekeeping can be divided into two basic categories—institutional housekeeping and domestic housekeeping.

1. Institutional housekeeping applies to housekeeping maintenance in commercial lodging establishment like hotels, resorts, inns and aparthotels.

- Hotels and Lodging
- Corporate / facility management
- Hospitals
- Small Business and Entrepreneurship

Hotels and Lodging

One of the most integral departments within the hotel, the housekeeping department is responsible for the immaculate care and upkeep of all the guest rooms and public spaces of the hotel

Hospital Housekeeping

- Provides housekeeping and linen management services to the health care industry
- Hospital department which manages and provides the required housekeeping functions in all areas of the hospital

Corporate/Facility Management

Facility management is an interdisciplinary field primarily devoted to the maintenance and care of large commercial or institutional buildings, such as hotels, resorts, schools, office complexes, sports arenas or convention centers. Duties may include the care of air conditioning, electric power, plumbing and lighting systems; cleaning; decoration; grounds keeping and security. Some or all of these duties can be assisted by computer programs.

It is the role of the Facility Management department to coordinate and oversee the safe, secure and environmentally sound operations and maintenance of these assets in a cost effective manner aimed at long-term preservation of the asset value.

The term “facility management” is similar to “property management” but is typically applied to larger commercial properties where the management and operation of the buildings is more complex.

Small Business and Entrepreneurship

Under this category come small housekeeping companies who do both domestic as well as institutional housekeeping but on a small scale

2. Domestic housekeeping refers to housekeeping maintenance in a house. It covers bedrooms, kitchen, dining, receiving area, grounds and the surrounding areas within the house.

❖ **Explain the importance of Housekeeping department**

One of the most integral departments within the hotel, the housekeeping department is responsible for the immaculate care and upkeep of all the guest rooms and public spaces. Individuals who excel in the housekeeping departments have an eye for detail and a commitment to the training, development and

motivation of a diverse group of talented employees. In a competitive hotel market, it is service and cleanliness that really make an impact on guests and determine whether they will return.

An efficiently managed housekeeping department ensures the **cleanliness, maintenance and the aesthetic appeal** of the hotel. The housekeeping department not only prepares clean rooms for the arriving guests on a timely basis, but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business.

The task performed by the housekeeping department is critical for the smooth daily operation of any hotel. The concept of housekeeping is very simple but considering the size of the establishment the task is gigantic. The rooms division constitutes 50% or more of the total revenue. The hotel management ensures optimal room sales for maximum profit. The sale of rooms is dependent on the quality of the décor, facilities, cleanliness and safety of the room.

Housekeeping has to ensure that the basic human needs of comfort and security are catered to. Thus the efforts of the housekeeping department in giving a guest a desirable room has a direct bearing on the room and the guest's experience in the hotel.

In any residential or commercial establishment, whether a hotel, hostel or hospital, the basic requirements are food, beverages and accommodation.

On arrival a guest gauges the quality of the hotel from the entrance and the foyer and the behaviour of the staff.

On reaching the room the guest has more time to take a closer look at the décor, the furniture and fixtures, the furnishings, especially the bed, cleanliness and comfort of the surrounding and can judge the standard of the establishment. This impression is formed before a guest has had any meals or beverages in the hotel.

The basic services provided should be a clean, comfortable and safe room.

In a hotel, accommodation is the biggest major revenue generator and thus the satisfaction of the guest is of prime importance.

- Housekeeping is the department that deals essentially with cleanliness and all ancillary service attached to that
- The standard plays an important role in the reputation of the hotels. One feels comfortable only in the environment which is clean and well ordered, so cleanliness is important for health foremost also for well being
- Accommodation in hotels tend to be the largest part of the hotel, it is the most revenue generating department, the housekeeping department takes care of all rooms is often largest department in hotels
- The rooms in hotels are offered as accommodation to travellers/guest as individual units of bedroom. Some interconnected rooms are also made which will be helpful to the guest and families. Many hotels offer suits to the guest
- Hotel offer laundry, dry cleaning facilities for guest clothes, shoe polishing facilities also
- Hotel aims to make environment comfortable and offer specialised service to the guest
- Hotel offer guest the choice of specialty restaurant, coffee shop. The bar also sells liquors which generate the revenue of the hotel. They are available in banqueting, meeting and private party facilities
- Revenue can be generated from conferencing, meeting, seminar etc.

- These days shopping arcade also found in hotels
- A health club is a part of facilities of most large hotels especially resort hotels this also include swimming pool and spa facilities
- Hotels try to make the ambience as pleasant as possible by nice colour scheme, attractive furnishing and a well kept efficient staff
- House keeping is the department that determines to a large extent whether guests are happy during stay and in turn mankind they return to the hotel
- The fine accommodation and service are provided to the guest so they are pleased with the hotel. The guest satisfaction is its primary object and the hygiene factor must always be present in the hotel



Figure 1.2 Hotel room

In hotels major part of revenue comes from rooms, rooms which is not sold on any night losses revenue forever and reason for poor occupancy can be anything like hygiene factor, cleanliness, lack of modernising etc. hence main purpose is to improve whole appeal of the room. A guest spend more time alone in his room than any other part of the hotel, so he can check up the cleanliness he wishes to as some of the guests are more health conscious these days.

He may check up dusting, in-depth cleaning and loses confidence if properly not done e.g. if drawers are not cleaned he may generally won't feel like putting his clothes down. Decent room supplies are service like quick laundry and dry cleaning service shows guest that hotel is considering his comfort and wishes to please him. not only this from the cleanliness of lobby, public area, restaurant, cloakrooms, the state and cleanliness of uniform the guest can judge a lot about hotel. It can be positive or negative judgement we can conclude that housekeeping department contributes greatly to all guest impression of the hotel.

Now that we have cleared the theory test, we reach the most important stage of all.

SPECIFIC QUESTIONS

- ❖ Draw the layout of housekeeping department.

Layout of the Housekeeping Department

It is of utmost importance for us to know the layout of this department in a medium or large size hotel, irrespective of the location of a hotel. Layout also aims to convey important areas coordinated by housekeeping departments. The following factors are taken into account while deciding the layout of a housekeeping department in the hotel

- Total number of guestrooms
- Total Public area (restaurant, banquet halls, open areas etc.)
- Additional areas coming under housekeeping (mini-bar, horticulture, laundry etc.)
- Amount of manpower required
- Volume of business anticipated
- Number of jobs contracted out
- Amount of storage space required
- Flow of traffic (people and equipments)

The layout given in Figure 1.3 indicates the functioning departments of housekeeping like linen store supported by tailor's shop; laundry supporting the exchange counter; housekeeping desk control equipped with as many telephone lines as possible so that messages pertaining to the housekeeping personnel may be noted and passed down to them without any delay. Housekeeping also controls lost and found section, wherein all items lost or found by the guests are reported and recorded properly.

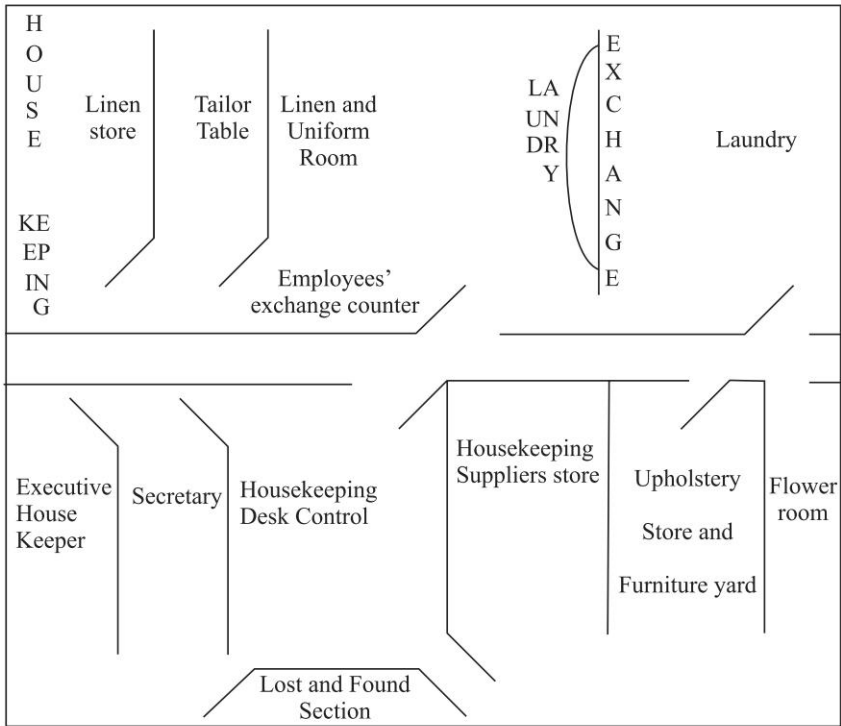


Figure 1.3 Operational layout of housekeeping department

❖ **Explain the different sections of housekeeping department with their functions.**

The housekeeping department of a hotel is usually headed by an Executive Housekeeper. Sections within the housekeeping department include the following:

- **Housekeeping (rooms and public areas)**—The housekeeping department is responsible for the upkeep and maintenance of the entire hotel. One of the first impressions a guest forms when he walks into a hotel is a reflection on the housekeeping department - how clean and well maintained the surroundings are. No hotel can function without this department because it oversees everything from guest rooms, public areas, laundry, linen, horticulture and flower arrangement and maintenance housekeeping machinery which is now becoming increasingly high-tech.
- **Linen and uniform**—Housekeeping department is responsible for storage, issue and upkeep of all linen and uniforms used in the hotel at any given point of time.

The other functional areas of the housekeeping department include:

- **Lost and Found Department:** Many a times while cleaning a guestroom attendant comes across some personal items of the guest left behind. The value of the personal item can vary from almost nil to thousands of rupees as in the case of Rolex watches, etc. All the articles found while cleaning the rooms are, thus, handed over by attendants to the floor supervisor, who maintains a list of the found articles against the specific room number.
- **First Aid:** First aid as and when needed by the guests is provided by the housekeeping department which maintains the first aid kit.
- **Floral Arrangement:** Fresh floral arrangements all over the hotel are maintained by the housekeeping department. The private areas like guest bedroom or the public areas like the restaurants and the lobby floral arrangements are made by housekeeping department.
- **Laundry Services:** The laundry services extended to the guests are usually provided by the housekeeping. The laundry to be washed is collected from the guest room and washed; dried and ironed clothes are supplied back to the guestroom. Generally, all the hotels have inhouse laundry services but nowadays many hotels have out-sourced this service, both for the hotel linen as well as for the guest laundry.
- **Purchasing:** This is one role of the housekeeping department where a lot of money transactions take place. This is one of the important areas which can affect the profitability of the hotel if various products purchased and supplies are not well managed. The primary areas of purchasing that are under the control of the Executive housekeepers are:
 - o Bedroom supplies: e.g., laundry bags, breakfast, cards, shoeshine, etc.
 - o Bathroom supplies: e.g., toiletries
 - o Linen: bed sheets and towelling
 - o Tea and coffee making facilities (TCMF): e.g., tea/coffee sachets, sugar, milk and biscuits
 - o Working replacements: e.g., shower curtains, crockery, glassware, vacuum cleaners, trolleys, etc.
 - o Cleaning supplies: e.g., air freshener, bleach, cleaning product and
 - o Uniforms: e.g., for the room attendants/porters

❖ **Describe the attribute of a good housekeeper**

Grooming

- Absolutely essential for staff that comes in guest contact
- Clean crisp uniform, light make up, fresh light cologne spray
- No jewellery except for small tops and wedding ring
- Hair tied in a bun or kept short

Personal Hygiene

- Clean hair and manicured fingernails
- No body and mouth odour
- Report to doctor in case of infections, cuts or bruises

Honesty

- Guest belongings should not be touched
- Discipline and integrity must be maintained
- Lost and found must be intimated
- Rules must be followed

Courtesy

- Guest request must be attended to even if they are frequent
- Politeness and charm must rule
- A pleasant staff adds positive experience

Tact and Diplomacy

- Avoid hurting guests' feelings.
- Tact can diffuse tension in a situation

Eye for Detail

- Determines good service from an average one.
- Quality ensures keeping in mind the minutest of details

Physical Fitness

- Most work is manual in nature.
- Sturdy physical condition a must in HK operations

Cooperativeness

- Within the housekeeping staff while doing and sharing duties
- With other dept. when allocating and servicing rooms

Other Qualities

- Calm and patient

- A pleasant personality and the ability to converse with all types of people
- An ability to hide personal likes and dislikes
- Strictness regarding punctuality and adhering to the necessary rules
- Loyalty to the establishment and other staff
- Critical powers of observation
- An interest in people and tact in handling them
- Adaptability and willingness to experiment with new ideas, to use initiative and take responsibility
- Ability to deal with emergencies
- A strong heart and good feet
- Housekeepers must have self-confidence
- They should be able to train, teach and motivate people working in the department. Teaching requires dedication and the desire to help others learn.
- They must have patience, a quality stressed on by the management because of its importance in housekeeping.
- They should be ambitious and look to a bigger housekeeping job in a larger property.
- Traits for success are honesty, loyalty, sincerity:
 - Honesty in relationship to management
 - Loyalty to employees
 - Sincerity with the housekeeping staff
- A sense of humour will help immensely when it comes to dealing with the many problems, e.g., maids fighting in the corridor and the sometimes outrageous demands of guests
- They should be able to present an idea or to explain a need convincingly, whether it is asking engineering to repair a leak

The administrative powers of professional housekeepers include being able to:

- Utilise manpower efficiently: This involves delegating tasks to others to get work done properly and on time. It is essential to communicate the urgency of having the rooms ready for occupancy when incoming guests arrive
- Devise an easy method of reporting work that has been done with emphasis on feedback.
- Develop standard procedures for routine activities enabling employees to have consistent work habits; giving identical services to guest's daily. When routines are standardised, employees can substitute for one another easily.
- Install inventory controls, which are essential to any department dealing with costly supplies and expensive equipment
- Motivate all types of labour: A high morale among employees is essential. To keep it high the housekeeper and his or her assistants need expertise in the field of psychology along with great patience and a sense of humour at all times
- Accept any challenges the management proposes, e.g., new uniforms, which will not show dirt, or complete refurbishment of a bridal suite for the VIP guest arriving shortly
- Involve employees in planning and encourage them to use their imagination to find ways to make job easier
- Increase the educational level of staff: This must be done through training and encouraging employees to attend classes

- Set up recruitment programs to find and develop management trainees. This not only improves the property but also gives trainees an opportunity to work in various departments
- Cooperate and coordinate with other managers

❖ **What is facility management? What are the components of facility management?**

Facility management is an interdisciplinary field primarily devoted to the maintenance and care of commercial or institutional buildings, such as hotels, resorts, schools, office complexes, sports arenas or convention centers. Duties may include the care of air conditioning, electric power, plumbing and lighting systems; cleaning; decoration; grounds keeping and security. Some or all of these duties can be assisted by computer programs. These duties can be thought of as non-core or support services, because they are not the primary business (taken in the broadest sense of the word) of the owner organisation.

It is the role of the facility management function (whether it is a separate department or small team) to coordinate and oversee the safe, secure and environmentally-sound operations and maintenance of these assets in a cost effective manner aimed at long-term preservation of the asset value and also other janitorial duties such as making sure the environment is properly cleaned and sanitised for its tenants. In those cases where the operation of the facility directly involves the occupants and/or customers of the owner organisation, the satisfactory delivery of facility-related services to these people will be an important consideration too; hence, the term “end-user satisfaction” is often used both as a goal and a measure of performance.

Components of Facility Management

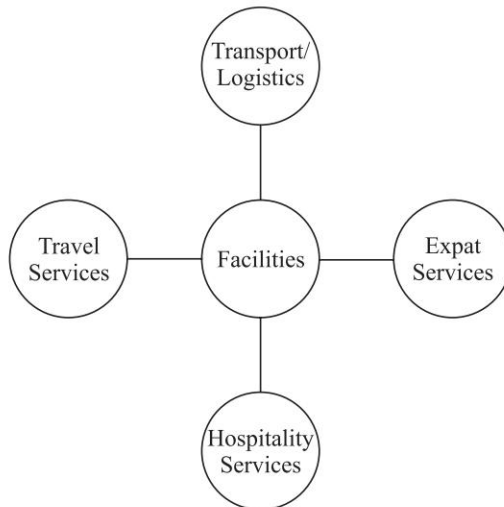


Figure 1.3 Components of facility management

Services - Facilities

- Constructural
- Security services
- Reprographics
- Electrical and Mechanical Maintenance
- Catering
- Furniture and Moves

- Office Equipment Management
- Cleaning and Waste Disposal
- Audio Visual
- Key Management
- Meeting Room Services
- Critical system Maintenance
- Concierge
- Pest Control
- Office Stationery/Consumables
- Mail Services
- Reception Services
- Vending Machines
- Office Services Desk
- HVAC Maintenance
- Security System Maintenance
- Floor walkers/Support Stewards
- Internal Flowers/Plants
- Utilities

Transport/Logistics

- Staff Bus and Scheduling
- Management of Company Pool Cars
- Management of Pool car Drivers
- Vehicle HSE (Health, Safety and Environment)
- Indian Driving License
- Hired Cars
- Procurement/Management of Company leased Cars
- Airport Pick-up and drops
- Defensive Driving Training
- Movement of personal belonging

Hospitality Services

- Room bookings in company approved Hotels
- Room bookings in company approved Serviced Apartments
- Identification, HSE Checks and negotiations–New Hotels and Serviced Apartments
- Monitoring HSE compliance in these properties
- Helping Shell travel services to develop company approved Hotels/Service Apartments in line with company policy
- Negotiating for non-Bangalore Hotel rooms based on requirements and room nights

Travel Services

- Domestic Ticket Bookings
- International Ticket Bookings
- Business Visa
- Travel Insurance
- Hotel Bookings at Destination if required
- Negotiation with Airlines directly for discounts in mass bookings
- Travel Alerts and Advisories
- Implementation of Company Global Travel Policy

Expat Services

- Registration at Foreign Residents Registration Office
- Admin On-boarding
- Visa Extensions

- Change in residential address
- Facilitating “Person of Indian Origin” cards if required

Other Roles

- Facility HSE
- Facility and HSE Induction to new Joiners
- Access and ID Cards
- Liaison with Govt. authorities
- Car Park and Vehicle Stickers
- HSE Training for Staff like Basic Fire Fighting and First-aid
- Co-ordination of Emergency Evacuation
- Liaison with Project team on new floors, snag correction etc.
- Self Service Site/web portal for local support
- Help desk- maintenance call logging support
- To take over the Facility Management Services for company leased accommodation

❖ Define a hotel

While we know that the question is open-ended and there is no complete answer, we must be precise so as to satisfy the interviewer(s). The answer goes as such:

A hotel is a place where minimum number of available rooms, services and amenities, usually defined by legislation for licensing and classification purposes as well as eligibility for fiscal incentives in some jurisdictions are provided. A hotel may provide food and beverage services on site but not always within the accommodation building(s)—usually by the in-house staff but occasionally through an outside food and beverage contractor. May or may not provide a range of recreation and other amenities on site or by arrangement with others off site. Hotels are of different types and include motor hotels, resort hotels or resorts and commercial hotels.

❖ Define housekeeping

When the interviewer asks this question, he/she is looking for a basic definition. Couple of points as mentioned will suffice:

- This department or staff at a hotel or motel is responsible for cleaning guest rooms and public areas, changing linens and the like
- This department of a hotel is in charge with cleaning and maintaining rooms and public spaces

❖ What career opportunities are available in housekeeping?

Please note that the interviewer has only asked for the names. Definitions are not of essence here. Rather, providing all opportunities would make a clear impression on the interviewer(s). Enlisted:

- | | |
|---------------------------------|-------------|
| • Hotels | • Hospitals |
| • Facility management companies | • Airlines |
| • Cruise lines | • Trains |

❖ **Give the key attributes of an able housekeeping staff?**

Again remember to enumerate only the attributes like honesty, eye for detail, courtesy, physical fitness and the like.

❖ **What is the difference between revenue centre and support centre in a hotel?**

A **revenue centre** is a distinctly identifiable department, division or unit of a firm that generates revenue through sale of goods and/or services. For example, rooms department and food-and-beverages department of a hotel are its revenue centers. The **support centre** is a department or subunit, sometimes involved directly or indirectly in revenue generation, that provides supporting services to other (revenue generating) departments or subunits. They are also called service center e.g. Housekeeping department.

❖ **What do you mean by the term front of the house and back of the house?**

The terms “back of house” and “front of house” are used in the hotel community to distinguish between different areas in a hotel. The back of house is the staff area, where cooks and other support staff work. The front of house is a term which refers to the portion of the building that is open to the public like the reception.

❖ **There is a term for a room being blocked if a death occurs in a guest room. What is it called?**

It is called a *Plugged room*.

❖ **What is the difference between sleep out and sleeper?**

Terms which sound similar are often confused. Only a good housekeeper would know that a **sleep out** is when a guest is registered in the room but the bed has not been used while a **sleeper** is when the guest has settled the account and left the hotel but the front office has failed to properly update the status.

❖ **Explain S.B.**

The interviewer(s) are now into the nitty-gritty of housekeeping. Remember to start with the full definition and then continue with the definition as follows:

Scanty baggage is an abbreviation used by housekeeping. While checking the room if the housekeeping supervisor finds that there is fewer luggage in the guest room, he/she write the code S.B. and sends it to front office as a precaution for a skipper.

❖ **What is the difference between a CIP and a VIP?**

VIP is very important people who are influential (and often overbearing) and given the utmost importance and care in the hotel. CIP are commercially important people who give business to the hotel. They are either VIP 2- presidents and CEO's, MD's of renowned companies or VIP 3-regular repeat guest may be known to the management.

❖ **What are the other names for a housekeeper?**

Know that all the names should be remembered as hotel guests are from all over the world. In English itself the following names are used:

- | | |
|-----------------------------|----------------------|
| • Accommodation manager | • Domestique |
| • Manager housekeeping | • Facilities manager |
| • Domestic services manager | • Bursar |
| • Warden | • Matron |

❖ **What are the 3 key components of housekeeping?**

Clean, comfort and safety

SUMMARY

The following points have been discussed in this chapter:

- Classification of hotels
- Categorisation of hotels
- Hotel departments and responsibility
- Organisation of a hotel
- Definition and types of housekeeping
- Sections and function of housekeeping department
- Personal attributes of Housekeeping staff
- Facility management

History and mythology have always landed the Indian culture for its great tradition hospitality. Entertaining the guest to his or her satisfaction has been a customer of the soil. An Indian host is completely contented only when his guests are satisfied with the hospitality provided. A glance into our past reveals that providing hospitable comforts to guest have been a way of life and different conventions of hospitality were prevalent in different periods.

The concept of Housekeeping is simplest but when one considers maintaining a house of several hundred rooms under numerous public areas the task becomes gigantic. It takes a well-organised approach and technical understanding to enable housekeeping to cope up with the volume of work. A good hotel operation ensures optimal accommodations sale. This depends on several things like quality of room, decor, room facilities room cleanliness and safety in the room. For this trained and qualified housekeeping staff is required. A part from hotel industry housekeeping staff is very much in demand in hospitals, offices, guest house, clubs, railways and the like. Hence there is a growing need for trained and qualified house keeping staff. There is an equally important aspect of housekeeping and that is *personnel management*, a look at which will be taken in the next chapter.

KEY TERMS

- **“P”** – permanent guest.
- **AH&MA** – American Hotel & Motel Association. Founded in 1910.
- **Average Daily Rate (ADR)** – The total room revenue for a given period (day, month to date, month, year to date), divided by the number of rooms occupied for the same period. Frequently used as a measure of economic performance.
- **Apartotels** – It is a serviced apartment complex that uses a hotel-style booking system. It is similar to renting an apartment, but with no fixed contracts and occupants can ‘check-out’ whenever they wish.
- **Bed and Breakfast (B&B)** – A type of room rate which includes the price of the room and breakfast. Also known as Continental Plan.

- **Boutique Hotel** – Historical, classic buildings, remodeled into boutique hotels with usually have less than 30 rooms.
- **Central Reservation System (CRS/CRoS)** – The ability of guests to make a reservation for one out of a number of hotels by contacting one agency, contracted by the hotels acting as a group, to operate this “central” reservation service.
- **Check out** – The guest has settle his/her account returned the room key and left the hotel.
- **Complimentary Room** – An occupied guest room for which no price is charged. This may include a room occupied by a hotel employee.
- **DNCO** – Did not check out.
- **DND** – It is a verbal or written notation by a guest that she or he is not to be disturbed in the guestroom. Guest usually makes the request by hanging a small sign, which say, “do not disturb” on the guest room door.
- **Due out** – The room is expected to become vacant after the following days check out time.
- **Economy/limited hotel** – Are hotels which cater to the basic need of the guest by providing clean, comfortable, inexpensive rooms.
- **Expected Departure** – Is a day when a room is expected to be vacated.
- **Eye for detail** – One of the most important attributes of a housekeeping personnel to see the details of the areas to be cleaned.
- **Facilities** – Core physical features: accommodation, restaurants, bars and meeting rooms.
- **Franchise** – Is the right to market a service and/or product often exclusive for a specified area, as granted by the manufacturer, developer or distributor in return for a fee: prevalent in the fast food industry but increasingly adopted within the hotel community.
- **Frequent Independent Traveler (FIT)** – Designation which applies to visitors who arrive on their own as opposed to being a part of an organised group.
- **Front Office** – Is an office usually situated in the lobby, always located inside the main entrance, whose primary function is to control the sale of guest rooms, provide keys, mail, information service for guests, maintain guest accounts, render bills, receive payments as well as providing information to other departments within the hotel.
- **Guest Account** – Is an itemised record of a guest’s charges and credits, which is maintained in the front office until departure. Also referred to as a guest bill, guest folio and/or guest statement.
- **Guest charge** – This is anything put on a guest’s bill-purchases, room service, telephone, valet, or whatever.
- **High (Peak) Season** – The period of consecutive months during which optimum revenues, room/suite occupancy and average room rates are generated. In the Rajasthan this is generally October through March.
- **Late check out** – The guest has requested and is being allowed to check out later than the hotel standard check out time.
- **Lock-out** – Closing down of the room for renovation.
- **Low (off-peak) Season** – The consecutive months during which the lowest revenues, room/suite occupancy and average room rates are generated. In the Rajasthan this is generally April to September.
- **M.O.D.** – Manager On Duty.

- **Mid-range service** – The hotels coming under this category cater to the business travellers. It is modest but most sufficient and adequate to cater guest need.
- **MIP** – Most important person.
- **Night Manager** – Evening Manager.
- **Occupancy (Occ. %) (Occ Rate)** – The percentage of available rooms occupied for a given period of consecutive time. This figure is calculated by dividing the number of rooms occupied for a period by the number of rooms available for the same period and is expressed as a percentage.
- **On-change** – The guest has departed but the room has not been cleaned for resale.
- **Overbooking** – A situation in which more room reservations have been taken by a hotel than what the hotel is able to accommodate. Hotels that use overbooking as a policy are increasingly being targeted by tour wholesalers and operators in an attempt to better control and minimise the serious adverse marketing effects which overbooking has for all stakeholders.
- **Package** – The name given to an assembly of components under a one price system. Typically, the core package price would include: return transportation, ground transfers, baggage handling, accommodation, one or more meals per day and applicable taxes. Car rentals, recreation and entertainment and gratuities may also be included, but are more often supplementary to the core package price.
- **Plant** – The entire hotel operation.
- **Plugged room** – Is a room that has been made inaccessible by security, due to theft or death.
- **Pre-Blocked Room** – Room that been assigned or pre-registered to guests prior to their arrival.
- **Rack Rate** – The full, undiscounted published room rate (price).
- **Registration Card (Reg. Card)** – Is a form on which arriving guests record their names, addresses and other details including mode of transportation used, nationality, purpose of visit (usually business or pleasure), method of payment and length of stay. A space is also provided for signature, room rate and room number. Additional questions may be included as a part of the hotel's market research platform.
- **Room Block** – Is a predetermined number of rooms reserved in advance for group (conference, tour) use.
- **Room Change** – Is a situation in which the guest is shifted to other rooms due to reasons like maintenance problem or guest request.
- **Room rack** – Is an array of metal file pockets designed to hold room rack slips arranged by room number. The room rack summarises the current status of all rooms in the hotel.
- **Room Service** – Food and beverage delivered and served in a guest room.
- **Safety Deposit Boxes** – Individual boxes provided for the safekeeping of guest valuables. Located either in a central, secure and supervised location or in individual guest rooms.
- **SB** – Scanty baggage.
- **Scheduled maintenance** – Are activities related to the upkeep of the property that are initiated through a formal work order or similar document.
- **Shoulder Season** – The period between peak and low season.
- **Skipper** – The guest has left the hotel without settling the account.
- **Sleep out** – Is a guest is registered in the room but the bed has not been used.

- **Sleeper** – The guest has settled the account and left the hotel but the front office has failed to properly update the status.
- **Stay over** – Is a room status term indicating that the guest is not checking out today and will be staying at least one more night.
- **Traditional Lodging** – Guests pay nightly rates for single rooms or suites and have full access to the hotels' range of amenities and services. Rates begin at "rack," but vary widely, based on time of week and season and nearby events and attractions.
- **Vacant and ready** – The room is clean and inspected and ready for sale.
- **World-class service** – Is a level of service, which stretches personal attention to guest. Hotels offering world class service provide upscale restaurant, lounges, exquisite décor, populated rooms and abundant amenities.

ACTIVITIES

Activity 1

1. A room which is closed for renovation is known as _____ .
2. Expand – DND
 - DNCO-
3. A room which is inaccessible due to death or theft is called _____ .
4. A guest who slips out of the hotel without settling his bills _____ .
5. M.O.D. _____ .
6. If the occupancy report of Housekeeping and Front Office varies it is known as _____ .
7. The Housekeeper makes an Occupancy Report _____ times a day.
8. P means _____ .
9. The entire hotel operation is called _____ .
10. _____ is a room status term indicating that the guest is not checking out today and will be staying at least one more night.
11. _____ is the period between peak and low season.
12. Which of the following areas in a hotel is not a support center?

(a) F & B Dept	(b) Accounting Dept
(c) Maintenance Dept	(d) Housekeeping Dept
13. On a daily basis, which of the following types of rooms would have the highest priority when assigning room attendants to clean guest rooms?

(a) Occupied room	(b) Complimentary room
(c) On change room	(d) Check out room
14. The most important quality of a Housekeepers observation skill is _____ .
15. The guest has settled the account and left the hotel but the front office has failed to properly update the status. This room status is known as _____ .

Activity 2

Hotel Quiz

1. What is the origin of the word hotel?

- (a) French (b) Spanish (c) Latin (d) German
2. What does AAA and their affiliated bodies use to express hotel ratings?
(a) Stars (b) Diamonds (c) Stripes (d) Letter 'W'
3. In which of the following places Boutique hotels have not been sprouted in recent times?
(a) None of them (b) Turkey (c) Iceland (d) Indonesia
4. Which of the following are famous as Historic hotels?
(a) Taj Mahal Palace & Tower, Mumbai, India
(b) Waldorf Astoria, New York City, USA
(c) Both of them
(d) Can't say
5. The common type of economical hotels in Japan is called:
(a) Capsule hotels (b) Cheap hotels (c) Penny hotels (d) Yen hotels
6. In which of the following countries do we find Ice Hotels?
(a) Sweden (b) Canada (c) None of them (d) All of them
7. The tallest hotel in the world is believed to be in:
(a) Singapore (b) Dubai
(c) Frankfurt (d) New York City
8. As of 2006, how many rooms are there in MGM Grand Las Vegas?
(a) 6,276 rooms (b) 7,266 rooms (c) 2,676 rooms (d) 6,726 rooms
9. Which is Europe's Best hotel with 5 star Ratings?
(a) Grand Hyatt San Francisco (b) The Hyatt Regency Kiev
(c) Park Hyatt Chicago (d) None of them
10. Coco Chanel had made the Hotel Ritz in Paris her home for:
(a) More than 40 years (b) More than 38 years
(c) More than 30 years (d) More than 24 years
11. Which hotel complex was claimed to be the largest in the world?
(a) The Venetian, Las Vegas (b) Imperial Palace, Las Vegas
(c) Tropicana, Las Vegas (d) Sahara, Las Vegas
12. Where do you find a converted prison now used as a hotel?
(a) United Arab Emirates (b) Switzerland
(c) Nevada, USA (d) Olympus, Turkey
13. Who was the founder of Mc Donald's?
(a) Dick and Mac McDonald (b) Dick and Tom McDonald
(c) Dick and Harry McDonald (d) Dick and Lara McDonald
14. When did Marriott open its first hotel?
(a) 1927 (b) 1937 (c) 1947 (d) 1957
15. Where is the Hilton Hotels Corporation based?
(a) In Beverly Hills, California (b) In New York City, New York
(c) In London, England (d) In Paris, France

ANSWERS

Activity 1

1. Lock out, under repair
2. Do Not Disturb, Did Not Check Out
3. Plugged room
4. Skipper
5. Manager On Duty
6. Discrepancy
7. Twice
8. Permanent guest
9. Plant
10. Stay over
11. Shoulder season
12. (a)
13. (d)
14. Eye for detail
15. Sleeper

Activity 2

- | | | | | | |
|---------|---------|---------|---------|---------|---------|
| 1. (a) | 2. (d) | 3. (a) | 4. (c) | 5. (a) | 6. (d) |
| 7. (b) | 8. (d) | 9. (b) | 10. (c) | 11. (a) | 12. (b) |
| 13. (a) | 14. (d) | 15. (a) | | | |

CHAPTER

2

MANAGING HOUSEKEEPING PERSONNEL

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Organisational framework of the Housekeeping Department
- ♦ Job descriptions and specifications of Housekeeping staff
- ♦ Functions of Human Resource Management
- ♦ Motivating Housekeeping staff
- ♦ Team work and leadership
- ♦ Time and motion study and job analysis

“The only vital value an enterprise has is the experience, skills, innovativeness and insights of its people”

Leif Edvinsson, Swedish Intellectual Capital guru in Corporate Longitude (2002)

INTRODUCTION

Once upon a time there was limited scope for housekeeping staff. Now with changing times, there are numerous opportunities available in India, as well as abroad for those wishing to join the housekeeping department. Some top industries having a housekeeping department are:

- Hotels & resorts
- Hospitals
- Malls & Bazaars
- Airlines/airports
- Embassies
- Catering companies
- Faculty in hotel management institutes
- Clubs
- Multinational companies and corporate offices
- Housekeeping agencies
- Colleges/hostels
- Private apartments /builders and contractors
- Private housekeeping enterprises

Housekeeper's job is known as Multi-skilled Jobs

The hospitality industry, in order to maintain the annual budget and control costs, it is necessary to train housekeepers for multi-skilled jobs which come within the purview of their job profile. In practice, housekeepers in many hotels are doing this; however, these skills are not emphasized on by the management.

Thus, if housekeepers are given the go-ahead by the management, then they can play an important role as a multi-skilled manager, which would be beneficial for both, the management and the housekeepers in the long run.

Some of the following jobs could be additionally assigned to them:

- Security patrolling
- Guest relation
- Cost control
- Horticulture supervision
- Quality control

Employee Turnover – How much is it costing you?

Recruiting new staff is a time consuming and expensive exercise that directly affects your bottom line. Many organisations are unaware of the actual costs of employee turnover or why good employees leave.

Studies have shown that it can cost up to 18 months' salary to lose and replace a manager or professional and up to six months' salary to lose and replace an hourly worker. If you think these numbers sound high, consider all the different costs that are involved:

- Administrative expenses related to the exit of an employee and entry of a new hire
- Advertising expense
- Management time involved in reviewing applications, interviewing candidates and conducting reference checks
- Potential overtime costs for other staff while the position is vacant
- Time and resources spent for orientation and training of the new employee
- Supervisory disruption in orienting and training the new employee
- Loss of productivity while the employee is on the learning curve
- Errors that occur while the employee is learning

While pay and working hours are certainly important factors, studies in the hospitality industry also point to several other key reasons for leaving. These include:

- Lack of recognition for good work from management/supervisors
- Lack of opportunities for advancement
- Lack of opportunities for training and to learn new skills
- Inability to use skills and abilities

It's high time we take care.

The future looks bright for the housekeeping profession, having today become a vital profession in all the industries from hotels to hospitals, clubs to entertainment sectors, hostels to colleges, national and multinational companies – even housing societies are now hiring housekeeping contractors. Private housekeeping businesses, established by housekeepers themselves are also lucrative today. Many housekeepers today also engage in part-time consultancy in multinational/national companies, earning

good amount of money just visiting the site once a week on their off days. Thus, in the modern era, the sky is the limit for housekeepers. However, to be at the top, one must master the:

DESCRIPTIVE QUESTIONS

❖ Give the organisational chart of the housekeeping department of a large hotel.

To run even a small hotel of 30 rooms you would require good quantity of linen, supplies and a medium sized staff to keep it clean and hospitable for the guests. Within a hotel, the housekeeping department is normally the biggest department with a large number of staff members. Hence, housekeeping department of every hotel has an organised structure irrespective of its size. However, for smaller hotels organisation of housekeeping departments can be done in the manner given in Figure 2.1.

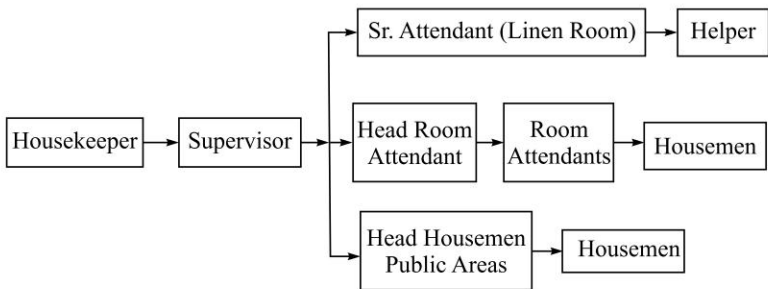


Figure 2.1 Organisational structure of a small hotel less than 80 rooms

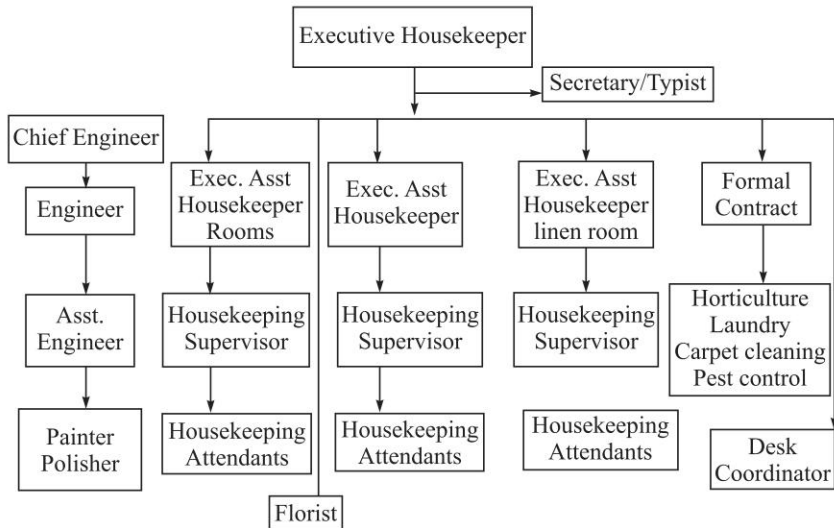


Figure 2.2 Housekeeping organisation chart – 300-600 rooms (large hotel)

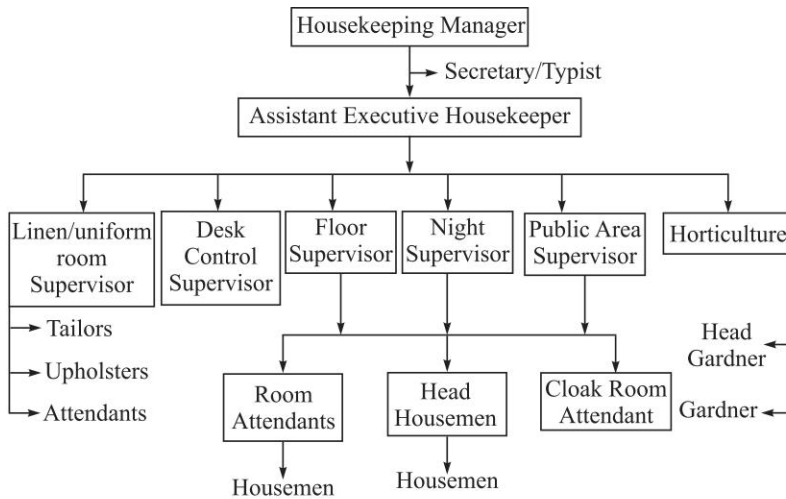


Figure 2.3 Housekeeping organisation chart – 200-300 rooms (medium hotel)

HOUSEKEEPING ORGANISATION CHART – UP TO 80-200 ROOMS (SMALL HOTEL)

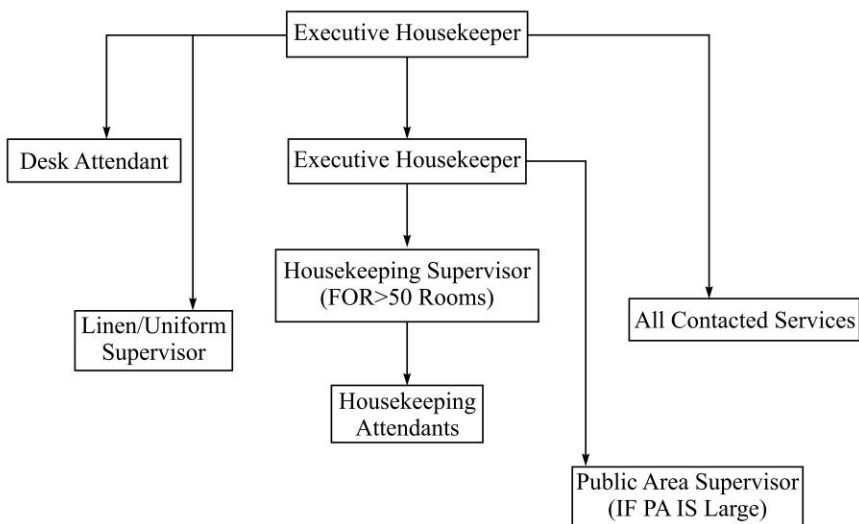


Figure 2.4 Housekeeping organisation chart – up to 80-200 rooms (small hotel)

Note: All services, internal and contracted, report to the housekeeping in-charge.

❖ Give the job description of staff in different positions in the organisational structure of housekeeping department.

For the job description of an Executive Housekeeper, refer to Chapter 1.

Job description of an Assistant Executive Housekeeper

Reports to: Executive Housekeeper

Scope of the Job

The Executive Assistant Housekeeper assists the executive housekeeper in managing the department, maintaining the level of services and cleaning and maintenance standards in all areas of the hotel. In addition he or she supervises daily operations and ensures that the highest level of cleanliness and services are maintained on the property and enforces hotel standards, policies, procedures and department rules.

Specific Responsibilities

The specific responsibilities of an assistant executive housekeeper are as follows:

- Preparation of daily work assignments or the duty roster for all staff.
- Allocation of work to the housekeeping staff.
- Spot checking the housekeeping staff and maintenance of guest rooms and public areas.
- Following up on all outstanding issues from previous staff.
- Conducting daily briefings with the staff.
- Attending to courtesy calls.
- Grooming the staff.
- Training the staff in cleaning and supervising the guest rooms and public areas.
- Ensuring that all records like inventories, budget, purchases, equipment, front office reports, special cleaning etc., are maintained.
- Inspecting all the guest rooms and public areas regularly.
- Sanctioning leave only after approval of the desk coordinator.
- Taking care of lost and found items in the hotel.
- Coordinating all repairs and refurbishment.

Job Specification of an Executive Assistant Housekeeper

Title:	Executive assistant housekeeper
Category:	Management
Qualifications:	At the minimum a hotel management graduate
Age:	30 to 40 years (depending on the size of the hotel).
Skills:	Knowledge of all housekeeping equipment
Physical requirements:	Healthy & sturdy to withstand work pressures
Mental attributes:	Should have high degree of tact, and should be able to maintain all types of records
Personality:	Must display leadership skills
Languages:	English, Hindi, and the local language
Previous experience:	Should have worked in hotels as a supervisor
Special requirements:	Should be able to create floral arrangements, have an interest in horticulture and interior decoration, and should have training skills

Job description of a Housekeeping Supervisor (rooms, public area, desk, linen room, uniform room)

Title: Floor supervisor/Public area supervisor
Reports to: Deputy Housekeeper

Scope of the Job

A housekeeping supervisor is responsible for keeping the entire area allotted to him or clean, maintenance free and ensuring a high level of service.

Specific Responsibilities

The various supervisors have the following, specific responsibilities.

Floor Supervisor

- Assigns duties to housemen, room boys and maids.
- Supervises the corridor and guest rooms in that section.
- Checks par stock of linen and guest supplies, and ensures timely delivery of linen to the laundry.
- Submits performance appraisals periodically.
- Checks all safety systems on the floor, e.g., fire extinguishers, smoke detectors.
- Releases check out rooms on time/at the earliest.
- Takes rooms on red slip.
- Carries out maintenance jobs and follow up.
- Ensures rooms are ready with special care e.g., VIP rooms.
- Takes care of special requests of long staying guests.
- Identifies supplies.
- Checks the floor pantries.
- Records lost and found items as per norms.
- Liaisons with security on security aspects on the guest floor e.g., gambling.
- Accounts for movement of linen on the floor.
- Prepares housekeeping occupancy list for the front office.
- Co-ordinates room service for clearance of food trays and other items.
- Checks the serviceability of equipment on the floor.
- Is responsible for all equipment on the floor.
- Is responsible for the behaviour of room boys and maids on the floor.

Public Area Supervisor

- Daily supervision of public areas.
- Allocates duties for cleaning the public areas.
- Makes maintenance complaints and follow up.
- Plans a periodic cleaning schedule.
- Co-coordinates with contract cleaners.

- Ensures that the banquet halls are cleaned on time.
- Trains new recruit.
- Submits performance appraisals of the staff working under his or her supervision.
- Accounts for movement of furniture, if any.
- Checks and controls equipment.

Desk Supervisor

- Attends to all queries, complaints and requests of guests.
- Acts as a centre of communication with other departments.
- Is responsible for the issue of keys, pagers, mobiles, etc.
- Maintains all records.
- Is responsible for leave adjustments and appointing relievers for areas.
- Takes care of ordering floral arrangements.
- Enters occupancy in a consolidated slip and sends it to the front office.
- Prepares the duty register daily after checking the duty chart.
- Hands out any extra work schedule to all the staff.
- Makes weekly indents and collects the same from the sales department.
- Records all messages for the executive housekeeper or other staff and intimates the same to them.
- Informs the rooms that have been checked out to the respective supervisor and clears the same with the front office.
- Handles all computer records.
- Ensures that any extra item (guest loan item) given to a guest is collected.

Evening Shift Supervisor

Evening shift supervisor are responsible for floors, public areas, control desk

Jobs carried out by evening shift supervisor are

- Takes proper handover from morning shift
- Check all log entries and ensure that its followed up
- Ensures that evening service is given to all occupied rooms and expected arrival rooms
- Follows DND procedures
- Checks all VIP rooms
- Ensures all departure rooms are cleaned and released for sale
- Takes regular rounds of public areas and ensure that it is kept clean all the time

Night Shift Supervisor

Night shift supervisor are responsible for floors, public areas, control desk

Jobs carried out by evening shift supervisor are

- Takes proper handover from morning shift
- Check all log entries and ensure that its followed up

- Ensures all night shift staff are engaged in the cleaning of public areas
- Generally the control desk is closed during the night and all the guest requests are taken by the front office which is informed to the night supervisor who ensures all requests are attended to in a given time frame
- Ensures all departure rooms are cleaned and released for sale
- Takes regular rounds of public areas and ensure that it is kept clean all the time
- Organise special cleaning in scheduled areas
- Supervises contractors doing extra cleaning like light cleaning etc.

Linen Room Supervisor

Linen room supervisor is responsible for upkeep and maintenance of linen in the hotel. He/she reports to Assistant Executive Housekeeper

Jobs carried out by linen keeper are

- Linen and curtains are to be checked for wear and tear quarterly.
- Ensures to take linen inventory for all areas monthly with the help of other supervisors
- Assists Executive housekeeper to decide on discards
- Ensures easy and effective flow of linen at any given time
- Reduces pilferage of linen
- Constantly monitor on the quality of linen and gets regular repair done
- Keeps a record of new linen in stock
- Torn or faded linen is to be segregated and to be shown to executive housekeeper regularly. If any item is found unserviceable the same should be written off the ledger getting after the approval
- Torn or faded linen is to be used for cleaning purposes
- Periodical maintenance of washing machine, ironing machine, iron box, sewing machine, etc. to be carried out and the record to be maintained.
- Maintains a separate indent for the cleaning agents used in laundry and the indent should be signed by the housekeeping manager/EHK.
- Daily use of cleaning agents are to be recorded and the records to be put up for housekeeping manager's signature monthly.
- Washing charges for various linen are to be fixed & for any change in the charges, prior approval has to be taken from EHK
- Tailoring rates for various items of stitched materials are to be maintained. For any revision in charges prior approval to be taken from EHK
- Planning and scheduling the standard procedure for cleaning all types of linen to be displayed in laundry and to be followed strictly.
- Time schedule to be prepared for collection of clean/soiled linen and to be followed strictly
- Ensure proper discipline among housekeepers, sweepers, laundry valet, and tailor working in linen department
- Training classes are to be taken for junior housekeepers and trainees when required
- Assists EHK to prepare uniform budget

Uniform Room Supervisor

Is responsible for the entire functioning of the uniform room. He/she reports to the Assistant Executive Housekeeper

Jobs carried out by uniform room supervisor are

- Provide clean serviceable uniforms to staff of the hotel
- Ensure smooth functioning of the uniform room
- Maintenance of uniform on regular basis
- Gets all repairs done
- Ensures the uniform exchange is followed
- Keeps a record of all uniforms and also the type and number of uniforms issued to each staff
- Assists EHK to prepare uniform budget

Storekeeper

A storekeeper reports to the linen keeper

Jobs carried out by storekeeper are

- Keep a record of all stocks in housekeeping
- Control and stock of equipments
- Issue of equipments cleaning agents, amenities, linen uniform etc
- Prepare requisition for used up material and new product for the approval of the executive housekeeper
- Liaise with purchase department for the procurement of approved material

Guest Room Attendant/Public Area Attendant/Chambermaid/Guest Service Assistant

Scope of the Job

To provide a high standard of cleanliness in guest rooms, corridors, pantries and staircases assigned to them.

Specific Responsibilities of a Room/Public Area Attendant

- Cleans a given number of rooms or public areas
- Provides a high standard of service
- Interacts with guests and personnel of the hotel in an efficient and friendly manner
- Follows periodical cleaning schedules
- Is responsible for providing linen and other amenities in the guest rooms
- Is responsible for the use of proper cleaning products
- Reports maintenance complaints to the desk and floor supervisor
- Reports any loss or damage
- Maintains a high level of hygiene
- The afternoon shift is responsible for turn down service and late checkouts

Tailors/Seamstress

Tailors are kept in the housekeeping department on contract. They report to the linen keeper

Jobs carried out by tailor are

- Mend all damaged linen, uniform etc
- Perform all sticking work required by the housekeeping department
- Refurnish all damaged upholstery
- Repair guest clothes if requested

Hat Checker

Hat checkers are generally hired in large hotels especially in colder regions. His job is to take care of the hats and overcoats deposited by the guest in the hat check room. The hat checker carefully labels guest articles, hangs or stores them in the hat check room and returns them to the guest when the guest is leaving. This practice is done in hotels to spare the guest of the inconvenience of carrying these articles around the hotel

Horticulturist

Horticulture can be a separate department or can be a part of housekeeping depending on the size of the hotel

Jobs carried out by horticulturist are

- Supervision and maintenance of garden and landscape
- Ensures a smooth supply of flowers and greens in the housekeeping department

Florist

Florist can be a part of the housekeeping organisation chart or can be kept on contract depending on the hotel policy

Jobs carried out by Florist are

- Indenting of flowers, fillers and other tools required for making flower arrangement via desk housekeeper
- Make and maintain various types of flower arrangements for different areas in the hotel
- Make flower arrangements for all functions happening in the hotel
- Give an appropriate cost of flowers used
- Assists executive housekeeper in making flower budget and monthly consumption
- Ensures good quality of flowers are used in the hotel and also that the last long
- Assists the executive housekeeper to sign a contract with a flower supplier if the hotel doesn't have a flower garden of its own

Laundry Manager

Laundry in larger hotels is a separate department but in some hotels laundry is a part of housekeeping department and the laundry manager reports to the housekeeping director. The laundry manager ensures the smooth functioning of laundry department.

Valet

Valet is a person who is responsible for collection and delivery of guest laundry. He reports to the linen keeper

Jobs carried out by valet are

- Collection of guest laundry, pressing & dry cleaning
- Ensures that the guest laundries are properly tagged
- Makes laundry bills
- Delivers guest laundry on time

❖ **What are the functions of human resource management?**

Functions of human resource management can be broadly divided into

- Managerial function
- Operative function

1. Managerial function

Planning – Involves determination of personnel programmes and changes in advance that will contribute to the organisational goals. In other words it involves planning of human resources requirements, selection, training etc. Basic activities involved in planning are

- | | |
|-------------------------|-----------------------|
| • Forecasting | • Setting objectives |
| • Developing strategies | • Budgeting |
| • Setting procedures | • Developing policies |

Organizing – is arranging and delegating work for accomplishing an objective. Basic activities involved in organizing are

- Establishing organisation structure
- Delineating relationship
- Creating job description, job specification etc

Staffing – is the selection of right employees for right job. Basic activities involved in staffing are

- | | |
|--------------------------|---------------|
| • Selection of employees | • Orientation |
| • Training | • Development |

Directing – Directing as managerial function involves building sound industrial and human relation among people working in the personnel area of the organisation.

Basic activities involved in staffing are

- | | |
|----------------|-------------------|
| • Delegating | • Motivating |
| • Coordinating | • Managing change |

Controlling – Controlling involves checking, verifying and comparing the actual with the plans, identifying deviations if any, and correcting the deviations.

2. Operative function

The operative function of personnel management is related to specific activities of personnel management.

Employment

- **Job analysis** – It is the process of study and collection of information relating to the operation and responsibilities of a specific job.
- **Human resource planning** – The executive housekeeper does the manpower planning for the housekeeping department with the help of personnel department

- **Recruitment** – The recruitment in hotels is done through personnel department.
- **Selection** – Selection of the candidate for lower level like room boys, housemen is done straight by the Executive Housekeeper or the Assistant Executive Housekeeper. Selection of right candidate is very important. Selection should be objective and unbiased. Person who best fits your person specification should be chosen.
- **Placement** – It is the process of assigning the selected candidate with the most suitable job. It is matching of the employee specification with job requirement.
- **Induction and orientation** – Are techniques by which new employee is introduced to the practices, policies, purpose and people etc., It help the new recruit to settle in quickly and become productive as soon as possible.

Human resource development

- **Performance appraisal** – Evaluations of employee performance conducted on a regular basis, which measure the achievement of goals.
- **Training** – Training is the process of bringing a person, etc., to an agreed standard of proficiency, etc., by practice and instruction.
- **Management development** – It is the process of designing and conducting suitable executive development program so as to develop the managerial and human relation skill of employees.
- **Career planning and development** – It is the planning of one's career and implementation of career plans by means of education, training job search, and acquisition of work experiences.
- **Organisational development** – It is an organisation wide, planned effort, managed from the top, with the goal of increasing organisational performance. Through planned interventions.
- **Compensation** – It is the process of providing equitable and fair remuneration to the employees. It includes:
 - o **Job evaluation** – process of determining the relative worth of a job
 - o **Wage and salary** – process of developing and operating a suitable wage and salary program
 - o **Incentives** – financial incentives
 - o **Bonus** – payment of statutory bonus according to the payment of Bonus Act 1965
 - o **Fringe benefit** – supplementary benefits over and above regular pay e.g. housing facility
 - o **Social security measures** – addition to fringe benefit e.g. maternity benefit, disablement benefit etc

❖ What is manpower/human resource planning? How is manpower planning done for housekeeping department?

The executive housekeeper does the manpower planning for the housekeeping department with the help of personnel department. Personnel management is productive exploitation of manpower resources. This is also termed as '**Manpower Management**'. Manpower Management is choosing the proper type of people as and when required. It also takes into account the upgrading in existing people. Manpower Management starts with manpower planning. Every manager in an organisation is a personnel man, dealing with people.

Human resource planning involves:

- Estimation of present and future requirement and supply of human resources based on objectives and long range plans of the organisation

- Calculation of net human resource requirement based on present inventory of human resources
- Taking steps to mould, change and develop the strength of existing employees in the organisation so as to meet the future human resource requirements

Preparation of action plans to get the rest of human resources from outside the organisation and to develop the human resource of existing employees

❖ **What are the sources of recruitment used in the hotels?**

There are basically two types of recruitment sources used in hotels

- 1. Internal sources**
- 2. External sources**

Internal Sources

- Present permanent employees
- Present temporary or casual employees
- Retrenched or retired employees
- Promotion
- Transfer
- Dependents of deceased, disabled, retired and present employees

Advantages of Internal Source of Recruitment

- Technique of motivation
- Morale of employees can be improved
- Suitability of the internal candidate can be judged better
- Loyalty, commitment and a sense of belongingness can be enhanced
- Employees psychological as well as economic need can be met
- Cost of selection can be minimised
- Cost of training, induction, orientation, period of adaptability can be minimised
- Trade unions can be satisfied
- Social responsibility towards employees may be discharged

External Sources

- Educational and training institutes
- Private employment agencies/consultants
- Public employment exchanges
- Professional associations
- Databank
- Casual applicants
- Similar organisations
- Trade unions
- On line recruit

Advantages of External Sources

- Suitable candidate with skill, talent, knowledge etc. are generally available
- Candidates can be selected without pre-conceived notions or reservations
- Cost of employees can be minimised as employees selected from this source are generally placed in minimum pay scale
- Expertise, excellence and experience in other organisations can be easily brought into the organisation
- Human resource mix can be balanced with different background, experience, skill etc.
- Latest knowledge, skills and creative talent can be brought into the organisation

❖ Write in brief what are the steps followed during selection of a candidate

- **Application form** – also known as application blank. It is widely used for securing information from the prospective candidate. It can also be used as a device to screen the candidate at the preliminary level. Nowadays online application forms are also used.
- **Written examination** – some organisations conduct written examination for the qualified candidates after they are screened on the basis of application forms so as to measure the candidates ability in technical as well as to know attitude towards job, to measure the candidates aptitude, reasoning knowledge in various disciplines, general knowledge and English knowledge.
- **Preliminary interview** – is to solicit necessary information from the prospective applicants and to assess the applicant's suitability to the job. The information thus provided by the candidate may be related to the job personnel specifications regarding education, experience, salary, physical requirements etc. Preliminary interview is useful as a process of eliminating the undesirable and unsuitable candidates.
- **Group discussion** – is used in order to secure further information regarding the suitability of the candidate for the job. It is method where groups of the successful applicants are brought around a conference table and asked to discuss either a case study or a subject matter. The candidates are required to analyze, discuss, find alternative solutions and select the sound solution. A selection panel, based on its observation judges the candidate's skills and ability and ranks them according to their merit.
- **Tests** – the objective of tests is to solicit further information to assess the employee suitability to the job. The different types of test conducted can be:

1. Intelligence test	2. Aptitude test
3. Interest test and personality test	4. Situational test
5. Judgment test	
- **Final interview** – is the most essential step in the process of selection. In this step the interviewer matches the information about the candidate through various means to the job requirements and to the information obtained through his own observation during interview.
- **Medical examination** – certain jobs require certain physical qualities like clear vision, perfect hearing, unusual stamina etc. Medical examination reveals whether or not a candidate possesses these qualities.
- **Reference checks** – candidates are required to give the name of reference in their application forms, these references are checked for candidates reliability and past knowledge

- **Final decision by line manager** – the line manager makes the final decision after soliciting the required information through different techniques discussed earlier.
- **Employment** – Making a job offer

❖ **What are the different types of interview? Give some tips on how to take interviews for Executive Housekeepers**

Interview – is the most essential step in the process of selection. The interviewer matches the information about the candidate through various means to the job requirements and to the information obtained through his own observation during interview. Different types of interviews are adopted by organisations amongst them are:

- | | |
|---------------------------|-----------------------|
| • Informal interview | • Formal interview |
| • Planned interview | • Patterned interview |
| • Non-directive interview | • Depth interview |
| • Stress interview | • Group interview |
| • Panel interview | |

Interviewing tips for Executive Housekeepers

Candidate goes through the first round of interview in the personnel department. The second round of interview takes place with the Executive Housekeeper. To hold an effective interview the Executive Housekeeper should follow these points

- The interview should be taken place in quiet and private
- Put the applicant in ease
- Inform the applicant about the hotel
- If the applicant is new to hotels, evaluate on qualities like enthusiasm, honesty, discipline etc.
- Ask question which has detail answers than “yes” or “no”
- Always close the interview with “thanks”

❖ **Write a short note on orientation. Explain the importance of induction.**

Orientation/induction is techniques by which new employee is introduced to the practices, policies, purpose and people etc., It help the new recruit to settle in quickly and become productive as soon as possible.

Orientation is the planned introduction of new employees to their work environment, co-workers, and the organisation. However, since all employees are different, a sensitive awareness to anxieties, uncertainties and needs is important. Orientation should not be a mechanical process.

Responsibilities of Orientation

Orientation requires cooperation between the HR unit and the managers and supervisors. Managers, supervisors, as well as the HR unit, should work together as a team in employee orientation. The following illustrates a common division of orientation responsibilities in which manager’s work with HR to orient a new employee:

HR Department

- Places employee on payroll
- Explain benefits, department & organisational setting
- Develops orientation checklist

Departmental Managers

- Prepare work station
- Provide overview of job objectives
- Familiarisation with the sub-sections of the department

Importance of Orientation

The general ideas that follow highlight the major components of an effective orientation system are: preparing for new employees, providing them with needed information, presenting orientation information effectively and conducting evaluation and follow-up on the initial orientation.

Often new employees receive a large amount of information, some of which they may not immediately need, and at times might fail to get the information they really need the first day. HR uses an orientation checklist, which indicates items to be covered by the HR unit and the new employee's supervisor or manager. Using an orientation checklist will ensure that all necessary items have been covered. The employee signs the checklist to verify that they have been informed of all pertinent information.

Work Expectation

- Clarify the rules and regulations of the hotel and the department
- State the honesty and discipline required in the hotel
- Information like entrance gate rest rooms, meal timings, uniforms, no smoking areas, use of elevators, telephones, fire safety also need to be told as well as the disciplinary process
- Punctuality should be stressed on. Advice to report on time on shift
- Explain the need to take prior permission for an extra day off or leave

❖ **Define training and mention the benefits of training. Discuss in detail the different method of training in housekeeping department.**

The purpose of organisational training is to develop the skills and knowledge of people so they can perform their roles effectively and efficiently.

An organisational training programme involves the following:

- Identifying the training needed by the organisation
- Obtaining and providing training to address those needs
- Establishing and maintaining training capability
- Establishing and maintaining training records
- Assessing training effectiveness

Objectives of Training

- To prepare employee to meet the present as well as ever changing requirement of the job
- To overcome obsolescence
- To impart the basic knowledge
- To prepare employees for higher level of job
- To build up the second line of competent officers and prepare them to occupy more responsible position
- To expose trainees to the latest concepts
- To develop the senior managers by providing them with opportunities
- To improve employee morale
- To ensure quality and economic output
- To improve human relation in a department

Benefits of Training

1. *To the Business/Organisation*

- The efficiency of the employee will increase and hence the trained workers can work more efficiently
- Wastage will be reduced
- Training improves the knowledge of employee regarding the use of machine and equipment
- The performance of the employees will increase and thus the organisations performance will improve
- Training makes employees to become loyal to an organisation

2. *To the Employee*

- Trained employees are more useful to the firm
- Trained employees are more efficient and effective
- Training enables employees to secure promotions easily
- Training helps employees to market for himself
- Training help employees to avoid mistakes

Types of Training

1. **On the job training** – refers to the training given while the employee is on the job. This kind of training can be conducted either part time, One on one basis or using a mentor method where one employee is responsible for the other
2. **Induction training** – is done for new employees joining the department to make them familiar with the hotel, department and its policies and procedures
3. **Refresher training** – is done for old employees retrained for refreshment of knowledge and skills
4. **Remedial training** – done for old employees trained on change in present working style
5. **Cross training** – refers to training in different ways to improve overall performance

6. **Off the job training** – taking employees out of their workplace to conduct training
7. **Vestibule training** – in such trainings actual work condition is stimulated in a class room
8. **Role playing** – here participants enact roles on the basis of written script or an oral description of a particular situation
9. **Lecture and video presentation** – this type of training rely more on communication rather than modelling
10. **Case study** – here analysis is done on problem identification, caused and remedy
11. **Simulation** – this kind of training involves a mechanical simulator that replicates the major feature of the work situation e.g. driver simulators used in driver's education programme
12. **Management games** – management game is built around a model of a business situation and trainees are divided into teams representing the management of competing companies
13. **In-basket exercise**- a variety of situations is presented which would usually be dealt with by an executive in his working day thus enabling him to know what exactly he requires to do
14. **Self study** – carefully planned instructional materials which are self explanatory are used to train and develop employees
15. **Laboratory training** – is a form of group training primarily used to enhance interpersonal skill. It involves sharing experiences, examining feelings, behavior, perception and reactions of trainees with the help of a facilitator.

Training Procedure

Steps involved in training procedure are:

- **Preparing the instructor** – instructor must know what and how to teach
- **Preparing the trainees** – the quality of empathy is the mark of the good trainer
- **Getting ready to teach** – plan in advance what to teach
- **Presenting the operation** – explanation, demonstration etc
- **Try out the trainees performance** – trainees to be asked to perform job independently
- **Follow up** – recheck on the training conducted as to how much of the training was effective

❖ **What is evaluation and performance appraisals, what are the concepts and draw a format of the same**

Performance appraisals are evaluations of employee performance conducted on a regular basis, which measure the achievement of goals.

Approaches to Performance Appraisals

There have been two prevalent approaches to performance appraisal. The first approach has been the **traditional approach**. This approach has also been known as the organisational or overall approach. The traditional approach has been primarily concerned with the overall organisation and has been involved with past performance.

The second approach to performance appraisal has been the **developmental approach**. This approach viewed the employees as individuals and has been forward looking through the use of goal setting.

Purposes of Performance Appraisals

1. Promotion, separation, and transfer decisions
2. Feedback to the employee regarding how the organisation viewed the employee's performance
3. Evaluations of relative contributions made by individuals and entire departments in achieving higher level organisation goals
4. Criteria for evaluating the effectiveness of selection and placement decisions, including the relevance of the information used in the decisions within the organisation
5. Reward decisions, including merit increases, promotions, and other rewards
6. Ascertaining and diagnosing training and development decisions
7. Criteria for evaluating the success of training and development decisions
8. Information upon which work scheduling plans, budgeting, and human resources planning can be used

The Performance Appraisal Process

The performance appraisal process typically consists of four inter-related steps as follows:

1. Establish a common understanding between the manager (evaluator) and employee (evaluatee) regarding work expectations; mainly, the work to be accomplished and how that work is to be evaluated.
2. Ongoing assessment of performance and the progress against work expectation. Provisions should be made for the regular feedback of information to clarify and modify the goals and expectations, to correct unacceptable performance before it was too late, and to reward superior performance with proper praise and recognition.
3. Formal documentation of performance through the completion of a performance and development appraisal form appropriate to the job family.
4. The formal performance and development appraisal discussion, based on the completed appraisal form and ending in the construction of a development plan.

Performance Appraisal form Template

Name:
Location/based at:
Year or Period Covered:
Appraisal Date & Time:
Appraisal Venue:

Org/Division/Dept:
Position:
Time in Present Position:
Length of Service:
Appraiser:

Part A Appraise to complete before the interview and return to the appraiser by (date)

A2 Discussion points:

A1. State your understanding of your main duties and responsibilities.

1. Has the past year been good/bad/satisfactory or otherwise for you, and why?

2. What do you consider to be your most important achievements of the past year?

3. What do you like and dislike about working for this organisation?

4. What elements of your job do you find most difficult?

5. What elements of your job interest you the most, and least?

6. What do you consider to be your most important aims and tasks in the next year?

7. What action could be taken to improve your performance in your current position by you, and your boss?

8. What kind of work or job would you like to be doing in one/two/five years time?

9. What sort of training/experiences would benefit you in the next year? Not just job-skills - also your natural strengths and personal passions you'd like to develop - you and your work can benefit from these.

A3 List the objectives you set out to achieve in the past 12 months (or the period covered by this appraisal) with the measures or standards agreed - against each comment on achievement or otherwise, with reasons where appropriate. Score the performance against each objective (1-3 = poor, 4-6 = satisfactory, 7-9 = good, 10 = excellent):

Measure/Standard

Comment

A4. Score your own capability or knowledge in the following areas in terms of your current role requirements (1-3 = poor, 4-6 = satisfactory, 7-9 = good, 10 = excellent). If appropriate bring evidence with you to the appraisal to support your assessment. The second section can be used if working towards new role requirements.

1. Commercial judgement			Others (for current or new role):	
2. Product/Technical knowledge				
3. Time management			12. Corporate responsibility and ethics	
4. Planning, budgeting and forecasting				
5. Reporting and administration				
6. Communication skills				
7. Delegation skills				
8. IT/equipment/machinery skills				
9. Meeting deadlines/commitments				
10. Creativity				
11. Problem-solving and decision-making				

A5. In the light of your current capabilities, your performance against past objectives, and your future personal growth and/or job aspirations, what activities and tasks would you like to focus on during the next year? Again, also think of development and experiences outside of job skills – related to personal aims, fulfillment, and passions.

Part B To be completed during the appraisal by the appraiser – here appropriate and safe to do so, certain items can be completed by the appraiser before the appraisal, and then discussed and validated or amended in discussion with the appraisee during the appraisal.

B1. Describe the purpose of the appraisee's job. Discuss and compare with self-appraisal entry in A1. Clarify job purpose and priorities where necessary.

B2. Review the completed discussion points in A2, and note the points of action.

B3. List the objectives that the appraisee set out to achieve in the past 12 months (or the period covered by this appraisal – typically these objectives will have been carried forward from the previous appraisal record) with the measures or standards agreed – against each comment on achievement or otherwise, with reasons where appropriate. Score the performance against each objective (1-3 = poor, 4-6 = satisfactory, 7-9 = good, 10 = excellent). Compare with the self-appraisal in A3. Discuss and note points of significance, particularly training and development needs and wishes, which should be noted in B6.

Objective	Measure/Standard	Self-score/App's score	Comment
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B4. Score the appraisee's capability or knowledge in the following areas in terms of their current (and if applicable, next) role requirements (1-3 = poor, 4-6 = satisfactory, 7-9 = good, 10 = excellent). If appropriate provide evidence to support your assessment. The second section can be used for other criteria or if the appraisee is working towards new role requirements. Compare scores with the self-appraisal in B4. Discuss and note agreed points training/development needs and wishes (to B6).

1. Commercial judgement			Others (for current or new role):	
2. Product/Technical knowledge				
3. Time management			1. Corporate responsibility and ethics	
4. Planning, budgeting and forecasting				
5. Reporting and administration				
6. Communication skills				
7. Delegation skills				
8. IT/equipment/machinery skills				
9. Meeting deadlines/commitments				

B5. Discuss and agree the appraisee’s career direction options and wishes, and readiness for promotion, and compare with and discuss the self-appraisal entry in A5. (Some people do not wish for promotion, but everyone is capable of, and generally benefits from, personal development - development and growth should be available to all, not just people seeking promotion). Note the agreed development aim(s):

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B6. Discuss and agree the skills, capabilities and experience required for competence in current role, and if appropriate, for readiness to progress to the next role or roles. **Refer to actions arising from B3 and the skill-set in B4, in order to accurately identify all development areas, whether for competence at current level or readiness to progress to next job level/type.)** Note the agreed development areas:

Grade/recommendation/summary as applicable:

B8. Discuss and agree (as far as is possible, given budgetary, availability and authorisation considerations) the training and development support to be given to help the appraisee meet the agreed objectives above.

B9. Other issues (to be covered separately outside of this appraisal – continue on a separate sheet if necessary):

Signed and dated by appraisee:

and by appraiser:

❖ **What is teamwork? Give the elements of good teamwork.**

Teamwork is a joint action by two or more people, in which each person contributes with different skills and expresses his or her individual interests and opinions to the unity and efficiency of the group in order to achieve common goals.

This does not mean that the individual is no longer important; however, it does mean that effective and efficient teamwork goes beyond individual accomplishments. The most effective teamwork is produced when all the individuals involved harmonise their contributions and work towards a common goal.

In order for teamwork to succeed one must be a team player. A team player is one who subordinates personal aspirations and works in a coordinated effort with other members of a group, or team, in striving for a common goal.

Team building plays a very important role in the housekeeping department as it is one of the department with maximum manpower and projects the teamwork for any work performed.

Elements of Good Team Work Are:

• Communication

Good communication skills are skills that facilitate people to communicate effectively with one another. Effectual communication engages the choice of the best communications channel, the technical know-how to use the channel, the presentation of information to the target audience, and the skill to understand responses received from others. Self development, interpersonal skills, mutual understanding, mutual cooperation and trust is also important to set a complete channel of most effective and winning communication skills.

There are mainly three types of communication skills, expressive skills, listening skills and skills for managing the overall process of communication. The basic fundamental of all these types of communication is emotional skills.

Expressive skills are required to convey message to others through words, facial expressions and body language. Listening skills are skills that are used to obtain messages or information from others. These help to clearly understand what a person feels and thinks about you or understand the other person closely. Skills for managing the overall process of communication help to recognise the required information and develop a strong hold on the existing rules of communication and interaction. Importance of communication skills can never be ignored or neglected. These skills are the key to executing good management skills. With good management skills, you can have a team of members who together create an ambience of open communication, concise messages, probe for clarifications, recognise nonverbal signals, and mutual understanding. Good communication involves a set of complex skills.

The modern world today, calls for high scale effective communication skills in order to win the heavy competition in all spheres of life. For effective communication, a sender transmits his or her message in a clear and organised form to maintain and promote the need and interest of the receivers. Receivers or listeners show interest only if the person communicating is loaded with confidence, gestures and softness. Apart from management professionals, good communication skills are also required at all stages of life.

• **Cooperation**

Cooperation is the process of working or acting together, which can be accomplished by both intentional and non-intentional agents. In its simplest form it involves things working in harmony, side by side, while in its more complicated forms, it can involve something as complex as the inner workings of a human being or even the social patterns of a nation. It is the alternative to working separately in competition.

• **Organisation:** Are the persons (or committees or departments etc.) who make up a body for the purpose of administering something; governance of an association is responsible to its members; he quickly became recognised as a member of the establishment.

Basically an organisation represents a group of people who work together to accomplish something. All the people working in an organisation share the same values, mission, vision, and strategic goals. The size of organisations can vary widely according to the area and business they are working in.

• **Importance**

Organisations are important first of all because when all the people are working for the same goal and have the same vision, it is easier to adapt to the changes in the environment. Organisations are also a source of value for its owners, employees and also for the customers. Organisations also play a very significant role in providing diversification to its employees, developing them and a source of motivation and coordination among the employees.

❖ **What is time and motion study?**

A **time and motion study** (or **time-motion study**) is a business efficiency technique devised by Frederick Winslow Taylor. It is a major part of scientific management.

A time and motion study would be used to reduce the number of motions in performing a task in order to increase productivity.

Time and motion study is an analysis of a specific job in an effort to find the most efficient method in terms of time and effort.

A time and motion study would be used to reduce the number of motions in performing a task in order to increase productivity. The best known experiment involved bricklaying. Through carefully scrutinizing a bricklayer's job, Frank Gilbreth reduced the number of motions in laying a brick from 18 to about 5. Hence the bricklayer both increased productivity and decreased fatigue.

- Time and motion study are two broad groups of techniques constituting the field of work study.

Advantages and Disadvantages of Time and Motion Study

Work study may be defined as systematic examination of methods of carrying on activities so as to improve the effective use of manpower and equipment and to set up standards of performance for the activities being performed. Motion study, also called method study is the systematic recording and

critical examination of the ways of doing things to make improvements. It involves investigation of existing or alternate proposed methods of work and improving them. Time study, also called work measurement, is application of systematic techniques to establishing time standards for carrying out specified jobs. It estimates how long a job should take and the manpower and equipment requirements for a given method.

The advantages of time and motion study in hotel industry are same as that in any other industry. These include the following.

1. To improve the methods or procedures adopted in performance of various jobs.
2. Improving the layout of the facility. For example in a hotel it may include lay out for facilities such as overall hotel layout, lay out of beds in a room, layout of support facilities such as kitchen and reception area.
3. To improve utilisation of resources. For hotels will include resources like hotel staff, restaurants, hotel equipments etc.
4. To reduce human effort by proper design of processes. In hotels this can also include reducing the efforts guests need to make for different actions involved in their stay.
5. To develop suitable working conditions. In hotels this would include design to suit the requirements of hotel staff as well as the guests.

There are really no disadvantages of the time and motion study. However, we can think of some limitations. For example, the time and motion studies focus on the productive resources like the hotel staff and equipment. Traditionally these techniques do not focus much on improving service. However in hotel the level of service is very important. This disadvantage can easily be overcome by treating guest as important resources with specialised requirements. Similarly in some jobs, such as cleaning a room, the speed of completing the job is much more important than achieving efficiency to get more business. This limitation can also be overcome by appropriately changing the focus of work study and design.

❖ What is job analysis?

Job analysis is the process of study and collection of information relating to the operation and responsibilities of a specific job. It involves:

- **Defining the requirement:** Decide what vacancy is there in the housekeeping department.
- **Task analysis:** Draw up a detailed list of tasks that the person will have to do. This helps in determining the qualities and qualifications genuinely required for the job.
- **Job description:** Produce an outline of the broad responsibilities (rather than detailed tasks) involved in the job.
- **Person specification:** Decide what skills, experience, qualifications and attributes someone will need to do the job as defined in the task analysis and job description.
- **Attracting applications:** The file of previous applicants can be a good place to start. Often copies of earlier visiting candidates are maintained in the personnel department, which can be referred to.
- **Advertising:** (Done by the personnel department) Phrase the announcement in a way that makes clear what the job involves and the type of person needed. Avoid any stipulations which could be seen as discriminatory e.g. applying an age restriction which is not necessary. You can display a notice internally and/or at your gate, in the local newspaper or with a message on the local radio station.

- **Application Form:** (Done by the personnel department) a well-designed form can elicit information about the person's ability and willingness to do the job. Do not ask for irrelevant information. Make it clear on the form that applicants should consider the points in the job description and person description when applying. Allow enough space on the form for applicants' answers, and indicate whether continuation sheets can be used. State clearly on the form the closing date for applications. For senior positions a supporting letter or CV may also be required; if this is the case indicate the kind of information sought.
- **Background information:** (Done by the personnel department and housekeeping as well) provide applicants with clear, up-to-date and accurate information about the organisation, its work, its priorities and the job. Clearly indicate the closing date for applications and the short listing and interview dates.

❖ **What is employee motivation? List some of the practices that would help motivate the housekeeping staff.**

The word "motivation" is often used to describe certain sorts of behaviour. A student who studies hard and tries for top grades may be described as being "highly motivated", while her friend may say that he is "finding it hard to get motivated" to study for an exam or to start an assignment. Such statements imply that motivation has a major influence on our behaviours but they don't really tell us how.

Motivation can be defined as a concept used to describe the factors within an individual, which arouse, maintain and channel behaviour towards a goal.

Another way to say this is that motivation is goal-directed behaviour.

Method of Motivating Employees

Motivating employees is an important skill for supervisors, managers, and business owners to have. When developing motivation plans, it is important to recognise the individual differences among employees and realize that not all motivation techniques will work for everyone. Each employee must be evaluated to determine what motivates them the most. Below are several ideas for motivating employees and preventing job boredom or job overload.

Job Rotation

Job rotation, also known as cross-training, can be very effective for employees that perform repetitive tasks in their job. Job rotation allows the employees to learn new skills by shifting them from one task to another.

Job Enlargement

Job enlargement is a motivation technique used for employees that perform very few and simple tasks. Job enlargement increases the number and variety of tasks that the employee performs, resulting in a feeling of importance.

Job Enrichment

This method increases the employees control over the work being performed. It allows employees to control the planning, execution, and evaluation of their own work, resulting in freedom, independence, and added responsibility.

Flextime

Flextime allows employees to choose their own work schedule, to a certain extent. For example, if the office is open from 8am until 9pm, the employees can come in at any time during that period to complete their 8 hours. In hotels the staff can be given a choice of shift for genuine problems.

Job Sharing

This is a less common method, but very effective at preventing boredom. It allows 2 employees to share 2 different jobs. They could alternate days or weeks, working 20 hours in each position each week.

Employee Involvement

People want to feel like they are a part of something. Letting the employees be more active in the decision-making related to their job makes them feel valued and important to the company and increases job motivation.

Variable-Pay Programs

Merit-based pay, bonuses, gain sharing, and stock ownership plans are all great motivators for employees. However, don't just give them out. Offer them as an incentive or reward for outstanding performance.

We need to manage ourselves in a complete way to manage housekeeping personnel. The best, and the fastest, way is to answer the below questions.

SPECIFIC QUESTIONS

❖ What does NEHA stand for

- National Executive Housekeeper Association

❖ Give any two qualities of an Executive Housekeeper

- Team player
- Good administrator

❖ Who is a house man?

- Public area attendant

❖ Define the term training.

- Training is the process of bringing a person, etc, to an agreed standard of proficiency, etc, by practice and instruction

❖ What is cross training?

Cross training refers to training in different ways to improve overall performance. It takes advantage of the particular effectiveness of each training method, while at the same time attempting to neglect the shortcomings of that method by combining it with other methods that address its weaknesses. Cross training has benefits like:

- It enables housekeeping personnel to meet a wide variety of needs

- It refreshes housekeeping personnel and minimises boredom by providing a greater variety of task
- It builds morale and team-work

❖ **Explain:** (a) Recruitment (b) Induction

(a) Recruitment deals with:

- Identification of existing sources of applicants and developing them
- Creations/identification of new sources of applicants
- Stimulating the candidates to apply for jobs in organisation
- Striking a balance between internal and external sources of recruitment

(b) Induction is techniques by which new employee is introduced to the practices, policies, purpose and people etc., It help the new recruit to settle in quickly and become productive as soon as possible.

❖ **What is the purpose of organisation chart?**

The organisational chart shows that each employee takes orders from the person directly above him or her in department. The purpose of organisation structure is to demonstrate:

- Reporting lines
- Accountability
- Indication of the career path
- Guidelines to new recruits

❖ **What is hierarchy?**

Hierarchy – is a system of ranking and organizing things or people, where each element of the system (except for the top element) is a subordinate to a single other element.

❖ **Who is a seamstress?**

- Ladies tailor

❖ **Who is a Porter?**

- A door keeper, who also assists guest in parking vehicles, carrying luggage etc.

❖ **What is SOP?**

- Most of the hotels have a set of customary and often mechanically performed procedures or activities called the standard operating procedures (SOPs).

❖ **What is Fish Bowl?**

Fish bowl is a type technique of problem solving. The objective is to develop a communication link between the middle management and hourly employees.

❖ **What are Block tips?**

Share of tips, usually from tours, conference etc... that the housekeeper distributes with discretion amongst the staff.

❖ **What is FEPC?**

Fair employment practices committee.

❖ What is preventing falls?

It is an 8-minute training film for national educational media that is of interest to Professional housekeepers who are responsible for food service area.

❖ What is job description and job specification?

Job description and job specification of – executive housekeeper, assistant executive housekeeper, floor supervisor, public area supervisor, desk supervisor/attendant, room boy, public area attendant

Job Description

A job description by its very nomenclature is a written description of the jobs to be performed in a particular position.

- It is a simple statement of all the tasks a person in a particular position is expected to carry out.
- It specifies the parameters within which a job is to be carried out. These parameters not only include duties and responsibilities but also reporting to the correct authority, and control and coordination with other departments.
- It is a realistic guide to any employee recruited for a particular job.

Advantages of Giving a Job Description

- The new recruit knows what his or her job is.
- It acts as a basis to set standards of performance.
- Both the superior and subordinate view the requirements, of the job to be performed, in the same way.
- It clarifies division of labour.
- It acts as a legal document for any disputes (e.g., women working on night shift).
- It protects an employee from an unreasonable superior who may overburden an employee.
- It is essential for smooth functioning of the hotel and is necessary for every position from the general manager to a room boy.

Job Specification

Job specification is a written itemisation of the minimum requirements that must be met by the applicants. These specifications are derived from the job description.

It makes it necessary to decide what levels of supervision the department have which needs to be written down.

Advantages of Giving a Job Specification

- It indicates the job by name: Room attendant, houseman.
- Entry should be “management” or “non-management.”
- States the educational requirements.
- Gives the age range permissible by law.
- States whether the job requires handling of equipment.
- States whether the job requires special physical traits such as a minimum height, physical strength etc.

- States requirements of social skills, physical appearance, etc.
- States whether any minimum experience is required.

❖ **What are the work shifts in housekeeping?**

Work shifts in housekeeping

The housekeeping department works 24 hrs. There are four type of shift followed

- Straight shift – this shift extends for nine hours including food breaks
- Morning shift – 7am to 4pm
- Afternoon shift/evening shift – 2pm to 10pm
- Night shift or grave yard shift – 10pm to 7am
- Break shift (depending on the hotel requirement)
- Rotating shift – an employee may be given a particular shift for a week or two and then change over to next shift. The rotation helps employees to get an experience of different shifts.

Each of the shift timing may depend on the work requirement of the hotel

❖ **Name three types of training**

- **Induction training** – for new employees
- **Refresher training** – old employees retrained
- **Remedial training** – old employees trained on change in present working style

❖ **What do you understand by the term time and motion study?**

- Time and motion study is an analysis of a specific job in an effort to find the most efficient method in terms of time and effort.

SUMMARY

The following points have been discussed in this chapter:

- Organisational framework of the Housekeeping Department
- Job descriptions and specifications of housekeeping staff
- Functions of HR management
- Motivating housekeeping staff
- Team work and leadership
- Time and motion study and job analysis

The days have long gone when housekeepers were characterised by their hard and soft brooms or by the functions of sweeping and mopping. In fact, if anyone was seen sweeping or mopping in a hotel, people would automatically associate him with the housekeeping department. Moreover, the main role of a housekeeper in earlier times was to keep the property neat, clean and hygienic.

However, the role of a housekeeper has changed rapidly with the changing times. Apart from the cleaning, maintenance and aesthetic upkeep of the property, the housekeeping system in itself has been computerised. A majority of the staff who were earlier illiterate are now diploma holders with technical qualifications, all fluent in English and working on shop floors and doing basic jobs in the hospitality industry. Housekeeping control room jobs, too, which were earlier manual, are now completely computerised.

We must know, however, that the part without which no hotel can come into existence is a properly kept room. Though it may appear simple, a perfectly laid out guest room is the most difficult part of housekeeping. Let us take a look at what goes into the pristine look of a guest room in the next chapter.

KEY TERMS

- **Alternative scheduling** – Involves a staffing schedule that varies from typical 9am to 6pm workday. Variations include part-time and flexible hours etc.
- **Apprentice** – A worker who enters into an agreement with an employer to learn a skilled trade through a special training program.
- **Area inventory list** – Is a list of items within a particular area, which need cleaning by or attention of the housekeeping personnel.
- **Assignment sheets** – Written instructions that details what task must be done by an employee during his/her shift.
- **BARS** – (behavioral anchored rating scale) – An appraisal technique or employee or trainee rating system in which they are graded according to their display or absence of specific behavioral patterns.
- **Benchmarking** – The process of comparing performance and processes within an industry to assess relative position against either a set industry standard or against those who are “best in class”.
- **Bonus** – Payment of statutory bonus according to the payment of Bonus Act 1965.
- **BOS** – Behavioral observation scale – Rating system used in identifying how often employees or trainees display the preferred behavior.
- **Buddy system** – The buddy system is a procedure in which two people, the buddies, operate together as a single unit so that they are able to monitor and help each other.
- **Call Back List** – A list of employees and applicants who possess special skills and interest or who are interested in filling certain positions.
- **Closed-End Question** – Is a question for which the answers are provided for the respondent, who chooses only from those answers.
- **Coach-Pupil method** – Is a one-to-one training system of assigning one trainee to one instructor.
- **Coaching** – Is an extension of training which focuses on accomplishments, job duties, factual observations by providing positive and re directive feedback to an employee compensation. It is the process of providing equitable and fair remuneration to the employees.
- **Contingency plan** – Is an alternative plan to be put into operation, if needed, especially in case of emergencies, or if a primary plan fails.
- **Counseling** – Is the process of one-to-one problem solving during which a manager and employee seeking solution to his/her problem.
- **Cross training** – Teaching employees to fill the requirements of more than one position.
- **Demonstration method** – Training technique in which you show someone how to do something.
- **Employee referral program** – By employee referral program, hotels influence its employees to encourage their friends and acquaintances to apply for a vacancy.
- **Ergonomics** – Study of people in relation to their work environment.

- **Fixed staff position** – Is the position that must be filled regardless of the occupancy level of the hotel.
- **Frequency schedule** – Is a schedule which indicates how often each item on an area inventory list, needs to be cleaned or maintained.
- **Fringe benefit** – Supplementary benefits over and above regular pay e.g. housing facility.
- **FTE** – Full Time Employee.
- **General cleaning** – Indicates a through cleaning of guest rooms and baths that is done on a periodic basis.
- **Grave Yard Shift** – Night shift (10 pm to 7 am).
- **Hierarchy** – Is a system of ranking and organizing things or people, where each element of the system (except for the top element) is a subordinate to a single other element.
- **Hiring period** – This period begins when the employer makes an offer to the prospective employee. This phase evolves all the arrangement necessary to prepare the new hire and current employees for a successful working relationship, including the processing of personnel records.
- **House rule** – Any published company – wide rule for which violation can result in immediate discharge.
- **Incentive programme** – Is special appreciation for the work performed, can be monetary or non-monetary. It is one of the most effective methods of rewarding and recognizing employees who excel in their job.
- **Incentives** – Financial incentives.
- **Job analysis** – It is the process of study and collection of information relating to the operation and responsibilities of a specific job. It involves:
 - **Job assignment** – Is a list of task to be performed by an individual in a specific area or section on a specific day as an individual assignment.
 - **Job breakdown** – Is a form that details how the technical duties of a job should be performed.
 - **Job description** – Is a detailed list identifying all the key duties of a job as well as reporting relationships, additional responsibilities, working conditions, and any necessary equipment and materials.
 - **Job Enlargement** – Is a motivation technique used for employees that perform very few and simple tasks. Job enlargement increases the number and variety of tasks that the employee performs, resulting in a feeling of importance.
 - **Job Enrichment** – This method increases the employees control over the work being performed. It allows employees to control the planning, execution, and evaluation of their own work, resulting in freedom, independence, and added responsibility.
 - **Job evaluation** – Process of determining the relative worth of a job.
 - **Job knowledge** – Measures one's mastery of the concepts needed to perform certain work.
 - **Job list** – Is a list identifying all the key duties of job in the order of their importance.
 - **Job Rotation** – Is also known as cross-training and can be very effective for employees that perform repetitive tasks in their job. Job rotation allows the employees to learn new skills by shifting them from one task to another.
 - **Job safety analysis** – Is a detailed report that lists every job task performed by all housekeeping employees. Each job task is further broken down into a list of steps. These

steps are accompanied by tips and instructions on how to perform each step safely.

- **Job sharing** – This is a less common method, but very effective at preventing boredom. It allows 2 employees to share 2 different jobs. They could alternate days or weeks, working 20 hours in each position each week.
- **Job specification** – Job specification is a written itemisation of the minimum requirements that must be met by the applicants. These specifications are derived from the job description.
- **Laissez faire** – Means allowing industry to be free from state intervention, especially restrictions in the form of tariffs and government monopolies.
- **Leased employees** – Are employees hired from leasing agencies who hire employees and leases them to business, billing the employing business for the cost of hiring or leasing the employees.
- **Management development** – It is the process of designing and conducting suitable executive development program so as to develop the managerial and human relation skill of employees.
- **Maximum quantity** – The greatest number of purchase units that should be in stock at any given time.
- **MBO** – Management by objective. A method of performance appraisal evolved by Peter Drucker, involves meeting between employees and managers and their supervisors, in which joint goal for the employee, department and company are established.
- **Minimum quantity** – The fewest number of purchase units that should be in stock at any given time.
- **Motivation** – Motivation can be defined as a concept used to describe the factors within an individual, which arouse, maintain and channel behavior towards a goal.
- **Networking** – Involves developing personal connection with friends, acquaintances, colleagues which may lead to employee referral.
- **Non recycled inventories** – Physical count of non-recycled item in housekeeping.
- **Organisational chart** – Is a schematic representation of the relationships between positions within an organisation, showing where each position fits into the overall organisation and illustrating the divisions of responsibility and lines of authority.
- **Orientation** – The introduction of the new hire to the property and explanation of all duties and responsibilities he or she will be expected to carry out.
- **OT/Overtime** – Hours worked in excess of normal working hours within a day.
- **Outsourcing** – Is a business decision to move in-house work out to an external agent or provider, where the external provider will agree to take on a labour contract to provide specialised services, extra staffing when required, hire out plant and machinery or do any work as specified by the hotel as per the terms and conditions agreed upon by both the parties in a legally binding contract.
- **Performance appraisal** – Evaluations of employee performance conducted on a regular basis, which measure the achievement of goals.
- **Performance standards** – Performance standards provide the employee with specific performance expectations for each major duty.
- **Position description** – Is a detailed summary of the duties attributed to an individual position. It provides specific information about a position that is not available in a generic job description.
- **Procedure manual** – Is a document containing written rules and regulations that govern the conduct of procedures within an organisation. Procedure manuals are often used in the orientation and training of new recruits.

- **Productivity standards** – An acceptable amount of work that must be done within a specific time frame according to an established level of performance.
- **Progressive discipline** – Is the process of progressive discipline addresses undesirable behavior by administering progressively sterner measures for repeated infraction. It starts by correcting improper behavior immediately using a positive tone and attitude.
- **PTE** – Part time employee.
- **Recruitment** – Identification of existing sources of applicants and developing them as well as new sources of applicants.
- **Recycled inventories** – Are those items in stock that have relatively limited useful lives but are used over and in housekeeping operations. Recycled inventories include linens, uniforms, major machines and equipment, and guest loan items.
- **Retention** – Effective employee retention is a systematic effort by employers to create and foster an environment that encourages current employees to remain employed by having policies and practices in place that address their diverse needs.
- **Roster** – List or plans showing terms of duty.
- **Scheduling** – Is to ensure that the right number of employees is schedule to work each day.
- **Sections** – A group of rooms that have not been assigned to a room attendant.
- **Shift** – The number of hours worked by a member of staff in one day.
- **Social security measures** – Addition to fringe benefits e.g. maternity benefit, disablement benefit etc.
- **Spoken warning** – Is an aggressive presentation of the facts and of the corrective action.
- **Staffing guide** – Is a scheduling and control tool that enables the executive housekeeper to determine the total labor hours and the number of employees required to operate the department at specific occupancy level of the hotel.
- **Supported employment program** – It is an employment program for people who are retired or dependants of disabled or deceased.
- **Suspension** – Temporary layoff of an employee without pay from work.
- **Task analysis** – Is a detailed list of tasks that the person will have to do. This helps in determining the qualities and qualifications genuinely required for the job.
- **Termination** – Permanently severing an employee from an organisation. It is done only under extreme circumstances.
- **Time and motion study** – Application of work-study, time and motion study for increasing the productivity of any industry, making the workers happy, less fatigue, is getting more benefits and a high quality, efficient level of production, which yields greater profit.
- **Training** – Training is the process of bringing a person, etc. to an agreed standard of proficiency, etc. by practice and instruction.
- **Training plan** – Is a plan of the training to be conducted based on the topics to be covered.
- **Turn over** – The number of staff joining and leaving an organisation in given period of time.
- **Variable staff position** – This kind of staff position to be filled varies in relation to changes in hotel occupancy.
- **Wages and salary** – Process of developing and operating a suitable wage and salary program.
- **Work emphasis** – Is a statement mentioned in the position description relating how a manager should his/her time and effort.

- **Work schedule** – The number of daily hours, weekly hours, and annual weeks that employees in an occupation are scheduled and do work.
- **Written warning** – Is an aggressive presentation of the facts and of the corrective action in written.

ACTIVITIES

Activity 1

Written Test Questions

1. What is the other name for lady tailor ?
2. What is FEPC _____ ?
3. The no of hours worked by a member of staff in one day is called _____ .
4. A person who does miscellaneous jobs in the hotel is called _____ .
5. Share of tips, usually from tours, conference etc. that the housekeeper distributes with discretion amongst the staff is known as _____ .
6. The objective is to develop a communication link between the middle management and hourly employees is called _____ .
7. What is SOP.
8. A group of rooms that have not been assigned to a room attendant is called _____ .
9. Grave yard shift is
 - a. Morning shift
 - b. Afternoon shift
 - c. Night shift
 - d. Break shift
10. Linen comes under which type of inventory.
 - a. Recycled inventory
 - b. Non-recycled inventory
11. _____ is the greatest number of purchase units that should be in stock at any given time.
12. A list identifying all the key duties of job in the order of their importance is _____ .
13. What does PTE stand for ?
14. A schedule, which indicates how often, each item on an area inventory list needs to be cleaned or maintained is called
 - a. General cleaning
 - b. Frequency schedule
 - c. Job list
 - d. Performance standard
15. A schematic representation of the relationships between positions within an organisation is also known as _____ .

ANSWER

Activity 1

1. Seamstress
2. Fair employment practices committee
3. Shift
4. Valet
5. Block tip
6. Fish bowl
7. Standard operating procedure
8. Section
9. c)
10. a)
11. maximum quantity
12. job list

13. part time employee
15. organisation chart

14. b)

Activity 2

Case Study

- 1) A company manufacturing sewing machines set up in 1945 by the British promoters follows formal organisation culture in totality. It is facing lot of problems in delays in decision-making. As the result it is not able to adapt to changing business environment. The work force is also not motivated since they cannot vent their grievances except through formal channels, which involve red tape. Employee turnover is high. Its market share is also declining due to changed circumstances and business environment.

Questions

1. You are to advise the company with regard to change it should bring about in its organisation structure to overcome the problems faced by it. Give reasons in terms of benefits it will derive from the changes suggested by you. In which sectors can the company diversify keeping in mind the declining market for the product the company is manufacturing?

Answer

1. The company is advised to make following changes
 - Delegation of authority should be started
 - The organisational structure should be made more informal
 - A more open system of grievances handling should be followed
 - Team building exercises and training of all staff on new technologies are required
2. A company X Limited is setting up a new plant in India for manufacturing auto components. India is a highly competitive and cost effective production base in this sector. Many reputed car manufacturers source their auto components from here. X Limited is planning to capture about 40% of the market share in India and also export to the tune of at least \$5 million in about 2 years of its planned operations. To achieve these targets it requires a highly trained and motivated work force. You have been retained by the company to advise it in this matter. While giving answers keep in mind the sector the company is operating.

Questions

1. Outline the process of staffing the company should follow.
2. Which sources of recruitment the company should rely upon. Give reasons for your recommendation.

Answer

1. Staffing process should involve following steps

<ul style="list-style-type: none"> • Manpower requirements • Selection • Training and Development • Performance Evaluation 	<ul style="list-style-type: none"> • Recruitment • Orientation and Placement • Remuneration • Promotion and Transfer
----------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------
2. As the company is new and the number of staff to be recruited is also big so the company will have to use both external and internal source of recruitment.

CHAPTER

3

GUEST ROOM LAYOUT AND CONTENT

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain the types of guest room
- ♦ Illustrate layout of guest rooms, pantries, public areas
- ♦ List standard contents of a guest room
- ♦ List various guest amenities & accessories and their placements
- ♦ Explain special amenities (VIP, corporate, lady guest etc.)
- ♦ Explain types of fixtures and fittings

“A lonely man is a lonesome thing, a stone, a bone, a stick, a receptacle for Gilbey’s gin, a stooped figure sitting at the edge of a hotel bed, heaving copious sighs like the autumn wind.”

– John Cheever

INTRODUCTION

Good personal service is about creating a sense of well being in our customers – a feeling that their needs are being met, that their business is valued, that they matter to us. It is difficult to define the personal service concept as it cannot be weighed or measured. Good service will mean different things to different people and the challenge for people working in the hotel is to anticipate and meet as far as possible the needs of all our customers.

There are two main types of service – material and personal when it comes to the hotel industry. **Material service** is generally something concrete and visible that the customer can easily identify. It would not be possible to provide good personal service without the back-up of good material service. For e.g. “What a clean toilet!”

Personal service is about creating a sense of well being in our customers – making them feel welcome and valued while at the same time ensuring that their needs are looked after. The key to success in the hotel industry is to provide a high standard of both material and personal service.

Before You Take Anything from Your Hotel Room

By Charlyn Keating Chisholm, About.com

Most hotels want you to feel at home in your room, so they fill it with nice things. They're so nice; you might be tempted to take them home with you. But before you start stuffing your suitcase with goodies, take a minute to learn what's OK and what's off-limits to take home from your hotel room.

Disappearing Act

According to the housekeeping department of renowned hotels, guests often take towels and bathroom toiletries, irons, hairdryers, cable boxes, clock radios, blankets, paintings, ashtrays, TV remote controls, pillows and the Bible.

At some hotels, guests love the "Caribbean Breakfast" mugs, which disappear daily. They're available in the gift shop, but a few people leave to "finish their coffee in their room," and poof!

Housekeeping manager in Hotels says the crest white pillows and robes often disappear, along with the new coffee makers.

What's OK To Take?

So what can you take from a hotel room without being considered a bad guest? Basically, you'll want to limit your pillaging to the bathroom.

- Shampoo, conditioner, body lotion and other bathroom amenities are fair game, since they can't be reused for the next guest.
- Bathroom slippers are usually complimentary as well, since they can't be used again.
- Stationary, like logo pens, notepaper, postcards and envelopes, are also left for your use and can be used or packed away for later.

What about everything else?

It should be considered property of the hotel and should be left in the hotel room when you leave.

What Happens If You Take It Anyway?

If you take something from your hotel room, expect an extra charge on your bill. Robes are such a popular item for guests to take that many hotels now list the charge right on the hanger.

"A guest room should feel like a home away from home, if the guest enjoys something enough to want to take it home with them, they are welcome to do so, but at a charge. Some of the hotels even give guests the option to purchase the items that they are fond of, with everything from the 700 thread count linens and mattresses to pillows.

In fact, many hotels have online stores, where you can purchase everything from those 700-thread-count sheets and plush towels, to the lamps, showerheads and even the hotel's bed itself. All brand-new and you don't have to worry about fitting it in your suitcase.

The requirement of a model guest room will be made complete if we are able to answer the:

DESCRIPTIVE QUESTIONS

❖ Explain the importance of accessories in room decoration?

An accessory can be defined as something nonessential but desirable that contributes to an effect or result. Accessories in a room not only add meaning but also explain the personality and individuality of a room, which might otherwise be drab or dull. Accessories can do more to express one's personality than the furniture does. Great care must be taken however not to use too many accessories. As mentioned earlier, accessories may be functional or decorative. Purely decorative accessories are cushions,

bedcovers, picture frames etc. Functional accessories are ashtrays, lampshades, flower vases etc. When choosing an accessory for a room, one should make sure that it is appropriate for the place. They should be placed in such a way that they are easily accessible, e.g., an ashtray should be placed near a seating arrangement so that it is convenient to use. Accessories need not be expensive, but must be chosen with great care, as they often become the “focal point” of a room. A collection of unusual and interesting objects displayed against a suitable background along with suitable lighting can do wonders for the décor of a room.

Once the basic furnishings of room are decided upon, it can be given a personal touch by adding accessories. These give room individuality and reflect any special interests. There are two kinds of accessories:

- **Functional accessories** – Those that are both useful as well as decorative, e.g., mirror, lamps, etc.
- **Decorative accessories** – Those that are purely decorative and are pleasing to the eye or have a soothing effect, e.g., pictures, plants etc.

❖ **Explain the different types of room in the hotel.**

Types of guest rooms in hotels

<i>Type of room</i>	<i>Description</i>
Single room	A room with one single bed and is meant for a single person
Double room	A room with a double bed and is meant for two persons
Twin room	A room with two single beds, separate from each other, meant for one person each
Twin double room/double-double	A room with two double beds separated from each other and is meant for four people
Hollywood twin bed room	A room with two single beds that share a common head board, meant for two people
Triple room	A room with three single beds separated from each other or may have two or more bed and is meant for three people
Quad room	A room that has four single beds separated from each other or may have two or more beds and is meant for four people
Queen size bedroom	A room with queen size bed
King size bedroom	A room with king size bed
Parlor/saloon	A sitting room or a living room but not used as bedroom
Studio room	A room with one or two studio beds or couches or sofa-cum-beds
Inter connecting rooms	Two rooms adjacent to each other having an interconnecting door allowing entry from one room to the other without having to go through the corridor. The interconnecting door can be locked to discontinue its use. These rooms are generally preferred by families
Cabana	A room used for changing or bathing, usually adjacent to the swimming pool.
Adjacent rooms	Rooms next to each other along the corridor but not necessarily adjoining
Adjoining rooms	Rooms with common walls but no connecting doors
Efficiency room	A room with kitchen facilities usually found in residential hotels, motels and resorts

Contd.

Contd.

Lanai rooms	A room with a verandah that over looks the gardens, the lawns or the beach
Sico room	A room with a Murphy bed or sico bed
Suite room	The most luxurious room in a hotel. It has two or more bedrooms and a kitchenette
Duplex room/Bi-level suite	The rooms are spread over two floors with an interconnecting staircase
Penthouse suite	A room situated on the terrace, a part of which may be opened to the sky.
Hospitality suite	A room let out to a hotel guest to entertain their own guests. It is usually charged for on an hourly basis
Single suite/mini suite/ junior suite	A single room with one living room
Double suite	A double room with a living room
Executive room	A large bedroom with a sitting area. These rooms have additional features like internet connection, mini bars etc. specially designed for business executives
Tourist Huts	An independent suite generally detached from the main hotel for privacy and exclusivity
Chalets	Independent homes for lease found in Switzerland
Sample room	A display room used for showing merchandise. It may or be provided with sleeping facilities
Serviced apartment	A room or suite of rooms designed as a residence and generally located in a building occupied by more than one household. These apartments may be a part of the hotel where all the facilities are provided by the hotel like housekeeping room service etc. These apartments are generally taken by long staying guests and families.

❖ Illustrate layouts of different types of rooms.

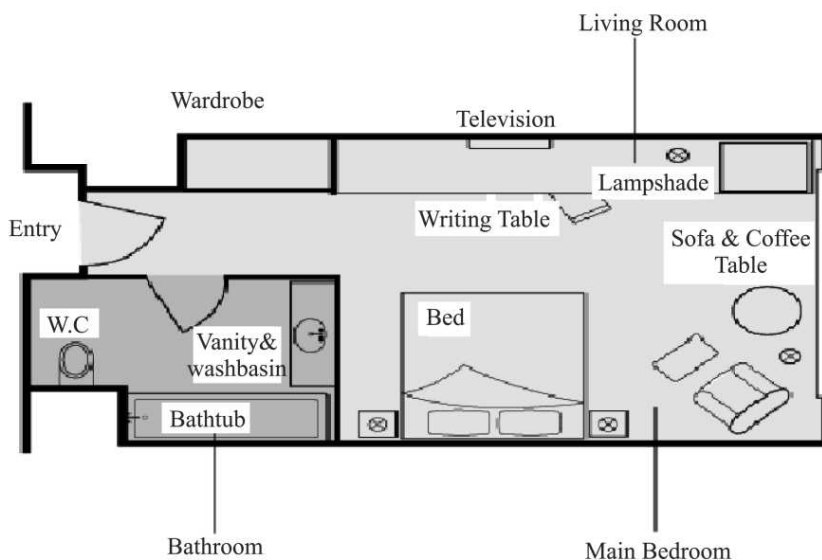


Figure 3.1 Layout of a Double Room

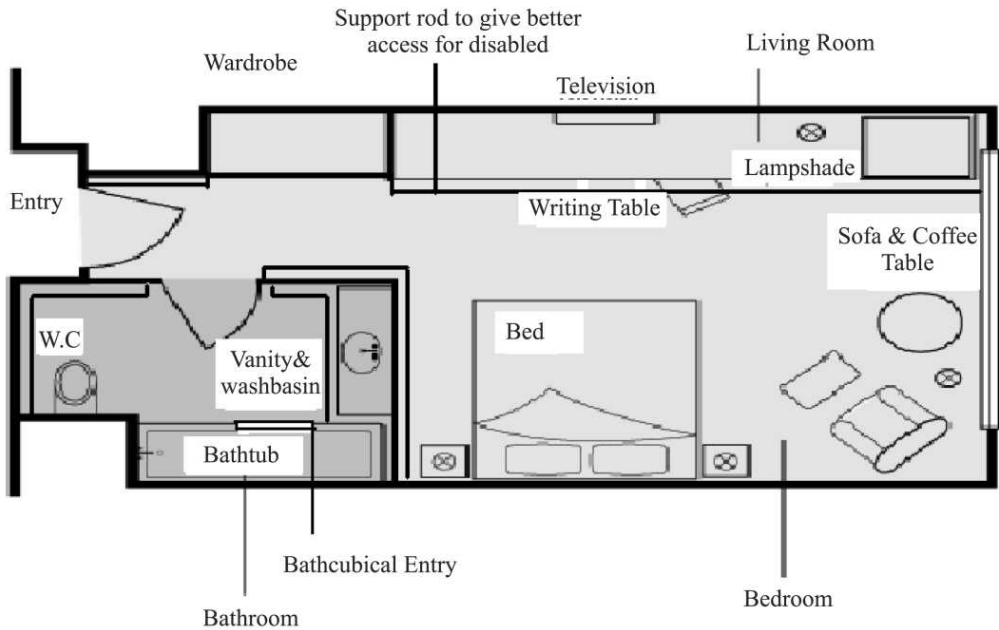


Figure 3.2 Room for the disabled

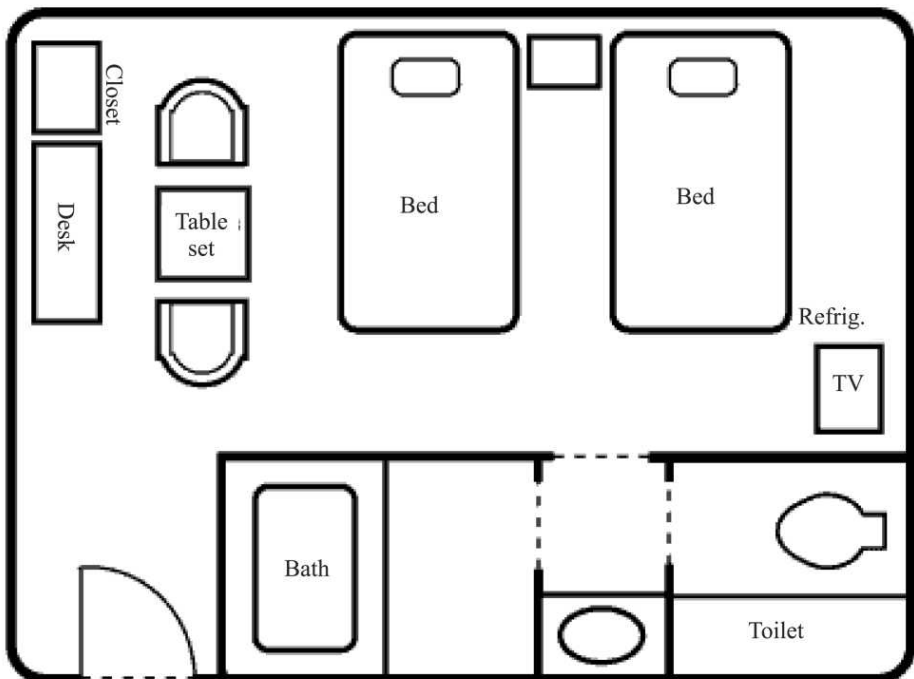


Figure 3.3 Layout of a Twin Room

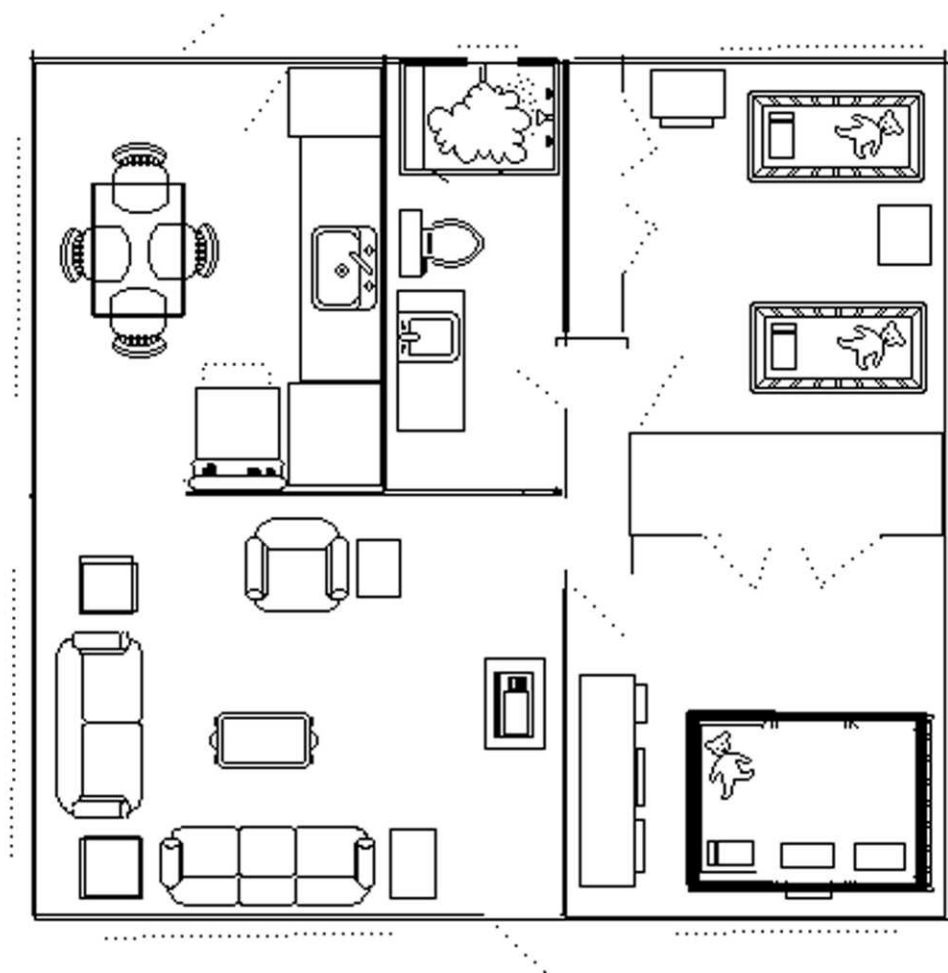


Figure 3.4 (a) Layout of a Suite Room

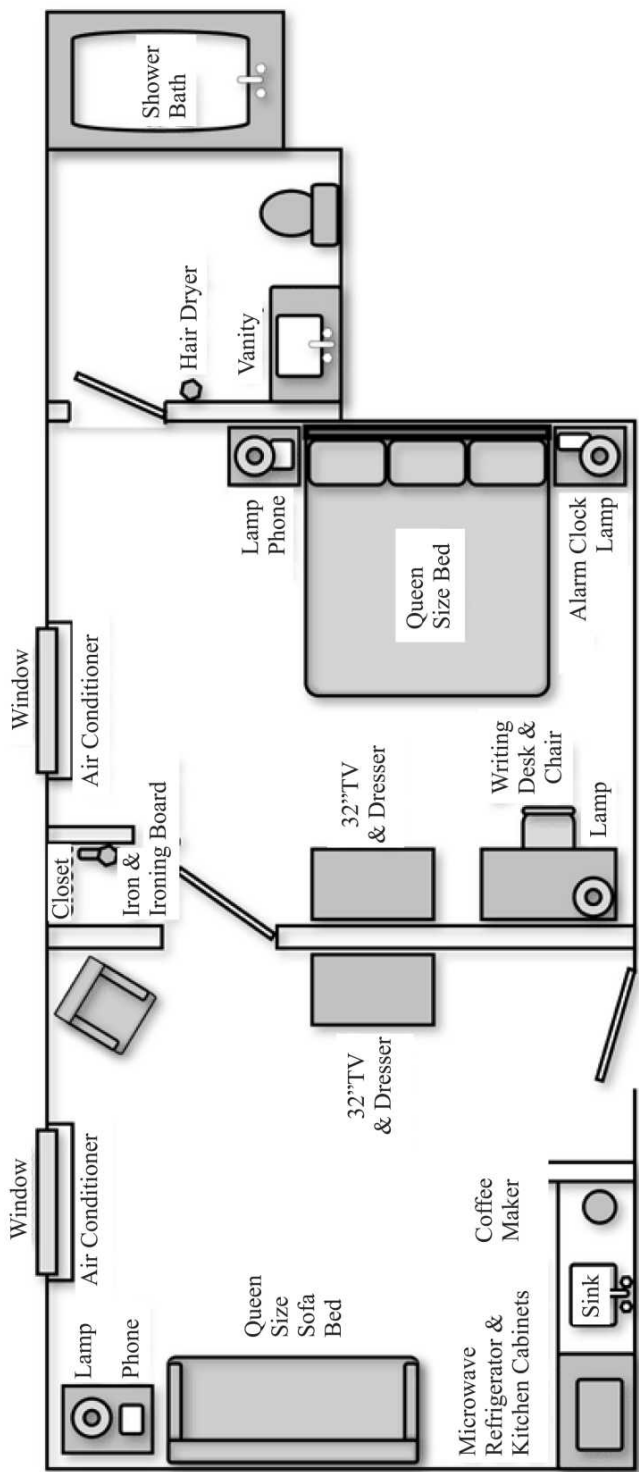


Figure 3.4 (b) Layout of a Suite Room

❖ Draw a floor plan of a restaurant

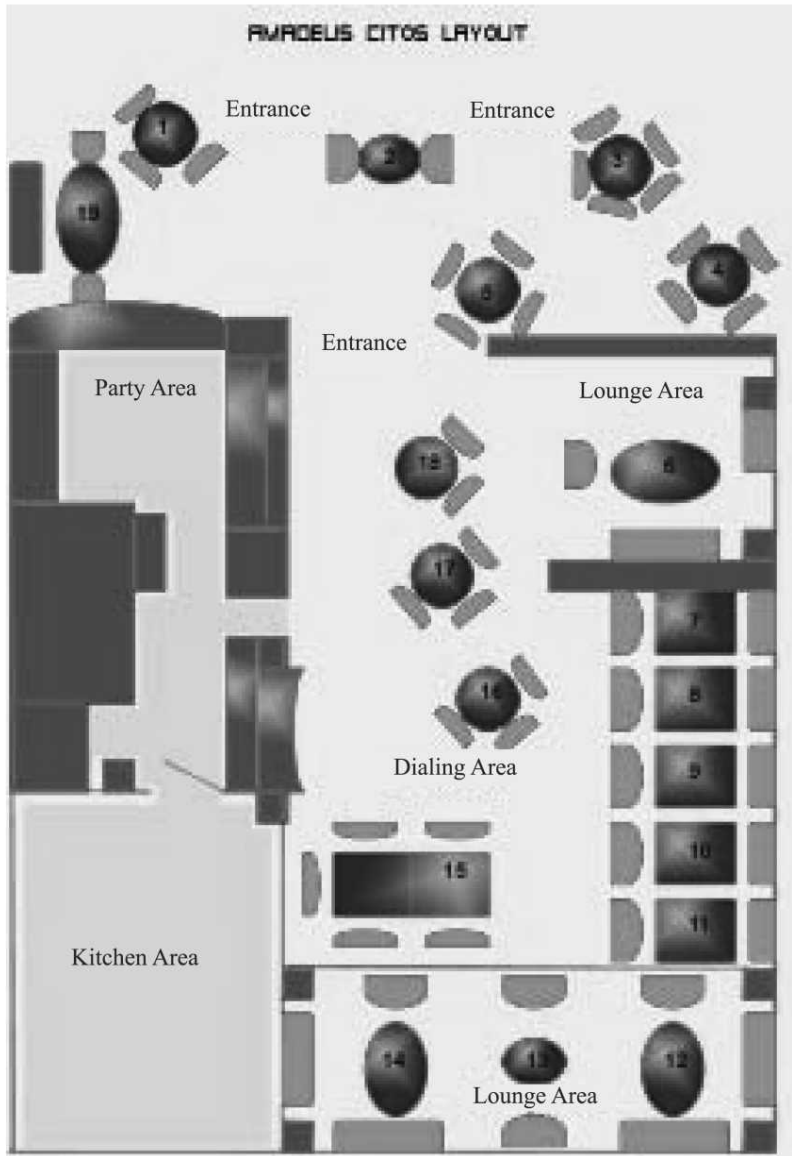
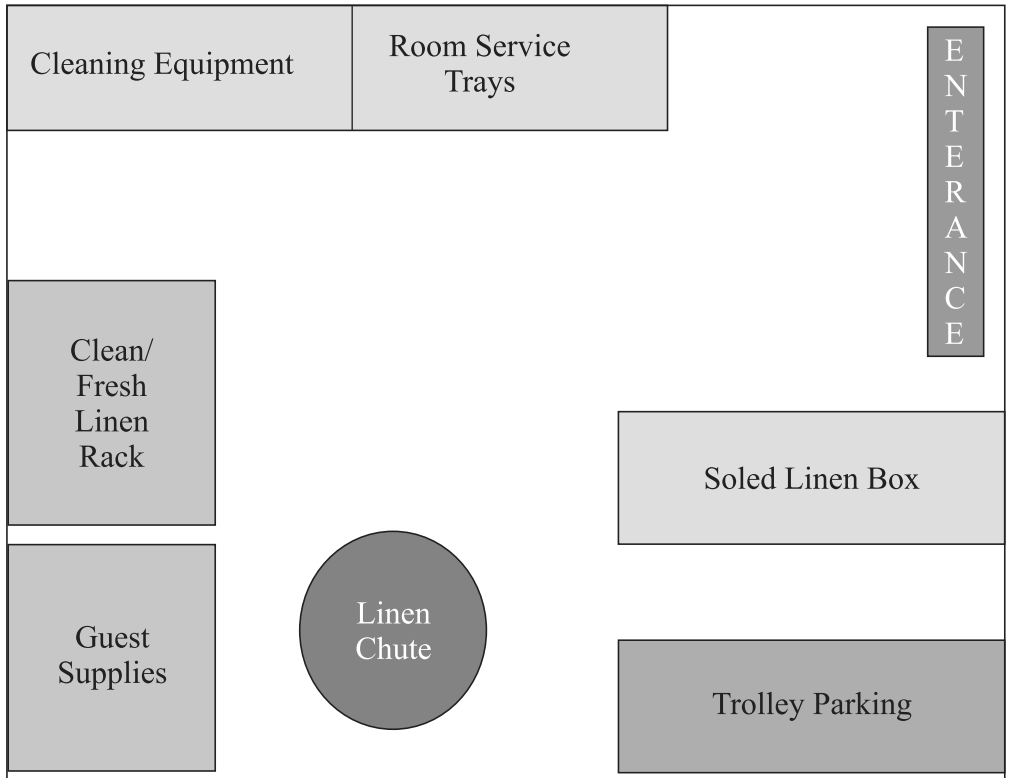


Figure 3.5 Floor plan of a restaurant

❖ What is a floor pantry? Give an illustration for the same.

- A pantry is a room where food, provisions or dishes are stored and served in an ancillary capacity to the kitchen. The derivation of the word is from the same source as the Old French term *paneterie*; that is from *pain*, the French form of the Latin *pan* for bread.



❖ **List down the guest supplies used in a guest bedroom and bathroom**

Placement of Guest Supplies

Behind the main door	DND cards Please make my room card Collect my laundry card Fire exit plan
In the wardrobe	Hangers, skirt hangers Laundry bag Laundry list Shopping bag Extra pillow and blanket Safety locker facility tent card and locker Potpourri
Near the luggage rack	Bedroom slippers/ Toweling slippers Shoe basket (Shoe shine cards, shoe mitt, shoe horn)

On the mini bar cabinet	Mineral water bottle Snacks basket Mini-bar folder with price list Drinking glasses Glass covers Coaster Stir sticks Bottle opener Napkins Tea-coffee maker set
In the mini bar cabinet	Soft drinks Soda Spread of liquor (miniature)
On the chest of drawers or credenza	Candle stand Candle and a match box
At the writing table	Room service menu card Ash tray with matchbox Tent cards and brochures Telephone Hotel services directory Hotel brochure Writing folder or compendium with letter heads, envelopes, fax sheets, post cards, guest comments card Waste paper basket(under the table)
Inside the writing table drawer	Breakfast cards Business man kit- gem clips, rubber bands, ball pins. Sewing/mending kit or Dutch wife- thread, needles, button, hooks
On the bedside table	T.V. remote control Breakfast knob card Scribbling pad Pen, pencil Telephone Flask tray/mineral water with glasses
In the bedside table shelf	Gita, Bible, Quran, Local telephone directory ISD and STD booklet Yellow pages Mineral water bottle, two glasses
Coffee table	Ashtray with matchbox, Magazines, newspaper Letter of greeting signed by general manager fruit basket
Balcony	Ashtray with matchbox
Bathroom	

On the vanity counter	Tray with soaps, shampoo, moisturiser, bath foam, talcum powder, shaving kit, dental kit, comb, shower cap, 'for your care' kit or quick aid kit (cotton, ear bud, nail file), face tissues gargle glass face towel hand towel tent cards
Near the bathtub	Soap and shampoo, shower cap, mug, towel rack (bath towel, hand towel, bath mat)
Water closet area	Toilet roll and sanitary bag
Behind bathroom door	Bathrobe

❖ Explain the types of fixtures and fittings used in hotel rooms

Fixture and fittings are the hardware items present in guestroom that cannot be moved or difficult to move since they are fixed in position – e.g. mirrors lighting, fixtures, sanitary fittings etc.

Types of fixtures and fittings in a guest room are:

- **Door, windows and locks** – Guestroom door should be well-balanced and should fit properly. They should have stoppers or stays. All fastening like hinges should work efficiently, handles should be attached in position convenient for their use. They should be comfortable to hold and free from sharp edges. Solid wood is used for making doors. With the key card system, the doors are made with such provision. The doors may also have peephole, door-knocker, deadlock etc.
- **Telephones** – Generally two telephones are kept in the guest room, one on the bed-side table and one in the bathroom. With the developing technology the telephones also come with digital intercom's wherein the guests have the facility to see flight timings etc on the phone. They can even type their room service order over the phone.
- **Television** – A similar provision can be seen with interactive televisions which also have similar feature. This has been discussed in detail in Chapter 24, New Dimension in Housekeeping. The hotels generally have a 19 inch LCD TVs in the standard rooms.
- **In-room Music** – In-room music has become a part of room amenity. With world space and channel music hotels also have some in-house music channels.
- **Mini-bar** – This is a wooden cabinet or a fibre glass cabinet in which the refrigerator is kept. The size of the cabinet depends on the size of the refrigerator. It should be 76.2 cm to 91.4 cm wide, 60.96 to 76.2 cm in depth and 106.68 cm high. A mirror is usually fixed above this cabinet or the television set is kept on it.
- **Guestroom safe** – All five star hotels have the facility of in-room lockers for the guests to keep their valuables. They are either wall or floor mounted and digitally or manually operated.
- **Air conditioner** – Most of the hotels are centralised air-conditioned. Guestrooms receive centrally filtered air at controlled temperature and relative humidity.
- **Heating equipment** – These are applicable in hotels which are situated in cold countries or hill stations. A kind of a central heating system is used which is thermostatically controlled. The system can be either full central heating or partial central heating.

- **Lighting fixtures** – It can be functional or decorative. This has been discussed in Chapter 19, Colour and Lighting in Hotels.
- **Sanitary fittings** – The term “sanitary fittings” is generally taken to include all fittings intended for the reception of the foul liquids and water-carried solids which are produced in and about our buildings, exclusive of trade processes. The term, therefore, excludes such fittings as dyers’ and sizers’ vats and other tanks employed in factories and workshops and is confined to sinks, wash-tubs, baths, lavatories, water-closets, sinks, bidet, towel rails, shower cubicle and urinals. Of each class of fitting there are many varieties, which are adapted for different purposes and for different kinds of buildings.

❖ **What are the points kept in mind while selecting mattresses and pillows?**

Points kept in mind while selecting mattresses

- A mattress should provide uniform support from head to toe. If there are gaps between your body and your mattress (such as at the waist), you’re not getting the full support that you need.
- If you do have back pain and your mattress is too soft, you might want to firm up the support of your mattress by placing a board underneath it. But this can be done just until the pain goes away; such firmness is not good for “routine” sleeping.
- Every few months, turn your mattress clockwise, or upside down, so that body indentations are kept to a minimum. It’s also good to rotate the mattress frame every so often to reduce wear and tear.
- If you’re waking up uncomfortable, it may be time for a new mattress. There is no standard life span for a mattress; it all depends on the kind of usage it gets.
- Be aware that changes in your life can signal the need for a new mattress. For example, if you’ve lost or gained a lot of weight, if a medical condition has changed the way you sleep, or even if you have changed partners, it could mean that it’s time to find a new mattress that will accommodate those changes and help you sleep more soundly.
- If you’re not in the market for a new mattress and your current mattress is too firm, you can soften it up by putting a 1- to 2-inch-thick padding on top of it – usually available at mattress and bedding stores.

Points kept in mind while selecting pillows

After investing in a quality mattress, don’t forget to choose an equally supportive pillow

- When choosing a pillow, be selective. When lying on your side, your head and neck should remain level with your mid and lower spine. When lying on your back, your head and neck should remain level with your upper back and spine. In other words, your pillow should not be so thick that it causes your head and neck to be propped up or angled sharply away from your body.
- Be wary of pillows that are made out of mushy foam materials. The weight of your head can displace this kind of foam, leaving little support. Choose firmer foam and materials that press back and support the head.
- If you find yourself sleeping on your side with one hand propped under your pillow, that’s a clue that you’re not getting the support you need from that pillow.
- There is no such thing as a universal fit when it comes to pillows. Find one that is consistent with the shape and size of your body.

❖ **Give examples of world class amenities**

- Best duvets in the world – Eg: Ploh, De Widtae lieter, Garnier Thibault
- Finest quality of mattresses – Restonic, Sealy, Stearns & Foster
- Appearance of finer silk bed throws, cushions and sham covers
- Finest quality of linen – Eg De Widtae lieter, Porthault, Frette
- Finest Carpets like Milliken, Lees, Mohawk, Durkan, Bigelow, Korastan

Luxury Linen

- Frette
- Calvin Klein
- Corvette
- Yves Delorme
- Ralph Lauren

World Class Bathroom Amenities

- L’occitane
- Damana
- Keij
- Michaeljohn
- Molton Brown
- Yves Rocher
- Memory of Senses
- Bvlgari
- To enhance the bed space, the **Ploh** pillows and duvets are 307tc and German Batiste white goose down duvets. The pillows have **Ploh** soft panels and the duvet ultra light 307tc German Batiste ticking.
- The bed linen, are of 280tc pure mercerised cotton bed sheets from **Frette** while the Duvet and Pillow Covers are of 492tc.
- Yves Delorme uses only 100% Egyptian cotton with and is of 400 tc, acknowledged as the best quality, longest-staple cotton in the world. Although historically it all came from Egypt, today “Egyptian” cotton is also produced in other countries.

Again we reach an important stage where the information has to be like our second nature. We reach the:

SPECIFIC QUESTIONS

❖ **What are the sizes of different types of rooms?**

<i>Type of room</i>	<i>Sizes of rooms</i>
Double Room	250-300sq ft
Suite Room	600-800sq ft

❖ **What is king in housekeeping?**

- King is the king size bed. It is the largest bed size available from manufacturers; (78”x80”)

❖ **What is the ideal height of a bed?**

- 85cm/ 2 ½ feet

❖ **What is the different type of pillows offered in the pillow menu of hotels?**

- Slim soft pillow
- Cotton comfort pillow
- Super soft pillow
- Latex pillow

- Polyfill pillow
- Tranquillity pillow
- Energy pillow
- Relax support pillow
- Air care pillow
- Aromatherapy pillow
- Body pillow
- Feather fill pillow/feather down pillows
- Baby pillow
- Silk cotton pillow
- Ortho- care pillow
- Bath comfort pillow - near bath tub
- Countered cervical pillow
- Meditation pillow

❖ Give the types of pillows and their brand names.

Pillow information

<i>Types</i>	<i>Size in inches</i>	<i>Brand names</i>
Pillow Standard	20" x 26" (51 x 66 cm)	Hush, Dunlop, Kurlon
Pillow Queen	20" x 30" (51 x 76 cm)	
Pillow king	20" x 36" (51 x 92 cm)	

❖ Give five brand names of mattress

Standard bed and mattress size

<i>Types</i>	<i>Size</i>	<i>Brand names mattresses</i>
Crib	28" x 52"	Hush, Dunlop, Kurlon
Twin (Single)	39" x 75"	
Double	54" x 75"	
Long Twin	36" x 80"	
Queen	60" x 80"	
King	76" x 80"	

❖ Name the main parts of the bed?

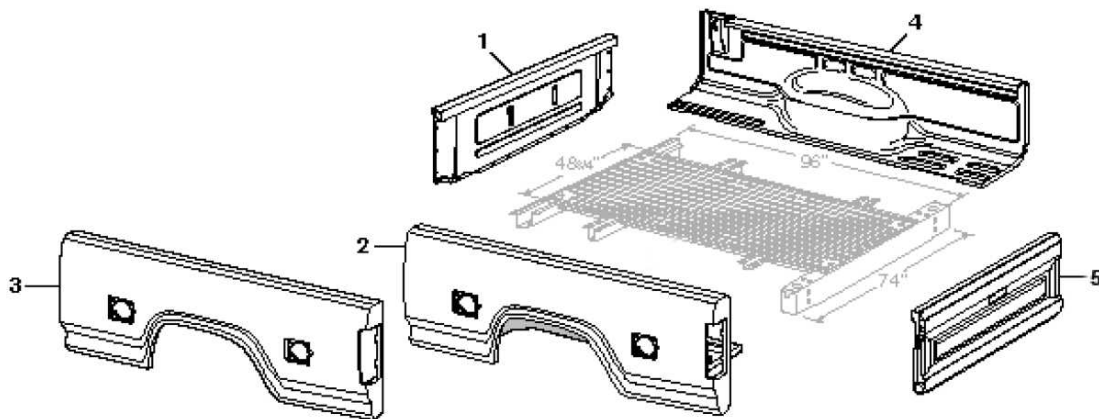


Figure 3.6 Main parts of a bed

- Base
- Side frame
- Footboard
- Headboard
- Mattress
- Base spring

❖ **What are the fillings used in pillows?**

- The pillow’s filling material provides the overall support and comfort of the pillow. Pillows can be filled with natural or synthetic materials. Natural materials include cotton, wool, duck or goose down and feathers. These are the softest pillows in the market. Cotton filling provides a firmer, flatter pillow that holds its shape reasonably well. Cotton is also cooler and “breathes” better than other materials. These types of pillows are best for individuals who require firm support while sleeping. Wool provides a fuller feeling pillow and wool is also durable, maintains warmth and absorbs moisture away from the surface of the pillow. Down pillows are the softest and provide a “light as air” feeling. Down filled pillows can be “squished” and reshaped often and the down should not bunch or clump. Down is a common allergen, thus the effectiveness of “hypoallergenic down pillows” is debatable.

❖ **List few mattresses used in hotels**

- | | |
|--------------------------------------------|---------------------------------|
| – Interior sprung mattress | – Latex or foam rubber mattress |
| – Solid stuffed mattress | – Plastic mattress |
| – Water mattress | – Cotton mattress |
| – Spring lined polyethylene and vinyl foam | – Air mattress. |

❖ **What is the thickness of a mattress in inches?**

- A typical hotel room will have mattress with 1 to 4 inches height. These days even thicker mattresses are available. Mattresses thicknesses may range from six to eighteen inches (15 to 46 cm) also.

❖ **What are bed frames?**

Bed frames, also called bed stead’s, are made of wood or metal. The frame is made up of head, foot and side rails. For heavy duty or larger frames (such as for queen- and king-sized beds), the bed frame also includes a center support rail. These rails are assembled to create a box for the mattress or mattress/box spring to sit on.

Types of bed frames include:

- Platform – typically used without a box spring
- Captain – has drawers beneath the frame to make use of the space between the floor and the bed frame
- Waterbed – a heavy-duty frame built specifically to support the weight of the water in the mattress

❖ **What is the ideal thread count of sheeting?**

- 350-400 thread count

❖ **What is a hat check room?**

- It’s a room where hats and heavy overcoats may be deposited by guests as soon as they enter the hotel lobby. This service is provided for guest convenience so that the guest need not carry these articles while moving around the hotel. It is the hat checkers responsibility to label these articles before storing and also return it to the guest when they are leaving the hotel.

- ❖ **What is the use of gargle glass?**
 - For gargling and also to keep used toothbrushes, paste etc
- ❖ **What is average water requirement for guest (drinking) every day?**
 - 8 glasses i.e. two and a half litre everyday
- ❖ **What are functional accessories?**
 - Are accessories which are both useful as well as decorative e.g., mirrors, lamps, etc.
- ❖ **List various accessories used in the different areas of hotel**
 - Rooms – lamps, pictures, plants, ashtray, clocks
 - Bathroom – lamps, mirror
 - Lobby – plants pictures
- ❖ **Give brand names of toiletries used in hotels**
 - Bvlgari
 - Forest Essentials
 - Molton Brown
 - Yves Rocher
 - Memory of Senses
 - Biotic
 - L'occitane
 - Damana
 - Keiji ,
 - Michaeljohn



Figure 3.7 Bvlgari bathroom amenities

- ❖ **Give the types and brand names of different sanitary fittings used in hotels**

Types of Sanitary Fittings

- Ceramic – is used in water closet, wash basin
- Enamel – can be paint used in the bathroom
- Stainless steel – taps
- Plastic – can be used as water closet cover etc.

Brand names

- Jaguar, Parryware, Hindware

❖ What Temperature the room should be set-up ideally?

- Thermostat 22^oc

❖ What is Eva floor? What are the special supplies and services offered in these floors?

- **Eva revolution** is single lady concept that is special care is taken for single ladies staying in the hotel like
 - Room appointments
 - Screen of calls
 - Viewers
 - Special toiletries
 - In-room check-in & check-out
 - Rooming by guest relation executives
 - Safety-restricted entry
 - Electronic safe
 - Special flowers
 - Rooms only serviced by ladies
 - Luxury hour in room
 - Special ladies drink offered as welcome drink

❖ How much should be the flushing capacity of the hotel toilets?

Toilet-flushing capacity has been dropped from 5 gal. to 3.5 gal., down to the current mandated standard of 1.6-gal.

❖ What temperature does the hot water comes into the room?

- Maximum hot water temperatures for use in all premises: 46 degrees C for bath fill; 41 degrees for showers and washbasins; and 38 degrees C for bidets. However, while 46 degrees C is the maximum temperature for water from the bath hot taps.

❖ What are the eco friendly products used in the hotels?

- Paper bags
- Handmade paper
- Eco friendly pens
- Solar energy

❖ What is the recommended sound level in rooms?

Sound – standard measure of sound level maintained in hotels in Decibel

- Near bed-35-40
- Near vestibule-40-45
- Near window- 40-45

❖ What is the overall illumination level recommended in rooms?

- Overall lux level of room – 100 lux

Wattage of bulbs

Bed side lamp 100watt

Column lamp 100 watt

Dressing table lamp 2 lamps of 60 watt

Writing table lamp 100 watt

Chandelier 25 watt each bulb

Vestibule light 2 bulb of 40 watt each

SUMMARY

The following points have been discussed in this chapter:

- Types of guest rooms
- Layout of guest rooms, corridors, pantries, public areas
- Standard contents of a guest room
- Guest amenities & accessories and their placements
- Special amenities (VIP, corporate, lady guest etc.)
- Fixtures and fittings

Hotels offer wide variety of rooms and services. Hotel guest amenities are provided by the hospitality industry to enhance and provide more convenience to customers. Guest amenities can be complementary or offered for a fee. Hotel guest amenities can include everything from in-room entertainment / communication facilities, grooming / bathing accessories to laundry and dry cleaning services. Amenities can also refer to a service like a station to print your boarding pass in the lobby, or free parking.

We must know that a perfect guest room alone cannot provide the perfect experience. The work ergonomics in housekeeping too plays an important part in it. Let us understand it all in the next chapter.

KEY TERMS

- **Amenity package** – A cluster of special features, such as complimentary shore excursions, bar or boutique credit, or wine at dinner offered to clients on a given tour or cruise, usually as a bonus or extra feature. Usually used to induce clients to book through a particular travel agency or organisation.
- **Aisle** – A long and narrow passageway.
- **Atrium** – It is a design where guest rooms overlook the lobby with high spread ceiling.
- **Bar code** – A group of printed and variously patterned bars, spaces, numerals that are designed to be scanned and read in computer system as label identification for an object.
- **Bedding** – All bed linens, such as sheets and pillow cases and all blankets, shams, dust ruffles, pillows, quilts, comforters, coverlets, mattress pads and bed spreads.
- **Bath-screen** – a screen that sits on one side of the bath and is used to deflect water thus enabling the bath to double as a shower enclosure.
- **Bidet** – Sanitary fitting meant for the thorough washing of genital and anal areas and are also known as pressure pipes.
- **Blade Dispenser** – Apparatus where used blades are disposed.
- **Bridge the bed** – Putting two twin mattresses crosswise over box springs to form a king size bed.
- **Bolt** – Metal fastening for a door or window.
- **Box spring** – mattress spring.
- **Case Good** – Furniture made of wood with space for storage e.g. wardrobes, dressing table.
- **Chamber pot** – (Also a chamberpot, a jerry, a Jordan, a potty, or a thunder pot) is a bowl-shaped container with a handle kept in the bedroom under a bed or in the cabinet of a nightstand and generally used as a urinal at night.

- **Cistern** – The area in which water is held for flushing of the toilet. Sometimes known as tank or closet.
- **Close coupled toilet** – Water sits directly on top of the toilet pan, which is fixed to the floor and the cistern is fixed to the wall.
- **Crib** – A cot for babies, provided to guest generally on request without any extra charge.
- **Compendium** – Another name for writing folder placed on the writing table.
- **Disposable Bag** – Sanitary bag.
- **Disinfected strip/Sanitised strip** – A thin strip of paper placed atop and encircling the toilet seat to let guest know that the toilet has been disinfected for their use. These are also known as toilet strip or w/c band.
- **DND card** – These cards are hung on the door knob by the guest to restrict the staff and visitors to enter the room. Nowadays the hotels also use a light indicators instead of these cards.
- **Down** – It is a feather with a pin head sized nucleus to which are attached the down fibres that make up a cluster.
- **Dutch-wife** – Sewing kit.
- **Duvet** – Continental quilt.
- **Earthenware** – Thick, heavy and highly porous cookware and decorative items moulded out of clay and baked. They have to be handled with care as they can easily chip or break. They may be glazed and vitrified.
- **Extend the Beds** – Adding extensions to make beds longer.
- **Emergency supplies** – Are items which are not kept in the room but are kept with housekeeping desk and offered to guest on emergency requirements e.g. medicines, sanitary napkins etc.
- **Extend the Beds** – Adding extensions to make beds longer.
- **Faucet** – A device for regulating the flow of a liquid from a reservoir such as a pipe or drum.
- **Furnishing** – Include furniture, carpets and soft furnishings.
- **FFE** – Furniture, fixture, equipment.
- **Flat bedsprings** – Bedsprings made of metal slats linked with helical hooks.
- **Floor plan** – A drawing to scale of the arrangement of rooms on one floor of a building.
- **Floor plan layout** – Engineering or architects drawing of the layout of machinery, furniture, fixtures and equipments.
- **Flush Valve** – The handle and hardware used to flush toilet.
- **Full Bar-set-Up** – A completely stocked bar with liquor, various mixers and garnishes for drinks
- **Good night cards** – These are small cards kept during the turn down service with some quotes or interesting information as a good night message.
- **Guest amenities** – Includes all the luxury item that a hotel gives away to guest at no extra cost.
- **Guest Essentials** – Those amenities, which are required by the guest during the stay but are not used up on departure. For example drinking glass, ashtray bud vase.
- **Guest Expendables** – Are those amenities, which are used up on check out and shall have to be replaced for the next guest e.g. soap, shampoo, tissue paper and moisturiser.
- **Guest request** – Any special request not normally included in the regular servicing of a guestroom. Such as for extra towels, hair dryer, razor, roll-away bed, or baby crib.
- **Guest supplies** – Include all items that are conducive to the guest material comfort and convenience. They can be divided into guest essentials, guest expendables, guest loan items.

- **Guest loan items** – Are those amenities which are provided to the guest on special request and on a returnable basis.
- **Guest give away** – These are supplies kept in the rooms which can be used and even taken off by guest on departure without any extra cost. They are also known as guest expendables e.g. plastic bags, laundry bags, matches.
- **Helical hooks** – Tightly wound metal springs with hooks on either end.
- **Hide-A-Bed** – A piece of furniture, usually in parlors and suites that hides a folded bed inside.
- **Hideaway beds** – A bed that folds into the wall when not in use.
- **Headboard of a bed** – A piece of furniture at the top of the mattress.
- **Hospitality Room** – A room that is used for entertaining, usually a function room or parlour.
- **House rule** – Any published company wide rule for which violation can result in immediate discharge.
- **Hydro massage** – Massage produced by streams of water.
- **Hydrotherapy** – External use of water in the medical treatment of certain diseases.
- **Inlay work** – Setting of metal designs, ivory, crystals and other precious stones on a wooden or other hard surfaces, as a piece of art or decoration.
- **Internet Protocol** – A technology being used in hotels in phones and televisions etc. in this kind of facility.
- **Innerspring mattress** – Mattress in which springs are sandwiched between layers of padding.
- **Jacuzzi** – Is a company that produces whirlpool bathtubs and spas. Its first product was a bath with massaging jets. The trademarked Jacuzzi name is commonly used to refer to any bath with water jets and can thus be considered a genericised trademark.
- **Lobby** – Area provided at reception as common meeting point for all guests.
- **Lounge** – A public waiting room, as in a hotel or an air terminal, often having smoking or lavatory facilities.
- **Luggage rack** – A furniture provided in guest bedroom for keeping luggage.
- **Mattress protector** – A mattress protector, mattress pad, or underpad is an item of removable bedding that sits on top of or encases a mattress to provide protection to the mattress. Some mattress protectors also provide protection to the individual sleeping on the mattress from allergens and irritants such as dust mites, bed bugs, mold and dead skin (like dandruff).
- **Metal coil springs** – Bed springs in which metal coils provide support and resiliency.
- **Metal spring mattress** – Bed springs in which metal coils provide support and resiliency.
- **Mini-bar** – A small refrigerator kept in guest room stocked with juices, liquor, snacks etc depending on hotel policy.
- **Mixer shower** – Uses a simple shower valve to combine your hot and cold water supplies to produce the showering temperature and flow that you require.
- **Murphy Bed** – Wall mounted bed (can be folded in the wall).
- **Nightstand** – A small cabinet designed to stand beside a bed to put anything likely to be required during the night also called night table.
- **“P”** – Permanent guest.
- **Plant** – The entire hotel operation.
- **Plugged room** – A room that has been made inaccessible by security, due to theft or death.

- **Potpourri** – A mixture of dried, naturally fragrant plant material, used to provide a gentle natural scent in hotels. It is usually placed in a decorative wooden bowl, or tied in small bags made from sheer fabric.
- **Power shower** – Combines a mixing valve with a pump in one complete unit. The valve blends hot and cold gravity fed water to achieve the showering temperature that is required. The pump boosts the flow of water to give a powerful, invigorating shower.
- **Roll In** – Putting a rollaway bed in a guest room.
- **Roll Out** – Taking a rollaway bed out of a guest room.
- **Recheck/Physical checks** – The rooms showing discrepancy are physically rechecked by floor supervisor.
- **Roll Away Cot** – Portable bed on wheels.
- **Sanitary ware** – Ceramic or enameled bathroom plumbing fixtures such as toilet bowls, sinks etc.
- **Sani-bins** – Plastic containers with lids, found in toilets for collection of soiled sanitary dressings.
- **Sauna** – A bath that uses dry heat to cause perspiration. Pouring water onto heated stones produces the steam. Sauna is also another name for steam-bath cubicle made of wood or glass.
- **Service directory** – A booklet provided by hotels in which the services provided by the hotel are enlisted along with the intercom numbers to relevant departments.
- **Shoehorn** – A smooth curved implement of horn, metal, plastic, etc., inserted at the heel of a shoe to ease the foot into it.
- **Shoe mitts** – Flannel mitts kept in guest rooms for cleaning the shoes.
- **Solarium** – Area or room enclosed by glass panels, meant for the enjoyment therapeutic use of sunrays.
- **Spa baths** – Small pool of warm water with the temperature maintained at 39°C used for therapeutic (healing) purposes.
- **Spot Check** – An inspection of the condition of one or more rooms in a section.
- **Standard Room Set Up** – The hotel policy that identifies the placement of items that must be in each guest room.
- **Supply socket** – An opening into which a plug or other connecting part is designed to fit.
- **TFA** – The acronym for treated fresh air.
- **Tent cards** – Card used for the display of an advertisement. A tent card is imprinted and folded so that it is readable on either side of the fold and can stand free on a table top, counter, or other flat surface. Often, tent cards are used in hotels and restaurants to advertise the specials or a new wine or liquor that patrons may wish to try.
- **Ticking** – A strong, tightly woven fabric of cotton or linen used to make pillow and mattress coverings.
- **Time and Motion Study** – An analysis of a specific job in an effort to find the most efficient method in terms of time and effort.
- **Tooth glass** – Also known as gargle glass, is kept on the vanity counter and used by guest for gargling or holding items like tooth brush, tooth paste etc.
- **Turndown** – Evening service.

- **Vanity counter/unit** – A unit comprising of a wash basin and mirror surrounded by a flat area to keep amenities.
- **Vent** – An opening for ventilation.
- **VIP amenities** – These include special amenities kept for VIP's only.
- **VoIP** – Voice over Internet Protocol, is a modern category of hardware and software systems, where the internet is used to connect people across the globe for telecommunication. Also referred to Internet telephony.
- **Water closet** – A toilet that disposes of human waste by using water to flush it through a drainpipe to another location. Flushing mechanisms are found more often on western toilets (used in the sitting position), but many squat toilets also are made for automated flushing.
- **Wall hung toilet** – Suspended or hanging toilet is fixed tight up to the wall but does not reach to the floor. The cistern is concealed within the unit or wall connects to the pan by a short flush pipe.
- **Whirlpool bath** – A bath with an electric pump that circulates water through pipes entering the bath via moveable jets. The water is forced into the bath providing a whirlpool of water that massages you whilst relaxing in the bath. Also provides therapeutic benefits.
- **Wet-rooms** – A fully tiled walk in shower room.
- **Wi-Fi compliance** – A wireless technology brand owned by the Wi-Fi Alliance intended to improve the interoperability of wireless Local Area Network products based on the IEEE 802.11 standards. Common applications for Wi-Fi include internet & VoIP phone access and network connectivity.
- **WLAN** – Wireless local area network also called as 'LAWN' local area wireless network, which uses high frequency radio waves to transmit communication between nodes.
- **Wicker-basket** – A basket made of wickerwork used for multipurpose like bread basket, laundry basket, amenity basket etc.
- **Zed Bed** – Roll away bed.

ACTIVITIES

Activity 1

Fill in the Blanks

1. _____ is A room that has one single bed and which is meant for a single person. Size of the bed is 36 inches by 75 inches.
2. Size of the bed is _____ .
3. On a daily basis, which of the following types of rooms would have the highest priority when assigning room attendants to clean guest rooms?
 - a) Occupied room
 - b) Complimentary room
 - c) On change room
 - d) Check out room
4. The most important quality of a Housekeepers observation skill is _____ .
5. _____ is room that has two double beds separated from each other and which is meant for four people.

6. _____ is average water requirement for guest (drinking) every day?
7. _____ is a room that has two single beds that share a common head board and which are meant for two people.
8. _____ has sitting room with a resting room attached to it.
9. _____ is also known as roll away bed.
10. _____ service is the evening service given in the rooms.
11. A parlor set up with one or two studio beds or couches or sofa cum beds is called _____ .
12. _____ is a card used for the display of an advertisement.
13. A room used for changing or bathing, usually situated next to the swimming pool. It is usually attractive with a small bar attached. It may also be furnished with a sofa cum bed are also called _____ .
14. _____ are rooms with common walls but no connecting doors.
15. _____ is the acronym for treated fresh air.

ANSWER

Activity 1

- | | |
|----------------------------|-------------------------------------------------|
| 1. Single room | 2. 54 inches by 75 inches |
| 3. d) | 4. eye for detail |
| 5. Twin double | 6. 8 glasses i.e. two and a half litre everyday |
| 7. Hollywood twin bed room | 8. Parlour |
| 9. Zed Bed | 10. Turn down |
| 11. Studio room | 12. Tent cards |
| 13. Cabana | 14. Adjoining rooms |
| 15. Treated fresh air | |

Activity 2

Give the other name of.....

<i>Question</i>	<i>Answers</i>
Sewing kit	Mending kit, Dutch wife
Writing folder	Compendium
Chest of drawers	Credenza
Bowl of dry flowers	Potpourri
Stationary kit	Business man kit
Scribbling pad	Scratch pad
Razor, shaving cream kit	Shaving kit
Tooth kit	Dental kit
'For your care' kit	Quick aid kit
Sanitary bag	Disposable bag
Bed side table	Nightstand
Roll away bed	Zed Bed
Shoe mitt	Flannel mitt
Murphy bed	Wall mounted bed
Tooth glass	Gargle glass
Baby cot	Crib

CHAPTER

4

FACILITIES PLANNING AND ERGONOMICS

Learning Objectives

After reading this chapter, you would be able to:

- ◆ Define space management
- ◆ Understand how to plan housekeeping department, guest rooms and cloak rooms
- ◆ Provide facilities and services for disabled guests
- ◆ Understand the concepts of noise control
- ◆ Work the ergonomics in housekeeping

“Democrats are stinging over ergonomics.”

– Terry Holt

INTRODUCTION

Planning of a facility involves a lot of survey and research. It takes years to decide on the type of establishment one wants to go for. Hotel planning mainly involves:

- **Architect** – individual hotel design and conversions
- **Project manager** – standardised hotel projects
- **Interior designer** – refurbishment, brand development
- **Engineer** – installation of equipment and system
- **Executive Housekeeper** – practicality of working

While charting the base responsibilities seems simple, it is in the actual workings that the day-to-day complexities arise.

Some Interesting Facts on Ergonomics

- Work related sickness cost UK employers and tax payers £11,000M pa.
- Half of the sick leave of ambulance workers related to injuries while lifting.
- Four out of five mobile phone users never used any facilities other than dialling numbers by hand, despite buying phones equipped with all the facilities that they found too difficult to use. (This was before mobile phones became fashion items for the young!)
- On average two buggies were bought per baby born in the UK. It was thought that the second was bought to overcome the usability problems that were not foreseen with the first.
- Human factors are implicated in most aircraft accidents. The majority of civil aircraft that crash are functioning normally when they hit the ground.

Planning in any field of work is one of the key elements of success. We should plan well and that can be ably assisted if we answer the:

DESCRIPTIVE QUESTIONS

❖ What is space management? How is space analysis done in hotels?

Space management is the allocation of space for products, based on sales volume and product profitability. Each hotel will have a specific requirement dictated by the particular location and marketing opportunities. The space allocation in a hotel will depend on:

Statement of Intent

- Type of hotel required, location, intended marketing
- Number of rooms, principal facilities
- Broad concept of architectural design

Site Utilisation

- Area of site, features, planning constraints
- Site conditions, surveys to be undertaken
- Parking, basement construction implications
- Provision for phased expansion
- Landscaping and recreational areas

Facilities Requirements

- No. of rooms of each category
- Space standards with significant minimum dimensions
- Main furnitures and fittings
- Room service to be provided

Lobby

- Architectural character, space and function to be accommodated
- Entrances, elevators, main circulations within the lobby
- Provision for the front desk and guest services
- Retail shops, lounges and other public facilities

Food and Beverage Areas

- No. and characteristics of restaurants, bars, lounges etc.
- Seating capacity and nominal space allocation
- Optimum location: requirement for food service operation
- Room service provision, staff feeding arrangements

Function and Conference Areas

- Banquet hall seating and space provision
- Meeting and function rooms: number, sizes and specific needs
- Foyer, pre-function spaces, food service and ancillary areas
- Business services and special needs (exhibitions, promotions)

Recreational Areas

- Recreational range of built and external facilities
- Swimming pool, location, size, character, ancillary requirements
- Gymnasium sports and leisure activities, children facility
- Specialised requirement like spa, beautician etc.

Administrations

- Space and dimension for the front desk and front office
- Areas for all administrative offices like accounts, sales etc
- Circulation and interfacing needs

Back of the House/Service Areas

- Loading dock, receiving area, general storage, garbage disposal
- Main and subsidiary kitchen areas, food storage requirement
- Housekeeping, laundry and valet areas, circulation arrangements
- Employee changing and toilet areas, dining room, supervision
- Engineering office, plant room, maintenance workshops

❖ What are the points to be kept in mind while planning housekeeping department?

Factor to be kept in mind while planning housekeeping department are

- Number of staff working
- Number of rooms in the hotels

- Equipments used
- Storage area required
- Space for linen sorting, reserves, repair work, issue
- Circulation required

The housekeeping area generally takes about 0.4m² (4sq ft) per guest room. Requirement for the housekeeping areas are:

- Heating and ventilation- airflow exhausted towards laundry
- Shelving on adjustable racks- 600mm(24in) wide or more up to 1.5m (5ft) high
- Access for circulation- 1070mm(42in) aisles
- Repair sewing room- located nearby with seats and worktables

Supervision

One or more offices should be provided for housekeeping administration located to allow control of linen and uniform issue and storage areas

❖ What are the points to be kept in mind while planning guest rooms?

Guestrooms represent 65% (luxury hotels) and 85% (budget hotel) of the total built area of a hotel. The income from rooms is invariably the largest source of hotel revenue and makes the largest contribution to gross profit.

The points to be kept in mind while planning guestrooms are:

Space Saving

Room dimensions are critical reduction in the area of a room is multiplied by the number of rooms involved. A 12% saving in room area represents more than the total space usually required for all public areas.

However rooms which are too small are often visually restrictive or crowded, inflexible and difficult to service. Often this leads to increased wall and furniture damage.

Circulation

Usually between 25% and 35% of the total gross built area is taken up by corridors, stairs, lift shafts, associated service room and ducts.

Standardisation

Rooms are mainly repetitive in size with various options of furniture arrangement. Standardisation is important in:

- Cost and time saving in construction and prefabrication
- Uniform quality and pricing in chain operation
- Efficiency in organisation of room cleaning
- Economy in bulk purchasing of equipment, furniture and furnishings
- Rationalisation of maintenance, work and replacements

Room Ratio

Typical ratio of room types

	<i>Single/double</i>	<i>Twin</i>	<i>Notes</i>
Resort hotels	15%	85%	Convertible family rooms with sofa beds
City/suburban hotels	50%	50%	
Budget hotels/motels	-	100%	Standardised family rooms

Room Dimensions

Rooms are planned to provide zoned areas for the various functions, each with sufficient activity space for convenient use and cleaning. For economy zones should overlap to serve more than one purpose.

Minimum Activity Spaces

Lounge/work	Near window, daylight, views –movable furniture
Beds	Quiet area away from window, screened from entrance
Dressing	Good lighting, mirror, chair/stool, multiple use
Luggage and storage	Near entrance, convenient access for marking up
Bathroom	Internal, noise isolated, servicing access
Bedside	Controls, light, telephones, access for marking up
Circulation	Adequate width(luggage) other use of space

Room Widths

As a rule maximum benefits should be obtained from the outside walls (natural light, views) and the most critical dimension of hotel rooms is the width. Increase the width reduces the number of rooms or increases the length of the corridor and the ratio of the perimeter wall length: volume enclosed.

Room Widths

<i>Width</i>	<i>m</i>	<i>ft</i>	<i>Comments</i>
Minimum	3.0	10'0"	Suitable for single bed length wise
Standard	3.65	12'0"	Allows for cross wise bed with wall furniture and space between
Luxury	4.1	13'6"	Allows alternative length wise or corner wise positioning of beds and generous spacing
Suite (minimum)	6.0	19'8"	Adjacent bedroom/living room areas with minimum space

Standard room are normally based on a bed length of 2000mm (79") with wall furniture widths of 600mm (24") leaving a circulation and activity space of 1000mm (40").

Room Lengths

Room lengths are generally more variable although they may be dictated by structural or site restrictions. The layout usually provides for bathroom/sleeping/working /day use areas to allow maximum benefit from natural light and views.

Sleeping area extends about 2.40m (8'0") for a metric double or queen sized bed, 2.90m (9'6") for metric twin bed and 3.70m (12'2") for double-double beds allowing for side access.

The day use area is more flexible. Two easy chairs with coffee table take up about 1.70m (5'6"). This may be extended to 2.3m (7'6") to accommodate a convertible sofa or settee. The minimum is about 1.0m (3'3") in economy units.

Internal Areas

<i>Hotel type</i>	<i>Room without bathroom or lobby</i>		<i>Bathroom only (internal)</i>		<i>Overall including lobby area</i>	
	m	m²	m	m²	m	(m²)
Budget	3.6x3.5 11'9"x11'6"	14.70 (136 sq ft)	2.15x1.9 7'x6"	4.09 (44 sq ft)	5.8x3.5 19'x11'6"	20.3 66'6"
Mid-grade	4.9x3.6 16'x12'	17.64 (192 sq ft)	2.35x2.2	4.70 (50 sq ft)	7.0x3.6 23"x 12"	25.2 (276 sq ft)
High-grade	6.0x3.9 19'6"x 12'9"	24.20 (249 sq ft)	2.65x2.2	5.83 (63 sq ft)	8.2x3.9 28'6"x12'9"	33.9 (363 sq ft)

❖ How do you plan a bathroom in a hotel guestroom?

Most of the hotels have en suite shower or bathrooms attached with the room.

Layout

Bathroom dimensions are mainly dictated by the number of fixtures and the size of bath.

Bathtub

- Standard 1700x750mm (5'6"x2'6"), minimum 1525mm (5'0") long
- Whirlpool tubs – 1700x915mm (5'6"x3'0")
- Water closet may be partially separated from the bathroom
- Wash basin- may be pedestal mounted basin 630x485mm (25x19in)

❖ Discuss the specifications to be kept in mind while keeping furnitures and fittings in a guest room

Beds

- Height (including mattress) – 530-600 mm (20-24 in)
- Lower Divans – 400-450 mm
- Glides or castor to allow easy movement
- At least 220mm (8.5 in) under clearance
- Headboards 900-1000 mm (36-39 in) high

Essential Features

- **Comfort** – upholstered quality of mattress
- **Durability** – including edge reinforcement, retention of shape
- **Quietness** – absence of creaking joints springs etc.
- **Standardisation** – to allow interchangeability, replacement
- **Safety** – inflammability, fire and smoke hazard
- **Storage** – dismantling, mould resistance

Furniture

- Requirement for hanging and storage space and other furniture in guestrooms depends on the grade of hotel, number of people sharing the room and length of stay.

Hanging and storage space and other furniture

<i>Hotel stay(1-3 nights):double/twin room</i>	<i>High grade</i>		<i>Medium grade</i>		<i>Optimum/minimum dimension</i>
	mm	ft	mm	ft	
Hanging space: wardrobe length	1200	48	900	36	Internal depth 560 mm (22 in) Rail height 160 mm (63 in) Over shelf 1750 mm (69 in)
Storage space: shelves, trays	m²	Sq ft	m²	Sq ft	
	1.50	16	1.10	12	Shelf height 200 mm (8 in) min Increasing to 300-400mm (12-16 in) at high and low levels. Tray depth 100 mm (4 in).
Writing and dressing tables (with drawers)	m²	Sq ft	m²	Sq ft	
	1.00	12	0.50	6	
Luggage rack standard area	0.45	48	0.45	48	Depth min 400 mm (15 in) optimum 500-550 mm (20-21 in) Height 700-750 mm (28-30 in) Depth 500 mm (20 in) Width 900 mm (35 in)
Bedside tables	Each side		Outside/ between		Width min 375 mm (15 in) Up to 600mm (24 in) Height 600-700 mm (24-27 in) Related to bed height
Loose chair and table	2-3 1		2 1		Chairs: lightweight compact upholstered. Tables: circular or rectangular

❖ What are the points to be kept in mind while planning of cloak rooms?

Cloak rooms are generally required near

- Main lobby
- Restaurants and bars, banquet hall, conference rooms,
- Front office

Location

Public toilets should be cited discreetly adjacent to the corridors leading to restaurants and bars, but not directly accessible from street (security).

For banquet and conference users toilets and cloakrooms should be near the entrance foyer with generous circulation space and screening.

Space

Number of fittings and space requirements are dictated by the number of people accommodated.

Cloakroom

Cloakroom facilities are essential for banquet, function and conference groups and some provision may be required for restaurant users. The counter should be set back at least 1.2m from circulation area. Recommended area is 10.0m² (108 sq ft) per 100-150 seat covers. This allows for up to two-third of visitors uses and includes counter and 1.2m set back. Unattended area: similar space.

	<i>Male public</i>		<i>Female public</i>		<i>Notes</i>
	<i>(m²)</i>	<i>(sq ft)</i>	<i>(m²)</i>	<i>(sq ft)</i>	
Per guestroom	0.1	1.0	0.1	1.0	
Restaurant function room per 100seat covers	13.0	140	13.0	140	If greater than above
200-250	18.0	190	18.0	190	
300-400	23.0	250	23.0	250	
Disabled toilet	1.5x2.0m (5'0"x6'6")		1.8x2.0m 6'6"x6'6") with vanitory shelf		Recommended sizes: outward opening doors

Toilet facility based on 100% occupancy

❖ What are the facilities and services offered for disabled guests in hotels?

Disability can take many forms: to be disabled means having an impairment which takes away abilities which someone would otherwise be able to enjoy. When a person uses a wheelchair, or can only move about on sticks and crutches, their disability is only too evident. Although they are likely to have the greatest difficulties in travelling, there are many more people who may not be obviously disabled, but have some problem which can make it difficult to move about easily and to enjoy a holiday without difficulties or worries. People who have had strokes or are arthritic, blind or epileptic are likely to be among these.

There are also many people whose mobility is impaired temporarily, such as those who have broken limbs or women who are in the late stages of pregnancy. Travel opportunities and choice for disabled people have grown dramatically over the past few years and travel agents can play an important role in ensuring the success of what may, in many cases, be a first trip away from home.

Serving disabled guest is an important trend in hotel. Hotels are equipping themselves for the same as it is also one of the criteria of classification for a hotel. Existing hotels are upgrading their properties to fulfill the criteria and serve all types of disabled guest better. The new hotels incorporate the same during the construction itself.

Some of the Criteria are:

- A public entrance must be accessible to wheel chair user.
- Where a property has a car park a parking space must reserved for a disabled guest, on request.
- The route from the parking point to the entrance must be sound and free from obstacle. Deep gravel, cobbles and pot-holed surfaces are unlikely to be acceptable.
- The entrance doors must have a clear opening of not less than 67 cm.
- If there is no ramp there must be no more than three steps to the entrance at any one point.
- Within the reception area, there must be an unobstructed space of not less than 110 x 70 cm.

Public Entrance

- Where there is no ramp, there must be no more than single steps to the entrance.
- The entrance door must have a clear opening of not less than 75 cm.
- A public entrance must be accessible to wheelchair users from a setting down or car parking point.
- Where an establishment has a car park, a reserved parking space should be available for a disabled guest, on request.
- The route from the parking point or space to the entrance must be sound and free from obstacles. Deep gravel, cobbles and pot-holed surfaces are unlikely to be acceptable.
- The entrance door must have a clear opening of not less than 67 cm.
- Where there is no ramp there must be no more than 3 steps to the entrance at any one point
- Within the reception area, there must be an unobstructed space of not less than 110 x 70cm.

Interior General

- Those public passageways that lead to the restaurant or dining room, lounge, TV lounge (unless TV is provided in the bedroom), bar, the disabled guest's bedroom and bathroom (if other than en suite) should be not less than 75 cm wide.
- Doors to the rooms referred to above should have a clear opening of not less than 67 cm.
- There must be no more than 3 steps at any one point, in the corridors the disabled guest will be required to use or at the entrance of rooms referred to above.
- Where the disabled guest may be required to use a lift the door should have a clear opening of not less than 67 cm and the interior of the lift should be not less than 110cm deep by 70 cm wide.

Bedroom



Figure 4.1 Bedroom for special guests

- There must be unobstructed space of not less than 110 x 70 cm.
- There must be space alongside at least one side of the bed of not less than 80cm to allow for lateral transfer.
- The wardrobe in the bedroom should have the option of a lower hanging rail for easy wheelchair access.
- One (or both) bedroom chairs can be removed to increase floor space.
- The desk height is 27" (69 cm) high and provides easy wheelchair access.
- The standard size double bed is 24" (61 cm) high and can be raised to 30" (76 cm) high by using our purpose-made bed-blocks. This is particularly important if a mobile hoist is necessary.

Kitchens

- There must be a minimum clear floor space of 120 cm in front of units and work surfaces.
- At least one work surface or table should have a clear under space of 65 to 80 cm in height.
- The hob should not be more than 80 cm high. Hob to have clear under space below or alongside and accessible controls.
- The oven should have front controls and base of 65 to 80 cm above the floor.
- The sink should have lever taps and a clear under space.
- The base of wall cupboards and shelves should not be more than 120 cm above floor.
- Light switches and door handles should not be more than 140 cm above the floor.
- Power socket should not be more than 140 cm above floor and unobstructed (extension sockets acceptable).
- A fire extinguisher or fire blanket not more than 140 cm above floor should be situated between the hob and doorway and be accessible.

Bathroom



Figure 4.2 Specially designed bathroom

There must be an unobstructed interior space, clear of the door swing, of not less than 100 x 70 cm.

- Where a bath is provided, there must be space alongside of not less than 80cm to allow for lateral transfer.
- Where a shower only is provided, it must have: a level entry i.e. no rim; a lateral transfer space of not less than 80 cm; and a seat.
- The washbasin, either within the bathroom or bedroom, must have sufficient under space and/or lever taps to enable it to be used by someone in a wheelchair.
- The bathroom must be en suite or on the same floor as the disabled guest's bedroom.
- Where a bath is provided, it should have a horizontal or angled support rail on the far side (recommended 25 cm above the rim).
- Where a shower only is provided, it must have a seat (recommended 45-50 cm from the center of the seat).
- Where there is a step into the shower, it should have a riser not more than 19 cm.
- There must be a washbasin within the bathroom or bedroom.

Water Closet

- There must be a lateral transfer space to the WC of not less than 80cm.
- The rim of the WC seat must be within 45-50 cm above the floor.
- There must be a horizontal or angled support rail opposite the transfer space, between 20-30 cm above the seat.
- The WC must be en suite or on the same floor as the disabled guest's bedroom.
- Toilet paper must be within reach of the seat.
- Where the WC is separate from the bathroom there must be a washbasin in the same room.
- If separate from the bathroom, there must be an unobstructed interior space of not less than 110 x 70 cm and a washbasin with clear under space.

Wash Basin

- The pedestal wash basin has easy wheelchair access under a vertical grab rail and lever taps. Storage shelves to left of the sink can be moved if desired.



Figure 4.3 Washbasin for handicapped guest

❖ What is noise control and how can it be addressed to while planning a hotel?

Noise insulation involves both planning and specification requirements

Insulation	Double glazing of window and roof insulation. High mass party walls between rooms. Limited chasing. Dense floor with impact noise reduction. Enclosure and acoustic insulation of pipe work and ceiling
Planning	Grouping together noise generation areas (bathroom, equipment). Back to back arrangement of room fittings
Fittings	Adjustable closure of doors, closets, drawers. Design of coat hangers, lock hinges
Engineering	Pressure and velocity limitations in tunnels (pipe ducts). Design of valve, faucets, cisterns, grilles, switches. Acoustic isolation of elevators and plant

❖ What is ergonomics? What are the ergonomic requirement for hotel rooms also give the employee requirements for ergonomics during cleaning and maintenance of a place?

Ergonomics derives from two Greek words: *ergon*, meaning work and *nomoi*, meaning natural laws, to create a word that means the science of work and a person's relationship to that work.

Ergonomics is the science of designing the job, equipment and workplace to fit the worker. Proper ergonomic design is necessary to prevent repetitive strain injuries, which can develop over time and can lead to long-term disability.

According to a Hotel Research

- A comfortable bed is the No. 1 amenity in the hotel guest room
- 82% of respondents can cite something they disliked about hotel beds
- 93.8% of respondents said that comfortable mattresses and pillows were important to them in their selection of a hotel room
- 83.6% of respondents said that the firmness of the mattress was important to them in their selection of a hotel room
- U.S. Business Travelers listed noise from neighboring rooms as the No.1 sleep inhibitor
- Other sleep inhibitors included outside noise, unfamiliar environment, room temperature, & mattress/strange bed

Guest Room Bed Design

A comfortable bed is one of the most important amenities in the hotel guest room. In fact, in a study of business travelers' selection of lodging, 93.8% of respondents said that comfortable mattresses and pillows were important to them in their selection of a hotel room.

Mattresses and pillows that lead to a comfortable and restful night's sleep conform to the spine's natural curves and keep the spine in alignment.

Mattress Selection Guidelines

Designed to conform to the spine's natural curves & keep the spine in alignment. Designed to distribute pressure evenly across the body:

- to help circulation

- to decrease body movement
- to enhance sleep quality

Designed to minimise the transfer of movement from one sleeping partner to the other

Designed with perimeter edge support

Pillow Selection Guidelines

Designed to keep the spine in natural alignment. Designed for maximum adjustability.

Designed with the ability to be fluffed to fit the unique contour, shape and sleeping posture of the user.

Designed to support different sleep positions:

- side sleeper
- back sleeper
- stomach sleeper

Desirable Features of a Pillow

- Supports the head
- Eliminates pressure points
- Reduces “sleep wrinkles”
- Offers easy adjustability
- Provides tactile softness
- Increases facial circulation
- Provides long-term performance
- Hypoallergenic

Hotel Office Space and Design

- To the business traveler, a comfortable work area is an important component of a hotel room. The design of the chair and office desk should be adjustable to allow the guest to create a neutral working posture.
- Examples of ergonomic chairs and workstations were presented to illustrate the general design principles necessary to label a chair as “ergonomic”.

Office Chair Selection Guidelines

- Adjustable seat height (15”–22”)
- Adjustable backrest angle (100–120 degrees)
- Adjustable arms (width and height)
- Lumbar support (adjustable if possible)
- Ability to turn while seated
- Easy-to-use controls 5-arm pedestal base

Neutral Working Posture

- Relaxed & balanced neck
- Relaxed & supported shoulders
- Supported, lordotic back
- Open elbow, neutral wrist, supported palm

- Preferred viewing angle, distance & monitor height
- Stable feet, open knee, no compression

Office Desk Features

- Keyboard & mouse that can plug into a laptop
- Adjustable keyboard & mouse tray
- Large work surface area
- Easily accessible phone
- Easily accessible data port
- Desk height @ 28 inches
- Adjustable task light



Figure 4.4 Correct posture while working on computers

Sit-stand Chairs

- Reduce standing time for employees
- Allow for easy transfer from standing to sitting position
- Supports more neutral posture for computer use

Ambient Environment Guidelines

Noise

- Consider the sound transmission of walls, ceilings, and windows
- Consider the placement of elevators, stairways & ice/vending machines in relation to guest rooms
- Humidity
- Consider the ideal sleeping humidity level – between 60 and 70 % temperature
- Consider the ideal sleeping temp. of 65 degrees Fahrenheit
- Light
- Consider window treatment that completely blocks sunlight



Figure 4.5 Sit stand chair

Indoor Air Quality

- Indoor air quality is an important issue for facilities. In terms of health for guests and productivity for employees, there are many important aspects to be concerned.
- Based on scientific reports, my presentation focused on biological contaminants, carpet selection, ventilation system and smoking policy in hotels.

Bathroom

The designs of certain aspects of the bathroom often focus on form rather than function. Following a few simple guidelines, such as using levers instead of knobs and clearly labeling hot and cold levers will make the bathroom safer and easier for employees and guests to use.

Shower Control Design

- Separate levers for hot and cold
- Off positions at 9 and 3 o'clock
- Hot and cold should be clearly labeled
- Red for "hot" and blue for "cold"
- Position shower controls on the wall opposite of the shower head

Advantages of Lever Use

- Levers should be used instead of knobs
- 6 inch long, cylindrical handle 2 inch diameter of handle
- Allows for straight wrist grip
- Produce twice the torque
- Quickly shut off hot water
- Easier for elderly to use



Figure 4.6 Shower position

Grab Bars

- Located on all 3 walls
- 24 inch minimum length
- Support 350 pounds of force
- Bath: 24" above floor
- Shower: 48" above floor
- Assist entry and exit from bath
- Assist change from sitting to standing in bath

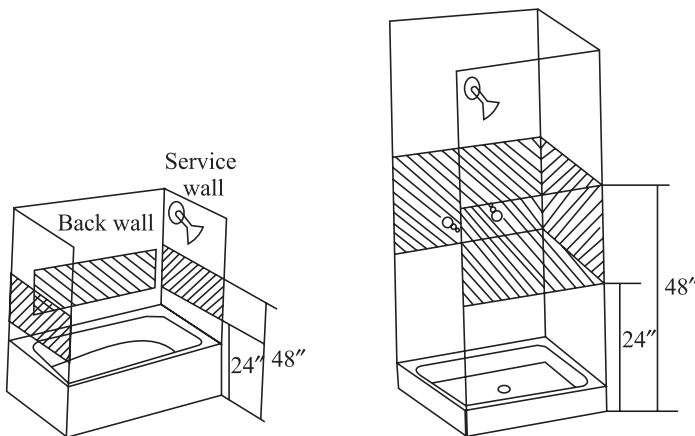


Figure 4.7 Grab bar position

Special Guest

It is important to understand the special needs of certain guests in hotels. The effects of carpet patterns, design of steps and lighting levels are a few things to consider when designing a hotel that is comfortable and safe for all visitors.

Kitchen and Reception Area

The kitchen is a major source of accidents and employee injuries. Examples of products were displayed to illustrate how to use cutting boards, footwear, ergonomically designed kitchen tools and special sinks, to reduce injuries to employees in hotel kitchens.

Injuries to employees in the reception area occur because of long periods of standing. The use of sit/stand chairs and anti-fatigue floor mats can help reduce these problems.

Ergonomic Designs for Hotel Housekeeping Work

Cleaning and maintaining a hotel can be an arduous and potentially dangerous task. Simple equipment, such as bent handle scrubbers and adjustable handles for dusters and scrubbers can help reduce employee injuries. Also, newer technology such as backpack vacuums can make cleaning difficult areas easier.

Backpack Vacuum

- Lightweight design for users of all sizes
- Distributes weight on back and hips
- Reduces stress on wrists and lower arms
- Allows users to clean stairs easily



Figure 4.8 Right posture to vacuum

Proper Mopping Motion

- Mopping should be done in an S motion while walking backwards
- Mop, rinse and dry small sections at a time
- Use the appropriate mop head for different size areas

Mop Bucket Considerations

- Bucket should have large cylindrical handles for easy lifting
- Long folding handle or pedals for wringing mop reduces stress on arms and back
- Bucket should empty from bottom

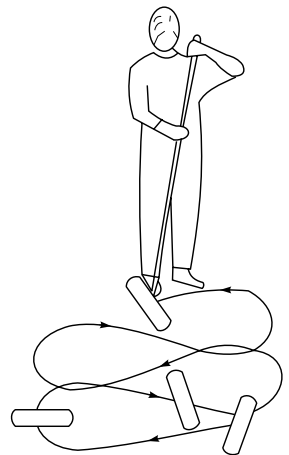


Figure 4.9 Proper mopping position



Figure 4.10 Wringer trolley

Cleaning Tools

Hand Tools

- Bent handles to reduce high risk posture
- Rubber coated handles for improved grip

Scrubbers

- Adjustable length handles
- Pivoting heads to allow for different cleaning angles

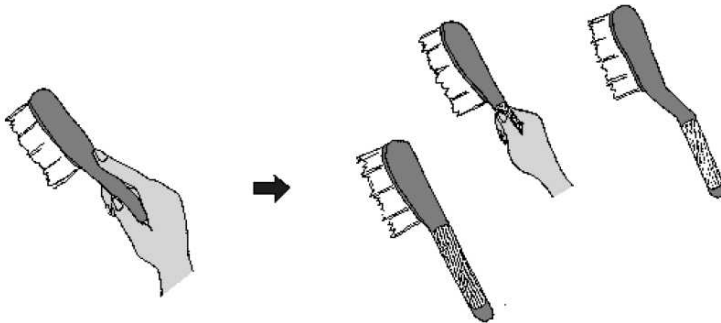


Figure 4.11 Cleaning brush position

Anti-fatigue Floor Mats

- Used for workers who are on their feet for long periods of time
- Padding reduces stress on knees, ankles and feet

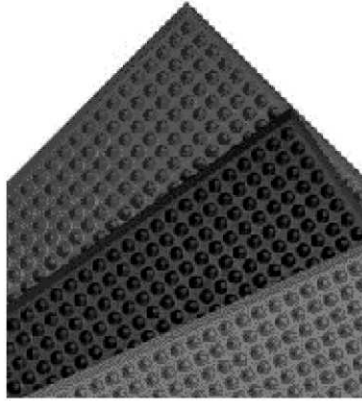


Figure 4.12 Anti-fatigue floor mat

Benefits of Stretching

Employees should stretch upper and lower body parts before all physical activity

Stretching can reduce complaints, injuries and absenteeism of manual workers.

Stretching before work can help do the following:

- Place bones in proper alignment
- Reduce friction in joints
- Increase flexibility and durability

Miscellaneous

- Contrasting colour for shower curb
- No unsupported fixtures
- Shower should include seat
- Ground fault protection on all outlets
- Wall mount all electrical appliances

Accidents and Injuries

In 2008, the incidence rate of accidents and injuries for hotel for employees (7.6) was higher than the average of private industry (6.7). (The incidence rates represent the number of injuries and illnesses per 100 full-time workers).

“Slips and falls” is the most prevalent accident type by cost for both guests and employees. A recent study shows that the use of materials with higher levels of friction can reduce the number of slips and falls in a hotel.

Signs and Displays

The majority of visitors to a hotel are in unfamiliar surroundings. Therefore it is important to provide signage for navigation as well as safety (fire exits, etc.)

Guidelines for sign design and placement were presented, as well as good and bad examples of each.

Benefits of Ergonomics

- workforce is highly engaged
- products are more user-friendly
- work quality increases
- employees make fewer error
- employee injuries minimised
- organisational process and layout efficiency is optimised

Planning would become a lot easier if we keep in mind the:

SPECIFIC QUESTIONS

❖ **What are the factors affecting hotel planning?**

Factors affecting hotel planning are:

- **Location** – site areas, aspects, surroundings, access requirements
- **Scale** – number of rooms, range of facility, space allocation
- **Massing** – concentration of building, structural design, circulations
- **Operation** – guest requirement, standards, service arrangements

❖ **Define space management**

Space management is the allocation of space for products, based on sales volume and product profitability.

❖ **What are templates?**

Furniture may be indicated by small pieces of cardboard thermo coal cut to scale, which may be moved around at will until a suitable arrangement is arrived at this are known as templates.

❖ **Define facility planning**

Facility planning is done typically by engineers or architects, who specialise in determining the characteristics of buildings, structures and land required to satisfy the operational and functional requirements of the building. Facilities planners conduct an objective analysis of land usage, site selection, buildings, structures and other special requirements to accomplish the assigned work. Consideration is given to the condition of existing facilities and the potential for renovation or expansion. Facility planners also develop, or ensures conformance with, master planning documents. Facility planners estimate construction costs, site development costs, utility costs and collateral equipment costs. Life cycle operations and maintenance costs are always considered in facility solutions.

SUMMARY

The following points have been discussed in this chapter:

- Space management
- Planning housekeeping department
- Planning guest rooms

- Planning of balconies and terraces
- Planning of cloak rooms
- Facilities and services for disabled guest
- Work ergonomics in housekeeping

Housekeepers have become a part of the facility planning of hotels in today's day. Gone are the days when the housekeepers came into picture only when the hotels were ready for occupation. Today housekeeping and facility planning goes hand in hand where at each stage of the hotel construction the housekeepers give their input on the practical aspects of working in the facility.

This chapter deals with all the elements required to be considered during facility planning like space management & ergonomic considerations.

Planning is the first step to a complete hotel; the next is providing a clean hotel to all. We will come across the many known facts and myths of cleaning in our next three chapters.

KEY TERMS

- **Architect** – Someone who creates plans to be used in making something (such as buildings).
- **Circulation** – Circulation is the space within the hotel administrative and support services that is not common to any specific department. This includes corridors, stairwells, toilets, courts, lobbies, elevators, etc. This space must be considered in determining the total square footage of the building concept design.
- **Cloak room** – A cloakroom, or sometimes coatroom, is a room for people to hang their coats. Typically found inside a large building, such as a hotel lobby, gymnasium, classroom or meeting hall, it is long and narrow with plenty of pegs on which to hang coats, umbrellas and hats.
- **En suite** – A bathroom or shower room attached to and only accessible from a bedroom.
- **Ergonomics** – The science of designing the job, equipment and workplace to fit the worker. Proper ergonomic design is necessary to prevent repetitive strain injuries, which can develop over time and can lead to long-term disability.
- **Facility planning** – Facility planning is done typically by engineers or architects, who specialise in determining the characteristics of buildings, structures and land required to satisfy the operational and functional requirements of the building.
- **Insulation** – Any means of reducing the sound pressure with respect to a specified sound source and receptor (noise control). There are several basic approaches to reducing sound: increasing the distance between source and receiver, using noise barriers to block or absorb the energy of the sound waves, using damping structures such as sound baffles, or using active anti-noise sound generators.
- **Noise control** – An active or passive means of reducing sound emissions, often incentivised by personal comfort, environmental considerations or legal compliance. Practical and efficient noise control is wholly reliant on an accurate diagnosis of what is causing the noise, which first involves finding the source of noise. Once the source of noise has been found, the focus is reducing the noise at source by engineering means.
- **Space management** – Space management is the allocation of space for products, based on sales volume and product profitability.

- **Standard specification** – Precisely defined specification, established through a standardisation process and meant to be used for all purchases of a particular item.
- **Standardisation** – The process of complying (or evaluate by comparing) with a standard; The process of establishing a standard.
- **Templates** – Furniture may be indicated by small pieces of cardboard thermocoal cut to scale, which may be moved around at will until a suitable arrangement is arrived at this are known as templates.
- **Whirlpool tubs** – A bath with an electric pump that circulates water through pipes entering the bath via moveable jets. The water is forced into the bath providing a whirlpool of water that massages you whilst relaxing in the bath. Also provides therapeutic benefits.

ACTIVITIES

Activity 1

According to ergonomics point out the mistake in the given below posture for working.



ANSWER

Activity 1

Neutral Working Posture

- Relaxed & balanced neck
- Relaxed & supported shoulders
- Supported, lordotic back
- Open elbow, neutral wrist, supported palm
- Preferred viewing angle, distance & monitor height
- Stable feet, open knee, no compression



CHAPTER

5

CHEMICALS FOR CLEANING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Identify cleaning agents
- ♦ Define Ph scale and categorise different cleaning agents
- ♦ Explain different methods of cleaning
- ♦ Describe types of cleaning compounds
- ♦ Explain the selection and purchase criteria of a cleaning agent
- ♦ Understand different types of stain and basic stain removal procedure

“There is a strange glow on the face of a guileless person. Inner cleanliness has its own soap and water – the soap of strong faith and the water of constant practice.”

– Sri Sathya Sai Baba (Indian Spiritual leader, b.1926)

INTRODUCTION

Cleaning agents are substances, usually liquids that are used to remove dirt including dust, stains, bad smells and clutter on surfaces. Purposes of cleaning agents include health, beauty, absence of offensive odour, avoidance of shame and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria and clean at the same time.

Types

Cleaning agents are normally water solutions that might be acidic, alkaline or neutral depending on the use. Cleaning agents may also be solvent based or solvent containing and is then called degreasers.

Acidic

Acidic washing agents are mainly used for removal of inorganic deposits like scaling. The active ingredients are normally strong mineral acids and chelants. They are often added surfactants and corrosion inhibitors.

Alkaline

Alkaline washing agents contain strong bases like sodium hydroxide and/or potassium hydroxide. The alkali dissolves grease, oils, fats and protein based deposits. They are often added dispersing agents and/or chelants to prevent redeposition of dissolved dirt.

Neutral

Neutral washing agents are pH-neutral and based on non-ionic surfactants that disperse different types of dirt.

Degreaser

Cleaning agents specially made for removal of grease are called degreasers. These are solvent based or solvent containing and have also surfactants as active ingredients. The solvent have a dissolving action on grease and similar dirt. The solvent containing degreaser may be an alkaline washing agent added a solvent to promote further degreasing. Degreasing agents are also made solvent free based on surfactants.

Cleaning agents causing health hazards – time to change

Many of the chemicals contained in cleaning agents are corrosive. Follow these guidelines when working with any cleaning agent:

- Always read and understand the label instructions or the MSDS before using any cleaning agent.
- Mix solutions to the recommended strength.
- When diluting acid with water, always add the acid to the water, not the water to the acid. (Concentrated acids may splatter when mixed improperly.)
- Wear appropriate eye protection and gloves for the job (e.g., neoprene, nitrile, or rubber).
- Do not leave aerosol cans in direct sunlight or areas where the temperature may exceed 120° F. Heated aerosol cans may explode.

The following table outlines common cleaning agents, their hazards and safety precautions:

<i>Cleaning Agent</i>	<i>Possible Hazards</i>	<i>Safety Measures</i>
Ammonia	<ul style="list-style-type: none"> - Can cause severe eye and lung irritation. - If mixed with bleach, can form poisonous chlorine gas. 	<ul style="list-style-type: none"> - Use in a well ventilated area. - Do not mix with bleach. - Wear eye protection.
Bleach	<ul style="list-style-type: none"> - Can produce a poisonous gas if mixed with other cleaners. 	<ul style="list-style-type: none"> - Never mix with toilet cleaners or ammonia. - Wear gloves and eye protection.
Toilet/Drain Cleaners & Lye	<ul style="list-style-type: none"> - Can cause serious burns. 	<ul style="list-style-type: none"> - Wear gloves and avoid skin contact. - Never mix with bleach. - Protect eyes from possible splashes.
Cleaning Fluids/ Degreasers	<ul style="list-style-type: none"> - May cause skin and eye irritations. - May contain solvents that can cause headaches, painful cough, dizziness and liver or kidney damage. 	<ul style="list-style-type: none"> - Avoid direct contact. - Only use in well-ventilated areas. - Follow label directions carefully.
Aerosol Sprays	<ul style="list-style-type: none"> - Can irritate nasal passages if inhaled. - Can cause eye irritation. 	<ul style="list-style-type: none"> - Follow label directions carefully. - Use in well ventilated area.
Floor Waxes & Furniture Polish	<ul style="list-style-type: none"> - Can irritate skin and nasal passages. 	<ul style="list-style-type: none"> - Use in well ventilated area. - Avoid skin contact

Reference - Texas state university website

Cleaning might seem mundane but there is a specific science involved in every step that leads to a clean hotel. We are sure to keep the hotel clean if we are thorough with the:

DESCRIPTIVE QUESTIONS

❖ Which are the basic methods used for cleaning.

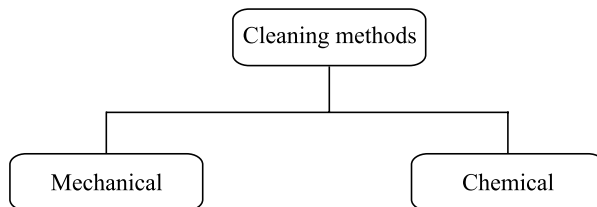


Figure 5.1 Cleaning methods

Mechanical Methods

Mechanical method's cleaning is done by an abrasive which serape the dirt by friction.

They are 3 types:

Fine Abrasive

- These are used for polishing of gold and silver. No chemical reaction takes place, e.g. jewellers rouge.

Medium Abrasive

- These are made from fine particles of pumice (stone) mixed with soap, alkali and bleach, e.g. Vim.

Hard Abrasive

- **Sand paper**

It has grains of sand with paper packing larger the number smaller the size of grain. It is used to serape off Wood's.

- **Emery paper**

It is a black paper with carbon particles and the number of the paper is according to the number of carbon particles used for metals.

- **Steel wool**

It is made of fine fibres of steel wound together used for cleaning utensils and drainage.

Chemical Methods of Cleaning

Following factors are taken into consideration:

- Temperature e.g. Warm water cleans better than cold water.
- Agitation
- Size of the particles i.e. smaller particles dissolve better than large particles

❖ What are the common chemicals used for cleaning in the housekeeping department?

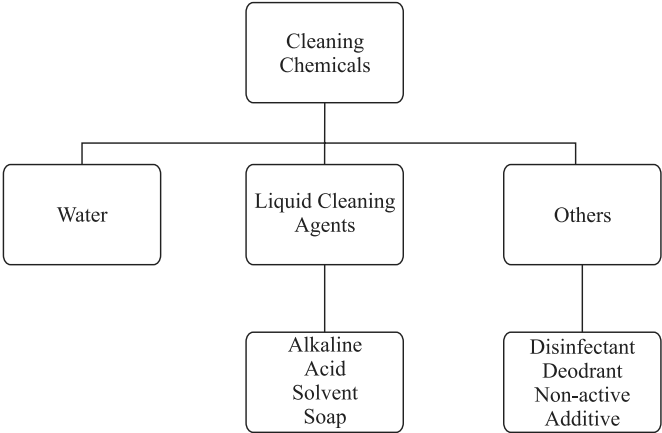


Figure 5.2 Types of cleaning chemicals

Common Chemicals Agents Used are

Water

Is the most common and widely used cleaning agents as it is freely available. It can dissolve and emulsify the dust particles. It is useful in rinsing and furnishing of cleaning process.

Water is either hard or soft. It is hard due to the presence of calcium and magnesium ions which makes it unfavourable for cleaning. Temporary hardness can be removed by heating whereas to remove it permanently certain chemical agents are added which are known as “chelating agents” or “descalers”. Hard water does not wet the surface well, which is a precondition for cleaning.

Liquid Cleaning Agents

Liquid cleaning agents can neither be diluted in a little water nor used directly with a dry cloth.

Type	Uses	Hazards	Examples
Strong alkali	Destroys microbes, dissolves protein	Corrosive, burns skin and lungs	Sodium hydroxide (caustic soda)
Heavy-duty alkali	Removes fats, mechanised systems	Slightly corrosive	Sodium carbonate
Mild alkali	Lightly soiled areas, softens water	—	Sodium bicarbonate
Strong acid	Dissolves surface mineral deposits	Corrosive to concrete, metals and fabric	Phosphoric and hydrofluoric acids
Mild acid	Controls deposits, softens water	Slightly corrosive	Levulinic, acetic, hydroxyacetic and gluconic acids
Solvent	Dissolves grease and oil	—	Acetone
Soaps and detergents	Emulsifies fats, oils and grease	—	Any branded soaps and detergent available in the market

Liquid cleaning chemical fits into different categories; strong alkali, heavy-duty alkali, mild alkali, strong acid, mild acid, solvent, soaps and detergents.

1. Alkali

Bleach is an example of an alkaline cleaner which removes colour from any surface. Alkaline cleaners are useful for emulsifying grease on drainpipes. In a strong concentration it can be harmful for skin and fabrics.

- A cleaner that fits in the **strong alkali** category destroys microbes and dissolves proteins. Cleaning products such as oven cleaner, lye and drain cleaners are strong alkalis. They are highly corrosive and cause chemical burns on the skin and in the lungs, when inhaled. Cleaning chemicals that contain sodium hydroxide are put in this category.
- **Heavy-duty alkalis** are those that contain sodium carbonate. This type of cleaning product is used to remove fat from drains, greasy burners and pans. Sodium carbonate is the building block for powdered detergents and washing soda. This type of cleaner is slightly corrosive, as it will burn skin and corrode aluminium products.
- Cleaning chemicals that are put in the **mild alkali** category are ones that contain sodium bicarbonate, also known as baking soda. These cleaning products are used on areas that require a mild cleaning. Mild alkalis are safe to use around children and pets, as they aren't corrosive.

2. Acids

Strong acid cleaners are mostly used for cleaning toilets, bathtubs and sinks. They remove hard water deposits, toilet rings and soap scum. Strong acids are highly corrosive, especially to concrete, fabric and metals. Cleaners that contain phosphoric and hydrofluoric acids are considered strong acids.

Mild acids are cleaners that contain levulinic, acetic, hydroxyacetic, citric and gluconic acids. They are mostly used to remove hard water deposits, from around the sink and on shower doors, rust stains and tarnish. Mild acid cleansers made from citrus or acetic acids are safe for use around children and pets.

3. Solvents

Solvents are cleaning chemicals that dissolve grease and oil. The ingredients in solvents include, but aren't limited to acetones, denatured alcohols and mineral spirits. Cleansers that contain solvents include spot removers, rug cleaners and all-purpose cleaners. Solvents are often flammable and combustible, so they must be kept away from extreme heat and open flames.

4. Soaps and Detergents

Soaps and detergents are the final cleaning chemicals used in most households. They are used to emulsify fat and grease is found in liquid dishwashing detergent and laundry soap. Liquid dishwashing detergent is safe for use around children and pets. The safety of laundry soap is dependent upon the brand and the additional chemicals it may contain.

Others

- **Disinfectant** – It is antimicrobial agents that are applied to non-living objects to destroy microorganisms, the process of which is known as disinfection. **Disinfection** may be defined

as: Cleaning an article of some or all of the pathogenic organisms which may cause infection
Sanitisers are substances that reduce the number of microorganisms to a safe level. One official and legal definition states that a sanitiser must be capable of killing 99.999%, known as a 5 *log reduction*, of a specific bacterial test population and to do so within 30 seconds. The main difference between a sanitiser and a disinfectant is that at a specified use dilution, the disinfectant must have a higher kill capability for pathogenic bacteria compared to that of a sanitiser.

- **Deodorants** – It is used for masking unpleasant odour. It acts either by combining chemically with the compound causing bad odour or the smell of deodorant could be more dominant.
- **Non- active Cleaning Agents**

The following chemicals are not active cleaning agents but aid in maintaining a clean surface

- **Sanitising agents**

Destroy microorganism into an acceptable level.

- **Disinfectants**

It kills only microorganism but not the spores.

- **Antiseptics**

It is used on living tissues and creates an environment where microorganisms do not grow.

- **Sterilizing agents**

It is used for complete destruction of microorganism along with their spores.

- **Neutralizing agent**

Cleaning agents are either acidic or alkaline. Along with rinsing neutralizing is done. If acids are used, add a little alkali to neutralise the acidic affect. If alkali is used, add a little acid.

Additives

1. Water softener

To reduce the amount of detergent used.

2. Filling

It is used to add bulk to the product.

3. Foaming agent

It acts as an indicator if the foam disappears and then more detergent is required.

4. Rust inhibitors

It protects the metal parts of the machine from corrosion.

5. Bleaching agent

It removes stains especially from white materials.

6. Optical brightener

Gives a fresh clean appearance

7. Bacteriostats

It reduces the number bacterial present in the washed product.

8. Stabiliser

Prevent the dust from entering the washed surface.

9. Enzymes

It helps in digesting unsolvable bacteria.

10. **Drying agents**

It helps the final rinse solution to evaporate evenly.

11. **Abrasive agents**

Helps in removing stubborn stains from hand surfaces.

12. **Protective agents**

Help in protecting human skin against any chemical reaction.

13. **Antistatic agents**

Prevent fibres from collecting a static electric charge, which can result in a poor finished product.

14. **Perfumes**

It gives a nice aroma to the solution and washed surface.

❖ **What are polish and seals? Explain.**

Polishes

Polishes form a protective layer on porous or semi porous surface: making it non porous due to which all the dirt and stains are removed. They are available in the form of cream, paste and liquid.

There are 3 main categories.

Spirit based: used on metal mirrors and window pane

Oil based: used on painted wood, synthetic floorings and leather

Water based: Thermostat and (Emulsion polish) rubber flooring.

Types of polishes

1. **Floor polishes** – Floor polish consists of wax water spirit after application water and spirit evaporates giving it a shine.
2. **Furniture polishes**
3. **Metal polishes**

Precaution in applications of polish:

- To be used only after dust and dirt are removed.
- Small quantity to be used as excess will smear the surface.
- Used as a last resort.
- Should be washed, as finger marks will be left.
- Polishing machines are more economical.
- Surfaces with a permanent or a semi permanent sheen are to be polished carefully so that the original sheen is not lost.

Seals

Seals form a non-porous layer. They can be either water based or reliable based. Floor seals are of 5 types.

1. **Oleo-resinous**

- Consists of oils, resins, thinners and dryers.

- It is dark in colour.
- It takes approximately 10 days to dry.
- It is used on wooden floors.

2. One pot plastic

- Main component is polyurethane, which does not have oil.
- It dries fast
- It is used on wooden floors.

3. Two pot plastic

- It has one base and one hardener blended together used on wooden floors.

4. Pigmented seal used on concrete floor.

5. Water based seal

- It is cheap, easily available and therefore widely used. It can be used on any floor except wooden floor.

❖ **What are the points to be kept in mind while selecting and purchasing cleaning agents?**

Factors to be considered before buying cleaning agents are:

Types of Soil

General soiling, chemical deposits, localised stains or soil, accumulation of grease and light or impacted soil

Type of Surface

No matter how effective, a cleaning agent must not damage the surface being cleaned. This is particularly important where routine use is being considered.

Method of Cleaning

It must be established whether cleaning agents other than water are required. The cleaning agent selected must allow a labor-intensive method to be used, but not at the expense of ineffective cleaning or damage to surfaces.

Manufacturer's Recommended Uses

Although cleaning agents are frequently recommended for particular types of surfaces or soiling, it must be recognised that a recommendation does not necessarily make a particular cleaning agent the most appropriate one to use.

Health and Safety

The least harmful cleaning agent should be used. If a potentially harmful one must be used, then thought must be given to the provision of protective clothing and training.

Cost

This should be considered when the most appropriate cleaning agent or types of cleaning agents have been decided. The costs of similar products produced by different manufacturers and the costs of

different cleaning agents, which are suitable, must be compared. The critical factor will be the amount and type of active ingredients, which will determine the amount of cleaning that can be carried out.

Testing

Before purchasing a new cleaning agent, it must always be tested in the work situation.

Specification

Suppliers must be given specifications detailing precisely what is required. They should include the type of cleaning agent, its intended use, health and safety requirements and the particular chemical or physical properties required. Agreed specifications are available for cleaning agents to be used in local government buildings and hospitals but their value is limited.

❖ What are different types of stain? Give examples of each.

<i>Types of stain</i>	<i>Example</i>
Vegetable stain	Tea, coffee, gravy, fruit
Mineral stain	Ink, medicine, dye
Animal stain	Blood, egg, milk
Metalloid stain	Iodine tincture
Grease	Butter, curry, paint, ghee
Acidic stain	Perspiration, urine (fresh), vinegar
Alkaline stain	Perspiration, urine (old)
Natural dyes and pigment	Henna, betel leaf, chocolate
Synthetic dyes and pigment	Hair dye, marker, watercolours
Sugar solution with colouring matter	Jam, jellies, soft drink, syrups
Miscellaneous	Mud, mildew

❖ Give the stain removers for different types of stain

<i>Types of stain</i>	<i>Stain removers</i>
Vegetable stain	Oxidation or bleaching followed by washing
Mineral stain	Oxidation or bleaching followed by washing
Animal stain	Digestion with enzyme
Metalloid stain	Reduction with sodium thisulphate followed by washing
Grease	Absorption by an absorbent powder or dissolution in a solvent or emulsification
Acidic stain	Neutralisation with alkali (ammonium hydroxide, sodium bicarbonate) followed by leaching out
Alkaline stain	Neutralisation with acid(vinegar, lime) followed by leaching out
Natural dyes and pigment	Oxidation or bleaching followed by washing
Synthetic dyes and pigment	Oxidation or bleaching followed by washing
Sugar solution with colouring matter	Solubilisation of sugar and reduction of colour
Miscellaneous	Special treatment required for each type of stain

Some information is best used when always with us. This kind of information is required when answering the:

SPECIFIC QUESTIONS

❖ **What is a “sour wine”?**

- Vinegar

❖ **What are absorbed stains?**

Absorbed stains are stains, which gets absorbed by fabric. These are generally very difficult to remove e.g. oil stain

❖ **What is the use of pumice powder?**

Pumice powder is coarse powder used for cleaning toilet stains

❖ **What is the meaning of checklist?**

Checklist is the list of items needs to be checked in the given area for different purposes.

❖ **What is WWP?**

Waste water prevention

❖ **Which are the two basic methods used for cleaning?**

- Mechanical and chemical

❖ **What are the common cleaning chemicals used in hotels?**

(Refer written test question section)

❖ **List some well known companies who supply cleaning products**

- Taski (Johnson diversity),
- Schevaran

❖ **What is the base of the chemicals used in the hotels?**

- Water

❖ **What are MSDS and what kind of information does it contain?**

Material safety data sheet – A document that provides information about a given chemical product. It includes the name, composition (chemicals in the product), hazards, first aid measures, fire fighting measures, information regarding the proper steps to take with spills, handling and storage, personal protection to be used, physical and chemical properties and information about stability & reactivity, toxicology, disposal, transporting and regulatory requirements.

❖ **What are solvents?**

A **solvent** is a liquid, solid, or gas that dissolves another solid, liquid, or gaseous solute, resulting in a solution. The most common solvent in everyday life is water.

❖ **How is acute hazard different from chronic hazard?**

An Acute Hazard is one to which a single exposure may cause harm, but which is unlikely to lead to permanent damage.

A chronic hazard is presented by a chemical which has the potential to cause long-term damage to health, often as a consequence of repeated or prolonged exposure to it.

❖ What is the function of OSHA?

The Occupational Safety and Health Administration, an agency of the US government under the Department of Labor with the responsibility OSHA's mission is to prevent work-related injuries, illnesses and deaths. Since OSHA was created in 1971, occupational deaths in the US have declined by half and injuries by 40%.

❖ What is pH scale?

Acidic and basic are two extremes that describe a chemical property chemical. Mixing acids and bases can cancel out or neutralise their extreme effects. A substance that is neither acidic nor basic is neutral.

The pH scale measures how acidic or basic a substance is. The pH scale ranges from 0 to 14. A pH of 7 is neutral. A pH less than 7 is acidic. A pH greater than 7 is basic.

Substances	pH	
Hydrochloric Acid (HCl)	0.0	ACID
Gastric Juices	1.0	
Lemon Juice	2.3	
Vinegar	2.9	
Wine	3.5	
Tomato Juice	4.1	NEUTRAL
Coffee (Black)	5.0	
Acid Rain	5.6	
Urine	6.0	
Rainwater	6.5	
Milk	6.6	ALKALINE
Pure Water	7.0	
Blood	7.4	
Baking Soda Solution	8.4	
Borax Solution	9.2	
Toothpaste	9.9	
Milk of Magnesia	10.5	
Lime Water	11.0	
Household Ammonia	11.9	
Sodium Hydroxide (NaOH)	14.0	

Figure 5.3 pH scale

❖ What is an all-purpose cleaner?

A powder or liquid detergent suitable for both general house cleaning duties and laundry. These products may not be as effective for specific cleaning jobs as products specially formulated for the task.

❖ How to remove water stains from W/C?

Strong acid cleaners are mostly used for cleaning toilets, bathtubs and sinks. They remove hard water deposits, toilet rings and soap scum. Strong acids are highly corrosive, especially to concrete, fabric and metals. Cleaners that contain phosphoric and hydrofluoric acids are considered strong acids.

❖ **How would you remove tea, coffee, mud, wax, wine (water soluble), curry, cream, nail polish, shoe polish, lipstick stains?**

(Refer written test question section)

SUMMARY

The following points have been discussed in this chapter:

- Identification of Cleaning agents
- pH scale and categorisation of different cleaning agents
- Different methods of cleaning
- Types of cleaning compounds
- Selection and purchase criteria of a cleaning agent
- Different types of stain and basic stain removal procedure

It is essential that a housekeeper is familiar with the different range of cleaning products available. He or she should be knowledgeable about the shelf life of products and keep up to date with modern technology. Choosing which products to use for what purpose should be known very well by the housekeeper. It is useful to acquire samples and compare costs, suitability, durability, ease of application and the amount of labor and equipment required.

Now that we are thorough with the chemicals used in the cleaning procedure, we must make ourselves aware of the equipments used and required in cleaning a hotel. Our next chapter will make us aware of some little known but very important facts.

KEY TERMS

- **Abrasives** – Separates the dirt from the surface by friction.
- **Aerosols** – Particle dispersed in gas packed under pressure with a device for releasing it as a fine spray.
- **Ammonia** – Methylated spirit and paraffin are effective against grease.
- **Antiseptics** – They are used on living tissues and create an environment where micro organisms do not grow.
- **Antistatic agents** – They prevent fibres from collecting a static electric charge, which can result in a poor finished product.
- **Bacteriostats** – They reduce the number of bacteria present in the washed product.
- **Bath brick** – It is used for scouring and polishing metals such as brass, copper etc. generally reddish brown in colour.
- **Benzene** – It is obtained from distillation of coal tar and is used as a grease solvent for removing paint or tar stain.
- **Biodegradable** – Substances capable of being decomposed by living organisms.
- **Bleaching agent** – It removes stains especially from white materials.
- **Borax** – It is sodium borate used as water softener and also in removing tea coffee stain.
- **Bran** – It is the husk of wheat grain used in dry-cleaning as a grease solvent.

- **Brown soap** – It is a high pH soap used for tough cleaning jobs.
- **Builders** – It is a compound that has no surface active properties but increase the bulk and the efficiency of a detergent.
- **Carborundum** – Silicon carbide, used as abrasive.
- **CCL₄ (carbon tetra chloride)** – It is an excellent solvent for grease but its fumes are harmful.
- **Chronic hazard** – Something that could cause harm over a long period; a chemical that could cause cancer or organ damage with repeated use over a long period.
- **Colloid** – The substance put into cleaning agents that attract soil and react with another to penetrate and remove soil are called colloids.
- **Delimers** – They remove mineral deposits that can dull, scale and or discolour surfaces.
- **Deodorants** – They give a pleasant odour. They act either by combining chemically with the compound, which causes a bad odour, or the smell of deodorant could be more dominant.
- **Detergents** – Detergents are cleaning agents, which when used in conjunction with water can loosen and remove dirt and then hold it in suspension so that the dirt is not re-deposited on the clean surface.
- **Dilution control** – Controlling the mixing of certain all-purpose cleaning agents with water in prescribed amounts that will enable the performance of various types of cleaning operations.
- **Dilution ratio** – Comparison of the amount of water that is, or must be added to a specific cleaning agent that is recommended for a specific cleaning task.
- **Dirt** – Is dust or other material, which adheres to a surface.
- **Disinfectants** – Substances used to destroy pathogenic micro-organisms. They kill only microorganisms, but not the spores.
- **Dissolution** – Also known as solvation, is the process, in cleaning, of dissolving a solid substance into a solvent to yield a solution.
- **Drying agents** – They help the final rinse solution to evaporate evenly.
- **Dust** – Loose particles that are floating around in the air and may or may not be visible to the naked eye.
- **Emery paper** – It is a black paper with carbon particles and the number of the papers depends on the number of carbon particles it contains. It is used for metals.
- **Enzymes** – They help in digesting insoluble bacteria.
- **Filling** – It is used to add bulk to the product.
- **Floor Seal** – They are semi-permanent finishes of celluloid or plastic composition, applied to render a floor impermeable and to protect its surfaces.
- **Foaming agent** – It acts as an indicator if the foam disappears, indicating that more detergent is required.
- **Fullers earth** – This is an ash-white clay that readily absorbs grease.
- **Hard water** – Water that contains more than 60 ppm(parts per million) of calcium and magnesium is called hard water.
- **Hazardous Communication standards** – Hazardous communication standard for chemicals and toxic wastes established by the occupational safety and health administration.
- **HCL (hydrochloric acid)** – It is a mineral acid corrosive in action. Used in dilute form for removing stains from ceramic/glazed tiles, bathroom fittings and sometimes hard metals.

- **Hypochlorite** – A salt or ester of hypo chlorous acid. It is an unstable weak acid that is used as a bleach and disinfectant.
- **Jewellers' rouge** – A pink oxide of iron used as a fine abrasive for polishing silver, gold etc.
- **Lacquer** – Coloured varnish made of shellac dissolved in alcohol.
- **Linseed oil** – It is obtained from crushed seeds of flax plants. It is a constituent of furniture polishes and paints.
- **Liquid Cleaning Agents** – Liquid cleaning agents can either be diluted in a little water or used directly with a dry cloth. An example of liquid cleaning agents is Ammonia.
- **Magnesia** – Magnesium carbonate used for dry-cleaning felt, fur and woollen articles.
- **Methylated spirit** – Used for cleaning window paints and mirror.
- **Mildewcides** – These prevent the growth of bacteria and fungus on linen for up to 30 days.
- **MSDS** – Material safety data sheet.
- **Neutralising Agents** – Cleaning agents are either acidic or alkaline. Along with rinsing, neutralizing is also carried out. If acids are used, a little alkali is added to neutralise the acidic affect and vice versa.
- **Optical brightener** – It gives a fresh, clean appearance.
- **OSHA** – Occupational health and safety act.
- **Oxalic acid** – It is an organic acid used for the removal of stains from fabric, porcelain and bath fittings.
- **Perfume** – It gives a nice aroma to the solution and the washed surface.
- **Polish** – Polishes clean by producing a shine by providing a smooth surface from which light is reflected evenly.
- **Precipitated whiting** – It is filtered chalk used as a mild abrasive.
- **Protective agents** – They protect the skin against any chemical reaction.
- **Pumice** – It is a large porous rock of volcanic origin used as an abrasive hard metals, earthen ware and enamel.
- **Quats** – Quaternary ammonium compound used as disinfectants.
- **Rotten stone** – Decomposed siliceous limestone used as a polishing powder.
- **Rust inhibitors** – It protects the metal parts of the machine from corrosion.
- **Salt of lemon** – This is a compound of potassium oxalate and oxalic acid. It is also called “salt of sorrel”. It is used for neutralizing strong alkalis.
- **Sanitising agents** – They destroy micro organisms to an acceptable level.
- **Saponification** – Procedure of soap making in which fat/oil reacts with alkali to form soap.
- **Saw-dust** – It acts as an abrasive and grease absorber.
- **Seal** – Seals form a non-porous layer. They can be either water based or resin based.
- **Sequestration** – Is an agent such as a phosphate collects and hold soils away from the surface of the soiled object.
- **Shellac** – It is lac melted into thin flakes, used for making varnish by mixing with alcohol.
- **Shikakai** – It is also called soap nut, soap berry or soap pod. It a natural cleanser.
- **Soap curd** – It is also called “soap films” or “lime soap”. This is a water soluble material that forms when soap combines with hardness-causing salt of calcium & magnesium in hard water.

- **Soap flakes or powder** – Fabric detergent in one of these forms provided in guest bathroom for guest to wash their own garments.
- **Soaps** – Are cleaning agents that are obtained when fat or oil is treated with an alkali.
- **Soda** – It emulsifies grease and aids in cleaning dirty pans.
- **Sours** – Sours are basically mild acids used to neutralise any residual alkalinity in fabrics after washing and rinsing.
- **Spirit of salt** – Concentrated hydrochloric acid.
- **Stabiliser** – It prevents dust from settling on a washed surface.
- **Stains** – This is a spot or decolourisation, when it comes in contact with an external agent.
- **Sterilizing agents** – They are used to completely destroy micro organisms along with their spores.
- **Synthetic detergents** – Synthetic detergents are especially effective on oil and grease. Builders or alkalise are often added to synthetic detergents to soften water and remove oils and grease.
- **Tarnish** – It is a layer of corrosion that forms over copper, brass, silver, aluminium and other semi-reactive metals as they undergo oxidation. It is analogous to rust, but with a slower rate of occurrence. Tarnish is mainly caused by chemicals in the air, such as sulphur. It often appears as a usually dull, gray or black film or coat over metal.
- **Turpentine** – It is a solvent for grease and paint.
- **Vinegar** – It is a mild acid, unaffected by hard water and useful in removing light stains from bathrooms.
- **VOC** – Volatile Organic Compounds.
- **Water softener** – To reduce the amount of detergent used.
- **Wetting agent** – These breakdown the surface tension of water and allow water to get behind the dirt to lift it off the surface.

ACTIVITIES

Activity 1

Fill in the Blanks

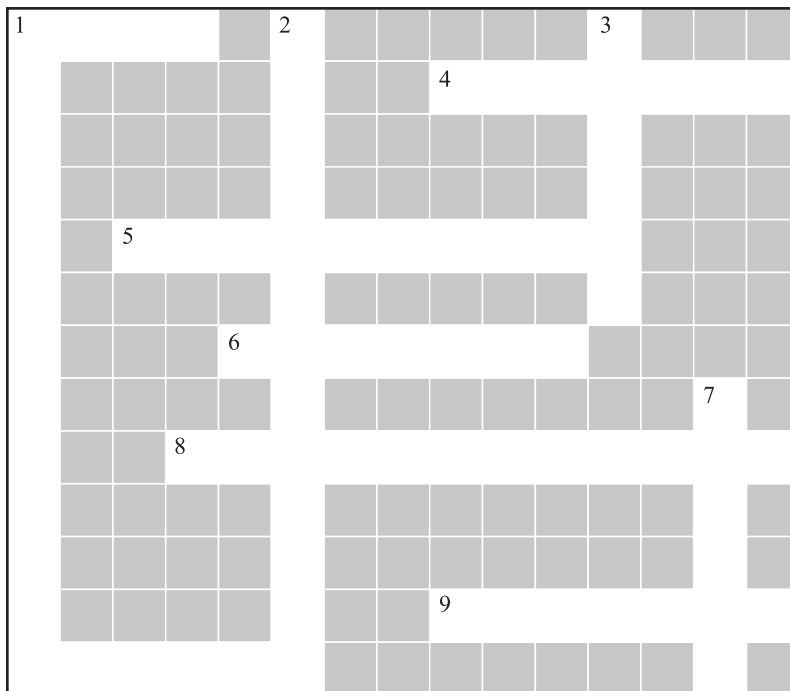
1. _____ are cleaning agents that are obtained when fat or oil is treated with an alkali.
2. What is VOC ?.
3. It is a spot or decolourisation, when it comes in contact with an external agent. It is known as _____ .
4. What is WWP ?.
5. _____ are used to completely destroy micro organisms along with their spores.
6. Are basically mild acids used to neutralise any residual alkalinity in fabrics after washing and rinsing
 - a) Sours
 - b) Seals
7. _____ protects the metal parts of the machine from corrosion.
8. If acids are used, a little alkali is added to neutralise the acidic affect and vice versa. The chemical creating this effect is known as _____ .

9. Name a mild acid, unaffected by hard water and useful in removing light stains from bathrooms _____.
10. They protect the skin against any chemical reaction. They are known as _____.
11. It is an unstable weak acid that is used as a bleach and disinfectant are called _____.
12. _____ are standards for chemicals and toxic wastes established by the occupational safety and health administration.
13. _____ help in digesting insoluble bacteria.
14. _____ comparison of the amount of water that is, or must be added to a specific cleaning agent that is recommended for a specific cleaning task.
15. Expand **OSHA, MSDS**
16. Which one of them is not a mechanical method of cleaning?
 - (a) Fine abrasive
 - (b) Medium abrasive
 - (c) Hard abrasive
 - (d) Water
17. Which one of them is not a chemical method of cleaning?
 - (a) Hard abrasive
 - (b) Water
 - (c) Ammonia
 - (d) Vinegar
18. What is bacteriostats?
 - (a) Prevent the dust from entering the washed surface
 - (b) It reduces the number of bacterial present in the washed product.
 - (c) It helps in digesting unsolvable bacteria
 - (d) Helps in removing stubborn stains from hand surfaces
19. What is stabiliser?
 - (a) Prevent the dust from entering the washed surface
 - (b) It reduces the number of bacterial present in the washed product
 - (c) It helps in digesting unsolvable bacteria
 - (d) Helps in removing stubborn stains from hand surfaces
20. _____breakdown the surface tension of water and allow water to get behind the dirt to lift it off the surface.
 - (a) Chelating agent
 - (b) Wetting agent
 - (c) Setting agent
 - (d) Cleaning agent

Activity 2

Crossword

Crossword Puzzle



ACROSS

1. Loose particles that are floating around in the air and may or may not be visible to the naked eye.
4. Methylated spirit and paraffin are effective against grease.
5. Used in conjunction with water can loosen and remove dirt and then hold it in suspension so that the dirt is not re-deposited on the clean surface.
6. It is used to add bulk to the product.
8. They kill only microorganisms, but not the spores.
9. It gives a nice aroma to the solution and the washed surface.
10. This is a spot or decolourisation.

DOWN

1. They help the final rinse solution to evaporate evenly.
2. They reduce the number of bacteria present in the washed product.
3. Clean by producing a shine by providing a smooth surface from which light is reflected evenly.
7. They help in digesting insoluble bacteria.

ANSWER

Activity 1

- | | |
|-----------------------------------------------------------------------|--------------------------------------|
| 1. Soaps | 2. Volatile organic compounds |
| 3. Stains | 4. Waste water prevention |
| 5. Sterilizing agents | 6. (a) |
| 7. Rust inhibitors | 8. Neutralising Agents |
| 9. Vinegar | 10. Protective agents |
| 11. Hypochlorite | 12. Hazardous communication standard |
| 13. Enzymes | 14. Dilution ratio |
| 15. Occupational health and safety act,
Material safety data sheet | |
| 16. (d) | 17. (a) |
| 18. (b) | 19. (a) |
| 20. (b) | |

Activity 2

DUST—Loose particles that are floating around in the air and may or may not be visible to the naked eye.

DRYING AGENTS—They help the final rinse solution to evaporate evenly.

PERFUME—It gives a nice aroma to the solution and the washed surface.

STAIN—This is a spot or decolourisation.

BACTERIOSTATS—They reduce the number of bacteria present in the washed product.

FILLING—It is used to add bulk to the product.

DETERGENTS—Used in conjunction with water can loosen and remove dirt and then hold it in suspension so that the dirt is not re-deposited on the clean surface.

POLISH—Clean by producing a shine by providing a smooth surface from which light is reflected evenly.

DISINFECTANTS—They kill only microorganisms, but not the spores.

ENZYMES—They help in digesting insoluble bacteria.

AMMONIA—Methylated spirit and paraffin are effective against grease.

CHAPTER

6

TOOLS FOR CLEANING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain different types of cleaning equipment used in housekeeping
- ♦ Describe each cleaning equipment characteristics and uses
- ♦ List the factors for selection of cleaning equipment
- ♦ Explain the care and upkeep of equipment

“Vacuums don’t clean houses. People clean houses.”

– Everybody Loves Raymond

INTRODUCTION

Cleaning equipment is any of a large class of implements used for cleaning. One must know that cleaning equipment are the base products which are used extensively for the upkeep of a hotel.

Cleaning Facts on Mopping

Mopping has traditionally been utilised in cleaning floors, though this trend may be fading. Some in fact even suggest that it is not fading fast enough! Mopping has been around for over 3000 years with the Egyptians being the first to invent the mop. Since that time many additions have followed but only causing more vulnerability in attracting bacteria.

It is a fact that mopping cannot successfully sanitise against MRSA, VRE and bacteria. Only a superheated dry steam unit can. In fact, mopping creates more chemicals on the floor leaving a film that builds up and eventually needs removal. The film is described as a build up of chemical solution and recycled non-clean dirty water.

Another fact is complaints are becoming more frequent now as chemical solutions left on floors by mopping are causing sinus and respiratory tract irritation or problems. More chemical facts about mopping are that occupants in buildings are often complaining about chemical related odors migrating into their areas as well as workers having chemical residue left on their hands.

More disturbing fact is that most cleaners persist in cleaning safety floors when dirty water deposits are constantly left after mopping, leaving a major OH&S problem. Mopping has also been ineffective over rough surfaces as the mops threads get caught up and even ripped, leaving many cases to buy a new mop.

We need to have a complete control on the cleaning as being part of the housekeeping department. The best way to do that is to be thorough with the:

DESCRIPTIVE QUESTIONS

❖ What are the different types of cleaning equipment?

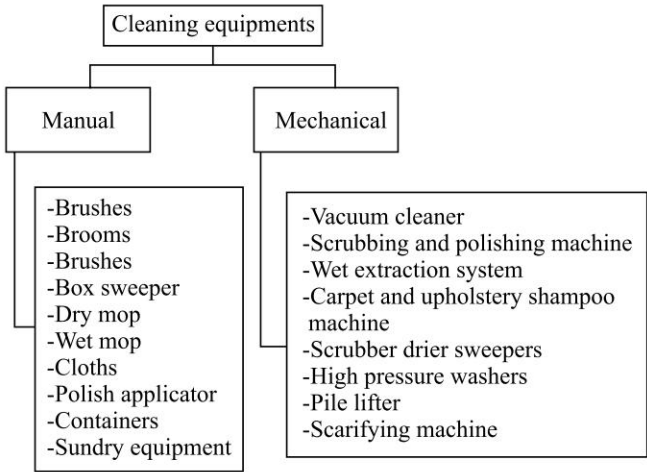


Figure 6.1 Types of cleaning equipment

❖ What are the various types of manual cleaning equipment?

Equipment: An instrument needed for an undertaking or to perform a service. **Manual pieces of equipment** are any tools of or relating to the hand.

A tool is, among other things, a device that provides a mechanical or mental advantage in accomplishing a task. Most tools employ some form of simple machine, or a combination of them. For example, a hammer simply functions as a lever with the fulcrum (pivot point) being the hand of the user.

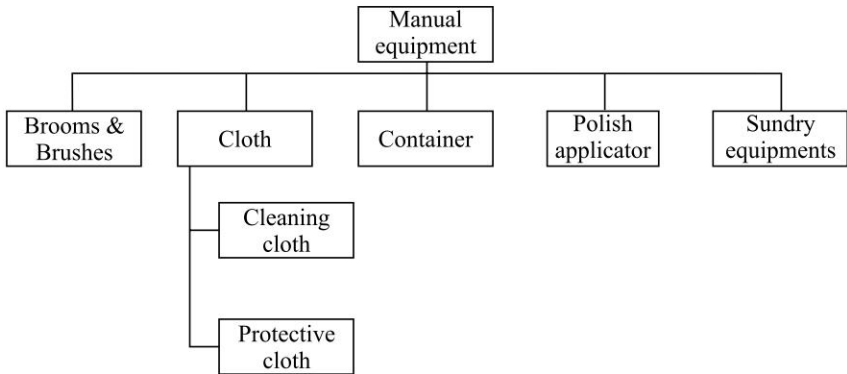


Figure 6.2 Types of manual cleaning tools

List of manual tools used in the Hotel Industry

<i>Brooms, brushes and mops</i>	<i>Cleaning cloth</i>	<i>Containers</i>
Hard broom	<i>Wet cleaning</i>	Bucket or pail
Soft broom	Swab and wipes	Mug
Water closet brush	Floor cloth	Basin and bowl
Upholstery brush	Chamois leather	Dust bin
Carpet brush	Scrim	Dust pan
Scrubbing brush	Glass cloth	Sani- bins
	Sponge	Spray bottles
Cob-web brush	<i>Dry cleaning</i>	Polish applicator tray
Leather brush	Dusters & cloth mittens	Hand caddies/caddie box/hamper
Tooth brush	Yellow flannel	Cart and trolleys
Cloth brush	Rags and polishing cloth	Box sweeper
Scrubbing brush	News paper	
Bottle brush	<i>Protective cloth</i>	
Rubber mop or water squeezer	Hearth & bucket cloth	
Dry mop	Dust sheet	
Wet mop	Drugget	

Brooms, brushes and mops

- **Hard broom** – It has bristles, which are well placed. These are used to remove dirt
- **Soft broom** – This has fairly flexible bristles that are set close and used to remove soil e.g., carpet brush
- **Water closet brush** – It consists of nylon embedded in plastic for hygiene, used only for water closet cleaning and no where else also known as jonny mop
- **Upholstery brush** – It consists of a smooth, neat nylon brush embedded in a wooden or plastic handle
- **Carpet brush** – Very similar to an upholstery brush. The bristles are thicker, coarser and it is normally used in conjunction with a dustpan
- **Scrubbing brush** – This can have a short handle or a long handle and well-placed bristles, either nylon or coir
- **Cob-web brush** – It consists of nylon or coir bristles on a long handle. It is used for removal of dust and cobwebs that cannot be reached with a normal broom.
- **Tooth brush** – Used for cleaning grooves
- **Cloth brush** – The simplest clothes brush will merely feature a long handle and varied brush shapes. Some people prefer a rounded brush and others like a brush that is more rectangular in shape. To remove lint or “furries” from clothing, you simply vigorously brush the offending clothing. It’s often preferable to have someone else do this for you while you are wearing the garment.
- **Scrubbing brush** – A brush with short stiff bristles for heavy cleaning
- **Bottle brush** – Used for cleaning bottles
- **Rubber mop/water squeezer** – A **squeegee**, is a tool with a flat, smooth rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning and in printing. The original squeegee was a long-handled, wooden-bladed tool fishermen used to scrape fish blood and scales from their boat deck and to push water off the deck after it had been washed.

- **Wet mop** – A mop (such as a floor mop) is a mass or bundle of coarse strings or yarn, etc., or a piece of cloth, sponge, or other absorbent material, attached to a pole or stick. It is used to soak up liquid, for cleaning floors and other surfaces, or to mop up dust, or for other cleaning purposes.
- **Dry mop** – A *dry-mop* or *dust-mop* is designed to pick up dry, loose contamination such as dust, earth and sand from the surface of the floor. It consists of yarn and/or microfiber and is used as a first step in cleaning a floor. Professional dry mops consist of a flat sheet of micro fiber textile or sheets with a surface of looped yarn, usually about 15 cm wide and comes in variable lengths (usually 30 – 100 cm). The dry-mop can in many instances replace a broom and has the ability to hold a limited amount of dust or sand within itself. Ideally, it should be machine washed when it becomes saturated with dust. Another option is using a vacuum cleaner to suck surface dust away from the mop; however this is limited in its effectiveness.

Cleaning Cloth

Wet Cleaning

- **Swab and wipes** – All purpose cloth made of soft, absorbent material used for wet cleaning and damp dusting
- **Floor cloth** – This is made of coarse material and issued for mopping floors
- **Chamois leather** – was originally skins of chamois goats. But now they are usually skivers i.e. split skins of sheep or simulated skins. They are used wet for cleaning windows and mirrors, but are also used dry as polishing cloths for silver.
- **Scrim** – Loosely woven linen material, which, because of its absorbency and the fact that it does not leave lint, is often used instead of chamois leather for cleaning windows and mirrors
- **Glass cloth** – Made up of linen tow yarns and do not leave behind lint. They can be used for cleaning mirrors and drinking glasses
- **Sponge** – Used for cleaning areas which require more water. The combination of nylon cleaning or scouring pad with an absorbent cellulose sponge creates a versatile cleaning tool.

Dry Cleaning

- **Dusters & cloth mittens** – These are used for dusting and buffing. They are soft absorbent plain or checked cotton material or yellow flannelette. When used for dusting are sprayed with water
- **Yellow flannel** – Used for dusting all surfaces and flannels, which are made of softer material, are used for highly polished surfaces
- **Rags and polishing cloth** – Used for polishing various surfaces

Protective Cloth

- **Hearth & bucket cloth** – These are made of Hessian. They are also known as American cloth. They come in various sizes and are used to protect carpets where there is a fireplace being used or cleaned
- **Dust sheet** – They are made of thin cotton material and are normally discards from the linen room. They are used for covering up furniture and surfaces when not in use, to prevent layers of dust settling on them

- **Drugget** – These are made of coarse linen or fine canvas. They may be in the form of carpet squares or a runner (a long strip). They are used to protect the floor during renovation.

Containers

- **Bucket or pail** – A **bucket**, also called a **pail**, is typically a watertight, vertical cylinder or truncated cone, with an open top and a flat bottom, usually attached to a semicircular carrying handle called the *bail*. A pail can have an open top or can have a lid.
- **Basin and bowl** – Used for carrying small amount of water, cleaning solution and powders for cleaning small areas
- **Dust bin** – These used to be made of galvanised iron and were noisy but now they are made of rubber or plastic or are in the form of refuse sacks, which are of strong disposable paper or plastic and attached to a stand.
- **Dust pan** – This superior design is moulded of sturdy black thermoplastic. It has a generous area for retaining debris, complete with a fall-off ledge to prevent spilling. The sides are serrated so you can dust off your dirt-laden broom. Best of all, a rubber front strip makes it virtually impossible to sweep dirt under the pan. There's also a hole for hanging. This dustpan does everything except carry itself to the trashcan ... but we'll let you know when we find one that does.
- **Sani-bins** – These are small metal or plastic containers with lids are kept in toilets for the collection of soiled sanitary towels. For hygienic reasons paper bags are provided for wrapping the soiled towels.
- **Spray bottles** – They are used to apply a fine spray of water or cleaning solution as required
- **Polish applicator tray** – These are used when applying liquid polish to a floor with a polish applicator mop
- **Hand caddies/caddie box/hamper** – A container, rack, or other device for holding, organizing, or storing cleaning items. These were originally made of wood or metal but are now made of plastic. They consist of a box with a handle and a fitted tray and are used by maids to carry small

Cart and Trolleys

- **Janitor trolley** – Used for carting and storing cleaning supplies
- **Mop- Wringer Trolley** – Cleaning equipment consisting of mop and one or twin buckets with an attached wringer, all mounted on a trolley with caster wheels
- **Linen Trolley** – Used for the transfer of cleaned linen from the laundry to the linen room
- **Laundry sacks** – May or may not be mobile made of wicker, fibreglass, plastic or tough cotton. It is used to collect soiled laundry.

Box Sweeper

It is a manually operated cleaning system. Virtually noiseless

- Polish applicator-are three types
 - Natural lambs wool with a built-in polish reservoir or tray
 - Synthetic wool with a built-in polish reservoir or tray
 - Solid- wax pressurised applicator
- Sundry equipment includes ladders, abrasive pad, rubber gloves etc

❖ What are different types of mechanical tools?

Mechanical Equipment: The standard defines mechanical equipment as all motor or human propelled wheeled equipment used for cleaning.

Types of mechanical tools used in housekeeping are:

- Scrubbing and polishing machine
- Wet extraction system
- Carpet and upholstery shampoo machine
- Scrubber drier sweepers
- High pressure washers
- Vacuum cleaner
- Scarifying machine
- Scrubbing and polishing machine

Floor Scrubbing Brush is machine which can scrub, shampoo and polish the floor. With the help of the soft pads these machines apply the floor polish on the floor and a film of polish is evenly spread on the surface of the floor. The machine then buffs it evenly all around the floor.

- **Wet extraction system** – These machines restore the surface appearance of a carpet, curtains or upholstery. They remove deeply embedded soil and also help in finishes application on carpets.

Types of wet extraction system are:

1. Hot water extraction machine
2. Solvent extraction machine

- **Carpet and Upholstery Shampoo Machine**

Carpet and Upholstery Shampoo Machines are used for deep cleaning of carpet and upholstery.

These are machines, which spray shampoo solution on the carpet. The shampoo is brushed evenly on the carpet. Then the machine pulls the dirt and renders the carpet clean. Some of its types are

1. Cylindrical brush dry-foam machine
2. Rotator brush wet- shampoo machine
3. Steam extraction machine

- **Scrubber drier sweepers** – These machines are used to remove debris, soil and water. They are suitable for large areas. Types of sweepers are:

1. Power sweeper
2. Pedestrian driven sweeper
3. Petrol or gas driven sweeper
4. Self propelled sweeper

- **High pressure washers** – This equipment uses water or steam under pressure to remove heavy soil. Water under pressure physically dislodges the dirt.



Figure 6.3 Scrubber drier

- **Scarifying machine** – The scarifying effect is used in this type of machine where the thick layer of soil is removed by breaking up the surface of topsoil by a chisel like action of a wire brush cutting wool. Types of scarifying machines are:
 1. Heavy duty scrubber polisher
 2. Self propelled scarifiers
- **Vacuum Cleaner/suction cleaner**: An electrical appliance that cleans surfaces by suction.

❖ **What is a vacuum cleaner? Explain the parts, principle, advantages and disadvantages of vacuum cleaner?**



Figure 6.4 Vacuum cleaner

Vacuum cleaner/suction cleaner – An electrical appliance that cleans surfaces by suction. Vacuum cleaner removes debris, soil and water by suction from a surface.

Parts of a vacuum cleaner:

- A metal box with a motor and a fan
- A dust bag fitted inside the vacuum cleaner
- Nozzle
- Suction pump
- Attachments for cleaning various types of surfaces like different brushes etc.

Principles of functioning:

- Works on the principle of suction.
- When the motor is turned on the air is driven out through an exhaust pipe or an outlet, which creates a vacuum inside, which in turn, causes suction.
- Dust and dirt are sucked into the nozzle and deposited in the dust bag, which is made of a 3-ply cotton fabric or a special fabric that allows the air to escape.

Precautions to be taken:

- Bags must be dusted regularly otherwise the pores get clogged and do not allow the air to escape, thus making suction difficult. This strains the motor.

- Bits of metal or glass pieces should be picked up before using a vacuum cleaner otherwise they will damage the dust bag.
- The flex should be kept straight.
- Brushes should be cleaned before and after use.

Advantages:

- Cleans thoroughly
- Time consumption is less
- Raises no dust, so it is hygienic and healthy
- Less wear and tear on carpets
- Economical in the long run
- Less labour intensive

Disadvantages:

- It is noisy
- It can suck in small objects lying around
- It is bulky and so needs more storage space
- Regular maintenance and servicing is required
- Consumption of electricity is high

❖ What are the different types of vacuum cleaner?

Types of vacuum cleaners

- **Dry vacuum cleaner** – These are used for only dry purpose to remove debris and dust from carpet, upholstery and floors etc.
 - **Upright vacuum cleaner** – It is suitable for cleaning rooms. Generally an upright vacuum cleaner is less flexible for cleaning rooms, as it is more difficult to clean under furniture with it. It is used only for dry pick up. In this type of vacuum cleaner the dust bag for collection of soil or dirt is attached to the handle of the machine.
 - **Back pack vacuums** – These types of vacuum cleaners are used for cleaning high, hard to reach areas. These vacuum units can be strapped at the back of the operator and taken to difficult areas.
 - **Cylindrical vacuums** – these machines work only on suction.
 - **Vacuum cleaner with a small size tank** – It is used for cleaning rooms and is very effective. It is used for dry dust pick up and normally comes with attachments with a nozzle. It is best for cleaning the sides of a chair. Another nozzle is provided for carpet edges and a round brush to clean upholstery and curtains.
 - **Dustettes** – These are small hand vacuum cleaners used for curtains/fabrics/wall coverings and cars upholstery. They clean by brushing and suction and are very easy to handle.
 - **Pile lifter** – This is a vacuum cleaner, which has two motors. It is extremely strong in action. The strong suction from the two motors makes the pile stand up better. The pile lifter is not used every day but only once in a week or so.

- **Centralised vacuum** – In this type of unit suction is generated at one point in a building and soiling can be removed at vacuum points elsewhere in the building suitable nozzle linked to detachable flexible hoses. The collected dirt is then conveyed by a network of pipes to a central container.
- **Wet and dry vacuum cleaner:** It is used for wet and dry pick up, so is extensively used in housekeeping. Using a damp hose for dry work will result in dust locking the hose. There are two types of filters in this type of vacuum cleaner; nylon filters are used for wet work and felt filters for dry pick up. This is a machine for dual use but one has to ensure that staff is correctly trained before using this vacuum cleaner.

❖ **Write a note on care and storage of cleaning tools.**

As a lot of money is spent on the purchasing and maintaining of tools in housekeeping, it is but obvious that good care has to be taken for the upkeep and proper storage of equipment. The following points should be kept in mind for the **upkeep** of the equipment:

1. All tools should be kept under lock and key.
2. Issuing – While issuing items proper records should be made like the machine history card which should have the date of purchase, types of attachments, repair details etc.
3. Proper Handling of the Equipment – Equipment should be cleaned and dried after use to avoid rusting. Any bags and filters of the machine should be changed as and when required.
4. Training – The staff should be trained when the new equipment is introduced in the department. All the staff should be taught how to operate any new equipment to prevent any misuse.
5. Preventive maintenance – For the upkeep of the equipment a preventive check of the all housekeeping equipment should be carried out at least once a month. The maintenance department or the dealers can carry out the preventive check. Preventive maintenance ensures that the machine lasts longer.

Some general points to increase the life and better working of equipment, be kept in mind, are:

- Inspect equipment regularly
- Check electrical cords for wear and tear
- Clean the equipment after each use
- Empty vacuum bags and clean the vacuum brushes daily
- Rinse shampoo tanks after each use
- Train housekeeping attendants in simple maintenance procedures such as changing vacuum cleaner belts etc.
- Wipe all equipment with a damp cloth
- Allocate time at the end of each shift for proper cleaning
- Enter into an annual maintenance contract (AMC) with the supplier

For **Storage** following guidelines should be followed

1. The equipment should be kept in safe place locked and taken out only by authorised person.
2. The equipment should be stored in a dry place to prevent it from rusting and the stores should be well ventilated.
3. The machines should be labelled for easy identification and stock records should be maintained to keep a check on the number of pieces of equipment being purchased and stored, the number of pieces of equipment discarded and the number in use.

4. When issuing equipment for use certain rules should be followed, e.g., a day can be fixed for issue of stocks so all the staffs of the department is aware of the new equipment that is being introduced into the department.
5. Expensive equipment should be covered with polythene and kept in place to avoid rusting if not in used.
6. A monthly inventory of equipment should be taken to have a record for the type, number and upkeep of the equipment.
7. A log should be maintained for the equipment that is issued by the housekeeping staff or borrowed by other department.

❖ **What are the points to be considered while choosing cleaning tools?**

Choosing equipment is a very responsible task since a poor choice can prove less efficient than required and more costly than it should be. It is necessary to be able to justify its use in terms of saving time, labor, money and its efficiency in obtaining a good result. The points that should be taken into consideration when choosing equipment are.

1. **Cost** – This is a very important factor. The organisation has to decide whether it is feasible enough to spend the necessary amount on equipment selected or not. That is does the equipment has value for money?
2. **Protective design** – Tools with protective edging should be preferred to avoid damage of walls, furniture etc
3. **Safety** – In operation of the appliance
4. **Versatility** – The machines which can be used for more than one purpose should be preferred
5. **Ease of handling and storage** – People handling the equipment should be educated on how to use the equipment. The equipment itself must be easy to operate and store.
6. **Suitability** – To the work expected. It should be very clear for what purpose the equipment is being purchased, what is its use and function and also which area it will be used in.
7. **Portability** – In terms of ease to transfer from one area to the other
8. **Noise level** – Lesser the noise level, better is the use of the equipment in guest areas
9. **Availability of spare parts** – Spare parts should be available all times so that there is no problem in replacement of parts
10. **Quality and Durability** – The quality and durability of equipment should be checked before selecting it. The quality of the equipment can be checked with organisations already using the machines. If the feedback received from them is satisfactory, the machine can be purchased.
11. **Reliability** – The supplier should be able to supply the equipment on time.

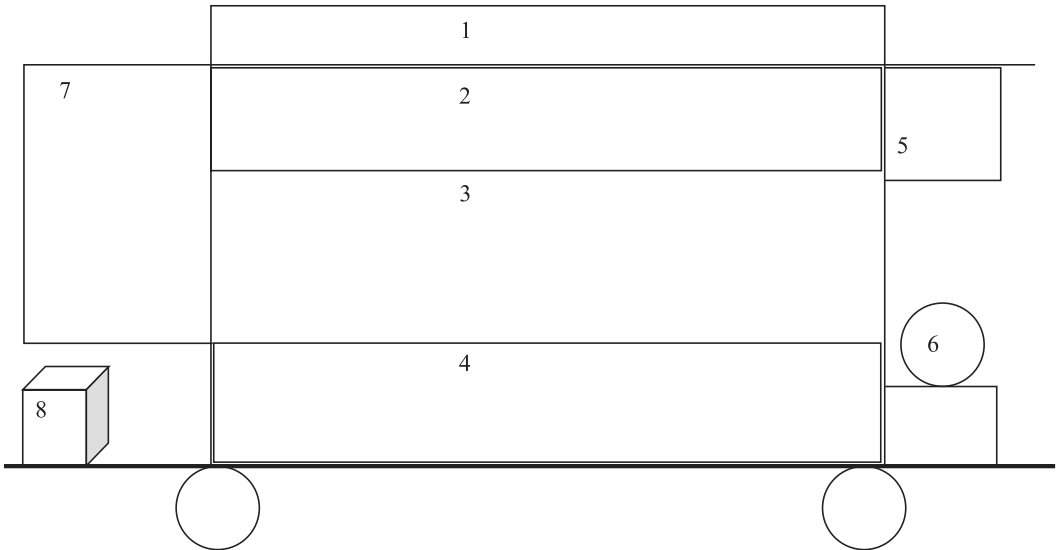
❖ **Illustrate a chamber maid's/ room boy trolley**

Chambermaid/Housemen trolleys – They are used when a main section needs to be cleaned, like rooms on a particular floor. They are used if the corridor is wide enough and there is sufficient storage place on the floor. A trolley is largely a fitted conveyance, which has two bags or various shelves for storage of linen and other supplies.



Figure 6.5 Room boy trolley

It also has a bag for soiled linen and one for rubbish, shelves on which clean linen and other accessories are carried and a step on which the vacuum cleaner can rest.



1. Guest amenities
2. Towels (bath, hand, face, mats)
3. Sheets
4. Blankets, mattress protector, bedspread
5. Trash bag
6. Vacuum cleaner
7. Soiled linen bag
8. Hand caddy with cleaning supplies

There should be an alert when it comes to cleaning. For that we quickly need to look at the:

SPECIFIC QUESTIONS

❖ What is a hand caddy?

- A container, rack, or other device for holding, organizing, or storing cleaning items. These were originally made of wood or metal but are now made of plastic. They consist of a box with a handle and a fitted tray and are used by maids to carry small items.

❖ Name any four brushes used in housekeeping

- Water closet brush
- Upholstery brush
- Carpet brush
- Scrubbing brush



Figure 6.6 Hand caddy

❖ **What is a vacuum cleaner?**

- An electrical appliance that cleans surfaces by suction.

❖ **What is a Tapestry brush?**

- Also known as upholstery brush. It consists of a smooth, neat nylon brush embedded in a wooden or plastic handle.

❖ **What is the use of a feather duster?**

- A **feather duster** is an implement used for cleaning. It consists typically of a wooden-dowel handle and feathers from either the male or female ostrich bird that are wound onto the handle by a wrapped wire. Dusters vary in size are most often between 14" and 32" in total length. Some dusters have a retractable casing instead of a dowel handle. These dusters are typically used by rack-jobbers and truck drivers who need to dust store shelves and like to retract the feathers into the handle to avoid damage.



Figure 6.7 Feather dusters

❖ **Name three brand names of vacuum cleaners used commonly in the hotels.**

- Taski
- Eureka Forbes
- Roots

❖ **Give brand names of a floor-scrubbing machine.**

- Taski
- Eureka Forbes
- Roots

❖ **What is a dry mop?**

- A dry mop is a dry swab for dusting floors. It is a cleaning implement consisting of absorbent material fastened to a handle; for cleaning floors. Dry mop is also known as dust control mop.

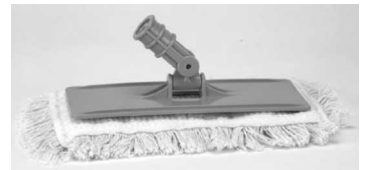


Figure 6.8 Dry mop

❖ **What are wringer trolleys?**

- These are trolleys used for mopping. It consists of a bucket with a wringer to squeeze out the dirty water.



Figure 6.9 Wringer trolleys

❖ **What are lobby dust pan?**

- A long handled dust pan with cover used in public areas for removing dust and garbage.



Figure 6.10 Lobby dust pan

❖ **What is safety scraper?**

- These are special scrapers used for cleaning marks and stain on glasses without leaving any scratches on the glass.



Figure 6.11 Safety scrapers

❖ **What is a double bucket/ bucket?**

- These buckets have two compartments one for keeping clean water and one for squeezing out dirty water.



Figure 6.12 Double buckets

❖ **What are trolleys and carts? List the various types.**

- Is a stand, with wheels, for transporting guest supply, linen and cleaning tools generally required for cleaning one section.

Different types of trolleys are

- Chambermaids trolleys/maids cart
- Janitor trolley
- Mop wringer trolley
- Linen trolley
- Laundry sacks

❖ **Based on the number of rooms and the area covered give a list of tools and their number requirement in hotels.**

<i>Type of machine</i>	<i>No. required as per area</i>
Vacuum cleaner (room)	1 per room attendant (3500 sq feet)
Carpet and upholstery shampoo machine	1/400 rooms
Extraction machine	1/400 rooms
Wet and dry pick up	1/200 rooms
Floor scrubbing and polishing machine	1/200 rooms
Room maid trolley	1 per room attendant (3500 sq feet)
Wet extraction system	1/400 rooms
High pressure washers	1 or 2 depending on the building
Pile lifter	1/200 rooms
Scarifying machine	1/400 rooms

SUMMARY

The following points have been discussed in this chapter:

- Types of cleaning equipment used in housekeeping
- Cleaning equipment characteristics and uses

- Factors for selection of cleaning tools
- Care and upkeep of equipment

Cleaning tools are the hands of housekeeping without which effective cleaning is impossible. It is very important for a housekeeper to know the right kind of cleaning equipment for right purpose. There are many factors to be considered while deciding about cleaning tools like cost, storage, utility and ease. The type and condition of the housekeeping tools reflects on the abilities of the housekeeper including knowledge on purchase and upkeep of tools. The correct usage and maintenance of any equipment will increase the life expectancy of it.

Another facet of cleaning is to know all the areas which require regular cleaning and upkeep. Let us take a look at them in the next chapter.

KEY TERMS

- **Abrasive pad** – Available in the form of non-woven nylon netting pads suitable for removal of localised heavily impacted soiling by abrasion.
- **AMC** – Annual maintenance contract.
- **Box sweeper** – Also called carpet sweeper and are used for sweeping dust or litter from soft floor covering such as rugs and carpet.
- **Bucket cloth or splash mat** – This is like hearth cloth but is in a smaller size. It is used by window cleaners or anybody using a bucket, to prevent marks of the bucket on carpets.
- **Buffing** – Polishing and buffing are finishing processes for smoothing a work piece's surface using an abrasive and a work wheel. Technically polishing refers to processes that use an abrasive that is glued to the work wheel, while buffing uses a loose abrasive applied to the work wheel.
- **Burnishing** – Is the plastic deformation of a surface due to sliding contact with another object. Visually, burnishing smears the texture of a rough surface and makes it shinier. Burnishing may occur on any sliding surface if the contact stress locally exceeds the yield strength of the material.
- **Card index system** – Is a useful method of collecting all relevant information about each piece of equipment being used in the department. It gives information regarding the make, date of first operation, location user and servicing details. In some hotels a card is maintained known as machine history card.
- **Carpet and upholstery shampoo machine** – This machine sprays shampoo solution on the carpet. The shampoo is brushed evenly on the carpet. Then the machine sucks up the dirt, thus cleaning the carpet.
- **Carpet brush** – Very similar to an upholstery brush. The bristles are thicker, coarser and it is normally used in conjunction with a dustpan.
- **Carts and trolleys** – Is a stand with wheels for transporting guest supply, linen and cleaning tools generally required for cleaning one section.
- **CFM** – Cubic feet of air moved per minute.
- **Chamois leather** – This is made from the skin of the chamois goat. It is used for cleaning windows and must be washed when necessary. It is expensive and is used for special requirements only.
- **Chamois leathers** – Were originally skins of chamois goats. But now they are usually skivers

i.e. split skins of sheep or simulated skins. They are used wet for cleaning windows and mirrors, but are also used dry as polishing cloths for silver.

- **Cobweb brush** – It consists of nylon or coir bristles on a long handle. It is used for removal of dust and cobwebs that cannot be reached with a normal broom.
- **Disposable mop** – These are mops with a soft pad at the end on to which cheap cotton or synthetic material is fixed the fabric has dust attracting quality and is attached with a clip. The fabric is disposed after each use and replaced immediately. It is best suited for infection control.
- **Do- all mop** – Consists of strands of twisted cotton fixed to a circular metal plate, which in turn is fixed to a stock.
- **Druggets** – These are made of coarse linen or fine canvas. They may be in the form of carpet squares or a runner (a long strip). They are used to protect the floor during renovation.
- **Dry or flat mop** – This is similar to long handle mop, but has thicker bristles. It is used for buffing or polishing surfaces.
- **Dust pans** – These are used in conjunction with a brush for gathering dust. Formerly they were metal but are now made of plastic. The edge of the dustpan in contact with the floor must be thin and flat.
- **Dustbin** – These used to be made of galvanised iron and were noisy but now they are made of rubber or plastic or are in the form of refuse sacks, which are of strong disposable paper or plastic and attached to a stand.
- **Dusters and flannels** – Dusters are used for dusting all surfaces and flannels, which are made of softer material, are used for highly polished surfaces.
- **Dustsheets** – They are made of thin cotton material and are normally discards from the linen room. They are used for covering up furniture and surfaces when not in use, to prevent layers of dust settling on them.
- **Feather brush** – It consists of a short plastic handle with feathers embedded in it. It is used for light dusting of breakable items.
- **Floor buffing machine** – With the help of soft pads this machine is used to evenly spread a film of polish on the surface of the floor. The machine then buffs it evenly all over the floor.
- **Floor cloth** – This is made of coarse material and issued for mopping floors.
- **Foss mops** – These consist of dense cotton fringe inserted into a heavy metal stock. They are available in wide variety of weights.
- **Glass cloth** – Made up of linen tow yarns and do not leave behind lint. They can be used for cleaning mirrors and drinking glasses.
- **Hard brush** – It has bristles, which are well placed. These are used to remove dirt.
- **Hearth cloths** – These are made of Hessian. They are also known as American cloth. They come in various sizes and are used to protect carpets where there is a fireplace being used or cleaned.
- **Hopper** – It is a general term for a chute with additional width and depth to provide a volume for temporary storage of material. In housekeeping it is used to carry mud and debris.
- **Impregnation** – Filling mop heads with a permeating substance that attracts dust particles (in context with cleaning tools).
- **Janitor trolley** – Used for carting and storing cleaning supplies.
- **Johnny mop** – It consists of nylon embedded in plastic for hygiene, used only for cleaning the water closet and no other place. It is also called a water closet brush.

- **Kentucky mop** – These mops consists of cotton strands fixed to a length of cotton fabric which is in turn inserted into a flat metal stock. The strands may be stitched together or unstitched.
- **Laundry sacks** – May or may not be mobile made of wicker, fibreglass, plastic or tough cotton. It is used to collect soiled laundry.
- **Linen trolley** – Used for the transfer of cleaned linen from the laundry to the linen room.
- **Mittens** – These are used for dusting and buffing. They are soft absorbent plain or checked cotton material or yellow flannelette. When used for dusting are sprayed with water.
- **Pile lifter** – This is a vacuum cleaner, which has two motors. It is extremely strong in action. The part of the carpet that is seen and on which people walk is normally made of synthetic or natural fibres like nylon, wood, or cotton. The pile is also known as the face of the carpet. The strong suction from the two motors makes the pile stand up better. The pile lifter is not used every day but only once in a week or so.
- **Polish applicator tray** – These are used when applying liquid polish to a floor with a polish applicator mop.
- **Rags** – They are discarded pieces of cloth used for polishing and are disposed of after use.
- **Sani-bins** – These are small metal or plastic containers with lids are kept in toilets for the collection of soiled sanitary towels. For hygienic reasons paper bags are provided for wrapping the soiled towels.
- **Scrim** – Loosely woven linen material, which, because of its absorbency and the fact that it does not leave linters, is often used instead of chamois leather for cleaning windows and mirrors.
- **Scrubbing brush** – This can have a short handle or a long handle and well-placed bristles, either nylon or coir.
- **Scrubbing** – The act of cleaning a surface by rubbing it with a brush and soap and water.
- **Soft brush** – This has fairly flexible bristles that are set close and used to remove soil e.g., carpet brush.
- **Sponge mop** – These consists of cellulose sponge fixed to a replaceable lever controlled head, hinged for wringing out and attached to a long handle.
- **Spray bottles** – They are used to apply a fine spray of water or cleaning solution as required.
- **Static mop** – Consists of acrylic, nylon or polyester strands fixed to a backing stretched over a metal frame. When in use the fringes slay out to form a large surface area holding dust by means of static charge that builds up on the fringe.
- **Sundry tools** – Includes ladders, abrasive pad, rubber gloves etc.
- **Swab** – It is cotton material loosely woven. It is used for cleaning areas with a lot of Water. These are also known as all purpose cloth.
- **Thermostat** – It is a device for regulating the temperature of a system so that the system's temperature is maintained near a desired set point temperature. The thermostat does this by controlling the flow of heat energy into or out of the system. That is, the thermostat switches heating or cooling devices on or off as needed to maintain the correct temperature.
- **Upholstery brush** – It consists of a smooth, neat nylon brush embedded in a wooden or plastic handle.
- **Upright vacuum cleaner** – It is suitable for cleaning rooms but does not have any attachments; generally an upright vacuum cleaner is less flexible for cleaning rooms, as it is more difficult to

clean under furniture with it. It is used only for dry pick up. In this type of vacuum cleaner the dust bag for collection of soil or dirt is attached to the handle of the machine.

- **Wall brooms** – It is also called ceiling brooms or Turk's head. They have soft head and long handle usually made of cane. These brooms are used to remove cobwebs.
- **Water closet brush** – It consists of nylon embedded in plastic for hygiene, used only for cleaning the water closet and no other place. It is also called a Johnny mop.
- **Water squeezer** – It consists of a metal rod with aluminum lease and has a rubber lining to remove water from a hard surface after the floor has been scrubbed.
- **Wet and dry pick up vacuum cleaner** – It is used for wet and dry pick up, so the heads have to be changed depending on the type of cleaning required. The hose pipe also needs to be changed.
- **Wet cloth** – Need to be very absorbent and manageable size so that they can be wrung out by hand. They are used for mopping large floors.
- **Wipes** – Are loosely woven or knitted cotton cloth and non-woven cloths. Synthetic sponges may also be grouped in this category.

ACTIVITIES

Activity 1

Fill in the Blanks

1. _____ can be defined as an instrument or instruments needed to perform a service or job
2. CFM - _____ .
3. _____ is the other name of chambermaid box.
4. AMC _____ .
5. It is cotton material loosely woven. It is used for cleaning areas with a lot of water. It is known as _____ .
6. This is made of coarse material and issued for mopping floors. It is called _____ .
7. Carpet brush is an example of
(a) Hard brush (b) Soft brush (c) Scrubbing brush (d) Feather brush
8. A vacuum cleaner used to pick up wet and dry soil is known as _____ .
9. A _____ is a device for regulating the temperature of a system so that the system's temperature is maintained near a desired *setpoint* temperature.
10. Other name for w/c brush is _____ .
11. A metal rod with aluminium lease and has a rubber lining to remove water from a hard surface after the floor has been scrubbed is known as _____ .
12. The strong suction from the two motor makes the pile stand up better. Which is this equipment _____ .
13. They are also known as American cloth. They come in various sizes and are used to protect carpets where there is a fireplace being used or cleaned. They are _____ .
14. They are discarded pieces of cloth used for polishing and are disposed of after use.
15. Small hand vacuum cleaners are also known as _____ .

ANSWER

Activity 1

1. Equipment
3. Hand caddy
5. Swab
7. b.
9. Thermostat
11. Water squeezer
13. Hearth cloths
15. Dustette
2. Cubic feet of air moved per minute
4. Annual maintenance contract
6. Floor cloth
8. Wet and dry pick up vacuum cleaner
10. Johnny mop
12. Pile lifter
14. Rugs

Activity 2

Equipment Quiz

Identify the following tools:

1.



Answer: Poly-wool duster

3.



Answer: Scrubbing brush

2.



Answer: Mop head

4.



Answer: Wringer trolley

5.



Answer: Lobby dust pan

7.



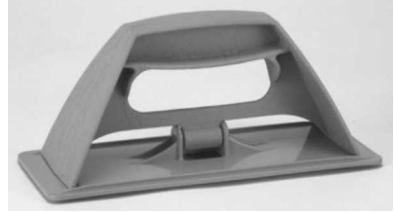
Answer: Squeegee

9.



Answer: Single disc floor scrubber

6.



Answer: Hand scrubber

8.



Answer: Sweeper

10.



Answer: Glass cloth

CHAPTER

7

AREAS FOR CLEANING AND INSPECTION

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain the cleaning of guest rooms
- ♦ Illustrate the making of a hotel bed
- ♦ Describe cleaning of public areas
- ♦ Explain room supervision
- ♦ Understand public area supervision
- ♦ Understand odour control

“There may be dust in my house but there isn’t any on me.”

– Anonymous

INTRODUCTION

As the saying goes, “the difference is in the details.” Those details are the charge of the Housekeeping Department. As one of the most integral departments within the hotel, the Housekeeping Department is responsible for the immaculate care and upkeep of all guest rooms and public spaces. Individuals who excel in our Housekeeping Departments have an eye for detail and a commitment to the training, development and motivation of a diverse group of talented employees. In a competitive hotel market, it is service and cleanliness that really make an impact on our guests and determine whether they will return.

Housekeeping Department is one of the biggest departments of a hotel. It provides various facilities in the hotel like cleaning of room, bell-boy facility, etc. So, Housekeeping Department plays an important role in the hotel.

Basic Reasons of Cleaning

Being in the service industry the degree of cleanliness required for hotels is very high. Obviously,

everybody want hotels to be the perfect abode – with a scrubbed clean look, dirt and germ free for the guest well being!

Main reasons why you practically need to get keep cleaning are: -

A Clean, New Look /Appearance

Washing your hotel can brighten up the exterior of your hotel, thereby enhancing its visual appeal as well as its value. In fact, even the basic soft washing of the hotel can lend it a new lease of life!

Enhanced Value/ Customer Expectations

Timely cleaning gives hotel a fresh, clean look. Not only does it make the hotel look more appealing, but it also increases its overall value. The clean exterior of hotel will automatically tempt buyers to have a look at the interiors too. Otherwise, even if the inside of the hotel is breathtakingly beautiful, a shabby and unclean outside appearance can easily put off a potential guest straightaway, without invoking in him any desire to look at the interior.

Extending Life of Surfaces/ Furnishings

- ***Paint protection*** - The exterior and interior paint of the hotel can well be protected if regular cleaning is done; this is an added plus, along with the enhanced aesthetic appeal.
- ***Mould prevention*** - Under normal weather conditions also, the growth of mould and mildew is a normal occurrence because of the usual changes in weather. Whenever the weather gets humid, mould and mildew grow and thrive unabated but if the hotel housekeeping is perfect this can be avoided to an extent.

Health Benefits

Exposure to mould, by the way of breathing in spores or minute fragments of it, can affect guest and staff health. By touching moldy surfaces or by swallowing mould, people with sensitive skin can have problems. Though it is from person to person that the risk from mould varies, some common problems resulting from mould exposure are – cough, sore throat, nasal and sinus congestion, breathing difficulty and eye and skin irritation.



Photo: Early vacuum cleaners on display in department store

June 8 - Ives McGaffey patents the vacuum cleaner, a “sweeping machine” in 1869. This was the first patent for a device that cleaned rugs.

Hubert Cecil Booth, a British engineer, received a British patent for a vacuum cleaner on August 30th 1901 and took the form of a large, horse-drawn, petrol-driven unit which was parked outside the building to be cleaned with long hoses being fed through the windows. As Hubert Booth demonstrated his vacuuming device in a restaurant in 1901, two Americans introduced variations on the same theme. Corinne Dufour invented a device that sucked dust into a wet sponge. David E. Kenney’s huge machine was installed in the cellar and connected to a network of pipes leading to each room in the house. A corps of cleaners moved the machine from house to house.

- By Mary Bellis (about.com)

It is understood that a stain or an unkempt bed can destroy the reputation of a good hotel. Regular cleaning not only avoids a lot of illness but also increases the chances of people to have a healthier life. Cleanliness is one of the bases of a successful hotel along with being its most strictly scrutinised feature. It is given that every hotelier must master the art of cleanliness before even joining the business. The task is set but there is a lot to learn before one thinks that this is something that can be easily swept under the rug. We must start with the:

DESCRIPTIVE QUESTIONS

❖ What is the different ways of organizing of cleaning?

- Cleaning can be organised in various ways for more efficient cleaning. The ways of organising cleaning are:
 - **Orthodox /traditional/conventional cleaning** – a traditional way of organising cleaning activity in hotels where the room attendants completes all the task of one room and moves to the next room allotted to him.
 - **Block cleaning** – in this type of cleaning the room attender moves from one room to the other and completes the same task in every room, before moving back to the first room with a new task to begin the cycle again. This procedure involves blocking several rooms at a time.
 - **Team cleaning** – in this type of cleaning two or more people work together in an area either on the same task or on different tasks.
 - **Deep cleaning and special projects** – Intensive or specialised cleaning undertaken in guestrooms or public areas. Often conducted according to a special schedule or on a special project basis.

❖ Explain the different types of soil

Soiling

It is in general dirt or grubbiness, dust, ink, tea, coffee stains etc. or also deposits of embedded dirt, adhesive residue, etc.

Soil Types

Soil is best described as a substance that is foreign to the construction or make-up of material which can be any type of flooring or wall covering. There are three main types of soiling that are present.

- **Dry Soil** – Dry soil comprises of sand, grit and other abrasive products.
- **Oily Soil** – Oil and grease can come from anywhere and not just foodstuffs and are the main source of oily soil.
- **Dye Soil** – This type of soil can be classed as the worst type of soiling. The dye normally is from food or drinks.

❖ What are different types of cleaning schedules followed in hotels?

Daily, weekly, monthly and seasonal cleaning schedules

Daily Cleaning Schedules – Daily Cleaning Schedules are the absolute minimum that must be done on a daily basis to keep a hotel clean. Depending on the type of hotel you work in, some of these schedules may even need to be done more than once during a day. E.g. dusting of room furniture & fixture

Weekly Cleaning Schedules – Although most of these schedules don’t require daily work, they are still some of the most important tasks that need to be done in the hotels. Some items may need to be completed more often. Scheduling these schedules in addition to your daily schedules will help you maintain order and cleanliness in your hotel. E.g. polishing wooden furniture, vacuuming upholstered furniture

Monthly Cleaning Schedules – Monthly cleaning schedules are generally weekend schedules. These are areas of your hotel that can afford to be neglected during your daily and weekly cleaning sessions, but ultimately a good thorough monthly cleaning is needed. E.g. A/c duct cleaning

Periodic/Seasonal Cleaning Schedules – Although seasonal cleaning schedules are important, they are usually the most forgotten parts of hotel maintenance. Attention is only needed in these areas two to three times a year, but it is vital in maintaining and cleaning the hotels, e.g. light cleaning.

❖ Explain the manual and mechanical cleaning procedures used in hotels

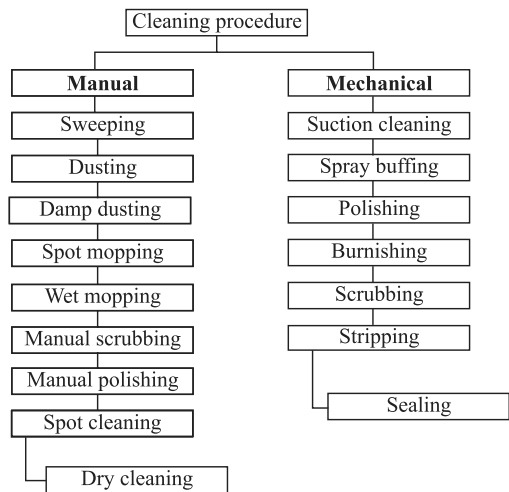


Figure 7.1 Cleaning procedure

Cleaning procedure can be divided into

(a) Manual – These procedures include:

- **Sweeping** – the act of making something clean; generally by using a long handle brush is used. This cleaning is done for rough surfaces.
- **Dusting** – is the act of removing dust from surfaces and make it clean.
- **Damp dusting** – is a type of cleaning which involves both wiping and dusting. A preferred way of removing dust, sand and grit from the floor. Dust mopping is done with dust control mop that may or may not be impregnated with cleaning solution.
- **Spot mopping** – generally used for removal of spillages instantly and improve the floor life.
- **Wet mopping** – Wet mopping is a two bucket wet cleaning process used for the removal of heavy soil.
- **Manual scrubbing** – is a wet cleaning process for the removal of light and heavy soils in facilities with large open floor areas with scrubbing brush manually.
- **Manual polishing** – Polishing is the process of creating a smooth and shiny surface by rubbing it or using a chemical action, leaving a surface with minimal diffuse reflection and significant specular reflection.
- **Spot cleaning** – this kind of cleaning is done to remove localised stain. Only the affected area is treated and not the complete surface.
- **Dry cleaning** – Dry cleaning is generally performed with a dust mop and floor brush. Dry cleaning is designed to remove loose debris plus sand and grit which can grind away floor finish.

(b) Mechanical

- **Suction cleaning** – the technique used in this type of cleaning is suction of dirt with the help of vacuum cleaner.
- **Spray buffing** – Spray buffing is a procedure used to restore the gloss to the 20% of the floor that gets 80% of the traffic. Before spray buffing it is necessary to dry clean and wet clean the floor to insure that soil is not buffed into the floor finish.
- **Polishing** – Polishing is the process of creating a smooth and shiny surface by rubbing it or using a chemical action, leaving a surface with minimal diffuse reflection and significant specular reflection
- **Burnishing** – Burnishing is a process of dry buffing with ultra high speed equipment to remove scuff marks and increase the gloss of floor finish. Burnishing should never be performed without first dry cleaning and wet cleaning the floor, preferably with an automatic scrubber. Failure to clean first will result in discoloured floors and increased stripping cycles.
- **Scrubbing** – Automatic scrubbing is a wet cleaning process for the removal of light and heavy soils in facilities with large open floor areas with scrubbing machine.
- **Stripping** – Stripping is the process of removing old wax or finish from the floor. Stripping is required when the floor becomes unsightly (i.e. dirty, discoloured, yellow or grey) and can no longer be restored to original appearance. Floors should be stripped when converting to a harder finish than is already on the floor (such as a non-buffable finish over a buffable finish).
- **Sealing and finishing** – Are the procedures employed to protect the floor, improve slip resistance and make it easier to clean and to improve its appearance (gloss). One or two coats of seal or under-coater are applied prior to the finish of the floor is very porous.

❖ **Explain the procedure followed for cleaning of a room**

- Vacant
- Occupied
- Departure

Procedure for Room Cleaning

The room attendant carries the room attendant slip to the assigned floor, which indicates the room status of each room. Cleaning of the guest rooms is the responsibility of the housekeeping attendants assigned to various guest floors. Normally check out rooms is given priority for cleaning since they can be made available for sale only after cleaning. The golden rule for the sequence of cleaning rooms is departure rooms, vacant rooms then occupied or stay over rooms. The flow chart of the various activities involved is given below.

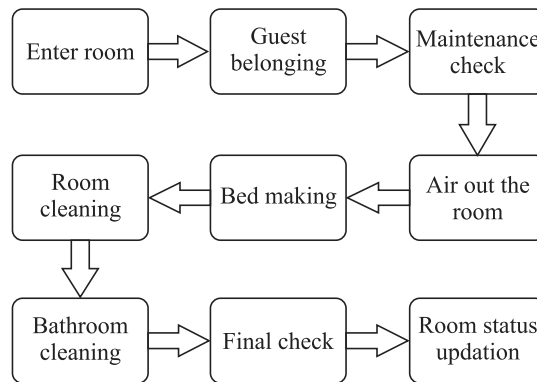


Figure 7.2 Room cleaning procedures

Entering a Guest Room

- Before entering any room the status of the room is checked.
- The attendant should always knock on the door or ring the bell before entering a guest room announcing “housekeeping” even if the room is vacant or checked out. In occupied rooms the guests will usually hang a “please clean the room” sign on the door knob.
- One should never knock if there is a “do not disturb/ privacy please” sign on the door. If the sign is there the attendant should make an entry in the checklist and proceed to the next room.
- After knocking, the attendant should wait for fifteen seconds and repeat. If there is no response the floor master key can be used to enter the room.
- If the guest awake or answers the attendant should ask whether he or she may clean the room. If the guest agrees, they should proceed with the cleaning or else ask the guest when he would like the room to be cleaned.
- Whilst cleaning the room the “housekeeping cleaning the room” sign is hung on the doorknob.
- The trolley is wheeled near the room and kept as close to the wall of the corridor as possible to avoid impeding the passage of the guests and others persons.
- If the guest arrives while cleaning the attendant should ask his permission to continue.

Guest Belonging Check

- The room attendant checks the departure rooms for any lost and found and informs the control desk. If any guest belongings left behind is found they are collected in a clean bag, marked with the date, room number, item and name of the attendant and given to the housekeeping office to be put as lost and found. As soon as the item is found the same is reported to the housekeeping desk.
- All drawers, wardrobes and the bathroom are checked thoroughly for any lost and found items as well as any hotel item missing from the room.
- The guest belongings are kept neatly.
- Any expensive items or cash found is informed to the control desk and security.
- The room is checked through and any of the guest's belonging that may be lying on the floor, bed, table etc., is picked up. Clothes are neatly folded or hung on a hanger in the wardrobe.
- Papers and magazines are carefully arranged.

Maintenance Check

- The lights are switched on to check for any fused bulbs and then switched off, unless they are necessary for visibility.
- The air conditioning is checked to see whether it is working or not and then switched off.
- Any problems of maintenance are reported to the housekeeping desk.

Airing Out a Room

- The curtains are opened. All cords and hooks are checked to see that they are correct and fitted in the exact position.
- All the doors and windows are opened to air out the room.
- Ash trays are emptied into special containers and all the trash collected and disposed of in the trash bag of the trolley.
- If the guest has left any laundry the laundry has to be informed.
- Any room service food trays that are lying in the room is removed and placed in the pantry. Room service is informed about the same.

Bed Making

- Clean sheets and blankets are taken from the trolley and kept to one side.
- Soiled linen are removed and put in the soiled linen bag in the trolley.
- The pillows and blanket are removed and kept on the sofas.
- One should check under the bed for any trash or guest belongings.
- The mattress protector is checked for any stain or damage. The mattress protector is then straightened so that there are no wrinkles.
- The bed is also checked for any damage like broken springs etc.
- The bottom sheet is cantered on the mattress so that an equal amount of the sheet falls on either side of the bed.
- The bottom sheet is mitred on the headboard side of the bed.

- The second sheet (wrong side up) is placed with the broad hem on the headboard side of the bed and taken till the head of the mattress.
- The blanket is placed 4 inches below the second sheet on the bed.
- The night sheet (crinkle sheet/night spread) is spread on top of the blanket.
- The second sheet is then folded over the blanket and the night sheet; it should then be folded again to insure an 8 inches difference between the fold and the head of the mattress.
- Then a foot fold of 4 inches is made at the bottom end and tucked in the blanket and the sheet from the bottom of the bed and sides (mitre fold).
- The bed spread is placed on the bed ensuring that the seams and sides are aligned with edge of the bed and that it falls equally on all sides.
- The bedspread is then folded down from the head leaving enough room to cover the pillows.
- The pillowslips is checked to see that they are clean, if clean, pillowcases are put on by grasping the pillows firmly in the middle and pushing into the cover.
- The pillows are placed with the open side in the centre.
- The bedspread is slipped over the pillows.
- A final check is carried out to insure that the bed is neat, without wrinkles and sheets tucked in tightly with proper mitring.
- The latest trend is that instead of blanket duvets are used with duvet cover. Only the first bed sheet is used instead of three bed sheets.

Cleaning the Room

- Room cleaning is done clockwise or anti-clockwise ensuring that every area is covered during cleaning. The cleaning is done top to bottom.
- Cobwebs are removed first.
- Dusting is done from top to bottom, using a clean damp duster to wipe clean all the surfaces.
- The curtains are shaken and the window and door frames dusted.
- Furniture, fixtures, electrical fittings, switches, window frames, doors, luggage rack, table etc., all are dusted.
- Special care is taken for hidden areas such as those behind doors, behind curtains, under sofa cushions, cupboard tops, drawers, etc.
- Sofas, cushions, etc. is cleaned with an upholstery brush.
- Glasses and mirrors are cleaned with a glass cleaner and a separate duster.
- Corners of sofas etc. are cleaned with a vacuum cleaner.
- Ashtrays and waste bins are cleaned with hot water and the dustbins disinfected.
- While cleaning, all the guest supplies are checked and replenished.
- If it is a checkout room checking is also done behind and below all movable furniture like sofas, bed etc.
- The telephone ear and mouth piece is wiped and disinfected.
- The wardrobe is opened and all the items dusted and arranged.
- Water and other items are replenished.
- After cleaning the bathroom, the room is vacuumed, starting from one end towards the entrance.
- All the upholstery, rugs and carpet are vacuumed.

Cleaning the Bathroom

- The lights and exhaust is turned on and soiled towels removed.
- The trash and ashtray is emptied and the container wiped and disinfected.
- The w/c is flushed and the w/c cleaner applied around the bowl. It is allowed to stand for some time.
- The bathroom tiles, bathtub and washbasin are pre-sprayed with bathroom cleaner.
- The washbasin and counter is scrubbed using a sponge.
- Wall tiles is scrubbed with a sponge and bathroom cleaner starting from the bath area and going around the bath room, under counter, door surface, around the tub, w/c bowl outside and behind, all ledges.
- The bathtub, soap dish, etc., is scrubbed.
- All taps and the showerhead are cleaned.
- Both sides of the shower curtain, especially the bottom where mildew accumulates, are cleaned. The shower curtain rods, hooks, etc., is cleaned.
- The inside of the w/c is cleaned properly with a w/c brush. One should make sure to clean under the rim and remove all the stains in the bowl and flush the toilet.
- The toilet seat and cover is washed, taking care to clean under the seat and around the hinges.
- The sink and vanity area is then cleaned, ensuring that no water splashes or overflows drain.
- All the soapy areas are rinsed.
- All scrubbed surfaces are wiped dry with a clean duster.
- All mirrors/ faucets are polished.
- The telephone is cleaned and disinfected.
- The door of the room is cleaned from front and behind.
- All toiletries and towels are replaced.
- Finally the floor is wiped.

Final Check

A final check of the room is carried out, from the point of view of the guest, all lights are turned off, the guest air-conditioner is left as the guest had set it and the attendant rechecks to see whether if anything has been omitted.

Room Status Updating

The door is closed and the room status entry made in the checklist. The attendant then proceeds to the next room.

❖ **Explain in brief the procedure involved in cleaning glasses and mirrors.**

Steps – Outside window

- Gather all of your tools and supplies. Make sure you have all the necessary items at hand, to avoid doing a bad day's cleaning.
- Fill a bucket or dishpan with warm water and add a small amount of the detergent of your choice.
- Remove any windscreens that are hanging against the windows. Why clean the screens? You'll remove some of the dust that the next rainstorm will knock onto your windows. You'll also get rid of that stale window screen smell. To clean them:

- Lift them out of their tracks and rub them together under a running hose
- Rub them very gently with a rag or window wand.
- Remove any cobwebs you might see with an old broom or old cloth.
- Remove any excess dirt or dust from the outside windows with a garden hose. Rinse one window at a time, so that water spots don't dry on the windows.
- Clean the window frames thoroughly with a soaked sponge.
- Soak your sponge in the bucket filled with water and you can start cleaning your windows following one of these methods:
 - Start on the upper-left side of the window and make an s-shape downwards until you reach the bottom-right corner of the window.
 - Start cleaning the window from the upper-left corner and drag the sponge straight down. Use a chamois or a dry rag to remove any excess water from the squeegee and start cleaning the next line until you reach the right side of the window.
 - Don't forget to dry your squeegee with a chamois or dry rag after each stroke you've made. Otherwise, you will have visible lines on the window pane.
- Dry the window frames. After cleaning the window panes, dry off the windows using a chamois or dry cloth.

Inside Window

- Gather all of your tools and supplies.
- Fill a bucket or dishpan with warm water and add a small amount of the detergent of your choice.
- Lay a towel on the floor before you start cleaning the windows.
- Dust off the window frames using a duster or an old cloth.
- Clean the window frames thoroughly with your soaked sponge.
- Soak your sponge in water and start cleaning your windows following one of these methods:
 - Start on the upper-left side of the window and make an s-shape downwards until you reach the bottom-right corner of the window.
 - Start cleaning the window from the upper-left corner and drag the sponge straight down. Use a chamois or a dry rag to remove any excess water from the squeegee and start cleaning the next line until you reach the right side of the window.
 - Don't forget to dry your squeegee with a chamois or dry rag after each stroke you've made. Otherwise, you will have visible lines on the window pane.
- Dry the window frames. After cleaning the window panes, dry off the windows using a chamois or dry cloth.

Alternative Method

- Get a bucket of warm water. Warm water is able to remove grime and grit better than cold water, but hot water may make the window crack if it is cold outside.
- Get a bottle of rubbing alcohol. The alcohol is the effective cleanser in cleaning the window. Isopropyl rubbing alcohol is the right kind to use. *Do not* use wine or any other substance containing other alcohols, or otherwise Isopropyl not by itself.

- Collect paper towels. You want to create as little lint as possible, so use lint-free paper towels (or even toilet paper).
- Pour $\frac{1}{4}$ of the alcohol into the water.
- Allow to soak for one minute.
- Shake the alcohol to mix with the water.
- Dip half of the towel into the bucket.
- Wipe the window in straight and vertical lines.
- Dry with another paper towel, drying in the same way as you cleaned.

❖ **State in brief what is done during the evening service in the guest room?**

Turn Down Service

- In hotels, the practice of folding back the blanket and sheet of the bed in the evening, sometimes accompanied by putting a mint on the pillow or a cordial on the night stand is known as turn down service. At the same time the room is also restocked with supplies and touch-up cleaning is done if the room has been used. This service is given for occupied rooms as well as expected arrival rooms. The following operations are required to render a turn down service.
 - If the room has been used by the guest then the room is cleaned again, bed is redone and then the turn down service is done.
 - If the bed is unused then the bedcover is removed by folding it in four equal parts along its length starting from the head of the bed. It should then be folded again along its width twice and placed inside the luggage stand drawer or on the top shelf of the wardrobe.
 - The pillows are placed upright, with the open side in the centre.
 - The blanket and the sheet assembly are turned such that the vertical edge of the fold lies along the centre of the bed at a right angle. The overlap of the fold is tucked neatly under the bed.
 - The good night card or gift is placed on the fold.
 - A final check is made to insure that the bed is neat without wrinkles and sheets tucked in tightly with proper mitring.
 - The turn down fold is made on the side of the bed which is adjacent to the bed side table.
 - Slippers are placed by the bed/foot mat.
 - All room service trays or other extraneous items is removed from the room or corridor and keep it in the floor pantry.
 - Trash, dustbins and ashtrays are cleaned and disinfected.
 - Furnitures are arranged.
 - Used glasses and water is cleaned and replenished.
 - Room is tidied and clothes put away in the wardrobe.
 - Used towels, other linen in the bathroom and toiletries are replaced.
 - The curtains are closed and the bedside lamp turned on.
 - All the other room lights are turned off.

Customised Turndowns

The latest trend in doing turndown service is customizing it and making it special to the guest and personalizing it. Some of the examples of the same are given below:



Liqueur turndown.....



Cognac turndown.....



Dessert turndown

Figure 7.3 Customised turndowns

❖ **What is spring cleaning? Describe all the tasks involved in the process of spring cleaning.**

Spring Cleaning Procedure

- The term spring cleaning refers to the yearly act of cleaning a house/hotel from top to bottom. In hotels it's a periodic cleaning which is done during off seasons. The term is often used interchangeably with deep cleaning. It is generally done after the maintenance department has carried out preventive maintenance of the room. In this all the areas of the room are thoroughly cleaned, which is not done during everyday cleaning. Intensive cleaning task may have to be carried out for which an entire floor or room will have to be taken off sale at a time. The following steps are involved in the spring cleaning:
 - The front office is informed before blocking a room for spring-cleaning so that they can check the occupancy status of the hotel.
 - Date of releasing the room is to be strictly adhered to avoid loss of room revenue.
 - All linen is removed and sent to the laundry.
 - All accessories are removed.
 - All amenities including housekeeping and room service is removed and given to the department concerned.

- Curtains, bedcover, mattress protector, etc., are to be given for dry cleaning to the laundry.
- The carpet is rolled up or covered with a dustsheet.
- The housekeeping supervisor with a maintenance supervisor then makes a comprehensive list of all complaints in the room, which includes both maintenance and housekeeping complaints after checking each and every item of the room like plumbing, electrical, painting and polishing, carpentry, a/c etc.
- The maintenance complaints are passed on to the maintenance department.
- After the maintenance department finishes attending to the complaints the housekeeping starts working on the room.
- The room is first aired out so that any smell of paint and polish goes out of the room.
- The carpet is relayed or stretched if required. Carpet is shampooed.
- Upholstery is shampooed.
- Permanent fixtures are cleaned and polished.
- Any item to be sent for lacquering etc. is sent and fixed back.
- If furniture has been sent out for repair or polish it is taken back to the room and rearranged.
- The room is thoroughly cleaned, keeping in mind each and every corner of the room including scrubbing the bathroom.
- The bed is made with fresh sheets and the mattress is turned, if required.
- Accessories and soft furnishings are put back.
- Curtains are re-fixed.
- Complementary items and all guest amenities are restocked.
- Just before releasing the room, room service or the butler service is informed to put the amenities handled by their departments back.
- The housekeeping supervisor carries out a final check to ensure that everything is in place in the room and releases the room to the front office.

❖ What is the procedure for servicing and checking VIP rooms?

VIP – is very important people who are influential (and often overbearing) and given the utmost importance and care in the hotel.

Categories of VIP

VIP 1 – Heads of state, ministers, celebrities

VIP 2 – Presidents and CEO's, MD's of renowned companies

VIP 3 – Regular repeat guests may be known to the management

VIP 4 – Handle with care guests

All guests are important, the services and maintenance should be high for all; however there are some guests who have to be given special attention.

VIP Room Cleaning and Checking

Things to be kept in mind while checking the VIP room.

- The VIP arrivals are informed well in advance by the front office department so that there is enough time for the room to be completely done before arrival

- The housekeeping supervisor with the maintenance department gets the preventive maintenance done
- The housekeeping supervisor then gets the room thoroughly cleaned by the room boys and personally thoroughly inspects the room
- The executive housekeeper and the guest relation executive also inspects the room to insure the room is in perfect condition
- The housekeeping supervisor in coordination with the room service ensures that all VIP amenities like fruit baskets VIP slippers etc are kept in the room
- Any special request of the guest are also checked through the guest history and kept in the room
- The supervisor everyday checks the room thoroughly and sees that all is well maintained
- If possible the housekeeping supervisor and the executive housekeeper either meets the guest or speak to him personally for his comfortable stay

❖ **Explain the procedure of servicing “Out of Order” rooms**

Out of order/under repair rooms are rooms which are blocked by housekeeping/maintenance for repair work. The following steps are taken by housekeeping for servicing under repair room.

- Room is blocked with front office and taken out of service
- Room is vacated and all guest supplies, linen etc is removed
- Furniture and fixtures are covered with dust sheets so that there is no damage to them
- Once the room is handed over to housekeeping by the maintenance the housekeeping cleans the room thoroughly and also gets repairs done like carpet shampoo, upholstery repair etc as required
- After the complete procedure and check the room is released to front office

❖ **Explain the public area cleaning procedure**

Public areas are areas to which the resident as well as non-resident guest has an access. The public area comprises of the “front of the house areas” such as:

- | | |
|-----------------------|-------------------|
| • Porch | • Lobby |
| • Cloak rooms | • Front desk area |
| • Restaurant/Bar | • Banquet halls |
| • Lifts and elevators | |

In some hotels Corridors, Back areas and Administrative offices are also included in the public areas.

Cleaning Public Areas

Regular cleaning of public areas is done in the day time but extensive cleaning of public areas is done in the night.

Equipment Required:

- | | |
|--------------------|-----------------------|
| • Glass cleaner | • Broom and dustpan |
| • Mop and bucket | • All-purpose cleaner |
| • Floor cleaner | • Cloths and sponges |
| • Dusting solution | • Vacuum cleaner/s |

- Floor scrubbing machine
- Supplies for paper, tissue and soap dispensers
- Bowl brush
- Light bulbs

Cleaning Procedure (day)

Areas – Porch, Lobby, Front desk area

- Dirty ashtray is removed and replaced.
- Loose papers and trash is picked up and any items left behind by a guest are reported to the supervisor.
- Trash containers are emptied and wastebasket liners are replaced.
- Glass and windows areas, including any glass tabletops, are cleaned.
- Furniture, fixtures is dusted and telephones sanitised.
- Walls and wall fixtures are spot cleaned and the top and sides of any picture frames dusted.
- Hand railings are dusted or polished.
- Hardwood or tile floor areas are cleaned.
- Carpeted floor areas are vacuumed.
- Furniture, including loose cushions on sofas and chairs is straightened.
- Top dusting is done.

Cleaning Procedure (night)

Areas – Porch, Lobby, Front desk area

- General cleaning of morning shift is repeated.
- Machine scrubbing of the area assigned is carried out as per schedule.
- Intensive cleaning like carpet shampoo, light cleaning etc. are done.

Cleaning Public Restrooms (day)

Area – Cloak rooms

- Status of restroom is checked.
- The attendant should knock firmly on the door of the restrooms and say “Housekeeping”. If there is no answer, one should knock again, repeating “Housekeeping”.
- If there is still no response, the door is opened slightly and “Housekeeping”, repeated.
- If the washroom is occupied, the attendant excuses him or herself and closes the door.
- If the washroom is unoccupied, the door is propped open with the doorstop and the approved floor sign that indicates the room is being cleaned is positioned.
- Toilets and urinals are flushed. Cleaner is applied around and under the rim of the bowl and around and under the rim and drain holes of the urinal. The cleaner is allowed to stand while other tasks are attended to.
- Trash containers are emptied and wastebasket liners replaced.
- Ashtrays in sink and in individual stalls are cleaned.
- Sinks and countertop areas is cleaned.
- Warm water is run into each sink, adding the correct amount of cleaner. Countertop area is cleaned.

- The sink is cleaned, drain trap removed and cleaned.
- Sink fixtures is cleaned and polished dry to remove water spots.
- Countertop areas are wiped dry.
- Any exposed piping under the sink is dusted and cleaned.
- Mirror is cleaned with glass cleaner.
- Toilets and urinals are cleaned. The inside of the toilet or urinal is scrubbed with the bowl brush and flushed.
- Exterior surfaces are cleaned from top to bottom using a clean rag for each unit.
- All exterior surfaces are wiped dry and handles polished.
- Partitions between stalls are cleaned.
- Washroom walls and fixtures are cleaned.
- Walls are spot-cleaned for fingerprints and smudges.
- Light fixtures are dusted and any burned-out light bulbs replaced.
- Dispensers for toilet paper, tissue, paper towels and soap are replaced and the dispensers dusted and polished to remove any fingerprints or smudges.
- The floor is cleaned.
- All exposed floor areas is swept. The edge of the broom is run along baseboards.
- Floor is mopped with warm water and appropriate cleaning solution and rinsed using hot water. The mop is wrung frequently. The floor should then be dry-mopped.
- A final check is carried out, all areas of the public restroom is visually scanned for areas that may have been overlooked. One should check for any unusual odours. After reassembling cleaning supplies, the attendant should close the door and leave.

Cleaning Public Restrooms (night)

Area – Cloak rooms

- General cleaning of morning shift is repeated.
- Toilet scrubbing of the area assigned is carried out as per schedule.
- Intensive cleaning like carpet shampoo, light cleaning etc. are done.

Cleaning Procedure (day)

Area – Front desk area

- Dirty ashtray is removed and restocked with matches.
- Trash receptacles are emptied and wastebasket liners replaced.
- Light fixtures and decorative wall items is dusted.
- Front desk surface is dusted and polished, working from the top down, paying particular attention to removing fingerprints, smudges and scuff marks. Any folders or paperwork is cleaned around. Nothing is moved or thrown away.
- Any surface damages are reported to the supervisor.
- All wall areas are spot-cleaned, checking for smudges around switches and electrical outlets.
- Area behind the front desk is vacuumed. All exposed areas of the carpet that can be reached are covered, including those under any tables and chairs. A broom is used to reach hard-to-reach areas and edges.

Cleaning Procedure (night)

Area – Front desk area

- General cleaning of morning shift is repeated.
- Machine scrubbing of the area assigned is carried out as per schedule.
- Intensive cleaning like carpet shampoo, light cleaning etc. are done

Cleaning Procedure (day)

Area – Restaurant/Bar, Banquet halls

The banquet halls and restaurants are cleaned in coordination with the food and beverage department. It is especially important to fix the time of cleaning so that the least inconvenience is caused to the guests.

- Dirty ashtrays is removed and restocked with matches.
- Trash receptacles are emptied and wastebasket liners replaced.
- Light fixtures and decorative wall items is dusted.
- The restaurant is dusted, working from the top down, paying particular attention to removing fingerprints, smudges and scuff marks. Any surface damages are reported to the supervisor.
- All wall areas are spot-cleaned, checking for smudges around switches and electrical outlets.
- Any surface damages are reported to the supervisor.
- The restaurant floor is vacuumed. All exposed areas of the carpet that can be reached are covered, including those under any tables and chairs. A broom is used to reach hard-to-reach areas and edges.
- All fabric decorations are vacuumed.
- All air conditioning vents is cleaned.
- All skirting, light fixtures and tables legs is cleaned.
- All window glasses and frames are cleaned.

Cleaning the Banquet Halls

- Dirty ashtrays is removed and restocked with matches.
- Trash receptacles are emptied and wastebasket liners replaced.
- Light fixtures and decorative wall items is dusted.
- The banquet hall is dusted, working from the top down, paying particular attention to removing fingerprints, smudges and scuff marks. Any surface damages are reported to the supervisor.
- All wall areas are spot-cleaned, checking for smudges around switches and electrical outlets.
- Any surface damages are reported to the supervisor.
- The banquet hall floor is vacuumed. All exposed areas of the carpet that can be reached are covered, including those under any tables and chairs. A broom is used to reach hard-to-reach areas and edges.
- All fabric decorations are vacuumed.
- All air conditioning vents is cleaned.
- All skirting, light fixtures and tables legs is cleaned.
- All window glasses and frames are cleaned.
- The banquet hall restroom is thoroughly cleaned in the same way as the public area restrooms.

Cleaning Procedure (night)

Area – Restaurant/Bar, Banquet halls

Restaurant/Bar

- Fans and carpet shampooing can be carried out once a fortnight.
- The entire roofing is cleared of cobwebs.
- Chair upholstery is vacuumed.
- Floor is mopped.
- Telephone is cleaned.
- Counter top is damp wiped.
- Handrails and grills are cleaned.
- All tables and chairs is damp wiped working towards the base.
- Brass items are polished.
- All planters are cleaned.

Banquet Hall

- Fans and carpet shampooing can be carried out once a fortnight.
- The entire roofing is cleared of cobwebs.
- Chair upholstery is vacuumed.
- Floor is mopped.
- Telephone is cleaned.
- Counter top is damp wiped.
- Handrails and grills are cleaned.
- All tables and chairs is damp wiped working towards the base.
- Brass items are polished.
- All planters are cleaned.

Public Area Cleaning Procedure (day)

Area – Lifts and elevators

These are generally cleaned in the night, only dusting and the exterior of the elevator door is wiped down. Smudges and fingerprints are cleaned from around the control panels and the surrounding wall area.

Public Area Cleaning Procedure (night)

Area – Lifts and elevators

Cleaning Elevators/Lifts

- The exterior of the elevator door is wiped down. Smudges and fingerprints are cleaned from around the control panels and the surrounding wall area.

- After entering the elevator the appropriate control on the interior control panel is pushed so that the elevator remains stationary with the doors open.
- The ashtray near the elevator entrance is cleaned.
- Any burned out light bulbs is replaced.
- Interior surfaces are wiped down. On each wall or mirrored surface, one is in at the top right hand corner and work their way across and down.
- Handrails are cleaned and polished.
- The control panel is wiped down so that it is free of fingerprints and smudges.
- The elevator carpet is vacuumed, beginning in the far corner and working back towards the doors.
- The elevator door tracks is vacuumed and wiped.
- After closing the elevator door, the interior surface is wiped down.
- Before leaving the elevator it is returned to normal operation.

Cleaning the Administrative Offices/Back Areas

Offices to be Cleaned

- | | |
|------------------------|-----------------------|
| • Personnel department | • Accounts |
| • Horticulture | • Purchase |
| • Stores | • Sales |
| • Banquet office | • GM office |
| • Telephone exchange | • Housekeeping office |

Procedure

The administrative offices are usually cleaned at night but some hotels get them cleaned during the day for security reasons. The procedure is the same in each office and follows the methods described earlier for restaurants and banquet areas, with the addition that all water jugs and containers is refilled or replaced with clean ones.

Night Cleaning

This is also carried out in the same way as for other areas and in addition back area restrooms and dormitories are scrubbed and thoroughly cleaned.

Cleaning Corridors

In some hotels corridor cleaning is a part of the room boys work schedule i.e. the room boy cleaning the particular floor cleans the concerned corridor. Some hotels have separate attendants for cleaning corridors. The following procedure is followed:

- Air supply vents, sprinklers and ceiling corners is dusted.
- Light fixtures are dusted and polished and burned-out light bulbs replaced.
- Walls is spot cleaned, beginning at one point in the corridor and working completely down one side then the other until one arrives back at the starting point.

- Trim areas around guestroom doors are checked and any fingerprints or smudges removed.
- Baseboards are cleaned in the same way as the walls.
- Both sides of all exit doors are cleaned and surrounding trim and door tracks wiped down.
- Carpet is vacuumed.

❖ **Explain what are supervisory skills and the room & public area supervision procedure**

Supervisory Skills

These skills include

- Guiding the work: Taking the direction of the organisation and translating it into actionable plans for the work group.
- Organizing the work: Assigning people, equipment and tasks to meet work goals.
- Developing your staff: Actively working to increase the skill level of each employee being supervised.
- Managing performance: Removing the obstacles to better performance so employees can meet their own and the organisation's objectives.
- Managing relations: Developing and maintaining good relationships with other groups so that the supervisor's employees and the organisation meet their goals.

The ability to balance the goals of the organisation with the needs of the work group is the common thread that runs through all of the skill dimensions.

Room & Public Area Inspection Procedure

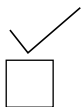
- Inspection of room and public area is a very systematic process in which the area assigned is checked for cleanliness and maintenance. The supervisor's responsibility is to check the area and also approve for occupancy.
- The checking is done following a detailed checklist which does not allow the supervisors to miss even a small aspect of cleanliness.
- Eye for detail plays a very important role during inspection.
- Supervisors are responsible for the maintenance of the hotel standards thus they do not compromise at any time.
- During inspection they also recognise the need for deep cleaning and other maintenance activity.
- In the rooms generally checking happens clock wise or anti-clock wise moving high to low level, covering all the areas.
- In public areas checking is done area wise and also depending on the timing of the outlets.
- Each and every item present in the assigned area has to be checked thoroughly.
- Rooms are checked once in the shift but public areas are checked continuously as there is high traffic in these areas.

XYZ HOTEL ROOM SUPERVISOR CHECKLIST

ROOM NO: _____

DATE: _____

SUPERVISOR NAME: _____



OK



NEEDS REPAIR

PARTICULARS	HOUSEKEEPING	MAINTENANCE	REMARKS
Main door			
Door/frame (clean, polished, painted)			
Knob/lock (polished)			
Peep hole (check)			
Fire exit plan (check)			
Wardrobe			
Shutter (polished, smooth)			
Handle (polished, secure)			
Hanger rod (clean, plated)			
Shelf (clean)			
Hangers (4 Pcs)			
Laundry & tie rack (clean, polished)			
Contd.....			

❖ **Write a note on role of housekeeping in odour control in hotels. What are the ways of controlling odour?**

Odour is the property of a substance that gives it a characteristic scent or smell. Odour control is a part of housekeeping services. As the housekeeping is responsible for the cleaning and upkeep of the hotel, odour control invariably becomes a part. To understand how to control odour we first need to understand the make-up of odours. There are basically three elements that cause most foul odours; nitrogen, oxygen and sulphur and all of them can be found everywhere. Fortunately not all odours are bad, those containing oxygen are usually sweet whilst those with nitrogen and sulphur usually foul.

The parent compound of the nitrogen is normally ammonia, found in all manner of household and industrial compounds such as glass cleaners and smelling salts. Whilst pungent, ammonia is not normally considered foul unlike organic derivatives of ammonia. Amines such as di-methylamine and tri-methylamine give rise to fishy odours and higher amines; tetra and penta-methylenes arise from the putrefaction of flesh. Ammonia derivatives are also associated with pet urine.

Sulphurous odours are normally associated with rotten eggs and organic derivatives such as butyl mercaptan with animals such as the skunk.

Detecting Odours

In order to detect odours the responsible compound needs to be volatile and therefore be dispersed in the air we breathe. Once airborne the compound can stimulate the olfactory glands in the nose and

cause a number of complex reactions resulting in what we know as smell. With some compounds only a few molecules may be needed to cause this reaction, whilst others are capable of blocking odours when in high concentrations and become no longer detectable above certain levels. This in fact is very dangerous as it may be a lethal compound such as Hydrogen Sulphide.

Many foul smells are formed by dead and decaying matter and during the process of decay the organic material breaks down into other, volatile, compounds giving rise to the smell.

Odour control – refers to control of unpleasant smell in the hotel premises. Housekeeping plays a very important role in keeping control on various odours to a level. The odours can also be briefly divided into chemical odours and Biological odours. Chemical odours originate from man-made products e.g. cigarettes, LPG gas, oils etc. biological odours are from left over food, insect and rodent infestation, gases emitted by humans and pets. Odour can be controlled by different ways like:

- **Chemical Masking** – Masking is the concept behind air fresheners in that a pleasant smell is introduced in high enough concentrations to mask the unpleasant smell. The nose then only detects the pleasant smell that gives rise to a fresh smell. The only downside to this approach is that the bad smell is not removed but stays in the background and any masking may need to be continually repeated to hide the smell.
- **Neutralisation** – Neutralisation is the process that nullifies the odour-producing chemical, including those persistently produced. During this process the specially formulated agent is atomised and absorbs the odour-producing compound, neutralizing the compound. The result is not just the elimination of the unpleasant smell but a light and fresh aroma to the location.
- **Odour elimination** – In this method the odour is controlled on a regular basis by strategic cleaning and sanitisation by the housekeeping. The maintenance department also helps in this by correcting hotel buildings mechanical, electrical or other conditions that contribute to the odour.
- **Air-purification** – This is done by the help of air purification systems in rooms and kitchens.

It is understood now without a doubt that the requirements of a clean hotel are manifold. We need the concepts to be crystal-clear and for that we need to be aware of the:

SPECIFIC QUESTIONS

❖ What do you understand by the term “dirty dozen”?

- Dirty dozen are hidden twelve areas identified in guestroom that eludes the GRA’s attention and tend to accumulate dust. They are generally hard to reach areas and are hidden from guest eye are dirty e.g. carpet corners, w/c rim, wash basin rim etc.

❖ What is Brassoing?

- Brasso is a widely-used and well-known metal polish. Brassoing is a metal polishing procedure used for brass items using brasso.

❖ Explain “eye for detail”

- It means a person is good at noticing specific details, IE colours, decorations, subtle changes. It is also one of the most important attribute of the housekeeping staff.

❖ **What is a hot & cold towel and how is it prepared?**

- Depending on the season hot or cold towels are offered to guest on arrival as a refreshment.
- **Hot towels** are prepared by immersing folded face towels in hot water with aromatic oil. After which the water from the towel is rinsed out.
- The towel is then rolled and placed in a steam heated warming equipment and presented to the guest on a tray proffering it with a pair of tong.
- **Cold towels** are prepared by dipping the face towels in cold water with aromatic oil. After which the water from the towel is rinsed out.
- The towel is then rolled and placed on ice cubes in an ice box or a refrigerator and presented to the guest on a tray proffering it with a pair of tong.
- Now-a-days even readymade hot and cold disposable towels are also available.

❖ **Explain what DND is.**

- It is a standard phrase traditionally seen on doorknob hangers in accommodations, such as hotels. These are known as “Do not disturb” signs. These cards are hung on the door knob by the guest to restrict the staff and visitors to enter the room. Nowadays the hotels also use a light indicators instead of these cards.

❖ **How are telephones cleaned?**

- Telephones have to be cleaned with all purpose cleaner and disinfected with sanitiser everyday.

❖ **Explain “pillow fold”.**

- It is the technique used for inserting pillows in pillow covers.

❖ **Who is a “spotter”?**

- In housekeeping “spotter” is the one who spots stains and marks on the carpets of rooms and public areas and removes it instantly.

❖ **After receiving a room status report what type of room should the room attendant clean first.**

- Vacant
- Guest request for early make-up
- VIP rooms before 11 am
- Departure rooms blocked for arrivals
- Departure rooms
- Occupied rooms
- Stay over's
- Rooms that had DND card earlier in the morning
- Expected departure

❖ **When is the right time to do deep cleaning of public area?**

- In the night as the traffic will be less.

❖ **How much time does it takes for a room boy to clean a standard room and a suite room?**

	<i>Standard room</i>	<i>Suite room</i>
Departure room	30 min	45 min
Occupied room	30 min	45 min
Vacant room	10 min	15 min

❖ **How much area is allotted per room boy to clean and supervisor to supervise?**

<i>Room boy</i>	<i>Public area boy</i>
4500 to 5000 sq ft	2500 to 3000 sq ft
Floor supervisor	Public area supervisor
15,000 sq ft	10,000 sq ft

❖ **What is traditional fold?**

- It is a traditional way of bed making without a foot fold.

❖ **What is rotation of mattress and why is it done?**

- Rotation of mattress is done to prolong the life of the mattress. This does not allow the mattress to sink on different areas. These days mattresses are available in the market which do not need this treatment but still maintain its shape.

SUMMARY

The following points have been discussed in this chapter:

- Cleaning of guest rooms
- Making of hotel bed
- Cleaning of public areas
- Room supervision
- Public area supervision
- Odour control

Knowing what you need to clean and when you need to clean it, makes organising your time a much easier task. Creating a cleaning schedule can be a confusing job. How often do cleaning tasks need to be performed? How long does a particular job take? What schedules are considered daily, weekly, monthly, or seasonal tasks? The truth is that not one schedule will work perfectly for the same two people. If your hotel has family guest, you may find that weekly tasks need to be performed daily to prevent getting behind.

Effective hotel cleaning not only improves customer appreciation but also uplifts the moral of the staff. We will be taking a deep look into the designated rooms of the housekeeping department in the next three chapters.

KEY TERMS

- **Amenity package** – Is a cluster of special features, such as complimentary shore excursions, bar or boutique credit, or wine at dinner offered to clients on a given tour or cruise, usually as a bonus or extra feature. Usually used to induce clients to book through a particular travel agency or organisation.
- **Area Inventory List** – Is a list of items within a particular area, which need cleaning by or attention of the housekeeping Personnel.
- **Block cleaning** – In this type of cleaning the room attender moves from one room to the other and completes the same task in every room, before moving back to the first room with a new task to begin the cycle again. This procedure involves blocking several rooms at a time.

- **Buffing** – Polishing and buffing are finishing processes for smoothing a work piece's surface using an abrasive and a work wheel. Technically polishing refers to processes that use an abrasive that is glued to the work wheel, while buffing uses a loose abrasive applied to the work wheel.
- **BUP** – Or “brush-up” is a very light servicing given a full service earlier in the day, when it was occupied, but which is now vacated.
- **Cleanliness** – Is the absence of dirt, including dust, stains, bad smells and garbage. Purposes of cleanliness include health, beauty, absence of offensive odour, avoidance of shame and to avoid the spreading of dirt and contaminants to oneself and others. In the case of glass objects such as windows or windshields, the purpose can also be transparency.
- **Damp dusting** – It is a method of cleaning where the items to be cleaned is wiped with damp cloth.
- **Deep Cleaning** – Intensive or specialised cleaning undertaken in guestrooms or public areas. Often conducted according to a special schedule or on a special project basis.
- **Dirt** – Is dust or other material, which adheres to a surface.
- **Dropping a room** – This may and may not be legitimate. It means that the room attendant makes up one room less than his/her quota calls for.
- **Dust** – It is a general name for minute solid particles in the atmosphere arise from various sources such as soil dust lifted up by wind, volcanic eruptions and pollution. Dust in homes, offices and other human environments consist primarily of human skin cells, but also contain small amounts of plant pollen, human and animal hairs, textile fibers, paper fibers, minerals from outdoor soil and many other materials which may be found in the local environment.
- **Early makeup** – It is a room status term indicating that the guest has reserved an early check-in time or has requested his/ her room to be cleaned as soon as possible.
- **Entomologically clean** – Refers to cleanliness free from harmful insects and pests.
- **Foot fold** – It is a pleat created at the foot of the bed using extra length of the sheets. This is done for the guest to allow to tuck their feet while allowing comfortable wiggle room for movement.
- **Frequency schedule** – Is a schedule which indicates how often each item on an area inventory list needs to be cleaned or maintained.
- **Freshlook** – Inspections conducted by people not regularly associated with the area; allows for observing and reporting deficiencies not noticed by some one regularly in contact with the area.
- **General cleaning** – Indicates a through cleaning of guest rooms and baths that is done on a periodic basis.
- **Grouting** – Place between bath tub and wall tiles.
- **GRS** – Guest Refused Service.
- **High dusting** – Dusting high or hard-to-reach items or areas such as air supply vents, sprinklers and ceiling corners.
- **House setup** – The total number of each type of linen that is needed to outfit all guestrooms one time. Also referred to as one par of linen.
- **In-Situ** – Means “On the spot” or “on site”.
- **Inspection checklist** – It is a detailed list of all surfaces and articles in guestroom or public areas to be areas and the standard of cleanliness laid out for them with space for the inspecting supervisor to indicate approval or record their observation.
- **Job safety analysis** – It is a detailed report that lists every job task performed by all housekeeping

employees. Each job task further broken down into a list of steps. These steps are accompanied by tips and instructions on how to perform each step safely.

- **Late Service** – It is a room that requires service after the day shift has left that is in the evening or night as per guest request.
- **Make-up** – Servicing of room while the guest is registered in the room.
- **Mitring** – Sheet tucked along the foot or head of the mattress by lifting flap of sheet from a point along the side about 30cm from the corner and tucking the remaining portion then drop flap and tuck in (also called the “box fold”, “square corner” or “hospital corner”).
- **NB** – No baggage in the room.
- **Odour** – It is the property of a substance that gives it a characteristic scent or smell.
- **Open section** – It is a group of room that is not a part of room section for cleaning purpose.
- **Orthodox cleaning/Traditional cleaning** – Is a traditional way of organising cleaning activity in hotels where the room attendants completes all the task of one room and moves to the next room allotted to him.
- **Osmologically clean** – Refers to cleaning free from any organic or inorganic matter that may emit an odour.
- **Out-of-order** – It is the room status term indicating that a room cannot be assigned to a guest. A room may be out-of-order for maintenance, refurbishing, deep cleaning, or other reasons.
- **Parlour maid** – The maid who services suites and public areas.
- **Pick-up rooms** – It is a room from the open section assigned for servicing to different room attenders to balance out the work load.
- **Preventive maintenance** – It is a regular maintenance check of rooms and public areas done by the maintenance department where complaints are identified and corrected to give a zero defect room to the guest.
- **Re-sheeting** – Involves stripping the bed of all soiled linen and making the bed up with fresh linen.
- **Room assignment sheet** – It is a document indicating the number of rooms with their status that a room attendant needs to service. It also indicates any pick-up room or other area which needs to be serviced by the attender.
- **Room inspection** – It is a detailed process in which guestrooms are systematically checked for cleanliness and maintenance needs and then okayed for occupancy by housekeeping supervisors or self check room attenders.
- **Room inspection** – It is a detailed process in which guestrooms are systematically checked for cleanliness and maintenance needs.
- **Room status report** – It is a report which allows the housekeeping department to identify the occupancy or condition of the property’s rooms. Generated daily through a two-way communication between housekeeping and the front desk.
- **Routine cleaning/maintenance** – Activities related to the general upkeep of the property that occur on a regular (daily or weekly) basis and require relatively minimal training or skills to perform. These activities occur outside of a formal work order system and include such tasks as sweeping carpets, washing floors, cleaning guestrooms etc.
- **Runners** – Length of matting made of synthetic or natural fiber placed at entrances to prevent dirt and dust from entering the building; runner in housekeeping is also a person who is in-charge of conveying orders from the housekeeping department to the staff on guest floors.

- **Rush/On The Double** – It is a guest room that needs to be serviced immediately.
- **Scheduled maintenance** – Activities related to the upkeep of the property that are initiated through a formal work order or similar document.
- **Second service** – This is the service rendered by housekeeping if housekeeping has already cleaned the room once but the guest calls again asking them to clean the same a second time.
- **Sections** – Is a group of rooms that have been assigned to a room attendant for cleaning.
- **Soil** – Includes dust, dirt or foreign matter deposited on a surface.
- **Spring cleaning** – The term spring cleaning refers to the yearly act of cleaning a house from top to bottom. In hotels its a periodic cleaning which is done during off seasons.
- **Stains** – This is a spot or decolourisation, when it comes in contact with an external agent.
- **Suction clean** – Vacuum clean.
- **Tarnish** – A layer of corrosion that forms over copper, brass, silver, aluminum and other semi-reactive metals as they undergo oxidation. It is analogous to rust, but with a slower rate of occurrence. Tarnish is mainly caused by chemicals in the air, such as sulfur. It often appears as a usually dull, gray or black film or coat over metal.
- **Team cleaning** – In this type of cleaning two or more people work together in an area either on the same task or on different tasks.
- **Terminally clean** – Refers to a very high degree of cleanliness generally maintained in hospitals where constant sanitisation is done against all kinds of pathogenic microbes.
- **Time And Motion Study** – An analysis of a specific job in an effort to find the most efficient method in terms of time and effort.
- **Turn down service** – In hotels, the practice of folding back the blanket and sheet of the bed in the evening, sometimes accompanied by putting a mint on the pillow or a cordial on the night stand. At the same time the room is also restocked with supplies and touch-up cleaning is done if the room has been used.
- **White ragging** – A method followed in a guestrooms inspection in which a white rag is rubbed on a recently cleaned surface to check the degree of soil, thus indicating the standard of cleanliness.

ACTIVITIES

Activity 1

Multiple Choice Questions

1. Some areas of your hotel that can be afforded to be neglected during your daily and weekly cleaning sessions, but ultimately a good thorough _____ cleaning is needed.

(a) Daily	(b) Weekly
(c) Monthly	(d) Seasonal
2. Attention is only needed in these areas two to three times a year, but it is vital in maintaining and cleaning the hotels. The type of cleaning schedules made for them is known as

(a) Daily cleaning schedule	(b) Weekly cleaning schedule
(c) Monthly cleaning schedule	(d) Seasonal cleaning schedule
3. Examples of Weekly Cleaning Schedules

(a) Bathroom scrubbing	(b) Room cleaning
(c) Banquet cleaning	(d) Lobby cleaning

4. Which one of them is intensive or specialised cleaning undertaken in guestrooms or public areas?
 - (a) Spring cleaning
 - (b) Deep cleaning
 - (c) Super cleaning
 - (d) Regular cleaning
5. Which one of this is an examples of night cleaning schedules?
 - (a) Public area cleaning
 - (b) Room cleaning
 - (c) Spring cleaning
 - (d) Room balcony
6. What is done in the hotel by agent that is applied to the carpet to decrease the rate of soiling?
 - (a) Movement of people
 - (b) Dust control mats
 - (c) Soil retarding
 - (d) Resistant finishes
7. What are a necessity in most hotels, especially outside rooms conference halls and lobby and are an extremely effective way of stopping dirt, dust and moisture from either entering or moving around the premises?
 - (a) Movement of people
 - (b) Dust control mats
 - (c) Soil retarding
 - (d) Resistant finishes
8. Main reasons why you practically need to get keep cleaning are: -
 - (a) A clean, new look /appearance
 - (b) Unhappy customer
 - (c) Unhealthy environment
 - (d) Lowering life of surfaces/furnishings
9. A rude decoration inscribed on rocks or walls in hotels generally it is seen in toilets is known as
 - (a) Dirt
 - (b) Stain
 - (c) Tarnish
 - (d) Graffiti
10. A matter that has come from a once-living organism; is capable of decay, or the product of decay is known as
 - (a) Stain
 - (b) Tarnish
 - (c) Organic matter
 - (d) Graffiti
11. The cleaning process involves:
 - (a) Suspension of dirt and the product to be cleaned
 - (b) Prevention of suspended particles re-depositing on the surface
 - (c) Deposition of dust
 - (d) Staining of items
12. A substance that is foreign to the construction or make-up of material which can be on any type of flooring or wall covering is known as
 - (a) Stain
 - (b) Soil
 - (c) Organic matter
 - (d) Graffiti
13. Which type of soil comprises of sand, grit and other abrasive products?
 - (a) Dry soil
 - (b) Oily soil
 - (c) Dye soil
 - (d) Wet soil
14. Which amongst these are followed during bathroom cleaning
 - (a) The lights and exhaust is turned off.
 - (b) The trash and ashtray must not be emptied.
 - (c) The w/c is flushed and the w/c cleaner applied around the bowl. It is allowed to stand for some time.
 - (d) The bathroom tiles, bathtub and washbasin should not be pre-sprayed with bathroom cleaner.

15. Which amongst these are followed during guest room cleaning?
- The vacuum cleaner is placed in the bathroom and the cleaning supplies in the room.
 - The curtains are closed.
 - The lights are switched on to check for any fused bulbs and then switched off, unless they are necessary for visibility.
 - The air conditioning is checked to see whether it is working or not and then switched on during cleaning.

Activity 2

Fill in the Blanks & True or False

- Being in the service industry the degree of cleanliness required for hotels is _____ .
- Exposure to mould, by the way of breathing in spores or minute fragments of it, can affect guest and staff health. True/false
- _____ is a spot or decolourisation of the material when it comes in contact with an external agent.
- Oil and grease can come from anywhere and not just foodstuffs and are the main source of _____ soil.
- If it is a business hotel the hotel will be more crowded on week days so a weekly cleaning schedule will be more effective – True/false
- Better job performance of the staff will lead to better work but unhappy customers – True/false
- _____ department is responsible for the immaculate care and upkeep of all the guest rooms and public spaces of the hotel.
- The clean exterior of hotel will automatically tempt buyers to have a look at the interiors too – True/false
- _____ is decolourisation of metals. When they come into contact with external agents like water, air, etc because of chemical reaction taking place.
- _____ is in general dirt or grubbiness, dust, ink, tea, coffee stains etc. or also deposits of embedded dirt, adhesive residue, etc

Activity 3

Project Work

- List down the reasons why they clean their work place or houses and then relate it to the importance of cleaning in hotels.
- Ramesh is the public area boy for the shift. List down the procedure, various equipments and chemicals he would require during his night shift extensive cleaning.

ANSWER

Activity 1

- | | | | | | |
|---------|---------|---------|---------|---------|---------|
| 1. (c) | 2. (d) | 3. (a) | 4. (b) | 5. (a) | 6. (c) |
| 7. (b) | 8. (a) | 9. (d) | 10. (c) | 11. (b) | 12. (b) |
| 13. (a) | 14. (c) | 15. (c) | | | |

Activity 2

- | | | |
|-----------------------|---------|------------|
| 1. Very high | 2. True | 3. Stain |
| 4. Oily | 5. True | 6. False |
| 7. Hotel housekeeping | 8. True | 9. Tarnish |
| 10. Soiling | | |

CHAPTER

8

LINEN ROOM

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain function of a linen room staff
- ♦ Understand linen and uniform room function
- ♦ Describe linen types, linen sizes, linen exchange procedure
- ♦ Understand linen quality and life span
- ♦ Explain discards and their reuse
- ♦ Describe linen inventory and control
- ♦ Calculate and establish par stock for an establishment
- ♦ Draw a layout of linen room
- ♦ Understand linen control

“You cannot be fresh and feeling fine, wearing a washed vest under an unwashed shirt; or, an unwashed vest over a washed shirt. Both have to be clean, to provide a sense of tingling joy. So too outer and inner cleanliness is but the reflection of the inner achievement.”

– Sri Sathya Sai Baba (Indian Spiritual leader, b. 1926)

INTRODUCTION

Linen is a textile made from the fibers of the flax plant. Linen is labour-intensive to manufacture, but when it is made into garments, it is valued for its exceptional coolness and freshness in hot weather.

Textiles in a linen-weave texture, even when made of cotton, hemp and other non-flax fibers are also loosely referred to as “linen”. Such fabrics generally have their own specific names other than linen; for example, fine cotton yarn in a linen-style weave is called Madapolam.

The collective term “linens” is still often used generically to describe a class of woven and even knitted bed, bath, table and kitchen textiles. The name linens are retained because traditionally, linen

was used for many of these items. In the past, the word “linens” was also used to mean lightweight undergarments such as shirts, chemises, waist shirts, lingerie (a word which is cognate with *linen*) and detachable shirt collars and cuffs, which were historically made almost exclusively out of linen.

Hotel Linen

Hotels have to be specific about linen. Hotel linen can be range from luxurious to normal types

Linen in the hotels can be categorised as following:

- Bed linen
- Bath linen
- Food and beverage linen
- Linen used by other departments (health club, spa, beauty parlor etc.)

Turkish Towel

The Turkish towel is essentially a bath towel measuring approximately 90cm x 110cm. Made of cotton or linen originally, later and especially in the 18th century, it was constructed with a looped pile section in the center.

It was a very important part of Turkish social life and continues to be so, but originally it was meant for ceremonial bath for a bride before her wedding and for important occasions later in life. The Turkish ‘hamams’ too has an undeniable relationship with these towels. For a complete set of towels were available and is still available which consisted of different towels for the shoulder, hips and head. This elaborate arrangement was made keeping the special Turkish baths in mind. The towel would still have been the drab piece of bath accessory if the Ottomans did not intercede. They brought style, design and fancy weaving to the towels with the help of their well-honed carpet weaving skills in the 17th century. Their towel was different in the sense that their 2/2-twill weave had extra-warp loop pile. It actually means that apart from the warp and weft of any other woven cloth their towel also had pile or loops of thread standing up from the rudimentary cloth.

The towels that we use all over the world actually were first woven in modern day Bursa in the 18th century. Weavers invented different techniques for these towels and the towels known as ‘havly’ at the beginning are now known as ‘havlu’, which is actually the Turkish word for towels. The specialty and much of the fame of these towels naturally rest on the fact that these towels were hand woven, which limited their manufacturing to 3-4 towels a day.

www.turkeyforyou.com

It is often taken for granted that the linen in a guest room is tidy. However it is a given that a hotel is as clean as the linen it uses and for that we require to answer the:

DESCRIPTIVE QUESTIONS

❖ List the function of the linen room attender

Linen clerk; linen-exchange attendant; linen-room attendant; uniform attendant

- Stores, inventories and issues or distributes bed and table linen and uniforms in establishments, such as hotels, hospitals and clinics.

- Collects or receives and segregates counts and records number of items of soiled linen and uniforms for repair or laundry and places items in containers.
- Examines laundered items to ensure cleanliness and serviceability.
- Stamps items with identifying marks.
- Stores laundered items on shelves, after verifying numbers and types of items.
- Counts and assembles laundered items on cart or linen truck, records amounts of linens and uniforms to fill requisitions and transports carts to floors.
- Conducts monthly and yearly inventories to identify items for replacement.
- Keeps linen room in clean and orderly condition.
- May mend torn articles with needle and thread or sewing machine or send articles to sewer, linen room.

❖ **What is linen inventory, give its advantages and how many times is it taken?**

Inventory is a list for goods and materials, or those goods and materials themselves, held available in stock by a business. Linen inventory is the physical count of total linen in the hotel including the one kept in the stock. Linen inventory is taken once in a month.

Advantages of Linen Inventory

- Linen inventory helps to reduce linen related expenditure through better inventory control.
- Linen inventory make vendors accountable especially if you have contacted laundry.
- Linen inventory keep your linen at optimal levels all times. The linen inventory provides instant, accurate information regarding all of the linen in the inventory and includes a history of every item. Reports ensure that optimal inventory levels are maintained and prevent unnecessary purchasing.
- Linen inventory ensure that the correct linen standards are maintained by providing historical information on the life of every item to verify that linen items are in accordance with specifications and are replaced at the correct time.
- Reduce time and effort involved in processing and tracking linen through.
- Automate your processes - By doing proper linen inventory, we are able to provide significant automation of tasks such as:
 - Assigning linen to the correct storage locations.
 - Receiving linen for laundering.
 - Sending and receiving linen from the cleaner.
 - Purchasing new linen and receiving ordered linen from suppliers into the inventory.
 - Doing a stock take.
- Provide monetary benefit. The linen inventory saves your money in 3 primary ways:
 - Reduction of Lost Linen - Savings resulting from knowing which employees have which garments and holding employees accountable for garments they lose.
 - Reduction in Purchasing - Savings made by keeping the inventory at optimal levels and not purchasing more linen than you need.
 - Vendor Accountability - Savings resulting from knowing which vendor has which linen and holding vendors accountable for linen they lose.

❖ **What are the important factors that affect par stock?**

- A linen par refers to the amount of each type of linen required to make up all types of guest rooms of the hotel at the given time. One par of linen is also referred as a standard specific or normal level of stock or a house set up.

Generally four to five par of linen is maintained in hotels

1. In circulation/use
2. In the floor linen room/floor pantry
3. In the laundry
4. In the main linen room
5. In linen store (optional) for emergencies

Some of the factors that affect par stock are:

- **Type of hotel** – linen par will depend on the category of hotel. If it's a five star generally four to five par is kept but for a three star sometimes even three par is kept
- **Type of laundry in the hotel** – with on premise laundry the hotels can manage easily with four par
- **Occupancy level of the hotel** – the par level will increase with the kind of occupancy in the hotel
- **Replacement** – these are linen kept in stock as a part of par for replacement of torn, damaged or lost linen
- **Emergency** – one par of linen is generally kept for emergency situation like power failure or equipment breakdown in the laundry. Or if it is contracted laundry then some emergencies like riots etc might happen in the city and the contractor is not able to supply linen on time

❖ **Give the linen required for 100 rooms (50 twin, 50 double) of a five star hotel. The food and beverage outlets are:**

- Restaurant 1- 40 pax
 - Restaurant 2- 60 pax
 - Banquet 1- 100 pax
- Par stock for rooms to be taken as four and public areas as five
 - For blankets, mattress protector 1 par + 20% is taken

PAR STOCK CALCULATION					
ROOMS	100 (50 twin, 50 double)				
TYPE OF ROOM	ITEM	NO OF ROOM	NO OF ITEMS PER ROOM	PAR	TOTAL
TWIN	SBS	50	4	200	800
	SNS	50	2	100	400
	SBL	50	2	100	120
	SMP	50	2	100	120
DOUBLE	DBS	50	2	100	400
	DNS	50	1	50	200
	DBL	50	1	50	60

Contd.

	DMP	50	1	50	60
	BT	100	4	400	1600
	HT	100	2	200	800
	FT	100	2	200	800
	BM	100	1	100	400
	PC	100	4	400	1600
PUBLIC AREA					
TYPE OF OUTLET					
	ITEM	NO OF COVER	NO OF ITEMS PER COVER	PAR	TOTAL
RESTAURANT 1 (40 pax)	NAPKIN	40	40	40	200
	RUNNERS	20	20	20	100
	TABLE CLOTH	10	10	10	50
RESTAURANT 2 (60 pax)	NAPKIN	60	60	60	300
	PLACEMATS	60	60	60	300
	TABLE CLOTH	15	15	15	75
BANQUETS (100 pax)	NAPKINS	100	100	100	500
	TABLE CLOTH	22	22	22	110
	FRILLS	5	5	5	10

❖ **What are the essential features of linen room? List out the various activities of the linen room. What are the storage conditions for linen?**

- There are basically two types of linen room centralised and decentralised. In the centralised system of linen room all the linen of the hotel is collected and delivered from one place whereas in decentralised laundry each floor of the hotel maintains its own par stock of linen. When required these linen rooms are replenished by the main linen room. This type of system is used in hotels which have higher inventory of rooms.

Activities of a Linen Room

- Collection of soiled linen
- Linen sent for laundering
- Checking and sorting of free linen
- Linen distribution to floors and outlets
- Linen discard
- Linen stitching, repairing, monogramming
- Linen sorting
- Receiving of fresh linen
- Storage of linen
- Linen inventory
- Record keeping of linen
- Uniform selection, storage, exchange, discard

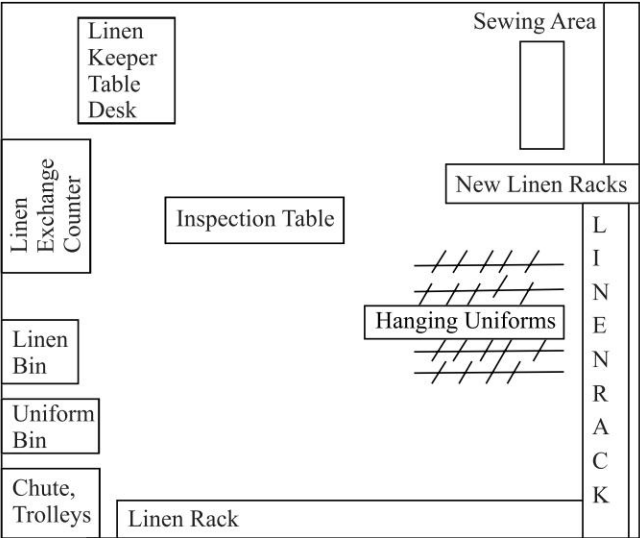
Essential Features of Linen Room

- Location of the linen room should be such that facilitates easy flow of linen. Generally it is situated close to the housekeeping department.
- The size of the linen room depends on the size of the hotel, the number of rooms in the hotel, the number of food & beverage outlets in the hotel.
- It should be sufficiently spacious and organised to carry out all the activities.
- A common entry and exit point is ideal. Linen room doors should be wide enough to allow easy passage of trolleys.
- Floors and walls should be sturdy.
- Ventilation plays a very vital role in order to avoid formation of mildew on the linen.
- Storage shelves should be designed for maximum utilisation of space.
- Generally the soiled linen bin and uniform bin is placed at the entrance.
- The timing of the linen room varies from hotel to hotel but generally it is open from 8.00 AM to 8.00 PM or 7.00 AM to 7.00 PM. In case of emergencies only authorised person can open the linen room at night. The linen room is locked and the keys are handed over to security office.

Storage Conditions for Linen

- The linen room should be well ventilated so that there is no mildew or bacteria formation.
- The room construction should be such to eliminate the possibility of damage by pest.
- The room should be protected against dampness, sunlight and chemical fumes.
- Appropriate racks should be used to avoid white ants and rust.
- A common entry and exit point is ideal for security reasons.
- Linen room should be accessible to only authorised persons.
- Periodic pest control and cleaning should be done in the linen room on a regular basis.

❖ Illustrate an ideal linen room layout



❖ **What is linen control**❖ **Explain linen control**

Linen control refers to the control of flow and stock of linen in the hotel. By implementing good linen control procedures, the housekeeping department can ensure a good supply of linen to service normal business and occasional emergencies. Linen control can be carried out in four phases:

- Quality control of daily flow of linen
- Routine checking of linen on a daily basis
- Linen inventory
- Proper record keeping

❖ **Give the sizes and material used for various linens in hotels****Bed Linen Guide**

<i>Item</i>	<i>Material used</i>	<i>Size in inches</i>
Single bed sheet	Cotton and polycot, Egyptian cotton, blends	78 × 108
Single night spread	Seer sucker	78 × 108
Double bed sheet	Same as above	90 × 108
Double night spreads	Seer sucker	90 × 108
Queen size	Same as above	92 × 105
King size	Same as above	150 × 200
Super king	Same as above	305 × 320
Single blanket	Wool, acrylic, cotton, polyester, olefin	72 × 100
Double blanket	Same as above	90 × 100
Quilt, single	Cotton, kapok	33 × 50
Quilt, double	Same as above	50 × 56
Pillow cover	Same as sheets	20 × 30
Duvet covers single	Cotton, blend, polycot, raw silk	57 × 79
Duvet covers double	Same as sheets	79 × 79
Mattress Protectors (fitted)		
Single	Quilted polyester, cotton	36 × 75
Double	Same as above	54 × 75

Bath Linen Guide

<i>Item</i>	<i>Material used</i>	<i>Size in inches</i>
Pool towel	woven pieces of fabric either cotton cotton-polyester, cotton and linen blend	36 × 80
Extra large bath towels	Same as above	40 × 70
Bath towel	Same as above	30 × 54
Hand towel	Same as above	22 × 40
Face towel	Same as above	10 × 10
Bath mats	Same as above	24 × 36

Table Linen Guide

<i>Item</i>	<i>Material used</i>	<i>Size in inches</i>
Tray cloth	Cotton, Linen, Denim, Paper, Plastic	16 × 27
Table napkin	100% Cotton, blend, paper, linen	21 × 21
Tea napkin	Same as above	12 × 12
Waiters cloth	100% cotton casement	18 × 27
Table cloth		
Rectangular table 48*30	Polycot, Damask, Linen,	72*54
Rectangular table 60*36	Same as above	84*60
Rectangular table 72*30	Same as above	96*54
Round 30" dia	Same as above	54" round /square
Round 36" dia	Same as above	60" round /square
Round 60" dia	Same as above	84" round /square
Round 30" Diameter	Same as above	54 Round/Square
Round 36" Diameter	Same as above	60" Round/Square
Round 60" Diameter	Same as above	84" Round/Square
Slip cloth	Cotton blends	36 × 36
Dusters	Cotton blend	22 × 22
Underlay	Baize, molton	Depends on the table size
Skirts frills and runners	Satin	Depends on the table size

To convert inches into cm approx, multiply the number of inches by 2.54. To convert from cm to inches divide the number of cm by 2.54.

❖ **What are the points to be considered before purchasing linen for a hotel?**

Thorough and accurate information is necessary for quality and quantity of linen before purchasing. The budget allowed should be ample for the time and type of operation. Quantities depend on the size of the hotel, the number of beds, room turnover, laundering efficiency and frequency change.

Factors determining the purchase of linen

- **Type** – indicates the type of establishment or the hotel we are purchasing the linen for
- **Fabric** – should be easy to maintain
- **Quality** – generally cottons or tery-cottons are preferred
- **Cost** – will depend on the type of hotel as well as the area where the linen is going to be used
- **Laundry** – generally linen last long in an in-house laundry and lesser par is required
- **Storage** – Linen par refers to the number of linen sets that should be available for each guestroom; one par should constitute a day's supply of linen. Pars vary from hotel to hotel, a par for 1 bed will require

❖ How is Linen and Uniform exchanged?

Linen exchange can be done by following any of the following ways:

- Fresh for soiled or one for one – this is the most common way of linen exchange used in most of the hotels. Here fresh linen is provided only if an equivalent soiled article is given back.
- Requisition – in this system requisition slips are used which is filled and send to the linen room by the concerned department and the same linen is delivered
- Set amount – in this system the number of linen to be issued are fixed and the same is provided daily
- Topping up – in this system linen is brought up to the optimum level at periodic intervals or whenever it falls short

For the smooth running of the process of housekeeping we should be able to answer the following:

SPECIFIC QUESTIONS

❖ Define linen.

- **Linen** - Any washable or laudable item given by the housekeeping to another department is called linen. Linen in the hotels can be categorised as following:
 - Bed linen
 - Bath linen
 - Food and beverage linen
 - Linen used by other departments (health club, spa, beauty parlor etc.)

➤ What are the recommended weights for different bath linen?

<i>Item</i>	<i>Weights in grams</i>
Bath towel	650
Hand towel	150
Face towel	45
Bath mat	300

❖ What is warp and weft?

- In weaving, the **warp** is the set of lengthwise yarns through which the weft is woven. Each individual warp thread in a fabric is called a **warp end**. When weaving with a loom, the warp yarns are fully attached before weaving begins. **Warp yarns** run the length of the fabric. **Weft yarns** run the width of the fabric.

❖ Explain Discard

- Hotel linen that is officially declared unfit for use for the reasons like too badly worn, torn, stained or burnt.

❖ Explain “Linen-chute”

- Linen chute is a passage/ pipe which is connected from each floor pantry of the hotel to the linen room or laundry through which all the soiled linen comes to the laundry.

❖ **What is crinkle sheet?**

- A distinctively woven sheet used to cover and protect the blanket. It is also known as third sheet, night spread or snooze sheet.

❖ **What is Reflectometer?**

It is equipment used for checking the brightness of linen

Standard reading for hotel linen should be

- Bed linen - 95 reading
- Bath linen - 94 reading
- Table linen - 95 reading
- Uniform - 92 reading

❖ **What is Napery?**

- They are table linen like table cloth, napkins, doilies etc

❖ **What is a bath-mat?**

- A heavy towel or mat to stand on while drying yourself after a bath.

❖ **What is a drop cloth?**

- A large piece of cloth, plastic, etc. used to cover floors, furniture, etc. as a protection against dripping paint.

❖ **What is a pillow-crease?**

- The act of pressing your face into a hard cotton **pillow** makes your skin **crease**, these are called **pillow crease**.

❖ **What is a linen bin?**

Linen bins are a place to keep dirty clothes or line before putting them in the wash. They often come with a poly-cotton bag inside, so you can easily lift linen out and take then to the washing area.

❖ **What is temporary storage of linen?**

- When the linen comes after laundering the linen is rested for sometime in the linen room before issuing to the departments. This is also known as temporary storage of linen.

❖ **Explain Monogramming**

A **monogram** is a motif made by overlapping or combining two or more letters or other graphemes to form one symbol. Monograms are often made by combining the initials of an individual or a company, used as recognizable symbols or logos. In hotels monograms are made on towels, guest amenities etc.

❖ **What are huckaback towels?**

A huckback weaving pattern, also known as **huggabag**, **huck-a-back**, **huckabag** or simply **huck**, is an old weave that is still used nowadays for towels. The name 'huckaback' may have been adapted from 'hucksters', known from around 1200. Hucksters were pedlars and used to sell linens in markets, after carrying goods on their backs. Huckaback pattern produces a specific uneven surface which allows towels to absorb water better and dry off quicker. Huckaback towels have a good grip, are sturdy and extremely absorbent. Towels made of huckaback weave fabric dry the skin very effectively; towel-drying your skin with huckaback also stimulates the blood supply leaving you revitalised and fresh.

❖ **What are Felts?**

- **Felt** is a non-woven cloth that is produced by matting, condensing and pressing fibres. While

some types of felt are very soft, some are tough enough to form construction materials. Felt can be of any colour and made into any shape or size.

❖ **What is linen life span?**

- Life span of linen is measured in terms of how many times it can be laundered before becoming too worn to be suitable for guestroom use.

Life span laundering cost = item weight x laundering cost per kg x number of laundering withstood

❖ **Give the formula for cost per use of linen**

$$\text{Cost per use} = \frac{\text{purchase cost} + \text{lifespan laundering cost}}{\text{number of lifespan laundering}}$$

SUMMARY

The following points have been discussed in this chapter:

- Linen types, Linen sizes
- Linen quality and life span
- Discards and their reuse
- Linen inventory and control
- Par stock and par stock calculation
- Linen exchange procedures
- Sewing room functions
- Layout (linen room)

Linen is the one of the items in hotel where most of the capital is spent on, so utmost care is taken for the smooth flow and upkeep of the linen. Linen management is one the main responsibilities of the housekeeping department. The most important room, however, is the laundry. Let us take a look at it in the next chapter.

KEY TERMS

- **Baize cloth** – Is a coarse woven cloth lain under the table cloth to make it non-slip and cover the sharp edges of the table. It also helps in absorbing the cutlery noise.
- **Bath sheet** – Is extra large bath towels in luxury hotels for VIP guests. Some hotels go to an extent of monogramming guest name on it.
- **Contingency plan** – Planning done for uncertain events.
- **Coverlet** – Is a bed spread that just covers the top of the dust ruffle but does not reach down to the floor.
- **Dust ruffle** – Is a pleated decorative skirting that extends around the sides and foot of the bed.
- **Finished sheet** – Is a sheet size that includes the top and bottom hem.
- **Flannelette** – Is a plain woven cotton fabric with a brushed or napped surface.
- **Floor par** – The quantity of each type of linen that is required to outfit all rooms serviced from a particular floor linen closet.

- **Grey goods** – A fabric that has straight come from the loom without any finishing.
- **Hamper** – Plastic bins or containers used in linen rooms for storing the soiled linen separately.
- **House linen** – All launder able items maintained, stored and issued for guest use for housekeeping department.
- **House set up** – The total number of each type of linen that is needed to outfit all guestrooms one time. Also referred to as one par of linen.
- **Inventory** – Stocks of merchandise, operating supplies and other items held for future use in a hospitality operation.
- **Issuing** – The process of distributing inventory items from the storeroom to authorised individuals by the use of formal requisitions.
- **Lead time quantity** – The number of purchase units consumed between the time that a supply order is placed and the time that the order is actually received.
- **Light linen** – These are linen, after continuous use, lost its lustre and become worn out. Such type of linen can still be kept in circulation for house guest or staff members but are not used for guest.
- **Linen closet/Floor pantry** – The linen room located on each guest floor for room attendants to store cleaning agent, guest supply, guest room linen, trolley etc.
- **Linen hire** – Many hotels hire linen owing to high cost in laundry and upkeep of linen.
- **Maximum quantity** – The fewest number of purchase units that should be in stock at any given time.
- **Minimum quantity** – The greatest number of purchase units that should be in stock at any given time.
- **Naperon** – It is laid over a table cloth usually diagonally to protect it from stains and spills. It is usually in a colour contrasting the table cloth.
- **Non-recycled inventories** – Physical count of non-recycled item in housekeeping.
- **Par** – A linen par refers to the amount of each type of linen required to make up all types of guest rooms of the hotel at the given time. One par of linen is also referred as a standard specific or normal level of stock or a house set up.
- **Perpetual inventory system** – A type of inventory where the record of all the items requisitioned for supply closet is compared to the physical inventory. This is done to have better control on supplies used in the housekeeping department.
- **Receiving** – Accepting delivery of merchandise that has been ordered or is expected and recording such transactions.
- **Recycled inventories** – Those items in stock that have relatively limited useful lives but are used over and in housekeeping operations. Recycled inventories include linens, uniforms, major machines and equipment and guest loan items.
- **Safety stock** – The number of purchase units that must always be on hand for smooth operation in the event of emergencies, spoilage, unexpected delays in delivery, or other situations.
- **Seconds** – Sheets that have minor imperfections and usually have the manufacturers tags cut off.
- **Seer sucker** – A weave in which warp yarns are held at tension and some loose at frequent intervals while weaving. This produces a fabric with a crinkled effect. This kind of material is used to make crinkle sheets.

- **Selvedge** – Longitudinal, visible distinct self border along the length of the fabric which is closed by loops of weft yarns. The selvedge are usually more compact and strong than the rest of the fabric.
- **Shams** – Are the American term for pillow cases. In general shams are considered as decorative pillow covers matching the fabric and pattern used in bedspreads.
- **Soiled linen** – Dirty and stained linen that requires laundering.
- **Sorting** – The process of separating soiled linen into different categories like white and coloured, dry-cleaning, pressing and washing etc. Sorting is governed by colourfastness, fabric composition, garment construction and the amount and kind of soil.
- **Stock taking** – Physical verification by counting the stocks of all linen anywhere in the linen cycle taking place at periodic intervals.
- **Tensile strength** – The amount of weight a linen can take to tear a 1 inch × 3 inch piece of fabric.
- **Togs** – Unit of measure of thermal insulation properties or warmth of fabric (in blankets, duvets etc.).
- **Torn sheet size** – Size of a sheet before hemming.
- **Tow yarn** – A yarn produced from short linen fiber. It produces more absorbent.
- **Turn around stock** – Number of times linen and uniforms is stored above what in use.

ACTIVITIES

Activity 1

Written Test Questions

1. Accepting delivery of merchandise that has been ordered or is expected and recording such transactions is the process of _____ .
2. Anything that is cast aside is _____ .
3. _____ A standard specific or normal level of stock.
4. Owing to the high cost of laundering and upkeep of linen many hotels have a policy of _____ .
5. The number of purchase units that must always be on hand for smooth operation in the event of emergencies, spoilage, unexpected delays in delivery, or other situations is known as _____ .
6. _____ is the linen room located on each guest floor.
7. The number of purchase units consumed between the time that a supply order is placed and the time that the order is actually received is the _____ .
8. _____ is the quantity of each type of linen that is required to outfit all rooms serviced from a particular floor linen closet.
9. _____ is the total number of each type of linen that is needed to outfit all guestrooms one time. Also referred to as one par of linen.
10. Stocks of merchandise, operating supplies and other items held for future use in a hospitality operation are called _____ .
11. What is the size of Double bed sheet
12. What is the size of Double night spreads?
13. What is the size of Single blanket?

14. What is the size of Pillow cover?
15. What is the size of extra large bath towels?

Note: The words in bold are the answers to the questions

Activity 2

Multiple Choice Questions

1. F & B service linen includes:

(a) Bed sheet	(b) Pillow cover	(c) Towels	(d) Table cloth
---------------	------------------	------------	-----------------
2. Housekeeping linen includes:

(a) Table cloth	(b) Napkins	(c) Frills	(d) Bath robes
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3. Linen room is the place to storage of

(a) Dirty linen	(b) Equipments
(c) Clean linen	(d) Cleaning supplies
4. Which one amongst these is the responsibilities of the Linen Room?

(a) Collection of laundry	(b) Counting and sorting linen
(c) Receiving guest request	(d) Taking amenities inventory
5. Before discarding a linen which point should be kept in mind?

(a) Separate container labeled “condemned” should be placed in the guest rooms.
(b) HK attendants, restaurant and banquet personnel should be instructed to throw torn, stained linen.
(c) Clean linen should be put in these bins.
(d) Periodically, linen should be brought to the linen room from the bins and sorted.
6. How to Reduce Linen Damage?

(a) Know the various colours of the linen for the various outlets. You can spot right away a napkin or a table-cloth being misused.
(b) Never check linen trolleys, shelves, baskets etc. for protruding nails, splinters, or anything that might damage linen.
(c) Losses can be cut down by ignoring the problem.
(d) Insist that all torn linen be thrown off.
7. An Ideal Linen Room

(a) Small and dingy.
(b) The size will depend on the size of the hotel, the number of rooms in the hotel, the number of F&B outlets in the hotel.
(c) Doors should be small not to allow trolleys.
(d) Ventilation is not required in the linen room.
8. The number of linen sets that should be available for each guestroom is known as

(a) Stock	(b) Minimum level
(c) Par	(d) Maximum stock

Activity 3

Case Study

- (i) At hotel Usha International, Bangalore, housekeeper Ritu on her rounds found room boys using room linen for cleaning the rooms such as bath towel for cleaning bath tub etc. Discuss in detail what measures should be taken to ensure that this situation is avoided.
- (ii) Mrs. Daniel is the linen keeper of hotel Clinton International, Mangalore. After taking the linen inventory for two times also she is not able to tally the count of face towels. The difference in the count is big. She has noticed in the past that the face towels coming back to the laundry for wash have been short. Discuss the steps to be taken from the housekeeping department to insure that there are no shortages of linen in future.

ANSWER

Activity 1

- | | |
|----------------------------------|-----------------------------------|
| 1. Receiving | 2. Discard |
| 3. Par | 4. Linen hire |
| 5. Safety stock | 6. Linen Closet or Floor Pantry |
| 7. Lead time quantity | 8. Floor par |
| 9. House set up | 10. Inventory |
| 11. 90 * 108inches/ 228 * 274 cm | 12. 92 * 108 inches/ 228 * 274 cm |
| 13. 70 * 100 inches/ 175 * 250cm | 14. 20 * 30inch/ 50 * 75cm |
| 15. 40 * 70inch/ 100 * 178cm | |

Activity 2

- | | | | | | |
|--------|--------|--------|--------|--------|--------|
| 1. (d) | 2. (d) | 3. (c) | 4. (b) | 5. (d) | 6. (a) |
| 7. (b) | 8. (c) | | | | |

CHAPTER

9

LAUNDRY

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Distinguish different types of hotel laundry
- ♦ Explain laundry equipment, aids and material
- ♦ Explain laundry chemicals
- ♦ Describe laundry process
- ♦ Identify laundry symbols

“I think someone should have had the decency to tell me the luncheon was free. To make someone run out with potato salad in his hand, pretending he’s throwing up, is not what I call hospitality.”

– Jack Handy

INTRODUCTION

Laundry refers to the act of washing clothing and linens, the place where that washing is done and/or that which needs to be, is being, or has been laundered. Laundry was first done in watercourses, letting the water carry away the materials which could cause stains and smells. Laundry is still done this way in some less industrialised areas and rural regions. Agitation helps remove the dirt, so the laundry is often rubbed, twisted, or slapped against flat rocks. Wooden bats or clubs could be used to help with beating the dirt out. These were often called washing beetles or bats and could be used by the waterside on a rock (a beetling-stone), on a block (battling-block), or on a board. They were once common across Europe and were also used by settlers in North America.

Various chemicals may be used to increase the solvent power of water, such as the compounds in soap root or yucca-root used by Native American tribes. Soap, a compound made from lye (from wood-ash) and fat, is an ancient and very common laundry aid. However, modern washing machines typically use powdered or liquid laundry detergent in place of more traditional soap.

Chinese Laundries in North America

In the United States and Canada in the late 19th and early 20th century, the occupation of laundry worker was heavily identified with Chinese Americans. Discrimination, lack of English-language skills and lack of capital kept Chinese Americans out of most desirable careers. Around 1900, one in four ethnic Chinese men in the U.S. worked in a laundry, typically working 10 to 16 hours a day.

New York City had an estimated 3,550 Chinese laundries at the beginning of the Great Depression of the 1930s. In 1933, with even this looking to many people like a relatively desirable business, the city's Board of Aldermen passed a law clearly intended to drive the Chinese out of the business. Among other things, it limited ownership of laundries to U.S. citizens. The Chinese Consolidated Benevolent Association tried fruitlessly to fend this off, resulting in the formation of the openly leftist Chinese Hand Laundry Alliance (CHLA), which successfully challenged this provision of the law, allowing Chinese laundry workers to preserve their livelihoods.

The CHLA went on to function as a more general civil rights group; its numbers declined strongly after it was targeted by the FBI during the Second Red Scare (1947–1957).

Cleanse your doubts and learn new information by answering the:

DESCRIPTIVE QUESTIONS

❖ **What are the different types of hotel laundry? Give advantages and disadvantages of each of them.**

A hotel may operate its laundry service through:

1. In house laundry or one that is on premises laundry
2. Commercial laundry
3. Combined laundry
4. Centralised laundry
5. Linen hire

1. In House Laundry

In house laundry means it is the laundry operating within the premises of the hotel. The hotel will have its own laundry equipment and staff to operate the laundry.

Advantages

- Through the hotel will have to pay a heavy sum in the beginning on equipments and later for maintenance. A hotel has a much better control like faster service, better supervision and hence better quality product and longer life for linen. The hotel need not incur cost on transport.
- By having an in house laundry, the storage space in the linen room is reduced, as is the overall requirement for the linen inventory, which comes down by nearly 30-40%, thereby contributing to the cost of the laundry. This would also apply to other items like towels, table linen and uniforms.

Disadvantages

- There are lot of responsibilities on the hotel in terms of staff
- A lot of space is required
- Initial investment is very high

2. Commercial Laundry

The hotel does not manage these laundries but by outside establishment usually the soiled linen is laundered, delivered back within 24-28 hours (they will be as per contract). In this type of situation the hotel need not worry by laundry equipments and maintaining them.

Advantages

- A lot of space is saved and can be used for different purposes
- The legal responsibility of the hotel towards staff is reduced
- No expense in terms of equipment chemical and space

Disadvantages

- There is virtually no check on the quality of washing done by an external agency, since there is no direct supervision by the hotel.
- Housekeepers complain that on many occasions the linen is returned without going through the entire cleaning process since most of the time the linen taken out of a hotel room is visually clean. It is often returned after rinsing and ironing. This creates a serious problem in terms of hygiene and sanitation.
- One is also never sure of what type of treatment is given to the clothes by the outside laundries, as they tend to use stronger chemicals, acids, alkaline and bleach in order to increase their production. These chemicals weaken the fabrics and the quantity of discard increases. In an in house laundry, one is able to choose the right chemicals to ensure higher production and longer life of linen and uniforms.
- With external laundries, it is at times difficult to get the kind of output required by hotel operations like in case of back-to-back check-in of a conference or a large group.

Combined Laundry

In this type of laundry the hotel uses both in-house and commercial laundry but in parts that is a part of the linen is laundered in house and a part is sent out.

Advantage

- The hotel saves the cost of buying expensive equipments

Disadvantages

- With external laundries, it is at times difficult to get the kind of output required by hotel operations like in case of back-to-back check-in of a conference or a large group.

Centralised Laundry

Most of the big chain hotels are moving toward taking their laundry facilities off-site and into a centralised operation to capitalise on the economies of scale. In this type of a set up the hotels (not necessarily of the same chain) get together and open a centralised laundry where all these hotels send their linen for laundering.

Advantages

- As these companies have several hotels within a market or region, a centralised facility can lower costs to individual properties.
- It increases quality control and free hoteliers to getting back to the business of running a hotel.

Disadvantages

- At times mix up of laundry is a problem
- Hotels start shedding their responsibilities on other partners

4. Linen Hire

Many hotels have a policy of hiring linen, owing to the high cost of laundering and upkeep of linen from an external agency. This kind of set up is generally seen in seasonal hotels and hotels also hire linen during heavy banqueting, theme lunches/dinner in restaurants etc.

Advantages

- There is no heavy initial investment
- No mending has to be done
- Less storage space required
- Less staff required
- No purchasing of new linen for replacement is required
- No laundry is required
- For a seasonal hotel there is no cost during the off season

Disadvantages

- No rags available from condemned linen
- Lesser choice of quality and style
- Standards and quality controls cannot be maintained

❖ What is dry-cleaning? Give advantages and disadvantages of dry-cleaning.

Washing articles in cleaning solvents like perchlorethylene or trichloro trifluore, is known as dry cleaning. Items that are usually dry-cleaned are blankets, quilts, curtains, certain staff uniforms and guest laundry. This is either done by reputed dry cleaners or within the hotel laundry itself.

A controlled amount of water and detergent is introduced into the solvent during some dry-cleaning process, this is known as 'charged system'. This helps in removing water borne soil and stains.

Advantages

Solvents do not affect textile fibres in the same way as water. Hence the risk of shrinkage, severe creasing and colour running is greatly reduced.

Disadvantages

It is a very expensive method of laundering, as the solvent used is costly. If the clothes are not aired properly they can smell of the solvent.

❖ **Explain the laundry operation flow chart**

Laundry Operation Flow Chart

The cycle includes the following steps:

- Collecting soiled linen
- Sorting
- Extracting
- Folding
- Transporting linen to use area
- Transporting soiled linen to the laundry
- Washing
- Finishing
- Storing (Ironing)

Wash Cycle

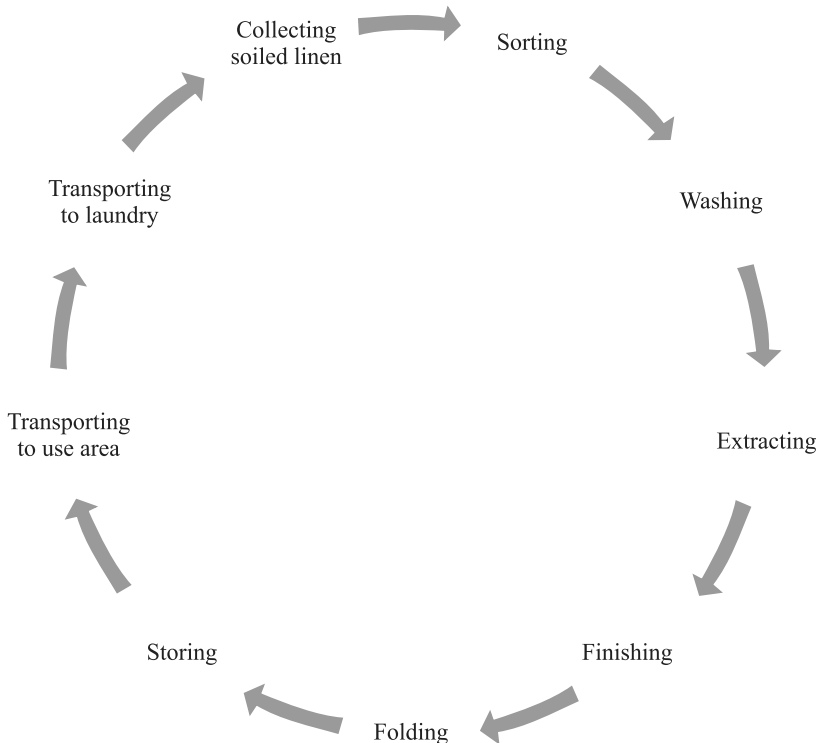


Figure 9.1 Wash cycle of a hotel laundries

Collecting Soiled Linen

Room attendants; collect the soiled linen in the soiled linen bag, attached to the housekeeping department cart. Putting linen directly into the soiled linen bag prevents room attendants from using towels, sheets and other items to clean spillage and other dirt. Public area linen are brought to the laundry by respective departments

Transporting Soiled Linen to the Laundry

Linen is carried by hand or in a laundry cart. Linen chutes on each floor is also used for transporting of linen.

Sorting

The laundry has a sorting area, large enough to hold and sort a day's linen. Solid linen is sorted according to the degree of soil and type of fabric. Both types of sorting help to prevent unnecessary wear and damage to linen.

Washing

The laundry should weigh the load before putting it into a machine, to ensure that the machine is not over loaded. Most laundries rely on chemicals, which are used in the machine to clean the linen. Washing consists of nine steps: (i) Flush, (ii) break, (iii) suds, (iv) intermediate rinse, (v) bleach, (vi) rinse, (vii) intermediate extract, (viii) sours, (ix) extract

It has been found that quick washing cycles using large volumes of water broken into the following sequence is most effective:

Before washing, soaking is done overnight in detergent for heavy soiling.

- **Flush**

This wets the linen using little or no chemicals and remove water soluble dirt, medium water temperature is used. This stage takes 1-3 minute extractions also occur.

- **Break**

A highly alkaline soil loosening product is used before the sud stage. Used on heavily soiled linen only, medium water is used for 4-10 minutes.

- **Suds**

This is the actual wash cycle to which the detergent is added. The action of detergent together with the movement of the drum and the water temperature cause the dirt to be removed. This stage takes 5-8 minutes.

- **Intermediate rinse/ carryover suds**

This is the first rinsing stage which removes the soil and alkalinity to help bleach work more effectively. This stage takes 2-5 minutes.

- **Bleach**

Bleach is a popular laundry aid and helps detergents remove soils and stains. Through oxidisation, laundry bleaches convert soil into more soluble, colourless or dispersible particles that can be removed by detergent and carried away in the wash water. The two general oxidizing types are sodium hypochlorite (also called chlorine or liquid household bleach) and oxygen. Sodium

hypochlorite and oxygen bleaches should not be used together. The benefits of both are lost when combined. Colour removers, considered reducing bleaches, are also products in the bleach category. This stage takes 5-8 minutes.

- **Rinse**

This is the final rinsing stage where all the detergent, bleaches etc is removed with the help of water. This stage takes 1.5-3 minutes.

- **Intermediate extract**

High speed-spin removes detergent and soil from linen. This stage takes 1.5-2 minutes.

- **Sour & soft or starch/sizing**

It is the final conditioning of the linens at medium temperature. Starch is added to stiffen cotton fabric: sizing is added to polyester blend. Starching or sizing replaces the sour softener step. This stage takes 3-5 minutes.

- **Extract**

A high speed of spin removes excess moisture. Additional cycles may be used. This stage takes 2- 12 minutes.

Finishing

Finishing gives the linen a wrinkle free appearance. A steam cabinet or tunnels are often used to dry the articles to give the fabrics a wrinkle free look.

Drying

Items that are dried generally include towels and washcloths. After drying, the items should be removed immediately and folding.

Ironing

Bed sheets, pillow covers and tablecloths go directly to the ironing table or calendaring machine. Irons are of various sizes and degrees. Uniforms are generally pressed using special ironing equipment.

Transporting Linen to Use Area

After the entire cycle is over the linen is returned to the various outlets on a basis of dirty for clean.

❖ Explain different types of machines used in the laundry

Laundry Equipment

- An instrumentality needed for an undertaking or to perform a laundry services are called laundry equipments.

Transport Equipment

- **Laundry chutes** in hotels are placed on each floor to allow the expedient transfer and collection of dirty laundry to the hotel's laundry facility without having to use elevators. Others use **laundry trolleys**.

Washing

- **Washing machine**

A **washing machine**, **clothes washer**, or simply **washer**, is a machine designed to wash laundry, such as clothing, towels and sheets. The term is mostly applied only to machines that use water as the primary cleaning solution, as opposed to dry cleaning (which uses alternative cleaning fluids and is performed by specialist businesses) or even ultrasonic cleaners.



Figure 9.2 Washing machine

All washer machines work by using mechanical energy, thermal energy and chemical action. Mechanical energy is imparted to the clothes load by the rotation of the agitator in top loaders, or by the tumbling action of the drum in front loaders. Thermal energy is supplied by the temperature of the wash bath. The spin speed in these machines can vary from 500 to 1600rpm.

- **Dry cleaning machine**

These are machines used to do dry-cleaning in the hotel laundry.



Figure 9.3 Dry cleaning machine

Extracting

- **Hydro extractor**

The washed linen is then shifted into the hydro extractor. In a hydro-extractor the motor spins the inside shell rapidly to remove most excess water after washing is completed. The hydro extractor drains the water out of the article leaving them as very tightly packed makes which needed shaking out a special tumbler. However there is modern washer extractor with a dry weight capacity about 5-400kg which can wash rinse, hydro extract and shake out all in one machine.

- **Tumbler (dryer)**

The linen coming out of the hydro extractor is tightly packed so they are put into tumbler to loosen, out and also to dry them further. In this process hot air is used, it is items like furnish towel in which, ironing is not done, are taken out from the tumbler are folded and transported.

- **Drying cabinet**

A **drying cabinet** is an electronic machine designed to expedite the drying of items – usually clothing – that are unsuitable for a traditional clothes dryer. Such items may include delicate clothing designated as “hang dry”, “dry flat”, or “do not tumble dry” on their wash instructions, as well as items such as



Figure 9.4 Drying cabinet

Folding

- **Folding machine**

The term folding machine is abnormal. It does not actually fold the linen but holds one end of the linen to be folded so that staff can fold it easily. The most common folding machine acts as passive port providing the worker with an extra set of “hands” to assist the folding machine.

Storing (Ironing)

- **Steam press**

These are hand press used for small items

- **Flat press**

These are generally used by hotels that are not able to afford calendaring machines to press linen like bed-sheets pillow covers etc

- **Suzy's**

Shaped article such as white coats, waiter's jackets and blazers are not ironed through a calendar but are dealt with an presses all by steam inflated Suzy's. A Suzie is an inflammable shape on to which folds e.g. a blazer is placed and which are then filled with steam, so drying and pressing out creases of the blazer. It is also known as body hot blower. In some hotels instead of suzy body press- collar, cuff, sleeves are used.

- **Calendaring machine**

This is a very large machine consisting of several and heated well padded rollers which iron the article as it passes through, only that article are calendar and a large calendar will be wide

enough to take a double bed sheet all, that pieces of linen like bed sheet pillow slip, table clothes and serviettes can be ironed in this machine. After ironing articles are folded by hand or by a folding machine.

❖ What are the points to be considered while purchasing laundry equipments?

While purchasing or sourcing equipment, the first thing to be kept in mind is

- To get first hand information from people who have used the machines.
- The quality of the process while dealing with uniforms and guest laundry.
- How compact or bulky the equipment is, as the extent of space required will depend on this.
- The efficiency and the actual production of the machine when compared to the rated capacity.
- The consumption of various utilities such as steam, electricity and hot and cold water. There are machines available which save more energy than others.
- The servicing and maintenance requirement and breakdown frequency as to how expensive are the spare parts?
- Whether the machine is automated or not as the staff requirement will depend on this.
- The training needs to be imparted to staff to make best utilisation of the features offered by the equipment.

❖ What is laundry valet service?

By valet service the hotel takes care of guest laundry needs. A laundry valet is a staff who works for the laundry and so he takes around on the guest floors, two or three times in the morning and collect all the clothes from various rooms in separate laundry bags with appropriate information as to how many pieces of clothes to be washed/pressed or dry cleaned. He is also responsible to return the clean clothes back to the guestrooms. Hotels that provide valet services are often quicker and promote more good will. Most important, however the revenue, the valet service generates. An efficient valet service generates and helps in defray the over all laundry cost, offering valet services required, the house keeping department to set up its own laundry business. To support the business it must:

- Set times for laundry pick up and delivery.
- Determine how laundry will deliver the guestrooms
- Figure bills to be attached to clean laundry
- Determine the hotel liability policy in accordance with state and local laws
- Handles lost and damaged article
- Field guest comments and complaints.

❖ What are the basic steps involved in collection of guest laundry?


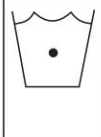
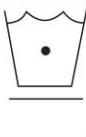
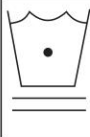



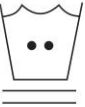
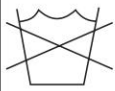



Steps followed in the guest laundry

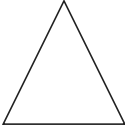


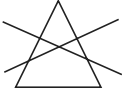
- As soon as the soiled linen reaches the laundry, the pockets are checked, also it's made sure that there are no tear or hole on the clothes, if so it is informed to the guests before it is laundered.
- The clothes are then tagged. Tagging helps in determining which items belong to which rooms.
- The clothes are then sorted and put in separate trolleys.
- They are sorted based on the type of material, the type of cleaning it needs to undergo the degree of soil or stain and colour of clothes.
- In case of stain on clothes they undergo stain-removal procedures and then go for a wash.





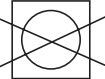










- In laundry, the bags in which the clothes came are not disposed of, instead they are folded neatly and placed in the respective room number slots in the laundry (slots with the room number) written like the pigeon holes in the reception are provided in the laundry.
- Once the laundered clothes are received all the pieces of laundry are put together into the respective room number slots. Then these numbers of pieces are checked with the number written on the laundry bag. After delivering the clothes the laundry bag is recycled.
- Packing and presentation: Each hotel has its own way of packing the guest's laundry. They may be folded and placed in stiff paper bags or boxes. Those bags usually have the hotel logo, for shirts, usually stiff paper backs are inserted to keep them crisp. Evening dresses or suits are delivered on hangers or as per guest requests.
- Billing is done only by an authorised person. He makes 3 copies of the bill. One is sent to the front office cashier, which is transferred into guest's master bill. The 2nd copy is sent with the guest laundry to the room and the 3rd copy remains in the book.
- The laundered items are usually delivered back the same day by 6 pm or so depending on the hotel's policy. In case the guest wants his clothes laundered in matter of few hours, this request also can be compiled with usually the hotels charge extra for urgent delivery.

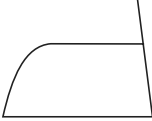



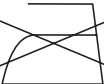
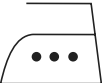
❖ What are laundry symbols?




A **laundry symbol**, also called a **care symbol**, is a pictogram which represents a method of washing, for example drying, dry-cleaning and ironing clothing. Such symbols are written on labels, known as care labels, attached to clothing to indicate how a particular item should best be cleaned. There are different standards for care labels for the different countries/regions of the world. In some standards, pictograms coexist or are complemented by written instructions.

		Washing INSTRUCTIONS		Machine Wash, COLD Permanent Press		Machine Wash, COLD Permanent Press		Hand Wash
INSTRUCTIONS				Press		Cycle		
		Machine Wash, WARM		Machine Wash, WARM Permanent Press		Machine Wash, WARM Gentle Cycle		Do not wash
		Machine Wash, HOT		Machine Wash, HOT Permanent Press		Machine Wash, HOT Gentle Cycle		

 <p>Bleaching INSTRUCTIONS</p>	 	<p>Bleach as needed <i>Any bleach, like Clorox®, may be safely used</i> Non-chlorine Bleach as needed <i>Use only a colour-safe bleach, like Clorox 2®</i></p>		<p>Do Not Bleach <i>No bleach product should be used including detergents with bleach - or follow bleach package test procedures to test for bleach safety.</i></p>
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 <p>Drying INSTRUCTIONS</p>		<p>Tumble Dry, No HEAT</p>		<p>Tumble Dry, Permanent Press, NO HEAT</p>		<p>Tumble Dry, Gentle Cycle, NO HEAT</p>		<p>Do Not Tumble Dry</p>
		<p>Tumble Dry, LOW HEAT</p>		<p>Tumble Dry, Permanent Press, LOW HEAT</p>		<p>Tumble Dry, Gentle Cycle, LOW HEAT</p>		<p>Line Dry</p>
		<p>Tumble Dry, MEDIUM</p>		<p>Tumble Dry, Permanent Press, MEDIUM</p>		<p>Tumble Dry, Gentle Cycle, MEDIUM</p>		<p>Drip Dry</p>
		<p>Tumble Dry, HIGH</p>						<p>Dry Flat</p>

 <p>Ironing INSTRUCTIONS</p>		<p>Iron, Steam or Dry, with LOW HEAT</p>		<p>Do Not Iron with Steam</p>
		<p>Iron, Steam or Dry, with MEDIUM HEAT</p>		<p>Do Not Iron</p>
		<p>Iron, Steam or Dry, with HIGH HEAT</p>		

		Dry clean <i>May appear with additional letters and/or lines</i> Take this item to a professional drycleaner		Do Not Dry clean
----------------------------------------------------------------------------------	-----------------------------------------------------------------------------------	--------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------	------------------

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Figure 9.5 Laundry symbols

❖ **What are the common problems faced by hotel laundry and how can they be prevented?**

- Mix-up of laundry: This can happen if the identification tag is not tagged properly or it comes off while laundering. This can be avoided by using tagging machines.
- Delay in collection of the laundry: This can be avoided to a certain extent if the room attendant or housekeeping supervisor checks for laundry in rooms while making the occupancy report.
- A slip up in informing a change of room to the laundry by the front office department can also result wrong delivery.
- Lost and damaged articles: These are handled as per the policy hotel. Generally ten times the cost of laundering the item is repaid to the guest. The same is mentioned on the laundry list of the hotel

Clarity of concepts is a must and that will only be achieved when we deal with the:

SPECIFIC QUESTIONS

❖ **What are Laundromats?**

- A self-service laundry is a facility where clothes are washed and dried. They are known in the United Kingdom as launderettes or laundrettes and in the United States, Canada and Australia as Laundromats.

❖ **What are surfactants?**

- **Surfactants** are wetting agents that lower the surface tension of a liquid, allowing easier spreading and lower the interfacial tension between two liquids.

❖ **Who is a laundry valet?**

- The person who is responsible for collection of guest laundry and also returning it back to the guest.

❖ **What is a wash cycle?**

- Wash cycle comprise of nine steps: (i) Flush, (ii) break, (iii) suds, (iv) intermediate rinse, (v) bleach, (vi) rinse, (vii) intermediate extract, (viii) sours, (ix) extract.

❖ **What is the wash life of the following?**

<i>Item</i>	<i>No. of washing</i>
Toweling	300
Bath mat	300
Bed-sheet	400- 800
Pillow cover	450
Napkins	130- 300
Table cloths	500
Kitchen dusters	100

❖ **What are the two ways in which soiled linen can be sorted before washing?**

- based on colour
- based on fabric

❖ **What is the chemical used for dry-cleaning?**

- Perchloroethylene (95%), Substitute-nitrogen

❖ **Name some brand name of laundry equipments used in hotels**

- Dry-cleaning machine
Domini-(D28)
- Drier
Unimac
Ramson – tumble drier
- Jet wash
Apurva inamoto
Rallis – front loading
- Calendaring machine
Em dhooge- Belgium

❖ **What is the approximate price of a calendaring machine?**

30-50 Lakhs (imported brands).
9 to 10 Lakhs (Indian brands also available)

❖ **What are laundry aids?**

Laundry aids are those products that help contribute to the effectiveness of laundry detergents and provide specialised performance e.g. bleach, colour removers.

❖ **Name some brand name of laundry chemicals used in hotels?**

- Taski
- Brite paint and chemicals

❖ **Explain linen chute**

- Linen chute is a passage/ pipe which is connected from each floor pantry of the hotel to the linen room or laundry through which all the soiled linen comes to the laundry

❖ **What is damask?**

- Type of twill weave used mostly in napery in which a design appears against a satin background.

❖ **What are discards? Explain the term “condemned”.**

- Hotel linen that is officially declared unfit for use for the reasons like too badly worn, torn, stained or burnt.

❖ **What is hold up laundry?**

- Hold up laundry is piece of guest clothing, which has been left in the hotel by a guest, on request. The guests will collect the laundry when they return, as per information given to the laundry. This information regarding hold up laundry is noted in the laundry log book and is signed by the laundry supervisor.

❖ **Give the ideal temperatures for different stages in the laundry wash cycle.**

<i>Washing</i>	
Restaurant linen	500 C
Room linen	600 C
Heavy stained linen	700 to 800C
Drying	700 C
Ironing	800 C

The temperatures may vary depending on the soil.

SUMMARY

The following points have been discussed in this chapter:

- Types of hotel laundry
- Laundry equipments, aids and material
- Laundry chemicals
- Laundry process
- Laundry symbols

Hotel laundry is an important part of a hotel working system. We must understand it is always a must that a laundry is up-to-date to keep a hotel in a working shape. We will learn that in the next chapter that a laundry provides the best possible service to the uniform room so that the hotel can function in a uniform way.

KEY TERMS

- **Acids** – These are useful for neutralizing alkalis and for stain removal. Examples are oxalic acid, potassium acid oxalate.
- **Alkalise** – Laundry chemicals which help detergents lather better and keep stains suspended in the wash water after they have been loosened and lifted from the fabric. Alkalis also neutralise acid stains, making the detergents more effective.

- **Antichlor** – Is a chemical substance added to remove the excess chlorine from the fabric after bleaching.
- **Bleach** – There are two kinds of bleaches, Chlorine and Oxygen. Chlorine bleach can be used with any washable, natural colourfast fibre. Oxygen bleach is milder than chlorine bleach and generally safe for most washable fabrics. Oxygen and chlorine bleach should not be used together as they neutralise each other.
- **Break** – This is the point in the laundry wash cycle at which a high alkaline soil-loosening product is added. The break cycle is usually at medium temperature and low water level.
- **Builders** – Builders or alkalis are laundry chemicals, which are often added to synthetic detergents to soften water and remove oil and grease.
- **Calendaring machine** – Machines with rollers used for smoothening linen.

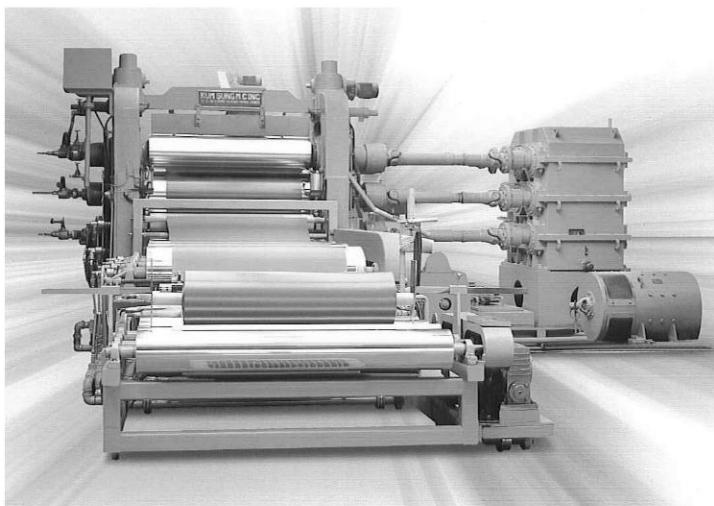


Figure 9.6 Calendaring machine

- **Commercial Laundry** – The hotel does not manage these laundries on its own but sends the soiled linen to an outside establishment, which usually launders it and delivers.
- **Cutting down** – Refers to using of any discarded material for some other purpose, such as dust sheets etc.
- **De-foamers** – Chemical added to a fabric cleaner that reduces the amount of suds produced by the detergent in the cleaner. Deformers are often used in water extraction pickup tanks.
- **Dry cleaning machine** – Are machines exclusively used for dry cleaning purpose.
- **Dry cleaning** – Washing articles in cleaning solvents like perchloroethylene or trichloro trifluore, is known as dry cleaning.
- **Drying capacity** – Is the optimum weight of linen that should be placed in an automatic commercial dryer.
- **Enzymes** – An example is powdered pepsin. It works most efficiently at a temperature of 40-50 degree C and is used to remove protein stains, e.g., blood, perspiration, egg etc.
- **Express laundry** – Is a type of laundry service where the clothes are delivered before 4 hrs but the guests are charged extra for the same.

- **Extract** – In this stage of wash cycle a high speed of spin removes excess moisture. The spin cycle is about 1-5 minutes. Additional cycles may be used.
- **Fabric (or optical) brighteners** – Fabric (or optical) brighteners are laundry chemicals, which keep fabrics looking new and colours close to their original shade. These chemicals are often pre-mixed with detergents and soaps. These chemical mask the yellowish tinge of the white linen after repeated laundering.
- **Fabric Softeners** – Are also included in most washing detergents to give the linen a fresh look. They have no cleaning function but change the wavelength of the invisible ultra violet rays, thus creating brighter and softer looking linen.
- **Flatwork ironers/Flat press** – These are iron tables used for pressing bed sheets pillow covers etc.



Figure 9.7 Flat press

- **Flushes** – Steps in the wash cycle, which dissolves and dilutes water-soluble soils to reduce the soil load for the upcoming suds step. Items are generally flushed at medium temperatures at high water levels.
- **Folding machine** – The machine does not actually fold the linen but holds one end of the linen to be folded so that staff can fold it easily.
- **Handling capacity** – Measure of the design of a laundry facility that relates to the amount and ease of handling of linen within the facility.
- **Hoppers** – Opening in the washing machine through which detergent is poured also called ports.
- **Hydro extractor** – Machine used to squeeze out water from washed linen and garments.
- **Hypochlorite** – Is a salt or ester of hypo chlorous acid. Hypo chlorous acid is an unstable weak acid that is used as a bleach and disinfectant.
- **Laundry** – Is a place where all the linen and uniforms are washed, dry-cleaned and pressed.
- **Laundry Miser** – Water recycling system for an on premise laundry.
- **Laundry valet** – Is a person from the laundry who fetches and returns laundry to the guest.
- **Mildewcides** – Laundry chemicals added to the wash cycle to prevent the growth of bacteria and fungus on linens for up to 30 days.

- **OPL** – On Premises Laundry/in house laundry
- **Organic solvents** – These are applied to most delicate fabrics either to remove stains or dry-clean them. Examples are benzene, acetone and methyl spirits. These are stain removal agents.
- **Sizing** – Laundry chemicals added to the wash cycle to stiffen polyester blends.
- **Sours** – Mild acids used to neutralised alkalinity in fabrics after washing and rinsing.
- **Spotting** – Specialised function of stain removal carried out by skilled personnels called spotters using appropriate equipments and cleaning agents.
- **Starch** – This gives a crisp appearance to the linen. It should be added in the final step in the washing process.
- **Steam cabinet** – These are cabinets used in the laundries to dry linen like towels by using steam. This also helps in sanitizing of the linen.
- **Steam press** – The equipment uses steam and heat to press the cloth e.g. iron.
- **Suds** – This is the actual wash cycle to which the detergent is added. The action of the detergent together with the movement of the drum and the water causes the dirt to be removed. This stage takes 5-8 minutes.
- **Suzie's** – Shaped articles, such as white coats, waiters' jackets and blazers are not ironed through a calendar but are pressed by steam.
- **Synthetic detergent** – Synthetic detergents are especially effective on oil and grease. Builders or alkalis are often added to synthetic detergents to soften water and remove oils and grease.
- **Tumbler (dryer)** – The linen coming out of the hydro extractor is tightly packed so it is put into the tumbler to loosen it and also to dry it out further. In this process hot air is used, it is used for items like furnishings, towels etc.
- **Valet service** – This means that the hotel will take care of the guest's laundry needs. A valet is a staff member, who works for the laundry. He or she takes two or three rounds on the guest floors, in the morning and collects all the clothes from the various rooms in separate laundry bags with appropriate information and returns the laundry back to the guest after the washing.
- **Washing machine** – Also known as a clothes washer or simply 'washer', it is a machine designed to wash laundry, such as clothing, towels and sheets.

ACTIVITIES

Activity 1

Fill in the Blanks

1. _____ are laundry chemicals which help detergents lather better and keep stains suspended in the wash water after they have been loosened and lifted from the fabric.
2. A chemical substance added to remove the excess chlorine from the fabric after bleaching is also known as _____ .
3. The two types of bleach available are _____ and _____ .
4. This is the point in the laundry wash cycle at which a high alkaline soil-loosening product is added – _____ .
5. To soften water and remove oil and grease _____ are often added to synthetic detergent.
6. _____ are chemicals added to a fabric cleaner that reduces the amount of suds produced by the detergent in the cleaner.

7. In dry cleaning articles are washed in cleaning solvents like _____ .
8. _____ is the optimum weight of linen that should be placed in an automatic commercial dryer.
9. Laundry chemicals, which keep fabrics looking new and colours close to their original shade are
 - a. Fabric (or optical) brighteners
 - b. Fabric Softeners
10. Steps in the wash cycle, which dissolves and dilutes water-soluble soils to reduce the soil load for the upcoming suds step is called
 - a. Break
 - b. Flushes
11. The machine does not actually fold the linen but holds one end of the linen to be folded so that staff can fold it easily is a _____ .
12. _____ is measure of the design of a laundry facility that relates to the amount and ease of handling of linen within the facility.
13. _____ is a salt or ester of hypo chlorous acid. Hypo chlorous acid is an unstable weak acid that is used as a bleach and disinfectant.
14. Other name for hopper is _____ .
15. _____ is water recycling system for an on premise laundry.
16. Laundry chemicals added to the wash cycle to stiffen polyester blends is called _____ .
17. _____ are mild acids used to neutralised alkalinity in fabrics after washing and rinsing.
18. This gives a crisp appearance to the linen. It should be added in the final step in the washing process. It is called _____ .
19. This is the actual wash cycle to which the detergent is added. The action of the detergent together with the movement of the drum and the water causes the dirt to be removed. This stage takes 5-8 minutes and is also called _____ .
20. Shaped articles, such as white coats, waiters' jackets and blazers are not ironed through a calendar but are pressed by steam. This equipment is also called _____ .

Activity 2

Multiple Choice Questions

1. Which one of them is the other name for on premise laundry?

(a) Commercial	(b) In-house	(c) Off the site	(d) Combined
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2. Which one of them is not laundry equipment?

(a) Steam press	(b) Washing machine	(c) Steamer	(d) Flat press
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3. Explain linen chute
 - (a) Tunnel through which laundry is thrown from floors
 - (b) Tunnel through which soiled linen is thrown from floors
 - (c) Tunnel through which soiled linen and laundry is thrown from floors
 - (d) None

4. Synthetic wetting agents can be
 (a) Anionic (b) Cationic (c) Non-ionic (d) All the above
5. What are discards?
 (a) Garbage (b) Swill (c) Condemned (d) Waste

Activity 3

Case Study

1. Mr Shah is a regular guest. Last evening he complained of a vest missing from his laundry which was given to the valet in the morning for laundering. As an Executive Housekeeper what would be your plan of action to deal with this complaint.
2. There is a very reputed film actor staying in your hotel. She complains of her gown being burnt by the laundry valet while pressing it. She claims that her gown is worth ₹ 40,000 and she wants it to be replaced. As a Laundry Manager how would you handle this situation?
3. There is a VIP guest in your hotel. He is a repeat guest. The guest complains of his shirt being torn after being laundered. The guest has earlier also complained similar problems and tried taking advantage of hotel services. As an Executive Housekeeper how would you handle this situation?
4. Ms. Lucy of room no. 2114 complains of wrong laundry delivered to the room. How would you handle the situation as a desk operator?
5. Mr. Simon staying in room 1006 complains that his laundry was not collected by the valet in the morning even after he has filled the laundry form and left in the room. He is supposed to check out in another 2hrs time and he wants his clothes to be laundered. As a housekeeping supervisor in charge of the evening shift how would you deal with the complaint?

ANSWER

Activity 1

- | | |
|-----------------------------------|---------------------|
| 1. Alkaline | 2. Antichlor |
| 3. Chlorine bleach, oxygen bleach | 4. Break |
| 5. Builders | 6. Defoamers |
| 7. Perchlorethylene | 8. Drying capacity |
| 9. (a) | 10. (b) |
| 11. Builders | 12. Folding machine |
| 13. Handling capacity | 14. Port |
| 15. Hypochlorite | 16. Sizing |
| 17. Sours | 18. Starch |
| 19. Suds | 20. Suzie's |

Activity 2

1. (b) 2. (c) 3. (c) 4. (c) 5. (d)

CHAPTER

10

UNIFORM ROOM AND SEWING ROOM

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain uniform room functions
- ♦ List the different types of uniform for different department in the hotel
- ♦ Understand the importance of uniform
- ♦ Understand the selection and design of uniform
- ♦ Explain par stock (uniform)
- ♦ Understand sewing room functions
- ♦ List uniform and sewing room equipments
- ♦ Know the basic stitches used in the sewing room

“When you put on a uniform, there are certain inhibitions that you accept.”

– Dwight David Eisenhower

INTRODUCTION

A uniform is a set of standard clothing worn by members of an organisation while participating in the activities of that organisation. Modern uniforms are worn by armed forces; paramilitary forces such as police, emergency services, security guards; in some workplaces like schools; inmates in prisons, etc. Other uniforms are trade dressed. Workers sometimes wear uniforms or corporate clothing of one nature or another including, but not limited to shop workers; bank and post office workers; airline employees and holiday operators; and bar, restaurant and hotel employees. The use of uniforms by these organisations is not only an effort in branding and developing a standard corporate image, but also has important effects on the employees who are required to wear the uniform.

Hospitality Uniform for Hotel Staff

Any hotel that wishes to look professional will need to invest in work uniforms for its staff. While running a hotel, the guests and customers are shown a high standard which is why the hospitality

hotel uniform for the employees is quite important. One can opt for the casual yet stylish look of a simple shirt and pant or shirt and skirt style with the hotel name and logo embossed, or if one wants to try something more up market, then there are many other styles that can be chosen for men and women. One can choose fitted designs made especially for the staff and order the same in bulk to save money. One can choose plain colours, bright colours, long and short sleeves, high neck, low neck, V neck and the like by logging on the internet in order to purchase the hospitality hotel uniforms.

As a lot of money is involved in the uniform purchase and upkeep, bigger hotels have a separate uniform room/section for this purpose. There is a uniform in-charge completely devoted for this section.

The origin of the chef's hat or more commonly known as the torque came from the ideas of royal courts and kings of ancient Assyrians. During period of ancient Assyrians, chefs were treated highly and carefully because of the fact on the most ideal way to slay a king unknowingly are through food poisonings. The torque being worn by chefs entitle them for a high position since its design is based on a "crown" look style.

Uniformity of concepts can only be maintained if we are to correctly answer the:

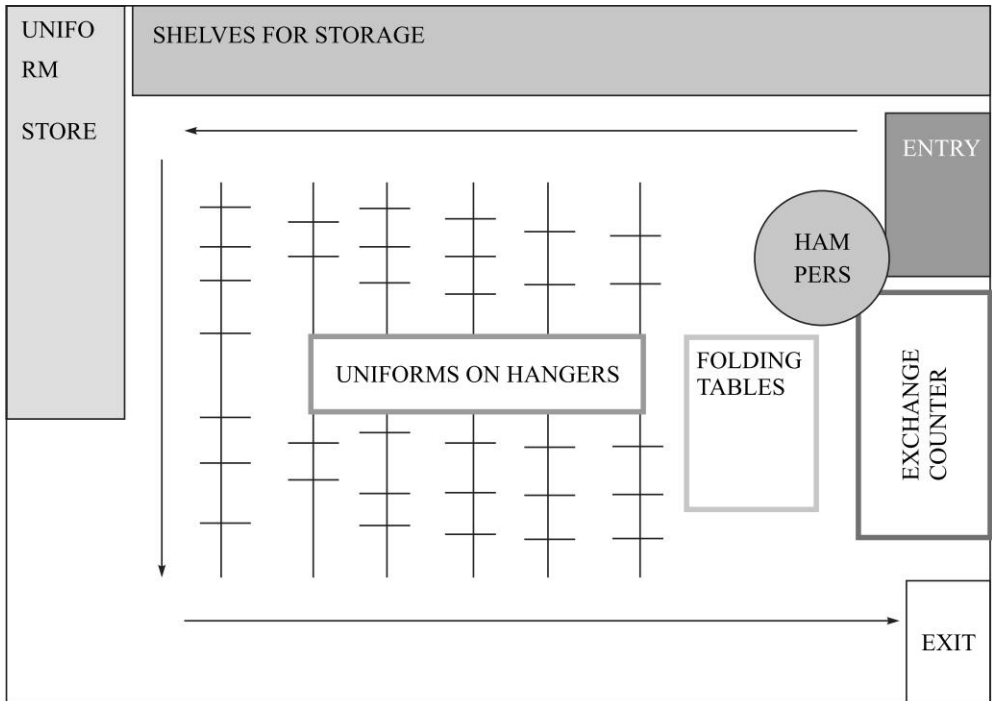
DESCRIPTIVE QUESTIONS

❖ Write short note on importance of uniforms in hotels

Importance of uniform in hotels

- Hotels establish identity through a logo, a vision statement or a well-designed uniform.
- Unifying everyone by offering a unique singularity, it offers a chance to make people perform on equal platforms, with an inherent constructive and competitive streak.
- Uniform removes the social differences in staff.
- A palatable hierarchy is created through uniform segregation and integration.
- Uniform implies that all are equal and ranked by virtue of performance, intelligence and other measurable qualities.
- Uniform helps more with recall value.
- Smartly dressed or excellently turned out sales people could very well intimidate clients whereas a controlled uniform look might bring about a certain comfort factor while offering a memory of wanting to re-access that experience over the other.
- Hotels can cleverly build a brand through good uniform design and use it as an extension of an effective marketing strategy, while creating a recall value for the customer through well planned, optimised visual appeal.
- Additionally, for team members and co-workers, it is a constant reminder of their cohesiveness and camaraderie.

❖ Draw a layout of a uniform room and give the functions of a uniform room.



Functions of a Uniform Room

- Preparation of uniform budget
- Establishment of par levels for uniforms
- Uniform issue for regular employees
- Uniform issue for new employees
- Uniform exchange
- Uniform storing
- Maintenance and upkeep of uniforms
- Old uniform disposal
- Uniform replacement
- Uniform securing from resigned or terminated personnel
- Preparation of new uniform (uniform designing)

• *Preparation of Uniform Budget*

The executive housekeeper with the help of the uniform room supervisor makes the uniform budget. The uniform budget involves lot of expenditure and thus needs a lot of study before doing the same. The human resource department is consulted regarding the number of employee turn over expected in the coming years.

• ***Establishment of par Levels for Uniforms***

The par of the uniform depends on the cloth material, job position and nature of jobs and frequency of laundering. In hotels generally three pars of uniforms are maintained, but at times more sets may be required if laundering takes more than 24hrs.

- One change in the laundry
- One change in the uniform room
- One change in use
- One change in the uniform store (only for Executives/Managers)

To establish the stock, the following information is required:

- Total number of uniformed employees
- Man-woman ratio
- Staff turnover pattern
- Frequency of laundering
- Time taken for laundering

• ***Uniform Issue for Regular Employees***

The housekeeping department with the monitoring of the Executive Housekeeper develops a system of controlling uniform distribution and usage. The following information is recorded while issuing uniform:

- Name of person receiving a uniform
- Uniform issued date
- No of pieces issued
- Record of uniform misplaced or stolen
- Record of any uniform that are out on temporary loan

By having this kind of control system, the housekeeping department is able to get information about

1. People who regularly misplace or lose their uniform
2. The age and size of each uniform so that replacement can be ordered

• ***Uniform Issue for New Employees***

- A new person joining any department has to get uniform request form signed by the personnel department as well as the head of the department. This form will have his employee code, his designation, his section of working and the type of uniform to be issued.
- If the employee is vocational, old uniforms in good condition can be issued.

• ***Uniform Exchange Procedure***

- Clean for dirty is the golden rule of uniform room that is when a dirty set of uniform is returned to the uniform room, a clean set is issued from the uniform room.
- It is the duty of the uniform keeper to check on the condition of the uniforms for any damage or any repair work which is required for the uniforms.
- If the damage is beyond repair, the same has to be informed to the Executive Housekeeper.

- The uniforms are then sorted out based on the fabric and sent to laundry for washing
- The number and type of uniform sent to the laundry is entered in the “soiled uniform account register”

• **Uniform Storing**

- When the uniform comes from the laundry it is sorted out according to the department.
- The uniforms are then tallied with the soiled uniform account register.
- The uniforms are then hung in hangers and stored in the uniform room storage tips for uniform.
- Uniform of better quality material should be hung.
- Uniforms should be segregated based on departments and position and stacked in racks.
- Small items like gloves, ties, bows, etc should be kept in close cupboards.
- Soiled uniforms must be dumped in hampers.
- New uniform should be issued only after laundering.
- The humidity of the uniform room should be less than 20%.

• **Uniform Maintenance and Upkeep**

- It is the duty of the uniform keeper to check on the condition of the uniform for any damage and any repair work is required for the uniforms.

• **Uniform Securing from Resigned or Terminated Personnel**

- Any staff resigning or being terminated from the duties have to be informed by the department concerned and by the personnel department to the housekeeping so that the uniform issued to the employee can be taken back.
- When the employees come to the personnel department for clearance they have to get their clearance form from the housekeeping department also regarding returning of the uniform in good condition if not the employee is charged for the same.

• **Old Uniform Disposal**

- Old uniforms in bad condition are condemned and sent to charitable institutes.
- Uniforms in good condition are used for the trainees in the departments.

• **Uniform Replacement**

- If any uniform has to be replaced for the employees due to reasons like misplacements, theft or damage, the request has to come from the head of the department and authorised by the Executive Housekeeper.

• **Preparation of New Uniform**

- A uniform budget is prepared by the Executive Housekeeper
- After the sanctioning of the budget, a sample uniform is prepared by the Executive Housekeeper for the entire department.
- The sample is then sent to the laundry for quality check like colour and durability.
- After the approval of the uniform, the purchase requisition is given to the purchase department for purchase of the same.

- Trial is done for each of the staff and alterations required are done before the final make.
- The new uniforms received are sent to the uniform room for tagging the uniform numbers of each staff and rechecking.

❖ **What are the points to be kept in mind while selecting uniform for hotels?**

- **Value** – In the selection of the uniform, price is a very crucial factor to be considered by the housekeeper as well as the purchase department. Uniforms that look good and comfortable, that maintain their appearances through a hundred laundry cycle are certainly more economical and a better value.
- **Reliability** – You should be able to count on the uniforms whether it is the colour fastness or durability.
- **General profile of the employee** – The cultural background, age, etc of the staff to be kept in mind with the hotels ethos and the employees work profiles.
- **Climatic condition of the place** – Climatic condition is a main consideration, especially in hotels which are not centrally air-conditioned.
- **Fabric** – Porous and more absorbent materials like cotton are preferred.
- **Ease of availability of material** – Fabric and accessories chosen for the uniforms must be readily available whenever new uniforms are required.
- **Staff turnover** – Free size uniforms can be used in high turnover areas.
- **Appearance** – The uniform should be such that its overall appearance reflects the image of the hotel and the department. The colour fastness is essential, it should stay bright and look new through countless laundering.
- **Comfort** – Comfort in uniform depends on the right fabric, but even more so on good fit. Hotel staff is active people; they have to bend reach and squat. Their uniforms must be designed with ample working so that they do not bind or restrict movement.
- **Image and identity** – Uniform should create a desirable image – Eye-catching, smart, efficient and professional. Emblems, badges and embroidery can personalise the uniform to identify the hotel, the department and the employee.

❖ **What are the emerging trends in the hotel uniforms?**

Some of the emerging trends in hotel uniforms are:

- An increasing level of customisation within defined parameters.
- More of a casual look than formal
- More pants and skirts options for female employees
- Flat, soft comfortable shoes for employees who are on their feet all day
- If the style of the hotel accommodates getting away with ties and bow ties
- Uniform offers with more flexibility
- Now the workplace dress codes have relaxed both for men and women, both men and women have more choices to dress. The new uniform should look good, but they should also be comfortable.

❖ **What are the different types of uniform prevalent in the industry now?**

Uniforms in the hotel industry are mostly based on

- The cultural background of the location of the hotel
- The theme followed by the hotel or the group, e.g. boutique hotels

- The colour scheme of the hotel
- Comfort of the staff
- Function of the staff
- Weather condition of the place where the hotel is located
- Budget affordability of the hotel

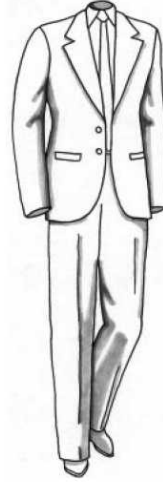
❖ **Recommend the material to be used for uniforms for different departments in a hotel**

<i>Department</i>	<i>Dress</i>	<i>Material recommended</i>
Front office receptionist uniform	Trousers/skirts	Polycot, blends
	Blouses/shirts	Cotton, Polycot, blends
	Coats	Wool, silk
	Tie	Silk
Bell boy uniform	Jackets	Wool, blends
	Shirts	Polycot, blends
	Trousers	Polycot, blends
	Belts	Leather
	Headwear	Leather & blend
Door man uniform	Hat/ ethnic head wear	Leather & blend
	Shirts	Polycot, blends
	Trousers	Polycot, blends
	Overcoat	Wool, blends
	Belt	Leather
Housekeeping	Shirts/blouses	Cotton, polycot, blends
	Trousers	Polycot, blends
	Maid dress	Polycot, blends
	Apron	Cotton, polycot
Food and beverage service uniform	Shirts/blouses	Polycot, blends
	Trousers/skirts	Polycot, blends
	Waist coat	Polycot, blends
	Apron	Cotton, rubber, plastic, polycot
	Belts	Leather
	Bow tie	Satin, silks
Food and beverage production uniform	Chef coat	Cotton, polycot, blends
	Chef pant	Polycot, blends
	Apron	Cotton, polycot
	Chef cap	Paper, disposable cloth
	Chef scarves	Cotton, polycot
Maintenance department	Dungarees	Cotton, denim
Security department	Shirts	Cotton, polycot, blends
	Jackets	Wool, blends
	Pullover	Wool
	Head gear	Leather & blend
	Belts	Leather

❖ Design a uniform for the hotel for different department for managerial, supervisory and non-supervisory position for both male and female.



Figure 10.1



- Trousers/skirts
- Blouses
- Coats
- Tie

Figure 10.2 Front office reception uniform



- Jackets
- Headwear
- Shirt



- Trousers
- Belts

Figure 10.3 Bell boy uniform



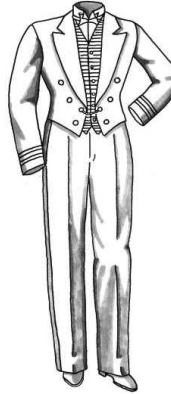
- Hat/ ethnic head wear
- Trouser
- Belt
- Shirt
- Overcoat

Figure 10.4 Door man uniform



- Shirt/blouse
- Trouser
- Maid dress
- Apron

Figure 10.5 Housekeeping uniform



- Shirt/blouse – Trouser/skirt – Waist coat – Apron
- Belts – Bow ties

Figure 10.6 Food and beverage service uniform



- Chef coat – Chef cap

Figure 10.7 Food and beverage production uniform



- Dungarees

Figure 10.8 Maintenance departments



- | | | | |
|---------|----------|------------|-------------|
| – Shirt | – Jacket | – Pullover | – Head wear |
| – Belt | | | |

Figure 10.9 Security departments

❖ **What are the functions of a sewing room? List the equipment used in the sewing room.**

Sewing room is place where linen, uniform and guest clothing are repaired and attended to. Generally sewing room is a part of the linen room itself or there is a place made in the laundry or uniform room for the same.

Functions of a Sewing Room

- | | |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| • Repairing guest cloths on request | • Altering of uniform |
| • Repairing or sometimes stitching of expensive linen and soft furnishing such as curtain, bedcover & upholstery | |
| • Stitching pillow cases, dusters, etc | • Repairing hems of sheets |
| • Mending of mats and rags | • Making of pads from mattress pads for silver polishing |
| • Converting condemn linen to reusable ones | • Assisting in upholstery budget preparation |

List of Equipment Used in the Sewing Room

- | | |
|------------------------------------|------------------------------------------------|
| • Work table | • Ironing board |
| • Sewing machine | • Heat patching machine |
| • Upholstery stitching machine | • Over edging machine (for remarking discards) |
| • Cutting tools (scissors, shears) | • Measuring tape |
| • Pins and pincushions | • Needle and thimbles |
| • Clips and weights | • Pattern paper |
| • Marking chalk | |

❖ **Write a note on the basic stitches used in the sewing room.**

Stitches are all different and they all have different purposes. One might be great for sewing hardy fabrics and another will be more suited to silks or lycras. The key to successful sewing then is to know how to adapt a stitch types to suit the project. This kind of knowledge may take some time to acquire and it will definitely need some practice. Get hold of some scrap material and start learning today!

Stitch Types

The following is a list of some of the most common stitches that we use.

Backstitch – This is one of the strongest and most common stitches. Backstitching works from left to right and can be used on almost any type of fabric. It's simple to start – we begin with making a few stitches on one spot and then take the needle to the underside, pushing it through a stitch-space to the left of our initial stitch. Then simply go back on yourself and place the needle back through to the underside of the fabric – one backstitch will have been created!

Basting – Basting is a temporary stitch; hence, it is quickly executed and will win few awards for precision. It really exists to hold the fabric in a particular position before it succumbs to the sewing machine.

Hemming stitch – Hemming is a key part of the sewing process. It needs to be neat and precise and the threads themselves are very fine. We typically work from right to left thread and thread our needle through a few threads of fabric on the topside, to minimise the impact made to the fabric.

Over-sewing stitch – Over-sewing is exactly as it sounds. Stitches fix round the edge of the fabric and site closely together. It looks very neat when finished and is a fantastic way of hiding that raw edge!

An embroidered design is made up of 3 major types of stitches: Satin stitch, Fill stitch and Run stitch. Satin stitches are essentially columns of stitches used for making letters, borders and areas of a design that need columns of stitches. Satin stitch sizes can go from approximately 1/16th of an inch wide to 0.25 inches wide. Rarely do we want to go wider than 0.25 inches because of the risk of “picking” the stitches of the finished design. Fill stitch is used for filling in larger areas of the design. Fill stitches can also be used for lettering and in large column areas when it is too large to use a satin stitch. Run stitches are single lines of stitches primarily used for thin outlines or borders and for connecting individual elements of the design.

Some more sewing machine stitches:

- Straight (or running stitch)
- Satin stitch (a very narrow zigzag)
- Baste
- Buttonhole
- Overlock (serge)
- Stay-stitch (a straight stitch done just inside the seam line to strengthen the seam)
- Stitch in the ditch (meaning to stitch inside the seam to help hold it down)
- Zigzag
- Back
- Blanket
- Gather

For a crisp understanding of our uniforms we need to understand the:

SPECIFIC QUESTIONS

❖ What is Blind stitch?

- Blind stitch is a sewing stitch visible on one side only. Used in trousers, etc.

❖ What is the other name for a lady tailor?

- Seamstress is the other name for a lady tailor.

❖ **How many sets of uniform does a staff get?**

- For a five star hotel it is mandatory to give three sets of uniform to the employees. Smaller hotels even manage with two sets of uniform.

❖ **What is toque?**

- A **toque** is a type of hat with a narrow brim or no brim at all. They were popular from the 13th to the 16th century in Europe, especially France. Now, it is primarily known as the traditional headgear for professional cooks.

❖ **Name few equipment and accessories used in uniform room.**

- | | |
|-------------|-----------------|
| - Trolleys | - Ladders |
| - Cupboards | - Racks |
| - Hampers | - Folding table |

❖ **Draw a uniform requisition slip for new employees**

<p>Uniform requisition slip</p> <p>Date _____</p> <p>To the uniform in-charge</p> <p>Kindly issue the following uniform to _____</p> <p>Department _____</p> <p>Section _____</p> <p>Type of employment _____</p> <p>No of sets _____</p> <p>Signature of the Head of the _____</p>

SUMMARY

The following points have been discussed in this chapter:

- Uniform room functions
- Types of uniform
- Importance of uniform
- Selection and design of uniform
- Par stock (uniform)
- Sewing room functions
- Uniform and sewing room equipments
- Basic stitches used in the sewing room

Running a hotel, we know just how important it is to make the best first impressions for any prospective guests or visitors who come to stay at our hotel. This is where the importance of hotel apparel comes in. In order to make sure that we keep the highest standards then we will want to have professional uniforms for all of our staff for the best prices. When we work within the hospitality industry, it is important that we maintain a standard of professionalism constantly in order to ensure that we are running a tight ship, with happy guests and customers as well as happy staff and one way to make our hospitality service the best is to get the best in hospitality uniforms available on the market today. With so many designs to choose from, we can be unique with our business and make our staff feel comfortable and well presented. There is a large range of hospitality uniforms available within the catering sector, for restaurants as well as for hotels. The chapter Uniform Room discusses the whole cycle from the purchase of uniform to the upkeep of it.

We are fully aware that the look of a hotel is the most important part. Let us now take a look at the materials that make such a look possible.

KEY TERMS

- **Apron** – It is an outer protective garment that covers primarily the front of the body. It may be worn for hygienic reasons as well as in order to protect clothes from wear and tear. The apron is commonly part of the uniform of several work categories, including waitresses, nurses and domestic workers.
- **Appliqué** – Embroidery process that involves using cut pieces of fabric in place of large fill stitch areas. The fabric pieces are sewn into the design. The process is used to reduce stitch counts in large designs and/or to create a unique appearance.
- **Bobbin** – Spool or reel that holds the bobbin thread, which helps form stitches on the underside of the fabric. A stitch is formed when the upper thread and bobbin thread are joined together through the sewing process.
- **Column Stitch** – Formed by closely arranged zigzag stitches. Often used to form borders and letters. See Satin Stitch.
- **Cut-downs** – Refers to using of any discarded material for some other purpose like bed-sheets being used as pillow slips or dust ruffles.
- **Darning** – Is a sewing technique for repairing holes or worn areas in fabric or knitting using needle and thread alone. It is often done by hand, but it is also possible to darn with a sewing machine.
- **Drill** – Hardwearing smooth cotton fabric, twill or satin woven which is used for shirts, trousers and uniforms.
- **Dungarees** – Is a suit of workman's overalls made of this material consisting of trousers with a bib attached.
- **Dyed-to-Match** – Are buttons or trims that are the same colour as the garment onto which they are sewn.
- **Embroidery** – Decorative stitching on fabric. Generally involves non-lettering designs, but can also include lettering and/or monograms. Evolved from hand embroidery, to simple one-head manual sewing machines, schiffli machines with hundreds of needles, to high-speed multi-head machines. Evidence of embroidery exists during the reign of Egyptian pharaohs, in the writings of Homer, from the Crusaders to the 20th century.

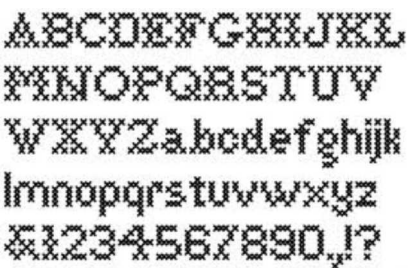
- **Fill Stitch** – Series of parallel running stitches commonly used to cover large areas. Different fill patterns can be created by altering the angle, length and repeat sequence of the stitches.
- **Frame** – Holding device for insertion of goods under an embroidery head for the application of embroidery. May employ a number of means for maintaining stability during the embroidery process, including clamps, vacuum devices, magnets or springs. Examples: cap frames, cylinder frames, clamping devices, border frames, etc. Though hoops are used for framing purposes, they are not considered to be frames, though the terms often are used interchangeably.
- **Fraying** – To become worn away or tattered along the edges.
- **Gabardines** – Is a strong fabric in a tight twill weave, it is made from worsted, cotton, man made fibre or blends. The fabric is used for suits, dresses, sports wear and uniforms.
- **Herringbone** – Is a chevron or zigzag pattern, knit into fabric.
- **Hook** – Holds the bobbin case in the machine and plays a vital role in stitch formation. Making two complete rotations for each stitch, its point meets a loop of top thread at a precisely timed moment and distance (gap) to form a stitch. Sometimes referred to as a bobbin hook.
- **Interlock Knit** – Is a fabric that has two plays knit simultaneously to form one thicker and heavier ply. It has more natural stretch than a jersey knit, a soft hand and the same appearance and feel on both sides.
- **Jacquard Knit** – Is a pattern knit directly into the fabric during the manufacturing process. Typically, 2 or more colours are used.
- **Logo** – Short for logotype. The name, symbol, or trademark of a company or organisation.
- **Monogram** – Embroidered design composed of one or more letters, usually the initials in a name.
- **Needle** – Small, slender piece of steel with a hole for thread and a point for stitching fabric. Machine embroidery needles come in sharp-points for piercing heavy, tightly woven fabric; ball-points, which glide between the fibers of knits; and a variety of specialty points such as wedge-points, used for leather.
- **Running Stitch** – Consists of one stitch between two points. Used for outlining and fine detail. Also known as walk stitch.
- **Satin Stitch** – Formed by closely arranged zigzag stitches. Can be laid down at an angle with varying stitch length.
- **Seams** – In sewing, a seam is the line where two or more layers of fabric are held together by stitching.
- **Self-fabric Collar** – Is a collar that is constructed from the same material as the body of the garment.
- **Sewing/stitching/tailoring** – Is the fastening of cloth, leather, furs, bark, or other flexible materials, using needle and thread. Its use is nearly universal among human populations and dates back to Paleolithic times (30,000 BCE). Sewing predates the weaving of cloth.
- **Shirring** – Is two or more rows of gathers used to decorate parts of garments, usually the sleeves, bodice and yoke.
- **SPI** – Stitches per inch. The imperial measurement for density of stitches.
- **SPM** – Stitches per minute. System used to measure the running speed of an embroidery machine.

- **Tension** – Tautness of thread when forming stitches. Top thread as well as bobbin tension needs to be set.
- **Thimble** – A thimble is a protective shield worn on the finger or thumb. It is generally used for sewing.
- **Tuck Stitch** – Refers to the look of the knit where some stitches are actually under the other stitches. Gives the shirt a waffle-weave type texture and look.
- **Underarm Grommets** – Small holes in the armpit area to allow breathability and air circulation.
- **Underlay Stitch** – Is a stitch laid down before other design elements to help stabilise stretchy fabrics and tack down wales or naps on fabrics such as corduroy, so the design's details don't get lost. May also be used to create such effects as crowned, flat, raised areas in the embroidery, depending on how they are laid down.

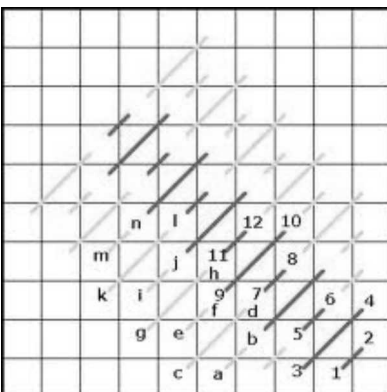
ACTIVITIES

Activity 1

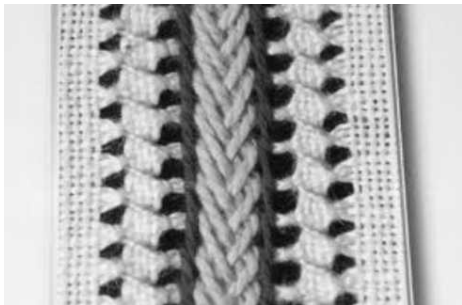
Identify the stitches given below:

1. 

2. 

3. 

4.



5.



Activity 2

Recommend uniforms for the given below departments and also draw the sketches for the same

<i>Department</i>	<i>Dress</i>	<i>Sketch</i>
Front office receptionist uniform		
Bell boy uniform		
Door man uniform		
Housekeeping		
Food and beverage service uniform		
Food and beverage production uniform		

ANSWER

Activity 1

1. Cross stitch
2. Straight stitch
3. Diagonal stitch
4. Composite stitch
5. Looped stitch

Activity 2

Refer uniform section

CHAPTER

11

Textiles and Fibre in Housekeeping

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Classify and identify textile
- ♦ Explain the characteristics of different textiles
- ♦ Describe various weaves
- ♦ List and explain textile finishing processes
- ♦ Select textiles for various uses in hotels

“People seldom notice old clothes if you wear a big smile.”

– Lee Mildon

INTRODUCTION

A **textile** is a flexible material consisting of a network of natural or artificial fibres often referred to as thread or yarn. Yarn is produced by spinning raw wool fibres, linen, cotton, or other material on a spinning wheel to produce long strands. Textiles are formed by weaving, knitting, crocheting, knotting, or pressing fibres together (felt).

A textile is a cloth, which is either woven by hand or machine. “Textile” has traditionally meant, “a woven fabric”. The term comes from the Latin word “texture”, meaning to weave.

The words **fabric** and **cloth** are used in textile assembly trades (such as tailoring and dressmaking) as synonyms for *textile*. However, there are subtle differences in these terms in specialised usage. *Textile* refers to any material made of interlacing fibres. *Fabric* refers to any material made through weaving, knitting, crocheting, or bonding. *Cloth* refers to a finished piece of fabric that can be used for a purpose such as covering a bed.

Most of you might be tying neck tie in your daily wear, but do you know about some interesting facts about neck tie?

The neck tie was originated from a silk scarf that used to be worn by Croatian soldiers and it later came to be known as cravate.

In 1993, Mary Beloff invented the wooden bow whereby she also sold nine basic homemade styles and insisted that the only thing you should worry while wearing them was “termites and fires.”

British ties usually had stripes that run from top left to bottom right while the stripes on American ties run from top right to bottom left.

The English developed neckwear so thick that they could even stop a sword thrust.

At some point in history, merely touching a man’s tie knot was a cause for a duel.

Americans spend more than \$1 billion every year to buy a staggering 100 million ties.

A good quality silk tie requires approximately 110 silkworm cocoons.

The city of Shengzhou in China is among the world’s biggest tie producers with about 200 million ties being made every year.

It is also possible to buy a bulletproof tie that can even stop a 9 mm bullet.

A person who collects ties is known as Grabatologist.

Around the whole world, neck tie is considered to be the most popular father’s day gift.

Shih Huang Ti, the first Chinese emperor, wore a tie as long ago as 210 B.C.

The Bola tie is the official tie of Arizona, USA.

Al Pacino won the Tony Award for the best supporting actor in the play “Does a tiger wear a necktie?”

In the year 2002, the tie industry in America saw sales slump by 10% due to the popularity of “dress down days.”

To avoid any fabrication of factual data, we must be aware of the answers to the:

DESCRIPTIVE QUESTIONS

❖ Classify textiles.

CLASSIFICATION OF TEXTILE – Fibres can be classified based on

- Source
- Length
- Content

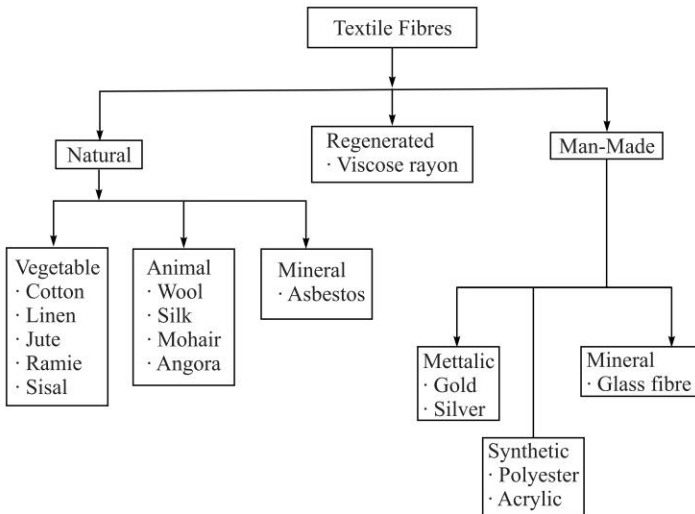


Figure 11.1 Source based

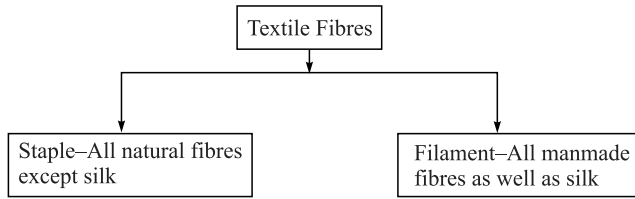


Figure 11.2 Length based

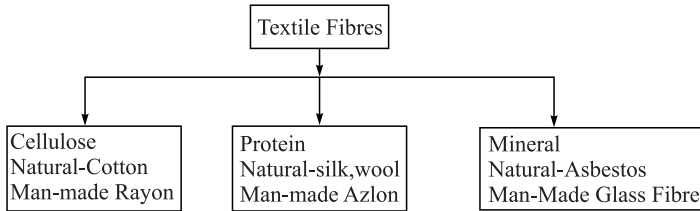


Figure 11.3 Content based

❖ Give the origin, characteristics and uses of different fabrics in hotels

<i>Type of fibre</i>	<i>Fabric origin</i>	<i>Name of fabric</i>	<i>Characteristic</i>	<i>Uses</i>	<i>Care</i>
Natural Plant fibre	Seeds of certain plants.	Cotton	<ul style="list-style-type: none"> - Soft and comfortable - Wrinkles easily - Absorbs perspiration quickly - Good colour retention and is good to print on - Strong and durable 	Sheeting, upholstery, drapery	<ul style="list-style-type: none"> - Wash cotton textiles in plenty of 60°C water using a slow cycle. Avoid spinning since this will crease the fabric. - Do not bleach the cloth. - Hang to dry, but do not tumble dry.
	Made from flax fibres	Linen	<ul style="list-style-type: none"> - Smooth, stronger, absorbent and more durable than cotton 	Towels, sheets, tablecloths and clothing	<ul style="list-style-type: none"> - Dry clean is recommended and retains the original crisp finish to the fabric. Hand wash in mild soap no chlorine bleach dry by laying flat on clean non-colored towel.

Contd.

					Note: Hand washing softens the feel of the linen which is sometimes preferred.
	Stem of the jute plant	Jute	- Not durable and deteriorate when exposed to moisture	Bags, sacking, dhurries	Vacuuming
	Bark of vegetable stock	Ramie (china grass)	Not much used because of low supply	Rope, twine, sacking and net	Dry clean
	Leaves of agave sisal plant	Sisal	natural anti-static, sound-absorbing, flame-retardant, long-lasting fibre, rots in water	Roes, Car parts, cabin interiors, rugs, slippers, cloths and disc buffers	Clean with low moisture
	Coconut husk	Coir	Rough and rots in water	Mats, ropes	Vacuuming
	Leaves of pineapple plant	Pina	Lightweight	Mats and bags	Vacuuming
	Flax	Hemp	Soft, durable fibre	Paper	<ul style="list-style-type: none"> - It should be washed with warm water. - It should not be washed with bleach as bleach may weaken the surface. - It is naturally mothproof and so can be stored easily. - Avoid drying cupboards which have heated pipelines running through because it may discolor hemp. - Use a dye-free detergent with satin lifter.

Contd.

	Seed pod of Java Cotton, Java Kapok, or Silk-cotton tree	Kapok	Light, very buoyant, resilient, highly flammable and resistant to water.	Filling for mattresses, pillows, upholstery, teddy bears	Vacuuming
Natural Animal fibre	Secretion from insect larvae	Silk	<ul style="list-style-type: none"> - Versatile and very comfortable - Absorbs moisture. - Cool to wear in the summer, yet warm to wear in winter. - Easily dyed. - Retains its shape and is relatively smooth. - Poor resistance to sunlight exposure. - Strongest natural fibre and is lustrous 	Blouses, dresses, scarves, pants, ties, curtains, draperies, cushion covers and sofa covers.	Dry cleaning is preferred. Hand washing is possible if mild soap and lukewarm water is used. Laying flat on a clean non-coloured towel to dry.
	Hair of various animals—sheep Hair of Angora goat Hair of angora rabbit	Wool Mohair Angora	<ul style="list-style-type: none"> - Hard wearing and absorbs moisture. - Burn over a flame but smoulders instead. - Lightweight and versatile. - Wool does not wrinkle easily. - Resistant to dirt and wear and tear 	Blanket, carpet, clothing	Recommendation is for dry cleaning. Can be spot cleaned with a damp sponge.

Contd.

Natural Mineral		Asbestos	It is a term for six naturally occurring silicate minerals exploited commercially for their desirable physical properties.	Mats, flame retardant aprons	Dry clean
Regenerated Rayon	Wood pulp	Viscose rayon Acetate rayon	Rayon is a very versatile fibre and has the same comfort properties as other natural fibres and can imitate the feel and texture of silk, wool, cotton and linen.	Drapery, carpeting, upholstery	Dry cleaning is recommended. Although hand wash in lukewarm water is okay. No chlorine bleach allowed. Lay flat on a clean non-colored towel to dry.
Man-made Synthetic	Obtained by the reaction of dihydric alcohol with terephthalic acid.	Polyester	Polyester is a category of polymers, or, more specifically condensation polymers, which contain the ester obtained by the reaction of dihydric alcohol with terephthalic acid.	Blanket, carpet, clothing, sewing thread	<ul style="list-style-type: none"> - Machine-wash your fabric in cold water. - Wash with light colours. - Use a gentle cycle while washing. - Tumble dry with the setting low. - Do not bleach. - If needed, iron with a cool iron.
	A synthetic polymer fibre that contains at least 85% acrylonitrile	Acrylic	Acrylic is lightweight, soft and warm, with a wool-like feel. It dyes very well and has excellent colorfastness. It is resilient, retains its shape and resists shrinkage and wrinkles.	Blanket, carpet, clothing, upholstery	Acrylic is resistant to moths, oils and chemicals and is very resistant to deterioration from sunlight exposure. However, static and pilling can be a problem.

Contd.

	Synthetic copolymer	Modacrylic	Soft, resists chemical flame and wrinkling	Artificial fur, blanket, carpeting	Dry clean
	Any type of artificially made polymer material, which acts as an elastomer	Rubber	Strong elastic, repels moisture	Mattress, swim wear	Damp cleaning
Man-made Metallic	Composed of metal, plastic-coated metal, metal-coated plastic, or a core completely covered by metal	Aluminum Silver Gold	Resists insect, mildew and tarnishing, moisture and sunlight	Decorative trim for bedspreads, table cloth, upholstery	Dry clean
Man-made Mineral	Made from extremely fine fibres of glass (silica, sand, limestone etc)	Glass fibre	Resists chemical, flame, mildew	Shower curtains, table cloth, iron board covers, lampshades, swings	Dry- clean
Man-made Others	Synthetic polymers known generically as polyamides	Nylon (polyamide)	Strong elastic, easy to launder, dyes quickly, retain shape	Carpeting-hosiery, lingerie, upholstery	Most items made from nylon can be machined washed and tumbled dried at low temperatures. Use warm water and add a fabric softener to the final rinse cycle.
	Synthetic fibre made from alkenes	Olefin fibre (polypropylene) (polyethylene) (polyolefin)	Lightweight, resists insect, moisture, mildew and sunlight	Carpets	Dry clean, light hand wash.

Contd.

	The acetate ester of cellulose	Acetate	Resists mildew, stain and stretching	Baby blanket, curtain, upholstery	Dry clean only.
	Number of polymers made from vinylidene chloride	Saran (polyvinyl)	Very low permeability to water vapour, flavour and aroma molecules and oxygen compared to other plastics	Drapery, outdoor furniture, rain wear	Dry clean only.
	Polyurethane-polyureacopolymer	Spandex, tadel, lycra	Synthetic fibre known for its exceptional elasticity; stronger and more durable than rubber	Fitted sheet, slip covers, swim wear	Hand or machine wash in lukewarm water. Never use chlorine bleach

❖ What is the characteristic difference between plant and animal fibres?

Characteristics difference between plant and animal fibres

<i>Plant fibres</i>	<i>Animal fibres</i>
<ul style="list-style-type: none"> • Strong with a crisp feel • Absorbent • Good conductors of heat • Non-resilient or elastic • Stronger wet than dry • Affected by mildew, if left in a damp condition • Mothproof • Not harmed by alkalis but loose strength in contact with acids 	<ul style="list-style-type: none"> • Soft • Absorbent • Poor conductors of heat • Resilient and have elastic and so resist crushing • Weaker wet than dry • Damaged by heat and disintegrate in sunlight • Damaged by alkalis and chlorine bleaches

❖ Write a note on burning test of fabrics for identification

Fabrics are Identified by Burn Test

- To identify fabric that is unknown, a simple burn test can be done to determine if the fabric is a natural fibre, manmade fibre, or a blend of natural and manmade fibres. The burn test is used by many fabric stores and designers and takes practice to determine the exact fibre content. However, an inexperienced person can even determine the difference between many fibres to “narrow” the choices down to natural or manmade fibres. This elimination process will give information necessary to decide the care of the fabric.

Natural Fibre

- Cotton is a plant fibre. When ignited, it burns with a steady flame and smells like burning leaves. The ash left is easily crumbled. Small samples of burning cotton can be blown out as you would light a candle.
- Linen is also a plant fibre, but different from cotton in that the individual plant fibres which make up the yarn are long where cotton fibres are short. Linen takes longer time to ignite. The fabric closest to the ash is very brittle. Linen is easily extinguished by blowing on it as you would light a candle.
- Silk is a protein fibre and usually burns readily, not necessarily with a steady flame and smells like burning hair. The ash is easily crumbled. Silk samples are not as easily extinguished as cotton or linen.
- Wool is also a protein fibre, but is harder to ignite than silk as the individual “hair” fibres are shorter than silk and the weave of the fabrics is generally looser than with silk. The flame is steady, but more difficult to keep burning. The smell of burning wool is like burning hair.

Man Made Fibres

- Acetate is made from cellulose (wood fibres), technically cellulose acetate. Acetate burns readily with a flickering flame that cannot be easily extinguished. The burning cellulose drips and leaves a hard ash. The smell is similar to burning wood chips.
- Acrylic technically acrylonitrile is made from natural gas and petroleum. Acrylics burn readily due to the fibre content and the lofty, air filled pockets. A match or cigarette dropped on an acrylic blanket can ignite the fabric which will burn rapidly unless extinguished. The ash is hard. The smell is acrid or harsh.
- Nylon is a polyamide made from petroleum. Nylon melts and then burns rapidly, if the flame remains on the melted fibre. If you can keep the flame on the melting nylon, it smells like burning plastic.
- Polyester is a polymer produced from coal, air, water and petroleum products. Polyester melts and burns at the same time, the melting, burning ash can bond quickly to any surface it drips on including skin. The smoke from polyester is black with a sweetish smell. The extinguished ash is hard.
- Rayon is a regenerated cellulose fibre which is almost pure cellulose. Rayon burns rapidly and leaves only a slight ash. The burning smell is close to burning leaves.
- Blends consist of two or more fibres and ideally, are supposed to take on the characteristics of each fibre in the blend. The burning test can be used, but the fabric content will be an assumption.

❖ What are yarns? Explain the different types of yarn.

Yarn is a long continuous length of interlocked fibres, suitable for use in the production of textiles, sewing, crocheting, knitting, weaving, embroidery and rope making.

Spun yarn is made by twisting or otherwise bonding staple fibres together to make a cohesive thread. Twisting fibres into yarn in the process, called spinning, can be dated back to the Upper Paleolithic and yarn spinning was one of the very first processes to be industrialised. Spun yarns may contain a single type of fibre, or be a blend of various types. Combining synthetic fibres (which have high strength, artificial lustre and fire retardant qualities) with natural fibres (which have good water

absorbance and skin comforting qualities) is very common. The most widely used blends are cotton-polyester and wool-acrylic fibre blends. Blends of different natural fibres are common too, especially with more expensive fibres such as angora and cashmere.

Yarns are made up of a number of plies, each ply being a single spun yarn. These single plies of yarn are twisted in the opposite direction (plied) together to make a thicker yarn. Depending on the direction of this final twist, the yarn will be known as *s-twist* or *z-twist*. For a single ply, the direction of the final twist is the same as its original twist.

Filament yarn consists of filament fibres twisted together. Thicker monofilaments are typically used for industrial purposes rather than fabric production or decoration. Silk is a natural filament and synthetic filament yarns are used to produce silk-like effects.

Texturised yarns are made by a process of air texturizing (sometimes referred to as *taslanizing*), which combines multiple filament yarns into a yarn with some of the characteristics of spun yarns.

❖ Write a note on fabric construction

Fabrics can be Manufactured by Different Ways

- **Weaving** – Weaving is a major process of making fabric or cloth. In it, two distinct sets of yarns called the warp and the filling or weft are interlaced with each other to form a fabric. Yarn is a long continuous length of interlocked fibres. The lengthwise yarns which run from the back to the front of the loom are called the warp. The crosswise yarns are the filling or weft. A loom is a device for holding the warp threads in place while the filling threads are woven through them. Yarns made from natural fibres like cotton, silk and wool and synthetic fibres such as nylon and orlon are commonly used for weaving textile. But other fibres can also be used for weaving. Yarn intended for the warp goes through operations such as spooling, warping and slashing to prepare them to withstand the strain of the weaving process.

Weaving Operations

Four major operations are involved in weaving – Shedding, Picking, Beating up (Battening) and Taking up and letting off.

Shedding

Each alternate warp yarn is raised to insert the filling yarn into the warp to form a shed.

Picking

As the warp is raised; the filling yarn is inserted through the shed by a carrier device. Different types of looms are used for carrying the filling yarn through the shed – shuttle loom, shuttleless looms, circular looms, etc.

Beating up (Battening)

With each picking operation, the reed pushes or beats each filling yarn against the portion of the fabric that has already been formed. Reed is a comb like structure attached to the looms. It gives the fabric a firm, compact construction.

Taking up and Letting Off

With each shedding, picking, battening operation, the new fabric must be wound on the cloth beam which is called 'taking up'. At the same time, the warp yarns must be released from the warp beam which is called 'letting off'.

As the shuttle moves back and forth across the width of the shed, a self edge is woven which is called selvage or selvedge. The selvage prevents the fabric from muddling. It is usually more compact and also stronger than the rest of the fabric. There are different kinds of selvages depending upon the expected use of the fabric – Plain Selvages, Tape Selvages, Split Selvages, Fused Selvages, Leno Selvages and Tucked Selvages.

- **Knitting** – It is a method by which thread or yarn may be turned into cloth. Knitting consists of loops called stitches pulled through each other. The active stitches are held on a needle until another loop can be passed through them.

Knitting may be done by hand or by machine. By hand, there are numerous styles and methods. Flat knitting, which can be done on two straight needles or a circular needle, produces a length of cloth, while knitting, which is done on circular or double-pointed needles, produces a seamless tube.

Different yarns and knitting needles may be used to achieve different end products by giving the final piece a different colour, texture, or integrity. Using needles of varying sharpness and thickness as well as different varieties of yarn adds to the effect.

- **Netting** – An openwork fabric made of threads or cords that are woven or knotted together at regular intervals. This method is used for making lace or nets.
- **Felting** – In this method fibres are directly converted into fabrics without being spun into yarns, e.g. wool.
- **Braiding** – To braid is to interweave or twine three or more separate strands of one or more materials in a diagonally overlapping pattern. Braiding of fibre yarn creates a strand or rope that is thicker and stronger than the strands would have been separately.
- **Bonding** – A non-woven fabric in which the fibres are held together by a bonding material. This may be an adhesive or a bonding fibre with a low melting point. Alternatively, the material may be held together by stitching.
- **Tufting** – A pile fabric formed by tufting a yarn into a woven background. Example, some upholstery fabrics and all tufted carpets. The threads may be cut or left intact.

❖ What are the common weaves used in manufacturing of textile?

Weave is to make (cloth) by interlacing the threads of the weft and the warp on a loom.

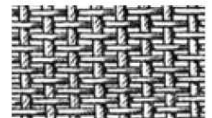


Figure 11.4 Plain weave

The common weaves used in the manufacturing of textiles are:

- **Plain** –
 - Most simple and most common type of construction
 - Inexpensive to produce, durable
 - Flat, tight surface is conducive to printing and other finishes

Method of Construction:

- Each filling yarn goes alternately under and over the warp yarns

Common Fabrics: Cotton calicos, cheesecloth, gingham, percale, voile

Common Uses: Draperies, tablecloths, upholstery

- **Twill** –

- The design is enhanced with coloured yarn
- Is strong and may develop a shine

Method of Construction: Three or more shafts; warp or filling floats over two or more counterpart yarns in progressive steps right or left.

Common Fabrics: Denim, gabardine, serge, tweed

Common Uses: Upholstery, comforters, pillows

- **Jacquard** –

Yarns woven into unlimited designs, often intricate, multicolour effect

- Expensive, but the design does not fade or wear out
 - Durability depends on the fibre used
 - The Jacquard loom was invented by Joseph Marie Jacquard

Method of Construction: Warp is individually controlled with each pick passage creating intricate design.

Common Fabrics: Brocade, damask, tapestry

Common Uses: Upholstery, wall hangings

- **Damask** –

Damask, fabric of silk, wool, linen, cotton, or man-made fibres, with a pattern formed by the weaving; e.g. the ground may be in twill weave and the contrasting design in satin. True damasks are flat and reversible, thus differing from brocades. Splendid patterns, silks and dyes were used by the Damascus weavers, sometimes with the addition of gold or silver thread. Fine linen table damask is one of the most beautiful examples of the modern weavers' art, in both pattern and texture. Double damask has more picks, or threads, to the inch than single; compound damask has one or two warps and two fillings.

- **Satin** –

- Smooth, soft luster
 - Excellent drapability
 - Floats snag easily

Method of Construction: Floats one warp yarn over four or more weft yarns, then tied down with one thread, resulting in a smooth face.

Common Fabrics: Satin, satin-weave fabrics out of fabrics such as cotton.

Common Uses: Draperies, quilts.

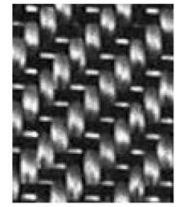


Figure 11.5 Twill weave

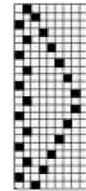


Figure 11.6 Jacquard weave

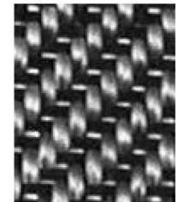


Figure 11.7 Satin weave

❖ What is the Finishing Process used in different textiles?

Textile finishes – A finishing process in which a desired quality or qualities are imparted to fabric in order to improve the appearance, to affect stiffness, weight, elasticity, or softness, to facilitate care, or to protect the wearer. Examples include calendaring, durable press finishing, water and oil repellency and softening.

A vast variety of fabric finish are available, they are mainly categorised as:

- **Mechanical:** It is the physical finishing process, e.g. calendaring, embossing, glazing, napping, etc.

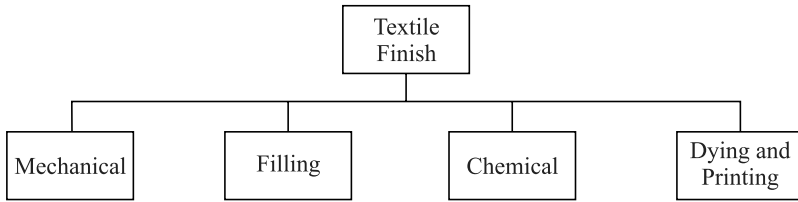


Figure 11.8 Textile finish

- **Filling:** This type of finishing involves a kind of filling like starch, china clay, etc. e.g. sizing, weighting, etc.
- **Chemical:** This type of finish involves some chemical action, e.g. mercerising, creping, anti-crease treatment, etc.
- **Dyeing and printing:** These processes are used to enhance the appearance of fabric by adding colour and pattern, e.g. block dyeing, screen printing, roller printing, etc.

❖ **Write the advantages and disadvantages of the following textiles:**

• **Cotton**

<i>Advantages</i>	<i>Disadvantages</i>
- Highly versatile	- Untreated cotton creases easily
- Can be mercerised to improve luster	- Shrink when washed
- Can be easily dyed	- Soil more easily
- Has good absorbency	- Is flammable
- Good conductor of heat	- Takes long time to dry

• **Linen**

<i>Advantages</i>	<i>Disadvantages</i>
- Is stronger than cotton	- Poor crease retention
- Easy to launder	- Flammable
- Resists moths	- Expensive
- Good conductor of heat	- Does not have good affinity for dyes
- Withstand high ironing temperatures	- Takes a long time to dry

• **Wool**

<i>Advantages</i>	<i>Disadvantages</i>
- Inexpensive	- Weak and non-durable
- Can be easily blended	- Sheds lint
- Good affinity for all types of dyes	- Difficult to bleach
- Can be treated with caustic soda to give wool like appearance	- Difficult to launder or dry-clean

• **Silk**

<i>Advantages</i>	<i>Disadvantages</i>
- Have a luster and soft feel	- Weakened by sunlight and water
- Is the strongest of all natural fibre	- Prone to attack by mildew

- Naturally flame resistant	- Easily marred by water spots
- Non-conductor of heat	- Sensitive to acids and alkalis

• **Polyester**

<i>Advantages</i>	<i>Disadvantages</i>
- Very strong resulting in durable fabric	- Low absorbency
- Crease resistant	- Fibre tend to pill
- Good resistance to sunlight	- Poor affinity to dyes
- Moth and mildew resistant	- Low melting point so difficult to iron

• **Nylon**

<i>Advantages</i>	<i>Disadvantages</i>
- Extremely strong and durable	- Builds up static electricity
- Moth and mildew resistant	- Damages on prolonged exposure to sunlight
- Resists water borne stains	- Requires low ironing temperature
- Dries quickly	- Absorbs greasy stain

• **Rayon**

<i>Advantages</i>	<i>Disadvantages</i>
- Lustrous and soft, with a good drape	- Is weak fabric
- Can be blended easily with other fibres	- Non-resilient and hence creases badly
- Good absorbency	- Prone to mildew
- Good affinity to dyes	- Requires low ironing temperature

❖ **Explain in brief the manufacturing of the fibres: Cotton, Wool and Silk**

Cotton

- Cotton is a soft white fibrous substance covering seeds of certain plants.
- When cotton arrives at a textile mill, several blenders feed cotton into cleaning machines, which mix the cotton, break it into smaller pieces and remove trash. The cotton is sucked through a pipe into picking machines. Beaters in these machines strike the cotton repeatedly to knock out dirt and separate lumps of cotton into smaller pieces.
- Cotton then goes to the carding machine, where the fibres are separated. Trash and short fibres are removed. Some cotton goes through a comb that removes more short fibres and makes a stronger and more lustrous yarn.
- This is followed by spinning processes which do three jobs: Draft the cotton, or reduce it to smaller structures; straighten and parallel the fibres; and lastly, put twist into the yarn. The yarns are then made into cloth by weaving, knitting or other processes.
- After inspectors check the cloth, it is passed through a gas flame that singes the fuzz off its surface. Boiling the cloth in an alkaline solution removes natural waxes, coloured substances or discolorations. Then the cloth is bleached in hypo chlorite or peroxide. The cloth may then pass through a machine that prints designs on it. Cloth intended to be solid-coloured goes through a dye bath.

Wool

- Wool is the fibre derived from the fur of animals of the Caprinae family, principally sheep and goats, but the hair of certain species of other mammals such as alpacas and rabbits may also be called wool.
- The processing of wool involves four major steps. First comes shearing, followed by sorting and grading, thirdly, making yarn and lastly, making fabric.
- In most parts of the world, sheep are sheared once a year, in early spring or early summer. The best wool comes from the shoulders and sides of the sheep.
- Grading and sorting, where workers remove any stained, damaged or inferior wool from each fleece and sort the rest of the wool according to the quality of the fibres, follow this. Wool fibres are judged not only on the basis of their strength but also by their fineness (diameter), length, crimp (waviness) and colour.
- The wool is then scoured with detergents to remove the yolk and such impurities as sand and dust. After the wool dries, it is carded. The carding process involves passing the wool through rollers that have thin wire teeth. The teeth untangle the fibres and arrange them into a flat sheet called a web. The web is then formed into narrow ropes known as silvers.
- After carding, the processes used in making yarn vary slightly, depending on the length of the fibres. Carding length fibres are used to make woollen yarn. Combing length fibres and French combing length fibres are made into worsted yarn.
- Woollen yarn, which feels soft, has a fuzzy surface and is heavier than worsted. While worsted wool is lighter and highly twisted, it is also smoother and is not as bulky, thus making it easier to carry or transport about.
- Making worsted wool requires a greater number of processes, during which the fibres are, arranged parallel to each other. The smoother the hard surface worsted yarns, the smoother the wool it produces, meaning, less fuzziness. Fine worsted wool can be used in the making of athletic attire, because it is not as hot as polyester and the weave of the fabric allows wool to absorb perspiration, allowing the body to “breathe”.
- Wool manufacturers knit or weave yarn into a variety of fabrics. Wool may also be dyed at various stages of the manufacturing process and undergo finishing processes to give them the desired look and feel.
- The finishing of fabrics made of woollen yarn begins with fulling. This process involves wetting the fabric thoroughly with water and then passing it through the rollers. Fulling makes the fibres interlock and mat together. It shrinks the material and gives it additional strength and thickness. Worsted go through a process called crabbing in which the fabric passes through boiling water and then cold water. This procedure strengthens the fabric.

Silk

- Silk is a natural protein fibre that can be woven into textiles. It is obtained from the cocoon of silkworm larvae reared in captivity (sericulture). The shimmering appearance for which silk is prized comes from the fibres’ triangular prism-like structure, which allows silk cloth to refract incoming light at different angles.
- Silkworms are cultivated and fed with mulberry leaves. Some of these eggs are hatched by

artificial means such as an incubator and in the olden times, the people carried it close to their bodies so that it would remain warm.

- Silkworms that feed on smaller, domestic tree leaves produce the finer silk, while the coarser silk is produced by silkworms that have fed on oak leaves. From the time they hatch to the time they start to spin cocoons, they are very carefully tended to. Noise is believed to affect the process, thus the cultivators try not to startle the silkworms.
- Their cocoons are spun from the tops of loose straw. It will be completed in two to three days' time. The cultivators then gather the cocoons and the chrysalis are killed by heating and drying the cocoons.
- In the olden days, they were packed with leaves and salt in a jar and then buried in the ground, or else other insects might bite holes in it. Modern machines and modern methods can be used to produce silk but the old-fashioned hand-reels and looms can also produce equally beautiful silk.

To provide a well-knitted thought process we must be aware of the:

SPECIFIC QUESTIONS

❖ **Define textile**

- Textile is any type of material made from fibres or other extended linear materials such as thread or yarn.

❖ **Define Poplin**

- **Poplin**, also called tabinet (or tabbinet), is a fabric consisting of a silk warp with a weft of worsted yarn. As the weft is in the form of a stout cord the fabric has a ridged structure, like rep, which gives depth and softness to the lustre of the silky surface. It is made with wool, cotton, silk, rayon, or any mixture of these, though originally made from silk.

❖ **What is terry cot?**

- Terry cot is a polyester-cotton blend

❖ **Which fabric you think is the best suited for an apron for kitchen staff?**

- Cotton

❖ **What type of linen is recommended for a specialised restaurant?**

The factors to be considered before recommending linen for a specialised restaurant are

- The linen should gel with the theme of the restaurant, e.g. silks can be used for Chinese restaurant
- The colour of the linen should match the décor
- The fabric with the look should also be long lasting
- It should be easy to maintain
- The fabric should also be cost effective

❖ **How would you identify textiles?**

- The identification of textile fibres has become complicated with the advent of so many man-made fibres and the increasing use of fibre mixtures. It is possible, however to identify fabric by
 - Visual examination – Appearance, feel and length

- Microscopic analysis – Appearance under the microscope
- Solubility test – Behaviour to solubility in certain acids, alkalis and organic solvents
- Burn test – Behaviour to heat and flame
- Reaction to colour staining solutions, such as shirlastain

❖ How are fabrics chosen?

Fabrics are used in great variety of ways throughout establishments. They may be chosen for their

- Decorative value
- Warmth or coolness
- Durability
- Comfort
- Protective qualities
- Hygienic reasons

SUMMARY

The following points have been discussed in this chapter:

- Classification and identification of textile
- Characteristics of different textiles
- Blends and unions
- Types of weaves
- Textile finishing process
- Selection of textiles for various hotel uses

Fabrics delight the senses. The fashion designer finds the material she/he uses as a thrill and an inspiration, for she/he is aware that every aspect of a fabric will influence the finished garment and she/he knows how to use it with her/his own personal flair. Their most valuable asset is that elusive sixth sense which can successfully match style line with fabric texture, colour and character to form a harmonious, pleasing and flattering whole. While this sense is to some extent instinctive, it can benefit by experience and an understanding of the structure and origin of textiles. They are not made by magic, though some of the procedures they undergo may seem mysterious.

Every aspect of a fabrics history influences its character and hand. Fluid, stiff, crisp, rough, soft, thick, or shaggy, it will lend its personality to the design. From fibre to yarn to cloth, from the loom to the finishing mill to the fabric shop, each detail of its past is a fascinating clue to the way it ultimately looks, acts and feels. But its characteristics are not limited to tactile and visual ones; other considerations are those of care and performance. New developments in fibres and finishes have given you fabrics that lighten your laundry chores and keep you looking your most impeccable self. Ask for information on fibre content and finishing treatments that will help you choose the fabric on which you will spend so much effort and time. Distinguish quality fabric not by prices, but by a thorough understanding of the fibre content, the tightness of the weave, the amount of twist and the structure of an individual yarn, the finish performance and colour treatment, which all have a bearing on its quality. These factors determine the number of wear a fabric can withstand, how it will drape and fold and whether it is worthy to serve as your fashion signature.

It is not only the fabrics that beautify the hotel. Importance is equal when it comes to interior designing, lighting, fixtures, wall covering and floor finishes. Let us now take a look at what literally makes a hotel in the next chapter.

KEY TERMS

- **2-Way Zipper** – Is a zipper with two zipper pulls so that it can be unzipped from either direction.
- **Backing** – Woven and non-woven material used underneath the item or fabric being embroidered to provide support and stability. Can be hooped with the item, or placed between the machine throat plate and the hooped garment. Available in various weights and in two basic types: cutaway and tear away. Also referred to as stabiliser.
- **Base (Towel)** – The core of a towel to which a nap or face is attached.
- **Basket Weave Knit** – Process of weaving yarns back and forth resulting in a two-tone appearance.
- **Birdseye Jacquard** – Is a small geometric pattern with a center dot knit into the fabric.
- **Bleeding** – The loss of colour when a fabric or textile product is wet, usually due to improper dyeing, addition of too little mordant, or the poor quality of dyestuffs used.
- **Blended fabric** – Yarn of fabric that is made up of two or more fibres mixed in the yarn spinning stage.
- **Buckram** – Course woven fabric, stiffened with glue, used to stabilise fabric for stitching. Commonly used in caps to hold the front panel erect.
- **Carding (cotton)** – Cotton fibre process that yields poorer grade fabrics.
- **Combing (cotton)** – Cotton fibre that yields better grade fabric.
- **Crash cloth** – Plain weaves Napery.
- **Damask** – Is a type of twill weave used mostly in napery in which a design appears against a satin background.
- **Denier** – Is a unit of weight of silk, nylon or rayon that is an indicator of fineness. One denier is equal to 5/100 of a gram in a 450 meter length of thread.
- **Dobby cloth** – Is a decorative weave, usually geometric, that is woven into the fabric. e.g. different types of napery fabrics.
- **Dye lot** – Pieces of fabric dyed in the same vat and, therefore of the same shade.
- **Dylanising** – Is a process of chemical treatment given to wool to control felting and shrinkage.
- **EcoSpun** – Is a fleece outerwear fabric made from at least 50% materials reclaimed from recycled plastic soda pop bottles.
- **Eyelets** – Small holes or perforations made in a series to allow for breathability and finished with either stitching or brass grommets.
- **Face (Towel)** – Nap.
- **Face weight** – The amount of fibre (per square yard) that is in the face of a carpet (total weight less the weight of the backing).
- **Fade-o-meter** – Standard laboratory device for testing a fabric color-fastness when exposed to sunlight.
- **Felting** – Characteristic of some fibres (especially wool) to mat at the surface of the fabric.
- **Felts** – Table pads or mattress covers.
- **Fibre lock** – Type of unwoven blanket construction.
- **Fibres** – Is a slender and greatly elongated substance capable of being spun into yarn. The basic unit from which a fabric is manufactured. Fibres can be classified as staple (short natural fibres) or filament (silk and other manmade fibres that are long and continuous in length).

- **Fill yarns** – Yarns running the width of the fabric.
- **Finishing** – Processes performed after embroidery is complete. Includes trimming loose threads, cutting or tearing away excess backing, removing facing, cleaning any stains, pressing if needed and packing for sale or shipping.
- **Flannel** – Is a plain weave cotton fabric with a brushed and soft finish.
- **Flax** – Is a plant from which the fibres are used to produce linen. Linen fabric is less elastic and more absorbent than cotton.
- **Floats** – Is a term used for discriminating table linen.
- **Frame** – Holding device for insertion of goods under an embroidery head for the application of embroidery.
- **Gabardine** – Is a strong fabric with a twill weave used for making suits, dresses, sportswear and uniforms.
- **Gram (positive/ negative)** – Refers to the colour staining of test samples of certain bacteria. Gram 'positive' is a "blue" test result when certain bacteria are treated with testing reagents. Gram negative is a 'red' test indication.
- **Gray goods** – Unfinished fabric directly from the loom.
- **Ground warp** – Yarn threads that run lengthwise in a towel. They are used as the backing for the pile warp.
- **Hand** – The feel of a fabric to the touch, its roughness, slipperiness, etc.
- **Hessian** – Is a coarse cloth made out of hemp or jute.
- **Jacquard** – Sculpted terry or velvet fabric.
- **Linters** – Short or waste cotton fibres.
- **Logo** – Short for logotype. The name, symbol, or trademark of a company or organisation.
- **Loom** – Framework on which textiles are woven.
- **Magnesia (Magnesium carbonate)** – Used in a powder form to dry clean felt, fur and woollen articles.
- **MDF boards** – Medium density fibre-boards made out of waste wood fibres and resins glued together and compressed under heat and pressure.
- **Mercerisation** – Is the process by which cotton fabrics are given a high degree of luster through the chemical action of caustic soda (sodium hydroxide).
- **Micro fibre** – This fabric is tightly woven from a very fine poly thread and has a sueded finish for a luxurious, soft feel. Micro-fibre fabric is naturally water repellent due to its construction process and when specially treated, can also be waterproof.
- **Modacrylic** – Acrylic fibre that is less resistant to stains and abrasions.
- **Muslin sheet** – Fabric made out of carded cotton fibre. It has a rough and dull finish.
- **Napery** – They are table linen like table cloth, napkins, doilies, etc.
- **Napping** – Is a finish given to cotton fabric that gives a raised effect to the yarn. Napped cotton fabrics like flannelette resembles wool.
- **Percale** – Is a blended fabric made out of combed fibres of cotton and polyester (50:50). The fabric has a better luster than cotton and is preferred for sheeting.
- **Placket** – The part of a shirt or jacket where the garment fastens together.
- **Poplin** – Is a tightly woven, durable, medium weight cotton or cotton blend fabric made using a rib variation of the plain weave which creates a slight ridge effect.

- **PVC** – Is a polyurethane coating that is added to make garments water resistant.
- **Ramie** – Is a woody fibre that resembles flax, also known as China grass.
- **Raw silk** – Silk fabric woven out of untreated silk yarn.
- **Regenerated fibres** – Fibres made from substances retrieved from the nature like wood pulp being converted into viscose rayon.
- **Sanforising** – A finishing process that ensures that the shrinkage in fabric remains less than 1% after washing.
- **Seersucker** – A weave in which some warp yarns help in tension, while some are left loose at regular intervals while weaving, to give a crinkled effect to the woven fabric. Crinkled sheets are made by this weaving style.
- **Selvedge** – The distinctive edge along the length of a fabric, on both sides, tightly woven and stronger than rest of the fabric.
- **Silence cloth** – Oil cloth or other padded material placed under the table cloth to absorb noise.
- **SPI** – Stitches per inch. The imperial measurement for density of stitches.
- **SPM** – Stitches per minute. System used to measure the running speed of an embroidery machine.
- **Spun silk** – Inferior quality silk made from broken filaments of broken cocoons.
- **Tebilisation** – Is a finish produced by impregnating cotton fabric with a solution of synthetic resins to make the fabric crease-resistant.
- **Tensile strength** – The amount of weight it takes to tear a 1" x 3" piece of fabric.
- **Tentering** – The processing of dyed or wetted fabric having uneven edges to give it an even finish by straightening out the edges.
- **Thread** – Fine cord of natural or synthetic material made from two or more filaments twisted together and used in stitching. Machine embroidery threads come in rayon, which has a light sheen; cotton, which has a duller sheen than rayon, but is available in very fine deniers; polyester, which is strong and colorfast; and metallics, which have a high luster and are composed of a synthetic core wrapped in metal foil.
- **Thread count** – Number of warp and fill yarns per square inch.
- **Ticking** – Sturdy fabric used to cover mattresses and springs.
- **Togs** – Unit of measurement of the thermal insulation properties (warmth) of a fabric.
- **Tow yarn** – Yarn produced from short linen fibres that produce a softer and more absorbent fabric.
- **TPI** – The amount of twist given per square inch of yarn is expressed as TPI.
- **Turbenising** – The process of fusing two pieces of rayon fabric with the application of heat, thus making the fabric stiff. Lining used in cuffs and collars are made by this process.
- **Twill weave** – Type of weave in which diagonal yarn pattern emerges.
- **Underarm Grommets** – Small holes in the armpit area to allow breathability and air circulation.
- **Union fabric** – Also known as mixture, each yarn is of single type of fibre that is warp yarn are of a particular type and the weft of another type. There may be two or more types of yarn in each direction.
- **Upholstery** – Fabric used in furnishing a room and furniture décor.
- **Warp yarn** – The yarns that run lengthwise in a fabric. They are also called ENDS.

- **Weft yarn** – The yarn that runs through the breadth of the fabric, or diagonally. They are also called as picks or filling yarn.
- **Wild silk** – Silk obtained from silk producing insects that do not feed on mulberry leaves. e.g. muga and tussar silk.
- **Yarn** – Twisting together of several staple or filament fibres to form a thread that is used in the process of weaving or knitting.

ACTIVITIES

Activity 1

Suggest the fabrics to be used for the following:

<i>Item</i>	<i>Fabric suggested</i>
Bed sheet	
Towel	
Napkin	
Table cloth	
Frills	

Activity 2

Write the name of the animal or plant associated with the given fabric

<i>Textile</i>	<i>Animal or plant</i>
Cotton	
Linen	
Jute	
Ramie	
Coir	
Kapok	
Silk	
Wool	
Mohair	
Angora	

ANSWER

Activity 1

<i>Item</i>	<i>Fabric suggested</i>
Bed sheet	Cotton
Towel	Linen, cotton
Napkin	Cotton, blend
Table cloth	Linen, teri-cotton
Frills	Satin

Activity 2

<i>Textile</i>	<i>Animal or plant</i>
Cotton	Seeds of certain plants.
Linen	Made from flax fibres
Jute	Stem of the jute plant
Ramie	Bark of vegetable stock
Coir	Coconut husk
Kapok	Seed pod of Java Cotton, Java Kapok, or Silk-cotton tree
Silk	Secretion from insect larvae
Wool	Hair of various animals – sheep
Mohair	Hair of Angora goat
Angora	Hair of angora rabbit

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain the role of control desk
- ♦ Coordinate housekeeping with different departments in hotel
- ♦ Have key control
- ♦ Handle different systems like computers and telephones
- ♦ Have the knowledge of paging systems and methods
- ♦ Know the details of registers, records, forms and formats

“When people talk, listen completely. Most people never listen.”

– Ernest Hemingway

INTRODUCTION

Procedure is the step-by-step method followed to ensure that standards are met. A prescribed, detailed course of action is followed regularly in the housekeeping department to attain guest satisfaction as well as ensure quality service. The housekeeping desk, also known as the control desk of the department, is the nerve center and its efficiency determines the smooth operation of the department. It is the area where all the information is received and messages are sent out. It is not only the main link for the information and communication between the various areas of the department as well as for coordination with other departments. The housekeeping control desk is manned 24 hours for the entire line of communication.

In the 1870s, two inventors Elisha Gray and Alexander Graham Bell both independently designed devices that could transmit speech electrically (the telephone). Both men rushed their respective designs to the patent office within a few hours; Alexander Graham Bell patented his telephone first. Elisha Gray and Alexander Graham Bell then entered into a famous legal battle over the invention of the telephone, which Bell won.



Once we start understanding the different aspects of Housekeeping, we come to realise that these aspects or 'departments' need a process to not only communicate but also to work fluently. We would only be clear of the procedures when we answer the below questions.

DESCRIPTIVE QUESTIONS

❖ **Why housekeeping control desk is called as the nerve centre of housekeeping department? Discuss the importance and in brief the various functions of the control desk?**

The housekeeping control desk is called the nerve center of the housekeeping department. Like the body system cannot function well without the nerve center, in the same way the departments depend very much on the efficiency of the control desk for their proper functioning. It is the focal point of dissemination of information and communication to various points in the housekeeping department as well as other departments for coordination.

The functions of control desk are:

- Communication within the department as well as with other departments
- Communication with the guest
- Passing of information to the supervisors and room attendants on the floors and public area like crews, VIPs, etc.
- Maintenance of records
- Upholding of lost and found record
- Maintenance of emergency supplies
- Room clearance
- Flower order request and delivery
- Duty chart display
- In some hotels, the control desk coordinator is also responsible for maintenance of guest supplies
- Updating the guest history record, lost and found record in the system

❖ **Explain in brief how the housekeeping department co-ordinates with different departments.**

Departments within any organisation are required to work as a team. Cooperation and coordination among departments is required not only in the interests of the guests, but also for ensuring that no department functions in isolation, leading to more effective functioning of the hotel. All departments are interdependent, but the housekeeping department has a very close relationship with most of the departments, especially front office and the maintenance department.

Interdepartmental Coordination

Between Guests and Floor Housekeepers

The desk coordinator attends to all guest calls and requests. This is done with the help of pagers or floor paging system, walky-talky or mobiles.

Between the Housekeeping and Front Office

Housekeeping coordination with the front office is very important. When the guests depart, the front office informs the housekeeping *via* telephone or computer and informs how many rooms have

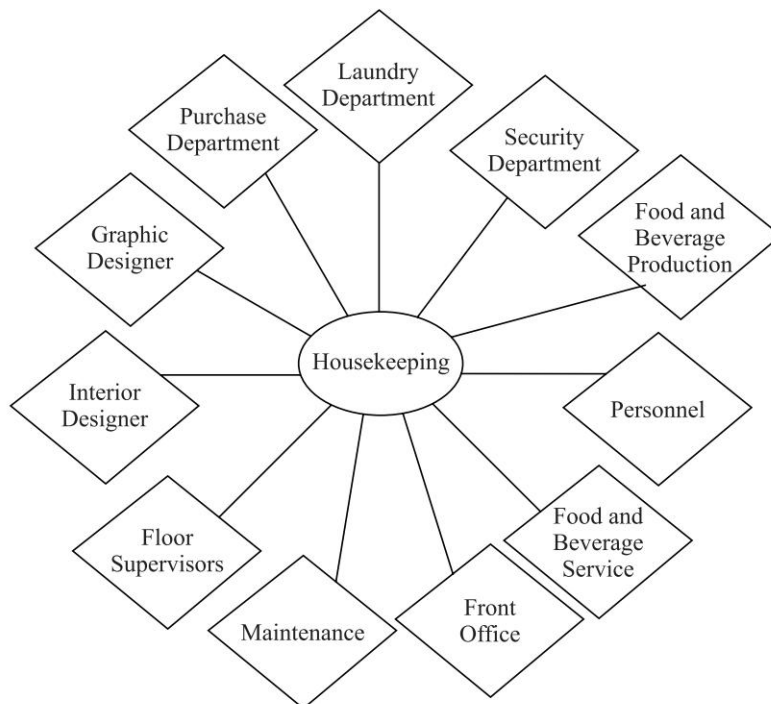


Figure 12.1 Coordination chart of Housekeeping

departed, so that housekeeping can take over, clean and repair any minor repairs and make the room available for sale. Once the rooms are cleaned, the housekeeping supervisor checks the rooms, calls the housekeeping desk supervisor and hands over the clean rooms. The housekeeping desk supervisor then informs the front office that the rooms are ready for new guests. The rooms received by housekeeping for cleaning are called ‘departure rooms’, while the clean rooms handed over by the front office are called ‘clean or ready or vacant rooms’.

The points on which the front office and housekeeping desk work in close coordination are: -

- The front office informs housekeeping desk regarding all the rooms that have been departed, so that they can be prepared for sale.
- Rooms that need repairs are removed from circulation and given ‘out of order’ status in coordination with front office.
- Major renovations are coordinated with the front office based on the expected occupancy.
- The front office informs the housekeeping department if any VIP rooms are blocked.
- Any special requests from guests are conveyed by the front office on the guest’s arrival, or even prior to that, so that housekeeping can comply with the requests.
- Group arrivals are coordinated for a smooth check in.
- Rooms with a double lock are opened by the front office, so that the housekeeping department can clean them.
- The front office is informed as to any items that have been lost or found, so that the property can be returned to the guest.

- Housekeeping keeps a careful watch on rooms in which guests have little or no luggage and informs the front office accordingly.
- The front office gives a forecast regarding occupancy to housekeeping, which enables housekeeping to plan extra work or give holidays accordingly.
- Front office also helps the housekeeping department by giving forecasted occupancy for the coming year which forms the base of housekeeping budget.

Between the Housekeeping and Engineering & Maintenance

The maintenance department is responsible for all repairs such as electrical, air-conditioning, plumbing, carpentry, painting and polishing and masonry. A list of the repairs to be done by maintenance is given to the desk housekeeper by the floor supervisor. The latter maintains order slips and informs the maintenance department, who attend to the complaints. Once the repairs have been carried out, the room is double checked by the floor supervisor and cleared to the desk housekeeper for sale.

- All major and minor repairs are carried out through the maintenance department.
- Any equipment required by housekeeping that needs to be repaired is given to maintenance.
- Before purchasing any equipment for housekeeping the maintenance department is consulted.
- Preventive maintenance is carried out in liaison with the housekeeping department.
- Housekeeping attendants are trained by the maintenance department on how to conserve water and electricity.
- Any special requests of the guests, e.g. bulbs of a particular power, VCDs, etc is passed on to maintenance.
- Proper coordination between the maintenance and housekeeping departments is required during major renovation and refurbishment projects.

Between the Housekeeping and Food & Beverage Production

Generally coordinates with the housekeeping department regarding uniforms for staff, exchange of kitchen dusters and pest control.

Between the Housekeeping and Food & Beverage Service

- The housekeeping department is informed by the service department daily regarding all banquet functions, so that they can prepare the halls as well as organise the staff, flowers, pest control and linen required.
- All the restaurants coordinate with housekeeping for linen, regular cleaning of the restaurants and pest control of the restaurants.
- The housekeeping and the food and beverage service department consult at the beginning of the year for linen budgets.
- Housekeeping takes an inventory of linen and uniforms every month to enable proper circulation of linen.
- Special cleaning processes, like shampooing carpets, etc. are taken care of by the housekeeping department in the banquet halls and restaurants.
- Housekeeping ensures the safekeeping of any complementary items extended to the guest, such as liquor trolleys, chocolates and fruit.

- Room service trays are cleared by the housekeeping department and kept in the pantry for clearance.
- Housekeeping works in coordination with banquets for any special requirement for a function like flowers, special decorations, etc.

Between the Housekeeping and Personnel Department

Housekeeping coordinates with the personnel department regarding requirements of staff, salaries, in-discipline, grievances, identity cards for staff, locker facilities, contract services, etc. The personnel department, along with the executive housekeeper select the right candidate for the department. The executive housekeeper coordinates with the personnel department regarding appraisals and promotion of staff.

Between the Housekeeping and Purchase Department

Coordination is required between the purchase and housekeeping departments for the purchase of all necessary indents and to keep the required stock at all times. Both the departments are also responsible for effective cost control. The desk housekeeper makes indents of the items required by housekeeping with the help of floor supervisors and hands over them to the stores on a weekly basis. The stores then issues the indents required for rooms and public areas.

Between the Housekeeping and Laundry Department

Housekeeping ensures that a proper schedule is followed regarding the delivery of soiled items to the laundry. The laundry department ensures that the linen is available for housekeeping when required and also ensure that the linen is folded in the required manner for easy delivery to the rooms. Laundry is responsible for maintaining uniforms and seeing that they are available on time. The housekeeping and laundry departments coordinate on the purchase of new linen and also help in keeping proper linen inventory.

Between the Housekeeping and Security Department

The guest room is a very private place and a hotel goes to great lengths to ensure guest privacy and security. However, the guests sometimes take advantage of the situation by using the room for illegal purposes. In such cases, the security department must be informed. Housekeeping also coordinates with the security department regarding lost and found items. Any expensive items are handed over to security. Housekeeping should also inform security in the case of any unusual incidents like fire, theft, missing items, etc.

Between the Housekeeping and Interior Designer

Housekeeping is responsible for the maintenance and upkeep of the hotel. The interior designer and the executive housekeeper works in close coordination with one another during new projects as well as the renovation time so that the hotel product not only looks good, but is also user friendly. The executive housekeeper contributes the following:

- Practical aspect of maintaining the area
- Requisites of carpets, upholstery materials etc
- Budgets of all expenditure to be incurred
- Standard specification laid by the hotel to be maintained

Between the Housekeeping and Graphic Design Department

All promotional items like guest supplies, uniform design, etc are issued by the graphic designer. Any changes to be made or new items introduced are to be coordinated with the graphic design department.

❖ Explain the Key Control procedure

Keys and their Control

Proper key control procedures are important for guest security and privacy. Key control also protects the property by reducing the possibility of theft of property and belongings of guests. Housekeeping is primarily concerned with the following categories of keys: emergency, master, storeroom and guestroom.

Types of Keys

Emergency key: This key opens all the doors in the property, even those that the guests have double-locked. It also double-locks the room against all other keys. The emergency key, or 'E' key, overrides the catch or deadbolt put on by the guest for privacy in the room. Hence, the emergency key should be well-protected. It should be stored in a secure place such as the hotel safe, a safe deposit box, or a metal cabinet that only the General Manager or the security officer can access. Its use should occur in emergency situations such as fire or when a guest or employee is locked in a room and needs immediate assistance.

Master key: These keys open all guestroom doors that are not double-locked. They are separated into four levels of access:

- **Grandmaster key:** This key opens all hotel guestrooms and often all housekeeping storage rooms as well. It can also double-lock a room if access to it has to be denied. This key can be used in emergency situations when it is vital for a manager to enter some or all areas of the hotel. It is kept under lock-and-key at the front desk of hotels.
- **Pass key/master key:** This key is kept by the deputy or assistant housekeeper and it will open any internal door that has not been double-locked.
- **Sub-master or Section Master Keys:** These keys open all rooms in one work section of a hotel. A Supervisor may be issued more than one key of this type as he or she may be required to inspect the work of more than one GRA (Guest Relations Assistant).
- **Floor Master Key:** A GRA is given this key to open the rooms he or she is assigned to clean on a floor. The floor key opens all rooms on a particular floor that are not double-locked. If the employee has rooms to clean on more than one floor or area, he or she may need more than one floor key. Floor keys typically open the storeroom for that floor too.

Guestroom Keys: These are keys issued to guests upon their registration. The guestroom key opens a single guestroom as long as it is not double-locked.

Supply Keys: These keys are used within the servicing sector of the hotel by the supervisory-level staff to ensure that stocks and equipment are safely stored away when not in use. Store keys, office keys and linen room keys are examples of such keys.

Card Keys: Today, many hotels use the card key system. This type of room-locking mechanism uses regular door locks and special plastic cards that act as keys to unlock the doors. The plastic cards look like credit cards with holes punched in them. The system uses a computer that codes the cards to lock

and unlock the doors. Rather than re-keying the door locks in case of loss of keys, the computer is used to create new room-lock codes for each room. Master keys may be easily created and destroyed through the computerised card system.

Key Control Procedures

- A log is used to monitor the distribution of master keys.
- This log includes the date, time and the name of the person who signed for a particular key.
- Every time an employee receives or returns a master key, he or she should be required to initial or sign the log.
- The person issuing the keys should also initial or sign the log for each master key transaction.
- The table below shows a sample key control log.
- In larger properties, the linen room attendant distributes and secures the keys for the room attendants.
- At smaller properties, the executive housekeeper or the front desk may assume this function.
- Employees issued keys should keep the keys with them all the time. Key belts, wristbands, or neck chains are recommended devices for keeping track of master keys.
- Master keys should never be left on top of a housekeeping cart, in a guestroom, or in an unsecured area.
- An employee should never loan the key to a guest or to another employee.
- The room attendant who has signed for the master key is completely responsible for it and it should never leave the property.
- Finally, a room attendant should never use a master key to open a room for the guest.
- If a guest asks an employee to unlock a room, the employee should politely explain the hotel's policy and direct the guest to the front desk.

Room attendants are also responsible for retrieving guestroom keys if the guest leaves the key in the room. Many hotels provide key lockboxes on the room attendants' cart to store guestroom keys. If no lockbox is available, the room keys should be kept in a secured area – not on top of the cart, until returned to the front desk. If a room attendant finds a room key in the hallway or public area, the front desk should be notified immediately. The key should be returned to the front desk or placed in the lockbox.

Sample Key Control Sheet

KEY CONTROL SHEET							
Date _____				Page _____ of _____			
Key Code	Name	Signature	Time Out	Issued By	Time In	Signature	Received By

Lost or Stolen Keys

- Lost or stolen keys create security and safety problems.
- When keys go missing, the only solution is to rekey the affected rooms.
- The rekeying of rooms is very expensive and time consuming, especially when it involves higher levels of master keys.

❖ **Explain the handling of different systems in housekeeping like computers and telephones.**

Telephone Handling Tips

- Have a smile and your best manners become ready to roll
- Use a reasonable volume when speaking on the phone
- The telephone transmits emotions and feelings perfectly
- Listen
- Be clear
- Be precise

For best results, incorporate three easy elements: pleasantry, brevity and sincerity.

Pleasantry

A pleasant greeting is essential to a successful call because it sets the stage emotionally. In general, listeners tend to mirror or “catch” the emotional states of speakers. If we answer the phone pleasantly, there are better chances that the caller will be pleasant and we all know which caller is easier to work with.

Sincerity

No scripts. Scripting greetings sound insincere, irritate callers and discourage employees. The greetings should be natural, which also makes it easier to sound pleasant consistently. The key elements of a telephone greeting are: department or hotel name, your name, an offer of assistance. An example of a switchboard greeting might sound like this, “XYZ Hotel, this is Bob. How can I direct your call?” A greeting from someone in the housekeeping department might sound like this, “Housekeeping, this is Bob. How can I help you?”

Stating your name implies that you are accountable. It also creates a personal touch. Lastly, end with a question that expresses your desire to serve the caller.

Brevity

Keep it short. Never have telephone greetings that are too long. Excessively long greetings are unprofessional for many reasons.

Computer Handling

By using some common sense and by following the handling tips, you will get to use it and have enjoyment. Computers are designed and tested to be durable and function reliably in normal environments.

- Do not subject your computer to physical punishment, such as dropping or bumping.

- Do not place heavy objects on your computer.
- Do not spill or allow liquids into your computer.
- Do not pack your computer in tightly packed suitcases, bags, or backpacks. The compression might cause internal damage.
- Use the bag issued to you or a backpack specifically designed for carrying laptop computers.
- Do not scratch, twist, hit, or push the surface of your computer display.
- Do not place objects between the keyboard and screen.
- Do not pick up or hold your computer by the display. When picking up your open computer, hold it by the lower half (the keyboard side).
- Do not turn your computer on while the AC adapter is plugged in. This could break the adapter plug.
- Do not store your computer where the temperatures are below 41°F or above 95°F (5°C and 35°C).
- Do not place your computer closer than 5 in. (13 cm) from any electrical appliance that generates a strong magnetic field, such as a motor, magnet, TV, refrigerator, or large audio speakers.
- Do not hard-mount your computer in a vehicle or anywhere that is subject to strong vibration.
- Do not touch the lens on the DVD/CD-ROM tray. You should hold the disc by the edges and not touch the recorded surface.
- Transport your laptop in a safe manner.
- Do not connect your modem to a digital phone line (such as most of the lines around campus).
- Doing so could possibly damage your modem. The phone lines in most dorm rooms are analog but you should always plug into the Ethernet port (it's faster).

You should occasionally clean your computer as follows:

- Use a soft lint-free cloth moistened with non-alkaline detergent to wipe the exterior of the computer.
- Don't spray cleaner directly on the display or keyboard.
- Gently wipe the LCD with a dry, soft lint-free cloth. If a stain remains, moisten the cloth with LCD cleaner and wipe it again. Be sure to dry the LCD before closing it.
- Note: A 50/50 mixture of Isopropyl alcohol and water or water alone may be used as an LCD cleaner to moisten your cloth. Antistatic LCD cleaning cloths and Kim Wipes are also acceptable alternatives.

❖ **Discuss Paging system used in hotels.**

Paging system in hotels is a way of communication between the staff and even for guest.

Paging system started long back wherein the bellboys and waiters use to ring a hand bell and run around the hotel public areas looking for the guests to give their message. The boy use to carry a board with the message written on it.

With the changing time and technologies this system changed and now paging system is restricted within the staff. Earlier housekeeping staff either used pagers or paging lights in the corridors, but now mobile phones are mostly used for this purpose. A new system called PDA (personal digital assistants) has also been introduced in hotels to be used for communication.

❖ **Enlist the various registers, records, forms and formats maintained in housekeeping.**

Registers maintained at the housekeeping control desk are

- **SOP's book** are the manuals containing the system operating procedures to be followed by the housekeeping department.
- **Interdepartmental memo book** – This book contains all communications which is sent from housekeeping to other departments.
- **Maintenance job order** – It is a slip sent to the maintenance department by the housekeeping for any repairs to be done in the areas. With the computers in use, the maintenance request is now fed in the system itself.

Maintenance job order		
Room no.	Date	Time
Nature of complaint		
Supervisor signature		

- **Occupancy book** – The daily physical occupancy of the rooms taken by supervisors is consolidated and entered in this book and a copy is sent to the front office. For format refer to viva questions.
- **Indent book** – It is used for indenting supplies like guest amenities, cleaning supplies, etc.

Store indent sheet				
Date			Department	
S. No.	Item	Quantity	Received quantity	Specifications
Made by.....				
Approved by.....			Storekeeper	

- **Purchase order book** – this book is used for purchasing items other than the regular supplies and generally involve capital expenses which needs to be authorised by the Chief Accountant and General Manager.

Purchase order					
Date			Department		
S.No	Item	Quantity	Received quantity	Cost	Specifications
		Made by.....			
				
				
		Executive Housekeeper	Chief Accountant	General Manager	

- **Damaged or missing article register** – It is used to record any damage or missing hotel property preferably before guest check out so that he can be charged for it, if required.

Damaged or Missing Article Register					
Date & time	Description of the item	Location	Name of the guest	Reported by	Name of the housekeeping staff who serviced the room

- **Lost and found register** – It is used to record any article left behind by the guest. For format refer to “Daily routine and system” section of this chapter.
- **Miscellaneous work register** – It is a register where different works or repairs done in housekeeping are recorded, e.g. Carpet/upholstery shampoo, etc. which are generally done by contractors.

Date	Location	Name of the attendant/contractor	Date of last cleaning	Signature of the attendant/contractor	Supervisor signature

- **Baby sitting register** – It is a register that records all the baby sitting services offered to guest by the staff.

Baby Sitting Register						
Date and time	Room no.	Name of the guest, number and age of the children	Time of baby sitting		Name and signature of the designated housekeeping staff	Remarks
			From	To		

- **Leave cards** – Discussed later in this chapter under “Daily routine and system”.
We can only control the responsibilities of the control desk when we answer the:

SPECIFIC QUESTIONS

❖ Explain Discrepancy report.

Discrepancy is a conflict or variation, as between facts, figures, or claims. In accommodation department, a discrepancy report is made by the front office when there is a difference in the room status report sent by the housekeeping and the occupancy details in the front office system. After the report is

generated a representative from housekeeping as well as front office department goes and checks the room physically and then the room status is updated accordingly.

❖ **Which register does record the items left behind by guests?**

Lost and found register records the items left behind by guests.

❖ **What is ARR formula?**

Hotel revenue divided by the number of rooms sold. Hotels use this measure to calculate the average price at which they are booking hotels each night.

❖ **Who does carry the grand master key?**

The Executive Housekeeper carries the grand master key.

❖ **Which key does open the double lock?**

Emergency key opens the double lock.

❖ **What is card entry system?**

Today, many hotels use the card key system. This type of room-locking mechanism uses regular door locks and special plastic cards that act as keys to unlock the doors. The plastic cards look like credit cards with holes punched in them. The system uses a computer that codes the cards to lock and unlock the doors. Rather than re-keying the door locks in case of loss of keys, the computer is used to create new room-lock codes for each room. Master keys may be easily created and destroyed through the computerised card system.

❖ **Which tax is charged with the laundry bills?**

There is no tax charged for washing or pressing of article. Taxes are charged on dry-cleaning only.

❖ **Explain S.B.**

S.B. is an abbreviation used by housekeeping department for scanty baggage. While checking the room if the housekeeping supervisor finds that there are fewer luggages in the guest room, he/she writes the code S.B. and send to front office as a precaution for a skipper.

❖ **Draw the format of consolidated occupancy report.**

Format of an occupancy report

1st floor Room no.	Status	No. of guests	2nd floor Room no.	Status	No. of guests	3rd floor Room no.	Status
101							
102							
103							
.....							

❖ **What are the various codes in a room report?**

The various codes in a room report are:

V – vacant

Dep, C/O – departure, check out

O – occupied

ED – expected departure

OOO – out of order

GRS/SR – guest refused service

SB – scanty baggage

DL – double lock

DND – do not disturb

SL – service later

❖ **What is OOO? What is UR Room?**

Housekeeping and engineering departments designate some rooms out of order or under repair because of some defects in the room (ranging from a small stain on the carpet to a faulty TV).

❖ **What is held luggage?**

The guest's property held in lieu of payment for accommodations.

❖ **Who is a walk-in guest?**

In a hotel, a guest who arrives without a reservation is called a walk-in guest.

❖ **What is a European plan?**

It is a type of hotel charge which covers per night room rate and service charges, but not meals. The American plan, in comparison, covers all meals as well.

❖ **What is a maintenance slip?**

It is a slip sent to the maintenance department by the housekeeping for any repairs to be done in the areas. With the computers in use the maintenance request is now fed in the system itself.

❖ **What is the difference between revenue centre and support centre in a hotel?**

Revenue center is a distinctly identifiable department, division, or unit of a firm that generates revenue through sale of goods and/or services. For example, rooms department and food-and-beverages department of a hotel are its revenue centers. Support center is a department or sub-unit, which is sometimes involved directly in revenue generation, or just provides supporting services to other (revenue generating) departments or sub-units.

❖ **What do you mean by the term front of the house and back of the house?**

The terms “back of house” and “front of house” are used in the hotel community to distinguish between different areas in a hotel. The back of house is the staff area, where cooks and other support staff work. The front of house is a term, referring to the portion of the building that is open to the public like the reception.

❖ **What is that guest room called which is blocked when a death occurs?**

The guest room which is blocked in case of occurring of a death is called plugged room.

❖ **How many times in a day the housekeeping department takes physical occupancy in a hotel?**

The physical occupancy is taken twice a day by the housekeeping department.

❖ **What is the difference between CIP and VIP?**

VIP is very important people who are influential (and often overbearing) and given the utmost importance and care in the hotel. CIP are commercially important people who give business to the hotel. They are either VIP 2 – Presidents, CEOs and MDs of renowned companies or VIP 3 – regular repeat guest mostly known to the management.

SUMMARY

The following points have been discussed in this chapter

- Role of control desk
- Coordination of housekeeping with different departments in hotel
- Key control
- Handling different systems like computers and telephones
- Paging systems and methods
- Registers, records, forms and formats

The housekeeping control desk is the nerve centre which guides the housekeeping department's function. The chapter control desk explains in detail the importance, function and responsibilities of the housekeeping desk. It also explains the interdepartmental coordination of housekeeping with other departments and highlights the key control procedure. We need to know the daily routine of all employees if we are to man the control desk and provide a seamless service to guests. We will take a look at the daily routines of a hotel staff to understand our responsibilities better.

KEY TERMS

- **Amenity** – Is an item or service offered to a guest or placed in a guest room for comfort and convenience at no extra cost.
- **Amenity package** – Is a cluster of special features, such as complimentary shore excursions, bar or boutique credit, or wine at dinner offered to clients on a given tour or cruise, usually as a bonus or extra feature. Usually used to induce clients to book through a particular travel agency or organisation.
- **Back to back** – Heavy rate of check-in and check-outs on the same day for which the rooms have to be made ready on a faster pace to meet the demand.
- **Banquet function lists** – List of banquet functions for the day send to all departments by banquet sales.
- **Briefing** – Is a process usually oral, of informing in the beginning of each shift the room boys and supervisors about the task assigned for the shift which includes any extra cleaning required to be done.
- **Check out** – The guest has settle his/her account returned the room key and left the hotel.
- **CMMS** – Computerised maintenance management system used in hotels for the regular maintenance of the property before the point of breakdown is reached.
- **Comp** – Complimentary. The room is occupied but the guest is assessed no charge for its use.
- **Damaged or missing article register** – Is a register kept at the housekeeping desk to note all damaged or missing item.
- **Demi-pension** – This rate includes breakfast, lunch or dinner and a room.
- **DNCO** – Acronym for 'did not check out'.
- **DNP** – Acronym for 'do not post' (usually found on events sheet); it means do not show on event board.
- **Double Locked (DL)** – Is an occupied room in which the dead bolt has been turned to prohibit entry from the corridor.

- **Due out** – Is the room is expected to become vacant after the following days check out time.
- **Emergency cupboard register** – Is a register kept at the housekeeping desk to note all items kept in the emergency cupboard.
- **Emergency Key** – Is a key which opens all guest rooms even when they are double lock.
- **Expected Departure** – Is a day when room is expected to be vacated.
- **Faming Out** – Sending guests who have reservations that cannot be honored other hotels with vacancies. This is done only when there are no rooms available even though the guests have reservations.
- **Floor or section key** – These keys are generally used by room boys for cleaning the rooms.
- **Floor or section master key** – These keys are generally carried by the floor supervisors or deputy housekeeper. They should be signed in or signed out in the key register.
- **Grand master key** – The hotel management decides on who to give this key as this key can open any room of the hotel. Usually this key is issued to the executive housekeeper, the general manager of the hotel and a key can even be given to the security department.
- **Guest charge** – This is anything put on a guest's bill-purchases, room service, telephone, valet, or whatever.
- **Guest service/call register** – Is a register that records all guest calls received and made on the housekeeping desk.
- **Hard board** – Board placed under the mattress on a bed to give hardness to the mattress. For guest with back ache etc.
- **House Count** – The number of rooms that have been rented on a particular date.
- **House rule** – Any published company- wide rule for which violation can result in immediate discharge.
- **HWC** – Acronym for 'handle with care'. This abbreviation is used in hotels for guests who are generally fussy or have had problems in their stay earlier.
- **Ken-fixit man** – Maintenance department in the hotels assigns an all-purpose engineer to handle routine maintenance who is known as ken-fixit man who moves on the floors with a maintenance trolley equipped with essential tools to manage all the routine maintenance failure.
- **Key Control** – Is a method of tracking keys that have been issued. Floor master key and housekeeper master key are to be controlled on a master key control register.
- **Key register** – Is a register to keep all key records.
- **Late check out** – The guest has requested and is being allowed to check out later than the hotel standard check out time.
- **Lock-out** – Closing down of the room for renovation.
- **Maintenance job order register** – Is a register to record all maintenance complaints.
- **MIP** – Acronym for 'most important person'.
- **Occupancy book** – Carried by room boys to know and maintain the room status for the day.
- **Occupancy** – The number of rooms actually in use.
- **Occupied** – Is a guest is currently registered in the room.
- **On-change** – The guest has departed but the room has not been cleaned for resale.
- **Out of order** – The rooms which cannot be assigned to a guest because of various reasons including need for maintenance, refurbishing, spring cleaning etc.

- **P** – Permanent guest.
- **Paging system** – Paging system in hotels is a way of communication between the staff and even for guest.
- **Plugged room** – A room that has been made inaccessible by security, due to theft or death.
- **Pre-blocked Room** – A room that has been assigned or pre-registered to guests prior to their arrival.
- **Room Change** – A situation in which the guest is shifted to other room due to reasons like maintenance problem or guest request.
- **Room rack** – An array of metal file pockets designed to hold room rack slips arranged by room number. The room rack summarises the current status of all rooms in the hotel.
- **SB** – Acronym for ‘scanty baggage’.
- **Skipper** – The guest has left the hotel without settling the account.
- **Sleep out** – A guest is registered in the room but the bed has not been used.
- **Sleeper** – The guest has settled the account and left the hotel but the front office has failed to properly update the status.
- **Spalt (Special Attention List)** – This is a different way of saying VIP.
- **Staff placement book** – A record of staff indicating the areas assigned to each staff for working on a particular day.
- **Stay over** – A room status term indicating that the guest is not checking out today and will be staying at least one more night.
- **Vacant and ready** – The room is clean and inspected and ready for sale.

ACTIVITIES

Activity 1

Situation Handling

Operational Cases

- | | |
|-------------------------------------------|----------------------------------------------------|
| • Stale linen | • Used up supplies are kept in the room |
| • Button missing | • Staff using perfume or other belongings of guest |
| • No made up room | • Flowers not changed |
| • A/C noisy | • Carpet with foul smell |
| • Mattress not comfortable | • Furniture wobbling or shaking |
| • Taps changing angle | • Water marks on sinks and closet |
| • Strings of curtain not comfortable | • Stain on table tops |
| • Dust smells from quilts | • Soiled trays in rooms |
| • Lumpy quilts pillows and mattresses | • Bath tub rim, w/c pedestal & jali trap dirty |
| • Mildew on shower curtain | • Linen damp |
| • Linen shortage | • A.C smelling |
| • The vanity counter mirror light shaking | • Bath tub slippery |
| • No fresh water | • Carpets not vacuumed |
| • Dust bins and ashtrays not cleaned | • Skirting not used |
| • Lamp shades not cleaned | • Water marks on glass |

- Drawers not sliding properly
- Shortage of staff
- First aid
- Unexpected group check-in
- Bulbs not working
- VVIP arrival informed at a short notice
- Absenteeism
- Loss of linen

Emergencies:

- Fire in the hotel
- Accident
- Terror attack

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Understand inventory
- ♦ Explain duty allotment
- ♦ Determine staff strength
- ♦ Make duty chart
- ♦ Explain various processes followed in housekeeping like Occupancy procedure, Lost and found procedure, Leave procedure, Describe gate pass procedures, Indenting procedure
- ♦ Understand guest complaints handling procedure

“You don’t get anything clean without getting something else dirty.”

– Cecil Baxter

INTRODUCTION

Procedure is the step-by-step method followed to ensure that standards are met. A prescribed, detailed course of action is followed regularly in the housekeeping department to attain guest satisfaction as well as ensure quality service.

Most of the hotels have a set of customary and often mechanically performed procedures or activities called the **standard operating procedures (SOPs)**.

SOPs are detailed written instructions to achieve uniformity of the performance of a specific function across all the departments in the hotel. An SOP is a step-by-step procedure that promotes uniformity in operations to help clarify and augment such operations. SOPs document the way activities are to be performed to facilitate consistent conformance to technical and quality system requirements and to support data quality. The use of SOPs is an integral part of a successful quality system because SOPs provide individuals with the information needed to perform a job properly and facilitate consistency in the quality and integrity of a product or end result. SOPs also provide guidance in areas in which the exercise of professional judgment is necessary and specify procedures that are unique to each task.

Daily system and procedures are the day to day activity which is performed in the housekeeping department.

They comprise of various procedures followed by the housekeeping for different situations.

For most of the systems the guidelines are laid very clearly, but at times presence of mind plays the most vital role.

Facts about Mobile Phones in India

As the spread of mobile increases, it makes you wonder about the fine line between what is perceived as luxury and necessity.

One mobile – Necessity

Two mobiles – Luxury

No Mobiles – Happiness

On 17th January 2009, the TDSAT (Telecom Disputes Settlement & Appellate Tribunal) held a Seminar in Pune on the topic Disputes Resolution in Telecom & Broadcast from where certain interesting facts about mobile phones emerged.

**India has 374 million telephone lines

**Of this, 336 million are mobiles

**336 million mobiles are distributed amongst 250 million GSM and 36 million CDMA

**Around 10 million mobile lines are added every month

**It is estimated that India will have 500 million mobile lines by 2010

No wonder India is considered by many as the fastest growing mobile market in the world.



It was also stated that after the launch of 3G services in Delhi, the same will be replicated across the country.

The convergence of technology between Voice and Data, Media and Entertainment, Fixed and Mobile, Communication and IT, on ONE network to give Anytime, Anywhere, Anyplace communication...through your Mobile has been promised to become a reality.

As mobile users and enthusiasts of new technology, here's something to look forward to. Three cheers to that!

The Control Desk is an important part of the procedure of housekeeping. However, the real procedure lies in the daily routine and the system that is in place to keep a hotel running in perfect order. The routine of learning is not complete unless we answer the:

DESCRIPTIVE QUESTIONS

❖ **What is an inventory and mention its types?**

An inventory is a detailed list of all the items in stock.

Some of the types of inventory taken in housekeeping are:

- | | |
|-------------------------|------------------------------|
| (a) Linen inventory | (b) Guest supplies inventory |
| (c) Furniture inventory | (d) Uniform inventory |

Usually, inventories are taken once in a month in the housekeeping department for linen, uniforms and guest supplies, and once in three month for furniture depending on the hotel policy. The department fixes a date, usually at the end of the month and all the concerned people and departments like the laundry department; linen room, F&B outlets, floor supervisors and desk attendants are informed. Each and every item is counted physically and submitted to the Deputy Housekeeper who does the final tabulation and gives it to the Executive Housekeeper.

Inventories can be Divided into Two Broad Categories

- **Recycled inventories** include those items in stock that have relatively limited useful lives, but are used over in housekeeping operations, e.g. linens, uniforms, major machines and equipment, guest loan items, etc.
- **Non-recycled inventories** include items that are already used during the course of routine housekeeping operation, e.g. cleaning supplies, guest supplies other than loan items, etc.

❖ What are the points to be considered while determining staff strength for housekeeping department?

Housekeeping department has the largest staff strength in the hotel. The points to be considered while determining staff strength for housekeeping department are:

- | | |
|------------------------------------|------------------------------------------------------|
| • Type of hotel | • Location of hotel |
| • Size of hotel | • The occupancy rate of the hotel |
| • Management needs | • Company policies |
| • The quantity of work | • The quality of work expected |
| • Time needed to do the work | • The frequency with which the work needs to be done |
| • The amount of traffic in an area | • The time for which the work area is available |

❖ Explain duty chart. What are the factors to be considered while making a duty chart? Prepare a duty chart for a 100-room hotel with 1 coffee shop, 1 restaurant, and 2 banquet halls. The hotel covers 10000 square feet of public area.

The allotment of duties is the responsibilities of the Executive Housekeeper. Depending on the hotel policy, a monthly or weekly duty chart is prepared on the basis of which jobs are allotted. All the staff members are informed about the areas they are responsible for. Any changes in the duty chart have to be reported to the Executive Housekeeper. A copy of the duty chart is sent to the personnel department and another copy is displayed on the housekeeping desk for staff to check.

Factors to be considered before making the Duty Chart:

1. **Other Duties of Staff:** If the staff has been allotted some other work like making reports, making schedules, etc.
2. **Hours of Work:** The work load should be made such that no staff is overloaded.
3. **Experience of Individual:** The more experienced staff should be allotted work in important areas like suite rooms, VIP rooms, restaurants, etc.

4. **Type and Size of Areas/ Décor:** Generally one room boy is expected to do 5000 square feet area and public area boy does 4000 square feet area.
5. **Furnishings of Area:** By this we mean that the traffic of incoming guests in a certain area is more than a few areas of the hotel. For example standard rooms are busier than suite rooms of a hotel.
6. **Standard of Previous Cleaning:** The work quality of the staff definitely needs to be considered before allocating the work.

The allotment of duties is the responsibilities of the Executive Housekeeper. Depending on the hotel policy monthly or weekly duty chart is made and the job allotment is done. All the staff is well informed about the areas they are responsible for. Any changes in the duty chart have to be informed to the Executive Housekeeper. A copy of the duty chart is sent to the personnel department and another copy is displayed on the housekeeping desk for staff to check.

DUTY CHART							
(100 Rooms, 1 Coffee shop, 1 Restaurant, 2 Banquet halls – 10000 sq ft)							
MANAGER AND SUPERVISOR							
MORNING SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/ OFF	RELEIVER	RELEIVER W/OFF
1	A1	EHK		9 TO 6	SUN		
2	B1	ASS.EHK		9 TO 6	MON		
3	C1	FL SUP	1 TO 50	7 TO 4	TUE		
4	D1	FL SUP	51 TO100	7 TO 4	WED		
5	E1	PA SUP	PA	7 TO 4	THU		
6	F1	LINEN SUP	LINEN RM	9 TO 6	FRI		
7	G1	DESK SUP	DESK	7 TO 4	SUN		
						H1	SAT
AFTERNOON SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/ OFF	RELEIVER	RELEIVER W/OFF
9	I1	FL SUP	1 TO100	1 TO 10	MON		
10	J1	PA SUP	PA	1 TO 10	TUE		
11	K1	DESK SUP	DESK	1 TO 10	WED		
						L1	FRI
NIGHT SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/OFF	RELEIVER	RELEIVER W/OFF
13	M1	SUPERVISOR	ALL	10 TO 7	THU		

ROOM ATTENDANTS AND PA ATTENDANTS							
MORNING SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/OFF	RELEIVER	RELEIVER W/OFF
1	A	ROOM BOY	1TO 15	7 TO 4	SUN		
2	B	ROOM BOY	16TO 30	7 TO 4	MON		
3	C	ROOM BOY	31 TO 45	7 TO 4	TUE		
4	D	ROOM BOY	46 TO 60	7 TO 4	WED		
5	E	ROOM BOY	61 TO 75	7 TO 4	THU		
6	F	ROOM BOY	76 TO 90	7 TO 4	FRI		
7	G	ROOM BOY	90 TO 100	7 TO 4	SUN	H	SAT
			1BQT HALL				
9	I	PA ATTENDANT	COFFEE SHOP	7 TO 4	MON		
10	J	PA ATTENDANT	RESTAURANT	7 TO 4	TUE		
11	K	PA ATTENDANT	BANQUET	7 TO 4	WED		
12	L	PA ATTENDANT	LOBBY	7 TO 4	THU		
13	M	LAUNDRY ATT	LAUNDRY	9 TO 6	FRI		
AFTERNOON SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/OFF	RELEIVER	RELEIVER W/OFF
15	O	ROOM BOY	1 TO 50	1 TO 10	SUN		
16	P	ROOM BOY	50 TO 100	1 TO 10	MON		
17	Q	PA ATTENDANT	1/2PA	1 TO 10	TUE		
18	R	PA ATTENDANT	1/2PA	1 TO 10	WED		
NIGHT SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/OFF	RELEIVER	RELEIVER W/OFF
19	S	PA ATTENDANT	PA + ROOMS	10 TO 7	THU		
20	T	PA ATTENDANT	PA + ROOMS	10 TO 7	FRI		
21						S	THU

❖ What is the DND/Privacy Please handling procedure?

DND is a verbal or written notation by a guest that she or he is not to be disturbed in the guestroom. Guest usually makes the request by hanging a small sign, which say, “Do not disturb/Privacy please” on the guest room door. If a room is not serviced during a shift that is within nine hours, the following procedure is followed:

- The room attendant should bring it to the notice of the housekeeping supervisor and desk coordinator for any DND sign on the guest room.

- Before calling the guest, the desk coordinator must check with the front office if the guest has informed them not to be disturbed. Room service should also be called up to check whether guest has ordered any meal.
- If not, then the desk coordinator/room supervisor calls the room and asks whether the guest would like his room to be cleaned and if so when.
- If there is no response from the room, the supervisor with the lobby manager and security supervisor may take the decision to enter the room.
- After entering the room, if they find any valuable item left by the guest or the guest bed full of guest items, then the room is not cleaned as the guest would have deliberately left the room on DND, so that his valuables remain safe.
- If they find that the guest has left the DND sign by mistake, the room is cleaned and a note for the guest stating that the room has been cleaned, but if he prefers his room not to be cleaned, he can inform the housekeeping desk.

❖ **Explain the procedure involved in taking room occupancy.**

Room occupancy procedure involves the following steps:

- Housekeeping attendant or supervisor takes physical occupancy of each room.
- The same is informed to the desk coordinator.
- The desk coordinator makes a consolidated occupancy report and sends it to the front office.
- The front office receptionist tallies the occupancy with the occupancy fed in their computer.
- If there is any discrepancy, a discrepancy report is prepared and sent to housekeeping.
- The housekeeping supervisor with the lobby manager rechecks the room physically to sort the discrepancy.
- The occupancy is taken minimum twice in a day.

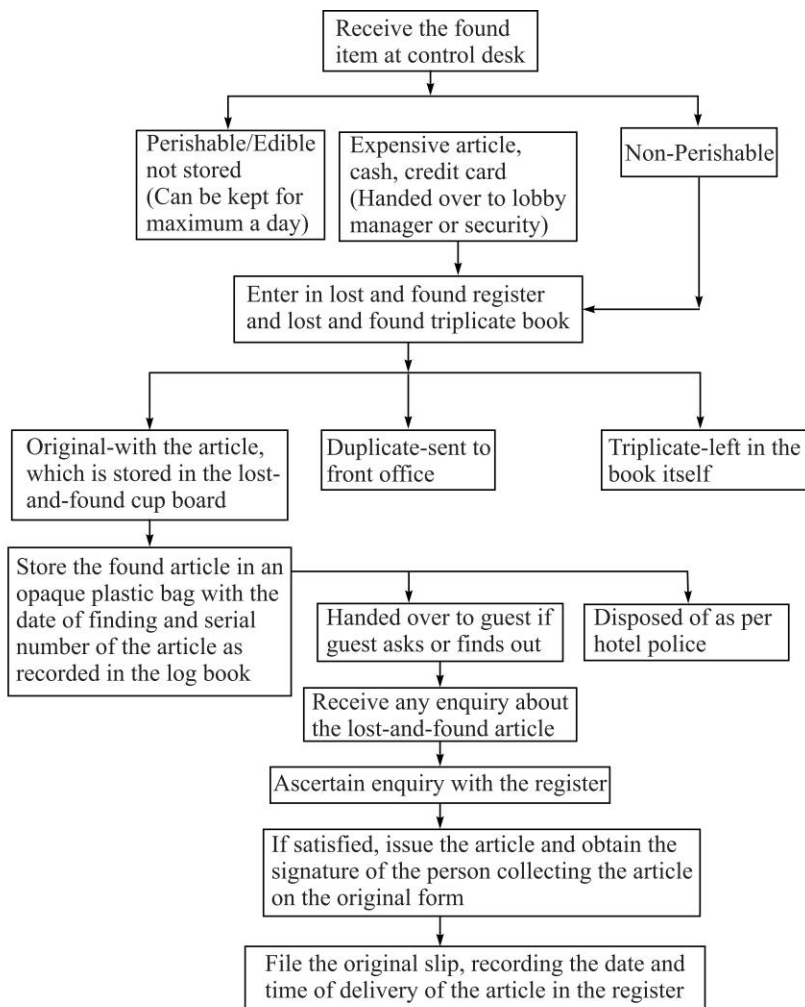
❖ **Explain room transfer/exchange procedure.**

- The room exchange or transfer is done in coordination with the front office.
- There can be various reasons for room transfer like guest request for a change, maintenance problem in the room, etc.
- Once the front office gives the clearance of room transfer, the desk coordinator informs the concerned room boy and floor supervisor to help the guest with the transfer.
- The room is thoroughly checked for any guest belonging left behind and handed over to the guest.
- Once the guest has been transferred to the assigned room, the departed room is made ready for occupation.

❖ **Explain the lost and found procedure along with the format.**

All unclaimed articles found on the hotel premises should be handed over to the housekeeping control desk. The lost-and-found items should be stored in an area that is secure and accessible only to the executive housekeeper and the control desk supervisor. Notices should be put up regarding the handing over of any personal property found so that all staff members are aware of where to deposit the articles, if found by them.

Lost-and-Found Procedure



Flow Chart of the Lost-and-Found Procedure

Steps

- When an employee finds an item left behind by a guest he has to immediately turn it over to the lost and found. In no case the employee should leave the item in an unsecured spot.
- The item is handed over to the housekeeping department in a bag with the room number/area found/date/time, the article found and the guest's name written on the lost and found form and placed in the bag.
- The item is then given to the desk coordinator for registration of the article.

- The desk coordinator then makes the entry in the lost-and-found register stating the guest's name, serial number, room number, the date, finder's name and signature, etc.
- The desk coordinator then informs the front office and security about the item found and also enters it in the guest profile in the computer.
- According to the hotel policy, the desk coordinator then tries to contact the guest either through mail or telephone and informs the guest about the item left behind.
- If the guest claims the item, the claimant has to sign on the original copy stating "received" which is then filed in the lost-and-found property claimed file.
- The same is done if the guest wants the item to be posted.

Sample Lost-and-Found Form

Lost and Found Form		
Date	Time	
Place	Finder's Name	
Article/s Found	Description of article/s	Guest's address and contact number
Signature of the Control Desk Supervisor		

Sample Format of a lost-and-found register

Sl. No.	Date	Type of article	Place or room no. where found	Finder's name	Finder's Signature	Name of the Claimant	Claimant's Signature	Remarks

Format of letter to inform guest about the lost-and-found item

Respected Sir/Madam,

We would like to inform you that the found by on has not been claimed by anyone so far. Therefore, Sir/Madam, if it belongs to you, kindly contact us with the details of the article so that we can arrange for sending it to your address. We, as our policy, keep an unclaimed article for a period of 6 months. If there is no response from your side before this period, we are not liable for any claims made later.

Thank you.

Disposal of Articles not Claimed

- Lost-and-found articles may be stored for 3-6 months by a hotel, depending on the hotel's policy
- The unclaimed items are disposed of according to hotel policy; it can be either given to the founder or to charity or auctioned after six months
- Edible items are generally disposed of within two to three days
- For passports, the security is informed and they contact the embassy immediately
- For credit cards, the banks are contacted
- For airline tickets, the airlines are informed
- Liquor is generally given of to the food and beverage department

❖ **Which are the various reportable matters that a room attendant needs to report to the supervisors when he/she is working on the guest floor?**

Working on the guest floors involves lot of responsibility both towards the guest and the hotel. The room attendant is required to be very attentive at any given time and inform the supervisor if he/she notices any of the following

- Unauthorised person in the room
- Gambling in the room
- Finding woman of easy virtue
- Money or expensive item lying in the room
- Double locked room
- DND rooms for long hours
- Pet in a room
- Misuse or pilferage of linen and supplies
- Lost and found items
- Guest misbehaving - sexual harassment
- Emergencies like fire, accidents, death, terror attack, etc

❖ What are the various rules to be followed by housekeeping staff on a guest floor?

Some of the rules to be followed on the guest floors are:

- Always be properly groomed and in uniform with name badges for recognition
- Staff entry to the floor has to be made by the service elevator and not the guest elevator
- Conversation on the floor between the staff should be restricted to minimum and on a soft tone
- Unnecessary movements which may disturb the guest like jumping, running should be avoided
- The aisle should be kept free from equipment and if required, the equipment should be kept at a side to keep least disturbance
- The trolleys should always be kept in control and not be pushed and left as it may cause accidents
- The room attendants are supposed to enter only the rooms which are assigned to them
- The doors of the rooms being attended should be kept wide open and the trolley should be placed so as to block the entrance of the room for others
- Any conversation with the guest should be done at the door and not inside the room
- Greeting of the guest should be done every time and with a smile
- Floor telephones and paging should be attended promptly
- Staff should have well acquaintance with the hotel services and should give correct information to the guest. If the staff is not sure about something, he should recheck with the supervisor and then inform the guest
- Any suspicious movements on the floors by the guest should be informed promptly
- “Do Not Disturb” rooms should not be entered into
- Even if the room status on the card says vacant or departure, the room should always be knocked and announced before entering into the room
- The room keys should not be handed over to any other staff or contractor at any circumstance. If required, the room attendants should accompany the staff and be there till the work is done
- No external calls should be made from guest rooms
- Caution signs like “wet floor”, etc. should be used extensively where required
- Any cash, jewellery, expensive item or lost and found item found in the rooms should be reported immediately
- Keys issued from the desk should be returned promptly at the end of the shift.

❖ Write a note on the housekeeping day.

Housekeeping day refers to that part of the 24 hours in a day when housekeeping operation is in full swing. The housekeeping department follows three shifts:

Morning shift -- 7 am to 4 pm

Afternoon shift -- 1 am to 10 pm

Night shift -- 10 pm to 7 am

Break shift might be given, if required.

Morning Shift

- The housekeeping day starts with the morning briefing which is taken by the housekeeping supervisor or the deputy housekeeper.

- During the briefing, the room assignment is done, all the relevant information like the VIP arrivals, etc. are informed. Any handover of the last shift is also informed
- The section worksheet is handed over to the supervisors and the room boys who show the room status and extra cleaning schedule.
- The keys are handed over to the staff.
- The room attendants and supervisors then move to the floors.
- On the floors, the pantry is checked for supplies and linen. The cart/trolley already stocked by the previous shift is then taken to the floors to service the rooms. The rooms are then serviced as follows:
 - Vacant
 - guest request for early make-up
 - VIP rooms before 11 am
 - Departure rooms blocked for arrivals
 - Departure rooms
 - Occupied rooms
 - Stay-overs
 - Rooms that had DND card earlier in the morning
 - Expected departure
- All the rooms are cleaned and checked.
- All the guest messages and requests are attended.
- At 10 am and 4 pm room occupancy is taken and informed to the desk.
- Debriefing is done in which problems during the shift, handover of any incomplete work, etc are discussed.
- Once the shift is over, the log message is left for the afternoon shift as a handover like DND rooms, etc.

Afternoon Shift

- The shift starts with a briefing. As there is an overlap of almost two hours, this time is generally used for extra cleaning.
- The actual work starts at 4 pm.
- The room assignment sheet is handed over to the staff and supervisor.
- The occupied and expected arrival rooms are given turn down service.
- The supervisor checks the room on random basis.
- The departure rooms are clean and kept ready.
- All the guest messages and requests are attended.
- Debriefing is done in which problems during the shift, handover of any incomplete work, etc. are discussed.
- Once the shift is over, the log message is left for the night shift as a handover like DND rooms, etc.

Night Shift

- Very limited staff is allotted for this shift.
- The shift starts with a briefing with the handover of the afternoon shift.
- The calls coming at the control desk are diverted to the front office and the department is locked.
- The supervisors and attendants carry mobiles or pagers for any communication.
- First, the handover work of the earlier shift is finished.
- Generally night shift is used for thorough cleaning of public area.
- Only departure rooms and guest request rooms are cleaned.
- All the guest messages and requests are attended.
- The following documents are kept ready for the morning shift:
 - Night report from front office is collected and kept;
 - Daily work reports;
 - Section worksheets;
 - Housekeeping status report;
 - Key control sheet;
 - Night supervisor report on evening activities;
 - Arrival-departure list;
 - VIP list; and
 - Room occupancy report in the morning is also kept ready for the morning shift.

❖ Explain Complaint handling procedure.

The value of retaining repeat customers is of continual concern by operators in today's fiercely competitive market. A badly handled customer complaint may result in a no return visit. It further damages customer potential as we know that a bad experience will get a greater airing to friends and colleagues than a good experience. Complaint handling must, therefore, be handled with care and sincerity. A system, that should become the policy, needs to be implemented for the handling of complaints.

In general use, a **complaint** is an expression of displeasure, such as low quality service at a hotel. A guest complaint in housekeeping can come either verbally or through suggestion/comment cards kept in the room or by giving a feedback to front office. Once the complaint is received the Executive Housekeeper has to take immediate action.

If the guest is in the hotel, the Executive Housekeeper shall meet the guest, show his/her concern over the problem and apologise on behalf of the management. Following basic steps for complaint handling by the Executive Housekeeper may help in resolving the problems:

Gather information: The Executive Housekeeper should try and get as much information from the employee(s) involved before reaching the guest. He/she should encourage honesty and be a good listener.

Get to the location quickly: The Executive Housekeeper should try and reach the location at the earliest. A quick response tells the guest that you are concerned. Often a guest merely wants to see as to whether the management is responsive and the complaint is taken seriously.

Introduce yourself: Once at the location he/she should introduce themselves, their appointment and present their business card.

Listen: The Executive housekeeper should portray to the guest that he/she is quite concerned and listen to the guest patiently. Good body language is of paramount importance in doing this.

Restate the problem: This is done to ensure that there is no misunderstanding. Things are in control.

Assess the damage: Once he/she has heard the guest's assessment of the situation, he/she needs to make not only a decision of how to take care of the guests, but how to make sure that the problem is never repeated again. First the guest is made satisfied as according to the National Retail Merchants Association, some 14% of the people that stop patronizing an establishment do so because a complaint was not handled to their satisfaction.

Always take the guest's side: The customer is always right! No excuses – be concerned and smile. If for obvious reasons the guest is being unreasonable, he/she should hear out the guest with utmost courtesy and will report the matter to the Front Office Manager and the General Manager.

- What is the guest's solution? Empathise. How would your guest like the situation handled? Here is where you have another element to the complaint policy, such as, a scaled system of handling the complaint.

Corrective Measures

The following corrective measures should be taken:

- If the job to be attended requires space of time which can cause inconvenience to the guest, he/she should assist the guest to change the room by taking help from the front office.
- If the complaint is due to oversight on the part of the staff members, he/she should call the person concerned and counsel them on its prevention in future.

Follow-up

The act of following up shows professionalism and genuine concern. Follow up also determines whether or not you have fixed the problem and have a happy guest.

- The Executive Housekeeper should follow through the complaint with other staff members in a group meeting and alert them on causes leading to the guest dissatisfaction.
- The Executive Housekeeper has to do an appropriate analysis of the complaints every month and after a discussion with the General Manager and senior staff of the department embark on a correction process described.

Use Guest Complaints for Betterment

We all hate guest complaints, but unfortunately they are part of the business. Now that the issue with the guest has been corrected so that they are once again happy and loyal customers. It is time to deal with the other side. How did that happen! Whatever the problem was the housekeeping department as a whole needs to realise one thing rightly that when a guest complains about something, there are 20 more guests who may have had the same experience, they just haven't said anything.

Although the department may consider the complaining guest as a pain, yet the complaining guest does a huge favour through his/her complain! The problem needs to be corrected immediately, if it is an operational issue and even quicker, if it is a safety or health issue. It is seen that most guest

complaints do not come from those who are looking to get something free, but from those people who care for the credibility of the hotel. Make sure that you care too. Correcting the problem promptly and professionally will show them that their concern was not unfounded and they will become loyal guests and you can save many more guests from such experiences.

❖ **Explain the leave handling procedure**

One of the most important responsibilities of the Executive Housekeeper is the handling of staff leave in the department. Executive Housekeeper and in his/her absence, the Assistant Executive Housekeeper is permitted to grant any type of leave in the department. In the beginning of the year, an annual leave planner is made. The staff members are asked to give tentative dates for taking long leaves and the same is marked in the annual planner. This helps in planning alternatives for the staff on leave and also reduces overlapping of leaves of two or more people together.

Once an employee puts in a particular number of days in an establishment, he is entitled to take leaves as per hotel policy. Leaves are of various types and can broadly be categorised as:

Casual leave (10-12 days per year)

Sick leave (10-12 days per year)

Earned/Privilege leave (1 day per 14 working days or 18 days per year as per hotel policy)

Other leaves like maternity leave for to be mothers and paternity leave for to be fathers can also be availed of only with the doctor's certificate.

Privilege leave cannot be taken less than three days. These are the maximum number of days leave granted to any staff.

Casual leaves cannot be taken more than three days.

Sick leave is only given if the employee is not well and should be accompanied with doctor's certificate.

Prior permission has to be taken for privilege and casual leave. The same has to be applied in the leave cards and the Executive Housekeeper and the personnel manager's signature has to be taken before availing the leave

❖ **What is SOP's book and how do they help?**

SOP's book is a manual containing the system operating procedures to be followed by the housekeeping department.

A standard operating procedure is a set of instructions having the force of a directive, covering those features of operations that lend themselves to a definite or standardised procedure without loss of effectiveness. It is very important to monitor standards at any given time to get best result.

Result of Constant Standard Monitoring

Customer Satisfaction: Better job performance of the staff will lead to better work and contented customers.

Hygiene: A cleaner healthier environment would provide better performances.

Safety & Security: With constant monitoring, we can be assured of safe procedures being followed in the hotel.

Problem Identification: Monitoring of work on constant basis will help us know, if any problem is there in performing the work and needs to be attended to.

Appropriate Work Load Identification: With the guided standards, appropriate workload can be achieved as we would know who is doing what.

Effectiveness of Training and Induction: Standard monitoring helps to know whether the training given has been implemented the way we wanted it or not.

A daily routine is something that has to be followed day-in and day-out. They can become cumbersome but we can always innovate if we know the answers to the:

SPECIFIC QUESTIONS

❖ Explain Gate Pass.

Gate pass are slips which are made to take out things from the hotel premises for various reasons like repair, sample or gifts by guest. Gate pass are generally made in triplicates, one copy is kept with the housekeeping, one to the person issued and third copy is for the security approval. They are mainly two types:

Returnable gate pass: This gate pass is issued for items which would be given back to the hotel, e.g. items taken for repair.

Non- returnable gate pass: This gate pass is issued for items which will not be given back to guests, e.g. gifts given to staff by guest.

Gate Pass					
Date	Returnable/Non-returnable				
Sl. No.	Item	Purpose	Quantity	Returned on	Remarks
<div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> Authorised by Signature </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> </div> <div style="display: flex; justify-content: space-between;"> Employee's Signature Security Officer's Signature GM's Signature </div>					

❖ What does the code NC denote?

NC denotes no charge, which is the guest would not to be charged anything for the delivered service or product.

❖ What is annual leave planner?

The annual leave planners are maintained in departments to plan leaves of staff. At the beginning of the year the staff members are asked to submit their long leave plans to the department to avoid overlapping as well as planning of replacement for that time.

❖ If an item is found in the guest bed room after check-out and the room boy informs, which format would you use to make the entry if you are at the housekeeping desk?

Lost and Found Register

❖ A guest presents an article to a staff, what procedure needs to be followed?

- The article should be shown to the Executive Housekeeper with a letter from the guest stating to the hotel that he has gifted the item to the staff.
- After approval, the gate pass has to be made by the desk coordinator, duly signed by the concerned authority.
- With the gate pass, the staff will be allowed to take the gift out from the hotel.

❖ What is single point entry system?

- Single point entry system is followed to give a guest undisturbed service by reducing the number of times different people from different departments entering the room.
- In this system, the concerned departments work together to cause least disturbance to the guest and a defect-free room.
- When the room attendant goes for cleaning the room, he informs the other departments like maintenance and room service to come and perform their job, so that the entire room cleaning as well as checking and stocking happens at the same time.
- Other works like replenishing of mini-bar, flowers, etc, are also done simultaneously.
- During evening service, the room attendant informs the laundry valet to deliver the laundry at the same time.
- This procedure also helps in hotel security system as the number of people entering the rooms can be controlled.

❖ What is indenting?

It is a procedure where the housekeeping department makes a list of 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. In hotels a day in a week is fixed for each department to give their indent slip and take the issue of the required items.

SUMMARY

The following points have been discussed in this chapter:

- Duty allotment
- Determining staff strength
- Duty chart preparation
- Leave procedure

- Lost and found procedure
- Gate pass procedures
- Indenting
- Guest complaints handling

Proper system and procedure help in delivering quality service to the guest. The housekeeping staffs is in contact with the guest rooms at all time so it becomes an essential responsibility of the housekeeping to follow the procedures laid at all time and deliver best service.

This chapter has dealt with all the basic and related procedures followed in the housekeeping for the day to day activity. The main aspect of a certain daily routine is of utmost importance to the hotel. It is the safety and security. Let us take a look at this paramount aspect in the next chapter.

KEY TERMS

- **Area inventory list** – Is a list of items within a particular area, which need cleaning by or attention of the housekeeping Personnel.
- **Arrivals/Departure List** – Is a list which indicates the number of guest checking in/out as well as staying in the hotel which helps in the duty allotment.
- **Banquet function prospectus** – This sheet is send by the food and beverage service department to all the other concerned department to inform about the banquet functions happening in the hotel in advance so as to prepare the departments for the same.
- **Cleaning Specifications** – Are set standards laid by the department for proper cleaning and maintenance of the hotel.
- **CMMS** – Computerised maintenance management systems offer a special feature to ensure that plant and equipment are constantly monitored to maintain peak performance levels and avoid breakdown maintenance.
- **Computerised reservation system** – An automated system used by travel agents that contains pricing, availability and product descriptions for hotels, car rentals, cruises, and air transportation.
- **Daily routine** – The series of administrative and work related events that occur in day from the routine for the housekeeping department in the guest room area as well as public areas.
- **Daily work report** – Is a document generally prepared by the assistant executive housekeeper, assigning work to supervisors and GRA's based on the occupancy of the hotel.
- **Debriefing** – Is a process provided by the management to facilitate a two way communication between the management and the staff at the end of each shift.
- **DND** – Is a verbal or written notation by a guest that she or he is not to be disturbed in the guestroom. Guest usually makes the request by hanging a small sign, which say, “do not disturb” on the guest room door.
- **Duty charts** – Chart showing the duties of the staff of the department, it can be made for a week or month.
- **Duty Rotas** – Is the systematic representation of the work allotment, the allotment of duties.
- **Gate pass** – Are slips which are made to take out things from the hotel premises for various reasons like repair, sample or gifts by guests. They are mainly of two types:
 - Returnable gate pass
 - Non- returnable gate pass

- **Housekeeping day** – Refers to that part of the 24 hour in a day when housekeeping operation is in full function.
- **Housekeeping room status report** – Is a report which allows the housekeeping department to identify the occupancy or condition of the property's rooms. This is done by physically checking of each room by the housekeeping supervisor. The report is generated daily through a two-way communication between housekeeping and the front desk.
- **Indent book** – Is a book used for indenting supplies from the store required for the day-to-day functioning of the department.
- **Indenting** – It is a procedure where the housekeeping department makes a list of 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.
- **Lost and found register** – Is a register to keep all lost and found items records.
- **Lost and found** – These are items left behind by guest. When an employee finds item left behind by a guest he has to immediately turn it over to the lost and found.
- **Maximum quantity** – The greatest number of purchase units that should be in stock at any given time.
- **Minimum quantity** – The fewest number of purchase units that should be in stock at any given time.
- **NEHA** – Acronym for 'National Executive Housekeepers Association'.
- **Non-recycled inventories** – Physical count of non-recycled item in housekeeping.
- **Occupancy/night report** – Is a report prepared each night by a front desk agent which lists rooms occupied that night and indicates those guests expected to check out the following day.
- **On-change room** – Is a room in need of housekeeping service before it can be registered to an arriving guest.
- **Opening the house** – Refers to the daily operational procedure whereby rooms assigned for servicing to room attendants scheduled for work that day. The procedure depends entirely upon the occupancy level of the hotel.
- **OT/Overtime** – Hours worked in excess of normal working hours within a day.
- **Par** – Is a standard specific or normal level of stock.
- **Preventive maintenance** – Consists of three parts inspection, minor correction and work order initiation for a room.
- **Purchase order book** – Purchase order is the official document issued and signed by the proper purchasing authority before a purchase transaction begins with a supplier of goods or services.
- **Recheck/Physical checks** – The rooms showing discrepancy are physically rechecked by floor supervisor.
- **Recycled inventories** – Those items in stock that have relatively limited useful lives but are used over and over in housekeeping operations. Recycled inventories include linens, uniforms, major machines and equipment, and guest loan items.
- **Revenue Per Available Room (REVPAR)** – Is the key measure in the performance of the core business of hotels-selling rooms. Revenue per available room (revpar) is the key indicator of performance for hotels and can be broken down into two parts reflecting occupancy and rates:

$$\text{Revpar} = \text{occupancy (percentage of available rooms occupied)} \times \text{average room rate per night}.$$

Trends in revpar are very important. Revpar can be used to compare companies but only if they have broadly similar hotels, i.e. similarly priced in similar locations. This is less unlikely than it may seem as most hotels companies give regional breakdowns of revpar and this can be compared.

- **Room assignment sheet** – Indicates the room that a room attendant has to service, giving their status as indicated in the daily work report.
- **Room status discrepancy** – A situation in which the housekeeping department's description of a room's status differs from the room status information at the front desk.
- **Roster** – List or plans showing terms of duty.
- **Safety stock** – The number of purchase units that must always be on hand for smooth operation in the event of emergencies, spoilage, unexpected delays in delivery, or other situations.
- **Section worksheet** – A document that indicates the room status situation of a section to the supervisor as the rooms are cleaned and inspected the supervisor puts a check mark in front of each room number on the sheet.
- **Task cards** – These are given in each shift to the room boys and it indicates the specific work to be performed in each shift.
- **Work schedules** – A plan for performing work or achieving an objective, specifying the order and allotted time for each part. Knowing what you need to clean, when you need to clean it and how many times, makes organizing your department a much easier task. Thus cleaning schedules are prepared to do task more systematically.

ACTIVITIES

Activity 1

Situation Handling

Guest Related Cases:

- | | |
|-----------------------------------------------------|----------------------------------------|
| • DND room serviced | • Late service given |
| • Guest request not delivered | • Pest in the room |
| • Unauthorised person in the room | • Gambling in the room |
| • Finding woman of easy virtue | • Expensive item missing from the room |
| • Garment damage from laundry | • Money or cash less in number |
| • Double locked room | • DND rooms for long hours |
| • Pet in a room | • Guests asking for extra towels |
| • Bedside table burnt by cigarette door lock faulty | • Theft in the room |
| • Death | • Suicide attempt |
| • Misuse or pilferage of linen and supplies | • Lost and found items |
| • Fussy guest | • Lost laundry |
| • Guest misbehaving – sexual harassment | |

Activity 2

Make a duty chart for a 150-room property with 1 Coffee shop, 1 Restaurant, 2 Banquet halls - 10000 Sqft) for managers and supervisors.

DUTY CHART (150 rooms, 1 Coffee shop, 1 Restaurant, 2 Banquet halls – 10000 Sqft)							
MANAGER AND SUPERVISOR							
MORNING SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/ OFF	RELEIVER	RELEIVER W/OFF
AFTERNOON SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/ OFF	RELEIVER	RELEIVER W/OFF
NIGHT SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/OFF	RELEIVER	RELEIVER W/OFF

ANSWER

Activity 2

DUTY CHART							
(150 rooms, 1 Coffee shop, 1 Restaurant, 2 Banquet hall – 10000 Sqft)							
MANAGER AND SUPERVISOR							
MORNING SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/ OFF	RELEIVER	RELEIVER W/OFF
1	A1	EHK		9 TO 6	SUN		
2	B1	ASS.EHK		9 TO 6	MON		
3	C1	FL SUP	1 To 50	7 TO 4	TUE		
4	D1	FL SUP	51 To 100	7 TO 4	WED		
5	E1	FL SUP	101 To 150	7 TO 4	THU		
6	F1	PA SUP	PA	7 TO 4	FRI		
7	G1	LINEN SUP	LINEN RM	9 TO 6	SUN		
8	H1	DESK SUP	DESK	7 TO 4	MON		
						J1	SAT
AFTERNOON SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/ OFF	RELEIVER	RELEIVER W/OFF
9	I1	FL SUP	1 TO100	1 TO 10	MON		
10	J1	PA SUP	PA	1 TO 10	TUE		
11	K1	DESK SUP	DESK	1 TO 10	WED		
						L1	FRI
NIGHT SHIFT							
SL. NO.	NAME	DESIGNATION	AREA	SHIFT TIME	W/OFF	RELEIVER	RELEIVER W/OFF
13	M1	SUPERVISOR	ALL	10 TO 7	THU		

CHAPTER

14

SAFETY AND SECURITY PROCEDURES

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Define safety and security in hotels
- ♦ Understand hazards in housekeeping
- ♦ Analyse the role of housekeeping in safety and security of the hotel
- ♦ Explain accident procedure, effects/ causes / procedure/ report
- ♦ Explain procedure for sickness and death
- ♦ Crime prevention
- ♦ Explain emergency procedures for:
 - o Guest and employee thefts
 - o Bomb threat
 - o Terror attack
 - o Fire
 - o First aid

“Safety is not a gadget but a state of mind.”

– Eleanor Everet

“Safety doesn’t happen by accident.”

– Author Unknown

INTRODUCTION

Providing security in a hospitality operation is the brand task of protecting both people and the assets. Security efforts may involve guestroom security, key control, perimeter control and more. Each lodging property is different and has unique security needs. The role of security should be clearly defined and implemented. The entire management and supervisory team of the property should be involved in the development of security guidelines.

The term ‘security’ is used with reference to freedom from fear, anxiety and doubts concerning humans as well as protection against theft of belongings of the guests, employees, or hotel property.

The term ‘safety’ refers to things such as disasters, emergencies, fire prevention and protection and conditions that provide for freedom from injury and prevent damage of property. The management of any place of work is legally bound to provide a hazard-free environment. The housekeeping staff and employees can easily fall into accidents if they are careless with the equipment, chemicals, or procedures.

10 Interesting Health and Safety Facts

1. About 3.9 million employees are disabled at work in any given year.
2. One work related injury occurs in every 8 seconds.
3. Accidental overdose of iron pills is the leading cause of poisoning deaths among children.
4. Fire kills more Americans each year than all other natural disasters combined.
5. Nature requires over 5 years to get rid of a cigarette butt.
6. The energy needed to make a new aluminum can make 20 recycled ones.
7. About 8 out of every 10 adults will have a back injury in their lives.
8. On average about 400 people die from excess heat (heat stroke) each year.
9. Occupational skin diseases cost \$1 billion annually in worker comp costs claims.
10. Of the 42,000 traffic fatalities in recent years, 41% were alcohol related.

The issue of safety is one of the primary statements a hotel makes. Needless to say, if a hotel is not deemed as safe, it will not do any business. We must understand that safety here does not constitute of only outside security but internal safety. We can be in a much better position to understand this if we can ably answer the:

DESCRIPTIVE QUESTIONS

❖ What hazardous condition an employee may face working in housekeeping department? Explain the care of the same.

Hazards within the Workplace (Housekeeping)

A **hazard** is any source of potential damage, harm or adverse health effects on something or someone under certain conditions at work. Basically, a hazard can cause harm or adverse effects (to individuals as health effects or to organisations as property or equipment losses).

Workplace hazards can come from a wide range of sources. General examples include any substance, material, process, practice, etc that has the ability to cause harm or has adverse health effects to a person under certain conditions. See Table 1.

Examples of Hazards and their Effects		
Workplace Hazard	Example of Hazard	Example of Harm Caused
Thing	Knife	Cut
Substance	Benzene	Leukemia
Material	Asbestos	Mesothelioma
Source of Energy	Electricity	Shock, electrocution
Condition	Wet floor	Slips, falls
Process	Welding	Metal fume fever
Practice	Hard rock mining	Silicosis

A common way to classify hazards is by category:

- **Biological** - bacteria, viruses, insects, plants, birds, animals and humans, etc.
- **Chemical** - depends on the physical, chemical and toxic properties of the chemical.
- **Ergonomic** - repetitive movements, improper set up of workstation, etc.
- **Physical** - radiation, magnetic fields, pressure extremes (high pressure or vacuum), noise, etc.
- **Psychosocial** - stress, violence, etc.
- **Safety** - slipping/tripping hazards, inappropriate machine guarding, equipment malfunctions or breakdowns.

Workplace Hazards

The top workplace hazards pose a threat to workers everyday in housekeeping. Some of them are given below

- | | |
|-------------------------------------|------------------------|
| • Falls | • Faulty machinery |
| • Moving vehicles | • Overexertion |
| • Collapsing platforms or equipment | • Explosions and fires |
| • Electrical hazards | • Confined space |
| • Hazardous chemicals | • Falling objects |
| • Workplace violence | • Burns |

Care and Storage of Potentially Dangerous Substances

Chemical Hazards

Health hazards can arise from exposure to a wide variety of chemical substances in the workplace. These dangers can come in the form of solids, liquids, vapours, gases, dust, fumes and corrosives. They can be inhaled or absorbed into the body.

Storage Rules

- Keep the cleaning agents and chemicals in different shelves.
- Make sure there is no direct sunlight falling into the store.
- Always use labels to identify the bottles.
- Never handle the chemicals and cleaning agents with bare hands.

Rules for Storage of Equipment

- The store should be dry and well ventilated as dampness causes rust of metal parts or mildew leading to damage of equipment.
- The store should provide enough space for easy access to shelves and to facilitate proper cleaning.
- There should be adequate shelves and cupboards properly labeled for easy identification.
- Stock records should be maintained showing:
 - Date of purchase
 - Kind of stock and quantity
 - Name of supplier

- Cost per unit
- Date of issue into service
- Remarks on suitability and durability
- Certain rules must be maintained for the issue of stocks:
 - A definite time should be specified for issue of equipment to the chamber maid and they are responsible to deposit back and make an entry in the register which will not only help in maintaining inventory, but also keeping the equipment in right condition.
 - Issue should be done strictly against worn out equipment.
 - Equipment should be clearly marked as to the floor or public area.
- Storage rooms should be inspected regularly.
- Expensive equipment like vacuum cleaners should be covered with polythene sheets and kept air-tight.

❖ **What is the role of housekeeping towards safety of the hotel?**

Housekeeping Responsibilities towards Safety are:

- Preparation of a safety manual that is read and understood at the time of training of new employees.
- Pasting safety rules on walls at visible points in the work area.
- Reinforcement of safety rules in daily briefings.
- Organisation of continuous safety training, involving experts like the equipment manufacturers, engineers who would take classes on fire safety, etc.
- Having a preventive maintenance programme for all equipment.
- Inclusion of safety inspection in the supervisor's checklist.
- Ensuring that toxic chemicals are stored in closed cupboards and properly labelled.
- Ensuring that all waste disposal containers are leak proof and maintained in sanitary conditions.
- Making it sure that locker rooms have proper washing and shower facilities. Locker rooms must be kept clean and dry at all times. Water closets must be sanitised frequently.
- Ensuring that employees consume food and beverage in the staff canteens and not in public areas.
- Ensuring rest breaks for employees during their shift vigil.
- Putting appropriate signs like "Wet Floor", "Engineering at Work", labels for detergents and toxic material, safety instructions on equipment, etc.

❖ **What safety measures are taken before arrival of a VIP?**

Some of the safety measures taken before a VIP arrives are:

- First of all, the safety measures must be developed to suit the hotel's style, environment, budget, policies, etc.

At Reservation:

- Ensure that the arriving transport details (ETAs, flight number, train number, etc) are recorded in the reservation

Prior to arrival

- The room as well as the floor needs to be checked twice for any security problems

- Sniffer dogs can also be used for the same.
- A guard is posted on the floor or outside the room depending on the VIP status

Day of arrival

- The room is again checked for security
- Depending on the VIPs status, the entire floor is sealed as precautionary measure
- Strict checks are practiced for each visitor coming to the hotel
- From the time of check-in to the time of check-out, the security department with the coordination of other departments ensures that there is not even a slight error
- Any food order or any person entering the room has to go under security check each time

❖ What is crime prevention and what are the common practices followed in hotels for that?

Hotel being a service industry includes security like other good service industries. A hotel with the best service but poor security would expose guests to crime risks and, therefore, compromise with its reputation and goodwill. Hoteliers are responsible for the protection of property and well-being of their guests. We should not lower our guard against crime or be lulled into complacency that crime is under control.

Crime Prevention Concept

A crime can occur in any place at anytime to anyone when the elements of opportunity, target and offender coincide. Hotels have to assess the risks and place a comprehensive security system in place. Security is an essential investment and not an optional expenditure.

Crime Prevention for Hotels

Crimes can and do occur in both public and non-public areas. The risk of crime in both the places must be assessed and preventive measures be taken. As crime risks against person and property in non-public areas like guests rooms and corridors are higher, security measures need to be enhanced to commensurate with such risks:

- Guest rooms located at quiet, isolated corners and near staircases or lifts are particularly vulnerable. Staircase exits should be installed with panic-bar bolt doors for one way exit only. The doors should also be installed with camera and alarm systems to monitor abuse.
- Lift doors exiting into non-public areas and corridors leading to guest rooms should be installed with close-circuit cameras to monitor any unauthorised/suspicious visitors.
- There should be an appropriate ratio of cameras and monitor screens for constant monitoring of entry control points into non-public areas and swift detection of any unauthorised/suspicious visitors into these areas. This security equipment should be regularly maintained for maximum effectiveness and to produce good results. Recording tapes should be replaced regularly to produce good and sharp images.



Figure 14.1 Control of non-public areas



Figure 14.2 CCTV



Figure 14.3 Walky-talky

- Any detection of unauthorised/suspicious visitors in non-public areas should be communicated forthwith to patrolling security staff who should respond immediately to confront and challenge the intruder. This would not only impress the guests but also dissuade trespassers too.
- To keep in check, unauthorised visitors into non-public areas, an access control system must be managed in areas such as staircases, escalators, entrances and exits leading to corridors and guest rooms. Adequate patrolling security staff and surveillance facilities should be placed in these areas.
- There should be a separate lift to serve guests to public areas and guest rooms respectively. Lifts to public areas should be rendered inaccessible to non-public areas and *vice versa*.
- Newly-arrived guests are unfamiliar with the surroundings, the staff and hotel routines. A short briefing on security tips should be given to them when they check-in.

The briefing should include tips like:

- How to identify hotel staff in uniform
- Not to leave room doors unlocked
- Not to open room doors to callers who are not in hotel staff uniform
- To move about in groups while leaving room for meals and outings
- To keep valuables in room safe or hotel safe deposit boxes
- Group tourists should also be allocated rooms together in groups in the same levels so that security staff can monitor the move to occupy the rooms.

Staff Identification

Staff, especially those who are in direct contact with guests, should be in uniform and wear security passes with photograph and identification. Such prominent identification will facilitate familiarity with guests and enhance security and service.

Key Security and Control

- The easiest way to enter any room is through the door. It is essential to strengthen security of doors with solid timber and quality locking systems. Guest room doors should be installed with computerised electronic card key locking system for enhanced security.
- Guest room doors should be installed with computerised electronic card key locking system for enhanced security. Such a system would record identity of user, date and time of usage and control time of usage.
- Master keys should be kept by the Manager. The keys should always be accounted for. Any loss, even temporary, must be reported to security management immediately. If a master key is damaged, it should be destroyed, witnessed by the management. Only an authorised locksmith or the manufacturer of the locks should be permitted to make duplicate keys.
- Front desk staff handing out the room keys should verify the name and address of the guest before issuing the keys. In this regard, hotels should issue a form of identification to their guests to facilitate transactions.
- Keys kept at the front desk should not be left unattended or accessible to anyone reaching over the desk. Keys left by guests intended for the drop box should be dropped into the box, which should be deep enough to prevent keys from being retrieved by unauthorised persons.



- Staff using master keys in the course of their work should attach them firmly to a key strap worn by them. They should not be hung on a service or cleaning cart, or left unattended in the room while the staff is cleaning it.
- Keys not in use should be kept in a secure location and distributed only by authorised staff who must keep a record of movements of every key.

Other Essential Security Measures

- Doors should be fitted with high security locks with dead-locking features. Moreover, a door viewer should be installed to provide an unobstructed view of 180 degrees for guests to check on callers.
- Security door latches would allow occupants to communicate and identify visitors without opening the door completely. All door locks should also be maintained and changed at least once in two years to maintain effectiveness. Locks are to be replaced or cylinders changed whenever corresponding keys are lost.

Protection and Custody of Guests' Property

- Guests should be encouraged to store valuables in room safes or safe deposit boxes in the hotel, which must never be left unlocked and unattended.
- The safe deposit room should be installed with cameras to record transactions and alarm systems against unauthorised entries.
- All security systems must be reviewed regularly by professionals and upgraded as well. This is to counter the challenge of changing crime trends and risks and be a step ahead of potential criminals. Once an effective security system is established, the staff can work with confidence and the guests can enjoy their stay in the hotel being reassured that the risk of crime occurring to them is minimised.

❖ What are the personal characteristics required by housekeeping staff to deal with security?

Personal characteristics required by housekeeping staff to deal with security are:

- He must be **honest and alert**.
- He must have **good observational skills** and be **reliable**.
- He should be able to **deal with aggressive people** when necessary. There may be occasional danger of facing violence.
- He must be able to **react quickly** to situations without putting anyone into unnecessary danger.
- He must have the attitude to act as per the demands of the situation.

❖ What do you understand by key control? What are the various keys used in hotels?

Refer to "Control Desk" section of this chapter.

❖ What are the various safety procedures to be taken while working in housekeeping department?

Safety Procedures for Handling Equipment

- Employees should be authorised and trained in the use of the machinery and equipment before operating it.

- Power tools and other machinery are equipped with protective guards or shields. These safety guards should not be removed.
- Employees may also be required to wear protective eye goggles or gloves. All protective gear should be worn as per the instructions.
- Equipment and machinery should never be left unattended while in use. When not in use, all tools and equipment should be turned off and stored in the proper place.
- Never use a piece of equipment or machinery that is not operating correctly. Contact the appropriate supervisor or the maintenance department to have it repaired or replaced as soon as possible.
- An employee should never operate electrical equipment when standing in water or when his/her hands or clothing is wet.
- It is also unsafe to operate electrical equipment near flammable liquids, chemicals, or vapours as the sparks from electrical equipment could start a fire.
- Equipment that sparks, smokes, or flames should be turned off immediately.
- Equipment wires and connections should be checked periodically.
- Equipment with loose connections or exposed wires should not be used.
- When using electrical equipment, the cord should be kept out of traffic areas such as the centers of hallways or doorways.
- When cleaning guestrooms, room attendants should check electrical lamps, appliances and other fixtures for exposed wires, loose connections and loose plugs.
- Exposed electrical wire may result in shock, injury, or even death when it is touched.
- Outlets and switch covers should be checked to ensure that they are covered properly and not cracked or broken.

If any of these conditions are found, the room attendant should not attempt to fix them. Rather, potential problems should be reported to the appropriate housekeeping supervisor or to maintenance department.

Safety Procedures for Cleaning Materials (Chemicals)

Most of the housekeeping employees are exposed to dangerous chemicals in their daily work routines. These chemicals are powerful cleaners and when they are used properly with proper protective gear, they are relatively harmless. However, when used improperly, they can cause nausea, vomiting, skin rashes, cancer, blindness and even death. Chemicals are used to clean all areas of a hotel, including bathrooms, kitchens and floors. Potentially hazardous chemicals are also used to kill insects and rodents. Some housekeeping situations require employees to handle toxic substances to open clogs in toilets and other plumbing equipment. Often, the usage of such hazardous and toxic chemicals cannot be avoided.

Continual training in chemical safety is necessary for two reasons: firstly, misused chemicals can cause serious injury in a short period and secondly, new employees, especially in organisations with high employee turnover, need to be trained immediately.

❖ What is the procedure for death in the hotel room?

In the case of a death being reported, the housekeeper informs the desk housekeeper who, in turn, informs the manager on duty in the front office. The front office or the desk coordinator calls a doctor immediately. The body is removed from the room through back area, the air conditioning is switched

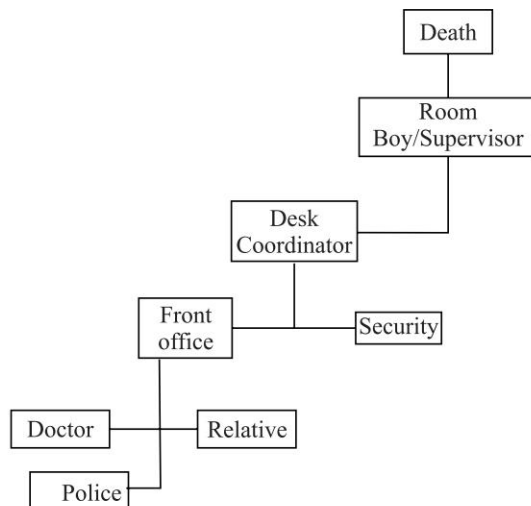


Figure 14.4 Procedure if a guest is found dead in the room

off and the room is double locked. This room is called plugged room. The removal of the body is done as unobtrusively as possible and often done at night or some other time when few guests are around. No items in the room are disturbed till the police give the clearance. In case of a suspected suicide the drinking glass, tablets or vomit must be left as they were found, as police will need the evidence for their investigations.

❖ What are Accidents (causes, procedure for handling, report generation)? Draw accident report form and causes of accidents

One of the most noted results of hazardous conditions in hotels is accident.

Accidents – definition – an accident is an unintended event, which results in injury, loss or damage. It may or may not result from human error.

What are accidents?

- Unintended happenings resulting in injury, loss or damage is referred to as an accident.
- Events resulting from negligence that are personal injury, painful and create a lot of tension and anxiety among friends and guests.
- Accidents are expensive because we have to ensure medical aid, insurance and compensation has to be paid.

Specific Causes of Accidents

- Incorrect handling of equipment and cleaning methods
- Slipping or falling from heights (spills on the floor, paints)
- Badly maintained areas – backareas, service lift, etc.
- Incorrect method of lifting objects
- Failure to use guards like gloves while using acids
- Fumes dangerous to health
- Unsafe systems of work

- Carelessness
- Lack of food or excessive alcohol

Basically we divide these causes in different factors:

1. The Human Factor

In a vast majority of cases, it has been noticed that people are responsible for most of the accidents as they may be the one's who create unsafe conditions. They ignore wiring where insulation has worn off, leave cupboard doors and drawers open, block passages with equipment, are not particular about protective clothing, leaves spills on the floor unmapped and do not remove accumulated grease on filters.

They may be careless, for example,

- a. Pick up broken glass with bare hands
- b. Ignore operating instructions on equipment
- c. Lift very heavy loads alone
- d. Do not use safety device on grinders and slicers

They may be inattentive, for example,

- a. Bump into other people
- b. Drop heavy items or spill hot liquid on their own feet
- c. Close door and drawers on their own fingers and squash them
- d. Rush with arms full and minds elsewhere on wet greasy floors

2. The Unsafe Work Place

The layout may be badly planned or conditions in the kitchen may be conducive to unnecessary accidents. The unsafe work place may also be created by negligence on part of the employees.

The following creates unsafe surroundings:

- a. Steep, narrow, dark stairways
- b. Unnecessary steps
- c. Clogged floor drains
- d. Narrow aisles caused by furniture or equipment wrongly arranged in heavy traffic areas
- e. Ladders too short to reach uppermost shelves so boxes are used instead
- f. Doors opening into corridors
- g. Knives and sharp edge equipment left lying around

Other Causes of Accidents

1. Unsafe physical conditions:

- a. Environmental Factors
- b. Physical Hazards
 - Mechanical – equipment like vacuum cleaner, flex or wire
 - Electrical – equipment like floor scrubbing machines, shampooing machines
 - Steam – iron
 - Chemical – mild acids used to clean toilets, stain removing agents or toilet cleaners

2. **Poor housekeeping:** Improper storage and stacking, congestion
3. **Defective equipment:** Vacuum cleaners, scrubbing machines, laundry equipment
4. **Unsafe building conditions:** Fire exits
5. **Improper planning:**
 - Layout of operation
 - Layout of machinery
 - Unsafe practices
6. **Unability of employees:**
 - Inexperienced workers
 - Unskilled
 - Ignorance
 - Poor judgement – cleaning up a floor full of water
7. **Poor discipline:**
 - Disobedience of rules
 - Interference of others
 - Fooling (not meaning a harm) or creating mischief
 - Improper working uniform
8. **Lack of concentration or attention distraction**
9. **Mentally unfit:** Fatigue, weak

Reporting Procedures for Hazards/Accidents

All hotels should have a list of safety rules. These guidelines should be part of the safety plan to encourage employees to develop and practice safe work habits. On any given day, housekeeping employees may lift heavy objects, climb ladders, operate machinery and use dangerous cleaning chemicals, all of which can present hazardous conditions. When any accident occurs in a hotel, it needs to be documented and it is the housekeeping department which is responsible for keeping track of it.

When any accident takes place, the incident has to be documented in the following manner:

- What happened?
- When did it happened, time?
- Who is the injured or deceased?
- Who gave the first aid?
- What is the extent of the damages?
- Is further treatment required?
- In case it is serious, who is to be informed?

A file is maintained for the staff and guest separately about the accidents that have occurred.

Accident Report Form

A form is maintained for recording the employee's injuries.

Accident Report Form (for employees)

Name of the injured person _____

Section _____

Supervisor _____

Date _____ Time of report _____

Extent of injury _____

Was hospitalisation required? _____

Nature of the accident _____

Time _____ Place _____

What happened (include equipment items, other person)

Witness:

1. _____

2. _____

Supervisor's recommendations _____

Date _____ Supervisor's Signature _____

This form must be sent to the companies' health officer.

In the Event of an Accident

- Attend to the injured person
- Call the doctor or ambulance
- Remove the danger – if possible without injuries to oneself. Example switch off the machine, disconnecting the electric supply
- Inform higher authority or the departmental head
- Begin immediate investigation
- Obtain an account of the accident from the injured person, if possible
- Collect any evidence of the cause of an accident
- Interview witness and the other people in the area
- Look out for clues from the evidences collected
- Find out the nature and severity of the injury
- Complete the accident form or the book.

❖ **List the effects of accidents.**

Accidents have a direct or indirect effect on individuals and the establishment.

Direct Effect of Accidents

- Injury – accidents result in injury, which can cause much pain and absenteeism from work. Unattended wounds may become a source of infection. For the uninjured workers and customers, it creates tension and anxiety.

- Expenditure – accidents are expensive. Workers must be covered by medical insurance through employees' state insurance scheme [ESIS] and disability compensation is required for employees injured on the job.
- Frequent accidents will result in additional expenditure to the management.

Indirect Effect of Accidents

- Damage or broken material
- Reduced efficiency; if area is accident-prone, workers try to avoid accidents and work slowly; other staff will be engaged in taking care of the injured, cleaning up the mess, doctors visits and investigations
- Work schedule and routine is upset; work is completed in hurry and hygienic aspect tends to get overlooked in an attempt to just complete the job
- Injured worker may have to stay away from work; and need to be replaced, resulting in training of new employees or being under staffed
- Accidents lower morale; frequent accidents indicate the management is not concerned about the customers and employees welfare
- Accidents spoil reputation
- Accidents can result in fine or imprisonment; under the Occupational Safety and Health Act, the food service operator may face legal action

❖ List 10 safe working habits

- Provide adequate lighting
- Keep floors clean, dry and grease-free
- Mop up spills at once
- When mopping or polishing floors, put up signboards
- On wet floors, use duckboards or non-skid mats
- Floors, flooring and stairs should be well maintained. Torn carpets, loose tiles, broken floors, loose steps, loose electrical wires, or any other obstruction should be attended at once
- Matting and carpeting should be well laid
- Use a stepladder, which is tall enough to reach for material kept at a height
- Arrange all material to be stored at a height, safely on a sturdy shelf
- Keep traffic lines clean, dry and free from obstruction
- While carrying large items, do not let it block your view
- Have self-closing doors with transparent glass at eye level
- Take care of your head and prevent bad bumps while bending down and getting up again.

❖ What are emergencies, how would you handle each of them?

Nobody expects an emergency or disaster, especially one that affects them, their employees and their business. Yet, the simple truth is that emergencies and disasters can strike anyone, anytime and anywhere. Hotel and their employees may be forced to evacuate the facility when they least expect it. The best way to protect yourself, your workers and your business is to expect the unexpected and develop a well-thought-out emergency plan to guide you when an emergency arises.

Workplace Emergency

A workplace emergency is an unforeseen situation that threatens employees, customers or the public. It may disrupt or shut down your operations. It may cause physical or environmental damage. Emergencies may be natural or manmade. They include events such as the following:

- Floods
- Tornadoes
- Toxic gas releases
- Radiological accidents
- Civil disturbances and riots
- Workplace violence resulting in bodily harm and trauma
- Hurricanes
- Fire
- Chemical spills
- Explosions
- Theft
- Death

Emergency action plan – An emergency action plan describes the actions employers and employees must take to ensure safety from fire and other emergencies.

When developing your emergency action plan, it is a good idea to look at a wide variety of potential emergencies that could happen in or near your workplace. Your plan should be tailored to your work site and include information about all potential sources of emergencies. Developing an emergency action plan means you should do a hazard assessment to determine what should be done, if any, physical or chemical hazards in your workplaces could cause an emergency. If you have more than one work site, each site should have an emergency action plan.

At a minimum, your emergency action plan must include the following:

- A preferred method for reporting fires and other emergencies;
- An evacuation policy and procedure;
- Emergency escape procedures and route assignments, such as floor plans, workplace maps and safe or refuge areas;
- Names, titles, departments and telephone numbers of individuals both within and outside your company to contact for additional information or explanation of duties and responsibilities under the emergency plan;
- Procedures for employees who remain to perform or shut down critical plant operations, operate fire extinguishers, or perform other essential services that cannot be shut down for every emergency alarm before evacuating;
- Rescue and medical duties for any workers designated to perform them;
- Consider designating an assembly location and procedures to account for all employees after an evacuation;
- The site of an alternative communications center to be used in the event of a fire or explosion; and
- A secure onsite or offsite location to store originals or duplicate copies of accounting records, legal documents, your employee's emergency contact lists and other essential records.

Steps to be followed during emergency

Your plan must include a way to alert employees, including disabled workers, to evacuate or take other action and it must describe how to report emergencies. Among the steps you must take are the following:

- Make sure that alarms are distinctive and recognised by all employees as a signal to evacuate the work area or perform actions identified in your plan;
- Make available an emergency communications system such as a public address system, portable radio unit, or other means to notify employees of the emergency and to contact local law enforcement, the fire department and others;
- Stipulate that alarms must be able to be heard, seen, or otherwise perceived by everyone in the workplace;
- Use of tactile devices to alert employees who would not otherwise be able to recognise an audible or visual alarm; and
- Provide an updated list of key personnel such as the telephone operator, security officer, etc, in order of priority, to notify in the event of an emergency during off-duty hours.

A disorganised evacuation can result in confusion, injury and property damage. That is why when developing your emergency action plan, it is important to determine the following:

Conditions under which an evacuation would be necessary:

- A clear chain of command and designation of the person in your business authorised to order an evacuation or shutdown. You may want to designate an “evacuation warden” to assist others in an evacuation and to account for personnel;
- Specific evacuation procedures, including routes and exits. Post these procedures where they are easily accessible to all employees;
- Procedures for assisting people with disabilities or who do not speak English;
- Designation of employees, if any, who will continue or shut down critical operations during an evacuation. These people must be capable of recognising when to abandon the operation and evacuate themselves; and
- A system for accounting for personnel following an evacuation. Consider employees’ transportation needs for community-wide evacuations.

When drafting your emergency action plan, you may wish to select a responsible individual to lead and coordinate your emergency plan and evacuation. It is critical that employees know who the coordinator is and understand that person has the authority to make decisions during emergencies. The coordinator should be responsible for the following:

- Assessing the situation to determine whether an emergency exists requiring activation of your emergency procedures;
- Supervising all efforts in the area, including evacuating personnel;
- Coordinating outside emergency services, such as medical aid and local fire departments, as well as ensuring that they are available and notified when necessary; and
- Directing shutting down of plant operations when required.

When preparing your emergency action plan, designate primary and secondary evacuation routes and exits. To the extent possible under the conditions, ensure that evacuation routes and emergency exits meet the following conditions:

- Clearly marked and well lit;
- Wide enough to accommodate the number of evacuating personnel;
- Unobstructed and clear of debris at all times; and
- Unlikely to expose evacuating personnel to additional hazards.

If you prepare drawings that show evacuation routes and exits, post them prominently for all employees to see.

Post Evacuation Procedure

Accounting for all employees following an evacuation is critical. Confusion in the assembly areas can lead to delays in rescuing anyone trapped in the building, or unnecessary and dangerous search-and-rescue operations. To ensure the fastest, most accurate accountability of your employees, you may want to consider including these steps in your emergency action plan:

- Designate assembly areas where employees should gather after evacuation.
- Take a head count after the evacuation. Identify the names and last known locations of anyone not accounted for and pass them to the official in charge
- Establish a method for accounting for non-employees such as suppliers and customers
- Establish procedures for further evacuation in case the incident expands. This may consist of sending employees home by normal means or providing them with transportation to an off site location.

Below are some emergency situations commonly faced in hotels and the ways to handle them:

✓ Guest and employee thefts

Theft & Robbery Procedure

Guests checking into the hotel must be advised by suitable means to keep their valuables in safety lockers provided by the front office in the lobby as well as personalised lockers in the rooms. In case of loss/ theft, the matter should be immediately reported to security and it will be investigated further by the Security Officer/person so assigned to inquire into the theft.

The full details and statement of the guest is taken after questioning. The information given by the guest is noted and a 'Written Statement' of the guest is taken after questioning. It is recorded by the Investigating Officer. After maximum possible information has been recorded, the 'Written Statement' should be signed by the guest. If the guest refuses to write/sign the statement, this fact is to be noted. A 'First Hand Report' is sent to the General Manager immediately subsequently followed by a detailed report.

The Investigating Officer, in turn, assists the guest to locate the loss by searching the baggage and room. The Floor Supervisor must be involved in the search because it is the housekeeping department's responsibility to ensure safe custody of guest property. Thus, the full details of the inspection and searching of the room are taken. The search of the missing item should be made in the room without disturbing the guest's belongings, but in a very thorough manner. The guest's baggage should be noted. If the lost item is not located in the guest room, additional area may be searched, depending on what the missing item is.

If the lost item is valuable, the authenticity of the loss must be established. If there is any suspicion regarding the guest (that the item has been thrown away deliberately in order to collect insurance) all hiding places should be examined. Insurance, passport or other papers should be checked to establish the authenticity of the item. If no details or information of the item lost is traced, the fact should be noted. If the item is valuable and the loss is authentic, the police should be notified and the guest should be advised to report the loss to his own insurance company. At no time should the Investigating Officer

or any member of the management make any statement which might become a liability in the case. No admission should be made and no details offered, but rather every possible fact should be gathered, recorded and forwarded to the hotel insurance agent for action, if necessary. The responsibility of reporting the loss to the local police rests with the guest. However, the Investigating Officer may assist the guest in contacting the police as a courtesy.

For details of loss/theft, proper investigation and interrogation of all employees should be done. No Room Attendant should be left alone during the breaks on the floors. Those who stay back should do so in pairs. No housekeeping staff should be permitted to leave the floor and visit the lockers during their tenure of duty.

If the same is necessary, then the Supervisor is to ensure that the employees are not carrying any guest property/belongings. The Floor Supervisor should be questioned and details regarding service/movements of entry/exit and comments regarding loss should be noted. Other departments like room service, engineering, laundry, front office and F&B staff are also to be interrogated for further details, if necessary.

After proper investigation and interrogation of loss/theft, a detailed report is prepared and submitted to the General Manager based on the evidence of the investigation and conclusions.

Procedures of Loss/theft of Employee's Belongings

The following steps will be taken in respect of theft of employee's belongings:

In case of loss/theft of employee's belongings, the matter should immediately be reported to the security for investigation by the officer. The complete description of missing items with details of circumstances under which the theft took place is noted and a written statement is taken from the employee. For further immediate action, Staff gate/Security control and other exit points for hotel employees are informed to check all belongings being taken out. To ensure further safety, service areas, locker rooms are checked by the security, especially employees' lockers which, if required, are sealed and checked in the presence of senior staff of concerned departments, security and personnel. In case it is a valuable item, an FIR is lodged and the employee is sent to local police station along with a security person for assistance.

Theft (Safety Measure)

Key control is the first step towards preventing theft. Training and induction for staff is also important. Staff should be clearly told of their responsibilities towards both guests and hotel property regulations concerned with suspected theft.

- **Never open doors** for guests who have lost their keys. They should politely tell the guest to go to reception for a replacement.
- **Never to unlock** doors for **contractors** or other employees. They should go through the proper channel.
- To **apply** for a **gate pass**, if a guest gives a gift or if they are authorised to take home uncollected lost property or discarded hotel property.
- To keep their keys on to themselves and never to leave them on top of a trolley or in the lock.
- Place the trolley in front of the door of the room to prevent other people entering the room.

- To keep an eye out for the following suspicious looking guests:
- Guest who sleeps out of their room
 - Guests who double lock their doors or leave DND for long
 - Suspected ladies of easy virtue
 - Guests who are drunk

✓ **Bomb Threats**

Bomb threats, unfortunately have become a part of life, but sadly not much value has been given to it. Energy, panic and damage to property may be avoided by preparing for bomb threats.

Certain influencing factors in deciding to prepare for bomb threats:

- Responsibility of hotel on behalf of the guests and employees.
- Identification of potential bomb size in the property.

Formulating procedures for such bomb threat situation so as to:-

- Reduce damage
- Find speedy solution
- Avoid surprise and thus panic.

How do these bomb threats occur?

Telephones

Mail

In person

How to respond to bomb threats?

1. Telephones

- Remain calm.
- Try to engage the caller in a conversation.
- Try to gain as much detailed information.
- Repeat the message.
- Try to buy time (example, the property can't be evacuated at such a small notice).
- Fill the crisis sheet.
- Inform your supervisor.

2. Mail

If a bomb threat is received by mail then:

- Don't handle the letter, envelope etc. by touching it as you may spoil the fingerprints
- Inform your superior immediately
- The mail carrying a bomb threat may be identified, if it has illegible handwriting or is without a sender's address.

Reporting Procedures

The staff needs to be absolutely sure about what to do when such incidents occur and how they are expected to handle and report it.

In case of minor incidents, the staff needs to contact the supervisor at once and follow instructions given by them. At the end of the incident, they may be required to fill out incident reports which would detail the event, its occurrence, the course of action, the people involved, the day, date, time of the incident and any follow up action, if required.

In case of major incidents like bomb threat, the initial actions may be performed and directly escalated to all government agencies like the police, bomb disposal squad, and rapid action force and fire service department. Actions would include:

- Alerting the government agency;
- Alerting the people; and
- Informing the management;
- Evacuating the building.

✓ **Terror attack**

Terrorist attacks in hotels are not new. The reasons why a hotel becomes a victim of such an act are simple. Firstly, there is a huge concentration of people. Secondly, most hotels work in a similar fashion in its demarcated back-end areas, guest and public areas. This makes hotels ideal targets for terrorists. They also tend to stand out because of the number of foreign nationals staying.

Precautionary Measure to Avoid Terror Attack

- Excerpt – Lightning and terror strike without warning. Do not wait for hell or high water; keep your armor rust-free.
- Right after the 9/11, the people from all over the world have become grossly insecure about their lives. No one knows for sure whether or not that abandoned suitcase lying in the dustbin is potential enough to blow up into flames and terrorise the whole city. The hotel should be prepared by itself, so that in the event of a real attack it is not at wit's end. Here are a few steps to help hotels and its employees to prepare for a terrorist attack.
- Find out what can happen – In the event of an attack, it's always good to keep your cool and analyze the situation. "What can happen" is the question that needs to be answered. Do not panic; just study the situation as the first step.
- Communication Plan – The hotel should have an emergency communication plan in place. A proper training of all employees should be done to face a situation like this.
- Predetermined meeting place – During an emergency, confusion is the least desirable thing. In the event of a mass evacuation or shootout, etc. confusion can be avoided by uniting at a predetermined place. In this way chances of getting lost or misplaced are grim.
- Emergency Kit – Make a list of essential items, like baby food, packed food for elders, torch, transistor, first aid, etc. and pack them in a bag. Keep the bag in a place easily accessible. Let the employees know about the same. By this you can make sure that you needn't worry about essential commodities at least until relief arrives. It is also advisable to include valuable identity documents in the list.
- Stay Tuned – If you have access to a television or transistor, make it a point to keep yourself updated on the recent news. Half news can be misleading. If you have only half the news, then you might end up evacuating your premises, when the security officials have already brought the situation under control.
- No Rumours – Do not listen to or spread rumours. In the event of an emergency many people commit foolish acts based on rumours. Keep your calm and rely on the truth.

You can help prevent a terrorist attack at hotel by exercising vigilance and immediately reporting any suspicious activity to security personnel or the police. Follow these steps:

- Stay vigilant. Remain aware of your surroundings at all times. Pay attention to the people around you, identify any suspicious behaviour and know how to contact the local authorities in case of an emergency.
- Report any unauthorised person you witness loitering near, entering or exiting a restricted area or special security zone. In such a situation, it is important to act promptly. If you have any doubts at all, let the security personnel know. It is better to be over-cautious than under-prepared.
- Watch for individuals taking video, photographs or making diagrammatic drawings of obscure or restricted areas of the hotel. They may be gathering secret information that will later be used in a terrorist attack.
- Keep your eyes open for any suspicious-looking individuals who are lurking around heavily populated areas of the hotel for no apparent purpose. If such an individual is wearing loose-fitting or long clothing, or has unconventional bags or luggage with him/her, consider the situation to be especially dangerous.
- Be aware of the concept of a “dry run.” A “dry run” is a run-through of an actual attack, conducted by a terrorist group prior to implementation. If you notice suspicious individuals monitoring radio signals or creating disturbances while another member records the emergency response time, you may have witnessed a dry run. Gather accurate descriptions of all individuals involved and inform hotel security at once.
- Watch for unattended baggage, parcels or other containers, no matter how small or innocuous-seeming they may appear. If you come across such an item, remain calm. Tell others in the area to vacate the area immediately and promptly inform hotel security.

How to Survive a Terror Attack

- Know your primary objective. Staying focused and calm during a terror attack is the best thing you can do to increase your chances of survival. You need to focus on your primary objective, which is getting yourself out of danger as quickly as possible. This means that you cannot allow yourself to panic or freeze in fear. It also means that you must weight other considerations, such as helping other people, against the possibility of your own survival.
- Find cover. Terrorists frequently plan attacks so that the first bombing or shooting is just a trigger to set off a choreographed string of attacks to maximise damage. Find cover after the first attack since it could well be followed by successive attacks.
- Follow police/security instructions and seek medical treatment. It is critical that you follow the instructions of the emergency response teams that arrive at the scene. These professionals are trained to deal with situations like terror attacks and know how to respond. Also, seek medical attention, even if you can't see or feel a wound. You might be suffering from internal damage and shock.
- Get a psychiatric or psychological evaluation after the attack. A terror attack is a traumatic event that can produce mental and physical health problems in the long term. Speak with a psychiatrist or psychologist to make sure that you are coping with the attack and its aftermath.

❖ **Identify possible causes of fire. State the action to be taken on the discovery of a fire.**

Fire is the rapid oxidation of a combustible material releasing heat, light and various reaction products such as carbon dioxide and water. If hot enough, the gases may become ionised to produce plasma. Depending on the substances alight and any impurities outside, the colour of the flame and the fire's intensity might vary. Fire in its most common form can result in conflagration, which has the potential to cause physical damage through burning.

Fires are grouped into four classifications based on the different materials of combustion. Class 'A' fires involve wood and paper products. Class 'B' fires involve flammable liquids, grease and gasoline. Class 'C' fires are electrical in nature. Class 'D' fires are ignited by combustible metals and do not usually occur in hospitality operations. Class 'E' fires occur due to electrical short circuit, faulty equipment, etc. Many hotel fires are fuelled by a combination of combustibles. It is very possible that a fire started by a Class A combustible will grow to include Class B and Class C materials.

Causes of Fire

Fires start due to various reasons. Some fires are caused by accidents or mechanical breakdown. The major causes of fires in hotels are smoking, electrical defects, cooking fires and so on.

Some unsafe practices that may lead to a fire in hotels are as follows:

- Guests smoking in bed.
- The hotel not providing sand pots or appropriate ashtrays in rooms as well as public areas.
- Leaving linen chute doors open.
- Storing rags and cloths with residues of cleaning polish still on them.
- Leaving electrical appliances plugged when not in use.
- Using faulty electrical equipment or sockets.
- Leaving magnifying glasses where the sun can catch them.
- Using furnishing materials that are easily combustible.

The primary risk to people in a fire is smoke inhalation (breathing in smoke; most of those killed in fires die from this, not from burns). The risks of smoke include:

- Suffocation due to the fire consuming or displacing all the oxygen from the air;
- Poisonous gases produced by the fire; and
- Aspirating heated smoke that can burn the inside of the lungs

Science of Extinguishment

Fire Elements

There are four elements needed to start and sustain a fire and/or flame. These elements are classified in the "Fire Tetrahedron". These four elements of the "Fire Tetrahedron" are:

- The reducing agent, or fuel, is the substance or material that is being oxidised or burned in the combustion process. The most common fuels contain carbon along with combinations of hydrogen and oxygen.
- Heat is the energy component of the fire tetrahedron. When heat comes into contact with a fuel, it provides the energy necessary for ignition causes the continuous production and ignition of

fuel vapours or gases so that the combustion reaction can continue and causes the vapourisation of solid and liquid fuels.

- The self-sustained chemical chain reaction is a complex reaction that requires a fuel, an oxidiser and heat energy to come together in a very specific way. A chain reaction is a series of reaction that occur in sequence with the results of each individual reaction being added to the rest. This happens in the science of fire, but is self-sustaining in that it continues without interruption.
- An oxidising agent is a material or substance that when the proper conditions exist will release gases, including oxygen. This is crucial to the sustainment of a flame or fire.

Extinguishment

A fire can be extinguished or put out by taking away any of the four components of the “Fire Tetrahedron”. This section will discuss how the most widely used method of extinguishment of fire is accomplished.

- The first way water extinguishes a fire is by cooling. This cooling process removes the heat from the fire. This is possible through water’s ability to absorb massive amounts of heat by converting to steam. Without the heat, the fuel no longer has the conditions required to produce oxygen to sustain the fire.
- The second way water extinguishes a fire is by smothering the fire. When water is heated to its boiling point it converts to a gas called water vapour or steam. When this conversion takes place, it dilutes the oxygen in the air. This lowers the amount of oxygen in the air below that a flame requires to burn. This can be done with water by adding foam.
- Another way to extinguish a fire is fuel removal. This can be accomplished by stopping the flow of liquid or gaseous fuel or by removing solid fuel in the path of a fire. In addition, allowing the fire to burn until all the fuel is consumed. At that point, the fire will self-extinguish.
- The fourth and final way of extinguishment is chemical flame inhibition. This can be accomplished through some dry chemical and halogenated agents. These agents interrupt the combustion reaction and stop flaming. This method is effective on gas and liquid fuels because they must flame to burn.

The extinction is thus, a combination of “asphyxia” and cooling. The flame itself is suppressed by asphyxia, but the cooling is the most important element to master a fire in a closed area.

Water may be accessed by pressurised fire hydrant, pumped from water sources such as lakes or rivers, delivered by tanker truck, or dropped from aircraft tankers in fighting forest fires.

Firefighting is the act of extinguishing destructive fires. A **firefighter** fights these fires to prevent destruction of life, property and the environment. Firefighting is a highly technical profession which requires years of training and education in order to become proficient.

Action to be Taken on the Discovery of a Fire

Emergency Services

As and when you come across fire, don’t get panic, stay calm. It is your duty to inform the housekeeping control desk about the details of fire – exact location, nature and extent of fire. In case a fire breaks out, follow guidelines given below:

- Immediately switch on the nearest fire alarm.

- If possible, attack fire with suitable equipment, remembering to direct the extinguisher at the base of the flames. Do not attempt to fight a fire if there is danger of any personal risk.
- Close windows and switch off all electrical appliances, including fans and light.
- Close the door to the affected area and report to your immediate supervisor for instructions.
- Carry out immediate instructions; for instance, rouse guests in the section and direct them to the nearest fire-escape route. Each guestroom should have a route to the nearest fire escape drawn out and displayed in a place which is visible to the guests.
- Report to the departmental fire representative for a roll-call. The housekeeper on duty should check the list (in the form of the duty rosters) of the staff on duty so that all those on duty can be accounted for.
- Remain at the assembly point until instructed to do otherwise.
- Do not use the lifts.

Simple Steps to be Taken

- Inform the following staff immediately by paging or through telephone: Engineering control room, Security control room, Chief Engineer, Front Office Manager and General Manager
- Always keep one telephone line open so that you can get updates about fire.
- Do not leave the room unless instructed by the Chief Fire Marshal.

Internal Responsibility

Being an employee of the hotel, one should take responsibility of fire-fighting. The following are some dos and don'ts.

Dos:

- Call the telephone operator immediately.
- Give exact location and size of fire.
- Give your name and department.
- If a phone is not available, break the glass to activate the nearest fire alarm.
- Try to control the fire like you have been trained in the fire drill. Do not endanger your own life.
- Stand by to help guests.
- If necessary to leave the building, follow the exit signs.

Don'ts

- In case of fire, do not use elevator.
- Don't be panic; don't let the place be crowded.
- Do not open doors to guest floor, if there is fire in back area.
- Do not enter the smoke-filled area alone.
- Never let fire get between you and the exit.

Evacuation

Evacuation is not necessary for a small fire which can be handled. Evacuation becomes a must when the fire is vigorous and is spreading fast. In such situations, it is necessary to inform the local fire brigade

as the in-house fire brigade might not be able to fight the fire alone. However, until the help comes from the local fire brigade, the in-house fire brigade must work towards controlling the fire.

It is very crucial to carry out evacuation during large fires. The following is the evacuation procedure:

- The entire staff must be instructed to evacuate the guests – elder citizens, children, ladies and men, respectively from all the guest rooms.
- Employee should be divided into batches and should proceed to the guest floors. In the mean time, the telephone operator should call up all the rooms and intimate the necessity of evacuation in a tactful manner to prevent further complications.
- On arrival at the guest room, the employees should knock and announce as “housekeeping” thrice and if no one opens the door, they should open it with the master key.
- If the room is clear, educate the guest and guide him to use fire exit and show him the fire exit plan. At times, guests try to hide themselves in wardrobe, under the bed, in the bath room, under vanity counter and in balconies due to fear.
- Check for all the rooms and make sure no guest is present in the guest floor.
- Check all the floor pantries, trolleys and back areas for any guest or staff. If anyone is present, lead them to a safe place.

Assembly Points

Assembly points are pre-determined areas where the employees can meet to pass by to reach a safe place, where managers take the lead in guiding the guests to a safe place out of the hotel. For example, guests from all floors will go to cellar fire exit, assemble at drive way and go outside from there.

Roll Calls

- | | |
|---------------|--------------------------------|
| Day: | 1. Chief Engineer |
| | 2. Security Officer |
| Night: | 1. Night Manager |
| | 2. Engineering shift in-charge |

Chief engineer will be chief marshal during general duty timings and night manager will take charge as chief fire marshal in the absence of chief engineer during night.

❖ **List and explain the methods of fire fighting. Identify and describe the use of fire detection equipment and also explain the reporting procedures for fire hazards and fires.**

Types of Fire & Equipment

Depending on the type of fire, fire extinguishers are used.

- **Class A** – Class A fires involve ordinary combustible materials such as wood, clothes, paper. Class A extinguishers rely on water-based solutions or dry chemicals which are most effective on this sort of fire. These extinguishers should be identified by ‘Green Triangle’ containing the letter ‘A’.
- **Class B** – Class B fires involve flammable liquids, grease, oils, tar and alcoholic beverages. With Class B fires, smothering the fire to interrupt the supply of air is most effective. So Class

B extinguishers use foam, dry chemicals or carbon dioxide to extinguish these fires. These extinguishers are labeled with 'Red Square' containing the letter 'B'

- **Class C** – These fires are located in or near electrical equipment. Here an extinguisher agent that will not conduct electricity is needed. Class C extinguishers, therefore, utilise carbon dioxide. These extinguishers are labelled with a 'Blue Circle' containing letter 'C'.
- **Class ABC** – These are extinguishers which can be used as multi-purpose extinguishers.

Fire-fighting Equipment

Fire-fighting equipment vary from simple ones such as buckets of sand and water, fire blankets and hose reels to more complex fire extinguishers. Water buckets should be constantly checked for adequate water levels and sand buckets should be kept dry. Water should not be used in case of fire involving electricity.

Fire extinguishers are divided into four categories, based on different types of fires. Each fire extinguisher also has a numerical rating that serves as a guide for the amount of fire the extinguisher can handle. The higher is the number, the more is its fire-fighting power. The following is a quick guide to help choose the right type of extinguisher.

- Class A extinguishers are for ordinary combustible materials such as paper, wood, cardboard and most plastics. The numerical rating on these types of extinguishers indicates the amount of water it holds and the amount of fire it can extinguish.
- Class B fires involve flammable or combustible liquids such as gasoline, kerosene, grease and oil. The numerical rating for class B extinguishers indicates the approximate number of square feet of fire it can extinguish.
- Class C fires involve electrical equipment, such as appliances, wiring, circuit breakers and outlets. Never use water to extinguish class C fires - the risk of electrical shock is far too great! Class C extinguishers do not have a numerical rating. The C classification means the extinguishing agent is non-conductive.

Class D fire extinguishers are commonly found in a chemical laboratory. They are for fires that involve combustible metals, such as magnesium, titanium, potassium and sodium. These types of extinguishers also have no numerical rating, nor are they given a multi-purpose rating. They are designed for class D fires only.

Some fires may involve a combination of these classifications. Your fire extinguishers should have ABC ratings on them.

Here are the most common types of fire extinguishers:

- **Water extinguishers or APW extinguishers** (air-pressurised water) are suitable for class 'A' fires only. Never use a water extinguisher on grease fires, electrical fires or class D fires – the flames will spread and make the fire bigger! Water extinguishers are filled with water and are typically pressurised with air. Again - water extinguishers can be very dangerous in the wrong type of situation. Only fight the fire if you're certain it contains ordinary combustible materials only.

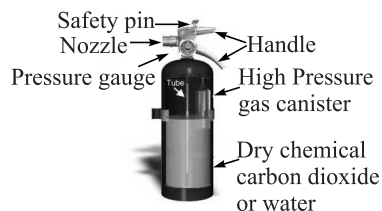


Figure 14.5 Fire extinguishers

- **Dry chemical extinguishers** come in a variety of types and are suitable for a combination of class A, B and C fires. These are filled with foam or powder and pressurised with nitrogen.
 - o BC – This is the regular type of dry chemical extinguisher. It is filled with sodium bicarbonate or potassium bicarbonate. The BC variety leaves a mildly corrosive residue which must be cleaned immediately to prevent any damage to materials.
 - o ABC – This is the multipurpose dry chemical extinguisher. The ABC type is filled with monoammonium phosphate, a yellow powder that leaves a sticky residue that may be damaging to electrical appliances such as computer.

Dry chemical extinguishers have an advantage over CO₂ extinguishers since they leave a non-flammable substance on the extinguished material, reducing the likelihood of re-ignition.

- **Carbon Dioxide (CO₂)** extinguishers are used for class B and C fires. CO₂ extinguishers contain carbon dioxide, a non-flammable gas and are highly pressurised. The pressure is so great that it is not uncommon for bits of dry ice to shoot out the nozzle. They don't work very well on class 'A' fires because they may not be able to displace enough oxygen to put the fire out, causing it to re-ignite.

CO₂ extinguishers have an advantage over dry chemical extinguishers since they don't leave a harmful residue - a good choice for an electrical fire on a computer or other favourite electronic device such as a stereo or TV.

In this water is used as extinguisher. Make sure that the extinguisher is appropriate for the class of fire. Break open the seal, open the valve and pull the water nozzle to the location of fire location and open the water on the fire.



Figure 14.6 Hose reel

Blankets

These are also used as extinguishers; small fires can be easily extinguished with the use of blankets.

Ventilation

In the incidents of fire accidents in hotels, there is a rise in smoke, due to which there is a drop in the oxygen levels and suffocation happens. To prevent this, exhaust fans are used as it helps in removing the smoke. Thus, it also helps in giving clear visibility.

Fire Detection Equipment

One of the major threats in hotels is that of fire. Although we have not had loss of life in hotels in India (perhaps as a result of our methods of construction and the absence of wall to wall carpeting) hotels here are also bound by law to take necessary fire safety precautions. An automatic **fire alarm system** is designed to detect the unwanted presence of fire by monitoring environmental changes associated with combustion. In general, a fire alarm system is either classified as automatically actuated, manually actuated, or both. Automatic fire alarm systems can be used to notify people to evacuate in the event of a fire or other emergency, to summon emergency services and to prepare the structure and associated systems to control the spread of fire and smoke.



Figure 14.7 Fire alarm

Detectors

Smoke Detector

- It is a device which is fitted to the ceiling. It helps in detecting the smoke.



Figure 14.8 Smoke detector

Flame Detector

- **Multi-purpose Design:** This detector is designed to ensure the detection ability for temperature change during a pre-fire period.
- Combination of two different heat detection functions (rate of rise and fixed temperature) makes these types of detectors more safe and reliable.

Heat Detector

- Advanced technology enables this detector to increase its precision during real fire detection. These detectors are much more improved than the other detectors thus preventing noise interference which, in turn, reduces unwanted false alarm.
- Low current consumption allows more detectors to be used with each control panel.



Figure 14.9 Heat detector

Manual Alarms

- Available for flush or surface mounting
- Plastic film on glass
- Test key inserted from bottom
- Open circuit with series resistor
- Suitable for the majority of conventional fire alarm system.



Figure 14.10 Manual alarm

Reporting Procedures for Fire Hazards and Fires

A **fire hazard** is any situation in which there is a greater than normal risk of harm to people or property due to fire. Fire hazards include things which, in the event of fire, pose a hazard to people, such as materials that produce toxic fumes when heated or objects that block fire exits.

Fire Rules and Regulations

All metro cities in India have fire regulations and norms and it is mandatory to get a No Objection Certificate (NOC) for buildings especially hotels, restaurants, etc.

Fire Regulations for Restaurants

All restaurants with seating capacity of 50 persons and more have to follow the fire safety measures irrespective of the building height. The existing restaurants should also have minimum fire safety devices as specified by the Delhi Fire Services Department. Some of the requirements are as follows:

- An underground water tank of 5000 liters capacity.
- A terrace water tank of 5000 liters capacity for hose reel & 10000 liters capacity if sprinkler is not provided.
- If the covered area is more than 1500 sq. mts or seating capacity is more than 1000 persons there should be a sprinkler system.

Fire Precautions in Buildings

The following are some of the precautions that have to be followed to prevent fire hazards, in high-rise and any other buildings:

- Do not allow storages or obstructions in the common corridors, staircases and electric meter rooms.
- In case of fire, do not use LIFTS for escape.
- Do not use the basement for any purpose other than permitted purpose.
- Seal the electrical ducts at each floor slab level.
- The A.C. ducts should not pass from one floor to another, divide them into sections.
- Never paint or coat fire detectors or sprinkler heads.
- Do not decorate walls and ceilings of common corridors with combustible material such as wooden panels, etc.
- Do not allow fire fighting tanks to be misused or remain empty.
- Do not ‘switch off’ fire/smoke detection system.
- Do not carry out additions and alterations in the building.
- Acquaint yourself with the layout of the escape routes, staircases, refuge areas and the location of fire alarms.
- Always keep the doors of fire staircases closed.
- All the fire protection installations should be kept in a good state.
- Ground all the lifts, including FIRE LIFT, in case of a fire.

❖ What is the three-fire detection systems required in a hotel?

Fire detection systems required in a hotel are

Smoke

- It is a device which is fitted to the ceiling. It helps in detecting the smoke.

Flame

- **Multi-purpose Design:** This detector is designed to ensure the detection ability for temperature change during a pre-fire period.

- Combination of two different heat detection functions (rate of rise and fixed temperature) makes these types of detectors more safe and reliable.

Heat

- Advanced technology enables this detector to increase its precision during real fire detection. These detectors are much more improved than the other detectors, thus preventing noise interference which, in turn, reduces unwanted false alarm.
- Low current consumption that allows more detectors to be used with each control panel.

Manual Alarms

- Available for flush or surface mounting.
- Plastic film on glass.
- Test key inserted from bottom.
- Open circuit with series resistor.
- Suitable for the majority of conventional fire alarm system.

❖ What is the advantage of protective clothing?

Benefits of Wearing Protective Clothing

Protective clothing: Clothing plays a vital role in protecting the employee from various dangers. Proper fabric and colour of clothing will enhance the protection of the employee. We can adopt various kinds of protective clothing according to the nature of our duties and responsibilities:

- Uniform
- Hand gloves and face mask

Uniform

Fabric used for making uniforms for the staff should be of cotton as it absorbs moisture and, therefore, acts as a best fabric for housekeeping employees.

Hand Gloves and Face Mask

Housekeeping is one such department where the employees have to use a wide variety of chemicals and cleaning agents. Some might be dangerous. It is very important for the housekeeping staff and laundry staff to use safety precautions while working with such materials.

Room-maids/house-boys have to wear hand gloves and ensure that their nose and mouth are covered while cleaning bathrooms or rigid stains on floor with harsh chemicals to prevent any ill effect. Even laundry attendants are trained and instructed to wear protective clothing while handling chemicals.

❖ What is first aid? Give the golden rules of first aid.

First aid is the provision of initial care for an illness or injury. It is usually performed by a lay person to a sick or casualty until proper medical treatment is accessed. Certain self-limiting illnesses or minor injuries may not require further medical care past the first-aid intervention. It generally consists of a series of simple and in some cases, potentially life-saving techniques that an individual can be trained to perform with minimal equipment.

The originator of first aid was a German military surgeon, named Dr. Esmarch. The key aims of first aid can be summarised under the following four key points:

Preserve life - the overriding aim of all medical care, including first aid, is to save lives.

Prevent further harm - also sometimes called **prevent the condition from worsening** which covers both external factors, such as moving a patient away from any cause of harm and applying first-aid techniques to prevent worsening of the condition, such as applying pressure to stop a bleed becoming dangerous.

Promote recovery - First aid also involves trying to start the recovery process from the illness or injury and in some cases might involve completing a treatment, such as in the case of applying a plaster to a small wound.

Quick transport - of casualty to a medical facility.

First aid training also involves the prevention of initial injury and responder safety and the treatment phases.

Golden Rules of First Aid

- Assess, mark safe, get help
- A.B.C rule (airway, breathing, circulation)
 - Maintain clear airway
 - Check breathing – if stopped, apply artificial respiration
 - Check pulse – if absent, give cardiac compression
- Do first things first quickly, quietly and without fuss or panic.
- Stop any bleeding.
- Guard against or treat for shock by moving the casualty as little as possible and handling him gently.
- Do not attempt too much – do the minimum that is essential to save life and prevent the condition from worsening.
- Reassure the casualty and those around and so help to lessen anxiety.
- Do not allow people to crowd round as fresh air is essential.
- Do not remove clothes unnecessarily.
- Arrange for the shifting of the casualty to the care of a doctor or hospital as soon as possible.
- Treat the shock and its cause.
- Arrange transport for taking the casualty to the hospital.

❖ What are the different types of fractures?

A broken bone is never a laughing matter and if you, or someone you are with breaks a bone it is important to know what to do. Although you should **always** get medical help rather than trying to fix the problem yourself, sometimes medical help is not available and you have no choice, but to help the person yourself. There are several kinds of breaks and before you begin any treatment, it is important to know what type you are dealing with. The fractures could be categorised as under:

- A **Greenstick Fracture** is when the bone only cracks and does not fully break. Since such cracks do not break the skin, they should be treated as a Single Fracture. These fractures can be determined by using x-rays.

- A **Bending Fracture** occurs in children only. In this case, the bone bends but does not actually break.
- A **Single Fracture** is when the bone breaks in one place and does not pierce the skin.
- A **Compound Fracture** is when the bone has broken into two pieces.
- A **Comminuted Fracture** is when the bone is broken in more than two places or crushed.
- An **Open and Compound Fracture** is when the bone has actually punctured the skin and is visible. These breaks are very severe and have a high risk of infection. DO NOT try to set these breaks yourself, instead get professional medical help immediately.

First- Aid for Fractures

Now here is what to be done, if someone has broken a bone. First and foremost, stay calm! Your staying calm will help to keep the person suffering the break stay calm and comfortable. Next, call 999 or get to an ER. If you are out of reach (say you're camping in some remote area) and cannot get to help, or are instructed by a trained professional, only then should you begin the following steps. It is very important to note the following:

- If you think the person may have injured their back, neck, or head DO NOT move them unless it is Absolutely Necessary.
- Try not to move the broken limb, as it could cause more damage and pain.

If you cannot reach help, or have been instructed to administer aid, here are the following steps for helping the person in need:

- Make the person as comfortable as possible before immobilising the injured area.
- To keep the area from moving you'll have to make a splint. This works with leg and arm breaks where the arm is not bent. This can be done using a variety of materials such as boards, rolled newspapers, sticks, an umbrella, rolled blankets, etc. Place the item around the injury and gently secure it with rope, strips of cloth, a tie; whatever you have available.
- If the above materials are unavailable and the injury involves limbs, you may tape or tie the injured leg to the uninjured one, tape an injured arm to the chest, or to the side of the body (surround the limb with padding first) depending upon whether the elbow is bent.
- After you have wrapped and splinted the limb, check for a pulse. If you cannot find one then it means the bonds are too tight and must be loosened. Because fractures cause swelling you should check this often to make sure the person remains comfortable. Other signs that the splint is too tight are a numbness, tingling, or bluish tint to the skin at the sight of the break.
- If the person has broken their arm and the arm is bent at the elbow then take a cloth and fold it into a triangle. Then gently slip the widest part under the arm and tie the two ends around the neck, forming a makeshift sling. You want the arm resting at a 90° angle. To keep the swelling and pain down, apply an ice pack, ice wrapped in a cloth, or, if all else fails, a bag of frozen vegetables. Do not keep the ice on for much longer than 20 minutes as it can cause numbness and discomfort.
- Unless the person is bleeding, aspirin, ibuprofen, or any other pain reliever may be used to ease the pain.

❖ **Write the first aid remedies for the most common illnesses and accidents which an employee come across while working in hotel**

General First Aid Procedure

“First, do no harm.” This means that, whatever you do, you should leave the patient in the same or better shape than when you arrived.

The next equally important caveat is, “No injured rescuers!” In any first aid or rescue procedure, you must take extreme care to make sure that the rescuers come to no harm. The arithmetic is simple: one rescuer and one victim are better than two victims.

These two principles should be the core of any procedures you enact.

- Call for help. Get at least two people going for help if you can.
- Assess Danger. If the patient is laying on the railroad tracks, you have to move them to a safe place before performing rescue. Be wary of chemical and electrical hazards, as well as bodily fluids, before you touch the victim. If you must move the victim, watch out for neck or spinal trauma and move accordingly.
- Next, ensure ABC of first aid:
 - **A**irway -- is the airway clear?
 - **B**reathing -- is the victim breathing?
 - **C**irculation -- is the heart beating?

Note that part of circulation is control of bleeding.

- **Stabilise:** Treat for shock -- which in this case means make sure that you maintain body temp (if it is cold outside, keep them warm; if it is hot outside, find shade and cool them). You can also put them in a comfortable or effective position. Difficulty breathing may require them to sit up. Faintness may improve if the legs are elevated above the heart. Unconsciousness may do best if they are on their side and head tilted down. Watch for potential spinal/neck trauma! If there is a chance of this, stabilise them so no torsion or shear will be placed on the spine or neck. If you suspect broken bones, this is the time to stabilise them which means make sure that they won't flop around. It doesn't mean splint or reducing fractures.
- **Evaluation and history:** Are they conscious? If not, note how you found them. Guess what happened too. If they are conscious, see if they're oriented in place and time. Who are you? What day is it? What year? Who's president? Do you know what happened to you? Note how coherent they are.

If they're reasonably coherent, find out what happened and if you can, make notes.

Ask about medicine they're taking, conditions they have, allergies, etc.

- **Don't just leave:** Turn the responsibility over. After you've performed treatment, make sure you turn the victim over to the next care-giver. Be prepared to give a report to them detailing what is transpired. Make certain that they take over responsibility and that you've conveyed all important information before leaving.

First aid procedure for some common ailments which we come across working in hotels

Shock

Shock is what happens when the heart and blood vessels are unable to pump enough oxygen-rich blood to the vital organs of the body. Although every illness involves shock to some degrees, it can be a life-threatening problem. The best way to protect people from the serious damages that shock can have on the system is to recognise the signs before the person gets into serious trouble. In most cases, only a few of the symptoms will be present and many do not appear for sometime. The most common symptoms are:

- Pale, cold, clammy and moist skin
- Anxiety, restlessness and fainting
- Shallow, rapid and irregular breathing
- Excessive thirst
- Loss of blood pressure
- Vacant or dull eyes, dilated pupils
- Weak, rapid, or absent pulse
- Nausea and vomiting
- Person may seem confused or tired

Classification of Shock

- *Hypovolemic Shock*: This form of shock is brought on by a decrease in the amount of blood vessels or other fluids in the body. Excessive bleeding from internal and external injuries, fluid loss due to diaorrhea, burns, dehydration and severe vomiting usually cause this kind of shock.
- *Neurogenic Shock*: In the case of neurogenic shock, the blood vessels become abnormally enlarged and the pooling of the blood disallows an adequate blood flow to be maintained. Fainting is an example of this sort of shock, as the blood temporarily pools as the person stands. When the person falls, the blood rushes back to the head and the problem is solved.
- *Psychogenic Shock*: This shock is more common and is known as a “shock like condition”. It is produced by excessive fear, joy, anger, or grief. “Shell shock” is a psychological adjustment reaction to stressful wartime experiences. Treatment for shell shock is limited to emotional support and help from a medical facility.
- *Anaphylactic Shock*: This form of shock is brought on by an allergic reaction from a food, bee sting or other insect bite and inhalants.

Treatment of Shock

- Call 999 (or your local emergency help provider) for help.
- Lay the victim face up, on a blanket or coat if possible and raise the feet above the head unless they are fractured. If the person is bleeding from the mouth or vomiting, tilt their head to the side to avoid fluids going into the lungs and airways. If you are unsure of injuries, keep the people laying flat. Loose tight clothing, braces, belts, jewellery, etc to avoid constriction of the waist, neck and chest.
- Keep the victim comfortable and warm enough to be able to maintain their own body heat. If possible, remove wet clothing and place blankets beneath the victim.
- NEVER use artificial sources of heat. If they are bleeding severely, do not apply heat to the wounded area as it will prevent the blood from clotting easily.
- Check for other injuries, such as **bleeding** and **burns** and treat the other injuries according to first aid procedures. If possible try to splint **sprains** or **broken bones**. If you are unsure of how to do this, leave them as they are to avoid further damage.

- If they claim they are thirsty moisten their lips with water, but DO NOT give them anything to drink, as it may induce vomiting.
- Try to keep the victim calm. Excitement and excessive handling will worsen their condition; try to assure them that help is on the way.
- Remember, if you can perform these actions before shock has completely developed, you may prevent its occurrence and if it had developed, you may stop it from becoming fatal. If shock is left unattended, the victim will die. It is extremely important that first aid be performed as soon as possible.
- **Concussion** - A concussion is by definition “any impact to the head”. The impact to be worried about is anything that hits you in a moderate to quick motion. When this sort of impact happens, the brain may collide and bounce off your skull. This causes swelling to occur and in severe cases, it causes a bruise to appear on the brain known as a contusion. Because brain tissues are so sensitive and delicate moving around in this fashion can cause them to tear, stretch, twist and swell. When these things occur the “messaging” system of the brain is often disturbed and the person may have trouble with certain mental or physical activities. Whiplash, car accidents, blows to the head, falls and (most common) sports injuries are all common causes for concussions. Sometimes when a person receives a concussion, he/she will go unconscious. This is often a sign of brain damage and should be dealt with promptly.

Signs of a concussion are as follows:

- Blurred vision
- Delayed (or incoherent) verbal and motor responses
- Memory loss
- Dilated pupils
- Loss of balance
- Inability to focus
- Sudden changes in personality or mood swings
- Inability to perform simple tasks and calculations
- Slurred speech
- Drowsiness
- Confusion
- Persistent headaches
- Uncoordinated movement
- Seizures
- Bleeding or bruising behind the ears

While waiting for medical assistance to arrive:

It seems as though the person has suffered more than just a bump on the head and you have called for medical assistance, you may perform the following steps to help the person.

- While waiting for medical assistance, lay the victim lying down in the recovery position. (Head lowered and legs elevated, loose any tight clothing, apply cool, damp cloths to face and neck (if available))
- Make sure that the victim is breathing properly
- Control any bleeding
- If the victim becomes unconscious for any amount of time, make sure to note this information and report it when medical help arrives.
- Even if they complain of thirst, DO NOT give the victim anything to drink.

➤ **Choking**

Heimlich maneuver: This maneuver is used to stop someone from choking on a foreign object blocking the airway by removing the object. This simple first aid procedure forces air out of the lungs in an attempt

to force the obstruction out of the airways. This procedure should be used on all conscious choking adults and children from ages 1-18. If the child is under a year old, the method is not recommended and should not be used. The Heimlich maneuver is a series of under the diaphragm abdominal thrusts, which force air from the lungs to create an artificial cough. This “cough” is intended to remove the obstruction from the airway. Each thrust should be given in attempt to remove the obstruction. Although the Heimlich maneuver is simple and effective, it can be painful for and even injurious to the victim. It is something to be reserved for genuine emergencies and should be performed only when the situation meets the following guidelines:

- The person cannot **talk, cough, or breathe**. (If the person is coughing, they’re not choking, so don’t perform it.)
- The person nods yes to the question, “**Are you choking?**” The person is **unconscious** and your attempts to breathe for them are blocked.

Epileptic fit - This can be a major or minor attack, but it is not unusual for a major attack to follow a minor one. In a major attack, the person will suddenly lose consciousness and fall to the ground and will have a series of convulsions which may be violent. The place where the person has fallen should be cleared of obstacles so that the patient does not hurt him or herself. If possible the clothing should be carefully loosened and something soft placed under the head. When the convulsions have ceased, the person should be put under observation until he or she is fully recovered and a doctor should be informed of the attack.

Asphyxia - When the lungs do not get a sufficient supply of fresh air and the important nerve centers in the brain, which regulate these activities, are deprived of oxygen a dangerous condition called asphyxia occurs.

Signs and Symptoms of Asphyxia

- Dizziness and weakness
- Rapid pulse
- Swelling of veins in the neck
- Shortness of breath
- Partial loss of consciousness
- Cheeks and lips become blue

Treatment

- If possible, the person should be removed from the place or any crowd around the patient be dispersed so that there is free passage of air.
- Artificial respiration should be applied immediately.

➤ Diabetic

Classification

There are two different categories of emergencies when it comes to diabetes. They are Hypoglycemia (low blood sugar) and Hyperglycemia (high blood sugar).

Hyperglycemia – Starting of hyperglycemia (high blood sugar) condition is usually slower and may occur when the diabetic consumes a large amount of sugar when they are remotely inactive. It may also be a sign of ketoacidosis. The symptoms of this condition are:

- Hot dry skin

- Extreme thirst or excessive thirst
- Frequent need to urinate
- Smell of acetone (nail polish remover) on the person's breath
- Drowsiness
- Unconsciousness, which may lead into diabetic coma, if untreated
- Blurred vision

Treatment for Hyperglycemia

- Do not give the person any sweet thing to eat or drink as it will raise blood sugar even more.
- Do not give the person an insulin shot. If the person is conscious and able, allow him/her to give himself/herself a shot. If he/she asks, you may give assistance, call the local emergency or bring the person to the ER, if blood sugar is abnormally high, or if the person is unconscious.
- If help is delayed, give the person sugar free liquids.

Hypoglycemia – Onset of hypoglycemia (low blood sugar) condition is usually rapid and usually happens when the diabetic is physically active and is not taking enough care to maintain the sugar levels. The symptoms of this condition are:

- | | |
|----------------------------|------------------------------------------|
| • Pale skin | • Weakness and tiredness |
| • Confused (may act drunk) | • Aggressive or cranky |
| • Hungry | • Excessive sweating |
| • Rapid pulse | • May go to sleep and become unconscious |
| • Seizure | |

Treatment for Hypoglycemia

- A diabetic should always try to carry something sweet with them, be it a non-diet soda, fruit, or some candy in case they go 'low'. Administering this sweet drink or food item will help reverse the effects of hypoglycemia and raise the persons' blood sugar levels.
- Glucose tabs and gels are available in most drugstores. Only give food or drink if the person is conscious.
- If the person loses consciousness or cannot swallow then medical assistance is needed.
- Call on the local emergency number immediately or take the person to the ER.
- If the person goes into a **seizure**, call the local emergency immediately.
- There is an injectable medication called glucagon, which is available by prescription. A family member or friend should learn how and where to administer this shot, which raises the blood sugar quickly.

Drug Overdoses

When someone takes overdoses of any drug, speed becomes the most important factor, even more so than the substance that was overdosed on. This is because the longer someone goes without treatment, the more the drug is absorbed and the more damage is done. People can die from drug overdoses.

Treatment

- Contact the poison control center and local emergency immediately.
- If the victim is unconscious, check vital signs. If you need to, begin CPR. If the person is unconscious check the airways and clear them out (remove any pills, vomit, etc)
- Once the unconscious person is 'stable', place them in the recovery position (lying on their side) and wait for help to arrive while keeping a close eye on him/her.
- If you find pills, syringes, medications, bottles & containers (from medications or drugs) or drugs around the person save them and give them to the medics when they arrive. If available, save a sample of the vomit as well.
- If the person is conscious, ask him/her about the happening and most importantly keep him/her as awake and alert as possible.
- DO NOT try to induce vomiting unless instructed to do so by a medical professional. The poison control center will tell you what to give and how much to give based on the person's age/weight, etc.
- DO NOT give the person anything to eat or drink unless instructed.
- DO NOT leave the person alone.
- Try to figure out the time when the drug was taken and the quantity intake.

Insect & Snake Bites

Insect bites and stings carry the risk of allergic reactions, infections and skin injury. The bites introduce venom to the body that will often cause the skin around the bite to swell and itch. When bites are received wash the area with water and soap, then apply antibacterial cream and a bandage. Below are directions for caring for more specific types of bites.

Insect Bites

- If the reaction is mild, apply a paste made from baking soda and water, wet cloth or ice (in a bag or cloth to avoid cold injuries)
- If **allergic** reaction seems to be taking place, seek medical help as soon as possible, severe reactions should get help immediately.
- Seek medical help, if bite becomes infected, or looks like as if infected.

Spider Bites

- Keep the bitten area still and hanging down.
- Apply ice (in a bag or cloth. Do not apply directly to skin)
- Seek medical attention to ensure spider is not poisonous.
- If shock occurs take the necessary medical steps.
- Bites from Black Widow or Brown Recluse spiders may cause nausea, fever, pain and local skin reactions, like blisters. Spider bites may take hours or days to show any of these reactions.

Snake Bites

When you receive a snake bite, your body is introduced to, at times, a powerful venom. It is very important to get immediate medical attention, if any of the following symptoms occur:

- Hives
- Slurred speech
- Numbness and cramping
- Anxiety, confusion, or unconsciousness
- Swelling lips, tongue, throat and or eyes
- Coughing, difficulty breathing, wheezing
- Nausea and vomiting

If you can, try to identify the snake, or take note of its appearance. This will help doctors determine if the snake is poisonous. If you can't find it, don't bother looking for it. Don't give the person anything to eat or drink especially alcoholic beverages. If you think the snake was poisonous, then you may apply a **light** tourniquet 2-4 inches above and below the bite area.

Most snakes are not poisonous and poisonous snakes are not found in Maine or Alaska. But you should still have these bites inspected so you can prevent the spread of bacteria and infection. Getting medical attention quickly is important because the anti-venom serums are ineffective, if they are not administered within 12 hours.

Bee Stings

If someone is stung by a bee, the first step is to remove the stinger if it is still present in the skin (this only occurs with the honeybee, which dies shortly after stinging.). This should be done by using tweezers, or, if no tweezers are available, scrape it out with a fingernail, or card. It is important never to squeeze a stinger when removing it, as more venom will be injected into the bite. Then wash the bite area with an antibacterial soap then you may apply an antibacterial cream if you want. After the area has been washed, apply ice wrapped in a cloth or in a bag to the skin (do not apply ice directly as it may freeze the skin and cause more damage), the ice will help minimise the pain and swelling. If you are not allergic to bee stings, you may experience anything from a mild irritation and itching to the swelling of the entire part of the body that was stung. If you're allergic to bee stings, you could be subject to a very serious (although rare) allergic reaction known as Anaphylactic shock. This reaction can be life threatening and should be taken very seriously. All cases of anaphylactic shock and suspected shock should report to the emergency room as soon as possible. Most allergic reactions to bee stings are not this serious and vary from person to person, although many people allergic to stings tend to have worse allergic reactions each time they are stung.

Nausea and Vomiting

Old or young, when you feel sick, there are few things worse than feeling nauseous and vomiting. Nausea itself is an uneasiness of the stomach, which may or may not lead to vomiting. And although they may feel it, they are symptoms of diseases rather than diseases themselves.

They are usually a result of things like:

- Viral and bacterial infections like **colds** and **flu's**
- Food poisoning
- Over eating and **indigestion**
- Certain smells and odours
- Intense pain
- High **fever**
- Emotional stress (like fear or excitement)

- Motion sickness, seasickness and dizziness
- Early pregnancy (“morning sickness”)
- Cancer treatments like chemotherapy and radiation
- Exposure to toxins (poisons, chemicals)
- Blocked intestine (rather uncommon and usually found in early infancy)
- Appendicitis
- Head injuries, like **concussions**, migraines, brain injury
- And sometimes they’re a sign of more serious injuries like kidney and liver disorders, heart attacks, brain tumors, gall bladder disease, nervous system disorders and some kinds of cancer.

Often, if you aren’t sure of the cause, you can determine it merely from the time when the feelings first occur. If it occurs right after a meal, indigestion, an ulcer, or a mental disorder (such as bulimia) could be to blame. One to eight hours after a meal could indicate food poisoning. Diseases like salmonella may take several days before any nausea is felt. Luckily, in many cases both nausea and vomiting can be controlled to some degrees. If you are feeling nauseous, you can do the following to try and control or stop the feelings:

- Drink clear or cold drinks
- Eat light and simple food like saltine crackers which don’t have a strong taste or odour. Take care to avoid sweet, greasy and fried foods as they will only make you feel worse. Also do not mix hot and cold foods.
- Eat slowly and have small frequent meals throughout the day as opposed to three larger meals.
- Drink beverages slowly and take small sips, try to drink between meals instead of during taking meals.
- Do not brush your teeth right after eating
- Avoid activities immediately after eating instead rest after eating with your head elevated about twelve inches above your feet. Activity may increase nausea.
- If you feel nauseous when you wake up in the morning, have some crackers (like saltines) before getting up and moving about, or have a snack before bed that’s high in protein (Like cheese, or some lean slices of meat).

Nosebleeds

Nosebleeds are a common injury amongst people young and old. The nose is a part of the face rich in blood vessels and any trauma to the face can start a nosebleed. Nosebleeds are also common in dry climates and during the winter months when people are going from the cold to the dry heat of their homes. During these months the nose membranes become cracked and dry. This drying out of the membranes is what causes nosebleeds. People who are taking medications that prevent normal blood clotting are at a higher risk of getting a nosebleed. For these people, only a light trauma could spark a nosebleed. Other factors that promote nosebleeds are alcohol abuse, infection, use of blood thinning medications, hypertension, allergic and non-allergic rhinitis and less commonly, from inherited bleeding problems and tumors.

Stopping the common nosebleed:

In most cases the common nosebleed is fairly easy to stop and no medical help is needed.

- o Using a clean cloth, tissue or sterile gauze, pinch the nose together at the nostrils and firmly apply pressure towards the face. Hold like this for at least 8 minutes, or until the nose stops bleeding.
- o Have the person lean forward slightly or sit up straight. Do not let the person lean back, or blood may flow into the windpipe. Keep the head above the heart, or in other words, don't let the person lie down. If they must lie down try to keep their head elevated at a 45 degree angle.
- o Apply crushed ice in a bag or cloth to nose and cheeks. Make sure that the ice is in a bag or cloth because direct application may cause frostbite to skin.

Burns and Scalds

Burns are injuries that damage and kill skin cells. These wounds often need special consideration and require a trip to the doctors. Burns can be caused from hot liquids and materials, common household chemicals, fire, radiation from the sun and other sources. When someone has been burned, there are three important factors that must be looked at, depth (first, second, or third degree), area (total body space covered) and location (where the burn is on the body).

Classification and Treatment

First Degree: Most first degree burns are superficial and can be cared for at home without the help of a medical professional. These burns are much like typical sunburns and are cared for in a similar way. You should immerse the burn in cool water (do not use ice!) and then blot it gently and apply burn cream and cover with a dry, clean, non-stick pad. These burns usually leave the skin red and mildly swollen. The skin sensations are intact and the burn is painful to the touch. Most average sunburns are characterised as first degree burns.

Second Degree: Second degree burns are more serious and should be seen by a medical professional. If the burn seems very severe report to an emergency room or call 999. Although second degree burns often look like first degree burns, in the sense that they are red, the damage goes deeper. With these burns, the pain is more intense and blistering may occur. The burns may also be wet, or weeping and may have a shiny surface. It is advised that these burns are not touched or covered.

Third Degree: These burns are the most serious. Third degree burns are very deep and the burn often appears white, deep red, or black because of skin death. These burns are often without sensation because nerve endings have been damaged. It is important that these burns are not touched, or covered unless absolutely necessary. Any contact with the burned skin can cause more damage and heighten the chance of infection.

For both second and third degree burns:

- If face is affected, let the victim sit and watch for breathing difficulties, until medical help is received.
- If arms and legs are affected, keep the victim elevated above heart level.

Burn Treatment:

- o Remove and constricting jewellery
- o DO NOT use oils or butter on a burn
- o DO use affected area with cool water ASAP! It can be cleansed gently with chlorohexidine solution.

- DO NOT use ice or ice cold water. This can cause additional damage. If you have not received a tetanus booster within 5 years, get one to protect against tetanus infections.

Asthma

An asthma attack is when something (such as dust, pollen and cigarette smoke) triggers a switch in the person that causes their air passages to constrict, tighten and spasm causing the person to cough, wheeze and have difficulty breathing. This can also be caused by anxiety and tension. Most people who suffer attacks on a rather regular basis will carry their medication with them.

If someone you are with is having an attack:

- Help him/her assume an upright position; it will be for him/her to breathe better than lying down. You may want to encourage the person to sit with their legs crossed and their elbows on their knees as this is a relaxing position and may ease breathing.
- Talk to the person calmly and try to help him/her to relax.
- Make sure that the person having an attack is in an area where there is a good supply of clean air (as opposed to a dusty room).
- As soon as the person is sitting down, let him/her take the medication. If the person cannot take the medication himself/herself, then you will have to assist him/her. Shake the puffer and give them one puff of reliever (with or without a spacer). The person should then hold the breath for 4 seconds and then breathe in and out normally 4 times. Repeat this step four times.
- Wait for sometime. If there is no improvement, repeat the previous step again.
- If there is still no improvement, call an ambulance and continue repeating the process until help arrives.

First aid for some other common ailments is:

- **Hangover:** Taking aspirin and drinking a lot of water help.
- **Hiccups:** Drinking water or eating sugar helps.
- **Backache:** The person should be laid flat on the bed and advised to take rest. Some painkillers can be given after consulting the patient for any allergies.
- **Heat stroke:** It is caused by exposure to excessive heat, especially moist heat. If a person, with or without physical exertion, is under conditions where the air and surroundings are hotter than the body, it is difficult to get rid of heat from the body by evaporation of sweat. Lack of fluids and salt can also cause heat stroke.

Signs and Symptoms

- | | |
|---------------------------|----------------------|
| • Headache | • Irritation of skin |
| • Vomiting | • Dizziness |
| • Flushed or bloated face | • Hot and dry skin |

Treatment

- The person should be taken to the coolest possible area in the hotel.
- The patient's face should be sprinkled with water and he or she should be wrapped in a wet sheet and fanned.

- **Foreign body in the stomach:** For example, pins, buttons or coins that are accidentally swallowed. Smooth objects need not necessarily cause any harm, but nothing should be given by mouth and immediate medical aid should be sought.
- **Foreign body in the eye:** The injured eye should not be rubbed, but bathed with the aid of an eye bath. If the object can be seen, one may try to remove it with the corner of a clean handkerchief. If it cannot be removed and the eye is painful, the patient should be taken to a doctor or to a hospital.
- **Fish bone in the throat:** This can cause discomfort with continuous coughing and even vomiting. Generally, foods like rice or banana are given to the patient to swallow without chewing, to remove the bone. In case it cannot be removed this way, medical aid is sought.
- **Cramp:** It is due to the sudden involuntary and painful contraction of a group of muscles. It may be caused:
 - Due to chills during exercise or while bathing
 - When there is excessive loss of fluids due to acute diarrhoea, excessive vomiting or sweating

Treatment

- The affected part should be massaged and kept warm
- Warm salt water may be administered
- **Foreign body in the ear:** If an insect gets into the ear channel, the ear should be filled with olive oil or salad oil or a few drops of surgical spirit inserted. The insect will float to the surface and may be removed. In case it is severe, a doctor should be called or medical aid obtained.
- **Foreign body in the nose:** The patient should be instructed causality to breathe with his mouth and medical aid obtained immediately.
- **Sprains:** A sprain is a wrenching or tearing of a ligament and tissues around a joint.

Symptoms

- Pain at the joint
- Inability to use the joint without increasing the pain
- Swelling

Treatment

- The affected area should be placed in the most comfortable position, preferably raised to prevent movement.
- The joint should be exposed and a firm bandage applied.
- The bandage should be wetted with cold water and kept wet.
- When the bandage ceases to give relief, it should be removed and reapplied.
- **Fainting:** This may be due to the same reasons as shock. The loss of blood from the head gives rise to extreme pallor, beads of perspiration and loss of consciousness. The patient should be made to lie down flat and constricting clothes need to be loosened. The patient should have plenty of air and then he is treated as for shock.
- **Heart attack:** This is a manifest itself by acute chest pain, breathlessness and feeling faint. The patient should be propped up, with the head high, or allowed to sit down, leaning slightly forward in a chair and should not be moved until the ambulance or the doctor arrives.

❖ What are the do's and don'ts on first aid?

Do's

- Attend the casualty as soon as possible
- Take enough history of the accidents
- Make the casualty and yourself comfortable while giving first aid
- Uncover the casualty as little as possible
- Transport an unconscious casualty in a $\frac{3}{4}$ prone position
- Transport a lower jaw fracture casualty with the face downwards position or sitting position
- Stop bleeding first
- Treat fracture on the spot
- Treat for shock
- A casualty with the fracture of the spine, pelvis or leg must be lifted with a blanket lift or the emergency method
- When in doubt, treat the injured part as a fracture
- When there is vomiting, turn the face towards a side
- If you use a constrictive band, take care to loose it in every fifteen minutes

Don'ts

- Do not try to set right a dislocated joint
- Avoid using splints as far as possible
- Do not use spirit near the eyes or an open wound
- Do not apply bandages too tight so as to impede circulation
- Do not neglect a dog or a monkey bite
- Do not induce vomiting where casualty is unconscious
- Do not give a bunch of key or an iron article in the hands of a casualty having epileptic fit
- Do not administer oil to casualty of rat poisoning
- Do not administer salt solution for vomiting to a casualty of opium poison
- Do not attempt to do too much and take the responsibilities of the doctor
- Do not feed a casualty when you suspect an internal injury, but transport the casualty as quickly as possible to a hospital
- Do not apply oil or ink on burns and scalds
- With a snake bite on a casualty do not waste time in using “mantaras, tantaras and poojas”, but transport him to a hospital as quickly as possible

Always know that security means being alert to the situation. There is no better way to do that than to answer the:

SPECIFIC QUESTIONS

❖ Define safety and security

Safety is a condition wherein people are safe from any sort of injury, hurt, or loss while present in their workplace.

Security is a measure to prevent theft, fire and other emergency situations in the workplace

❖ **What is G.M. Key?**

- **G.M. key or the grandmaster key** is the key that opens all hotel guestrooms and often all housekeeping storage rooms as well. It can also double-lock a room if access to it has to be denied. This key can be used in emergency situations when it is vital for a manager to enter some or all areas of the hotel. It is kept under lock-and-key at the front desk of hotels.

❖ **List any 2 causes of accidents in hotel**

- **Poor Housekeeping:** Improper storage and stacking, congestion.
- **Defective Equipment:** Vacuum cleaners, scrubbing machines, laundry equipment.

❖ **What are the E's of safety?**

- **Safety education** – The primary purpose of this programme is to make the public aware of the measures that they should take to reduce the risk of fires or accidents in the hotel, at home, in the air/water or while walking, driving or riding as a passenger in a motor vehicle and/or which provide instructions for preparing for and surviving when an accident occurs. Also included in this programme are conduct related safety inspections, particularly in the traffic areas.
- **Safety engineering** – It is an applied science strongly related to systems engineering and the subset system safety engineering. Safety engineering assures that a life-critical system behaves as needed even when pieces fail.
- **Safety rule enforcement** – It is done through motivating employees and creating awareness in them about safety.

❖ **What is key coding?**

A **key code** is a series of alphanumeric characters used by locksmiths to create a key.

❖ **What is chronic hazard?**

Is when a substance that can damage health over a relatively long period, after continuous or repeated exposures.

❖ **What are safety tags?**

Safety tags are to be used to identify a temporary hazard. Safety tags are to be used until the hazard is eliminated or hazardous operation is complete. The message on the safety tag is to clearly convey potential, type and degree of the hazard that may lead to accidental injury or property damage.

❖ **What are MSDS, OSHA and OHSMS?**

- **MSDS** – The acronym of Material Safety Data Sheet, MSDS is a list of chemical agents, with full details of their chemical composition, the precautions that will have to be taken while using them, the step by step procedure of handling them, the do's and don'ts of storage, how and where to dispose of unused materials that have crossed the expiry date, or those that have been opened and have no shelf life.

OSHA – The acronym of Occupational Safety and Health Administration, OSHA is an agency of the US government under the Department of Labour with the responsibility of ensuring safety at work and a healthful work environment.

OHSMS – The acronym of Occupational Health and Safety Management System, OHSMS is intended to provide a framework for developing and implementing improvements in occupational health and safety.

❖ **Which are the departments that have the first-aid box?**

It is suggested to keep first-aid box in every operational department, especially housekeeping, kitchens and time office.

❖ **What are standard containers for the first-aid boxes and their contents?**

A well-stocked first-aid kit, kept within easy reach, is a necessity in every hotel. Having supplies gathered ahead of time will help you handle an emergency at a moment's notice. Choose containers for your kits that are roomy, durable, and easy to carry and simple to open. Plastic tackle boxes or containers for storing art supplies are ideal, since they're lightweight, have handles and offer a lot of space.

Following are the contents included in the first-aid kits:

- First-aid manual
- Adhesive tape
- Elastic bandage
- Soap
- Antiseptic solution (like hydrogen peroxide)
- Acetaminophen and ibuprofen
- Tweezers
- Sharp scissors
- Disposable instant cold packs
- Alcohol wipes or ethyl alcohol
- Plastic gloves (at least 2 pairs)
- Mouthpiece for administering CPR
(can be obtained from your local Red Cross)
- Rubber sheeting
- Sterile gauze
- Adhesive bandages in several sizes
- Antiseptic wipes
- Antibiotic cream (triple-antibiotic ointment)
- Hydrocortisone cream (1%)
- Extra prescription medications
(if the family is going on vacation)
- Safety pins
- Calamine lotion
- Thermometer
- Flashlight and extra batteries
- Your list of emergency phone numbers
- Blanket (stored nearby)

❖ **What are the three simple steps an employee can take to prevent accidents and injuries?**

Accidents and injuries do occur without any prior notice. However, by following three simple rules, employees can prevent accidents and contribute to a safe, accident-free work environment.

- **Take adequate time:** No job is so urgent that it has to be done in an unsafe and hurried manner.
- **Correct unsafe conditions immediately:** If an unsafe or hazardous condition cannot be corrected by the employee himself or herself, it should be reported at once to the supervisor.
- **Do it safely the first time.** Every employee must do his or her job in a safe and correct manner. This is the best way to prevent accidents.

❖ **Give three ways that a housekeeping personnel can help the hotel to reduce theft**

- **Never Open Doors** – For guests who have lost their key. They should politely tell the guest to go to reception for a replacement.
- **Never to unlock doors for contractors** or other employees. They should go through the proper channels.
- To **apply** for a **gate pass**, if a guest gives a gift or if they are authorised to take home uncollected lost property or discarded hotel property.

❖ **What is a fire safety squad?**

Squads are formed by groups of employees representing each department for helping the hotel to overcome emergency situations like fire, bomb threat, etc. These people are well trained to address any emergency situation.

❖ **What is artificial respiration?**

Artificial respiration is the act of simulating respiration, which provides for the overall exchange of gases in the body by pulmonary ventilation, external respiration and internal respiration. This means providing air for a person who is not breathing or is not making sufficient respiratory effort on his/her own (although it must be used on a patient with a beating heart or as part of cardiopulmonary resuscitation to achieve the internal respiration).

Pulmonary ventilation (and, hence, external respiration) is achieved through manual insufflations of the lungs either by the rescuer blowing into the patient's lungs, or by using a mechanical device to do so. This method of insufflations has been proved more effective than the methods which involve mechanical manipulation of the patient's chest or arms, such as the Silvester method. It is also known as **Expired Air Resuscitation (EAR)**, **Expired Air Ventilation (EAV)**, **mouth-to-mouth resuscitation**, **rescue breathing** or colloquially the **kiss of life**.

Artificial respiration is a part of most protocols for performing cardiopulmonary resuscitation (CPR) making it an essential skill for first aid. In some situations, artificial respiration is also performed separately, for instance in near-drowning and opiate overdoses. The performance of artificial respiration in its own is now limited in most protocols to health professionals, whereas lay first-aiders are advised to undertake full CPR in any case where the patient is not breathing sufficiently.

❖ **What is the difference between “burn and scald”?**

When the skin completely gets burnt it is called “burn”. But if the skin doesn't burn, but only have rashes due to heat, it is called scald. Burns and scalds are the second most common accidents in the kitchen. They result in injury of varying degrees of severity. They are caused by contact with

- Hot surfaces of grills, ovens, griddles, burners, etc
- Hot water or steam from boilers and steamers
- Spillage or splashes from hot food or drink
- Hot fat from frying pans, woks, deep fat fryers
- By using defective equipment like loose handles on utensils, faulty tongs, etc

SUMMARY

The following points have been discussed in this chapter:

- Safety and security in hotels
- Hazards in housekeeping
- Accident procedure, effects/ causes / procedure/ report
- Sickness and death
- Crime prevention
- Emergency procedures for:
 - o Fire safety
 - o First aid

- o Scanty baggage
- o Bomb threat
- o Guest and employee thefts
- o Terror attack

A safe and clean establishment increases productivity and profits. Not only should customers be protected, but, in the interest of both customer and employees, premises should be safe and it is the foremost duty of the management to ensure safety at the work place. A secured and safe work environment creates a positive atmosphere for constructive work. We know that most hotels outsource a number of people of the safety departments along with other departments. Let us take a deep look into the contracts and outsourcing that forms a part of the on goings of a hotel in the next chapter.

KEY TERMS

- **Angina** – Is chest pain or discomfort that occurs when an area of your heart muscle doesn't get enough oxygen-rich blood. Angina may feel like pressure or squeezing in your chest. The pain also may occur in your shoulders, arms, neck, jaw, or back. It can feel like indigestion.
- **Asphyxia** – When the lungs do not get sufficient supply of fresh air and the important nerve center in the brain, which regulate these activities are deprived of oxygen and this causes a dangerous condition called asphyxia.
- **Choking** – To dislodge the obstruction bend the casualties head and shoulders forward and tamp his back hard between the shoulder blades. If it is not successful encourage him to vomit.
- **Contingency plan** – Is a plan devised for a specific situation when things could go wrong. Contingency plans are often devised by governments or businesses who want to be prepared for anything that could happen. They are sometimes known as “Back-up plans”, “Worst-case scenario plans”, “Scrap Situation” or “Plan B”.
- **CPR** – Cardiopulmonary resuscitation (CPR) is an emergency procedure for people in cardiac arrest or, in some circumstances, respiratory arrest. CPR is performed both in hospitals and in pre-hospital settings. CPR involves physical interventions to create artificial circulation through rhythmic pressing on the patient's chest to manually pump blood through the heart, called chest compressions and usually also involves the rescuer exhaling into the patient (or using a device to simulate this) to ventilate the lungs and pass oxygen in to the blood, called artificial respiration. Some protocols now downplay the importance of the artificial respirations and focus on the chest compressions only.
- **Cramp** – It is due to sudden involuntary and painful contraction of a group of muscles. It may be caused in several ways example.
- **E-key** – This key opens all the doors in the property, even those that the guests have double-locked. It also double-locks the room against all other keys.
- **Emergency Exit Floor Plan** – Is a diagram posted on back of each guest room's door, that shows an exit plan in case of emergency.
- **Epileptic fits** – This can be minor or major and it is not unusual for a major. At to follow a minor one in major epilepsy the causality will suddenly lose consciousness and fall to the ground and then will have a series of convulsions which may turn violent.
- **First-aid** – Is the provision of initial care for an illness or injury. It is usually performed by a lay person to a sick or injured casualty until definitive medical treatment can be accessed.

- **Floor master key** – A GRA is given this key to open the rooms he or she is assigned to clean on a floor. The floor key opens all rooms on a particular floor that are not double-locked. If the employee has rooms to clean on more than one floor or area, he or she may need more than one floor key. Floor keys typically open the storeroom for that floor too.
- **Fractures** – It is a term used to indicate that the bone is cracked or broken.
- **Gate-pass** – An authorisation given to an employee to let him take guest or hotel property out of the hotel premises.
- **Hazard** – A hazard is any source of potential damage, harm or adverse health effects on something or someone under certain conditions at work. Basically, a hazard can cause harm or adverse effects (to individuals as health effects or to organisations as property or equipment losses).
- **Heimlich maneuver** – The Heimlich maneuver is a series of under the diaphragm abdominal thrusts, which force air from the lungs to create an artificial cough. This “cough” is intended to remove the obstruction from the airway. Each thrust should be given in attempt to remove the obstruction. Holger and Nielson method used for ARTIFICIAL RESPIRATION. The patient is teamed fall downwards with his head turned to one side and by kneeling at the patient’s head and putting the hands at his shoulder blades. Pressure is exerted by slowly rocking forwards as the pressure is released by rocking backward the patients arms are raised by the elbow to expand his chest and the process repeated till the doctor or the ambulance arrives. Each phase of expansion and compression should last about 2 ½ seconds and complete cycle repeated 12 times per minute.
- **House rules** – Is a list of special rules that a guest must follow in a hotel. This is normally placed behind the main door of the room.
- **Hypoglycemia** – Is a diabetic situation with low blood sugar.
- **Job safety analysis** – Is a detailed report that lists every job task performed by all housekeeping employees. Each job task further broken down into a list of steps. These steps are accompanied by tips and instructions on how to perform each step safely.
- **Key card** – This type of room-locking mechanism uses regular door locks and special plastic cards that act as keys to unlock the doors. The plastic cards look like credit cards with holes punched in them. The system uses a computer that codes the cards to lock and unlock the doors.
- **Master key/pass key** – This key is kept by the deputy or assistant housekeeper and it will open any internal door that has not been double-locked.
- **MSDS** – Acronym for Material Safety Data Sheet.
- **OHSMS** – Acronym for Occupational Health and Safety Management Systems.
- **OSHA** – The Occupational Safety and Health Administration, an agency of the US government under the Department of Labor with the responsibility of ensuring safety at work and a healthful work environment.
- **Plugged room** – Is a room that has been made inaccessible by security, due to theft or death.
- **Potentially hazardous conditions** – Conditions that can give rise to accidents.
- **Protective Clothing** – Type of clothing worn by the staff to protect them from any accidents specially fires.
- **Reportable incidents** – Reportable matters about unusual incidents, guest complaints and guest activities that must be brought to the notice of the management by housekeeping staff. Includes,

room status like scanty baggage, no baggage, DND continuing after 8 hours shift, extra occupants in the room, pets, Illegal items like narcotic drugs, missing items from the room, weapons and ammunitions, suspicious people wandering in public areas and guest floors, wireless systems in the room, unclaimed baggage's hidden in public areas and sick guests.

- **Safety** – Is a condition in which persons are safe from injury, hurt, or loss while present in the workplace.
- **Safety stock level** – The number of purchase stock levels that must be on hand during the lead time to ensure there is no shortage of supplies due to shortages, delays, loss or damages etc.
- **Section master key/ Sub- master key** – These keys open all rooms in one work section of a hotel. A Supervisor may be issued more than one key of this type as he or she may be required to inspect the work of more than one GRA (Guest Relations Assistant).
- **Security committee** – A committee having representatives from each department basically responsible for the security of the hotel with the security department.
- **Security** – The prevention of theft, fire and other emergency situations in the workplace.
- **SPALT** – Special attention list. This is a different way of saying VIP.
- **Sprain** – Is a wrenching or tearing of a ligament and tissues around the joint.
- **Supply key** – These keys are used within the servicing sector of the hotel by the supervisory level staff to ensure that stocks and equipment are safely stored away when not in use. Store keys, office keys and linen room keys are examples of such keys.
- **Time Book/Muster** – The permanent record book where all hours worked are recorded.
- **Wi-Fi compliance** – A room with wireless fidelity. Smart rooms with CCTV, Internet facilities and access to a wide range of information and applications using computer resources without connectivity problems.
- **Workers compensation** – A compensation given to workers in lieu of any accidents happening on duty.

ACTIVITIES

Activity 1

Case Study

- The fire alarm goes off in the lobby restrooms. You don't know where the fire is. Guests wander out into the lobby to see what happened. What do you do to assist in the safe evacuation of hotel guests?
- You are at the control desk and you get a call from a room boy that while making up a room, when he made the bed and went into the passage to get towels from his cart, he smelled smoke from a room at the end of the passage, room 209. As a desk controller what should you suggest him to do?

Activity 2

Fill in the Blank & True or False

1. This type of room-locking mechanism uses regular door locks and special plastic cards that act as keys to unlock the doors and are known as _____ .

2. Lost or stolen keys create security and safety problems. True/False
3. Apply for a _____ if a guest gives a gift.
4. Proper _____ control procedures are important for guest security and privacy.
5. _____ opens all hotel guestrooms and often all housekeeping storage rooms as well.
6. _____ is given to GRA is given this key to open the rooms he or she is assigned to clean on a floor.
7. Equipment and machinery should never be left unattended while it is in use. When not in use, all tools and equipment should be turned off and stored in the proper place. True/False
8. No matter how routine or difficult, managers and employers must work together to keep all job functions from becoming _____ .
9. Unsafe physical conditions is a cause of _____ .
10. The term ' _____ ' refers to things such as disasters, emergencies, fire prevention and protection and conditions that provide for freedom from injury and prevent damage of property.
11. Room-maids/house-boys have to wear _____ and ensure that their nose and mouth are covered while cleaning bathrooms or rigid stains on floor with harsh chemicals to prevent any ill effect.
12. Leave the equipment in the guest areas when not in use. True/False
13. Evacuation is _____ for a small fire which can be handled.
14. The _____ extinguishers should be identified by 'Green Triangle' containing the letter 'A'.
15. _____ is designed to ensure the detection ability for temperature change during a pre-fire period. True/False
16. Class 'A' fires involve _____ products.
17. _____ fires are ignited by combustible metals and do not usually occurs in hospitality operations.
18. The major causes of _____ in hotels are smoking, electrical defects, cooking fires and arson.
19. The re-keying of rooms is very cheap and easy. True/False
20. If a bomb threat is received by mail then don't handle the letter, envelope etc. by touching it as you may spoil the fingerprints. True/False
21. An employee should operate electrical equipment when standing in water or when his or her hands or clothes are wet. True/False
22. _____ These keys open all guestroom doors that are not double-locked. They are separated into four levels of access.
23. _____ open all rooms in one work section of a hotel.
24. _____ are used within the servicing sector of the hotel by the supervisory-level staff to ensure that stocks and equipment are safely stored away when not in use.
25. _____ occurs when only a small amount of blood circulates to the brain. This means that the brain is not receiving enough oxygen, which leads to a feeling of faintness, disorientation and dizziness.
26. Unintended happenings resulting in injury, loss or damage is referred to as an _____ .
27. In the event of an accident don't attend to the injured person. True/False
28. Fabric used for making uniforms for the staff should be of cotton as it absorbs moisture and therefore acts as a best fabric for housekeeping employees. True/False

29. Never check for the proper functioning of the equipment. True/False
30. Untrained employees should be allowed to use the machinery and equipment. True/False
31. _____ are pre-determined areas where the employees can meet to pass by to reach a safe place, where managers take the lead in guiding the guests to a safe place out of the hotel.
32. _____ fire extinguishers are located in or near electrical equipment.
33. _____ are extinguishers which can be used as multi-purpose.
34. Class 'C' fires are _____ in nature.
35. In case a fire breaks out, close windows and _____ all electrical appliances, including fans and light.
36. In case of fire _____ use elevator.
37. A log is used to monitor the distribution of master keys. True/False
38. All unclaimed articles found on the hotel premises should be handed over to the _____ .
39. _____ opens all the doors in the property, even those that the guests have double-locked.
40. _____ is kept by the deputy or assistant housekeeper and it will open any internal door that has not been double-locked.
41. _____ are keys issued to guests upon their registration. The guestroom key opens a single guestroom as long as it is not double-locked.
42. Never use a piece of equipment or machinery that is not operating correctly. Contact the appropriate supervisor or the maintenance department to have it repaired as soon as possible. True/False
43. Health hazards can arise from exposure to a wide variety of chemical substances in the workplace. These dangers can come in the form of solids, liquids, vapours, gases, dust, fumes and corrosives. They can be inhaled or absorbed into the body. These are also called _____ .
44. Treat first and second degree burns by immersing or flushing with hot water. True/False
45. Uniform & hand gloves and face mask are _____ .
46. Only manual and not mechanical faulty equipment can cause accidents. True/False
47. Freedom from fear, anxiety and doubts concerning humans is known as _____ . True/False
48. _____ becomes must when the fire is vigorous and is spreading fast.
49. _____ is a device which is fitted to the ceiling. It helps in detecting the smoke.
50. Class 'E' fires occur due to _____ .

ACTIVITY

Answer 2

- | | |
|--------------------|---------------------|
| 1. key cards | 2. True |
| 3. gate pass | 4. key |
| 5. Grandmaster key | 6. Floor Master Key |
| 7. True | 8. Hazards |
| 9. Accident | 10. Safety |
| 11. hand gloves | 12. False |
| 13. not necessary | 14. Class A |
| 15. Flame detector | 16. wood and paper |

- | | |
|---------------------------------------|-------------------------------------------------|
| 17. Class 'D' | 18. Fires |
| 19. False | 20. True |
| 21. False | 22. Master key |
| 23. Sub-master or Section Master Keys | 24. Supply Keys |
| 25. Shock and fainting | 26. Accident |
| 27. False | 28. True |
| 29. False | 30. False |
| 31. Assembly points | 32. Class C |
| 33. Class ABC | 34. Electrical |
| 35. Switch off | 36. Do not |
| 37. True | 38. Front office |
| 39. Emergency key | 40. Pass key/master key |
| 41. Guestroom Keys | 42. True |
| 43. Chemical hazard | 44. False |
| 45. Protective Clothing | 46. False |
| 47. Security | 48. Evacuation |
| 49. Smoke detector | 50. Electrical short circuit, faulty equipments |

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6. Hotel, Hostel And Hospital Housekeeping, Joan C Branson & Margaret Lennox, John Wiley & Sons.
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CHAPTER

15

OUTSOURCING AND CONTRACTING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Define Outsourcing and Contracting
- ♦ Know their types
- ♦ Know how to price a contract
- ♦ Understand the advantages and disadvantages of outsourcing
- ♦ Have a steady knowledge of pest control (Common pests – mosquito, rodents, silverfish, woodworm, flies, bedbugs)
- ♦ Know all about eradication and control

“The universe never did make sense; I suspect it was built on government contract”

– Robert A. Heinlein quotes

INTRODUCTION

What is outsourcing? Outsourcing is contracting with another company or person to do a particular function. Almost every organisation outsources in some way. Typically, the function being outsourced is considered non-core to the business. A hotel, for example, might outsource its laundry and landscaping operations to firms that specialise in those types of work since they are not related to insurance or strategic to the business. The outside firms that are providing the outsourcing services are third-party providers, or as they are more commonly called, service providers.

Although outsourcing has been around as old as work specialisation has existed, yet in recent history, companies began employing the outsourcing model to carry out narrow functions, such as payroll, billing, data entry and even housekeeping. Those processes could be done more efficiently and, therefore, more cost-effectively by other companies with specialised tools and facilities and specially trained personnel.

Currently, outsourcing takes many forms. Organisations still hire service providers to handle distinct business processes, such as benefits management. But some organisations outsource whole

operations. The most common forms are information technology outsourcing (ITO) and business process outsourcing (BPO).

Outsourcing is coming big way in the hospitality operation with different departments or part of the department being outsourced and one of the biggest example is the housekeeping department which is being outsourced, if not completely then partially.

Contract – In law, a contract is a binding legal agreement that is enforceable in a court of law or by binding arbitration. That is to say, a contract is an exchange of promises with a specific remedy for breach.

Agreement is said to be reached when an offer capable of immediate acceptance is met with a “mirror image” acceptance (i.e. an unqualified acceptance). The parties must have the necessary capacity to contract and the contract must not be trifling, indeterminate, impossible, or illegal. Contract law is based on the principle expressed in the Latin phrase *pacta sunt servanda* (usually translated “pacts must be kept”, but more literally “agreements are to be kept”). Breach of contract is recognised by the law and remedies can be provided.

As long as the goods or services provided are legal, any oral agreement between two parties can constitute a binding legal contract. The practical limitation to this, however, is that only parties to a written agreement have material evidence (the written contract itself) to prove the actual terms uttered at the time the agreement was struck. In daily life, most contracts can be and are made orally, such as purchasing a book or a sandwich. Sometimes written contracts are required by either the parties, or by statutory law within various jurisdictions for certain types of agreement, for example when buying a house or land.

There are many contractual services which happen in the housekeeping department some of which being pest control, carpet cleaning, light cleaning, etc.

Facts about Outsourcing

By kgilberg (20, F, California)

Outsourcing is the delegation of tasks or jobs from internal production to an external entity. Recently outsourcing has become specifically defined as the elimination of local (national) staff to staff overseas, where salaries are distinctively lower.

Globalisation and outsourcing is not the same thing! Outsourcing is a form of globalisation, where ideas from one nation are spread to another nation through jobs. Through this form of globalisation, the global economy becomes more interconnected through jobs as well.

Some interesting facts and statistics about the effects of outsourcing:

44,000 – The number of jobs that have been eliminated in the United States textile industry because of NAFTA.

4,227 – The number of individuals and families in America that file for personal bankruptcy per day.

1.2 billion – The population of India, which has the largest English-speaking population outside of the United States.

71% – The percentage of Americans who are concerned that the current trend of outsourcing jobs to foreign countries will affect their job security or earning potential. America is the only developed nation that does not have protectionist legislation that provides disincentives for companies that use imported and offshore cheap foreign labour.

- Missouri state residents who call a 1-800 number with questions about their welfare, food stamps and benefits are being routed to a state call center in India. This is part of contracts with more than 30 states to handle similar state government contract work through offshore outsourcing.

3.3 million – The number of American jobs that are expected to be outsourced to India and China over the next several years.

66% – The percentage of Americans who say their biggest worry today is whether or not they will have a job tomorrow.

In today's world outsourcing has become an important part of a user's daily life. We may even outsource work indirectly without our knowledge. The only way to gain complete insight to this is when we answer the:

DESCRIPTIVE QUESTIONS

❖ What is complete outsourcing and partial outsourcing? Discuss in brief its advantages and disadvantages?

Complete outsourcing is contracting with another company or person to do a particular function. Often refers to the process of subcontracting to a third-party.

Partial outsourcing is when a part of the service is sourced out to an external agency, for example, if the public area cleaning is being contracted out by the housekeeping department, it will be called partial outsourcing. But if the entire housekeeping operation is hired out, it would be known as outsourcing.

Advantages and Disadvantages of Outsourcing

Organisations which are interested in outsourcing are often curious to know more about advantages and disadvantages of outsourcing. By gaining knowledge about both good and bad of outsourcing, organisations can decide if outsourcing is right for them. Most organisations jump headlong into outsourcing without actually finding out if outsourcing is good for their business. Hence, before heading for outsourcing, the organisations should be aware of the pros and cons of outsourcing.

The advantages and disadvantages of outsourcing can help an organisation decide if outsourcing is right for their business. The following is a list of the advantages and disadvantages of outsourcing:

Advantages of Outsourcing

- Outsourcing the non-core activities will give more time to concentrate on core business processes
- Outsourcing can give access to professional, expert and high-quality services
- With outsourcing, an organisation can experience increased efficiency and productivity in non-core business processes
- Outsourcing can help streamline the business operations
- Offshore outsourcing can help save on time, effort, manpower, operating costs and training costs amongst others
- Outsourcing can make an organisation more flexible to change
- One can experience an increased control of the business with outsourcing
- An organisation can save on investing in the latest technology, software and infrastructure as the outsourcing partner would be investing in these
- Outsourcing can give the assurance that the business processes are being carried out efficiently, proficiently and within a fast turnaround time
- Outsourcing can help an organisation save on capital expenditures
- By outsourcing, accompany can save on management problems as the offshore partner will be managing the team who actually does the work
- By outsourcing, one can cater to the new and challenging demands of the customers

- Outsourcing can help an organisation to free up its cash flow
- Sharing the business risks is possible with outsourcing
- Outsourcing can give the business a competitive advantage as one will be able to increase productivity in all the areas of the business
- Outsourcing can help an organisation to cut its operational costs to more than half

If you want your organisation to stay ahead of competition, concentrate on core competencies and make use of the latest technologies, then outsourcing can help your organisation achieve all this and more. The advantages of outsourcing are more than its disadvantages. The pros of outsourcing have driven more organisations to step into outsourcing and experience the benefits that it has to offer.

Disadvantages of Outsourcing

- At times, it is more cost-effective to conduct a particular business process, rather than outsourcing it
- While outsourcing services such as payroll processing services and tax preparation services, the outsourcing provider will be able to see the company's confidential information and hence, there is a threat to security and confidentiality in outsourcing
- When a company begins to outsource its business processes, the company might find it difficult to manage the offshore provider when compared to managing processes within the organisation.
- Outsourcing can create potential redundancies for the organisation
- In case, the offshore service provider becomes bankrupt or goes out of business, the organisation will have to immediately move the business processes in-house or find another outsourcing provider
- The employees in the organisation might not like the idea of outsourcing the processes and they might express lack of interest or lack of quality at work
- The outsourcing provider might not be providing services for one organisation only. Usually, the outsourcing providers cater to the needs of several companies at a time and hence, there might be lack of complete devotion to one company
- By outsourcing, a company might forget to cater to the needs of its valuable customers as the focus will be on the business process that is being outsourced
- In outsourcing, a company may lose its control over the process that is being outsourced
- Outsourcing, though cost-effective, might have hidden costs, such as the legal costs incurred while signing a contract between companies. One might also have to spend a lot of time and effort in getting the contract signed
- With outsourcing, an organisation might suffer from a lack of customer focus
- There can be several disadvantages in outsourcing, such as, renewing contracts, misunderstanding of the contract, lack of communication, poor quality and delayed services amongst others

❖ Why is outsourcing becoming so popular?

Organisations that outsource seek to realise benefits or address the following issues:

- **Cost savings:** The lowering of the overall cost of the service to the business. This will involve reducing the scope, defining quality levels, re-pricing, re-negotiation, cost re-structuring. Access to lower cost economies through off shoring called "labour arbitrage" generated by the wage gap between industrialised and developing nations.

- **Focus on core business:** Resources (for example, investment, people and infrastructure) are focused on developing the core business. For example, often outsource laundry to specialised laundry services companies.
- **Cost restructuring:** Operating leverage is a measure that compares fixed costs to variable costs. Outsourcing changes the balance of this ratio by offering a move from fixed to variable cost and also by making variable costs more predictable.
- **Improve quality:** Achieve a step change in quality through contracting out the service with a new service level agreement.
- **Knowledge:** Access to intellectual property and wider experience and knowledge.
- **Contract:** Services will be provided to a legally binding contract with financial penalties and legal redress. This is not the case with internal services.
- **Operational expertise:** Access to operational best practices that would be too difficult or time consuming to develop in-house.
- **Access to talent:** Access to a larger talent pool and a sustainable source of skills, in particular in science and engineering.
- **Capacity management:** An improved method of capacity management of services and technology where the risk in providing the excess capacity is borne by the supplier.
- **Catalyst for change:** An organisation can use an outsourcing agreement as a catalyst for major step change that cannot be achieved alone. The outsourcer becomes a change agent in the process.
- **Enhance capacity for innovation:** Companies increasingly use external knowledge service providers to supplement limited in-house capacity for product innovation.
- **Reduce time to market:** The acceleration of the development or production of a product through the additional capability brought by the supplier.
- **Risk management:** An approach to risk management for some types of risks is to partner with an outsourcer who is better able to provide the mitigation.
- **Venture Capital:** Some countries match government venture capital with private venture capital for start-ups that start businesses in their country.
- **Tax Benefit:** Countries offer tax incentives to move manufacturing operations to counter high corporate taxes within another country.
- **Scalability:** The outsourced company will usually be prepared to manage a temporary or permanent increase or decrease in production.
- **Creating leisure time:** Individuals may wish to outsource their work in order to optimise their work-leisure balance.

❖ **What are the types of contacts handled by the housekeeping department? Give the advantages and disadvantages of contract cleaning.**

The common contracts dealt in housekeeping are:

- | | |
|-----------------------------------------------------------------------------|------------------------------------|
| ➤ Cleaning (whole or partial) | ➤ Pest control |
| ➤ Window cleaning | ➤ Laundry |
| ➤ Horticulture | |
| ➤ Specialised cleaning like cleaning carpets and chandeliers/light cleaning | ➤ Servicing and cleaning equipment |
| | ➤ Flower arrangement |
| ➤ Interior decoration | ➤ Linen rental |

Advantages of Contract Cleaning

- Responsibilities of recruiting, training and hiring staff are avoided
- Accurate budgeting can be worked out. Contract services can work out to be more economical than direct labour
- At times, contractors have the correct equipment and trained staff
- Risk and hazards to permanent staff are reduced
- The contractor, rather than the management, deals with problems and industrial relations
- It is more profitable in terms of labour as no benefits in terms of ESI (medical benefits) and provident fund have to be paid
- Extra work can be carried out at certain times without increasing the basic staff

Disadvantages of Contract Cleaning

- Setting up a business of contract cleaning is not subject to much of regulations because of which some contractors may not be specialised
- Elements of control relating to contracted services are removed from the management
- Contract staff may have divided loyalties between the contractor and the client (management)
- A contract may limit flexibility as it does not cater to frequently changing conditions
- Security problems can arise as the staff working is unknown
- Problems regarding liaison with the other departments in the hotel can occur

❖ **Write short notes on contract pricing and factors to be considered for deciding on use of contract services.**

Pricing a Contract

Contracts can be priced in different ways.

Fixed Price: A fixed-price contract is a contract where the amount of payment does not depend on the amount of resources or time expended, as opposed to a cost-plus contract which is intended to cover the costs and some amount of profit. Such a scheme is often used in military and government contractors to put the risk on the side of the vendor and control costs. Under a fixed price contract, work is done for a set price based on competitive bidding or negotiations. With this type of contract, there is advance knowledge regarding the cost and the contract can guarantee a certain number of personnel at a specified rate. Here the buyer may demand the number of personnel in various categories on daily basis. A typical problem associated with such a contract is lack of control over the quality of the personnel provided by the contractor.

Cost-Plus Fixed Fee: A **Cost-plus Contract**, more accurately termed a **Cost Reimbursement Contract**, is a contract where a contractor is paid for all of its allowed expenses to a set limit **plus** additional payment of fixed fee for the services required. Under this type of contract, the contractor is paid for all the work performed plus he gets a. The disadvantages of such an arrangement are that the total cost of a project cannot be determined in advance.

Cost Percentage of Cost: Pay a fee that rises as the contractors' cost rises. Because this contract type provides no incentive for the contractor to control costs, it is rarely utilised. Another disadvantage of

this is that there will be an inherent incentive for the contractor to increase the total contract cost. Also, the total cost of the project will not be known in advance.

Cost-Plus-Incentive Fee: In a cost-plus-incentive fee contract, a larger fee is awarded for contracts which meet or exceed performance targets including cost savings.

Cost-Plus-Award Fee: Under such contracts, a fee is paid based upon the contractor's work performance. In some contracts, the fee is determined subjectively by an awards fee board whereas in others the fee is based upon objective performance metrics. An aircraft development contract, for example, may pay award fees, if the contractor achieves certain speed, range, or payload capacity goals.

Guaranteed Maximum: This contract is a cost-type contract (also known as an open-book contract) where the contractor is compensated for actual costs incurred plus a fixed fee subject to a ceiling price. The contractor guarantees the cost of the project in advance. The disadvantage is that there is very little flexibility for changes that might occur once the work is initiated.

Time and Material: Arrangement in which a contractor is paid on the basis of actual cost of direct labour, usually at specified hourly rates, actual cost of materials and equipment usage and agreed upon fixed add-on to cover the contractor's overheads and profit (income). The advantages are that there is flexibility in changing the scope of work, since the contractor mainly provides whatever material and labour are required for the project at a pre-determined rate. The disadvantage is that the total cost cannot be pre-determined and there is very little control over the quality of personnel.




Factors to be Considered when Deciding on Contract Services

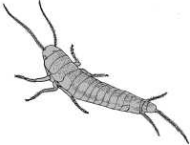

When contract services are to be used it is important that the contract is made with the company that provides the most efficient service to suit the client's needs.



Contract services should not be accepted because their price is the lowest, as this can lead to deterioration of standards. Hence it is important to consider the following points while contracting out services:

- Detailed working specifications should be prepared indicating the exact number of working hours, areas and frequently used processes, frequency and the time factor involved
- Tenders should be put out to at least three contractors and the quotes and services offered considered. The service provider's credentials should be checked through their existing clients
- The period of contract and termination procedures should be considered, along with the fee structure and terms of payment
- It is preferable to select a contractor with a local office
- The amount of time and supervision offered by the service supplier should be considered
 - Both the previous and current clients of each contractor should be checked for reports on quality and efficiency of services
 - Visiting the contractor's place of business may provide insights into kinds of operation the contractor runs

❖ Write a note on different pests found commonly in hotels and their control or eradication

Common pests	Description	Eradication/control
<p>Bed bugs</p> 	<p>All members of the bed bug family feed on the blood of birds or mammals. The bed bug, <i>Cimex lectularius</i>, attacks man, as does the Eastern bat bed bug, <i>Cimex adjunctus</i>.</p> <p>Bed bugs often come into a home via secondhand articles and furniture. They may also migrate between homes via wires, plumbing, or rain gutters. In addition, since warehouses, trucks and railroad cars may be infested, common bed bugs can infest homes by stowing away on new furniture stored or shipped from these places.</p>	<p>Pesticides can be applied to cracks and crevices of dressers, wooden bed frames and headboards, door and window trim, baseboards and similar sites.</p>
<p>Carpet beetles</p> 	<p>The beetles are fairly small, measuring 1.5 to 4mm in length. The body is strongly convex, rather like the ladybird beetle and is characterised by the pattern of yellow, black and whitish scales on the body. Between 20 and 100 eggs are laid by the female during spring and early summer on furs, woollens and any dried materials of animal origin.</p> <p>When the larvae hatch out, they are hairy and brown with three bunches of golden hairs on the abdomen. They normally reach a length of 4-5mm. They tend to avoid the light and, when disturbed, curl up into a ball.</p>	<ul style="list-style-type: none"> - Immediately and directly remove the carpet beetles with a vacuum. - Wash your fabrics in hot, soapy water to make sure you get rid of carpet beetles, their larva and their eggs. - If you want to kill carpet beetles and keep them out, try dusting with boric acid. - Carpet treatments that contain chlorpyrifos, bendiocarbs and allethrin are effective at getting rid of carpet beetles.
<p>Ants</p> 	<p>Several species of ants commonly inhabit home lawns and ornamental plantings of trees and shrubs. Winged ants are frequently confused with swarming termites.</p>	<p>The secret of success in controlling an ant infestation is to locate and destroy the nest, including the queen and her young. Attempt to trace the ants' line of march from the food source to the approximate nest location. There are several registered insecticides that can be applied.</p>

<p>Silver fish</p> 	<p>Silverfish is about 1/2 inch long, with a uniform silvery colour over the upper surface. Their bodies are long and slender, flattened. The bodies are broad at the front and gradually tapering toward the rear. They can be found almost anywhere, but prefer damp, moderate temperature places such as basements, laundry rooms and under sinks.</p>	<ul style="list-style-type: none"> - Sources of any undue moisture, such as faulty plumbing or condensation that provide the humidity favoured by these pests should be eliminated. - Dehumidifying reduces the moisture content of the air that these insects find essential. Some methods for dehumidifying include: Mend leaking pipes. Ventilate closed rooms and attics. Eliminate standing water. Use a dehumidifier an air conditioner. - Regularly vacuuming cracks and crevices with a narrow vacuum tip also can be a good method to physically remove these insects from their harbourages. - Removal of food sources, stored in tight containers. - Regular pest control is advised.
<p>Cockroaches</p> 	<p>Cockroaches are among the most common of insects. Fossil evidence indicates that cockroaches have been on earth for over 300 million years. They are considered one of the most successful groups of animals. Because cockroaches are so adaptable, they have successfully adjusted to living with humans. About 3,500 species of cockroaches exist worldwide.</p>	<p>Chemical Control-Dusts such as boric acid, silica aerogel and diatomaceous earth can be applied to voids and other harbourages such as cracks and crevices. Do not apply dusts to wet or damp areas. Dusts should be applied lightly because heavy deposits may repel cockroaches. Do not place dusts where children or pets could come into contact with them. Take care to keep children away from areas treated with boric acid. Take precautions to assure that the dusts do not contaminate food. Baiting can be an effective method to control or eliminate cockroaches. Baits containing hydramethylnon, sulfluramid, boric acid, or abamectin should provide a high level of control when applied to those areas where cockroaches harbour. Care should be taken to closely follow the label instructions for use.</p>

<p>Cloth Moths</p> 	<p>Both the webbing clothes moth and the case making clothes moth are worldwide in distribution, feed on animal by-products such as furs, wool carpets and tapestries and can cause damage to stored woollen clothing.</p>	<p>If infested, clothing, blankets and tapestries should be laundered or dry cleaned. Small carpets and throw rugs can be beaten and brushed while hanging from an outside line to remove most, if not all, eggs and larvae. Large area rugs and carpets should be treated by professional pest management companies (pest control companies). Never apply pesticides to clothing or bedding. Before using any pesticide, thoroughly read the label and do not apply to any carpet, upholstery, or other site unless it is specifically listed in the directions for use.</p>
<p>Lice</p> 	<p>There are three kinds of lice which feed on human beings.</p> <ol style="list-style-type: none">1. The head louse (<i>Pediculus humanus capitus</i>)2. The body louse (<i>Pediculus humanus humanus</i>)3. The crab or pubic louse (<i>Phthirus pubis</i>) <p>Head and body lice are very much alike; however, body lice are slightly larger. These lice have abdomens longer than their length. They are broad and their six legs are equal in size. In contrast, the abdomen of the crab louse is about as wide as or even slightly wider than its length and the second and third pairs of legs are thicker than the first pair. Crab lice are much smaller than head and body lice. Depending on temperature, lice eggs (nits) usually hatch into nymphs within ten days. There are three nymphal stages, the third followed by the adult stage. All stages must have blood meals if they are to survive and continue their development. Adult lice live about 30 days.</p>	<p>Shampoo products containing either prescription or over-the-counter preparations are the standard treatment for head lice. Body lice and crab lice are controlled using lotions which contain an insecticide. Contact your physician or pharmacist to determine which of these products will be most effective.</p> <p>Washing clothes in hot water, 123 degrees F. or higher will kill any body lice and their nits. Clothes which can't be laundered should be dry cleaned. Body lice can often be controlled by frequent changes and washings of clothes. Head lice, on the other hand, are not killed by frequent showers. Cutting the hair will not eliminate head lice (unless the head is actually shaved).</p>

Termites

- Termites have been around since the time of the dinosaurs!
- Termite colonies eat non-stop, 24 hours a day, seven days a week!
- Termites have wings that they shed once they have found a good place to build a nest.
 - Termites cause up to \$2 billion damage per year!
 - All termites are social insects and raise their young as a group.
 - The total weight of all of the termites in the world is more than the weight of all the humans in the world.

The best way to avoid a termite infestation is to ensure you keep wood well away from your home - for example logs used as garden borders, firewood, wooden stairs and decks. If you do intend to construct with wood outside your home and don't wish to use chemically treated wood, there are some naturally termite-resistant species of trees you can use.

Another preventative measure is the use of bait blocks. These are wedge shaped pieces of termiticide treated wood you drive into the ground around your home. As termites always send out scouts first, these scouts are attracted to the bait and send for the troops. Termites feeding on the bait also distribute the poison to the nest on their return.

Termites need treatments by professionals. Regular spray may help.

Mosquitoes


Worldwide, there are over 3,000 species of mosquitoes. Each year diseases transmitted by mosquitoes (such as malaria, yellow fever, dengue and filarial worms) kill or debilitate millions of people, mostly in developing countries located in tropical areas.

House mosquito is most active at dusk to dawn. People with immune system deficiencies should try to limit outside activities to daylight hours. Likewise, parents of young children and infants should keep children inside during these same hours. Although some species of mosquitoes bite during daylight, they are not as prevalent in urban areas as the northern house mosquito.

Stagnant Water: Eliminate standing water around the property to reduce the numbers of potential mosquito breeding sites. Ideally, this should be a community goal because most mosquitoes can fly long distances.

The types of modifications include:

- Removing old tires, cans, buckets, pots and similar items that can trap rainwater.
- Position tarps and boat covers to allow rain runoff and limit 'ponding.'

		<ul style="list-style-type: none">• Potted plants with water-capture bases should be drained or screening applied to the overflow vents.• Turn plastic wading pools and wheelbarrows upside-down when not in use.• Change birdbath water at least once a week.• Keep swimming pools chlorinated and stock ornamental ponds with surface-feeding minnows.• Rain gutters should be installed with sufficient slope to prevent the pooling of water; remove leaves and other obstructions from downspouts. <p>Exclusion: All doors and windows should fit tightly and remain closed during the peak mosquito activity periods between dusk and dawn. Screening should be no larger than 18 x 18 mesh. Replace screening that has holes or tears.</p> <p>Insecticides: Only licensed pest control companies operating under the direction of an appropriate government authority should perform area-wide treatment of adult mosquitoes using fogging equipment. This type of control is only temporarily effective when applied to relatively large areas. This method of mosquito management is not effective when applied by homeowners to small areas because mosquitoes can fly in from untreated locations.</p>
<p>Mice and rats</p> 		<p>It is important to remove rodents food sources</p> <ul style="list-style-type: none">• There are different types of baits to choose from: blocks, pellets, seeds; each rodent population is different in their preferences, so a little of each is a good choice in bait selections.

House fly

House flies are not the neatest of insects. They visit such places as dumps, sewers and garbage heaps. They feed on fecal matter, discharges from wounds and sores, sputum and all sorts of moist decaying matter such as spoiled fish, eggs and meat. House flies can be easily identified by the four dark, longitudinal stripes on top of the thorax, or middle body region. They vary in length from 1/8-1/4 of an inch. Their mouth parts are adapted for sponging up liquids; they cannot bite. These flies can only ingest liquid food. They feed on attractive solid food by regurgitating saliva on it. The saliva liquifies the solid material which is then sponged up with the proboscis. They require water since they are continually salivating and voiding liquids. Fly specks seen on many surfaces visited by house flies are the excreted wastes.

There are four basic principles of pest management important in controlling house flies: sanitation, exclusion, non-chemical measures and chemical methods. These are listed in order of lasting effectiveness.

Sanitation - Flies cannot breed in large numbers if their food sources are limited. Do not allow such materials as manure, garbage, grass clippings, weed piles or other decaying organic matter to accumulate. Keep trash cans clean and tightly covered. Be careful not to wash garbage cans where the rinse water might drain into the soil; flies can breed in soil full of organic matter. Dry out maggoty garbage or dispose of it in fly proof containers or landfills.

Exclusion - Flies can be kept outside of homes by the use of window and door screens. Make sure screens are tight-fitting without holes. Keep doors closed with no openings at the top or bottom. There should be no openings around water or gas pipes or electrical conduits that feed into the building. Caulk or plug any openings. Ventilation holes can be a way for flies to enter a building. Ventilation is important to maintaining adequate air circulation within the building, but screening must be used to exclude flies.

Non-chemical Measures - The use of such devices as ultraviolet light traps, sticky fly traps, fly swatters, baited fly traps, etc. can eliminate many flies from inside a home. A fly swatter is an economical control method for the occasional fly.

		<p>Chemical Control - Exterior applications of insecticides may offer some relief from infestations where the task of completely sealing the exterior is difficult or impossible. Applications should consist of a synthetic pyrethroid (i.e. deltamethrin, cyfluthrin, lambda-cyhalothrin, cypermethrin, sumithrin or tralomethrin) and should be applied by a licensed pest control operator when flies begin to appear. Unfortunately, because insecticides are broken down by sunlight, the residual effect of the material will be greatly decreased and may not kill flies much beyond several days or a week. If flies are numerous inside your home, you can use a space spray (aerosol) labeled for flying insects. Most space sprays contain pyrethrins for quick knockdown. Aerosols give temporary relief, however. If you have many flies inside, you would be wise to find out why they are there and take steps to relieve the problem through sanitation and exclusion.</p>
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❖ **Write a note on pests control methods in hotels.**

Pest control refers to the regulation or management of a species defined as a pest, usually because it is perceived to be detrimental to a person’s health, the ecology or the economy.

Pest control is at least as old as agriculture as there has always been a need to keep crops free from pests. In order to maximise food production, it is advantageous to protect crops from competing species of plants as well as from herbivores competing with humans.

Pest control basically deals with the control of pests in the hotel premises. Pests include rats, flies, mosquitoes and cockroaches. A good pest control service is very essential for the smooth running of any hotel, so it is very important to give the services to the best company. A lot of background work is required to know the company and its services. Almost all hotels contract this service to outside contractors.

Types of Pest Control Done in Hotels

Elimination of breeding grounds: Proper waste management and drainage of still water eliminates the breeding ground of many pests. Garbage provides food and shelter for many unwanted organisms as well as an area where still water might collect and be used as a breeding ground by mosquitoes. Communities that have proper garbage collection and disposal, have far less of a problem with rats, cockroaches, mosquitoes, flies and other pests. Open air sewers are ample breeding ground for various pests as well. By building and maintaining a proper sewer system, this problem is eliminated.

Poisoned bait: Poisoned bait is a common method for controlling rat populations, however is not as effective when there are other food sources around, such as garbage. Poisoned meats have been used for centuries for killing off wolves, birds that were seen to threaten crops and against other creatures.

Traps: Traps have been used for killing off mice found in hotels.

Poison spray: Spraying poisons by planes, hand held units, or trucks that carry the spraying equipment, is a common method of pest control.

Space fumigation: A project that involves a structure be covered or sealed airtight followed by the introduction of a penetrating, deadly gas at a killing concentration a long period of time (24-72hrs.). Although expensive, space fumigation targets all life stages of pests.

Space treatment: A long term project involving fogging or misting type applicators. Liquid insecticide is dispersed in the atmosphere within a structure. Treatments do not require the evacuation or airtight sealing of a building, allowing most work within the building to continue, but at the cost of the penetrating effects. Contact insecticides are generally used, minimising the long lasting residual effects.

Natural rodent control

- Eliminate food sources: Keep bulk food, seed and dry pet food in metal cans with secure lids. Pick up fallen fruit. Take birdfeeders inside at night.
- Remove potential rodent homes like yard debris, trash, construction waste, etc.
- Exclude rodents from your hotel. Seal openings 1/2 inch or larger around the outside of your house with metal, concrete or copper mesh wool, which can be found online or at hardware stores.

Use catch-and-release traps as a safe, sanitary and humane solution. Catch-and-release traps will allow you to remove rodents from inside your hotel, but you must prevent their return by sealing entrance and exit holes and removing attractants. Do not release the animal in an area that is unknown to the animal.

Repellents: Balsam fir oil from the tree *Abies balsamea* is an approved non-toxic rodent repellent. *Acacia polyacantha subsp. campylacantha* root emits chemical compounds that repel animals including crocodiles, snakes and rats.

Before giving the contract for pest control services, the area, size and layout of the property where the services are required are discussed with the contractors. The frequency of the service should also be discussed in consultation with the head chef, food and beverage manager and the executive housekeeper.

It is the responsibility of the housekeeping department to see that pest control services are rendered regularly in different areas of the hotel. Dates are fixed with the concerned departments for fumigation and baiting, depending on the occupancy of the hotel and functions that are being held in the hotel.

All the rooms of the hotel have to be fumigated each month and to keep a track of this a schedule is maintained by housekeeping. A separate schedule is maintained for food and beverage department, which maintains a record of restaurant and kitchen fumigation.

Service shafts, service pantries, cupboard areas, linen room and staff rooms have to be regularly sprayed.

A daily record of the areas sprayed by the pest controller is duly signed by each department and then signed by the housekeeping supervisor.

The maintenance department is responsible for getting the drains and pipes sprayed regularly.

It is always good that concepts are thorough; it is in the quick grasping that the details are remembered. For that let us see the:

SPECIFIC QUESTIONS

❖ Name few acknowledged housekeeping agencies in India

- Avon, Dusters, Kleenwell, Maxx Facility Services.

❖ Name some services for which the housekeeping department enters a contract

Pest control, window cleaning, laundry, horticulture, specialised cleaning like cleaning carpets and chandeliers, servicing and cleaning equipment, interior decoration, flower arrangement, linen rental, etc.

❖ Define contract

In law, a contract is a binding legal agreement that is enforceable in a court of law or by binding arbitration. That is to say, a contract is an exchange of promises with a specific remedy for breach.

❖ Define outsourcing

Outsourcing is contracting with another company or person to do a particular function. Often refers to the process of subcontracting to a third-party.

❖ What is fumigation?

Fumigation is a method of pest control that completely fills an area with gaseous pesticides—or fumigants—to suffocate or poison the pests within. It is utilised for control of pests in buildings (structural fumigation), soil, grain and produce and is also used during processing of goods to be imported or exported to prevent transfer of exotic organisms. This method also affects the structure itself, affecting pests that inhabit the physical structure, such as woodborers and drywood termites.

SUMMARY

The following points have been discussed in this chapter:

- Definition
- Types
- Pricing a contract
- Outsourcing
- Advantages and disadvantages
- Pest control (Common pests – mosquito, rodents, silverfish, woodworm, flies, bedbugs)
- Eradication and control

We must understand that a business in today's day and age does not work without outsourcing. Each company, whether big or small, outsources some amount of work. This phenomenon is not alien to any form of business and naturally, the hotel industry is no different.

It is imperative, however, to reinvent in any business form. Let us take a look at the renovation aspect of the hotel industry in the next chapter.

KEY TERMS

- **Acceptance** – The unconditional agreement to an offer. This creates the contract. Before acceptance, any offer can be withdrawn, but once accepted the contract is binding on both sides. Any conditions have the effect of a counter offer that must be accepted by the other party.
- **Agent** – Someone appointed to act on behalf of another person (known as the principal). The amount of authority to deal that the agent has is subject to agreement between the principal and the agent. However, unless told otherwise, third parties can assume the agent has full powers to deal.
- **Allergen** – Any substance that can cause the body's defense systems to overreact in sensitive individuals.
- **Allergic reaction** – An over-reaction of the body's defense or immune system to an allergen. Allergic reactions range from hives breaking out, breathing difficulties, sneezing, rapid loss of blood pressure, or loss of consciousness.
- **Anemia** – Lack of red blood cells.
- **Anesthetic** – A chemical that causes a loss of sensation or consciousness.
- **Arbitration** – Using an independent third party to settle disputes without going to court. The third party acting as arbitrator must be agreed by both sides. Contracts often include arbitration clauses nominating an arbitrator in advance.
- **Breach of contract** – Failure by one party to a contract to uphold their part of the deal. A breach of contract will make the whole contract void and can lead to damages being awarded against the party which is in breach.
- **Bubonic plague** – Highly contagious and often deadly disease caused by bacteria transmitted by flea bites of fleas. These fleas usually are carried by rodents, such as rats.
- **Colony** – A group of social insects. (See social insect).
- **Company seal** – An embossing press used to indicate the official signature of a company when accompanied by the signatures of two officers of the company. Since 1989 it has been possible for a company to indicate its agreement without use of the seal, by two signatures (directors or company secretary) plus a formal declaration. However, some companies still prefer to use a seal and the articles of a company can override the law and require a seal to be used.
- **Conditions** – Major terms in a contract. Conditions are the basis of any contract and if one of them fails or is broken, the contract is breached. These are in contrast to warranties, the other type of contract term, which are less important and will not usually lead to the breach of the contract - but rather an adjustment in price or a payment of damages.
- **Consumer** – A person who buys goods or services but not as part of their business. A company can be a consumer for contracts not related to its business – especially for goods or services it buys for its employees. Charities are also treated as consumers.
- **Contagious** – A disease that is easy to catch or transmit to another person or sometimes another organism.







- **Contaminate** – To make unclean or unsanitary.
- **Contract** – In law, a contract is a binding legal agreement that is enforceable in a court of law or by binding arbitration. That is to say, a contract is an exchange of promises with a specific remedy for breach.
- **Contract specification** – The requirements which are to be followed in the contract.
- **Cryptococcosis** – A type of fungus which is related to yeast and can cause life threatening disease such as meningitis.
- **Dengue fever** – A tropical disease caused by a virus that is carried by mosquitoes. The disease causes fever, rash and severe pain in the joints.
- **Due diligence** – The formal process of investigating the background of a business, either prior to buying it, or as another party in a major contract. It is used to ensure that there are no hidden details that could affect the deal.
- **Ectoparasites** – A parasite that lives on or in the skin; fleas and lice are ectoparasites.
- **Employment contract** – A contract between an employer and an employee. This differs from other contracts in that it is governed by employment legislation - which takes precedence over normal contract law.
- **Eradication** – Destroying an entire pest population.
- **Fumigation** – A method of pest control that completely fills an area with gaseous pesticides, or fumigants, to suffocate or poison the pests within.
- **Fungus** – A member of the kingdom “fungi” which reproduces by spores; common fungi include molds, mildews, yeasts and mushrooms.
- **Host** – An animal that provides food and shelter for a pest such as ticks, fleas, or lice.
- **Immune system** – The system in humans and other animals that protect them from illness.
- **Incorporate** – Inclusion in, or adoption of, some term or condition as part of the contract. It differs from its company law definition where it refers to the legal act of creating a company.
- **Infest** – To be occupied by pests such as “infested food”.
- **Infestation** – When insects, rodents or other pests establish a home within or around buildings or hosts.
- **Insect** – A type of arthropod in the biological family of insecta; all insects have six legs.
- **Janitor** – One who attends to the maintenance or cleaning of a building.
- **Janitorial services** – This refers to cleaning of bathrooms and toilets, primarily.
- **Joint venture** – An agreement between two or more independent businesses in a business enterprise, in which they will share the costs, management, profits or benefits arising from the venture. The exact shares and responsibilities will be set out in a Joint Venture Agreement.
- **Larva** – The early stage of an insect’s life immediately after hatching from an egg; mealworms are the larvae of moths. More than one larva is called “larvae”.
- **Liability** – A person or business deemed liable is subject to a legal obligation. A person/business that commits a wrong or breaks a contract or trust is said to be liable or responsible for it.

- **Malaria** – Malaria (meaning “bad air”) is a tropical disease spread by mosquitoes kills over one million people a year in Africa, Asia and the Americas.
- **Murine typhus** – A mild form of a disease transmitted from rats to humans by fleas. Symptoms are fever, headache and muscular pain.
- **Offer** – An offer to contract must be made with the intention to create, if accepted, a legal relationship. It must be capable of being accepted (not containing any impossible conditions), must also be complete (not requiring more information to define the offer) and not merely advertising.
- **Organic** – A chemical which contains a carbon atom, but the term is also used for “natural” foods and products.
- **Outsourcing** – Outsourcing is contracting with another company or person to do a particular function. Often refers to the process of subcontracting to a third-party.
- **Parasite** – An organism that grows, feeds and is sheltered by a host.
- **Pathogens** – Disease causing organisms.
- **Pest control professional** – A trained expert who knows how to manage pests effectively and is dedicated to protecting the public’s health and property. Pest professionals conduct inspections, identify pest problems and correct infestations by applying product, baiting, monitoring and communicating with the homeowner or property owner.
- **Pesticide** – A substance which repels, controls, or reduces pests.
- **Salmonella** – An illness that can be spread by roaches or rodents. Because people most often get sick by eating food with salmonella, the illness is commonly called “food poisoning”.
- **Service contract** – Directors and officers of a company are usually given service contracts that are different to a contract of service or employment contract. This is because directors and officers are not always employees and the effect of employment law is different.
- **Stagnant** – Still, unmoving.
- **Toxoplasmosis** – A food borne illness caused by protozoa (a one-celled animal); the United States Government estimates that 60 million Americans carry the protozoa. You can prevent spreading this disease by properly washing food before cooking or eating.
- **Typhus** – A highly contagious disease spread by arthropod (lice, fleas, mites) bites. Symptoms include severe headaches, chills, high fever and sleepiness.
- **Unsanitary** – Dirty, unclean or contaminated.
- **Void** – A void contract is one that cannot be performed or completed at all. A void contract is void from the beginning (ab initio - see the Latin terms below) and the normal remedy, if possible, is to put things back to where they were before the contract. Contracts are void where one party lacks the capacity to perform the contracted task, it is based on a mistake, or it is illegal.
- **Warranties** – Promises made in a contract, but which are less than a condition. Failure of a warranty results in liability to pay damages (see the financial terms below) but will not be a breach of contract unlike failure of a condition, which does breach the contract.
- **White ants** – Another name for termites.

ACTIVITIES







Activity 1

Identify the pest and also suggest ways of controlling the following

<i>Common pests</i>	<i>Name</i>	<i>Eradication method</i>
		
		
		
		
		
		

ANSWERS

Activity 1

<i>Common pests</i>	<i>Name</i>	<i>Eradication method</i>
	Bed bugs	Pesticides can be applied to cracks and crevices of dressers, wooden bed frames and headboards, door and window trim, baseboards and similar sites.
	Carpet beetles	Directly remove the carpet beetles with a vacuum.
	Ants	The secret of success in controlling an ant infestation is to locate and destroy the nest, including the queen and her young.
	Silverfish	Sources of any undue moisture, such as faulty plumbing or condensation that provide the humidity favoured by these pests should be eliminated.
	Termites	Preventative measure is the use of bait blocks.
	Mosquitoes	House mosquito is most active at dusk to dawn. People with immune system deficiencies should try to limit outside activities to daylight hours.

CHAPTER

16

HOTEL RENOVATION AND NEW PROPERTY OPERATION

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Define renovation
- ♦ Give reasons for renovation
- ♦ Understand the procedure and task involved in renovation
- ♦ Differentiate between redecoration and refurbishment
- ♦ Know the advantages and disadvantages of renovation
- ♦ Enlist types of renovation
- ♦ Understand the procedure during takeover of a new property from projects

“If you would one day renovate yourself, do so from day to day.”

– Confucius

INTRODUCTION

These mere words can send chills up the spines of hotel general managers and property owners.

Embarking on a major renovation of public spaces and guest rooms can be potentially very disruptive to business. But, once a hotel starts to show its age or ideally before that, it is essential to refurbish to keep the property looking fresh and vibrant.

Generally, renovations are done either to keep the hotel up-to-date or to bring in new business with a more major overhaul. For the first kind of renovation, one should have an FF&E reserve established at the hotel and this would ideally be funded monthly for being used to keep your hotel looking clean, bright and modern. The second kind of renovation – an ROI renovation – is used to create new revenue sources or to capture new customers by adding or more drastically changing something major at your property.

Fun Facts about Hotels

- The Hotel Monaco in Washington, D.C., is housed in the original General Post Office Building and was the site of the first telegraph transmission and where the concepts of zip codes, home delivery and the Pony Express were conceived.
- The Pfister Hotel in Milwaukee was among the first hotels in the country to run entirely on electricity, using its own electric generators. Additionally, the hotel was one of the earliest hotels to have individual thermostat controls in each sleeping room.
- Hotel Lombardy in Washington, D.C., retains its old-world charm by housing the city's only manually- operated hotel elevator.
- The Williamsburg Inn in Williamsburg, Va., was John D. Rockefeller, Jr.'s 1937 vision to make a hotel as a comfortable Virginia estate for discriminating guests. Not surprisingly, the inn was the first hotel in America to have air-conditioning.

Renovation is an important tool not only to evolve with the times but also to attract new customers as well as to retain the old. The idea of renovation can only cement in our minds if we answer the:

DESCRIPTIVE QUESTIONS

❖ What are the points to be considered before going for redecoration, renovation or refurbishment?

Points to consider before doing a redecoration, renovation, refurbishment for a facility are:

- **Evaluation** – includes physical inspection of the place to ascertain for the necessity of the project. Generally the executive housekeeper performs this task.
- **Allocation of time** – the expected completion date has to be considered.
- **Budgeting** – it is necessary to see whether the hotel has a budget to spend the estimated money or not.
- **Thematic choice** – in this, the decision on the theme of the room is taken whether to go with the original theme or to go for something new.
- **Design feasibility studies** – the project needs to be tested for its practical feasibility. The project has to be ergonomically sound and should meet all practicalities of hygiene, cleanliness and comfort.
- **Decor preliminaries** – the fabric, finishes and colours are tested for fastness, suitability, durability, etc.
- **Staffing budget** – a cost comparison is done between if the project can be carried out by the hotel employees or contractors. The decision to go with either is based on this comparison.
- **Equipment inventory** – these may need to be purchased or hired, if not available on the premises.
- **Raw material inventory and warehousing** – sufficient supplies should be ordered and a specific par should be kept in hand for future use.
- **Staff and guest convenience** – alternate arrangements are made to minimise inconvenience to the guest and staff during the work.

❖ What is redecoration? Give the process involved in redecoration/renovation.

Redecoration – involves renewal of paintwork, touching up furniture; spring cleaning, etc. This is generally done annually for the maintenance of property. It is also done annually to maintain the standard of rooms in a property.

Procedures Prior to Redecoration

The room or area is placed off limits for the required period of time. This work is normally planned during the slack season. It is carried out floor by floor or one part of the floor is done at a time. It is always planned to cause as little inconvenience as possible to guests. The work may involve:

- Painting the walls
- Replacing the furniture
- Replacing wallpaper, fitting and soft furnishing
- Polishing surfaces and furniture, fixtures, etc

If the work is to maintain the décor, then after the work is completed, full maintenance work, i.e. checking the plumbing, electrical works, carpentry, etc. is carried out and housekeeping does a general cleaning.

Steps Followed in Public Areas

- Redecoration is done in public areas, by closing the area for the required period of time
- Redecoration must be carried out at least once in a year to maintain the décor

Preparation of a Room for Redecoration

- The date should be decided in advance
- Front office is informed well in advance so that the room is not allotted to any guests
- Bed and bath linen and curtains are removed and sent to the laundry
- Bed spreads and blankets are sent for dry-cleaning
- Books and other accessories are removed and kept safely
- Guest supplies are removed and kept in the housekeeping pantry
- Lamps and other fittings and furniture are shifted to the pantry or placed in the center of the room and covered with dust sheets
- Telephones, televisions and other electronic devices are disconnected and stored separately
- Bathroom fixtures, bathtubs, washbasins, etc. are sealed

Generally if the whole floor is not taken for re-decoration, the furniture is not removed from the room, but stacked in the middle of the room. Dust sheets of different colours are used for easy identification. The housekeeping and maintenance departments should make a snag list. This is a detailed list prepared by the housekeeping supervisor before refurbishment. The list details all the items in the room, which need to be changed or repaired.

Preparation of a Room after Redecoration

After finishing the redecoration work, the room is handed over to the maintenance department to carry out preventive maintenance. Once the maintenance work is over, the maintenance department hands

over the room to the housekeeper. The housekeeping department does all the required cleaning, fixtures and furniture is replaced and the carpets are shampooed. When the room becomes ready, the front office/reception is informed.

Post-renovation Activities

- Make sure that the contractor has not exceeded the budget
- Make sure that the contractor handovers the area clean
- Once the contractor moves out, the room is given for preventive maintenance to the maintenance department
- Clean all vents
- Bring back the furniture and fittings
- Hang the curtains and place the other soft furnishing
- Stage the room, i.e. finish the room with all furnishing and accessories positioned
- Thoroughly clean the room, make the bed, put the amenities and after a thorough check release the room to the front office for sale

❖ What does refurbishment mean? What are the steps involved in refurbishment?

Refurbishment means freshening up. This includes cosmetic changes such as changing the draperies, upholstery, etc.

- It involves re-decoration, but this is an extensive programme
- It is done once in 6-7 years
- Involves planning and co-ordination between housekeeping, maintenance & interior decorator
- Could be done either to freshen up an already existing room or to change the furnishing to keep up with the latest trends
- Refurbishing can be partial or complete. If complete, then everything can be replaced, i.e. the upholstery, curtains, furniture and the bathrooms completely gutted and renewed. If partial, there will be no breaking of the walls, but a change in bed & bedcovers, etc.
- Refurbishing involves noise, so the work is undertaken during the day only and in slack season. Tent cards are kept in all occupied rooms requesting the guest to bear with inconvenience
- Before refurbishing, a mock room is prepared to check for the standards

Steps Involved in Refurbishment

- Remove all the linen and supplies from the room
- Usually hotels sell/auction old carpets, furniture, etc.
- All the room & bathroom fixtures are removed
- Redecoration is done
- All electrical work is completed, plugs & sockets are replaced
- Carpet is laid
- Normally only when the whole floor is ready, it is released to the front office

If the whole floor has been taken up for refurbishment, the rooms will only be released to the front office when the whole floor is ready. Usually hotels sell or auction old carpets, furniture, etc. Some hotels carry out refurbishing gradually, e.g. bathrooms one year, furniture and carpets in another year.

It involves major capital investment, but if a hotel is not kept up to the standard, it will lose revenue and so in the long run it is a necessary investment.

❖ **What are the points to be considered while designing housekeeping services for a new property?**

The first person recruited in the housekeeping department of a new property is the Executive Housekeeper. He/she is the person who lays the foundation of department starting from making the hierarchy, SOP's, to plans and execution.

Following are the points to be considered while designing housekeeping services for a new property:

- **Resource planning** – The first and foremost point is that the human and non-human resources are planned. For the human resource, the personnel department is asked for help. Market surveys are done for best available equipment and supplies available with an eye to the need of the hotel as well as the cost factor. The coordination of the purchase department is taken for doing this.
- **System and procedures** – The guidelines to run the department is established by the Executive Housekeeper. The SOP's consists of hierarchy chart, job description of each staff, reporting procedures and step by step procedure for each job carried out in the department.
- **Division of work** – At this stage, the housekeeping responsibility for the entire property is identified. Division of work document includes all the areas and sub-areas that the housekeeping department is collectively responsible for. After which work is divided amongst the people in the department.
- **Area responsibility plan** – This document fixes the responsibility for the areas mentioned in the work division document. This also gives the responsibilities and boundaries of each position.
- **Organising a new work force** – At this stage, the organisational chart made earlier is reviewed and if required, reset and then finalised. Budget is also planned (based on zero based budgeting) for hiring employees taking into account the actual occupancy for specified periods of the year.
- **House break up** – It is the pictorial representation of the location of all guestrooms as given in the physical layout plan of the hotel. It consists of a line drawing of the guestroom section of the hotel, showing the relative positions of the guestrooms, guest corridors, floor pantries and other relevant areas.

Now sections are made including a particular set of rooms which would be cleaned by each room attendants. Here we try to take a section of 13–15 rooms depending on the square feet area which are close to each other.

After this, the house division is done for supervisors which are again based on square feet area decided for each type of supervisor.

Area is allotted per room boy to clean and supervisor to supervise

<i>Room boy</i>	<i>Public area boy</i>
4500 to 5000 sq ft	2500 to 3000 sq ft
Floor supervisor	Public area supervisor
15,000 sq ft	10,000 sq ft

The supervisors work can also be based on house division. House division is a set of 4–6 room section along with the associated corridor, elevators, stairways, service areas and storage areas.

- **Work load of staff** – After having a clear picture of the work division, the housekeeper decides on the areas assigned to the housekeeping attendants and the supervisors.
- **Staffing consideration** – Once the work load is decided, the department staffing guide is reviewed and hiring of employees starts with the help of personnel department. It is the responsibility of the housekeeper to hire the best people for the required job to be done.
- **Orientation and training** – Induction is the technique by which a new employee is introduced to the practices, policies, purpose and people, etc. It helps the new recruit to settle in quickly and become productive as soon as possible. During induction, a handbook is given to the employees consisting of rules, policy, department information, staff benefits, organisation history, etc. An extensive training programme is held for all the new employees to understand the job and perform their best.
- **Scheduling of new employees** – After the successful training, the employees are scheduled to their job areas. To get the confidence in the employees to perform their jobs well, constant monitoring is done and, if required, they are also paired with experienced staff.

❖ **Give a checklist of the housekeeping responsibilities to be met with while taking over a new property from projects.**

Before taking over a new property, the housekeeper has to know that every stage of the work is going on. Thus, a high level of coordination is required between the projects department, engineering department and the housekeeping department so as to complete the work within the stipulated time.

The housekeepers work starts from the day he/she is hired. The countdown given below deals with the time to time requirement and responsibility of the housekeeping department while inaugurating a new property:

Three Months in Advance

- Check the blue prints for the housekeeping department including the department, linen room, laundry, uniform section, guestrooms, floor pantries, public areas and other areas
- If horticulture is a part of the housekeeping department in that particular hotel, then this is the right time to start working on it, beginning with hiring of a horticulturist
- In coordination with the interior designer, maintenance department and the project department have a review on the blue print provided. This is the right time to put in your views about space allocation, practicality of work areas, etc
- Do a market survey for best available equipment and supplies available with an eye to the need of the hotel as well as the cost factor. The purchase department coordination is taken for doing this
- Keeping in mind the lead time available, coordinate the purchase of equipment, cleaning supplies, linen and guest supplies
- Plan for human and non-human resources
- Decide on the uniforms for the staff based on hotel theme

Two Months in Advance

- At this stage, the hiring of staff, at least the minimum staff required, should be started
- This is the time to decide on contracts and outsourcing
- The orientation and training of the hired staff should be done regularly
- Follow up on the supplies and equipment needs should be done

Six Weeks in Advance

- The work in the areas coming under housekeeping needs to be started
- At this stage, the areas which are completely ready are handed over to the housekeeping department
- Cleaning in all these areas is stated
- In coordination with the horticulturist, the landscaping and gardening is done and also decide on the indoor plant placement
- Item purchased needs to be stored safely
- Before storing, check for their quality and quantity
- Work out on SOP's
- Start putting the areas in place so as to finish the work on time
- The orientation and training of the hired staff should be done regularly

Four Weeks to Go

- By now all the areas are handed over to the housekeeping
- Ensure all the areas are cleaned
- Put the linen and supplies in all the rooms
- Make sure that the training of the hired staff is done and they are assigned their areas of work
- Set up the department completely
- Fine tune the systems and procedures wherever required
- Constant monitoring of all areas is required

One Week to Go

- By now all the areas should be ready
- Place the duty rotas and schedules in the department
- This week should be pre-final stage where the department should be run exactly the way the hotel wants it to, so that once the hotel is functional the department will continue to work in the same way
- During this week, generally the executives of the hotel are requested to stay in different rooms of the hotel and are requested to give feedback
- By this you will also come to know, if there is a requirement for change and you can make the change accordingly

❖ Draw a format of a snag list

Snagging list

Hotel XYZ

Area:

Item/Area	Carpentry	Polishing	Electrical	Painting	Mason/Civil	Plumbing	Remarks
Door							
Door knob							
Cupboard							

Tips for Surviving and Thriving during a Facelift

Renovate wisely

Decide your priorities and see your affordability. It is always better, if all parts of your hotel are renovated at once. It is not so helpful to have tired guest rooms and a new lobby/restaurant. However, if you have capital constraints, you would need to renovate in stages.

Start with the portion of your hotel that is in dire need of a refurbishment. If your guest rooms are very worn out – with torn carpeting and ragged curtains and are a real eyesore – go with those first. If your lobby is falling apart, concentrate the first part of your renovation on this section of your hotel.

However, if no one area stands out as needing a renovation much more than another area, examine the positioning of your hotel, what kind of business you compete for and where you make your money from on a regular basis. For instance, if meetings business brings you the most revenue, focus on updating your meeting space. Or, if weekend leisure business is driving your customer base, you'd want the latest and greatest in spa design and services and start your renovations there. On the other hand, if your restaurant brings in a lot of business, but needs a facelift, this may be the section of your property that you would like to renovate first.

Focus on what you are lacking

Perhaps you are looking to renovate to bring in a new customer base, which is the ROI renovation discussed earlier. Examine what you are lacking in your hotel and what services or amenities you could add, expand or upgrade to have an advantage towards gaining new customers.

For instance, if your research indicates that there is a strong local catering demand in your immediate market and you'd like to capture some of this business, renovate your meeting and ballroom space and totally jazz up your catering menu. If your research suggests that a big upgrade in guest room technology will help with tech travellers, survey what the hotels, which are capturing these travelers, are offering and go one step further to offer something more and better when you refurbish your guest rooms. You should want your renovations to give your guests a totally new and exciting experience.

Minimise your guests' inconvenience

Use discretion in telling your guests in advance about any kind of renovation, unless it will directly impact their stay. Once they are at your hotel, do something special for them. If there are noise and jackhammers around your lobby, offer guests a free drink at the temporary front desk that you have established.

Be smart about excess noise. Minimise any noise when guests are in meetings or trying to sleep. Try to maintain a buffer floor between the floors where there will be construction. For instance, if you are redoing floors 14 and 15, don't put guests in rooms on the 12th floor. That will be your buffer zone. Also, don't put guests in rooms that are adjacent to a construction area or where there is excess noise or dirt/dust. And, if guests are in a meeting on one side of your hotel, concentrate on completing renovations on other side of the property.

Be sure to hold weekly meetings between the contractor and the hotel to discuss where the noise and potential disruptions will be during the coming weeks. Always communicate with your employees, to let them know what is going on in the hotel at any point during a renovation. This way, they can keep guests as comfortable and as informed as possible.

Schedule construction during your slow times

It is always better to have as much as renovations during slower times of the year. You don't want to interrupt wedding season, if you do a lot of wedding business. And, you want minimal disruption as well during peak meeting times of the year, if a lot of meetings and conferences are held at your hotel.

Ideally, you don't want to have to close down your hotel. You will lose business and you have the employee issue to deal with. Plan wisely and you should be able to remain open.

Promote your new look

Let the world know about your renovations! It doesn't do you any good to spend time and effort on a refurbishment, if you don't take the time to publicise it and generate additional business and traffic to your hotel.

Take out ads in local newspapers and magazines. Offer food and drink promotions, if you have a new restaurant. Do the same with your spa. Send out renovation announcement flyers to local businesses, if your property generates traffic from the locals. Invite local business leaders to receptions, to sample your hotel. Offer special room night packages to celebrate your hotel's new look and feel.

If you don't have a public relations director or staff or work regularly with a local agency, consider contracting with a PR firm for a three- to six-month period to generate publicity. Send out press releases, invite local food critics to chef's tastings and invite the local press to tour your newly renovated hotel.

New operations are the source of innovations and that can only be done if we correctly deal with below questions:

SPECIFIC QUESTIONS

❖ Define renovation

Renovation (also called remodelling) is the process of improving a structure. This is the process of renewing and updating a hospitality property to offset the ravages of use and modify spaces to meet the needs of changing market. Two prominent types of renovations are commercial and residential.

❖ What is the process of renovation?

The process of a renovation, however complex, can usually be broken down into several processes. They are:

- Planning
- Structural repair
- Finishes
- Engineering
- Rebuilding

❖ A building having been gutted down by fire needs to be.....?

A building having been gutted down by fire needs to be rehabilitated and renovated.

❖ What is redecoration?

Redecoration means maintaining the décor. It is a process of redoing the décor to make it look as it were in the former state.

❖ What are 5 R's in renovation?

- **Restoration** – restoring of a property to its exact original design with authentic material
- **Rehabilitation** – is to restore to useful life, as through therapy and education or to restore to good condition, operation, or capacity
- **Remodeling** – altering the physical structure of the property
- **Redecoration** – involves renewal of paintwork, touching up furniture, spring cleaning, etc. This is generally done annually for the maintenance of property
- **Refurbishment** – freshening up of the property. This may include changing of draperies, upholstery, etc.

❖ **What is snag list?**

It is a detailed list made by the housekeeping about the type of defects in the room both from housekeeping and the maintenance point of view.

❖ **Explain refurbishment and redecoration**

Redecoration involves renewal of paintwork, touching up furniture; spring cleaning, etc. This is generally done annually for the maintenance of property. It is also done annually to maintain the standard of rooms in a property.

Refurbishment means freshening up. This includes cosmetic changes such as changing the draperies, upholstery, etc.

❖ **Why do hotels renovate? Give reasons.**

Reasons to renovate hotels are:

- The furnishing and finishes of the facility are worn out
- The interior design or décor is out of date
- New opportunities can be made available to guest only by renovation
- Deterioration of physical properties
- Acquiring and renovating an existing hotel

❖ **What are the types of renovation?**

Basically there are three types of renovation that a facility can undergo:

➤ **Minor renovation (5-7 yrs cycle)**

Without changing the space used or physical layout, the non-durable furnishings and finishes are replaced, e.g. replacing of carpet, drapery, bedspreads, minor paint work, etc.

➤ **Major renovation (12-15 yrs cycle)**

In this kind of renovation, all the furnishing and finishes within a space is replaced. This may include extensive modifications to the physical layout and utilisation of space itself. Major renovation includes replacement of furniture, bedding, lighting, accessories, replacement of flooring, etc.

➤ **Restoration (20-25 yrs cycle)**

This is complete gutting of a space and replacing of all systems that are technically and functionally obsolete, while restoring furnishing and system that can still be used. Such a renovation may include wholesale replacement of laundry facilities, interior demolition of entire guestroom floors, etc.

SUMMARY

The following points have been discussed in this chapter:

- Definition of renovation
- Reasons for renovation
- Procedure and task involved in renovation
- Difference between redecoration and refurbishment
- Advantages and disadvantages of renovation

- Types of renovation
- Takeover of a new property from projects

Change is an equation which always yields the right answer. By utilising the ideas discussed in this chapter, you can survive a hotel renovation with as minimal amount of disruption as possible to your guests and a minimal loss in any revenues to your bottom line. And, you will wind up in the end with a refurbished, refreshed property that will entice your guests to come back again and again.

All of this, the complete ideology of hotel upkeep and beautification, staff, security and renovation cannot be possible if it is not manned by a dedicated budget and an inventory system. Let us take a look at them in the next chapter.

KEY TERMS

- **Area responsibility plan** – This document fixes the responsibility for the areas mentioned in the work division document. This also gives the responsibilities and boundaries of each position.
- **Buddy system** – The buddy system is a procedure in which two people, the buddies, operate together as a single unit so that they are able to monitor and help each other.
- **Division of work document** – At this stage the housekeeping responsibility for the entire property is identified. Division of work document includes all the areas and sub-areas that the housekeeping department is collectively responsible for. After which work is divided amongst the people in the department.
- **Ergonomics** – The science of designing the job, equipment and workplace to fit the worker. Proper ergonomic design is necessary to prevent repetitive strain injuries, which can develop over time and can lead to long-term disability.
- **Guest supplies** – Includes all the luxury item that a hotel gives away to guest at no extra cost.
- **Horticulture** – The industry and science of plant cultivation.
- **House break up** – The pictorial representation of the location of all guestrooms as given in the physical layout plan of the hotel. It consists of a line drawing of the guestroom section of the hotel, showing the relative positions of the guestrooms, guest corridors, floor pantries and other relevant areas.
- **House division** – House division is a set of 4-6 room section along with the associated corridor, elevators, stairways, service areas and storage areas.
- **Job description** – A detailed list identifying all the key duties of a job as well as reporting relationships, additional responsibilities, working conditions and any necessary equipment and materials.
- **Lead time quantity** – The number of purchase units consumed between the time that a supply order is placed and the time that the order is actually received.
- **Linen** – All launder-able items maintained, stored and issued for guest use for housekeeping department.
- **Major renovation** – Without changing the space used or physical layout the non-durable furnishings and finishes are replaced e.g. replacing of carpet, drapery, bedspreads, minor paint work etc.
- **Minor renovation** – In this kind of renovation all the furnishing and finishes within a space is replaced. This may include extensive modifications to the physical layout and utilisation of

space itself. Major renovation includes replacement of furniture, bedding, lighting, accessories, replacement of flooring etc.

- **Organisation chart** – A schematic representation of the relationships between positions within an organisation, showing where each position fits into the overall organisation and illustrating the divisions of responsibility and lines of authority.
- **Orientation** – Induction is techniques by which new employee is introduced to the practices, policies, purpose and people etc, it help the new recruit to settle in quickly and become productive as soon as possible.
- **Outsourcing** – A business decision to move in-house work out to an external agent or provider, where the external provider will agree to take on a labour contract to provide specialised services, extra staffing when required, hire out plant and machinery or do any work as specified by the hotel as per the terms and conditions agreed upon by both the parties in a legally binding contract.
- **Position description** – A detailed summary of the duties attributed to an individual position. Provides specific information about a position that is not available in a generic job description.
- **Redecoration** – Redecoration means maintaining the décor. It is a process of redoing the décor to make it look as it were in the former state.
- **Refurbishment** – Freshening up of the property. This may include changing of draperies, upholstery etc.
- **Rehabilitation** – To restore to useful life, as through therapy and education or to restore to good condition, operation, or capacity.
- **Re-modelling** – Altering the physical structure of the property.
- **Renovation** – This is the process of renewing and updating a hospitality property to offset the ravages of use and modify spaces to meet the needs of changing market.
- **Restoration** – This is complete gutting of a space and replacing of all systems that are technically and functionally obsolete, while restoring furnishing and system that can be still used. Such a renovation may include wholesale replacement laundry facilities, interior demolition of entire guestroom floors etc.
- **Room section** – A group of rooms that have been assigned to a room attendant for cleaning.
- **Roster** – List or plans showing terms of duty.
- **Snag list** – It is a detail list made by the housekeeping about the type of defects in the room both from housekeeping and the maintenance point of view.
- **Staffing guide.**
- **Standard Operating Procedure (SOPs)** – Detailed written instructions to achieve uniformity of the performance of a specific function.
- **Team cleaning** – In this type of cleaning two or more people work together in an area either on the same task or on different tasks.
- **Zero based budgeting** – Working on a fresh budget for a particular period, without basing the requirements on any previous budgeted or actual details of revenues, expenses and stock requirements.

ACTIVITY

Activity

Case Study

1. As an Executive Housekeeper you have been told to renovate 30 rooms on the 9th floor of the hotel. What would be your course of action?
2. You have been recruited as an Executive Housekeeper of hotel Comfort Inn Mumbai. This property is new and still in the project stage. What would be your contribution to the planning of the hotel for it to practically work well?

ANSWER

Activity

1. Refer the section on renovation
2. Refer the section on new property designing

CHAPTER

17

INVENTORY AND BUDGETS

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Understand inventory control
- ♦ Explain par stock
- ♦ Understand the importance of stock taking
- ♦ Plan and prepare a budget
- ♦ Explain the types of budget
- ♦ Cost control in specific areas (guest room, public areas, linen room, stores, cleaning material and supplies, flowers)
- ♦ Explain purchasing procedures (principle, stages, type)

“A budget tells us what we can’t afford, but it doesn’t keep us from buying it.”

– William Feather

INTRODUCTION

Who Makes the Budget?

The management committee takes care of the budgeting in the hotel. All the department heads are responsible for creating the budget for their respective departments and send it to the financial controller for final approval. Budgeting is one of the main planning activities within the hotels.

The budget provides an opportunity for taking a critical look on the costs incurred by the department, reviewing past planning and then taking appropriate steps to accomplish better outcomes in the next financial year.

The Executive Housekeeper has to be involved in the planning process that leads to formulation of the budget and has to ensure that the department’s actual expenses are in line with the budgeted cost and the occupancy level.

Why is a Budget required?

The budget acts as a guide that provides the manager with the standards, by which they can measure the success of operation. A budget provides a financial framework within which all the departments operate. The budget also acts as a guide as to which things need repair or replacement. It does help determine what valuable pieces of equipment may be purchased and pinpoint the areas which need to be emphasized for the coming year.

It can be said that a budget is an instrument used by the management for controlling and directing activities, especially purchasing activities.

Some Interesting Facts about Budgets

R K Shanmukham Shetty presented independent India's first budget.

Till date, Morarji Desai has had the longest tenure as FM, 8 years.

Morarji Desai presented two Budgets on his birthday - in 1964 and 1968.

CD Deshmukh was the first Indian Governor of RBI to have presented the Interim Budget for 1951-52.

Initially, budget papers were printed in Rashtrapati Bhawan. In 1950, budget papers were leaked. This changed the printing venue to Minto Road located security press. Since 1980, budget papers are printed in North Block.

A week before the budget is presented; the employees of the press stay in the ministry and have no means of communicating with the outside world.

The budget process has its roots in the Bombay Plan of 1944. Bombay Plan was authored by John Mathai, GD Birla & JRD Tata.

The 1991-92 final and interim budgets were presented by Finance Ministers of two different political parties. While Yashwant Sinha presented the interim budget, the final budget was presented by Manmohan Singh.

The 1965-66 budget contained the first disclosure scheme for black money.

Jawahar Lal Nehru was the first Prime Minister to present the budget when he held the Finance portfolio in 1958-59.

R Venkataraman was the only Finance Minister who later became the President of India.

P Chidambaram rewrote India's Exim Policy in one non-stop eight-hour sitting in July 1991, when he became the Commerce Minister.

Budgets are required in every business. It is imperative that we take stock of the hotel industry by answering the:

DESCRIPTIVE QUESTIONS

❖ What is inventory control and stock taking? What role does it play in making budgets?

Inventory – Stocks of merchandise, operating supplies and other items held for future use in a hospitality operation is known as inventory. There are basically two types of inventory done in housekeeping department:

- **Non-recycled inventories:** Physical count of non-recycled items in housekeeping like guest supplies, cleaning supplies, etc.

- **Recycled inventories:** Those items in stock that have relatively limited useful lives, but are used over in housekeeping operations. Recycled inventories include linens, uniforms, major machines and equipment and guest loan items.

Inventory control – is supervision of the supply, storage and accessibility of items in order to insure an adequate supply without excessive oversupply. It can also be referred as internal control that is an accounting procedure or system designed to promote efficiency or assure the implementation of a policy or safeguard assets or avoid fraud and error etc

Steps to be followed for accuracy in inventory

- The inventory figures should be compiled within 24 hours from the start of the inventory.
- The results should be reviewed and analysed and compared with inventories conducted for the previous month.
- If no large discrepancies are found, a copy has to be sent to the departments concerned and the General Manager, along with the monthly report.
- If a large discrepancy exists, the inventory has to be retaken.
- Any shortfall in the item should be replenished from the reserve supply every month.

Stock taking – is an examination and inventory made of goods or stock in a housekeeping department; usually made periodically. It's a physical verification of the items.

Role of inventory and stock taking in making housekeeping budget

Inventory and stock taking forms the base of budget preparation as it gives the actual foresight to the items used in the housekeeping operation. Its helps the housekeeper to know what is in stock and also the amount of a particular item used during a certain period of time.

❖ **What is a par and how is par level established?**

Par is a standard specific or normal level of stock. While considering maintaining a certain level of stock, the 'par level' is the amount you would need to have on hand to ensure that you would not run out while waiting for resupply. The 'par level' would also be the 'order point'.

Par stock: The stock or numbers of each item used in the hotel for the smooth functioning of the departments, which includes uniforms, linen, supplies and amenities on a day to day basis without causing hardships due to lack of availability of any of the mentioned items is called the par stock.

Establishing Par Levels

Before establishing par level of any item, first we need to understand which category of item it is.

The items in the housekeeping department fall under two categories:

- **Recycled** – Those items that have relatively limited useful lives, but are used over and in housekeeping operations. Recycled items include linens, uniforms, major machines and equipment and guest loan items.
- **Non-recycled** – Those items that are used for a certain period and cannot be reused in housekeeping operations. Non-recycled items include cleaning supplies, guest supplies, etc.

Depending on the category of item, the par stock is established.

Par level for recycled inventory – is the multiple of the standard quantity of a particular inventory item that must be in hand to support day to day housekeeping function.

Par level for non-recycled inventory – is a range between minimum inventory quantity and maximum inventory quantity where

Maximum quantity is the greatest number of purchase units that should be in stock at any given time.

Minimum quantity is the fewest number of purchase units that should be in stock at any given time. The minimum quantity is established based on the rate of consumption of a particular inventory item over a certain period

$$\text{Minimum quantity} = \text{lead time quantity} + \text{safety stock level}$$

Where,

Lead time: The time or period between the date of indent and the day when the indent is actually received is called the lead time.

Lead-time quantity: The number of purchase units consumed between the time that a supply order is placed and the time that the order is actually received.

Safety stock: The number of purchase units that must always be on hand for smooth operation in the event of emergencies, spoilage, unexpected delays in delivery, or other situations.

❖ What is a budget? What are the different types of budget?

Budget is a summary of intended expenditures along with proposals for how to meet them. A budget is generally a list of all planned expenses and revenues. It is a plan for saving and spending. The budgets act as a guide that provides the manager with the standards, by which they can measure the success of an operation. A budget provides a financial framework within which all the departments operate. The budget also act as a guide as to which things need repair or replacement it also help to determine what valuable pieces of equipment may be purchased and to pinpoint the areas which needs to be emphasized for the coming year.

It can be said that a budget is an instrument used by the management for controlling and directing activities especially purchasing activities.

Types of Budgets

Budget may be of different kinds, based on type of expenses involved, the departments and the flexibility of expenses.

1. **Categorisation by Type of Expenditure:** Based on the type of expense and assets involved, budget may be categorised into:
 - **Capital Budget:** Allocations under capital budget are used for capital assets whose life span is considerably in excess of one year. These are the assets that are not normally used in day to day operation. Example: furniture and fixture. Capital expenditure may include vacuum cleaners, machines. The hotel building itself also comes under capital assets.
 - **Operating Budget:** Operating expenditures are those costs that are incurred in order to generate revenue in normal course of doing business. The cost of all non-recycled inventory items, such as cleaning and guest supply is also included in the operation cost.
 - **Pre-opening Budget:** These budgets allocate resource for opening parties, advertising, generating initial goodwill. Pre-opening budget also include the initial cost of employee salaries, crockery, cutlery and other items.

2. **Categorisation by Department Involved:** Based on departmental involved, budget may be categorised into:

- **Master Budget:** These represent the forecasted targets set for the whole organisation and incorporate all income and expenditure estimated for the organisation.
- **Departmental Budget:** Each department of the hotel forwards a budget for its estimated expenses and revenue to the financial controller. For instance, there would be housekeeping budget, etc.

3. **Categorisation by Flexibility of Expenditure:** Budget may be classified on the basis of flexibility of expenditure:

- **Fixed Budget:** These budgets remain unchanged over a period of time and are not related to the level of revenues. Such budgets include resource allocation for advertising and administration.
- **Flexible Budget:** These budgets are pre-determined expenditure based on the expected revenue and differ with different volumes of sale.

❖ **What are the points to be considered while making a budget? What are the uses of budget?**

The following factors should be kept in mind while preparing the expenditure budget:

- Occupancy or number of rooms
- The actual stock in hand in the beginning of the year
- The likely consumption pattern of each of the items
- Any changes and modifications expected during the year
- Budgets should be made as if one's own money is being spent

Uses of a Budget

Making a budget helps the Executive Housekeeper in the following ways:

- She/he is able to inform the management regarding the expected expenses that the department will incur considering the forecasted room sale in the coming year.
- She/he can ensure that the department's actual expenses are in line with budget costs.
- As a plan, a budget is not 'set in stone' it may need to be adjusted in light of unforeseen or changing circumstances. However, a budget is a necessary guide.
- It provides managers with standards by which they can measure the success of an operation.
- By comparing the actual expenses with the allocated amount, the executive housekeeper can track the efficiency of the housekeeping operation and monitor the department's ability to control its expenses.

Other Uses of a Budget

- It sets a framework for expenditure
- It helps in bringing in control
- Since it predicts future expenses, budgeting helps in forecasting priorities
- It helps in comparing the efficiency of departments

❖ How is a housekeeping budget prepared?

Housekeeping is one of the departments in the hotel that has the most bulk expenses and consumable items. Items like bathroom amenities such as shampoo, conditioner, body lotion or moisturiser, *eau de cologne*, facial soap and body soap; bath towel, hand towel, face towel, bath mat, bathrobe, rubber mat; bed sheet, pillow, pillow case, throw pillow, neck pillow, mattress pad, blanket, duvet/ duvet insert, bed cover; toilet paper, facial tissue; coffee maker, coffee sachet, sugar condiments; ironing board, flat iron; alarm clock; cooking utensils, crockery and cutlery; give away toothbrush and toothpaste; printing materials, stationery, envelope, note pad, ball pen, folder, telephone directory, *Bible* or holy *Gita* can have a substantial impact in the hotel's overall expenses.

These are variable assets that when consumed, damaged, lost or become sub-standard are being discarded or removed from circulation. Once removed from circulation or consumed, the same quantities must be replenished or replaced with additional mark-up in order to maintain the high standard or quality of service in the hotel.

Fixed assets like the room's furniture and fixtures such as beds, fridges, television sets, mirrors, sofas, easy chairs, reclining chairs, tables, telephones, lamps, headboards, air-conditioning/heating equipment etc. can be very costly when damaged or become sub-standard. These items are usually included in the capital expenditure budget, especially when refurbishment is required. But, if it is only one or two pieces, this amount can be allocated in the operating budget.

For the machine and equipment, the housekeeper's cart and vacuum cleaners is the most important tool used in the overall cleaning and maintenance of the hotel guestrooms and public areas. Machines like carpet shampoo and water extraction machine, rotary machine for carpet shampoo, floor scrubber and floor polishing, wet and dry vacuum cleaner; hydraulic lift, etc. are additional heavy duty machines that help in the overall cleaning requirements of the hotel. These too are included in the capital expenditure budget.

For laundry area, there will be the laundry machine, washer, dryer, dry cleaning machine, laundry folding machine/calendar, tables, carts, laundry sorter boxes, movable clothes hanger rails, guest laundry printer, etc. which are capital expenditure items, while detergent, bleach, stain remover, dry cleaning fluid, pH level water treatment solution, etc. are the operational expenditure items.

Listing all the detailed items involved in preparation of budget gives you an idea how intricate is the housekeeping budget preparation.

With the above numerous items, the consumable or fast moving items are the most important items in the preparation of budget. The consumable items are included in the operational budget. The fixed asset items are included in the capital expenditure budget or CAPEX.

Operational budget is being prepared annually and submitted to the Director of Finance for further study and to finalise the total amount in coordination with the department head. Operational budget is always based on the next year's forecasted occupancy percentage. For example:

Item: toilet roll @ Rs.50/roll

2010 consumption @ 50% occupancy = 50,000 @ Rs.50 = Rs 5,000.00

2011 forecasted occupancy percentage is 75%

$75\% - 50\% = 25\%$ (25% of 50,000 = 12,500)

$(50\% + 25\% = 75\%) = (\text{Rs.}25,000.00 + \text{Rs.}12,500.00 = \text{Rs. } 37,500.00)$

Remaining items are calculated in the same manner till all the items required are included in the next year's budget.

Capital expenditure budget is for specific items or project that needs to be replaced, made and built in the improvement of guest service or the hotel itself. For example: The hotel management with the approval of the owner of the hotel would like to extend the laundry service to non-hotel guest or outside customer. The project will be a “Laundry Shop” and, therefore, a quotation will be required from the contractor for the cost of building the Laundry Shop, the additional guest/customer laundry bag, laundry and dry cleaning list and additional manpower for customer service, etc. To sum up, the amount of construction of the laundry shop = Rs 35,000.00; additional laundry bags and lists = Rs 5,000.00 and additional manpower = Rs 9,000.00 annually.

The Rs. 35,000.00 will be included in the capital expenditure while the additional laundry bags/lists and manpower will be added in the operational and staffing budget.

Therefore, the operational budget is for the consumable items and capital expenditure is for special project or items that are costly. There are also certain items being shared by the Front Office and the Housekeeping. The charges on these items are being split between the two departments. When it comes to Maintenance, Engineering Department charges the Housekeeping for any services rendered like maintenance of the machine wherein they have to supply machine parts and labour, so these are being coordinated with engineering department. It is important that housekeeping machines are handled with care to avoid such charges.

Monitoring the operational budget is the most crucial part in the operation of business. With the modern technology and the computer software, daily updated total expenses against budgeted amount are made possible and easy to trace in order not to exceed the budgeted amount. Every end of the month, the accounting department distributes copies of last month’s budget outcome to the General Manager and the Department Heads in order for them to review and analyse where their budget is in line and where it is not. General Manager will require the department heads that have exceeded their budget a reasonable report since he is accountable to the corporation as well as the owner of the hotel.

❖ **Write in detail about capital budget and operating budget.**

Capital Budget: It is the planning process used to determine whether an organisation’s long term investments such as new machinery, replacement machinery, etc. are worth pursuing. Capital expenditure includes expenditure for purchase and maintenance of assets whose life span is considerably in excess of one year. These assets include equipment that is not normally used in day to day operation. Examples of capital assets are land and building, furniture and fixture, vacuum cleaners, machines, etc. Therefore, the hotel building itself also comes under capital assets.

A capital budget should always be based on the following priorities:

- Necessity: Is an item necessary?
- Desirable: Is an item desirable, i.e. something that will add to the luxury of the hotel?
- Foresight: Is it something that may be needed for the next two to three years, e.g. renovation?

Factors to be kept in mind while preparing the capital budget:

- Expected life of the asset in terms of the years of the usage.
- The pay back period of the asset, i.e. the time required for the investment to be recovered back in terms of reduction in cost or increase in revenue.
- Whether the asset price is inclusive of all taxes and levies.
- Whether custom duty is applicable.

- The lead-time between placing the order and the actual receipt of the asset. This is important because an order placed in one financial year and received the next year upsets the making of next year's budget.
- If the products being budgeted for are used by any other hotel, the management of that hotel can be contacted for views on the product. This helps to evaluate their price, economic life and features.
- Whether it is profitable to purchase rather than take the item on lease or hire.

Operating Budget: It is the annual budget of an activity, estimating the total value of resources required for the performance of the operation including estimates of workload. The operational expenditure relating to housekeeping includes expenses that are meant for generating revenue in normal course of doing business. The cost of all non-recycled inventory items, such as cleaning and guest supply is also operation cost.

Items included in operating budgets are:

- **Cleaning supplies:** These include items such as insecticides, detergents, glass cleaners, bathroom cleaners, brooms, brushes, polish, mops, etc.
- **Guest supplies:** These include items used as guest amenities such as pens, soaps, VIP kits, etc. The expense category depend on cost per room.

$\text{Budgeted expense} = \text{consumption factor} \times \text{budgeted room} \times \text{cost of one unit}$

- **Flowers and horticulture expenses:** This includes individual flowers and arrangements for housekeeping (lobby, guest rooms), as well as decoration for holidays and special events and requirements of the food and beverage service.
- **Printing and stationary:** It includes all printing and stationary items used for guest and office purposes.
- **Linen:** This includes all room and food and beverage linen.
- **Uniforms:** As per the hotel policy this includes the number of sets of uniform required by the hotel for all the employees.
- **Contract services:** This includes the cost of the outside vendors who clean the hotel public areas, guest rooms, back areas, etc. such as window cleaning, glass cleaning and carpet cleaning and also other vendors like pest control, etc..
- **Human resources:** This budget is made with the assistance of the human resource department. It deals with expenses like training seminars, travel expenses and any other related expenses, new recruits and staffing guide. Employee benefit like medical, meal costs etc. can also be included in this budget.
- **Laundry expenses:** The hotels where laundry comes under housekeeping, the Executive Housekeeper make the laundry budget. The laundry expenses include chemical, energy, water and labour cost.

Cost of laundering is calculated by

$\text{Cost per piece or weight unit} = \frac{\text{total cost incurred in a month}}{\text{total no. of pieces or weight of linen}}$

- **Miscellaneous expenses:** These costs may include telephone charges, water consumption, power consumption, etc. of the department

❖ **Give some sample forms for each type of budget**

Sample forms for budget calculations are given below.

Capital

Item	Cost	Shelf life	Justification	Remarks
Furniture				
Fixture				
Equipment				
Repair and maintenance				

Operating

Guest supplies/Printing and stationary/Cleaning chemicals/Cleaning tools

Forecasted monthly room sale.....						
Item	Consumption or the year	In store	Required quantity	Budgeted rooms percentage (% Extra from last year)	Cost	Required quantity for the coming year
	1	2	1-2 = 3	4%	5	3 + 4%*5
Pens						

Flowers

Item	Consumption in the last budgeted year	Budgeted rooms percentage (% Extra from last year)	Budgeted food and beverage function (% Extra from last year)	Cost	Required quantity for the coming year
Flowers	1	4%	5%	3	1+4%+5%*3
Containers					
Pin holders					

Uniforms

Department	Category of staff	No of staff	No of sets required	Cost per set	Total cost
		A	B	C	B*C

Linen

Particulars	Authorised par			Discard for the year	Annual requirement	Stock in circulation	Linen required	Rate per unit	Budgeted amount
	Store	Circulation	Total						
	1	2	1+2=3	4	3+4=5	6	5-6=7	8	7*8
Single bed sheets									
Towels									

Contract Cleaning

Jobs to be done	Performed by	Area	No of times in a month/year	Labor cost	Material cost	Total cost
Carpet shampoo	In-house					
	Contracted completely					

Human Resources

Particulars	No of hours	No of people attending	Cost per hour/session	Total cost
Training				
Traveling				

Salary and Wages Hours

S. No.	Position	Wage/hour	Labour hours	No. of employees	Wage expenses
1.	EHK				
2.	Asst. EHK				

❖ What are the different approaches to budgeting?

“A budget is a comprehensive, formal plan, expressed in quantitative terms, describing the expected operations of an organisation over some future time period”.

In any of the described approaches to budgeting, the key point is that the budget is a management tool to assess whether the business is on track, or adjustments are required. Budgets should take account of market conditions such as margin pressure, macroeconomic factors such as changing tax legislation, as well as internal factors such as resource allocation.

The different approaches to budgeting are incremental budgeting/traditional budgeting

In Incremental Budgeting last year's budget is used as a starting point for the new budget and a number of increases are 'pre-programmed'. These include inflationary increases, salary increases and overall market growth increases.

Usefulness

Incremental budgeting is relatively easy to implement, but it has a number of serious limitations, including:

- An inherent assumption that the current methodology and cost structure is the best way and should be built upon
- It encourages people to have expectations of inflationary increases in salary and business, for doing the same role in a changing market
- It assumes that existing customers will grow in line with market growth, without accurately reflecting the incremental costs of winning new customers
- It encourages departments to spend all of their allocated budget to ensure that there is an increase next year

Zero Based Budgeting (ZBB)

In ZBB the budget for any activity at the start of each year is set at zero. All expenditures must be justified on a cost/benefit basis, including justification of continuing existence.

Usefulness

ZBB introduces an environment where only the projects that deliver the best cost/benefit to the organisation will succeed. This tends to focus all company resources on agreed goals and objectives, as by inference, successful delivery of a justified project will deliver cost/benefit. ZBB also gives managers a better understanding of the other parts of the organisation and the priorities of the company, as they can see relative project priorities. In principle, ZBB leads to the most efficient allocation of resources, as they have to be justified and deployed to the most important projects on a cost/benefit basis.

The limitations of ZBB include:

- Huge effort required to prepare cost/benefit analyses.
- The focus on money-driven decisions can lead to short-term thinking rather than long-term strategic thinking.
- There is a tendency to assume that since the budget approves all spending, that all business decisions will somehow lie within the 'Oracle of the budget'.

Base Budgeting (BB)

In BB, Phase 1 of the budget is designed with 'just enough' resources to run the organisation as a going concern. Any incremental spending above this level must be justified on a cost/benefit basis.

Usefulness

BB is less resource intensive than ZBB, but once again has some limitations, including:

- Who decides 'just enough' resource allocation?
- 'Just enough' is impacted by the anticipated revenue/margin levels and the product mix. For example, revenue of £1M may require one warehouse as a minimum, but £2M may require three warehouses.
- BB does nothing to promote better productivity in the 'Just enough' resource space. For example, if the warehouse is always included and alternatives such as outsourcing are not considered, what incentive is there to drive costs down in the warehouse?

Activity Based Budgeting (ABB)

In ABB, the budget recognises that its activities which generate cost in a business and the desire are to control these cost drivers. For each identifiable activity, the cost of a unit is measured, the demand is measured, a budgeted cost is set for each unit of activity and the budget is designed around activity terms (e.g. Laptop Z3200 Product Build) rather than the traditional functional areas (e.g. Manufacturing).

Usefulness

ABB means that costs can be assigned to activity and product level, rather than averaged out across a

number of products or services. This means that real cost behaviour and cost drivers can be analysed, leading to better cost focus and more targeted customer pricing.

ABB requires a large effort to measure and analyse activities and assumes a causal, linear relationship between activity and overheads. This may be erroneous, as multiple factors may drive the costs, including the sharing of costs over activities and the method of allocating fixed and variable costs.

Kaisen Budgeting

Kaisen implies continuous improvement. As such, a Kaisen Budget is designed with anticipated cost improvements integrated at the start of the year.

Usefulness

The process of designing a Kaisen Budget encourages analysis of performance improvements and cost savings. The cost/benefit of any improvement can be analysed in terms of best fit for the company. For example, if a department states a predicted saving of Rs. x by changing a process, but to do so would lead to increased costs of > Rs. x in another, it should be analysed in more detail. This is an example of sub-optimisation - "Situations where a sub-system is configured such that its performance appears to be optimal, yet the performance of the larger system is prejudiced."

The success of a Kaisen budget depends not only on achieving the numbers, but also on delivering the anticipated improvements.

❖ **Suggest some basic measures for an Executive Housekeeper to control expenses of the department.**

Cutting costs is the simplest way to improve the bottom line. Introducing a cost control system can bring immediate savings and ensure that you remain competitive in the longer term.

Steps to Cost Control

- Involve employees in cost control.
 - Employees can suggest cost-saving ideas, especially if there is an incentive to do so
 - Train employees to save electricity, cleaning supplies, guest supplies, water, etc.
 - Ask what causes them problems or wastes their time and work on that to improve.
 - Employees are more likely to co-operate with cost control initiatives, if changes are explained to them.
- Include your customers and suppliers
 - Ask your customers if you are providing them with anything they do not need. This can be done with the help of front office or placing amenities request card.
 - Your suppliers will know what other purchasing options are available that might suit your requirement.
 - Consult other departments for suggestions.
 - Some costs can be reduced with little risk of an adverse impact on quality and performance.
 - Checking supplier invoices may reveal overcharging.
 - Common examples are double billing, incorrect charges and missing discounts.

- Eliminate unnecessary costs.
 - Get rid of obvious overcapacity (e.g. unused telephone lines).
 - Cut out blatant waste (e.g. air conditioning in unoccupied rooms).
 - Scrap useless processes (e.g. paperwork that is completed, filed and forgotten).
- Crack down on excessive costs.
 - Use second class postage, email or fax, unless only first class post will do.
 - Find alternatives to high priced suppliers, or negotiate discounts.
 - Avoid over-specifying (e.g. high-quality components for a low-quality product).
 - Cutting back on items employees see as 'benefits' or 'perks of the job' needs careful handling.
- Root out inefficiency.
 - Identify manual, paper-based systems that could be computerised.
 - Avoid frequent small orders. They waste time and may mean you lose discounts.
 - Consider switching to single monthly invoicing to cut processing and costs.
- Opportunities

Effective use of a systematic approach will highlight opportunities to control costs with little risk. In some cases, there will be easy savings such as cutting the cost of supplies.

In others, cost reduction will require changing the way you do things. Some of the most common opportunities are listed below. In every case, be aware of the potential pitfalls.
- Reduce your payroll costs.
 - Outsource non-core activities.
 - Use consultants, freelancers or part-time employees, instead of full-time employees.
 - Redesign processes to eliminate duplication of effort and to cut out time wasting.
 - Make more use of technology and automation.
 - Do not overpay when recruiting new employees.
- Improve your purchasing.
 - Switch to cheaper suppliers, or negotiate price reductions or higher discounts for early payment.
 - Consolidate purchasing with fewer suppliers to get better discounts.
 - Agree long-term supply contracts or guarantee minimum annual purchase volumes in return for lower prices.
 - Simplify purchasing procedures to reduce your costs and those of your suppliers.
 - Form strategic buying alliances (e.g. purchasing consortia) with businesses in your area or trade to buy larger volumes.

Go for central purchasing
- Find ways to make production more efficient.
 - Trim back your product range and increase production runs.
 - Use standard components to lower design, purchasing and manufacturing costs.
 - Change processes to minimise wastage of raw materials and energy.
 - Improve quality control to cut rejection rates and reworking costs.
- Review your finances.
 - Strictly adhere to the budget

- Cut back on working capital through just-in-time purchasing, better credit control and agreeing longer payment terms with your suppliers.
- Get the most out of your premises.
 - Introduce home working or hot desking to cut space requirements (and travel costs).
 - Reconfigure existing premises and work flows to minimise wasted time and space.
 - Sub-let spare space.
 - Control utility costs.
- Cut the cost of communications.
 - Use email whenever possible.
 - Use the corporate intranet to reduce duplication of information and unnecessary meetings.
 - Use cheaper telecoms facilities (e.g. alternative suppliers, leased lines).

❖ **Write a short note on the purchase procedure followed in hotel.**

The purchase cycle is the period of time during which a consumer typically uses the amount of a product purchased at one time.

Purchasing Procedure

Provision of adequate and timely supply of material to hotels is of prime importance for carrying out meaningful operation as well as for meeting the targets set for completion of various in house & sponsored projects in hotels. On the other hand, any public procurement will not only have to be made in fair and transparent manner, but will also have to fall in line with the canons of financial propriety. The purchase procedure given in the succeeding paragraphs strives to achieve both these ends.

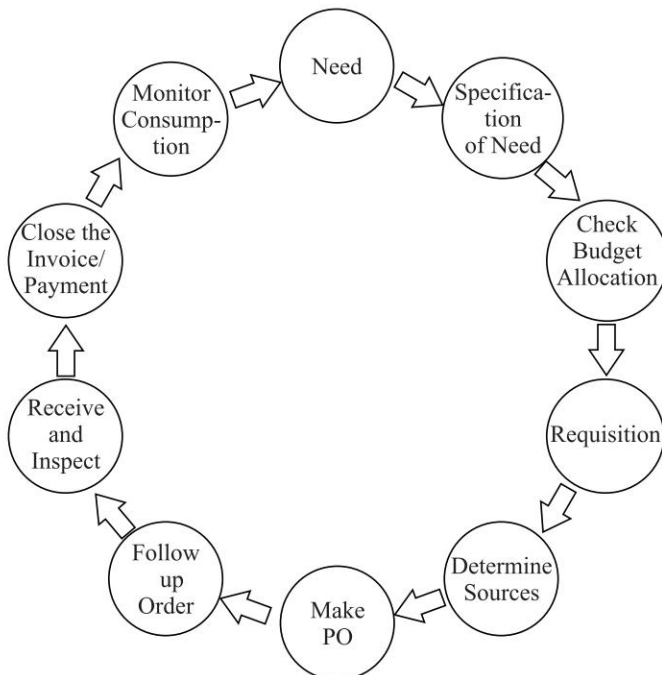


Figure 17.1 Purchasing cycle

Needs

- Recognise, describe and define the need

Classification of needs

- Strategic or operational
- Repetitive or non-repetitive
- Urgent or regular

Specification of Need

- Size (quantity, price, quality)
- Speed/timing

Budget Allocation

Before a requestor begins a requisition for goods or services, the requestor must verify that funds are available for the purchase. By the help of the accounts department in the requestor can determine the status of any budget account. If adequate funds are not available in the appropriate account, a budget adjustment must be made before initiating a requisition.

Transmit the Need (Requisitions)

(A) Requisitions: The department concerned (within the organisation), in need of a material, usually presents a completed requisition form.

Different types of requisitions used are:

- (I) Standard requisition:** Also called as Indent for material (or service), Materials requisition plan etc., this requisition is made by an authorised person in the concerned department. However, it has to be countersigned by a senior officer who checks the entries made in it. Normally, the requisition, in a pre-printed format, contains particulars such as the detailed description of materials or services to be purchased, desired quantity, schedule for receipt of such material / service, the estimated price, possible sources and the account head, requisitioner's identity. These details must also be available with the purchase department.
- (II) Travelling requisition:** As the name suggests, this requisition form travels from the requisitioning department to the purchaser directly who then only authorises the supplier through a Purchase Order to deliver the required material. This document is generally used for requisitioning items that are required frequently in bulk quantities over a long period of time. Usually, for repeat items such as in inventory, a card containing the details of previous supply containing material specifications, suppliers details, last purchased price, reorder point, usage details are written permanently and provisions for entering date, quantity required, names of requisitioner and authoriser are available. On getting it, the purchaser only has to take these details for placement of order. The traveling requisition which is a permanent document of the originating department is returned to it. It reduces the paper work and eases the operation.
- (III) Bills of materials:** Bill of material is a comprehensive list of materials needed to produce a product or service. It is basically the details of materials needed, their specification, quantity, required delivery schedule etc. It is often used as a sequel to firming of a production plan, a stage where the exact material / service needs are known.

(B) Request for Quotation (RFQ): Also called as Tender Enquiries, an organisation through its purchase department invites suppliers to quote rates for supply of materials / service. This is the step taken after receiving the requisition for an item. For this purpose often a standard format is used (customised also in case of large contracts). Against this document the prospective vendors quote their price and other terms and conditions of sale.

(C) Quotation: It is also called tender. A quotation is a proposal from a prospective vendor who has quoted in response to the RFQ sent to him by the purchaser. It contains price offered by the vendor as also the terms and conditions of sale as per the policy of the vendor.

➤ **Determine sources, investigate and select supplier/analyse bids (generally done by purchase department)**

Requestors may select vendors by any method of their choosing, through the purchasing office. Investigate alternative sources for products introduced by unsolicited phone calls. Such items are commonly overpriced and of poor quality. Beware of anyone not willing to clearly identify himself/herself and the vendor he/she represents.

➤ **Prepare and issue the purchase order**

A purchase order is the official document issued and signed by the proper purchasing authority *before* a purchase transaction begins with a supplier of goods or services. Generally, if a requisition carries all required information and is complete, correct and approved, a purchase order is produced within 24 to 48 hours of receipt of the requisition in the purchasing office. In the normal process, the hard copy of the purchase order is placed in the mail to the supplier to place the order. Special instructions may be given to purchasing in the requisition document text to request alternate processing, i.e. to fax the PO, to hold the PO for pickup, to send the PO to the requestor, etc.

➤ **Follow-up the order (including expediting and de-expediting)**

Once the order is given, the follow up is very important for the items to be received on time.

➤ **Receive and inspect the material (use of receiving report: purchasing, accounting, user, receiving)**

It is done by both the receiving and housekeeping department. Orders are delivered to the requestor's department. As soon as the orders are received, inspect the order for completeness. Inspect the items for damage or missing parts. Verify that the items received correspond exactly to the items that have been ordered.

1. **Receiver Document:** Enter receiving information for accepted items immediately into the Receiving Goods Form so payment can be made. Payment cannot be made without a completed receiver document. Partial shipments may be received. Partial receiving can and must be entered into a receiver document so that payment of a partial billing can be made.
2. **Invoices:** Send any billing document that charges the hotel for payment, usually entitled "Invoice" or "Statement", to accounts payable in the accounting office.

Damaged item: Inspect any damaged package immediately. If contents of any package are damaged, save the packaging and contents and report the damage immediately to the purchase manager.

➤ **Clearance of the invoice and payment to supplier**

Every hotel has its own policies of payment. Generally except for cash purchase, the payment is done within a month of delivery. Payment is also made according to the payment terms specified in the contract.

➤ **Emergencies**

While advance planning is expected from requestors to give sufficient lead-time to the purchasing office to accomplish orderly and economical acquisition of all goods and services, emergency and rush situations, which cannot be accommodated by using petty cash, do arise. Communicate with purchasing office immediately to avoid an unauthorised purchase.

Process a requisition immediately, call purchasing office with the complete requisition number and explain the emergency.

➤ **Close the order/records**

Update all records and close the order after payment.

➤ **Monitor consumption**

Once the item is received, the information is sent to the respective department. Item is kept in the stores. As and when the departments send the indent, the items are issued. Generally a particular day of a week is fixed for each department for issue of items.

A constant monitoring is kept on the consumption of the items to fix the re-order level.

➤ **Need**

The items are ordered as soon as the quantity reaches the reorder level. If any new item is ordered, the above procedures is repeated

❖ **What are the different types of purchasing?**

Following are the different types of purchasing or classes of buyers:

- **Formal buying/ competitive bid-buying:** It is a process whereby an underwriter submits a sealed bid to the issuer. The issuer awards the contract to the underwriter with the best price and contract terms. Formal quotations are invited from the sellers against written specification for each item to be purchased.
- **Wholesale buying:** It is the purchase at one time and often at a reduced price, of a large quantity of a particular commodity also known as bulk purchasing.
- **Negotiated buying:** This method involves negotiations between the buyer and the seller regarding prices and quantities. After which a price and quantity I agreed upon by both the parties.
- **Contract purchasing:** A mechanism for buying leased goods. In contract purchasing, a purchaser agrees to buy goods or equipment to be paid for in a series of installments, each comprising a proportion of the capital and an interest element. After a final payment, legal ownership passes to the user.
- **Blanket order purchasing:** A blanket order is a purchase order that is valid for a specified period of time and authorises multiple orders during that time period as long as the total money on the PO is not exceeded. Blanket POs limit the types of goods or services that can be ordered and may also limit the order amounts. Most blanket orders are issued by one department for their own use, but some blanket orders cover the entire campus.
- **Stockless purchasing/Just in time:** System of supply for immediate use thereby avoiding storage.

- **Purchase by paid reserve:** Here the money is paid in advance for a commodity to ensure continuity of supply throughout the year.
- **Total supply purchasing:** Here all the required items are supplied by a single supplier.
- **Cost plus purchasing:** In this type of purchase, the supplier buys items and supplies to the housekeeping department for which he is given a small commission.
- **Centralised purchasing:** This is commonly practiced in chain hotels where the commodities used by the hotels are bought at a central place and distributed to the hotels.
- **Standing order:** In this type of purchase, daily suppliers are fixed for supplying perishable items such as flowers and groceries.
- **Purchasing from van sale:** Purchasing done from mobile shops generally not used in hotels.
- **Cash and carry method:** It is a form of trade in which goods are sold from a wholesale warehouse operated either on a self-service basis, or on the basis of samples or a combination of the two. Customers settle the invoice on the spot and in cash and carry the goods away themselves.
- **Weekly fortnight purchasing:** In this type of purchase, the items are purchased on a weekly basis.
- **Daily market purchasing/petty cash system:** It is a small amount of discretionary funds in the form of cash used for expenditures where it is not sensible to make the disbursement by check, because of the inconvenience and costs of writing, signing and then cashing the check. This system is used for daily purchases.
- **Cash on delivery buying:** This system involves payment on acceptance of the delivery of goods.
- **Auction buying:** This method is used for buying antiques, paintings, etc.
- **Cheque payment ordering:** This is a purchase order and raft system. It is a combination of order and a blank cheque for payment which states the maximum limit of payment by the purchaser.

So that we may remain within the workable scenarios we should be aware of the:

SPECIFIC QUESTIONS

❖ What is MTD?

MTD stands for month to date stock of items.

❖ Which month of the year is the budget submitted?

The budget is submitted in the month of March every year.

❖ Who gives the forecasted occupancy?

Front office department gives the forecasted occupancy.

❖ What is monthly report?

This is the report submitted by the housekeeping department every month. It comprises:

- Expenditure per month
- Linen inventory
- Guest feedback

The objective in preparing a monthly report is to monitor the performance of the department, so that it can act as a base for making the budget. A sample form for the monthly budget is given below.

Housekeeping monthly expenditure statement for the month of

Expenditure	Sanction for the year	Last month	Current month	Variance	Year to date
Guest supplies					
Stationery					
Cleaning supplies					
Carpets (new)					
Linen-rooms					
Uniforms					
Upholstery and furniture repairs					
Flowers					
Garden					

❖ What is a purchase cycle?

The purchase cycle is the period of time during which a consumer typically uses the quantity of a product purchased at one time.

❖ What are the golden rules of purchasing/principle of purchasing?

- Buy the right product
- Obtain the right quantity
- Pay the right price
- Get the order at the right time
- Deal with the right supplier

❖ What is an expenditure statement? What are the different types of expenses?

A schedule of all expenses occurred during a past period or year. Expenses are of four types:

- **Fixed expenses** – expenses that do not change with sales volume. E.g. depreciation, interest payment.
- **Variable expenses** – expenses that change with sales volume. E.g. salaries and wages, advertising and promotion.
- **Semi-variable expenses** – expenses that is partly fixed and partly variable. E.g. incentives.
- **Discretionary expenses** – unexpected short-term expenses to serve a specific purpose. E.g. major repairs, special VIP amenities.

❖ What are operating expenses?

Operating expense/operational expenditure or **OPEX** is an ongoing cost for running a product, business, or system. Its counterpart, the capital expenditure (CAPEX), is the cost of developing or providing non-consumable parts for the product or system. For example, the purchase of a vacuum

cleaner is the CAPEX and the disposable dust bag in the vacuum cleaner and maintenance cost is the OPEX. In business, an operating expense is a day-to-day expense.

Operating expenses can be of three types

- Variable cost – Most so-called variable expenses are that fluctuate from month to month in relation to sales and other factors, such as promotional efforts, change of season and variations in the prices of supplies and services. Fitting into this category are expenses, guest supplies.
- Semi-variable cost – Semi-variable expenses have a fixed component usually incurred before occupancy begins plus a variable component that reacts to occupancy. Semi-variable expenses are those expenses that have a fixed minimum component, but will increase as occupancy increases. For example, cleaning supplies, flowers, linen, etc.
- Fixed cost – Fixed expenses are defined as the operating expenses “that generally do not vary with occupancy and which prudent management will pay whether the property is occupied or vacant.” For example, pest control is a fixed operating cost for housekeeping.

❖ What is forecasted room sale?

Prediction of the future sales of a hotel room over a specific period of time, based on past performance of the product that is occupancy, inflation rates, unemployment, consumer spending patterns, market trends and interest rates. In the preparation of a budget, sales forecasts help the housekeeper to develop a more realistic budget, allocate resources and monitor expenses.

❖ How do you calculate cost per room?

Cost per occupied room = Operating expenses/room sale

❖ Give the stock taking frequency of items in housekeeping department

Recycled inventory items	Time period
- Linen	Monthly
- Uniform	Half yearly/annually
- Machinery and equipment	Quarterly
- Furniture	Annually
Non-recycled items	
- Guest supplies	Weekly/fortnightly
- Cleaning supplies	Weekly/fortnightly
- Stationery	Weekly/fortnightly

SUMMARY

The following points have been discussed in this chapter:

- Definition
- Types
- Pricing a contract
- Outsourcing

- Advantages and disadvantages
- Pest control (Common pests – mosquito, rodents, silverfish, woodworm, flies, bedbugs)
- Eradication and control

A **budget** (from old French *bougette*, purse) is generally a list of all planned expenses and revenues. It is a plan for savings and spending. A budget is an important concept in microeconomics, which uses a budget line to illustrate the trade-offs between two or more goods. In other terms, a budget is an organisational plan stated in monetary terms. The purpose of budgeting is to: (1) provide a forecast of revenues and expenditures, i.e. a model showing how our business or department might perform financially, if certain strategies, events and plans are carried out; and (2) enable the actual financial operation of the business to be measured against the forecast.

Now that we know all about housekeeping it is imperative for us to gain knowledge of the new dimensions of housekeeping. Our last chapter takes a look at what we would look in the near future as the definition of hotels and housekeeping.

KEY TERMS

- **ADR** – Average Daily Rate (commonly referred to as ADR) is a statistical unit that is often used in the lodging industry. The number represents the average rental income per occupied room in a given time period. ADR along with the property's occupancy are the foundations for the property's financial performance. The ADR can be calculated by dividing the room revenue by the number of rooms sold.
- **Bar code** – Is a group of printed and variously patterned bars, spaces, numerals that are designed to be scanned and read in computer system as label identification for an object.
- **Budgeted Income Statement** – Is a budget that tracks revenues and expenses. Also called the profit and loss statement.
- **Budgets** – Is a budget is generally a list of all planned expenses and revenues. It is a plan for saving and spending.
- **Capital budget** – These allocate the use of capital assets that life span considerably in excess of one year; these are assets that are not normally used up in day to day operation. For example furniture and fixture.
- **Capital expenditure** – Capital expenditure (CAPEX), is the cost of developing or providing non-consumable parts for the product or system.
- **CMMS** – Computerised maintenance management systems, offer a special feature to ensure that plant and equipment are constantly monitored to maintain peak performance levels and avoid breakdown maintenance.
- **Contribution margin** – Is the marginal profit per unit sale. It is a useful quantity in carrying out various calculations and can be used as a measure of operating leverage.
- **Discretionary expenses** – Unexpected short-term expenses to serve a specific purpose.
- **FFE** – Acronym for Furniture, Fixture, Equipment.
- **Fixed expenses** – Expenses that do not change with sales volume.
- **GRN** – Acronym for “goods received note”.
- **Income statement** – Also referred as profit and loss statement (P&L), earnings statement, operating statement or statement of operations, is a company's financial statement that indicates

how the revenue (money received from the sale of products and services before expenses are taken out, also known as the “top line”) is transformed into the net income (the result after all revenues and expenses have been accounted for, also known as the “bottom line”). It displays the revenues recognised for a specific period and the cost and expenses charged against these revenues, including write-offs (e.g., depreciation and amortisation of various assets) and taxes. The purpose of the income statement is to show managers and investors whether the company made or lost money during the period being reported.

- **Indenting** – It is a procedure where the housekeeping department makes a list of 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.
- **Inventory** – Stocks of merchandise, operating supplies and other items held for future use in a hospitality operation.
- **Issuing** – The process of distributing inventory items from the storeroom to authorised individuals by the use of formal requisitions.
- **Just in time** – Is a system of supply for immediate use thereby avoiding storage.
- **Lead time** – Is the time or period between the date of indent and the day when the indent is actually received.
- **Lead-time quantity** – The number of purchase units consumed between the time that a supply order is placed and the time that the order is actually received.
- **Maximum quantity** – The greatest number of purchase units that should be in stock at any given time.
- **Minimum quantity** – The fewest number of purchase units that should be in stock at any given time.
- **Monthly report** – This is the report submitted by the housekeeping department every month. It comprises of:
 - Expenditure per month
 - Linen inventory
 - Guest feedback
- **Non recycled inventories** – Physical count of non-recycled item in housekeeping.
- **Operating budget** – Forecast of expenses and revenues for a fixed period, normally one financial year or part of it.
- **Operating expenditure** – OPEX is an ongoing cost for running a product, business, or system.
- **Par** – Is a standard specific or normal level of stock. Par is the ‘average or normal’ amount. When considering maintaining a certain level of stock, the ‘par level’ is the amount you would need to have on hand to ensure that you would not run out while waiting for resupply. The ‘par level’ would also be the ‘order point’.
- **Par stock** – The stock or numbers of each item used in the hotel for the smooth functioning of the departments which includes, uniforms, linen, supplies and amenities, on a day to day basis, without causing hardships due to lack of availability of any of the mentioned items is called the par stock.
- **Performance standards** – The quality levels that employees performance is required to meet.
- **Perpetual inventory system** – Is a type of inventory where the record of all the items

requisitioned for supply closet is compared to the physical inventory. This is done to have better control on supplies used in the housekeeping department.

- **Preopening budget** – Allocation for expenses for surveys, advertising, generation of goodwill, liaison, salaries and wages of staff employed before the actual opening of the property.
- **Productivity standards** – The quantity of work expected to be completed by each department employee.
- **Purchase order book** – Is the official document issued and signed by the proper purchasing authority before a purchase transaction begins with a supplier of goods or services.
- **Purchase specification** – Documents that details the properties of a good.
- **Receiving** – Accepting delivery of merchandise that has been ordered or is expected and recording such transactions.
- **Recycled inventories** – Those items in stock that have relatively limited useful lives but are used over and over in housekeeping operations. Recycled inventories include linens, uniforms, major machines and equipment and guest loan items.
- **Safety stock level** – The number of purchase stock levels that must be on hand during the lead time to ensure there is no shortage of supplies due to shortages, delays, loss or damages etc.
- **Safety stock** – The number of purchase units that must always be on hand for smooth operation in the event of emergencies, spoilage, unexpected delays in delivery, or other situations.
- **Schedule** – Is a report which gives supporting detail to a property's financial statements. Examples include departmental income statements such as housekeeping.
- **Semi-variable expenses** – Expenses that are partly fixed and partly variable.
- **Stock taking** – The physical verification of all inventories periodically by counting up the stock simultaneously at all the places where they are stored or used to make sure that there is accountability and streamlining issues and receipts is known as stock taking. It also helps to check the value of stocks on hand and work on more efficient budgeting.
- **SWB** – Acronym for “salaries, wages and benefits”.
- **Variable expenses** – Are expenses that change with sales volume.

ACTIVITY

Activity

Calculate the estimated budget given below:

	OCTOBER- OCCUPANCY-70%		NOVEMBER- OCCUPANCY-75%		DECEMBER- OCCUPANCY-80%	
UNIT PRICE	ACTUAL CONSUMPTION	TOTAL COST	ACTUAL CONSUMPTION	TOTAL COST	ACTUAL CONSUMPTION	TOTAL COST
7	3500		3600		3800	
3	300		400		450	
3	350		400		475	
5	1500		2000		2500	
2.5	450		500		700	
0.6	3000		3500		4100	
1.5	300		400		425	
50	200		250		500	
CALCULATE THE EXPENDITURE FOR THE YEAR 2008						
FIND THE AVERAGE OCCUPANCY LEVEL FOR ALL THE MONTHS						
FIND THE AVERAGE CONSUMPTION LEVEL FOR EACH AMENITIES/SUPPLY						
ESTIMATE THE CONSUMPTION AT FORECASTED OCCUPANCY						
FORCASTED OCCUPANCY 80%						
UNIT PRICE	SUM	CONSU- MPTION	CONSUMPTION	TOTAL COST		
		AT 70% AVV OCC	AT 80% FOR CASTED			
7						
3						
3						
5						
2.5						
0.6						
1.5						
50						

ANSWER**Activity**

OCCUPANCY		OCTOBER- OCCUPANCY-70%		NOVEMBER- OCCUPANCY-75%		DECEMBER- OCCUPANCY-80%	
ITEMS	UNIT PRICE	ACTUAL CONSUMPTION	TOTAL COST	ACTUAL CONSUMPTION	TOTAL COST	ACTUAL CONSUMPTION	TOTAL COST
SOAP	7	3500	24500	3600	25200	3800	26600
SHOWER CAP	3	300	900	400	1200	450	1350
SHOWER GEL	3	350	1050	400	1200	475	1425
FACE TISSUE	5	1500	7500	2000	10000	2500	12500
QUICK AID KIT	2.5	450	1125	500	1250	700	1750
GARBAGE BAG	0.6	3000	1800	3500	2100	4100	2460
PENCIL	1.5	300	450	400	600	425	637.5
WRITING FOLDER	50	200	10000	250	12500	500	25000

CALCULATE THE EXPENDITURE FOR THE YEAR 2008			
STEP 1	FIND THE AVERAGE OCCUPANCY LEVEL FOR ALL THE MONTHS		
	SUM OF OCC OF THREE MONTH/3	70+75+80/3	75
STEP 2	FIND THE AVERAGE CONSUMPTION LEVEL FOR EACH AMENITY/SUPPLY		
STEP 3	ESTIMATE THE CONSUMPTION AT FORECASTED OCCUPANCY		

	FORCASTED OCCUPANCY		80		
ITEMS	UNIT PRICE	SUM	AVRG CONSUMPTION	CONSUMPTION	TOTAL COST
			AT 70% AVV OCC	AT 80% FORCASTED	
SOAP	7	10900	3633	3876	27129
SHOWER CAP	3	1150	383	409	1227
SHOWER GEL	3	1225	408	436	1307
FACE TISSUE	5	6000	2000	2133	10667
QUICK AID KIT	2.5	1650	550	587	1467
GARBAGE BAG	0.6	10600	3533	3769	2261
PENCIL	1.5	1125	375	400	600
WRITING FOLDER	50	950	317	338	16889

CHAPTER

18

INTERIOR DESIGNING AND DECORATION IN HOUSEKEEPING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain meaning and definition of interior decoration
- ♦ Describe role of interior designing in hotel housekeeping
- ♦ List and explain elements of art
- ♦ List and explain principles of design
- ♦ Explain space management

INTRODUCTION TO INTERIOR DESIGNING AND DECORATION

Decorating in relation to hotels is really nothing more than planned showmanship or the art of attracting attention in a delightful way and thus creating an increased consumer acceptance. It gives the guest the feeling of anticipation, excitement, expectancy, delight and pride in the management of his favourite hotel.

– Dorothy Draper, Hotel Bulletin

INTRODUCTION

Interior design is basically the practice that deals with the placement and design of furnishings and other elements inside a space like windows, walls, doors, textures, finishes, light and furniture. All of the said elements are manipulated by an interior designer in order to make the most functional space.

It is when we are informed from within that we can perform outside. For that we must answer the:

DESCRIPTIVE QUESTIONS

❖ **What is design? Mention different types of designs and how design is classified?**

To design is to create an arrangement of parts to give order and tangible expression to an idea. Interior design is the orderly arrangement of lines, forms, colours, textures, etc. to create beauty in interiors.

Designs can be of different types

- **Structural Design** – It denotes the structure and construction of an object. All objects have a structural design, which is a combination of size, shape, form, colour and texture. For an object to be truly beautiful and still useful good structural design requires the following:
 - It must suit its purpose or be functional
 - It must have a good proportion
 - It must be suited to the material from which it is made
 - It must be simple in outline
- **Decorative design** – It is the surface enrichment of structural design. It enhances an object. Any line, colour or materials that have been applied on a structural design for the purpose of enrichment constitute a decorative design. The following requires to be fulfilled for a good decorative design:
 1. The decoration should be used in moderation.
 2. It should be placed at structural point and should strengthen the shape of the object.
 3. There should be enough background space to give simplicity.
 4. The decoration should be suitable for the material which it is used.
 5. The background should suite the pattern.
- **Naturalistic design** – A naturalistic design is a design which is based on ecosystems and plant community patterns and found in nature. One type of informality is that which stresses naturalness or primitiveness. A house of this characteristic may express the theme simplicity, handmade quality, sincerity and playfulness. Among the factors that contribute to the attainment of the natural effect is the use of natural material.
- **Stylized design** – A stylized design conforms to a particular style, as of representation or treatment in art; conventionalize. These designs do not look like pictures of natural objects. Usually the lines are simplified, while sometimes they are distracted. Stylized alone does not ensure high quality in design, however, stylized designs are likely to be superior to the naturalistic patterns and sometimes may be of a combination of stylized and geometric designs.
- **Geometric design** – These designs are based on pure forms of circles, triangles, rectangles although endless variations and combinations of them are used they include stripes, dots and checks.
- **Modern or abstract** – Abstract art uses a visual language of form, colour and line to create a composition which may exist with a degree of independence from visual references in the world. Modern designers make good application of the advancing and recessive qualities of colour.

❖ **Write short notes on objective of interior decoration.**

Interior designing is the design of space inside homes and buildings such as choice of decor and furnishings. Interior design is a planning of space and equipment in a particular area.

Objective of Interior Design

Objectives direct to achieve goals in interior design and are important part of interior design. The objectives or goals or aims are as given below:

- **Beauty** – is achieved by well-designed and pleasing things. If elements of art which include line, form, colour, texture, design/pattern, light and space are used, one should keep in mind certain principles such as proportions, balance emphasis, rhythm, harmony which may help create beauty. Observing develops the ability to judge appearances.
- **Theme (Expressiveness)** – There are some definite ideas or theme when we decorate or furnish an area. When an area is large or small, we find these things express something and for this reason, expressing the area is an important factor. All objects express a particular idea. Certain emotional response is got from all these items and they can be divided into themes.

Formal theme

Where arrangement is such that there are symmetrical features, formal balance, large space, sober colour in a room, it usually expresses dignity, strength and impressions.

Informal theme

When friendliness, hospitality and intimate charm are expressed, charm of bright and warm colours, simple, comfortable furniture are used.

Naturalness

Simplicity is the essence here. The furniture is not highly polished; the natural effect is attained by the use of natural materials and direct treatment or application of inexpressiveness material or primitive colours.

- **Functionalism** – The area should give maximum service, comfort and pleasure. Traditional styles, which function their own way, may not be suitable for today. Every phase of area planning and furnishing should be based on function. For example, rooms are divided and arranged, depending on what will best serve the guest. While reading, a chair and a lamp could be functional.
- **Use** – Use of any material is a solid foundation for good planning. Use is a central concept of planning and furnishing. For example, space should be carefully planned according to activity. The furniture should be comfortable and suitable for these activities.
- **Individuality** – The personality of the individual is always expressed in a home because an interest of the owner provides the inspiration of decorating and furnishing. If the outlook of the individual or group is informal the group or individual will select simple things for furnishing and decoration.
- **Resources**

Human resources: They are important when used in the object of economy. Time is the limited resource which cannot serve, increase or store. There are some time-consuming tasks in the bill; for these tasks use of time is important. The hotelier has to plan the activity according to time available, has to see how to utilize limited time for carrying out different activities.

Other resources: They comprise of material cost and are as important as human resources because while furnishing a room, a person has to make use of these resources and also the economy of these resources. The cost of material should not be more which can over burden the budget allocated for the furnishing of the room.

❖ **What are the elements of art?**

The elements of art can be compared to atoms in that both serve as “building blocks.” You know that

atoms combine and form other things, right? Sometimes they'll casually make a simple molecule when hydrogen and oxygen form water (H₂O).

A similar activity happens when the elements of art are combined. Instead of hydrogen, oxygen, carbon, etc., in art you've got line, shape, form, space, texture, value and colour. Artists manipulate these elements, mix them with principles of design and compose a piece of art. Not every work has all these elements contained within it, but there are always at least two present. For example, a sculptor, by default, *has* to have both form and space in a sculpture, because these elements are three-dimensional. They can also be made to appear in two-dimensional works through the use of perspective and shading.

The elements of art are

Point – It is an exact location. It is a fine dot which has neither length nor breadth nor thickness but has position i.e., it has no magnitude.

Line – A line is a basic element of art, referring to a continuous mark, made on a surface, by a moving point. A line is long relative to its width. It can define a space, create an outline or pattern, imply movement or texture and allude to mass or volume. Lines are absolutely essential in creating art.

- Vertical lines – bold characters
- Horizontal lines – restful and calm
- Circular – completeness/satisfaction
- Diagonal – movement or force
- Radiating lines – alertness and activity
- Cascading or hanging lines – depressive moods

Form – The shape of an object is its form (rectangle, square, triangle, round, oval...). In any one room, the various forms should be harmonious and composed of similar types of lines. One of the most important tenets of interior decoration is that comfort and function should not be sacrificed in order to use a certain form. For example, if a chair is pleasing to look at but uncomfortable to sit in, it is not functional and is not good interior design.

Two essentials of good form are:

1. Form of an object should suite its function
2. Form of an object should be strongly influenced by the material from which it is made.

Texture

The surface of an object, its smoothness or roughness, is another important decorating tool. The use of several complementary textures can

- Point
- Line
 - Vertical lines
 - Horizontal lines
 - Circular
 - Diagonal
 - Radiating lines
 - Cascading
- Form
- Texture
- Colour
- Space
- Pattern
- Light
- Value

Figure 18.1 Elements of art



Figure 18.2 Form

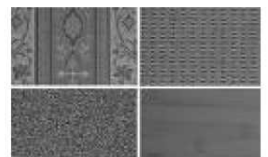


Figure 18.3 Texture

add variety and keep interest alive. Be careful to avoid dramatic contrasts between the textures used in a decorating scheme. For example, it is not a good idea to use casual, rough burlap in the same setting with a soft and formal moiré.

Heavily textured, nubby, rough surfaces absorb more light. They are more casual in feeling; they seem to be darker and they are good at absorbing sound. Smooth and shiny surfaces are more formal; they appear to be lighter and are more reflective of light. Texture can be physical (tactile) or visual. Visual Texture is the illusion of a three-dimensional surface. We use our hands to feel real Texture. **Texture** refers to the surface quality or “feel” of an object – smooth, rough, soft, etc. Textures may be actual (felt with touch - tactile) or implied (suggested by the way an artist has created the work of art -visual).

Colour – Colour is one of the most powerful tools used in interior design/decorating. Colour should be studied both psychologically and emotionally to be understood and used correctly. Appearance of line and form is more of an intellectual process. There is an optical instrument called spectra scope, which breaks up and reveals the fundamental colour as arrangement in a spectrum (VIBGYOR). Objects reflect some part and absorb the rest of the light. Some colours give the sense of warmth whereas others give a sense of coolness. The darker shades of colours are advancing and lighter shades are decreasing, thus, the sizes and shapes can be varied by colour use. **Colour** is produced when light strikes an object and reflects back in your eyes. This element of art has three properties:

- Hue – the name of a colour (ex. red, yellow, blue)
- Intensity – the purity and strength of a colour (ex- bright red or dull red)
- Value – the lightness or darkness of a colour

Space – Space is the area in which we work. It defines boundaries and sets the limits of our design. It is limited by width, length and height. Learn how to assess the space present, how to make space smaller or larger and how to use it properly. Study space, plan it and make the most of it. The importance of space as an element of art has been fully recognized recently. The space can be longer or smaller, e.g. the space inside a house may flow openly throughout it or may be separated by division of areas of group living or may be more open and larger than those of private living. If sense of beauty or space makes as want as large undecorated walls and floor, which bound without disturbing its effect. This can also be brought by uses of small amount of furniture concentrating them to groups. Indoor space will be seen increased by means of fewer partitions large openings between rooms indoor space seems also to connect with limitless outdoor space by means of glass walls, large openings or doors, e.g. French doors.

Pattern – Pattern is the repetition of a decorative motif on a surface. It is closely related to texture, but individual elements of pattern appear as individual items and texture appears as an overall tone. Pattern provides the spice in decorating. As with using spices in cooking, the interior designer or retail sales consultant has to be careful with its use. Scale is important in the use of pattern. If a large print is used on a small object, the pattern will get lost. The skill of using proper pattern combinations is an important one to cultivate. You can safely use a floral pattern with a geometric pattern, a stripe or check. Be careful not to create an effect that is too busy. Use patterns that are in proportion to each other. A large floral would be out of proportion with a small check.



Figure 18.4 Pattern

Light – Light has a definite emotional effect. Light is pleasing and darkness is depressing. Lack of sunshine or light gives a gloomy atmosphere while light that is too brilliant is offensive. Day light is such an important factor on the appearance of room that no plan of decoration should be made without consideration of the expansion. The number of windows, the amount of sunshine that enters the room, trees or creepers that shut out light is also to be considered when a room is being designed. As much daylight desired can be produced by means of glass walls or large windows extending from floor to ceiling. Movable curtains should be provided so that the quantity of light can be controlled to fit the needs of an occupant of the room. Modern artificial light particularly electric light is not only a remarkable functional utility, but also a marvellous flexible art medium. Art light shows contrast of emphasis by bringing right light to important areas while subordinate areas remain in shadow.

Value – It is the degree of light and dark in a design. It is the contrast between black and white and all the tones in between. Value can be used with colour as well as black and white. Contrast is the extreme changes between values.

❖ **What are principals of design? Explain each with examples.**

The principles of design help you to carefully plan and organise the elements of art so that you will hold interest and command attention. This is sometimes referred to as visual impact. The principles are concepts used to organise or arrange the structural elements of design. The principles are:

- Balance
 - Symmetrical balance/formal balance/obvious balance
 - Asymmetrical balance, also called informal balance/occult
 - Radial balance
- Proportion
- Rhythm
 - Repetition
 - Alternation
 - Gradation
- Emphasis/ focal points/ interruption
 - Repetition
 - Contrast
- Unity
 - Contrast
 - Alternation

Figure 18.5 Principles of design

Balance – is a feeling of visual equality in shape, form, value, colour, etc. Balance can be symmetrical or evenly balanced or asymmetrical and un-evenly balanced. Objects, values, colours, textures, shapes, forms, etc., can be used in creating a balance in a composition.

Symmetrical balance/formal balance/obvious balance can be described as having equal “weight” on equal sides of a centrally placed fulcrum. It may also be referred to as formal balance. When the

elements are arranged equally on either side of a central axis, the result is bilateral symmetry. This axis may be horizontal or vertical. It is also possible to build formal balance by arranging elements equally around a central point, resulting in radial symmetry.

Asymmetrical balance, also called informal balance/occult, is more complex and difficult to envisage. It involves placement of objects in a way that will allow objects of varying visual weight to balance one another around a fulcrum point.

Proportion (scale) – Proportion involves the relationship of size between objects. Proportion is also relative sizes of surface areas of different colours in a room. The proportion of colour areas such as on a wall of a living room may be chosen to be visually pleasing. Proportion also depends on functionality of object. For example, for the best proportion between a room and furniture, the size of furniture depends on the size of the room. In interior design, proportions like the floor to ceiling height of 8.3 to 9 feet tall may be used to obtain good visual appeal, functionality and grandeur in home design. Proportions means relationship of sizes or areas to one another or to a whole room the word the scale is used to indicate sizes of smaller parts or details of the room. Generally large furniture belongs to large room likewise in a small room you need small sized furniture the principle of proportion can guide in grouping sizes together successfully. So that they are in scale furniture that seems very small in a room must be grouped together so that the size of each piece becomes a unit for comparison.



Figure 18.6 Proportion
(big furniture for big room)

Rhythm – Rhythm is a movement in which some elements recur regularly. Like a dance it will have a flow of objects that will seem to be like the beat of music. In art rhythm means easy connected path along which the eye travels in any arrangements of line, form, and colour. Rhythmic eye movement is gained through repetition of shapes, object progression of size or the use of continuous line movement. The repeated form, colour in a room is example of rhythm. Rhythm depends largely upon the elements of pattern and movement to achieve its effects. Repetition involves the use of patterning to achieve timed movement and a visual “beat”. This repetition may be a clear repetition of elements in a composition, or it may be a more subtle kind of repetition that can be observed in the underlying structure of the image. Alternation is a specific instance of patterning in which a sequence of repeating motifs is presented in turn; (short/long; fat/thin; round/square; dark/light). Gradation employs a series of motifs patterned to relate to one another through a regular progression of steps. This may be a gradation of shape or colour. Some shape gradations may in fact create a sequence of events, not unlike a series of images in a comic strip.



Figure 18.7 Rhythm

Emphasis/focal point – It is also known as centre of interest. It is an area that first attracts attention in a composition. This area is more important when compared to the other objects or elements in a composition. This can be by contrast of values, more colours and placement in the format. Emphasis can be obtained by

- Grouping object
- Using contrast colours, line and form
- Having sufficient plain background space around the object
- Usage of unusual lines, shapes and sizes

Emphasis is also referred to as **point of focus**, or **interruption**. The artist or designer uses emphasis to call attention to something, or to vary the composition in order to hold the viewers interest by providing visual “surprises”.



Figure 18.8 Focal point (picture of the fire)

Harmony and unity – Unity refers to a sense that everything in an artwork belongs to and makes it a whole piece. It is achieved by the use of balance, repetition and/or design harmony. Two objects like a living room and a dining room can be unified by giving these similar features like a shared hardwood floor design. Unity helps the objects like furniture look like these belongs together. Unity is also when the object like a fixture such as a sconce looks like it belongs in its room.



Figure 18.9 Unity

Contrast – Offers some change in value creating a visual discord in a composition. Contrast shows the difference between shapes and can be used as a background to bring objects out and forward in a design. It can also be used to create an area of emphasis. Contrast is the occurrence of contrasting elements, such as colour, value, size, etc. It creates interest and pulls the attention toward the focal point. Colour contrast or “pop” also helps people navigate easier in a dark room. Contrast or “pop” in home colours may be visually pleasing.



Figure 18.10 Contrast

Variety (alternation) – Variety is the use of dissimilar elements, which creates interest and uniqueness. Variety like a painting or some reflective wood panels added on a plain wall may be used to reduce monotony. It helps infuse colour to a house decor to attempt to increase design beauty. Decor interests as variety or more decors usually increase the visual appeal of architecture and interior design. Add rhythm, pattern or colour variety like contemporary wallpaper or real wood panelling on accent wall to reduce monotony, add interest or add visual appeal to a room’s decor.

❖ **What is balance in interior design? Explain its different types.**

Balance is obtained by grouping shapes, objects, colours around centre in such a way that they are equal in attraction on either side of the centre. Balance works on the same principle as see-saw.

Symmetrical Balance – Symmetrical balance/formal balance/obvious balance can be described as having equal “weight” on equal sides of a centrally placed fulcrum. It may also be referred to as **formal balance**. When the elements are arranged equally on either side of a central axis, the result is **bilateral** symmetry.



Figure 18.11 Symmetrical balance

Asymmetrical Balance – Asymmetrical balance, also called **informal balance/occult**, is more complex and difficult to envisage. It involves placement of objects in a way that will allow objects of varying visual weight to balance one another around a fulcrum point. This can be best imagined by envisioning a literal balance scale that represents the visual “weights” a two-dimensional composition. For example, it is possible to balance a heavy weight with a cluster of lighter weights on equal sides of a fulcrum. In the picture, this might be a cluster of small objects balanced by a large object.



Figure 18.12 Asymmetrical balance

Radial Balance: Radial balance is the third type of balance, where all elements radiate out from a center point in a circular fashion. It is very easy to maintain a focal point in radial balance, since all the elements lead your eye toward the center.

❖ **Explain different types of lines in brief.**

A line is a basic element of art, referring to a continuous mark, made on a surface, by a moving point. A line is long relative

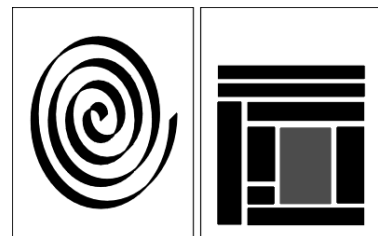


Figure 18.13 Radial balance

to its width. It can define a space, create an outline or pattern, imply movement or texture and allude to mass or volume. Line is absolutely essential in creating an art.

Line, the basic element of all designs has unlimited forms. It is not only a “container”, but an entity in itself. OPEN line can overlap itself and not create a shape. In the left example, one form is a shape. Can you find it? PARALLEL line emphasizes a textural or pattern aspect. GESTURE line is quick with continuous movement in which value is increased by closeness and pressure of overlaps. Line VARIETY is rich with thick, thin, emphatic, broken and invented marks delineated from other tools. If not, the most dominant feature of a composition line is always its beginning. Different positions of line give rise to optical illusions and these help to provide variations. In interior design, one can use straight lines, which may be vertical, horizontal or diagonal, or curved lines. A line is the most basic element of art. It is a continuous mark made on a surface that can vary in appearance (length, width, texture, direction and curve). There are five basic varieties of lines: Vertical, horizontal, diagonal, curved and zigzag.

Lines have the following effects:

- Vertical lines – bold characters
- Horizontal lines – restful and calm
- Circular – completeness/satisfaction
- Diagonal – movement or force
- Radiating lines – alertness and activity
- Cascading or hanging lines – depressive moods



Figure 18.14 Use of lines in interior decoration

Vertical lines – They tend to be the strongest and give a feeling of and suggest the vertical support used in a building. Vertical lines, whether in windows, doors or architectural features or in wall papers or furnishings help give a feeling of height in a room.

Horizontal lines – They are not as strong as vertical lines and appear more restful. It is based on the fact that when man is in action he is in a vertical position and when resting is in horizontal position.

Horizontal lines relieve or diminish the effect of strong vertical lines in a room. They can be provided by tables, benches, chairs, pelmets over the door ways, windows, etc. Too many horizontal lines make a room calm to the point of dullness.

Diagonal lines – They represent action and are more difficult to use as they appear to be pointing into space and unless they are brought to an end, they likely to keep the eye moving right out of the room. They can at times disrupt the basic structural form of the room and destroy its unity.

Curved lines – They make a room appear lively, graceful and soft. However, too many curved lines in a room can produce a restless effect. This can be corrected by increasing the number of straight lines and eliminating some of the curved lines. The stiffness of a room that has many straight lines can be relieved by the introduction of curved lines.

❖ **Write a note on the role of interior design in hotels.**

Architecture and interior design are closely related to one another. They comprise the creative effect whose primary object is to compose a beautiful and functional space. Using the principles and elements of design extensively, a beautiful environment can be created in which one can love to live. One should be able to appreciate the art as well as appreciate the work of art.

Room interiors are a form of design as they are made up of the essential elements like line, form, texture, space, light and colour. The ways in which these elements are put together in furnishing a room can make it very appealing. In studying the house interiors, one can develop understanding and judgment by trying to describe the character of a room, e.g. a room can be warm, restful, casual, etc. Good taste can be acquired through the knowledge and application of fundamental design principles.

A basic step in building appreciation is to develop the habits of observation by noticing colour, use of patterns, arrangement of furniture, etc. Another step in acquiring good design sense to widen one's knowledge of colour, texture, floor, covering, furniture, etc. is by visiting a showroom. The third step in developing good taste is to study design in terms of art principles before commenting whether one likes a design or not. A person who enjoys the effect of elegance or richness may learn to appreciate a simple, but beautiful object.

Fashions change rapidly in the furnishing field. Thus, fashion provides a very insecure basis for the choice of furnishing, especially when it has to last a long time. A safe guide is to remember that a good design never goes out of style.

❖ **What is the difference between interior design and interior decoration?**

Although the terms are used synonymously, interior decorating and interior design signify different professions. The main difference is in the actual training of the professionals doing the designing or decorating. Decorating is defined as adding ornamentation to an existing object or space. Designing is creating or constructing new objects or spaces.

Interior decorators are concerned only with the look or appearance of a building or space. The basis of the profession is that these individuals can only change the aesthetics of a room. They can change the walls, the floors and add decorative elements to the room. The one thing they cannot do is remove or alter any standing structure. For example, a load bearing wall cannot be removed by an interior decorator or moved to another area.

Interior designers on the other hand have experience in **working with architecture**. This means that they can alter the load bearing wall used in the previous example. In addition, they are focused on anything within a given area of space. The interior designer handles **furniture, accessories, lighting** and even **exterior elements** like windows and doors. An interior decorator doesn't work with those exterior features of the building.

A good way of looking at things is that an interior designer can change the architecture of a building while the interior decorator is only concerned with the interior. Design students spend a good portion of their time learning about architecture and the structure of a building. They are more concerned with how the entire space looks rather than just the interior. These designers can also change the roof of the building to add skylights or add exposed wood beams, but since these are architectural elements, an interior decorator cannot do the same thing.

Another difference between the two professions is that interior designers often specialize in one specific area while decorators work in all areas. A designer might focus on only commercial or retail space or handle only the exterior of a building. A decorator will work in all areas within a given building or space.

To understand the concepts we must be aware of the below questions:

SPECIFIC QUESTIONS

❖ What is interior decoration? Define interior decoration.

Interior decoration is an art of decorating a given space with some creative effect. Its primary object is the composition of a beautiful and functional space, by use of the principles and elements of design extensively. Interior design creates a beautiful environment, in which we live.

❖ What is occult balance?

Occult balance is also known as asymmetrical balance or informal balance. It is more complex and difficult to envisage. It involves placement of objects in a way that will allow objects of varying visual weight to balance one another around a fulcrum point. For example, it is possible to balance a heavy weight with a cluster of lighter weights on equal sides of a fulcrum; in a picture, this might be a cluster of small objects balanced by a large object. Generally occult balance is used in paintings.

❖ What is a floor plan?

Floor plan is a sketch of an existing or proposed building showing the design and layout of the building and the specification of each room. It may also show doors, windows, staircases and other features.

❖ Explain abstract design.

Abstract art uses a visual language of form, colour and line to create a composition which may exist with a degree of independence from visual references in the world. Modern designers make good application of the advancing and recessive qualities of colour.

❖ What is naturalistic design?

Naturalistic designs are the designs that are based on ecosystems and plant community patterns and found in nature. One type of informality is that which stresses naturalness or primitiveness. A house of this characteristic may express the theme simplicity, handmade quality, sincerity and playfulness. Among the factors that contribute to the attainment of the natural effect is the use of natural material.

❖ Give any six examples of texture.

Airy, blistered, coarse, crinkly, foamy, silky, woody

❖ What is space management?

Space management is the allocation of space for products, based on sales volume and product profitability.

SUMMARY

The following points have been discussed in this chapter:

- Meaning and definition of interior decoration
- Role of interior designing in hotel housekeeping
- Elements of art
- Principles of design
- Space management

An element is one of those most basic visible things. In science, the elements are on the periodic chart (hydrogen, iron, oxygen, gold, sulfur, etc.). All the complex chemicals are simply combinations of these (H₂O). In art, it is an element if it is visible and there is nothing more simple or basic to define it. It cannot be a combination of more than one thing and still be an element. In practice, the elements are commonly seen in combination with each other. For example, colour and value are very different elements, but they always exist in combination with each other. The principles of design are the results of your working with the elements of art. Use them in every piece of art you do and you will be happy with the results.

We know that an integral part of interior designing is the colour and lighting. Let us take a look at that in the next chapter.

KEY TERMS

- **Balance** – It is obtained by grouping shapes, objects colours around centre in such a way that they are equal in attraction on either sides of centre balance works on the same principle as see saw.
- **Beauty** – It is a characteristic of a person, animal, place, object, or idea that provides a perceptual experience of pleasure, meaning, or satisfaction. Beauty is studied as part of aesthetics, sociology, social psychology and culture.
- **Colour** – A visual attribute of things that results from the light they emit or transmit or reflect.
- **Decorative Design** – It is the surface enrichment of structural design. It enhances an object. Any line, colour or material that have been applied on structural design for the purpose of enrichment constitute a decorative design.
- **Design** – To design is to create an arrangement of parts to give order and tangible expression to an idea.
- **Elements of art** – The elements of art are those components that one combines with principles of design to construct art.
- **Emphasis** – An area that first attracts attention in a composition.
- **Form** – The shape of an object is its form (rectangle, square, triangle, round, oval...).
- **Geometric design** – They are base on pure forms of the circles, triangles, rectangle although endless variations and combination of them are used they include stripes, dots and checks.
- **Greek oblong** – Also termed as the golden ratio of 2:3 in maintaining proportion in a design. Here the shorter side is 2/3rd of the longer side.
- **Interior design** – The orderly arrangement of lines, forms, colours, textures etc. to create beauty in interiors.
- **Line** – Line is a basic element of art, referring to a continuous mark, made on a surface, by a moving point.
- **Obvious balance** – Symmetrical balance/formal balance/obvious balance can be described as having equal “weight” on equal sides of a centrally placed fulcrum. It may also be referred to as formal balance.
- **Occult balance** – Occult balance is also known as asymmetrical balance or informal balance. It involves placement of objects in a way that will allow objects of varying visual weight to balance one another around a fulcrum point.

- **Principles of design** – The principles of design suggest how a designer can best arrange the various elements of a page layout in connection to the overall design and to each other.
- **Proportion** – Proportion involves the relationship of size between objects.
- **Rhythm** – A movement in which some elements recur regularly.
- **Space** – The area in which we work. It defines boundaries and sets the limits of our design.
- **Structural design** – It denotes the structure and construction of an object. All objects have a structural design, which is a combination of size, shape, form, colour and texture.
- **Stylized design** – Conforms to a particular style, as of representation or treatment in art; conventionalize.
- **Texture** – The surface of an object, its smoothness or roughness is known as texture.
- **Unity** – Refers to a sense that everything in the artwork belongs there and makes a whole piece. It is achieved by the use of balance, repetition and/or design harmony.
- **Value** – The degree of light and dark in a design.

ACTIVITIES

Activity 1

Match the following

1	Point		surface of an object
2	Line		name of a colour
3	Form		is the area in which we work
4	Texture		shape of an object
5	Hue		continuous mark
6	Value		is the repetition of a decorative motif on a surface
7	Space		is an exact location
8	Pattern		is the degree of light and dark in a design
9	Light		the purity and strength of a colour
10	Intensity		is pleasing and darkness is depressing

ANSWER

Activity 1

1	Point	4	surface of an object
2	Line	5	name of a colour
3	Form	7	is the area in which we work
4	Texture	3	shape of an object
5	Hue	2	continuous mark
6	Value	8	is the repetition of a decorative motif on a surface
7	Space	1	It is an exact location
8	Pattern	6	is the degree of light and dark in a design
9	Light	10	the purity and strength of a colour
10	Intensity	9	is pleasing and darkness is depressing

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Draw and explain colour wheel
- ♦ Classify and characterise colours
- ♦ Explain basic principles of colour
- ♦ Describe different colour schemes and suggest colour schemes for different areas in the hotel
- ♦ List different sources of light
- ♦ Classification of hotel lighting
- ♦ List the uses of light
- ♦ Explain types of lighting used in different areas
- ♦ Draw a lighting plan for an area

“Life is like a rainbow. You need both the sun and the rain to make its colours appear.”

– Anonymous

INTRODUCTION

Colour is the visual perceptual property corresponding in humans to the categories called *red*, *yellow*, *blue* and others. Colour derives from the spectrum of light (distribution of light energy versus wavelength) interacting in the eye with the spectral sensitivities of the light receptors. Colour categories and physical specifications of colour are also associated with objects, materials, light sources, etc. based on their physical properties such as light absorption, reflection, or emission spectra. By defining a colour space, colours can be identified numerically by their coordinates.

Since perception of colour stems from the varying sensitivity of different types of cone cells in the retina to different parts of the spectrum, colours may be defined and quantified by the degree to which they stimulate these cells. These physical or physiological quantifications of colour, however, do not fully explain the psychophysical perception of colour appearance.

The science of colour is sometimes called **chromatics**. It includes the perception of colour by the human eye and brain, the origin of colour in materials, colour theory in art and the physics of electromagnetic radiation in the visible range (i.e. what we commonly refer to as *light*).

Light is electromagnetic radiation, particularly radiation of a wavelength that is visible to the human eye (about 400-700 nm, or perhaps 380-750 nm). In physics, the term *light* sometimes refers to electromagnetic radiation of any wavelength, whether visible or not.

Light plays an important role in the safety and functional aspects for the occupants of a building or guests in the hotel. It enhances the decorative surrounding of an area. Light can be decorative as well as functional. It should contribute to the character and atmosphere of a room and be adequate for general and particular purpose. Light has emotional effect and can be very stimulating. Light should be chosen for the right effect and functions. Effective lighting affects the décor of an area and enhances the design of the place.

Colour affects every facet of our lives. The way we react to colours is a combination of physiological, biological, psychological, social and cultural reasons. Colour has the ability to soothe and also to stimulate us.

Approximately seven million different colours can be perceived by the human eye, so deciding what you want when decorating and narrowing your choice down to one colour family, still leaves you with millions of variations to choose from. So it's important to understand the effects of the temperature of colour, colour components, colour terminology, how light affects colour and the tricks that one colour can play on another colour.

A colour is described as cool or warm depending on its position in the colour spectrum and the hues of its nearest neighbouring colour.

Most colours are associated with certain emotions and this differs somewhat from culture to culture. However I've listed some of the most popular colour associations.

Red: power, passion, courage, vitality, excitement, strength, speed, love, heart and warmth.

Yellow: light, cheer, sunlight, happiness, creativity, confidence, self-esteem, intellect, innovation.

Blue: caring, devotion, trust, wisdom, peacefulness, serenity, loyalty, truth, coolness, harmony.

Green: nature, fresh, growth, abundance, life, youth, renewal, hope, fertility, peace, balance.

Orange: energy, warmth, contentment, fruitfulness, strength, security, sensuality, abundance.

White: pure light, energy, truth, perfection, serenity, harmony, loyalty, sincerity, clarity.

Black: formal, reserved, drive, dignity, reliability, authority, power, prudence, wisdom, glamour.

Take some time to consider the effects of colour on the individuals who will be frequenting the environment you create when decorating. When choosing colour take into account whether you are trying to soothe or stimulate and be aware of the effects of colour on the well-being of the inhabitants you are decorating for.

To provide correct information it is imperative to know the answer to below questions:

DESCRIPTIVE QUESTIONS

- ❖ Draw a colour wheel and categorise different colours.

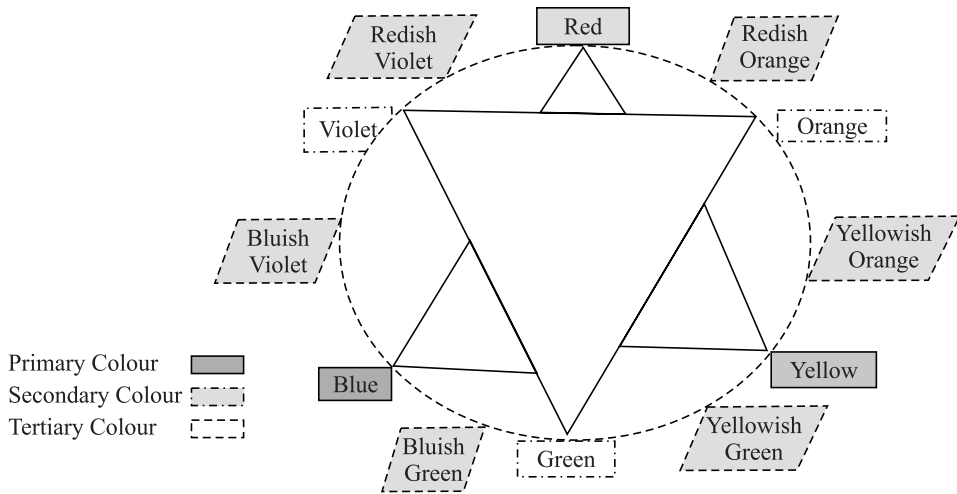


Figure 19.1 Colour wheel

Primary Colours

The primary colour is red, blue and yellow. They are called primary colours because they cannot be obtained by mixing any colours, but are the source of all other colours.

Secondary Colours (Binary Colours)

Violet, green and orange are known as secondary colours. They are obtained when two primary colours are mixed in equal proportions.

Red + blue = violet

Blue + yellow = green

Yellow + red = orange

Tertiary Colours (Intermediate Colours)

Mixing primary colours with the adjacent secondary colour on the colour wheel yields tertiary colours.

Red + orange = red-orange (russet)

Yellow + orange = yellow-orange

Red + violet = red-violet

Neutral colours: black, white, brown, beige.

❖ Discuss the importance of colours in interior decoration. Discuss the characteristic of colours.

Colour is one of the most powerful elements. It has tremendous expressive qualities. Understanding the uses of colour is crucial to effective composition in design and the fine arts.

Colour is the general term, which is applied to the whole subject – red, orange, yellow, green, blue, violet, black and white and all possible combinations thereof.

Hue is referred to just the pure spectrum colours, i.e. the primary colours: red, blue and yellow and the secondary colours: violet, green and orange. Hue is the name of the colour.

Value is defined as the relative lightness or darkness of a colour. It is an important tool for the designer or artist, in the way that it defines form and creates spatial illusions. **Contrast** of value separates objects in space, while **gradation** of value suggests mass and contour of a contiguous surface.

The values of a colour are determined by making its tints and shades.

Tints are light values that are made by mixing a colour with white. For example, pink is a tint of red and light blue is a tint of blue.

Shades are dark values that are made by mixing a colour with black. Maroon is a shade of red and navy is a shade of blue.

Intensity or chroma: It is the brightness or dullness of a colour. Colour at its full intensity may be described as strong, rich, forceful, brilliant or sharp. If it not pleasing to the eye, it may be called flashy or gaudy. A colour that is not bright is said to be “tone down” and these are described as subdued, soft, dull or weak colours.

❖ Draw a colour wheel and explain different colour schemes

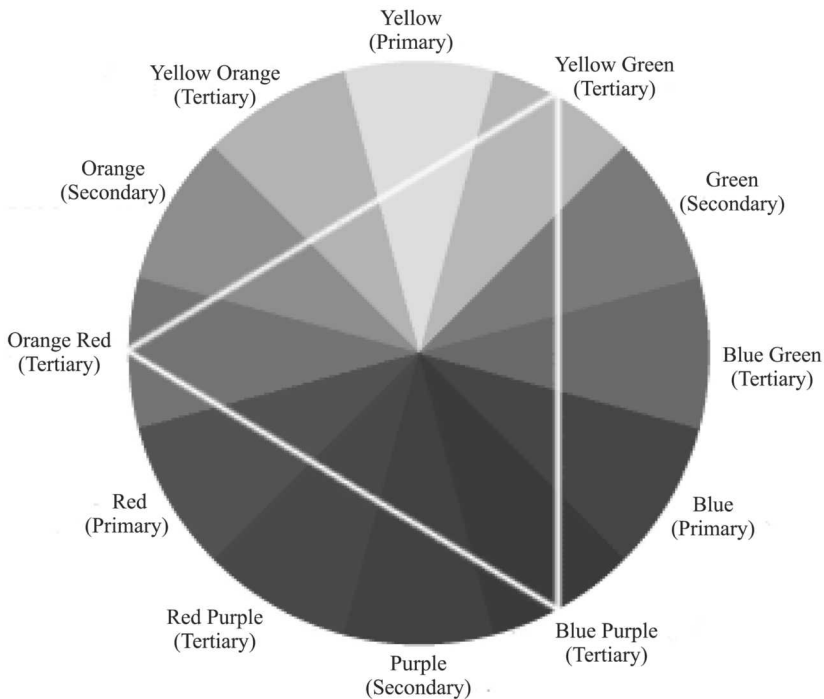


Figure 19.2 Colour Wheel

In colour theory, a **colour scheme** is the choice of colours used in design for a range. For example, the use of a white background with black text is an example of a basic and commonly default colour scheme in design.

Colour schemes are used to create style and appeal. Colours that create an aesthetic feeling when used together will commonly accompany each other in the colour schemes. A basic colour scheme will

use two colours that look appealing together. More advanced colour schemes involve several colours in combination, usually based around a single colour; for example, text with such colours as red, yellow, orange and light blue arranged together on a black background in a magazine article.

Certain colour combinations produce an unpleasant effect they irritate and repel other combinations and have an opposite effect. Others are pleasing and satisfying. They are called as harmonious colour schemes.

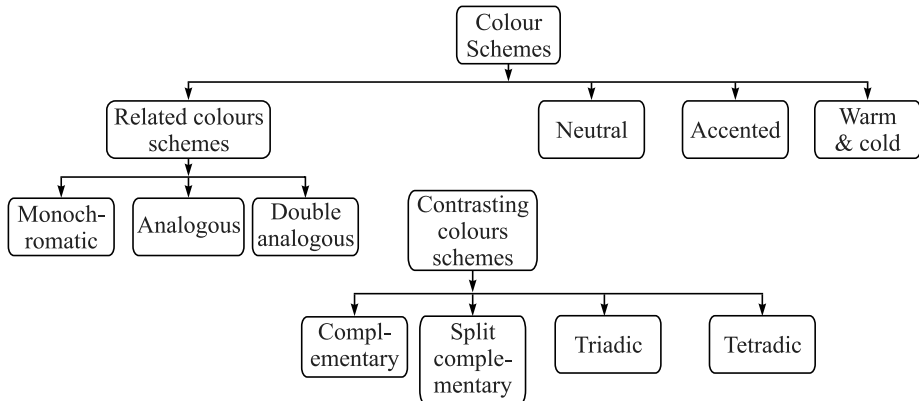


Figure 19 .3 Colour schemes

Colour schemes can be divided into:

Related Colour Schemes

- **Monochromatic colour scheme** – Also known as one hue or one-mode harmony. The monochromatic colour scheme uses variations in lightness and saturation of a single colour. This scheme looks clean and elegant. Monochromatic colours go well together, producing a soothing effect. The monochromatic scheme is very easy on the eyes, especially with blue or green hues. You can use it to establish an overall mood. The primary colour can be integrated with neutral colours such as black, white, or grey.
- **Analogous colour scheme** – The analogous colour scheme uses colours that are adjacent to each other on the colour wheel. One colour is used as a dominant colour while others are used to enrich the scheme. The analogous scheme is similar to the monochromatic one, but offers more nuances.
- **Double analogous colour scheme** – Any four adjacent colours on the colour wheel together make a double analogous colour scheme. Too many contrasts should be avoided and should be used in harmony.

Contrasting Colours Schemes

- **Complementary colour scheme** – The standard complementary colour scheme is made of two colours that are directly opposite to each other on the colour wheel e.g. red-green, yellow-purple, green-orange. This scheme looks best when you put a warm colour against a cool colour, for example, red versus green-blue. The complementary scheme is intrinsically high-contrast.

- **Split complementary colour scheme** – The split complementary scheme is a variation of the standard complementary scheme. It uses a colour and the two colours adjacent to its complementary. This scheme is accomplished when we use a colour with two compliments mix together. This provides high contrast without the strong tension of the complementary scheme e.g. blue, red and yellow
- **Triadic colour scheme** – The triadic colour scheme uses three colours equally spaced around the colour wheel that is it is made of any three colours that are equidistant from each other in the colour wheel forming a triangle. This scheme is popular among artists because it offers strong visual contrast while retaining balance and colour richness. E.g. blue, green, yellow.
- **Tetradic (double complementary) colour scheme** – The tetrad (double complementary) scheme is the richest of all the schemes because it uses four colours that are equidistant from each other in the colour wheel. This scheme is hard to harmonise; if all four colours are used in equal amounts, the scheme may look unbalanced, so you should choose a colour to be dominant or subdue the colours. E.g. blue, violet, orange, yellow.

Neutral Colour Scheme

A colour scheme that includes colours not found on the colour wheel, called neutrals, such as beige, brown, white, black and grey.

Accented Neutral Colour Scheme

A colour scheme that includes a mix of neutral colours, like white, beige, brown, grey, or black and one or more small doses of other colours is called accented neutral colour scheme. E.g. brown and beige with blue, gray and black with red.

Warm and Cool Colour Schemes

Cool colours are associated with snow and ice, which gives a feeling of coolness. Warm colours tend to excite and cool colours have tranquilising and pleasing effect. Warm colours are often used in a room that is different to beat and are used in room that admits no natural light. In rooms exposed to sunlight a cool atmosphere is desired. Blue and greens are preferred. Too many warm colours can cause nervous tension and too cool colours cause depression. It is always advisable to introduce some cool colours into a colour scheme, which is basically warm, or some warm colours into cool colours. Generally cool colour recedes (go far away) and warm colour advance (come towards you). To make a room look larger cool colours scheme is used. Warm colours draws the wall low and high ceiling can look smaller.

Warm colour schemes do not include blue at all and likewise, cool colour schemes do not include red at all. For example, a colour scheme that includes “warmer” colours is: orange, yellow and red-orange. “Cooler” colours are green, violet, light blue, etc.

❖ What are the points to be considered while planning a colour scheme for a room?

- **Natural light and room heating:** Before making a definite colour selection, it must be considered whether the total effect required is warm or cool. Warm and cool colours sometimes make a room much more pleasant than it otherwise would be. If a room admits a lot of sunlight a warm colour scheme will be emphasized and may become over powering. Therefore, in such a room cool colours will provide relief from strong light and natural heating.

- **Purpose of the room:** The colour of the room must suit the purpose of the room and create the required mood or atmosphere that the designer wants the room to convey. At the same time, the colour must express the interests and personality of those who will use the room.
- **Relationship to other rooms:** The room should be in harmony with itself and also harmonise with the other rooms in the property. The corridors, the rooms the overall hotel should look as a part of the design.
- **Type of surface:** It is an important point to be considered while choosing colour as rough surfaces casts small shadows and dark and smooth surfaces appear brighter as compared to rough surfaces.
- **Size and proportion of the room:** If a room is small, cool colours can be used to make it look larger and to give light to the room. Vertical patterns on the walls and receding colours on the ceiling and the floor will help to make the room look larger. If the windows are small longer curtains, from the ceiling to the floor should be used.
- **Height of the room:** The walls can have horizontal stripes to increase the height or the walls can be broken up using dado's. The higher the dado the lower the room looks. Advancing colours can be used for the ceiling and long curtains for the windows to reduce height to the room.
- **Architectural and psychological aspects of the colour:** Colours have a psychological as well as architectural aspect. Each colour signify some emotion which have to be considered while planning a colour scheme for an area.

❖ **Discuss the advantages and disadvantages of different colour schemes**

<i>Colour scheme</i>	<i>Advantages</i>	<i>Disadvantages</i>
Related colours schemes		
- Monochromatic	<ul style="list-style-type: none"> - Easy to manage - Always looks balanced and visually appealing 	<ul style="list-style-type: none"> - Lacks colour contrast - Not as vibrant as the complementary scheme
- Analogous	<ul style="list-style-type: none"> - Is as easy to create as the monochromatic, but looks richer 	<ul style="list-style-type: none"> - Lacks colour contrast - Not as vibrant as the complementary scheme
- Double analogous	<ul style="list-style-type: none"> - Offers variety 	<ul style="list-style-type: none"> - At times too many contrast spoils the show
Contrasting colours schemes		
- Complimentary	<ul style="list-style-type: none"> - Offers stronger contrast than any other colour scheme - Draws maximum attention 	<ul style="list-style-type: none"> - Harder to balance than monochromatic and analogous schemes, especially when desaturated warm colours are used
- Split complimentary	<ul style="list-style-type: none"> - Offers more nuances than the complementary scheme while retaining strong visual contrast 	<ul style="list-style-type: none"> - Harder to balance than monochromatic and analogous colour schemes

- Triadic	- High contrast while retaining harmony	- Not as contrasting as the complementary scheme.
- Tetradic	- Offers more colour variety than any other scheme	- Hardest scheme to balance
Neutral	- Pleasant to look	- At times becomes boring and lifeless.
Accented	- Offers more variety than neutral	- Difficult to balance
Warm and cold	- Adds to the purpose of the room	- Offers not much contrast

❖ **What are different types of lighting? Explain the different types of lighting with diagrams.**

Lights can be classified in many ways:

Classification Based on Source

On the basis of source, light can be divided into:

- **Natural light:** The Sun is the biggest source of natural light. Natural light has the advantages of being freely available not involving any expenditure and consuming less energy. It is one of the major determining factor in the design of an area.
- **Artificial lighting:** It is done with the help of incandescent bulbs, fluorescent tubes, etc. The advantage of artificial light is the control over the illumination.

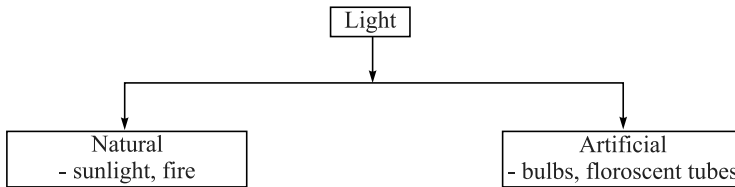


Figure 19.4 Classification based on source

Classification Based on the Way the Artificial Light is Produced

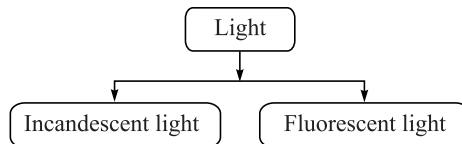


Figure 19.5 Classification based on the way the artificial light is produced

- **Incandescent light:** In this, light is produced by heating any material, usually metal, to a temperature at which it glows. Most incandescent bulbs use tungsten filament. The glass used for the bulb is made of standard line glass or heat resistant, borosilicate glass, which permits high wattage to be used. Some bulbs are flushed in an acid solution inside of the bulb and make it frosted.

GLS (general lighting service) lamps and halogen lamps are sources of incandescent light.

- **Fluorescent light:** Unlike incandescent, fluorescent lights are luminescent or “cold” and not by “heat” source of energy. It consists of a seen glass tube with an inside coating of fluorescent powder, that contains small amount of mercury and argon gas. The tube is electrified at each end. When an electric current is sent through the tube the mercury vapour gives out the ultra violet light that is converted into visible light by the florescent coating.

Fluorescent lamps are of two types, low pressure lamp and high pressure lamp. This categorisation is based on the pressure inside the tube.



Figure 19.6 Incandescent light



Figure 19.7 Fluorescent light

Classification Based on the Way the Light is Directed on the Object

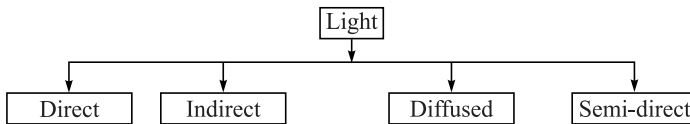


Figure 19.8 Classification based on the way the light is directed on the object

Depending on the manner on which the light rays are directed it can be classified into:

- **Direct lighting:** Here the rays of light fall directly from the source on to the work surface. This kind of light comes from sources such as ceiling fixtures and luminous ceilings. This kind of effect is obtained by pointing the light downward. Mural appliquéés, work or read lamps and rail spotlight lighting are examples of direct lighting.
- **Indirect lighting:** The rays of light are first lighted towards to the ceiling of walls then reflected back. This is usually from concealed sources in alcoves, cornices or valances. E.g. lights in a bed room.

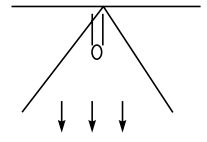


Figure 19.9 Direct lighting

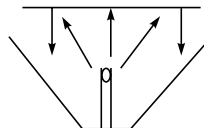


Figure 19.10 Indirect lighting

- **Diffused lighting:** The light source is conceived or covered and the rays of light get scattered through the area.

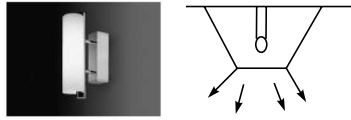


Figure 19.11 Diffused lighting

- **Semi-indirect lighting:** Lighting in which ray of the light falls directly on the light source while some are directed upwards and then reflected back.



Figure 19.12 Semi-indirect lighting

- **Semi-direct lighting:** All lamps with shades that project 40% of their light towards the ceiling and 60% towards the floor. E.g. bed-side lamps, side-table lamps, etc.

Classification Based on Function

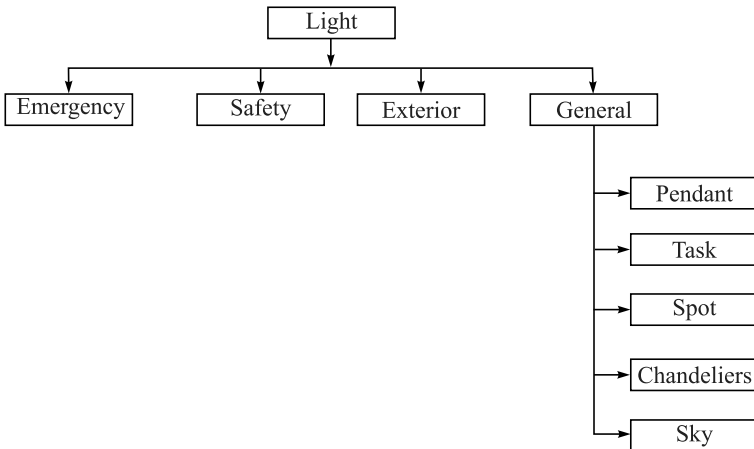


Figure 19.13 Classification based on function

- **Emergency lighting:** It is used for emergency purpose where a few lights get switched on automatically, when there is a power failure so that accidents can be avoided.
- **Safety lighting:** This kind of lighting is used for safety purpose on staircases so that people do not trip when moving from one level to another. Some of these lights are also placed in recessed areas sometimes.
- **Exterior lighting:** These lightings are basically used for the purpose of advertising, e.g. lighting up of outside of building so that it is visible from far.
- **General or area lighting:** General lighting is defined as enough light for someone to watch television or walk safely through the house. This overall light tends to distribute itself throughout

the entire space, creating very little shadow, but this general lighting is not good enough for detailed functions. One may or may not be aware of the light source; it is usually above the eye level. General lighting is switch-operated and is used to illuminate a room. Ceiling fixtures installed in common rooms, hallways and bedrooms fall in that category. These are used in public areas like lobby corridor. The general lighting can be classified into:

- ✓ **Pendant lighting:** It is a type of hanging lamp fixtures used to illuminate a certain task or area. These are adjustable light fixtures used in reading rooms, kitchens and computer rooms.
- ✓ **Task lighting:** It is a direct beam of light that illuminates a particular area with very work-specific tasks. These include high quality lighting fixtures like wall sconces, bathroom track lighting, ceiling pendants. These types of fixtures tend to be hidden, because you only use them at certain times and adjustability is important to this type of lighting. Good task lighting enhances clarity and allows you to really see what you are doing in the kitchen.
- ✓ **Accent/spot light:** This lighting type accents certain art pieces, major furniture, logs or other objects important to highlight or to provide a sense of drama.



Figure 19.14 Pendant lighting



Figure 19.15 Task lighting



Figure 19.16 Accent lighting

Beam spread, intensity and colour are often crucial considerations for accent light. Anything that is a focal point or that you want to be noticed should have accent lighting. All these types of lights should be used in a log home.

- ✓ **Chandeliers:** These are decorative lamp shades made of crystals.



Figure 19.17 Chandeliers

- ✓ **Sky lighting:** They can operate or not depending on the type of climate you have. In house lighting systems with centrally located control panels; switches, knobs and dimmers are very popular in today's log homes.

They tend to be all located in a small hidden area and you can control the lighting for the entire area from there.

❖ List the various uses of light

The uses of light include

- **Function:** The use of light is determined depending on the type of work to be performed, e.g. cleaning, cooking, etc.
- **Safety:** A light source is important in stairways, lifts and elevators in order to avoid accidents.
- **Identification:** It is important to focus on pipes carrying hot water and steams.
- **Beauty/decorative:** These are used for decorative purposes also which improves eye appeal, especially when focused on sculptures, printing, etc.
- **Warmth:** A light source is used in kitchen place above the counter in order to keep plates and dishes warm. Ex. Heaters lighting the blowers.

❖ What are the methods used in lighting? Explain each with examples.

Methods of lighting can be divided under two categories:

Architectural Lighting

These are functional and non-obstructive and good for contemporary rooms

- **Valance:** Horizontal fluorescent tube placed behind a pelmet casting light upwards, which reflects to the ceiling or to the wall and then directs to the drapery.



Figure 19.18 Valance lighting

- **Cornice:** A groove or box like structure that hides the top portion of a window dressing, or in the wall, where special lighting arrangements can be made to highlight the drapery, paintings and wall coverings in a room.



Figure 19.19 Cornice lighting

- **Cove:** A groove made in the wall about 12 inches below the ceiling, where series of fluorescent bulbs may be fixed to illuminate the ceiling and reflect the light there from.



Figure 19.20 Cove lighting

- **Soffit:** Built-in light sources that provide spot lighting to work areas and to give a dramatic effect to individual pieces of art and decorations placed.



Figure 19.21 Soffit lighting

- **Track lighting:** It consists of lamps fixed to the ceiling or wall in an array to offer great variety. These are movable lights, one strip of which often holds spotlight, flood light and even hanging fixture that may be turned around to follow furniture placement.



Figure 19.22 Track lighting

Non-architectural Lighting

- **Ceiling fixtures:** These are fixtures generally recessed in the ceiling or set flush with it. Some of the fixtures may be in the form of soft luminous panels that illuminates large area evenly.



Figure 19.23 Ceiling fixtures

- **Wall fixtures:** These are fixed in the walls and are both functional as well as decorative. They help in making tables free from other things as well as give direct light to the required area.



Figure 19.24 wall fixtures

- **Portable lamps:** These include lamps which are very handy and can be moved when and where they are needed. They also act as decorative accessories.



Figure 19.25 Adjustable desk lamp

❖ What are the different types of light fixtures?

Some of the types of lighting fixtures are listed below:

- **Pendant light:** Hanging lamp fixtures used for illumination of certain task or purpose. They are adjustable light fixtures in the reading room, kitchen, computer room, etc.
- **Fluorescent tube:** Used mainly for general task lighting in the dining room, staff cafeteria, etc.



Figure 19 .26 Fluorescent tubes

- **Swivel light:** Adjustable lamps fixed on the walls best for bed side lamps for safety purpose.



Figure 19.27 Swivel light

- **Desk light or angle poise:** Used for task lighting. They are portable and adjustable in angle used for desk top or table top.
- **Floor lamp or standing lamp or column lamp:** Placed near the seating arrangement for reading purpose.



Figure 19 .28 Standing lamps

❖ What are the factors to be considered while planning the lighting of a room?

Lighting is an important element of interior designing. It helps in creating the right atmospheric beauty in an area. The right quality and quantity of light has to be chosen for the right effect and function. Some of the important points to be considered while planning the lighting for an area are:

- **Decision on lighting requirement:** The amount of light required for a specific area should be decided. It is best to seek professional expertise.
- **Heat gains:** If artificially lighting an area, the amount of heat given off should be checked. Tungsten bulbs give off more heat than fluorescent lights. If the heat is high, the light fittings can be designed to extract the hot air and either reuse it or dispose of it.
- **Design and durability:** Design and durability are key factors that cannot be ignored. One must decide whether the lighting scheme should be general (for the entire room) or specific only to certain areas. The various types of lighting that are normally used are direct, indirect, semi-indirect or diffused. Lamps also play an important role in creating the lighting effect. The lamp fittings should be chosen keeping in mind the decorative and functional aspects, cost, cleaning, maintenance and illumination aspects.
- **Ease of replacement:** While planning the lighting of any area, we should recheck with the suppliers for replacement and also keep enough stock with us for replacement at any given time.
- **Cost:** Light fixtures involve lot of cost both during installation as well as running. So, a lot of attention is required while choosing the lighting which would consume less electricity and give required illumination. It should be energy efficient.
- **Ease of maintenance:** Light fittings should be as such which can be cleaned easily as well as the replacement of bulbs can be done easily. At least 50% of the illumination is lost, if lamps and reflectors are not cleaned regularly.
- **Use of daylight:** A good lighting plan should fully utilise the potential of daylight when available.

To put the information discussed before in the correct light, one must gain the knowledge from the questions to follow:

SPECIFIC QUESTIONS

❖ What do you understand by the term colour schemes?

In colour theory, a **colour scheme** is the choice of colours used in design for a range. For example, the use of a white background with black text is an example of a basic and commonly default colour scheme in the design.

Colour schemes are used to create style and appeal. Colours that create an aesthetic feeling when used together will commonly accompany each other in the colour schemes. A basic colour scheme will use two colours that look appealing together. More advanced colour schemes involve several colours in combination, usually based around a single colour; for example, text with such colours as red, yellow, orange and light blue arranged together on a black background in a magazine article.

❖ **What are secondary hues?**

Colours obtained by mixing two primary hues are called secondary hues. They are violet, orange and green.

❖ **Mention three characteristic of colours**

- Colour helps in defining size and proportion of the room
- Colour creates a mood in a room
- Colour helps to define the purpose of the room

❖ **What is colour theory?**

Colour theory is a set of principles used to create harmonious colour combinations. Colour relationships can be visually represented with a colour wheel — the colour spectrum wrapped onto a circle.

❖ **What is law of chromatic distribution?**

Law of Chromatic Distribution: As areas reduce in size, the chromatic intensity can be increased. Using less of a bright colour, will make an area look brighter and emphasize it. Too much intense colour can be irritating, uncomfortable, because the eye has no place to rest. Balance small areas of intense colour with large areas of neutral ones.

❖ **What is the difference between Incandescent and Fluorescent Light?**

<i>Incandescent/filament</i>	<i>Fluorescent/discharge</i>
<ul style="list-style-type: none"> - Low cost - Can produce glare and shadows - Produce more heat - Can soil the wall and ceilings - Efficiency is low - Average life is 1,000 to 2,000 hrs - Consumes more electricity - Produces less light - Intensity of the bulbs can be changed by changing the wattage of the bulb - Is used for decorative purpose - Ideal for pendant light, spotlight, table and floor lamp - Used with many different types of shades and fittings 	<ul style="list-style-type: none"> - Installation cost high - Does not give much of a shadow - Produces 1/5 less heat than incandescent - Does not soil as much as incandescent - Efficiency is slightly higher - Average life for a hot-cathode lamp is 5000 hrs and cold-cathode type is 15000 hrs - Consumption/voltage is less - Produces more light - Very few variation available - Is used for task lighting/general areas - Suitable for cornice light and concealed lighting - Fewer shapes available, not much option is available

❖ **What is general lighting?**

General lighting is defined as enough light for someone to watch television or walk safely through the house. This overall light tends to distribute itself throughout the entire space, creating very little shadow, but this general lighting is not good enough for detailed functions.

❖ **What is lux?**

Lux is the unit of illumination.

❖ **How is light classified?**

Lights can be classified in many ways

- Classification based on source
- Classification based on the way the artificial light is produced
- Classification based on the way the light is directed on the object
- Classification based on function

SUMMARY

The following points have been discussed in this chapter:

- Colour wheel
- Classification and characteristics of colours
- Basic principles of colour
- Colour schemes
- Sources of light
- Classification of light
- Uses of light
- Lighting in a different areas- lighting plan

Colour and light are the most essential element of interior design. The choices in selection of both have to be thought with great interest and knowledge. Colour and light play a very vital role in decoration as well as functionalism of an area. The right choice can add to the beauty and function but a wrong choice can hamper both. The furniture of a hotel, however, is the most decisive feature. Let us take a look at it in the next chapter.

KEY TERMS

- **Contrast** – Difference in colour and light between parts of an image is called contrast.
- **Dimmers** – Switches that can vary the amount of light given out by a lamp.
- **Fluorescent discharge lamps** – They are luminescent or cold source of light. The lighting tube is coated with a fluorescent powder and filled with vaporised mercury and argon and the ends sealed with cathodes. When an electric current is passed through it, it activates the gases, creating invisible UV rays that cause the fluorescent coating to produce visible light.
- **Foot-candle** – A lumen of light distributed over 1 sq ft of area
 - 1 foot candle = 10.76 lux

- **H.L.P** – Acronym for heat, light, power.
- **HPMV lamps** – High pressure mercury vapour lamps.
- **HPSV lamps** – High pressure sodium vapour lamps.
- **Hue** – Is referred to just the pure spectrum colours, i.e., the name of the colour.
- **HVAC** – Acronym for heating, air conditioning and ventilation.
- **Illumination** – The distribution of light on a horizontal surface is called its illumination. Illumination is measured in foot-candles.
- **Incandescent light** – Light produced by heating metal (filament bulbs) to a temperature that it glows. E.g. tungsten filament bulbs, GLS (general lighting service lamps) are gas filled with special anti glare coating, halogen lamps etc.
- **Intensity or chroma** – The brightness or dullness of a colour.
- **Lighting efficacy** – The ratio of light output from a lamp to the electric power it consumes. It is measured in lumens per watt (LPW).
- **Lumen** – Measurement of current i.e. measurement of light output from a light source. The output of a 100-watt incandescent lamp is about 1750 lumens. All lamps are rated in lumens.
- **Lux** – Is the measurement of amount/ intensity of light falling on a specified area or an object.
- **Neutral Colour** – Includes colours not found on the colour wheel, such as beige, brown, white, black and gray.
- **Shades** – Are dark values that are made by mixing a colour with black.
- **Standard colours** – The primary and secondary colours are together called as six standard colours. Thus the six standard colours in the pigment are red, yellow, blue, purple, green and orange.
- **Tints** – Are light values that are made by mixing a colour with white.
- **Value** – Is defined as the relative lightness or darkness of a colour.

ACTIVITIES









Activity 1

Give the significance of each of these colours by matching them with their emotions

1	Red		nature, fresh, growth
2	Yellow		formal, reserved, dignity
3	Blue		pure light, energy
4	Green		energy, warmth, contentment
5	Orange		power, passion, courage
6	White		caring, devotion, trust
7	Black		sunlight, happiness, creativity

Activity 2

Identify the lighting given below

Fitting	Name
	
	
	
	
	
	
	
	






ANSWER




Activity 1

1	Red	4	nature, fresh, growth
2	Yellow	7	formal, reserved, dignity
3	Blue	6	pure light, energy
4	Green	5	energy, warmth, contentment
5	Orange	1	power, passion, courage
6	White	3	caring, devotion, trust
7	Black	2	sunlight, happiness, creativity

Activity 2

Identify the lighting given below

Fitting	Name
	Soffit
	Cove
	Cornice
	Chandeliers
	Accent

	Task lighting
	Pendant
	Diffused

CHAPTER

20

FURNITURE, FIXTURE AND SOFT FURNISHING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Explain types of furniture
- ♦ Explain and illustrate types of joints
- ♦ List the factors influencing placement of furniture
- ♦ Understand the styles of furniture
- ♦ List different soft furnishing (types, uses and importance)
- ♦ Explain and illustrate different types of curtains

“A man should keep his little brain attic stocked with all the furniture that he is likely to use and the rest he can put away in the lumber-room of his library, where he can get it if he wants it.”

– Sir Arthur Conan Doyle

INTRODUCTION

Furniture are movable objects intended to support various human activities such as seating and sleeping in beds, to hold objects at a convenient height for work using horizontal surfaces above the ground, or to store things. Storage furniture such as a nightstand often makes use of doors, drawers, shelves and locks to contain organise or secure smaller objects such as clothes, tools, books and household goods. Furniture in an establishment has to stand up to a tremendous amount. A lot of people handling a single piece of furniture results in a harder use of the furniture than a single person who uses it all the time.

History of Bean Bag Chairs Furniture

The first bean bag chairs were called the “Sacco”. The Sacco was an icon of “POP” culture.

The Sacco bean bag chairs were made of leather and were pear-shaped. They were filled with expanded polystyrene beads, which made it formless and flexible.

At first, many attempts to mass-produce the bean bag chairs failed. However, after the success of their mass-production, the Sacco became the model for the bean bag chairs that sprouted up worldwide in the last 1960's.

According to popular myth, the Sacco bean bag chairs were an accident, when polystyrene off-cuts were thrown into a bag at the end of the styro foam production line.

The Sacco bean bag chairs were the first widely-popular product that expressed furniture as something that should move with the human body. The Sacco said that furniture did not have to be static and formal.

In the 1970's, *Kenneth Edmunds* found the Minneapolis Cuddle bag Bean Bag Co. This might be the first bean bags company to produce bean bag chairs in the USA.

To have firm knowledge one must answer the following questions:

DESCRIPTIVE QUESTIONS

❖ List down the different types of furniture.

Furniture can be divided into various categories based on

- Country of origin
- Material used for manufacturing
- Function

Country of Origin

- Based on country of origin, furniture can be categorised as shown below.

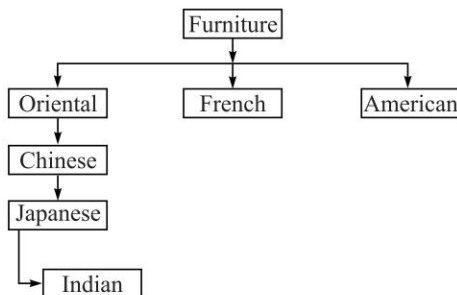


Figure 20.1 Furniture type based on country of origin

- **Oriental:** Oriental furniture comprises of furniture from Asian countries like China, Japan and India. Asian furniture has a quite distinct history. The traditions of India, China, Pakistan, Indonesia (Bali and Java) and Japan are some of the best known, but places such as Korea, Mongolia and the countries of South East Asia have unique facets of their own.
 - **Chinese furniture** – The use of uncarved wood and bamboo and the use of heavy lacquers are well known Chinese styles. It is worth noting that China has an incredibly rich and diverse history. Architecture, religion, furniture and culture, in general, can vary incredibly from one dynasty to the next. Chinese home furniture evolved independently of Western furniture into many similar forms including chairs, tables, stools, cabinets, beds and sofas.

The forms of Chinese furniture evolved along three distinct lineages which date back to as early as 1000 BC. The three lineages are based on frame-and-panel construction, The Yoke and Rack (based on post and rail seen in architecture) and Bamboo construction techniques respectively



Figure 20.2 Chinese furniture

- **Japanese furniture** – Traditional Japanese furniture is well known for its minimalist style, extensive use of wood, high-quality craftsmanship and reliance on wood grain instead of painting or thick lacquer. Japanese chests are known as Tansu, known for elaborate decorative iron work and are some of the most sought-after of Japanese antiques. The antiques available generally date back to the Tokugawa era and Meiji era.
- **Indian furniture** – India has a very long woodcraft history with its prime time during Vijayanagar Empire (southern India) (1336AD). Wood craftsmen then were highly respected by the royalty because woodcraft was considered an art and a trade. Woodcrafts can be found everywhere in India, on wooden doors, posts, walls, in remote villages, in cities, in modern buildings, in temples and one will be impressed by the wide variety of styles of this craftwork. With history from the Aryans to the Mongols, Mogul's, Portuguese and British, all have influenced the furniture style. Today the Indian furniture is a blend of all.
- **French furniture** – It comprises both the most sophisticated furniture made in Paris for king and court, aristocrats and rich upper bourgeoisie, on the one hand and French provincial furniture made in the provincial cities and towns many of which, like Lyon and Liège, retained cultural identities distinct from the metropolis.
- **American furniture** – The earliest known American-made furniture dates from the mid-17th century, when life in the colonies was becoming increasingly settled. Many of these early pieces were massive in size and were based on styles recalled from earlier days in England. In general, furniture styles followed those of England, with adaptations, after an interval



Figure 20.3 French furniture

of about 15 years. Instead of shaped legs or feet, American case furniture had legs and feet that were simply downward extensions of the rectangular styles. Decoration consisted of carved flower motifs or lunettes (crescent shapes) and chip carved (executed with mallet and chisel) scrolls and leaves, occasionally highlighted by painting, mainly in black, red and yellow; but the carving was flatter, less finished and more primitive than its English predecessors. Turned (shaped on a lathe) split balusters stained to look like ebony were also applied. Joinery was confined to simple rectangular panelling with mortise and tenon joints. Oak and pine were the commonest woods.



Figure 20.4 American furniture

Material Used for Manufacturing

Based on the material used for manufacturing, furniture can be categorised as shown in the following diagram:

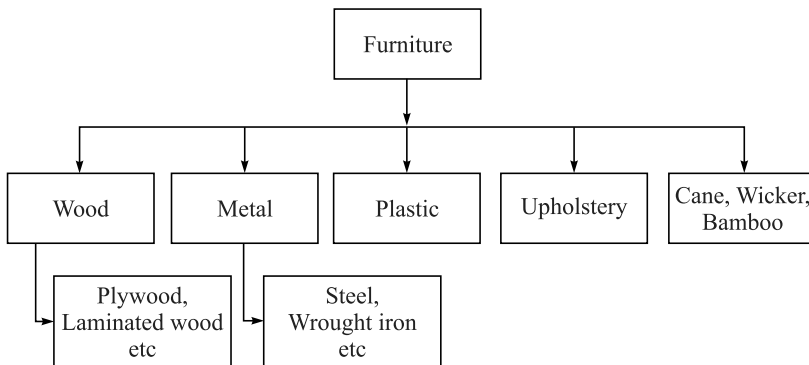


Figure 20.5 Furniture type based on material used for manufacturing

- **Wooden furniture:** Wood is the traditional and the oldest material used for furniture today with a demand for the lighter and more easily moved furniture. There is a wide choice of wood. Wood can be used for decorative purposes solid wood is not always the most suitable material for a particular piece or part of the piece of the furniture.

Plywood – It is made by bonding together odd no of slices or plies of wood that is 1-2 cm thick so that the grain of one ply is at right angles to that on either sides of it. Since there are odd number of plies the grains of the two outside open will run in the same direction. Plywood does not warp/twist with the same extent as solid wood and is equally strong in both the directions. Plywood is frequently used for table tops where stability is required.

Laminated wood – It is also built in layers, but in this case the grains are longer and all run in the same direction. As the strength will be in the direction of the grain, laminated wood is more suitable than plywood for legs and arms of furniture where greatest strain is in one

direction. All wood should be properly seasoned. Wood is extremely absorbent. When used for furniture, it requires treatment to prevent the absorption of moisture, grease and dirt. In order to make cleaning easier, there are several protective finishes, which may be given to complete the treatment of wood. These determine the texture of wood, its resistance to abrasion and the ease to which it is cleaned.

- **Metal furniture:** Metal in the form of iron or steel has been used for many years for bedsprings or for sofas. But these owing to their strength and easy of shaping are being used increasingly in modern furniture. Other metals used are aluminum, copper and brass.
- **Plastic furniture:** Plastic furniture is used in hotels and offices. These types of furniture are becoming very popular because of its low cost and ease of maintenance.
- **Upholstery furniture:** This type of furniture is much lighter in weight as only the frame in this is wood. The stuffing would be of coconut fibre. Fabric used for the furniture depends on individual choice and décor of the place.



Figure 20.6 Upholstered furniture

- **Cane furniture/wicker furniture:** Cane and wicker furniture is most commonly used in low or medium budget hotels. Unless well maintained, it is liable to get out of shape and the pieces of wicker can protrude and catch on to clothes. They also attract pest like cockroaches.



Figure 20.7 Cane furniture

Function

Based on its function, furniture can be divided into the following:

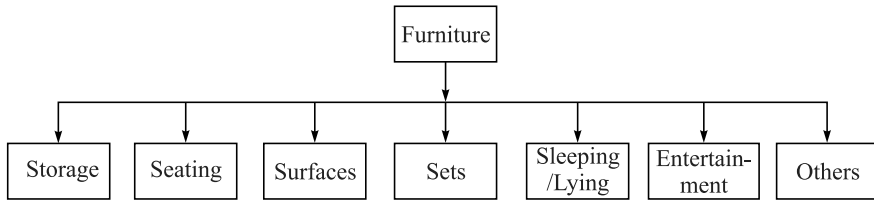


Figure 20.8 furniture type based on function

○ **Storage:**

- **Armoire** (Wardrobe) – A wardrobe, also known as an *armoire* from the French, is a standing closet used for storing clothes.



Figure 20.9 Armoire

- **Bookcase** – A bookcase, or bookshelf, is a piece of furniture, almost always with horizontal shelves, used to store books. A bookcase frequently has doors that may be closed to protect the books, while bookshelves are open-fronted. These doors are usually glazed, so as to allow the spines of the books to be read.
- **Cabinet** – A cabinet is usually a box-shaped piece of furniture, either standing alone or built into or, like a TV cabinet, attached to a wall. It is typically made of wood or, now increasingly, of synthetic materials and used for storage of miscellaneous items.



Figure 20.10 Cabinet

- **Chest** – A chest of drawers, also called (especially in North American English) a dresser and a bureau, is a piece of furniture that has multiple parallel, horizontal drawers stacked one above another. A chifforobe (from *chiffonier* + *wardrobe*) is a combination of a wardrobe and a chest of drawers.



Figure 20.11 Chest

- **Credenza** – A credenza is a piece of furniture that became very fashionable during the second half of the 19th century. Often made of a burnished and polished wood decorated with marquetry, a central cupboard would be flanked by symmetrical quadrant glass display cabinets. The top would often be made of marble, or another decorative stone, or of inlaid wood.

Today, a credenza is more often a type of sideboard used in domestic or restaurant situations. In dining rooms, it is typically made from wood and used as a platform to serve buffet meals. In restaurant kitchens, made from stainless steel, it provides a side surface and storage cupboards.



Figure 20.12 Credenza

- **Cupboard** – A cupboard or press is a type of cabinet, often made of wood, used indoors to store household objects such as food and crockery and to protect them from dust and dirt. As the name suggests, this piece of furniture was originally a simple board or table on which to place cups or mugs. Recorded use of such a name dates back to at least the middle ages. For the last few centuries, “cupboard” has referred to a storage area enclosed by doors.



Figure 20.13 Cupboard

- **Curio** – A curio is a predominantly glass cabinet with a metal or wooden framework used to display collections of figurines that share some common theme. Most curios have glass on each side or a mirror at the back and glass levels to show the entire figurine. A curio prevents dust and vermin from destroying the value of the collection. Curios are also used to display single crafted dolls. A curio is different from a display case, in that while a display case is usually horizontal to display jewellery for sale on top of a felt bottom, a curio is vertical to show standing items and usually has no bottom lining.
- **Dresser** – A dresser is a piece of furniture which is similar to a sideboard, but also has shelves above for storing and displaying crockery. Traditionally, a dresser is located in the kitchen and used for “dressing” meat.



Figure 20.14 Curio



Figure 20.15 Dresser

- **Nightstand** – A nightstand, alternatively night table or bedside table, is a small table or cabinet designed to stand beside a bed or elsewhere in a bedroom, as a place to put anything likely to be required during the night.



Figure 20.16 Nightstand

- **Sideboard** – A sideboard is an item of furniture traditionally used in the dining room for serving food, for displaying serving dishes such as silver and for storage. It usually consists of a set of cabinets, or cupboards and one or more drawers, all topped by a flat display surface for conveniently holding food, serving dishes and even lighting devices. The overall height of the tops of most of the sideboards is approximately waist level.



Figure 20.17 Sideboard

○ Seating

- **Bean bag** – A bean bag (also beanbag) is a sealed bag containing dried beans, PVC pellets or expanded polystyrene, with various applications.



Figure 20.18 Bean bag

- **Bench** – A bench is a piece of furniture, on which several people may sit at the same time. Benches are typically made of wood, but it may also be made of metal, stone, or synthetic materials. Many benches have arm and back rests; some have no back rest and can be sat on from either side. In public areas, benches are often donated by persons or associations, which may then be indicated on it, e.g. by a small plaque.



Figure 20.19 Bench

- **Chair** – A chair is a raised surface used to sit on, commonly for use by one person. Chairs often have the seat raised above floor level, supported by four legs. A chair without a back or arm rests is a stool, or when raised up, a bar stool. A chair with arms is an armchair and with folding action and inclining footrest, a recliner. A permanently fixed chair in a train or theater is a seat or airline seat; when riding, it is a saddle and bicycle saddle and for an automobile, a car seat or infant car seat. With wheels, it is a wheelchair and when hung

from above, a swing.

- **Chaise longue** – A *chaise longue*, “long chair” is an upholstered couch in the shape of a chair that is long enough to support the legs. It is often also called “chaise lounge” or lounge chair.

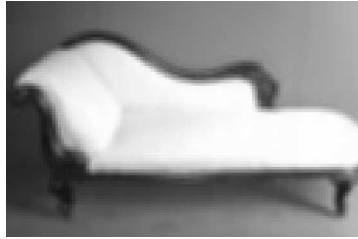


Figure 20.20 Chaise longue

- **Couch** – A couch is a generic term in North America and Australia, for an item of furniture designed to seat more than one person. Typically it will have an armrest on both the sides. Couches are normally found in the family room, living room, den or the lounge. They are covered in a variety of textiles or in leather. Other terms synonymous with the above definition of couch are sofa and settee.



Figure 20.21 Couch

- **Fauteuil** – A fauteuil is a style of open-arm chair with a primarily exposed wooden frame originating in France in the early eighteenth century. A fauteuil is made of wood and frequently with carved relief ornament. It is typically upholstered on the seat, the seat back and on the arms (manchettes). Some fauteuils have a valenced front seat rail which is padded that extends slightly over the apron. The exposed wooden elements are often gilded or otherwise painted.



Figure 20.22 Fauteuil

- **Footstool/pouffee/ottoman/tuffet/hassock** – It is a piece of furniture, the purpose of

which is to support one's feet or low seat. The footstools mainly may be grouped under two categories, those designed for comfort and those designed for function.



Figure 20.23 Pouffee

- **Recliner** – A recliner is an armchair that reclines when the occupant lowers the chair's back and raises its front. It has a backrest that can be tilted back, causing a footrest to extend from the front. It provides the occupant more comfort than most of the conventional chairs and is thus popular all the world over in western-style luxury accommodations.



Figure 20.24 Recliner

- **Stool (type of chair)** – A type of chair without back and arm rests, e.g. bar stools.



Figure 20.25 Stool

- **Watchman's chair** – A watchman's chair is a design of un-upholstered wood construction featuring a forward slanted seat, such that the watchman could not readily fall asleep without sliding downward and off the front of the chair.



Figure 20.26 Watchman's chair

○ **Surfaces**

- **Coffee table** – A coffee table, also called a cocktail table, is a style of long, low table which is designed to be placed in front of a sofa, to support beverages (hence the name), magazines, feet, books (especially coffee table books) and other small items to be used while sitting, such as coasters. Coffee tables are usually found in the living room or sitting room.
- **Desk** – A desk is a furniture form and a class of table often used in a work or office setting for reading or writing on or using a computer. Desks often have one or more drawers to store office supplies and papers. Unlike a regular table, usually only one side of a desk is suitable to sit on.
- **End table** – It is a small table typically placed beside couches or armchairs. Often lamps are placed on an end table.

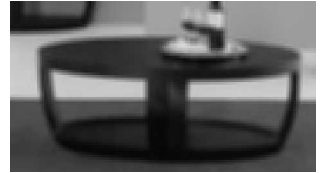


Figure 20.27 Coffee table



Figure 20.28 End table

- **Folding table** – Also known as a trestle table, it is an item of furniture comprising two or three trestle supports linked by a longitudinal cross-member over which a board or tabletop is placed. Ease of assembly and storage has made it the ideal occasional table and it remains a popular form of dining table.
- **Gate leg table** – It has one or two hinged leaves supported by hinged legs.



Figure 20.29 Folding table



Figure 20.30 Gate leg table

- **Table** – A table is an item of furniture comprising an open, flat surface supported by a base or legs.
- **Sets** – These are a group of furniture used in a specified area. Bedroom set, Dining set, Vanity set
- **Sleeping or lying** – These are furniture used either for sleeping or resting purpose
 - **Bed** – A bed is a piece of furniture (or a location) used as a place to sleep. Beds usually consist of a mattress placed on the top of a box spring having inner-sprung base. The box spring is a large mattress-sized box containing wood and springs that provide additional support and suspension for the mattress.
 - **Headboard** – The headboard is a piece of furniture that attaches to the head of a bed. Its most basic function is to retain the pillow(s) and other bed linens. A headboard may be strictly utilitarian, but frequently has aesthetic value and may be a decorative focus for a bedroom.
- **Entertainment** – This furniture comprise of musical instruments like Gramophone, Piano, Radiogram (furniture), Television set, etc.
- **Others** – These are objects usually kept in a house or other building to make it suitable or comfortable for living or working in. E.g.
 - **Built-in furniture** – A cabinet is usually a box-shaped piece of furniture, either standing alone or built into or, like a medicine cabinet, attached to a wall. It is typically made of wood or, now increasingly, of synthetic materials and used for storage of miscellaneous items.



Figure 20.31 Built-in furniture

- **Movable furniture** – The movable articles in a room or an establishment that make it fit for living or working.



Figure 20.32 Movable furniture

- **Knock down furniture** – These are the pieces of furniture which may be easily folded, broken down, or flat packed for distribution. Some examples can be Folding screen, Garden furniture, Headboard, Lamps covered under furnishings or lighting, Radiogram, Coat hanger/stand, etc.



Figure 20.33 Knock down furniture

- **Loose furniture** – This comprises chairs, ashtrays, waste paper baskets, etc. Other legal requirements like fire warnings and procedure of escape have to be present and are normally fixed behind the door.
- **Modular furniture** – This is designed with standardised units or dimensions, as for easy assembly and repair or flexible arrangement and use. Movable partitions, cantilevered counters, pedestals, drawers, etc., to form room dividers and work surfaces are examples of these furniture.



Figure 20.34 Modular furniture

- **Antique furniture** – It is the term for collectible interior furnishings of considerable age; often its age, rarity, condition, utility, or other unique features makes the furniture desirable. This furniture is generally more than a hundred years old. Now-a-days any old furniture above five generations is also given this term.

❖ **Explain the different styles of furniture.**

There are several different types of furniture available today to suit diverse styles and tastes. The environment that you live in portrays the person you are. Your furnishings and the décor that you style your home represent your choices as well as your personality traits. Thus, not only should the living space designed and created by you be comfortable, but also adaptable to changing fashions and trends.

Let's take a closer look at some of the most common styles of furniture being designed today.

- **Contemporary** – Also known as modern, it is created to be comfortable, solid and more than anything natural. With not too many trappings, the colours mostly resonate around black, white, beige, brown and taupe. Polished surfaces, sleek and geometric designs are often the characteristics that represent contemporary furniture. Though the colours are simple, they are used in a bold and vibrant way for a true contemporary look. For instance, stark white cushions on black upholstered sofas makes for a bold statement. A lot of metal, fibreglass, aluminium is also used. The most essential feature of this kind of look is that every piece of furniture is

striking and sophisticated. Most people today enjoy designing their house and office both, in the contemporary style.



Figure 20.35 Contemporary style

- **Traditional** – The quintessence of traditional furniture is dark woods with ornate carvings and a majestic appearance. The final look is busy with floor layouts matching the details of the furniture. With classic features of form and ornament, the lines of traditional furniture tend towards being elegant. Queen Anne, Chippendale, Hepple White, etc. are some of the common types of traditional furniture.



Figure 20.36 Traditional style

- **Urban** – The more modern trend, urban leans towards the minimalist. The woods have either a black finish with brushed aluminum highlights and glass or light, blond woods with brushed aluminum and glass. The pieces are small scaled and designed to fit small apartments.
- **Country and Cottage** – Lighter shades of woods, muted colours, simple lines and vintage fabrics make for country and cottage styles. The most important aspect of this type is comfort and colour. Furniture is sometimes painted or decorated and furniture lines are simple and graceful.

Textures include baskets, bead-board walls, natural fibers in floor and window coverings and weathered finish on wood furniture.



Figure 20.37 Country and Cottage style

- **Transitional** – Simpler lines than those found in more traditional styles, but not as simple as contemporary. Transitional furniture is about melding comfort and simplicity of the contemporary with the graceful styling of traditional furniture.



Figure 20.38 Transitional style

- **Eclectic** – An eclectic style is a reflection of an individual's love for different design aspects from different time periods or styles. The overall look of an eclectically styled room though unique, is amalgamated harmoniously through the creative use of colour and finish, shape and texture.
- **Rustic** – This style of furniture represents lots of exposed woods, walls, columns and beams, simple lines and a practical feel. Often wood panelling and stone are also used. Rustic furniture looks tough and durable while the accessories are primitive and somewhat minimised.
- **Amish** – If you are looking for good handcrafted furniture, Amish furniture is a great style to consider. Most Amish furniture is composed of oak, cedar or pine. You can find everything from living room to bedroom to office furniture in the Amish furniture style.



Figure 20.39 Rustic style

- **Art Deco** – Art Deco is both, geometric and streamlined with bright colours, strong vertical lines and rounded corners. While often Art Deco pieces are made of exotic woods, the use of bakelite and formica also abound. Juxtaposition of opposing elements is common to this style. For instance, rare and expensive jade and inexpensive bakelite.
- **Colonial** – It simplifies the look of European furniture and leans greatly towards Queen Anne and Chippendale styles. Chairs characterise spindled legs and backs rather than ornate designs.
- **Chippendale** – Named after British designer and cabinet maker Thomas Chippendale, who published his furniture designs in “The Gentleman and Cabinet Maker’s Director” in 1754. The Chippendale style can be classified into three types: French influence, Chinese influence and Gothic influence. In the United States, the Chippendale style was a more elaborate development of the Queen Anne style with cabriole legs, ball-and-claw foot and broken pediment scroll top on tall case pieces.
- **Victorian** – It is named for Queen Victoria of England who reigned from 1837-1901. The Victorian style draws its influence from gothic forms with heavy proportions, dark finish, elaborate carving and ornamentation. The Victorian period was the first furniture style of mass production. There was not any one dominant style of furniture in the Victorian period. Designers rather used and modified many styles taken from various time periods in history like Gothic, Tudor, Elizabethan, English Rococo, Neoclassical and others. The Gothic and Rococo revival style were the most common styles to be seen in furniture during this time in history.
- **Scandinavian Contemporary** – A simple utilitarian design style in natural wood popularised by Danish and Swedish designers.



Figure 20.40 Chippendale style



Figure 20.41 Victorian style

❖ **What is the different furniture joint? Illustrate.****Joinery**

It is a part of woodworking that involves joining together pieces of wood, to create furniture, structures, toys and other items. Some wood joints employ fasteners, bindings, or adhesives, while others use only wood elements. The characteristics of wooden joints are their strength, flexibility, toughness, etc. The eight basic types of joints are: butt, dado, rabbet, lap, dovetail, mortis and tendon, miter and tongue and groove.

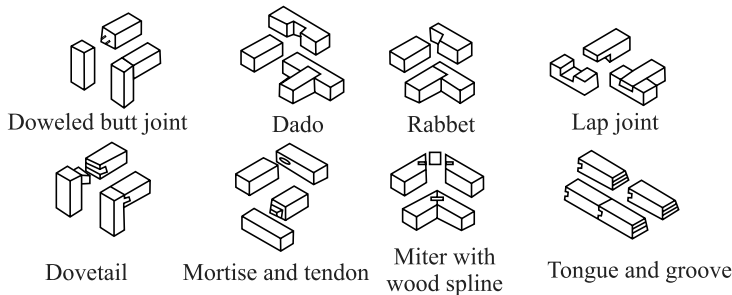


Figure 20.42 Types of furniture joint
some will have several variations, such as middle, lap, half lap and end lap.

- **Butt joint** – A butt joint is a joinery technique in which two members are joined by simply butting them together. The butt joint is the simplest joint to make since it merely involves cutting the members to the appropriate length and butting them together. It is also the weakest because unless some form of reinforcement is used it relies upon glue alone to hold it together. Since the orientation of the members usually present only in the end grain to long grain gluing surface, the resulting joint is inherently weak.
- **Dado joint** – A **dado**, **housing** or **trench** is a slot or trench cut into the surface of a piece of machinable material, usually wood. When viewed in cross-section, a dado has three sides. A dado is cut across, or perpendicular to, the grain and is, thus, differentiated from a groove which is cut with, or parallel to, the grain. A dado may be *through*, meaning that it passes all the way through the surface and its ends are open, or *stopped*, meaning that one or both of the ends finish before the dado meets the edge of the surface. Dados are often used to fix shelves to a bookcase or car case.
- **Rabbet joint** – A **rabbet** (also known as **rebate**) is a recess or groove cut into the edge of a piece of machinable material, usually wood. When viewed in cross-section, a rabbet is two-sided and open to the edge or end of the surface into which it is cut. An example of the use of a rabbet is in a glazing bar where it makes provision for the insertion of the pane of glass and putty. It may also accommodate the edge of the back panel of a cabinet. It is also used in door and casement window jambs.
- **Lap joint** – In woodworking or metal fitting, a **lap joint** describes a technique for joining two pieces of material by overlapping them. A lap may be a *full lap* or *half lap*.
- **Dowel joint** – In this joint, 2 pieces of wood are joined by means of a dowel round wooden pegs fit into the holes on the pieces to the joint. Two small holes are cut into two pieces of wood. Inserting two small round pegs into the holes of one board then joins the boards. The dowels are

then inserted into the other board and the joint is glued. You'll often see sofa and chair frames with dowel joints (and a corner block glued and screwed in place as well).

- **Dovetail** – It is used to joint draws to enable them to withstand constant opening and shutting. A French dovetail generally has the protrusion and hole cut into the narrow edge of a board and goes all the way down the board. A multi-dovetail uses the wider edge of the board to fit multiple protrusions and holes. Drawers often use a multi-dovetail because of its strong holding power, e.g. draws or shelves.
- **Mortise and Tendon** – In this method of joinery, the mortise piece has a recess cut into it. The tenon piece has a protrusion (usually rectangular), which matches the recess in the mortise. The pieces are sometimes glued together to strengthen the connection and sometimes a hole is drilled through both the mortise and tenon and a dowel inserted to further strengthen that joint. This is used to join pieces of wood where the tenon in one piece fits into the socket of other. Mortise and tendon joint are used in frames of doors, chairs back rest.
- **Miter joint** – A mitre or miter joint is a joint made by bevelling each of two parts to be joined, usually at a 45° angle, to form a corner, usually a 90° angle. It is often used in making picture frames.
- **Tongue and Groove joint/Tongue and groove/T&G** – It is a method of fitting similar objects together, edge to edge, used mainly with wood: flooring, parquetry, panelling and similar constructions. Tongue and groove joints allow two flat pieces to be joined strongly together to make a single flat surface. Before plywood became common, tongue and groove boards were also used for sheathing buildings and to construct concrete formwork.

Each piece has a slot (the *groove*) cut all along one edge and a thin, deep ridge (the *tongue*) on the opposite edge. The tongue projects a little less than the groove is deep. Two or more pieces thus fit together closely. The joint is not normally glued, as shrinkage would then pull the tongue off.

❖ What point should be kept in mind while selecting furniture? Discuss Points for selecting furniture:

When choosing furniture, several different requirements must be kept in mind:

- **Comfort** – Comfort should be the topmost criteria while choosing furniture. Design of the furniture should not interfere with the comfort. The width of the seat and shape of the back of the chair are some important points to check before purchasing. The height of the table and chair has to be in relation to each other. Similarly the height and depth of the wardrobe and the length and width of the bed are other examples.
- **Style** – The style of the furniture must tame with the room though it will not necessarily be of similar design but on the whole should be keeping with the decor. For example the dining room chairs should be chosen will particular tables in mind. Similarly tables and chairs that are suitable for a canteen will not be normally suitable for fine dine restaurants.
- **Design and size** – The size of the furniture must be in keeping with the size of the room as well as proportionate to the other furniture in the room. The design of the furniture should be more practical and functional rather than decorative.
- **Serviceability** – The design of the furniture should be useful too. Serviceability of furniture depends on the purpose of use, e.g. shelves or drawers n the bedroom when compared to open shelves.

- **Quality** – By quality we mean the durability and appearance of the furniture. Durability of any piece of furniture depends on the material from which it is made, the method of construction and the wear and tear of the furniture.
- **Construction** – The construction of the furniture, especially in hotels, should be such that it can withstand hard and abusive use. The furniture should be sturdy and well finished and also easy to repair.
- **Ease of maintenance** – The design of the furniture should be simple and easy to clean. Carvings, crevices and ledges trap dust and are more difficult to manage specially in rooms with quick turnover.
- **Mobility and flexibility** – Easily movable furniture are easy to manage and clean. Use of castors under furniture really helps.
- **Versatility** – The new trend in furniture designing is the incorporation of versatility that furniture should fulfill more than one purpose. E.g. sofa-cum-bed.
- **Cost** – A good survey of the products available in market should be done before purchasing any furniture. Furniture involves lot of money so a careful choice is required. With the variety available in today's market, good furniture can be purchased at low cost, but the quality should not be compromised on.

Constructional Point to be kept in Mind while Choosing a Furniture

- There should be no unfinished edges to be finished and the edges must be free from coarse.
- There should be no rough surfaces.
- Furniture should be sturdy and stand firm on the floor.
- It should be free from surplus adhesive.
- The backs and insides should be well made and relatively smooth.
- Furniture should be well balanced.
- All the parts of the furniture should be well-built and convenient to handle.
- The edges of plywood and laminated tops should be smoothened off so that they are not pliable to damage.
- Joints should be of the right type light and well finished.

❖ What are the factors to be kept in mind while placing furniture in a room?

The factors to be kept in mind while placing the furniture in the room are:

- **Purpose of the room and the room type** – In a suite room, when compared to standard room, the furniture can be of the curved type so that even if the dust settles, the room boy can clean it up within the limited time in his hand.
- **Size & shape** – Large furniture should not be placed in small rooms as they will look over crowded and similarly small pieces of furniture would look insignificant in large rooms.
- **Areas of activity** – Furniture must be grouped for the most efficient use. A piece of furniture is often not useful by itself, but becomes useful when kept with other related pieces.
- **Traffic lanes** – Rooms have pathways from entrance to the center of activity. Obstructions in the way of normal movement must be eliminated as far as possible.

- **Template** – In floor plan, furniture may be indicated by small pieces of cardboard thermo coal cut to scale, which may be moved around at will until a suitable arrangement is arrived at. These pieces are known as templates.

❖ **What are the principles of furniture arrangement?**

The three most important basic principles of room arranging are proper scale, balance and proportion. Use these principles and your imagination and you'll have a room that is perfectly arranged for you. The key to a well-arranged room is how well your furniture and accessories work together and not just how stylish is your furniture.

- When planning a room arrangement scheme, take into account the livability of the room. This means it should be comfortable and adaptable to your guest's lifestyle. Determine the functions of a room. Is the room formal or casual? How much seating will you need? Will you have guests eating in this room? Will you need extra storage for games, music, or other hobbies? Perhaps you'll want space for a computer and the accessories that go with it. You will need to accommodate these needs to get the full benefits of the room. Your rooms should have an easy traffic flow and be designed to enhance the function(s) of the room.
- Once the comfort and convenience basics are met, then you'll start focusing on the room's balance, scale and colour – the actual "eye appeal" of the space. Taking into account the actual function of the room, decide on the furnishings that you want for it. It is always better to have only that furniture that you need. More is not necessarily better. A crowded room is not very appealing to the senses.
- Decide on a focal point for your design. Some rooms may have a natural focal point such as a fireplace or a lovely bay window. In other cases, you might need to create your own focal point, such as an armoire, a tall cabinet or nicely arranged artwork.
- Use area rugs to define different functional areas of your room. For instance, one rug to define your conversation area and another to define a dining area that has been incorporated into the room. Some rooms are also "divided" by back-to-back sofas. One facing the room's natural focal point and the other facing a television in an armoire. If done right, this can be a very satisfactory solution, especially for a large room. Make a focal point of the room with the help of rare pieces, beautiful collectibles or contrast in colours. Some sure shot focal points are fireplace, window views, tabletop fountain, burning candles, entertainment center, piano, bed, sword and shield, giant religious statue or anything that is out of the ordinary in the room.
- You may either highlight your primary and immovable focal point or distract the person with another focal point for a very large room.
- Keep the area with traffic flow free to avoid bumping into furniture. Furniture arrangement should allow people to move easily through the room, to the door, window and closet and make use of the furniture, dresser or drawer without any problem.
- Proper placement of furniture takes into account space available, size of furniture, the location of doorway, seating arrangement, obstructions, light fixtures and wiring.
- The thumb rule is that traffic flow should not have too many curves and bends. So work on it.
- Use of the room decides the furniture that goes into it.
- A living space can be taken as city with major roads, side streets and alleys. Translate this concept to room traffic flow. Reserve three feet for the main pathway, two feet for pathways to a window or fireplace and allow 18 inches for the "alleys" like the coffee table and sofa.

Basic planning for furniture arrangement includes:

- **Put the largest one first** – In the living room, it would probably be the sofa; for the bedroom, the bed; for the dining area, the table. It is the trickiest one to place as it would determine the placement of all the other furniture. While it is quite logical to place these against or near a solid wall you must also take into consideration the space needed to add the rest of the things. Dining tables have chairs to accompany them. In the living room, the sofa doesn't necessarily have to be against the wall.
- **Map out paths** – Once you've placed the largest one in the room, visualise paths for people to navigate through. Does it have ample space for you to walk around and access key points of the room? Remember; leave some space so that people wouldn't bang against objects here and there just to get in and out of the room.
- **Pick a purpose** – As a rule of economy, don't place any furniture in a room if it doesn't belong or have a purpose there. It'll only add to the clutter. Think of what the room is all for when thinking of placing furniture. Lamps, plants, pictures and paintings on the wall count too.
- **Set the mood** – Living room areas should be cozy to help you relax or to help provide a mood for conversation. They help liven up the space. Dining areas should be neat and tidy. The bedroom should be conducive to rest. If you feel that your arrangement doesn't work, try to tweak the arrangement again until you find it suitable to your taste. Remember, you're the one living there.
- **Leg rooms are a must** – When placing a center table in a living room set, make sure that it has at least an allowance of a foot from the sofa. This allows for ample leg room while near enough to reach the table for the coffee or whatever you'll put on there.
- **Balance the room** – Even if you're not an interior designer, one principle that you can always apply is balance. You can place two armchairs on either side of the sofa or across it to balance it out. Remember, plants and lamps can help balance the room too. The room should be visually balanced either symmetrical or asymmetrical.

❖ **Explain the cleaning and care of types of furniture.**

<i>Type of furniture</i>	<i>Cleaning and care</i>
Wooden furniture	<ul style="list-style-type: none"> - Avoid banging and scratching the furniture - Wipe up the spills immediately - Treat stains as soon as possible - Protect the top of dressing tables, coffee table, etc. with glass - Examine for wood worm and treat accordingly - Periodically apply suitable polish not to a malt finish as it loses its appearance and becomes glossy
Metal furniture	<ul style="list-style-type: none"> - Wet wiping could be done
Plastic furniture	<ul style="list-style-type: none"> - Wet wiping with soap solution could be done
Cane furniture	<ul style="list-style-type: none"> - It must be cleaned regularly - It must be examined for broken or protruding pieces - The use of water should be avoided - It should be regularly painted or varnished
Upholstered Furniture	<ul style="list-style-type: none"> - Vacuuming on regular basis is required

❖ Give the list of furnitures used in hotels with their specifications

<i>Name of furniture</i>	<i>Specification</i>
Storage	
Armoire (Wardrobe)	<ul style="list-style-type: none"> - The requirement of space for clothing and other personal belongings is decided based upon type of guest being catered to and the space available. The wardrobe is built leaving space for traffic. It also needs to be built in such a way that it is convenient for the guest to check whether the wardrobe is completely empty when he or she checks out. The minimum width for hanging clothes is 60 to 90 cms. Wardrobes should have double doors. There should be proper lighting in the wardrobe. There should be shelves and drawers in the wardrobe for storing folded clothes and cosmetics.
Nightstand	<ul style="list-style-type: none"> - These are generally with drawers and are 10 cm in height. They should be provided adjacent to the bed or in between each bed.
Luggage rack	<ul style="list-style-type: none"> - This is a shelf or a stand, which is 120 cm in width, 53cm in depth and 46 cm high. It can be an extension of the writing table or a separate unit. A protective board could be fixed on the adjacent wall to protect the luggage from causing scratches.
Mini bar cabinet	<ul style="list-style-type: none"> - This is a wooden cabinet or a fiberglass cabinet in which the refrigerator is kept. The size of the cabinet depends on the size of the refrigerator. It should be 76.2 cm to 91.4 cm wide, 60.96 to 76.2 cm in depth and 106.68 cm high. A mirror is usually fixed above this cabinet or the television set is kept on it.
Credenza	<ul style="list-style-type: none"> - For a chest of drawers, the length should be 121.92 cm and depth 60.96 cm. The height varies from 60.96 to 76.2 cm. The television set can be kept on top of it.
Seating	
Chair	<ul style="list-style-type: none"> - The backs should be high enough to support the occupant's back. - Seats should be long and wide enough to relax the thighs and knees. - The depth of the chair seat is related to the height of the chair. E.g. an armchair should have seat that is 33-38cms high and 60-70cms of depth. An upright chair should have a seat that is 42-45cms high and a depth of 42-50cms. - An armchair should have a minimum gap of 56cms between the arms. - The gap between the back and the seat of an upright chair should be 20cms. The backrest should be 20cms high, so that the chair back is 40cms above the seat, the gap enables better cleaning.
Surfaces	
Writing table	The optimum height of a writing table is 28-30 inches. This allows for a clearance of 18-20cms for the knees, when the framing of the table is 10cms. The height of the table from the floor is, therefore, 70-84cms. A coffee table should have a height of 35-50cms. The height of the chair or stool for the writing table should be 17-20 inches.
Sleeping or lying	
Bed	Refer chapter guest room content

SOFT FURNISHING

Soft furnishings are pieces of equipment necessary or useful for comfort or convenience. Furnishings are made from fabric that decorate a room and make it more comfortable, e.g. curtains and rugs. When we answer the following, we will be thorough with the concepts of soft furnishing:

❖ Explain different soft furnishings in a guest room.

Different soft furnishings used in a guest room are:

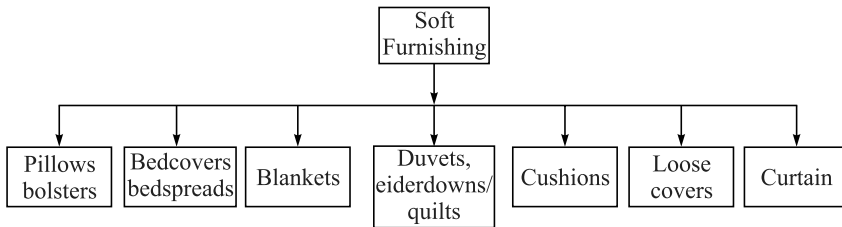


Figure 20.43 Types of soft furnishing

Pillows and Bolsters

Pillows –A pillow is a large cushion support for the head, usually used while sleeping in a bed, or for the body as used on a couch or chair. There are also throw pillows (also called toss pillows), which are pillows that are purely decorative and not designed for support or comfort.

Bolsters – These are long cushions & pillows that act as arm rests. When used on sofa or arm chair they may be filled with rest oat filling.

The usual pillows are filled with a material called “Kapok”.



Figure 20.44 Bolsters

Bedcovers, Bedspreads

Bedcover – It is a fabric covering, usually for a bed

Different Types of Bed Covers

- Bed covers carried over pillow
- Bed spread behind & cover pillow
- Pleated skirting fitted to the pleated bedspread with straight bed spread with separate pieces



Figure 20.45 Bedcover

Bed spreads – Top cover of a bed, put on for tidiness or display rather than warmth. It is available in a variety of sizes, patterns and designs. It should be 1” above the floor level. Use of a bedspread is an extremely ancient custom. The first bedcovers were probably of fur. Later versions included every sort of refinement that weaving or embroidery could produce. The Roman historian, Livy, wrote in the 1st century B.C. that luxury, including “valuable bed covers,” was first brought to Rome by the armies of Asia. An English account of 1472 makes reference



Figure 20.46 Bed spreads

to a “counterpane cloth of gold furred with ermine,” and there are many similar descriptions of bed coverings in medieval inventories.

- **Blankets** – A blanket is a type of bedding, generally speaking, a large piece of cloth, intended to keep the user warm, especially while sleeping. Blankets are distinguished from sheets by their thickness and purpose; the thickest sheet is still thinner than the lightest blanket, because blankets are for warmth, while sheets are for hygiene, comfort and aesthetics. Blankets are subdivided into many types, including quilts, duvets and comforters, depending on their thickness, construction and/or fill material. Electric blankets are heated by electricity. Blankets were traditionally made of wool because of wool’s warmth, breathability and natural fire-retardant properties, while sheets were made of cotton or linen, which are less irritating to the skin. These days, synthetic fibers are frequently used for both. Throw blankets are smaller blankets, often in decorative colours and patterns, which can be used for extra warmth outside of bed.

➤ **Duvets, eiderdowns/quilts**

Duvets – A duvet, from the French *duvet* “down”, (or continental quilt or doona), is a type of bedding – a soft flat bag traditionally filled with down or feathers, or a combination of both and used on a bed as a blanket. Duvets originated in rural Europe and were made from the down feathers of the eider duck, known for its usefulness as an insulator.



Figure 20.47 Duvets

Eiderdowns/quilt – A quilt is a type of bedding composed several layers generally combined using the technique of quilting. Many are made with decorative designs and some of these are not used as bed covering at all, but are rather made to be hung on a wall or otherwise displayed. These are filled with sponge, cotton or any other fibre used on bed covers. They are expensive and slippery.



Figure 20.48 quilt

- **Cushions** – Cushion is a soft bag of some ornamental material, stuffed with wool, hair, feathers, polyester staple fiber, non-woven material, or even paper torn into fragments. It may be used for sitting or kneeling upon, or to soften the hardness or angularity of a chair or couch. Cushions and rugs can be used temporarily outside, to soften a hard ground. They can be placed on sun loungers and used to prevent annoyances from moist grass and biting insects. Some dialects of English use this word to refer to throw pillows as well. They require constant attention because often removed from common places. Silk, cotton or feather filled ones become squashed and look untidy. Require repairing and redoing immediately. Fabrics for cushions will depend on the kind of use they are going to be put to.
- **Loose covers** – A slipcover (also called *loose cover*) is a fitted protective cover that may be slipped off and on a piece of upholstered furniture. Slipcovers are usually made of cloth. Slipcovers slip on and off, they come fresh and may be removed for seasonal change, cleaning, moving, or storage. Slipcovers are sometimes defined as “clothing for furniture.” Indeed, they are tailored just as clothing is and are fitted loosely or snugly to the choice of the owner or tailor. Some people order furniture upholstered in plain muslin with the intention of using slipcovers only. The materials used generally for loose coverings are “chintz” and “cretonne” These withstand abrasion and are likely to snag and do not allow dust through upholstery as well as hold shape better than loosely woven ones.

- **Curtains** – A curtain (sometimes known as a drape or drapery) is a piece of cloth intended to block or obscure light, or drafts, or water in the case of a shower curtain. Curtains can be made from varying thicknesses of fabric, each with a differing degree of light absorption and heat insulating qualities. For maximum temperature control, the curtain gap to the window should be small, with minimum convection drafts below or above the curtain. Various architectural structures around the curtain can minimise these air drafts.

Type of Curtain

- **Heavy curtain** – It is also called “over-curtain”. One usually chooses heavy curtain material that drapes well. They are lined with white Cora material. The lining is essential to prevent the heavy curtains from dust and also prevents fading and gives better drape. The heavy curtains help in darkening the rooms when the curtains are drawn.



Figure 20.49 Heavy curtains

- **Sheer/Glass/net curtains** – A sheer or net curtain is one that is made from translucent fabric, such as loosely woven polyester voile or a cotton lace. Sheer curtains allow a majority of light to be transmitted through the fabric, with the fabric weave providing a basic level of UV protection while retaining maximum visibility through the curtain. Sheer curtains are sometimes referred to as privacy curtains in reference to their screening abilities; during the day most sheer fabrics will allow people inside the home to see the outside view whilst preventing people outside the home from seeing directly into the home. Due to the loose weave in sheer fabrics, these types of curtains offer very little in the way of heat insulation. Sheer curtain are made of polyester/cotton. Normally used with heavy curtains, these should be a few inches shorter than heavy curtains. The curtain should be 2-3 times the width of window and should be heavy at the bottom to hang properly.



Figure 20.50 Sheer/Glass/Net curtains

- **Shower curtain** – Shower curtains are curtains used in bathtubs with a shower or shower enclosures. They are usually made from vinyl, cloth or plastic. The shower curtain has two main purposes: to provide privacy and to prevent water from flooding or spraying into the bathroom. Shower curtains usually surround the bath inside the tub or shower area and are held up with railings or curtain rods on the ceiling. To accommodate the different types of bathtub shapes, railings can come in different sizes and are flexible in their design.



Figure 20.51 Shower curtains

- **Casement curtain** – The name comes from the casing of the window on top and bottom. These are sheer curtains fastened to the top and bottom of the window. They are hung on top with wires stretched across the window width but the bottom may or may not be fixed.

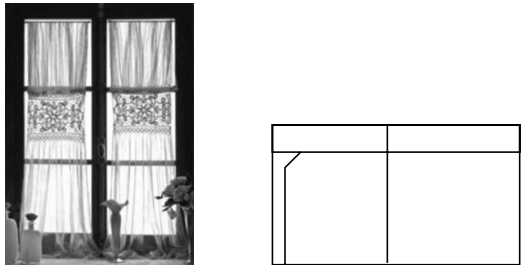


Figure 20.52 Casement curtains

- **Tier curtain** – Tier curtains are one of the most basic kinds of curtains. A tier curtain is hung in the middle of the window opening and falls to the window sill. A top treatment is usually added to complete the look. Within this simple definition, just about any combination of half-length curtain with or without top treatment can be called tier curtains. These are also called double decker café curtains.

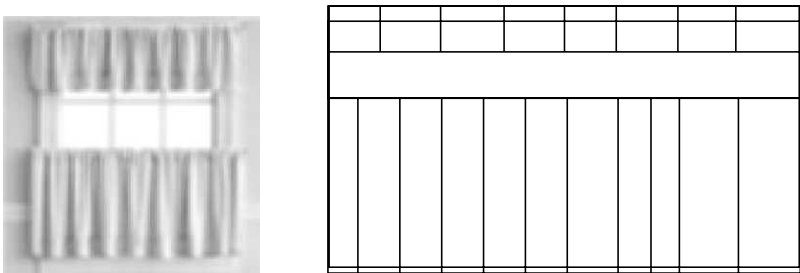
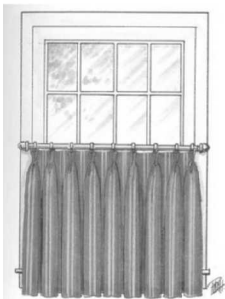


Figure 20.53 Tier curtains

- **French café curtain** – Similar to casement curtains, they begin a bit low from the window level. They are short curtain suspended directly downward from a series of rings sliding on a horizontal rod so as to cover the lower and sometimes upper portions of a window.



Café Curtains with French Pleated
Tops on Rings

Used by permission, Randall International Orange CA

Figure 20.54 French café curtains

- **Draw curtains** – These are made of translucent or opaque fabric. Also known as ‘Straight hung curtains’. Can be closed or can be opened. Even a cord or remote can be used for closing/opening.

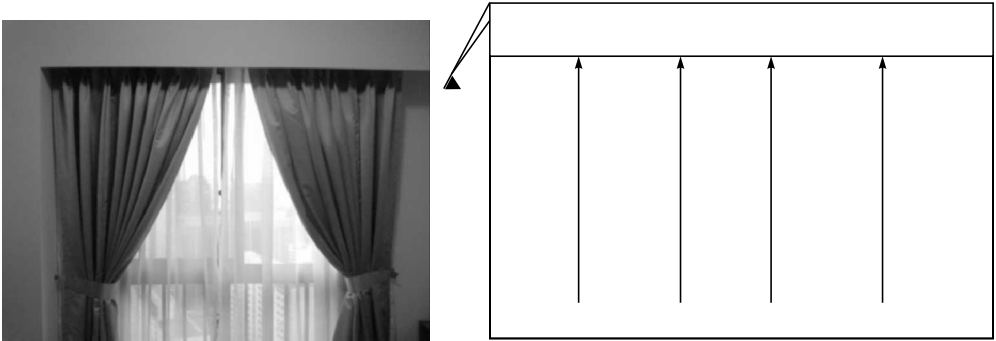


Figure 20.55 Draw curtains

- **Tie back curtains** – Usually ruffled and tied back to the sides of the windows by means of “cord” or “tassels”. When tied back it should be either above or below the centre of the windows.

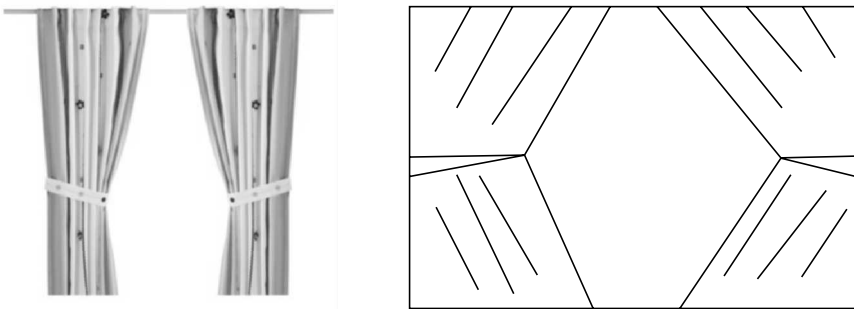


Figure 20.56 Tie back curtains

- **Criss-cross curtains** – It is similar to a tie back curtain, but here each curtain panel covers the entire width of the window and cross each other when they are tied back and gives a wider look to the windows.

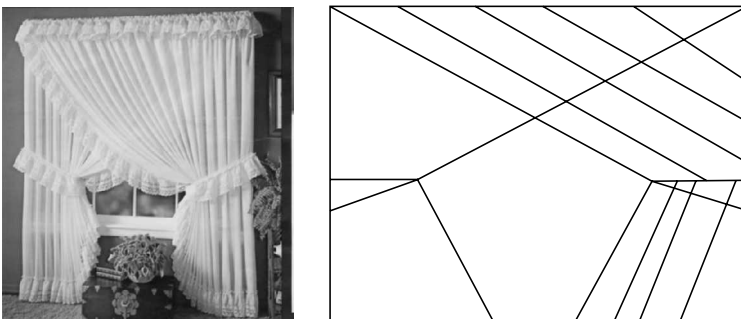


Figure 20.57 Criss-cross curtains

- **Roll up curtains** – They are simple, made of sturdy panel fabric without pleats stretched across the width of the window and rolled up using “sash”. They are usually are double sided.

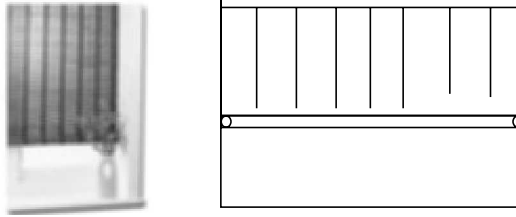


Figure 20.58 Roll up curtains

- **Cottage curtains** – It is a double set of upper and lower straight-hanging window curtains. It’s a treatment combining café curtains over the lower part of the window, with tieback curtains over them.

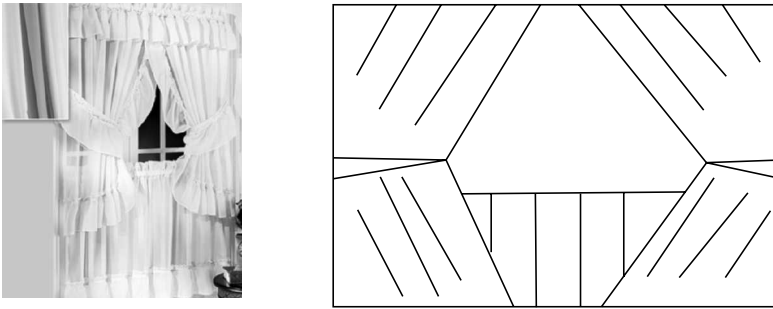


Figure 20.59 Cottage curtains

- **Sash curtains** – It is a type of a glass curtain hung on the window sash. A stationary rod-pocket curtain, which is usually sheer and uses both the top and bottom rods and fits closely to the glass of a window or door.



Figure 20.60 Sash curtains

❖ **What are the points to be considered while selecting curtains? Explain the use of curtain.**

Selection of Curtain

- Always consider the position of the sun. South facing rooms get the sun all day and some fabrics will fade over time, if exposed to strong sunlight. It is best to steer clear of using silk fabrics in very sunny rooms. North facing rooms are generally dark and can feel cold as they get little sun. In this case, a brighter colour scheme may be the answer. However, bear in mind that sometimes it is better to enhance what you already have, rather than to try to change it drastically!
- Colour is really important as it affects our mood, so give some thought to the look and feel that you would like to create. If you like to make a bold statement, select a dark coloured curtain in contrast to a light painted wall. If you are set on a darker tone, but would like to reduce the impact, then select a contrasting border or trim that co-ordinate with the wall colour, or choose a fabric that combines the darker colour with a lighter shade.
- Always place the curtains much above the window almost towards the ceilings. Because this gives more depth and makes the windows appear bigger. Another way to make your windows look bigger is to “...hang an inexpensive bamboo shade and add simple cotton or linen draperies”.
- Fabric of curtain should be resistant to heat, sunlight, abrasion. For heavy curtains, use of synthetic fibre is better. They are stronger than natural fibre. Fabric should be of a closer weave, otherwise will not drape well and will collect lots of dust. Fabric should be flame retardant. Some fibres are nature flame resistance, e.g. wool, acrylic, glass.
- Avoid materials with large designs to avoid wastage during cutting, sewing and stitching.
- Fabric with stain repellent finish could be used. E.g. silicon finishes.
- Yarn quality. Thickness, colour and fastness should be kept in mind. A denser yarn should be chosen.
- Fabric will also depend on the type of establishment and use. For public areas, velvets, brocades, damask, satins are more preferred whereas for guest rooms, rayon, printed cotton and satin are most used.
- When choosing fabric, it should be seen in large hanging pieces that these are in folds and not flat.
- Materials with white background should be avoided as they lose whiteness.
- For a curtain to hang well the minimum width of the heavy curtain should be 1 ½ times the width of rod and width of sheer curtain should be twice the window width.
- Shrinkage of the fabric and colour-fastness should be checked of the fabric before purchasing.

Uses of Curtain

- Curtains improve the appearance by adding colour and pattern to the decor.
- Curtains provide privacy.
- Curtains control light and heat to a large extent.
- They furnish room even without furniture.
- They help in creating illusion of size change of an area.
- Curtains help in concealing architectural flaws in the room.

❖ What are the different Curtain Heading Styles?

Curtain headings are a way of customising and styling blinds and valances so that the overall width of the fabric is reduced, creating a range of pleats or folds.

Some headings can be created using various types of tape that is sewn close to the top edge of the window treatment and, by pulling up gathering cords, different effects can be achieved. Some heading tapes incorporate Velcro at the back so they can be used in conjunction with grip tape that makes it possible to attach top treatments and blinds to battens or pelmet boards. The number of cords and the way the cords are threaded in the heading tape makes the pattern of pleats.

Box Pleated Headings

Box pleat heading tapes give a much tailored look and drape into deep folds down the full length of the curtains. The pleats butt onto each other with no interval between them. Multiply the track width by 3 when estimating for fabric.

For a more professional finish these headings can be made by hand. The width of the pleats and spaces are worked out before the curtains are made so that the width of the flat curtain can be adjusted to suit. Allow 3 times the window width when estimating for fabric. It is suitable for tracks and poles.

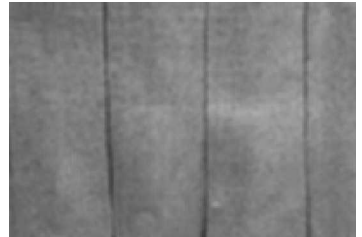


Figure 20.61 Box Pleated Headings

Cased Headings

A simple cased heading is used mainly for nets and lightweight fabrics that are not to be opened and closed frequently. A casing or channel sewn across the top is left open at the ends. A slender curtain rod or plastic covered spring wire slots through the channel and fits onto hooks or into sockets at the side of the window. Multiply the rod or wire length by at least 2, when estimating fabric.

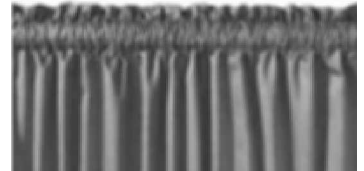


Figure 20.62 Cased Headings

Eyelet Headings

For minimalistic look, a narrow rod, pole or wire is threaded through eyelets that are inserted close to the top edge creating deep folds. It is suitable for light to medium weight fabrics. When estimating for fabrics allow twice the rod width.



Figure 20.63 Eyelet Headings

Goblet Pleated Headings

Goblet pleats make a very elegant heading for longer lengths. Pleats fall from each goblet that can be stuffed with tissue paper or cotton wool to retain their shape. This heading tape has 2 sets of cords and is suitable for medium to heavyweight fabrics.

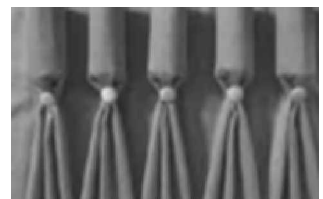


Figure 20.64 Goblet pleated headings

Multiply the track width by 2 to 2.5 when estimating for fabric. It is suitable for tracks or poles.

Pencil Pleated Heading

This stiffened tape is available in several depths from 2.5" to 6" (6 cm to 15 cm). A lightweight version is suitable for sheer fabrics. Some tapes have three rows of pockets for hooks. Multiply the track width by 2 - 2.5 when estimating for fabric. It is suitable for both tracks and poles.

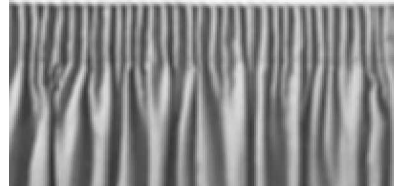


Figure 20.65 Pencil pleated heading

Tab Top Headings

A modern, less formal heading is created with loops of matching or contrasting fabric that are stitched onto the top edge of the treatment omitting the need for heading tape. It is suitable for all weights of fabric. You should also remember to take the length of the tabs into consideration when measuring. This heading is only suitable for poles.



Figure 20.66 Tab top headings

To have a perfect fit when it comes to the industry, following questions are a must:

SPECIFIC QUESTIONS

❖ **What is Murphy bed?**

It is a wall mounted bed which can be folded in the wall.

❖ **What do you understand by atrium lobby?**

It is a design where guest rooms overlook the lobby with high spread ceiling.

❖ **What are veneers?**

These are thin layers of fine quality wood glued to the surface of cheaper wood.

❖ **Explain the term cantilevered?**

It is a bracket projecting from the wall on which articles rest.

❖ **What are castors?**

These are the wheels under equipment and trolleys to make them mobile.

❖ **What is the difference between trolley wheel and castor wheel?**

Castor wheel – Wheels, usually smaller in size, under equipment to make them mobile.

Trolley wheel – Wheels which are fitted to the trolleys. These are very sturdy to take the weight of the trolley and are bigger in size than castors.

❖ **What are templates?**

Furniture may be indicated by small pieces of cardboard or thermo coal cut to scale, which may be moved around at will until a suitable arrangement is arrived at. These are known as templates.

❖ **What is the other name for the entrance passage to a room?**

The other name for the entrance passage to a room is known as Vestibule.

❖ **What are bolsters? What are bolsters used for?**

Bolsters are long cushions & pillows that act as arm rests. When used on sofa or arm chair, they may be filled with rest oat filling. The usual pillows are filled with a material called “Kapok”. Bolsters are used as arm rest.

❖ **In a standard room which are the places in the room where mirrors are fixed?**

In most hotel rooms, mirrors are fixed on the wall. There should be a full-length mirror in front of the dressing and writing table and one full mirror either in the counter of the bathroom or at the bathroom door.

❖ **Name some hardwood and softwood.**

The term ‘**hardwood**’ is used to describe wood from angiosperm trees. It may also be used for those trees themselves: these are usually broad-leaved; in temperate and boreal latitudes, they are mostly deciduous, e.g. teak, oak and mahogany.

The term **softwood** is used to describe wood from conifers. It may also be used to describe these trees, which tend to be evergreen. E.g. pine, fir, chedar.

❖ **What is a quilt?**

A quilt is a type of bedding composed several layers generally combined using the technique of quilting. Many are made with decorative designs and some of these are not used as bed covering at all, but are rather made to be hung on a wall or otherwise displayed .These are filled with sponge, cotton or any other fibre used on bed covers.

❖ **What is the difference between quilt and bedcover?**

Eider/quilt – A quilt is a type of bedding composed several layers generally combined using the technique of quilting. Many are made with decorative designs and some of these are not used as bed covering at all, but are rather made to be hung on a wall or otherwise displayed .These are filled with sponge, cotton or any other fibre used on bed covers.

Bed cover – It is sheets filled with a thin layer of foam used to cover the bed.

❖ **Name few fillings used in cushions.**

Feather, kapok, fibre filling, polystyrene, etc

❖ **What do you understand by the term upholstery?**

Textile used for furniture décor

❖ **What are curtain valances?**

Window valances are short fabric curtains. Unlike traditional curtains that cover the whole window, valances only cover the top third of the window. The main function of valances is to conceal hardware. For this reason, they are often combined with blinds, tiers or panels. Since valances are decorative, they also function as independent window treatments. Although there are many styles and shapes, listed here are a few of the more common types of window valances.

❖ **What is the difference between shower curtain and sheer curtain?**

Sheer/Glass/net curtains – These are made of polyester/cotton, normally used with heavy curtains and should be a few inches shorter than heavy curtains. The curtains should be 2-3 times the width of window and heavy at the bottom to hang properly.

Shower curtain – These are made of plastic and are generally used in bathrooms to separate wet and dry area.

❖ **Name three curtain fabrics.**

Cotton, silk and polyester.

❖ **What are Furnishings?**

Furnishings are the objects, other than furniture, that occupy an interior space. They can be purely decorative or fill a functional, symbolic, or religious purpose. Unlike furniture, furnishings do not support the human body or provide storage. However, certain furnishings, such as lighting, are as essential to interior design and commodious living as furniture or architecture. Paintings, photography, drawings and other (usually 2D) works defined as fine art are not generally considered furnishing.

SUMMARY

The following points have been discussed in this chapter:

- Types of joints
- Types of furniture
- Factors influencing placement of furniture
- Styles of furniture
- Soft furnishing (Types, uses and importance)
- Types of curtains

Furniture can be a product of design and is considered a form of decorative art. In addition to furniture's functional role, it can serve a symbolic or religious purpose. Domestic furniture works to create, in conjunction with furnishings such as clocks and lighting, comfortable and convenient interior spaces. Furniture can be made from many materials, including metal, plastic and wood. Furniture can be made using a variety of woodworking joints which often reflect the local culture.

From the bed to the nightstand, furniture has a major role to play in our day to day life and thus selection of furniture is of prime concern. Our next concern would be the walls and the floor of a hotel. Let us look at those in our next chapter.

KEY TERMS

- **Antimacassars** – Are a small cloth placed over the backs or arms of chairs, or the head or cushions of a sofa, to prevent soiling of the permanent fabric.
- **Antique furniture** – Is the term for collectible interior furnishings of considerable age; often its age, rarity, condition, utility, or other unique features makes the furniture desirable. This furniture's generally more than a hundred years old. Nowadays any old furniture above five generations is also given this term.

- **Armchair** – Is a large chair with arm rests. Generally the arms are padded.
- **Awnings** – Decorative canopies and umbrellas made out of canvas placed over food tables in open areas or fixed on top of windows and doorways.
- **Bed springs** – Placed in layers within the beds framework along with sufficient padding to give a firm yet springy feel, covered with a strong fabric called TICKING (a blend of cotton and polyester). Springs act like shock absorbers and cushion the weight and movements of the sleeper. Metal coil springs, flat springs and stretched springs are used, placed in position with the use of helical hooks and wired criss-cross.
- **Bedcover** – Is sheets filled with a thin layer of foam used to cover the bed.
- **Bedspreads** – Top cover of a bed, put on for tidiness or display rather than warmth. A variety of sizes, patterns & designs available, it should be 1" above the floor level.
- **Block board** – Strips of cheap wood are placed together and bonded with plywood sheets on either side. These boards are available in thickness ranging from ½" to 2" are used in manufacturing furniture, doors etc.
- **Bolsters** – They are elongated pillows used on settees, divans and beds. They are used more as an armrest than a head support.
- **Built in furniture** – This furniture is a part of the wall and cannot be moved without breaking the wall.
- **Burl grain** – Knotted grain of wood.
- **Cantilevered furniture** – Furniture that is fixed on the wall using brackets. Such furniture does not have legs that may get in the way of cleaning and also cause guests to trip in the room.
- **Case Good** – Furniture made of wood with space for storage e.g. wardrobes, dressing table.
- **Castors** – They are wheels fitted to the legs of furniture, to easily roll them in and out of a room.
- **Chipboard** – This board is manufactured using sawdust, wooden chips, straw etc, bonded together using a synthetic resin and with a ply surface on both the sides.
- **Coverlet** – Is a bed spread that only covers the top of the dust ruffle, normally made out of a fabric that matches the furnishing fabrics used in the room décor.
- **Credenza** – Is a central cupboard would be flanked by symmetrical quadrant glass display cabinets. The top would often be made of marble, or another decorative stone, or of inlaid wood. A TV can be placed on the top.
- **Cushions** – Is a soft bag of some ornamental material, stuffed with wool, hair, feathers, polyester staple fiber, non-woven material, or even paper torn into fragments. It may be used for sitting or kneeling upon, or to soften the hardness or angularity of a chair or couch.
- **Decalcomania** – Is a decorative technique by which engravings and prints may be transferred to pottery or other materials.
- **Down** – Soft, fluffy feathers found under the tougher exterior feathers of adult bird especially that of ducks and swans as used for stuffing pillows, cushions and quilts.
- **Drapery** – Refers to cloth or textiles used for decorative purposes or to the trade of selling cloth or clothing gracefully arranged in loose folds. A piece or pieces of heavy fabric hanging straight in loose folds, used as a curtain.
- **Dust ruffle** – Is a pleated decorative skirting fixed to a counterpane that extends to the height of the bed, on all the three sides of the bed.

- **Duvets** – Is a type of bedding – a soft flat bag traditionally filled with down or feathers, or a combination of both and used on a bed as a blanket.
- **Eiderdowns** – The down feathers of the eider duck used to fill quilts and pillows.
- **Electric blankets** – They are used in cold climatic areas and can be classified as:
 - Over blankets: Normally placed on the top sheet, this electrically heated blanket has a thermostat that prevents overheating and maintains constant warmth, regardless of the room temperature.
 - Pre-heated under blankets: Used between the first sheet and the top sheet, this blanket is switched on before the guest gets into bed and switched off after it is heated and before the guest gets into the bed.
 - Low-voltage under-blanket: An all night low-voltage under-blanket that draws power from the mains, which regulates the heat depending on the room temperature.
- **FFE** – Acronym for Furniture, fixture, equipment.
- **Fixture** – Hardware items present in the guestrooms that cannot be moved or are difficult to move since they are fixed in position e.g. w/c, washbasin etc.
- **Free standing furniture** – Furniture such as dressing tables, wardrobes, tables, chairs etc., may stand on the floor and hence are called free standing furniture. They should be well balanced and firm.
- **Furnishings** – Are the objects, other than furniture, that occupy an interior space. They can be purely decorative or fill a functional, symbolic, or religious purpose. Include furniture, carpets and soft furnishings.
- **Furniture glides** – Small discs or squares affixed to the base of furniture legs to protect carpet pile.
- **Furniture joints** – Dovetail double dowel, butt, mitre, mortise and tenon, tongue and grove and corner block.
- **Hard wood** – Teak, rosewood, walnut, ebony, mahogany, maple, cedar, rubber wood etc.
- **Heartwood** – Is the dense inner part of the tree trunk, yielding the hardest wood. Heartwood is wood that has become more resistant to decay as a result of deposition of chemical substances.
- **Inlay work** – Setting of metal designs, ivory, crystals and other precious stones on a wooden or other hard surfaces, as a piece of art or decoration.
- **Laminated wood** – It is also built in layers but in this case the grains of the longer all run in the same direction.
- **Loose covers** – A fitted protective cover that may be slipped off and on a piece of upholstered furniture. These are detachable covers, which are used on upholstered chairs, stools, armchairs etc. They give a clean & fresh appearance but need constant attention, strength & good maintenance.
- **Loose furniture** – This comprises chairs, ashtrays, waste paper baskets etc. Other legal requirements like fire warnings and procedure of escape have to be present and are normally fixed behind the door.
- **Louvers** – Slats of plastic, wood or glass inset in windows or shutters sometimes revolving to control passage of air and light.
- **Luggage Rack** – It is a shelf or a stand, which is 30-36 inch long. It must be long enough. It is a must in all the rooms. It can be fixture that could be an extension of the writing table or could

be a separate unit and the height is 18 inches. A protective board could be fixed on the adjacent wall to protect the wall from causing scratches. The rack or board could be reupholstered.






- **MDF boards** – Medium density fibre-boards made out of waste wood fibres and resins glued together and compressed under heat and pressure.
- **Melamine** – A highly resistant and low pressure thermo set plastic laminate material applied to the core substrate through the use of thermal adhesives and pressure. Melamine has exceptional strength and electrical properties. It is used largely in the manufacture of laminated sheets, tableware and pre-moulded table tops, kitchen tops and sinks.
- **Mini Bar Cabinet** – It is wooden cabinet or a fibre glass cabinet in which the refrigerator is kept. The size of the cabinet depends on the size of the refrigerator.
- **Night stand** – A small cabinet designed to stand beside a bed to put anything likely to be required during the night also called night table.
- **Patina** – A film on the surface of bronze or similar metals (produced by oxidation over a long period); sheen on wooden furniture produced by age, wear and polishing; or any such acquired change of a surface through age and exposure.
- **Plywood** – Boards manufactured by gluing together many layers of cheap hardwood veneers, which are termed as 'plies' in alternate layers of vertical and horizontally placed veneers. As the surface finish does not have a visual impact, the finished product is normally covered with a layer of high quality veneer of an expensive wood or a laminate surface.
- **Pouf** – A leg rest kept in front of the bed or sofa.
- **Sapwood** – The younger, outermost wood; in the growing tree it is living wood and its principal functions are to conduct water from the roots to the leaves and to store up and give back according to the season the reserves prepared in the leaves.
- **Shellac** – A natural resin (lac) formed by secretions from insects on tree barks. Used in the manufacture of varnish by mixing it with alcohol.
- **Soft furnishings** – These include an assortment of furnishings like curtains, cushions, loose covers, bed spreads, quilts etc.
- **Softwood** – This wood is obtained primarily from coniferous trees (mainly of the pine and fir families, collectively known as Spruce-pine-fir). With the exception of bald cypress, tamarack and larch, softwood trees are evergreens. Softwood is mostly obtained from the Baltic, Scandinavia and North America and is the source of about 80% of the world's production of timber. Softwoods of longleaf pine, Douglas fir and yew are much harder in the mechanical sense than several hardwoods. In general softwood is easy to work. It forms the bulk of wood used by humans. Some are:
 - Prime material for structural building components
 - Furniture
 - Millwork (moldings, doors, windows)
 - Raw material as pulp in the production of paper and board
 - The finer softwoods find many specialty uses.
- **Spline** – Flexible wood strip.
- **Upholstered Furniture** – This type of furniture is much lighter in weight only the frame will be of wood. The stuffing would be of coconut fibre. Fabric used depending on individual taste.






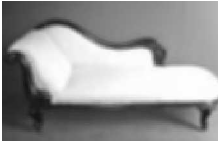


- **Vanity unit** – Placed in bathrooms, a unit comprising a wash basin, mirror with a counter and some racks to keep toiletries.
- **Varnish** – Resinous solution put on the surface to make it hard and shining.
- **Veneer** – Thin layer of fine quality wood glued to the surface of cheaper wood.
- **Waste receptacle** – Another name for dustbins.
- **Wicker** – Hard woven fiber formed into a rigid material, usually used for baskets or furniture. Wicker is often made of material of plant origin, but plastic fibers are also used.
- **Wing chair** – An upholstered easy chair with large “wings” mounted to the armrests and enclosing the head or torso areas of the body.

ACTIVITIES

Activity 1

Identify the furniture





Item	Name
	
	
	
	
	








		
		
		
		
		
		
		
		



Activity 2**Match the following**

1	Bed cover		are short fabric curtains
2	Quilt		piece of cloth, intended to keep the user warm
3	Window valance		a soft flat bag traditionally filled with down or feathers, or a combination of both and used on a bed as a blanket
4	Shower curtain		is a type of bedding composed several layers generally combined
5	Pillow		are long cushions & pillows that act as arm rests
6	Bolsters		is sheets filled with a thin layer of foam used to cover the bed
7	Blanket		made of plastic are generally used in bathrooms to separate wet and dry area
8	Loose cover		is a large cushion support for the head, usually used while sleeping in a bed
9	Curtain		Slip cover
10	Duvet		is a piece of cloth intended to block or obscure light, or drafts, or water

ANSWER**Activity 1**

<i>Item</i>	<i>Name</i>
	Armoire
	Cabinet
	Chest
	Credenza

	Cupboard
	Curio
	Dresser
	Nightstand
	Side board
	Bean bag
	<i>Chaise longue</i>

	<i>Ottoman</i>
	<i>Fauteuil</i>

Activity 2

1	Bed cover	3	are short fabric curtains
2	Quilt	7	piece of cloth, intended to keep the user warm
3	Window valance	10	a soft flat bag traditionally filled with down or feathers, or a combination of both and used on a bed as a blanket
4	Shower curtain	2	is a type of bedding composed several layers generally combined
5	Pillow	6	are long cushions & pillows that act as arm rests
6	Bolsters	1	is sheets filled with a thin layer of foam used to cover the bed
7	Blanket	4	made of plastic are generally used in bathrooms to separate wet and dry area
8	Loose cover	5	is a large cushion support for the head, usually used while sleeping in a bed
9	Curtain	8	Slip cover
10	Duvet	9	is a piece of cloth intended to block or obscure light, or drafts, or water

CHAPTER

21

WALL COVERING AND FLOOR FINISHES

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Define wall- covering
- ♦ Describe the different types of wall covering
- ♦ Explain the selection & care of different wall coverings
- ♦ Explain and illustrate different windows and window treatments
- ♦ Explain floor finish
- ♦ Classify floor finishes into hard, semi-hard and soft floor
- ♦ Understand the advantages and disadvantages of each type of floor

“Most of us can read the writing on the wall; we just assume it’s addressed to someone else.”

– Ivern Ball quotes

INTRODUCTION

Interior design is a multi-faceted profession in which creative and technical solutions are applied within a structure to achieve a built interior environment. These solutions are functional and enhance the quality of life and culture of the occupants as well as are aesthetically attractive. Designs are created in response to and coordinated with code and regulatory requirements and encourage the principles of environmental sustainability. Wall and floor are the most essential part of decoration. Wall covering is the exterior wall skin consisting of panels or sheets. A covering on a wall could be vinyl or paper wallpaper, melamine laminate and stretched coverings, etc. Floor is basically the lower horizontal surface of a room. Different levels in a building are also called floors, levels or storey. Flooring is generally the permanent covering of a floor. Flooring usually means parquetry, but it can also mean carpeting, laminated flooring, raised flooring and linoleum flooring.

Wall covering may be a flexible sheet of sized paper, fabric, plastic, etc. usually laminated and printed with a repeat pattern, for pasting on a wall as decoration and protection. It may also include paint. Wall coverings may be purely decorative because they have the ability to bring colour, pattern,

texture, light or shade to a room or may also be used to give a clean & hygienic look. The choice is very wide but it has to be in accordance to the furnishings & other architectural aspects.

The texture of wall coverings varies from cold, shiny, smooth surface of glass to the warmer surfaces of grass cloth, Hessian and flock paper coverings. Before deciding on the type of wall covering to be used we have to consider the moisture and condensation level of the area as well as the acoustic need and the type of wall. If it is a brick wall, dampness should be checked before using a wall cover.

Old plaster wall is suitable for most wall coverings and paints, but if it is new plaster it should be made absolutely dry before using a wall cover.

History of Windows



A half-glazed window of the 17th century from Scotland

Primitive windows were just holes in a wall. Later, windows were covered with animal hide, cloth, or wood. Shutters that could be opened and closed came next. Over the time, windows were built that both protected the inhabitants from the elements and transmitted light. These windows were: mullioned glass windows, which joined multiple small pieces of glass with leading, paper windows, flattened pieces of translucent animal horn and plates of thinly sliced marble. The Romans were the first to use glass for windows. In Alexandria ca. 100 AD, cast glass windows, albeit with poor optical properties, began to appear. Mullioned glass windows were the windows of choice among European well-to-do, whereas paper windows were economical and widely used in ancient China, Korea and Japan. In England, glass became common in the windows of ordinary homes only in the early 17th century whereas windows made up of panes of flattened animal horn were used as early as the 14th century in Northern Britain. Modern-style floor-to-ceiling windows became possible only after the industrial glass making process was perfected.

In the Sanghabheda vastu legend of the Buddhists, it is said that the Buddha Siddhartha Gautama, who dates back to 500 B.C., was viewed by his father through a grand window because he was unable to enter the synagogue (Sanskrit samsthagare).

We are in a day and age where presentation is as, if not more, important than durability. We must be well-versed with the information of the:

DESCRIPTIVE QUESTIONS

❖ **Explain the different types of wall covering used in hotels.**

Types of wall coverings

➤ Paints

➤ Leather wall covering

- Wallpaper
- Wooden panels
- Fabric wall covering
- Acrylic wall covering
- Inorganic wall covering
- Early warning wall covering
- **Paints:** Paint is any liquid, or mastic composition which after application to a substrate in a thin layer is converted to an opaque solid film. Paint consists of pigments and an oil or water-based binder (the binder being the majority in volume).
- Glass wall covering
- Metal wall covering
- Mirror
- Ceramic tiles
- Cork

Paints are both decorative as well as functional wall covering. It is used to preserve and protect structural surfaces, especially those of wood and metal. It can be used for identification, emphasis of hazards and danger and to maintain hygiene as paint facilitates easy cleaning. Paint is relatively cheap, easily applied and cleaned. It can give textural and multi-colour effect, but it show soiling and wall imperfections more readily than other wall coverings.

Components of paint are Pigment, Binder or vehicle, Solvent & Additives

Pigments are granular solids incorporated into the paint to contribute colour, toughness, texture or simply to reduce the cost of the paint. Alternatively, some paints contain dyes instead of or in combination with pigments.

The *binder*, commonly referred to as the vehicle, is the actual film forming component of paint. It is the only component that must be present; other components listed below are included optionally, depending on the desired properties of the cured film.

The main purposes of the solvent are to adjust the curing properties and viscosity of the paint. It is volatile and does not become part of the paint film.

Besides the three main categories of ingredients, paint can have a wide variety of miscellaneous additives, which are usually added in very small amounts and yet give a very significant effect on the product. Some examples include additives to modify surface tension, improve flow properties, improve the finished appearance, etc.

- **Wallpapers:** This kind of material is used to cover and decorate the interior walls of homes, offices and other buildings. It is one of the aspects of interior decoration. Wallpapers are usually sold in rolls and are put onto a wall using wallpaper paste. Wallpapers can come either plain (so that it can be painted), or with patterned graphics. Most wallpaper is obtained in size. The price varies depending on the design and quality of material used. Wallpapers can have a smooth or textured effect. Smooth finishes are more resistant to dust than rough surfaces, but we see more on smooth surface wall papers.

Patterns of wallpapers available are: Floral, geometric, striped, abstract, etc. The choice should depend on the aspect, light, size and use of the room.

- **Panelling:** It is a wall covering constructed from rigid or semi-rigid components. These are traditionally interlocking wood, but could be plastic or other materials.

Panelling was developed in antiquity to make rooms in stone buildings more comfortable. The panels served to insulate the room from the cold stone. In more modern buildings, such panelling is often installed for decorative purposes.

Panelling can be stone, wooden, wainscot, boiserie (check key term for explanation), etc.

- **Fabric wall covering:** Almost all fabrics can be used as wall covering, but its durability depends on the fibre and the weave used. Fabrics may be hung loosely or in folds. Fabric wall covering gives warmth & sound insulation. Generally fabrics are paper backed so that these can be stuck to the wall.
- **Plastic/vinyl wall covering:** They are mostly used in wet areas as they are water resistant. Some of the examples of this wall covering is: plastic laminates, plastic wall tiles, vinyl sheet.
- **Acrylic wall covering:** This wall covering consists essentially of a laminate structure formed of a layer of fabric having a visible pattern on one side and an acrylic-saturated paper adhesively fixed to the other side. A layer of PVA adhesive is coated onto the acrylic-saturated paper and a layer of release paper is secured to the PVA adhesive as protection and to prevent inadvertent adhesion of the laminated wall covering to a surface. When the release paper is removed, the PVA adhesive is exposed and serves as the medium by which the wall covering adheres to the wall.
- **Inorganic wall covering:** These are wall coverings made from inorganic compounds. These wall coatings are sprayed with a high pressure gun that resembles a ceramic glaze. They are resistant to fire and moisture to a great extent and available in different colours.
- **Early-warning wall covering:** Available in wide range of material, these wall coverings have potential to give early warning of a fire in the room in the form of a built-in smoke alarm.
- **Leather wall covering:** The dressed or tanned hide of an animal, usually with the hair removed, is used as wall coverings. These wall coverings are very expensive, but decorative and so found in very limited places.
- **Glass wall covering:** Usually used in the form of decorative tiles, mosaics or mirror which reflects light. It can alter the apparent size of a room or corridor.
- **Metal wall covering:** Metals normally used for wall covering are Copper, Anodized Al, stainless steel. Metals may be used for their decorative and hygienic qualities or just for an effect.
- **Ceramic tiles:** Ceramic tile is one of the oldest and long-lasting flooring materials known so far. Ceramic tile is an appropriate choice for any floor, but it is especially well suited for areas such as entryways, bathrooms, kitchens, hallways and other areas where high traffic and exposure to water and dirt might make other materials less practical.
- **Cork tiles:** Cork tiles are a great alternative to wood flooring and provide a unique, eye-catching appearance. They offer a dramatic and luxurious effect. Cork tiles is like vinyl and linoleum because it is hard when you touch it; however, it is still very nice to walk on and glass can be dropped on it without breaking. The durability is comparable to hardwood floors. Furthermore, it is a great insulator and is a great sound-absorbing material.

❖ **What are the different types of wall papers used in hotels?**

Types of Wallpapers

Wallpaper is a kind of material used to cover and decorate the interior walls of homes, offices and other buildings. It is one aspect of interior decoration. Various types of wallpaper are available ranging in price. Some of the readily available wall papers are given below. Wall papers can be broadly divided into:

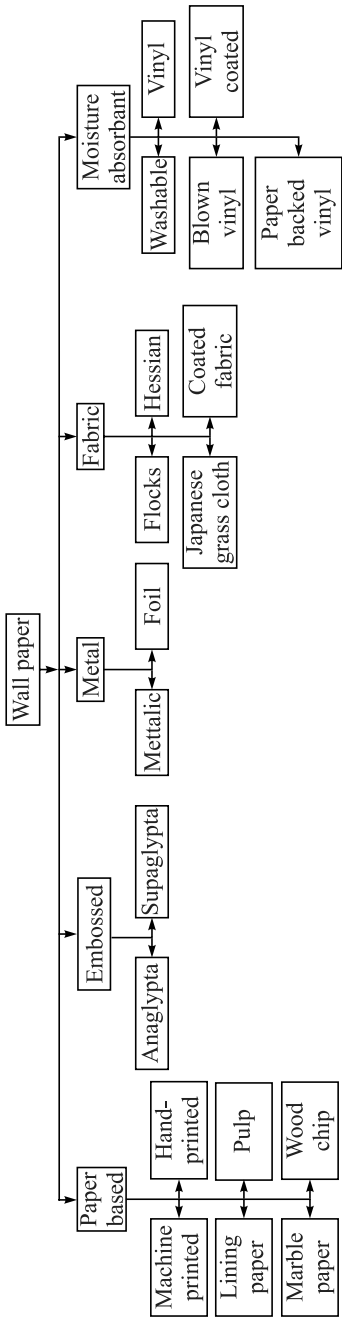


Figure 21.1 Types of wall paper

Paper Based Wallpaper

- **Machine printed** – Printed wallpapers.
- **Hand-printed** – Hand-printing was the original way of decorating wallpapers wherein a large printing block (covering the width of the wallpaper and the height of a complete pattern repeat) is repeatedly applied by hand along the length of the wallpaper. This is repeated for each colour in the pattern. These wallpapers can still be purchased, but at a heavy price due to involvement of lots of labour in their manufacture. Usually, hand-printed wallpapers come untrimmed and are not widely available off-the-shelf. They are often purchased on special order to match in with the existing papers hung in old properties. When used, they should only be hung by a professional paperhanger as they require a lot of skill - hanging these papers is definitely not a job for a diyer.
- **Lining paper** – This is not finishing wallpaper as it does not give a decorative finish. Lining paper is applied to bare walls or ceilings in preparation for painting or papering with decorative wallpaper. The purpose of lining paper is:
 - To cover minor imperfections on a surface before painting it; or
 - To hide a strong colour previously applied to walls or ceilings before application of a lighter colour wallpaper or paint.
 - When the lining paper is to be covered by wallpaper, the general rule is to hang the lining paper in the opposite direction to the top paper.
- **Pulps** – This is probably the cheapest type of patterned wallpaper available. It is just a pattern printed onto a basic paper. Pulps are easy to hang (and strip off) although care needs to be taken when hanging them to avoid over stretching. Over stretching any wallpaper will make matching the pattern on adjacent strips difficult and pulps will stretch very easily.
- **Marble paper** – Wall paper with marbled effect.
- **Woodchips** – Woodchip is relatively inexpensive wallpaper consisting of small chips of wood (thus the name) on the finished side of a basic paper base. A number of grades of woodchip paper are available; these range from fine chips of wood to quite coarse pieces. Woodchip is ideal for hiding small defects in walls/ceiling and is usually finished by applying paint after the paper has fully dried. The finish, therefore, depends upon the choice of paint used. Depending on the type of paint originally applied, an inexpensive facelift can subsequently be had by repainting.

Embossed Wallpaper

Embossed wallpapers obviously have a textured design to them and are the best choice for hiding damages to walls.

Embossed papers can also be used to simulate ceiling tiles from the Victorian era and are a good option for covering problem ceilings. They can also be an option for a backsplash.

- **Anaglypta** – Embossed wallpapers with no design except the texture are often referred to as Anaglypta, which was actually a popular trade name in the early twentieth century. It is usually painted after installation. Other embossed wallpapers also have a coloured pattern along with the texture.

Since these are plain embossed patterned papers which are normally painted over, the patterns vary from light, random 'line' patterns (like the grain of leather) to heavily embossed geometric patterns which need to be lined up strip to strip. The range of patterns is enormous. Like

Woodchip, Anaglypta wallpapers are ideal for hiding defects in walls and, depending upon the type of paint used, it can be repainted later to give an inexpensive facelift.

- **Supaglypta** – Deeply textured embossed wall coverings with a tough surface suitable for high traffic areas.

Metal Wallpaper

- **Metallic papers** – Printed with gold or other metallic powders. These are expensive.
- **Foil wallpaper** – It is an interesting touch for small spaces. It is made from metal foils in various patterns. This type of paper is not always easy to work with. It can be unforgiving if it gets wrinkled or folded and has a tendency to reveal any defects in the wall behind it.

Fabric/Absorbent Wallpaper

It is made from textiles (cloth). It is sometimes laminated to regular paper. It is not always easy to keep clean or prevent staining. Fabric Wallpaper is fairly difficult to work with, requiring that the fabric be stretched until it is taut, but not so much so that it is stretched out of shape.

- **Flocks** – These are one of the oldest types of wallpaper having raised patterns in fibres which look and feel like velvet. Widely used in pubs, restaurants, clubs, etc., but can be used in any house subject to taste. They can become easily marked as the natural tendency when one sees this type of wallpaper is to reach out and feel it. Treated with adhesives to which silk, wool or cotton or any synthetic fibres are stuck to give a raised surface.
- **Hessian** – Very durable jute cloth with paper backing. Paper helps in sticking to the wall.
- **Japanese grass cloth** – It is an exotic covering that is actually made from a weave of grasses. This is best for areas that see very little wear and where small hands will not be constantly fingering it. Because it is made from grass that is sometimes dyed, the colours can be inconsistent. When installing, you should put every-other-layer on upside-down to reduce the possibility of abrupt changes in coloration.
- **Coated Fabric** - This wallpaper has a fabric substrate coated with liquid vinyl or acrylic. The decorative layer is printed on this coating. This is generally considered more “breathable” wallpaper which makes it best for use in low moisture rooms, like living areas.

Moisture Absorbent Wall Paper

- **Spongable or Washable** – These must not to be confused with Vinyl wallpapers described below. Washable wallpapers have a thin plastic transparent coating covering the pattern printed on to the base pulp paper. This coating gives them more resistant to stains and marks and allows them to be regularly wiped down with a damp cloth.
- **Vinyl-coated** – Normally a thin skin of vinyl (plastic) with a paper backing, with any pattern printed onto the vinyl. Easy to hang and fairly easy to strip. Washable and tough, ideal for kitchens and bathrooms.
- **Vinyl** – These are tougher than vinyl-coated wallpapers (described above) as the vinyl skin on the front of the base paper is thicker. Hanging Vinyl wallpaper usually involves pasting the wall and then hanging the wallpaper on to it. Stripping Vinyl wallpaper can be hard as the layer of vinyl makes them largely impervious to water. Vinyl wallpapers are tough, washable and ideal for kitchens and bathrooms.

- **Blown vinyl** – These are similar to the embossed wallpaper described above, but the finish is vinyl plastic which gives it a tough finish. Being plastic, these papers cannot be over painted.
- **Paper backed vinyl/Solid sheet vinyl** – This wallpaper has a paper (pulp) substrate laminated to a solid decorative surface. This type of wallpaper is very durable since the decorative surface is a solid sheet of vinyl. It is classified as scrubbable and peelable. Solid sheet vinyl can be used in most areas of the home since it resists moisture and is stain and grease resistant. However, this type of wallpaper will not withstand hard physical abuse (like mudrooms or storage areas).

❖ What are different types of paints?

Paint is any liquid, liquefiable, or mastic composition which after application to a substrate in a thin layer is converted to an opaque solid film.

Types of Paint on the Basis of Base

All paints basically fall under two solvent categories which define their type; mineral spirit based (commonly known as paint thinner) or water based. In common convention these paints are referred to as oil based paint (alkyd resin base thinned with mineral spirits) or latex based paint (water thinned).

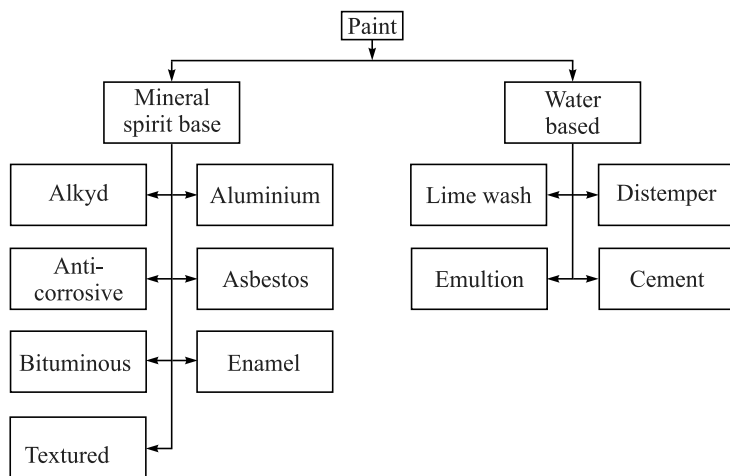


Figure 21.2 Types of paint on the basis of base

Types of Paint on the Basis of Area of Use

Exterior Paint

- **Cement paints** – These provide a coating that assures effective medium range protection against the weather. Special additives equip them to stand up to the rigours of outside exposure. Available in a range of standard colours, adequately light-fast/fade-resistant, in matt finish. A sound application of cement paint, after proper surface preparation, can stretch your repainting cycle to 5 years.

Emulsions – The outstanding strengths of high acrylic content



Figure 21.3 Cement paints

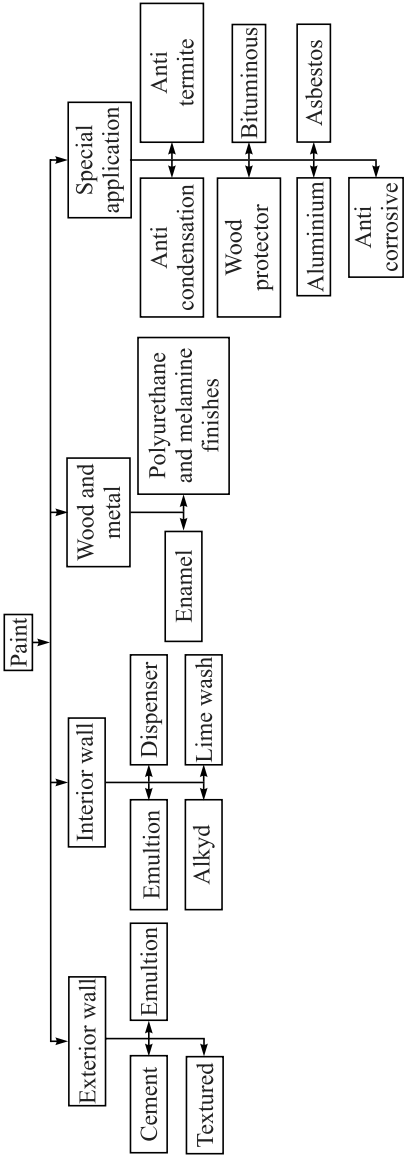


Figure 21.4 Types of paint on the basis of area of use

of emulsions help keep their long-term excellence intact in exterior use. Given careful and correct surface preparation and priming, these create a tough, enduring coating with superb adhesion and flexibility. Special additives make them exceptionally resistant to algae, fungus and atmospheric erosion. And they open up colours of every hue for the outside of your home, fade resistant for years!

- **Textured plasters** – Also emulsion based exterior finishing coats, textured plasters provide even stronger protection than silk emulsions, besides unusual visual appeal. Their thick surface can be designer-patterned by sponging, stippling or patterned rollers. Washable over and over, their attractive colours and patterns blend smartness with heavy duty protection.
- **Interior wall paints** – Choosing paints for interiors depends, first of all, on the particular spaces to be painted like verandah, kitchen, living room, lobby, etc. Each space requires its own painting requirements and a range of paints and ancillaries to choose from. There are four categories of interior paints, viz. Dry Distemper, Acrylic Distemper, Matt Emulsion and Silk Emulsion in ascending order of price and quality. Choosing is a question of economics, a matter of budget, materials, labour and time relative to the finish you want.



Figure 21.5 Interior wall paints

Emulsions – Known generally as “plastic” paints, these are based on a fine dispersion of resin in a solvent, which on drying, creates a remarkably tough, adherent, durable coating. Special additives in emulsions give them an incomparably smooth finish, in beautiful shades that last for years. Resistant to water and chemicals, washing makes them smile again. Other special properties keep them free from fungus and algae.

- **Distempers** – The traditional economy paints, they can produce a perfectly satisfactory finish at reasonable cost, given proper application and workmanship. Their lifecycle is shorter. Dry Distempers (which come in powder form) and Oil Bound/Synthetic Distempers are not washable. Acrylic Distempers, being partly based on acrylic resins, produce greater smoothness and washability. Properly maintained, they keep their good looks for 3 to 4 years.
 - o **Alkyd** – Is a combination of synthetic resins and vegetable oils (linseed oil), easy to apply and durable. Polyurethane and silicon are included to give a more scratch-resistant surface. They are available as glass, silk and flat finish. Oil based paints are good for walls which are subjected to heavy wear.
 - o **Lime wash** – Whitewash, or calcimine, kalsomine, or calsomine is a very low cost type of paint made from slaked lime (calcium hydroxide) and chalk (whiting). Various other additives have also been used.

Paints for Wood & Metal

Doors and windows, metal grills and furniture have a common type of paint for coating them: enamel paint. But unlike furniture, doors and windows are embedded in walls making them susceptible to damp. Only surface preparation requirements are different. Wooden surfaces and furniture may also be protected by synthetic clear finishes.



Figure 21.6 Common paint for wood and metal

- o **Synthetic enamels** are alkyd resin based formulations that work equally well on wood, metal and even walls. Besides a brilliant and smooth finish, they also provide very good protection against atmospheric corrosion, including rusting.
- o **Premium enamels** are extremely tough; provide long protection and mirror-like finish. They withstand extreme climatic changes and can be used both inside and outside.
- o **General purpose enamels** are also tough; provide a durable and pleasing, though less glossy finish. They are not recommended for exterior surfaces. Two coats of general purpose enamel give good long term protection for hardworking surfaces where durability and economy are chiefly wanted.
- o **Polyurethane & melamine finishes** are the modern alternative to old-fashioned varnishes. These are synthetic and provide an extremely tough, transparent protective coating. They allow the beauty of the wood grains to show through. But unlike varnishes, they are easy to maintain and stand up to rigorous wear and tear, heat and liquid and stains. Available in both matt and glossy finishes, they can be used on a wide variety of wooden surfaces including furniture old and new and cane.

Special Applications

- o **Anti-condensation (Bathrooms & kitchens)** – Condensation of moisture, fumes, grease stains, etc. cause paint breakdown, flaking and mould infection. Better ventilation may somewhat control condensation, but it does not take care of the other problems. Glossy interior flat paint or flat oil paint is recommended over emulsion based wall paint to correct staining and flaking. Their advantage is that they can be wiped down with a damp cloth to keep them clean. All wood, including parts hidden from view, must be completely protected from damp by a coat of enamel paint.
- o **Anti-termite protection for wooden surfaces** – It is absolutely essential to pre-treat all wooden surfaces with Glossy Wood Protector Clear to guard against termites, wood borers, etc. This is a transparent coating that has to be brushed onto bare wood. Its greatest advantage is that it allows subsequent over painting with paints, synthetic finishes and polishes. Applied properly Wood Keeper Wood Protector Clear continues to provide long term anti-termite protection and is strongly recommended for costly wooden furniture, almirahs, cabinets, pelmets, beams, stairs, storage systems, etc.
- o **Bituminous paint (water tanks)** – Concrete and galvanised iron water tanks are susceptible to algae and fungus attack, besides corrosion. Non-toxic bituminous paint like Black Anti Corrosive Alkali Resisting will keep the inside of your water tank free of algae, fungus and corrosion. To protect the outside, use aluminium paint, specially formulated aluminium with rich, reflective silver-like lustre that also reduces internal temperatures. Aluminium paint can also be used effectively to increase the life of gas-holders in kitchens.
- o **Anti-corrosive** – It is used as metal-protection paint for preserving structural steel work against the adverse effect of fumes, acids, corrosive chemicals, etc.



Figure 21.7 Anti condensation

❖ **What are the characteristic of good paint?****Characteristics of Paints**

There are a number of ways to decide upon the paint quality:

- **Wearability:** Paint must be resistant to the wear and tear of the atmosphere and should maintain its colour, smoothness and finish for a long time.
- **Covering ability:** Paints should cover the body uniformly and homogeneously on which it is applied and the finish should be smooth and uniform.
- **Ease of cleaning:** When it is required to clean the paint, it should be easy to remove, i.e. a good paint should not react chemically with the materials, but should only cover its surface.
- **Environmentally Friendly:** Paint should be water based and must not have any plasticisers or biocides as solvents.
- **Aesthetic:** It should provide a comfortable room climate and must not allow moulds and algae to grow on it.
- **Practical and cost effective:** The other qualities of a good paint are that they must be cheap, ready to use, long lasting and should colour fast.

❖ **Mention the cleaning of each type of wall coverings**

<i>Type of wall covering</i>	<i>Cleaning and care</i>
Paints	Light dust can be removed using duster, broom or vacuum cleaner. Damp wipe or wash when necessary.
Wallpaper	Surface dust can be removed using duster /broom/vacuum cleaner. If paper is spongable, a damp cloth can be used for wiping.
Panels	Remove dust using vacuum cleaner. When the panels get dirty wipe over with white spirit/vinegar & water and polish.
Fabric	Vacuum clean.
Plastic	Damp wipe or wash when necessary.
Glass	Use glass cleaner with a chamois leather to clean.
Ceramic tiles	Damp wipe or wash when necessary.
Cork	Brush or vacuum.

❖ **Mention the different types of windows.**

A window is a transparent opening in a wall (or other solid and opaque surface) that allows the passage of light and, if not closed or sealed, air and sound. Windows are usually glazed or covered in some other transparent or translucent material. Windows are held in place by frames, which prevent them from collapsing in. Windows provide ventilation & lighting.

Types of Windows***Fixed Window***

It is the window that cannot be opened and whose function is limited to allowing light to enter (Unlike an unfixed window, which can open and close). Clerestory windows are often fixed. Transom windows

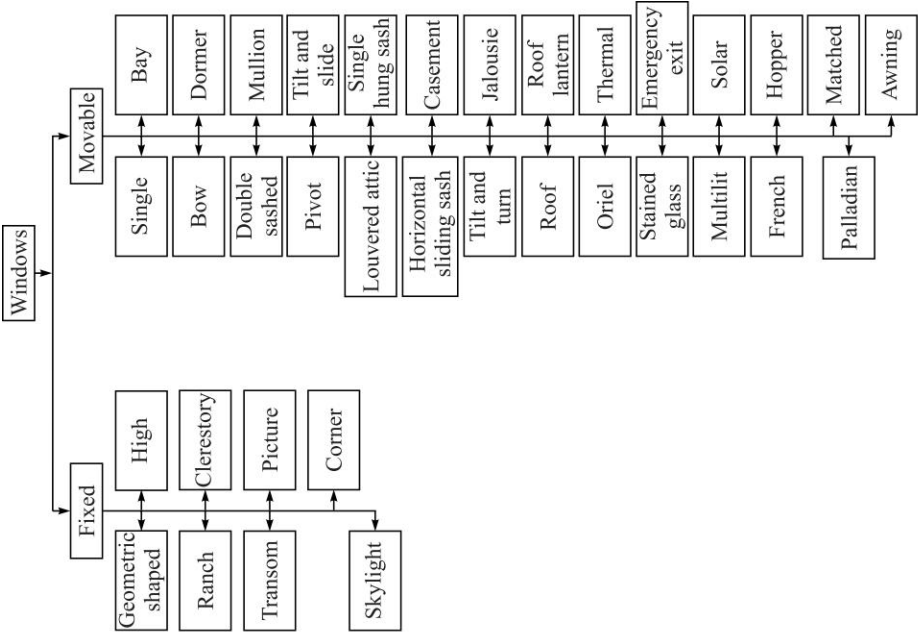


Figure 21.9 Types of windows

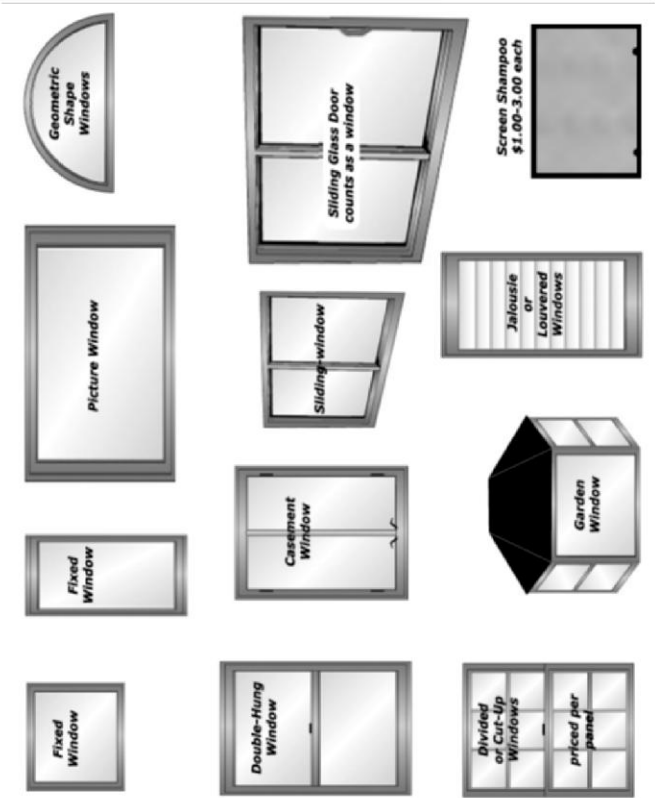


Figure 21.8 Different types of windows

may be fixed or operable. Similarly some of the other windows mentioned in this category may be movable at times

- **Geometric shaped windows** – These windows are fixed and mainly for architectural use.
- **High windows** – Usually found in bathrooms, bedrooms, or in basement rooms. They are made at a higher level for the reason of privacy.
- **Ranch** – High window set above eyelevel for light to come in.
- **Corner windows** – These are two identical windows on two adjacent walls meeting at the corner. They might be fixed or might be swinging

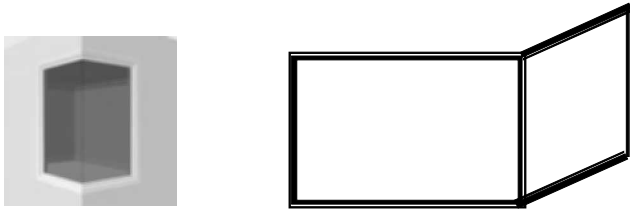


Figure 21.10 Corner window

- **Picture windows** – These windows are large pane and fixed with a picture stuck on it. These are used when you don't have a good view outside.

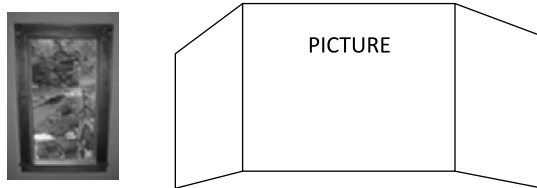


Figure 21.11 Picture window

- **Skylight window** – These are windows on the ceiling. These are made to allow sunlight in the room. Remote operated skylight windows are also available.



Figure 21.12 Skylight window

- **Clerestory window** – It is a window set in a roof structure or high in a wall, used for day lighting.



Figure 21.13 Clerestory window

- **Transom window** – In architecture, a transom is the term given to a transverse beam or bar in a frame, or to the cross-piece separating a door or the like from a window or fanlight above it. A transom and transom light over double doors



Figure 21.14 Transom window

Movable Windows

- **Single** – Just a plain window with a single frame usually opens either inside or outside.

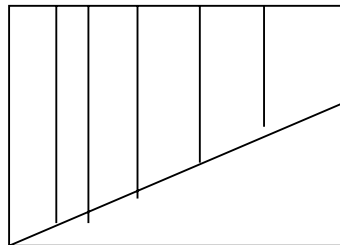


Figure 21.15 Single movable window

- **Matched windows** – Many single windows are put together to form a matched series. You may treat each window separately or as one. Gives an illusion of space if treated as one.

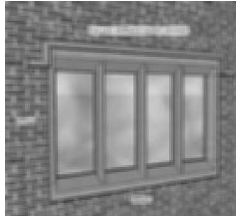


Figure 21.16 Matched movable windows

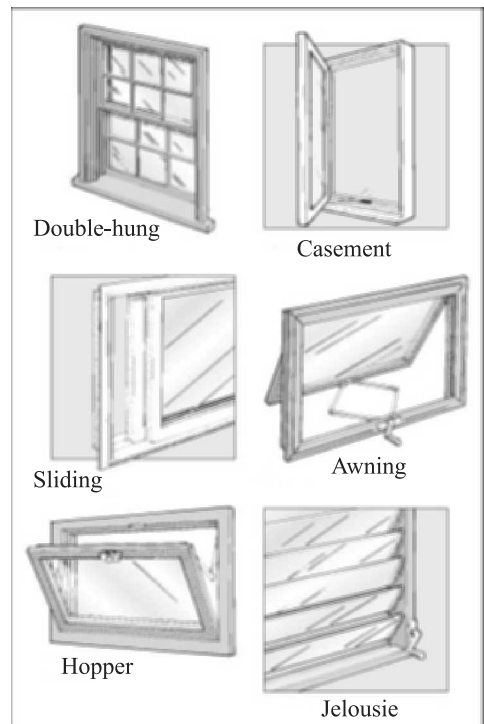
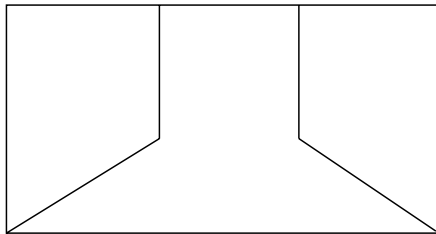


Figure 21.17 Some common windows

- **Doubled-sashed window** – This sash window is the traditional style of window in the USA and many other places that were formerly colonised by the UK, with two parts (sashes) that overlap slightly and slide up and down inside the frame. The two parts are not necessarily the same size. Now-a-days, most new double-hung sash windows use spring balances to support the sashes, but traditionally, counterweights held in boxes either side of the window were used. These were and are attached to the sashes using pulleys of either braided cord or, later, purpose-made chain. Double-hung sash windows were traditionally often fitted with shutters. Sash windows may be fitted with simplex hinges which allow the window to be locked into hinges on one side, while the rope on the other side is detached, allowing the window to be opened for escape or cleaning.

- **Single-hung sash window** – One sash is movable (usually the bottom one) and the other fixed. This is the earlier form of sliding sash window and is also cheaper.
- **Casement window** – Either in swinging or out swinging. While installing in swinging windows you must treat each window separately, i.e. give separate curtains for each panel, otherwise it will hamper the curtain.



Figure 21.18 Casement window

- **Horizontal sliding sash window** – It has two or more sashes that overlap slightly but slide horizontally within the frame. In the UK, these are sometimes called *Yorkshire* sash windows, presumably because of their traditional use in that county.
- **Awning window** – Like casement windows, awning windows are hinged and swung out, but they are hinged at the top and not the sides and are usually rectangular.



Figure 21.19 Awning window

- **Hopper window** – A hopper window is a bottom hung casement window that opens similar to a draw bridge typically opening to the outside.
- **Tilt and slide window** – A window (more usually a door-sized window) where the sash tilts inwards at the top and then slides horizontally behind the fixed pane.



Figure 21.20 Tilt & slide window

- **Tilt and turn window** – A window which can either tilt inwards at the top, or can open inwards hinged at the side.
- **Jalousie or louvered window** – Also known as a louvered window, the jalousie window consists of parallel slats of glass or acrylic that open and closes like a Venetian blind, usually using a crank or a lever. They are used extensively in tropical architecture. A jalousie door is a door with a jalousie window.
- **Roof window** – A sloped window used for day lighting, built into a roof structure that is within reach.
- **Roof lantern** – A roof lantern is a multi-paned glass structure, resembling a small building, built on a roof for day or moon light. Sometimes includes an additional clerestory. May also be called a cupola.
- **Oriel window** – A window with many panels. It is most often seen in Tudor-style houses and monasteries. An oriel window projects from the wall and does not extend to the ground. Oriel windows originated as a form of porch. They are often supported by brackets or corbels. Buildings in the Gothic Revival style often have oriel windows.
- **Mullion window** – Mullioned windows are windows which are divided into adjacent panes with the use of mullions, which are vertical elements used to break up a space.
- **Pivot window** – These are made of several glass panes set in a wood work or metal frame and are used for cross ventilation.

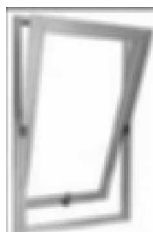


Figure 21.21 Pivot window

- **Louvered attic windows** – These are made up of several glass panes resting on slits in the window frame.
- **French windows** – Commonly used as separation between the room and the balcony. Also serves as doors and can be in swinging or out swinging or sliding.

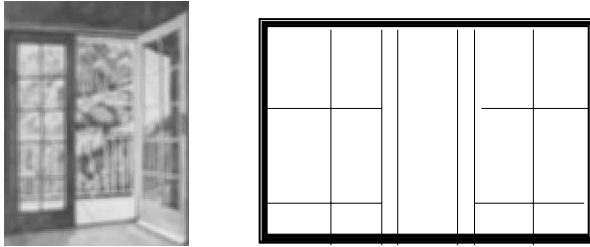


Figure 21.22 French window

- **Bay windows** – These windows are provided in the recessed alcove. Usually there are 3 walls and one window on each wall. There may be a seater in the window area.



Figure 21.23 Bay window

- **Bow windows** – Windows which are in a curved semi-circular alcove.

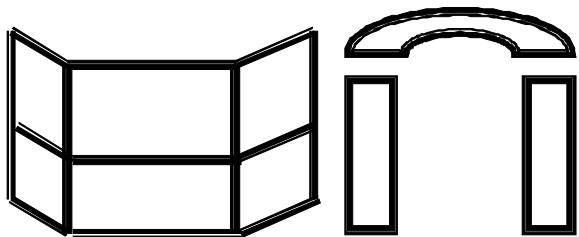


Figure 21.24 Bow window

- **Palladian windows** – These are arch shaped windows which have a curved top. The arch can be separate or even be one.

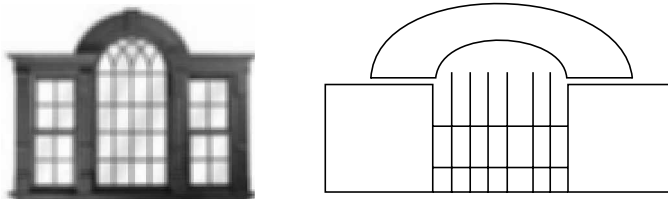


Figure 21.25 Palladian window

- **Thermal window** – Thermal or Diocletian windows are large semicircular windows (or niches) which are usually divided into three lights (window compartments) by two vertical mullions. The central compartment is often wider than the two side lights on either side of it.
- **Multi-lit window** – A window glazed with small panes of glass separated by wooden or lead “glazing bars”, or “muntins”, arranged in a decorative “glazing pattern” often dictated by the architectural style at use. Due to the historic unavailability of large panes of glass, this was the prevailing style of window until the beginning of the twentieth century and is still used today traditionally.
- **Emergency exit/egress window** – A window big and low enough so that occupants can escape through the opening in an emergency, say a fire. In the United States, exact specifications for emergency windows in bedrooms are given in many building codes. Vehicles, such as buses and aircraft, frequently have emergency exit windows as well.
- **Stained glass window** – A window composed of pieces of coloured glass, transparent or opaque, frequently portraying persons or scenes. Typically the glass in these windows is separated by lead glazing bars. Stained glass windows were popular in Victorian houses and in some Wrightian houses and presently are especially common in churches.
- **Solar window** – Solar windows not only provide a clear view and illuminate rooms, but also use sunlight to efficiently help generate electricity for the building.

❖ **What are different window treatments? Explain the different types.**

As the term indicates, window treatments can be more than mere window coverings. Treating windows is thought of as “packaging” them as a design element rather than simply covering them for function. Coverings are used to protect privacy, insulate heat and cold and filter light; and while many people consider window treatments more aesthetic, they too can be functional. Although window treatments are technically more decorative, this term has evolved and is frequently used to describe most types of window coverings. Sheers, drapes, curtains, cornices, blinds, shutters and valances are all examples of standard window treatments. More than one type can be incorporated into the design plan through the use of layered treatments and this type of arrangement can include both the style and function.

Window treatments can be broadly divided into

- **Soft window treatment**
- **Drapery** – Drapery is a general word referring to cloths or textiles. It may refer to cloth used for decorative purposes, such as around windows, or to the trade of retailing cloth, originally mostly

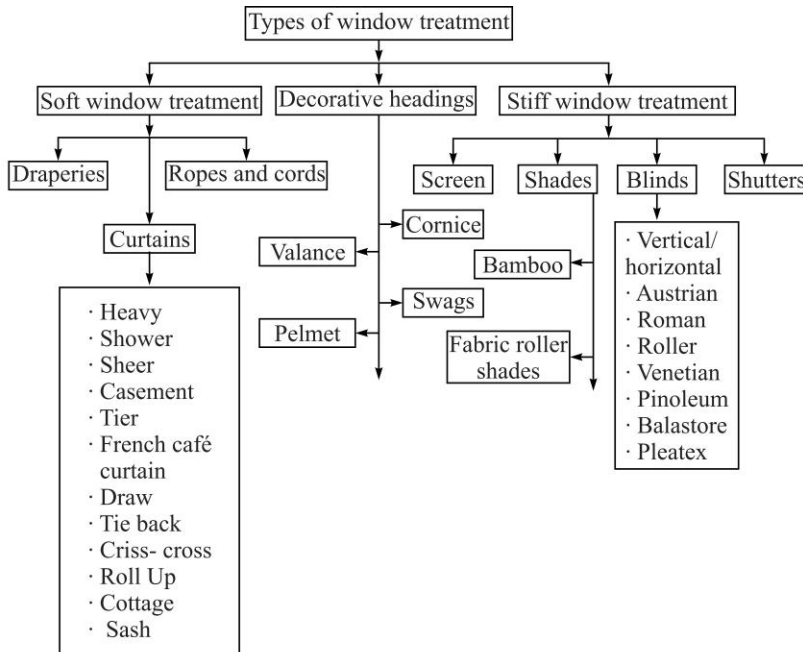
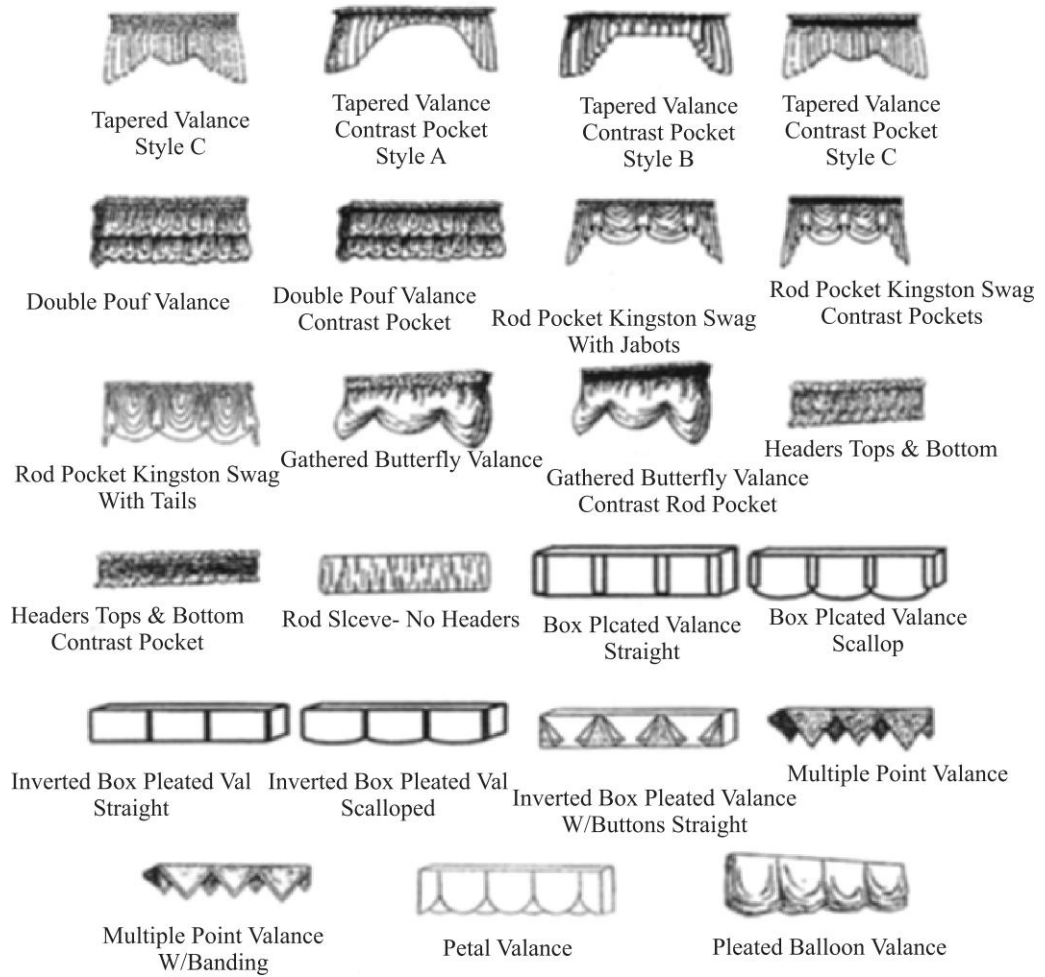


Figure 21.26 Types of window treatment

for clothing, formerly conducted by drapers. It may also refer to cloth or clothing gracefully arranged in loose folds. A piece or pieces of heavy fabric hanging straight in loose folds, used as a curtain.

- **Curtains** – Curtain is a piece of cloth intended to block or obscure light, or drafts, or water in the case of a shower curtain. Curtains hung over a doorway are known as portières. Curtains are often hung on the inside of a building's window to block the travel of light, for instance at night to aid sleeping, or to stop light from escaping outside the building. Curtains have already been discussed in detail in this chapter under the heading "Furniture, fixture and soft furnishing".
- **Ropes and cords** – These are slender length of flexible material usually made of twisted strands or fibres and used to bind, tie, connect, or support.
- **Decorative headings and accessories** – Window headings refer to the items that usually support the tracks which drapes or blinds may fit into. Window headings are often decorative and tie in the fabrics used in the other areas of the room. Valances, Pelmet and Swags and Tails are the most popular window headings that we make. Usually fixed on top of the curtain, they help to hide the track and rods of curtains and are of decorative value. These alter the size of the windows.
 - **Valance** – A short drapery, decorative board, or metal strip is mounted, especially across the top of a window to conceal structural fixtures. Hanging drapery for a bed, couch, window, or the like, especially that which hangs around a bedstead, from the bed to the floor.



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Figure 21.27 Valances

- o **Pelmets** – Rigid and shaped pieces of wood or hard board mounted on top of the window.

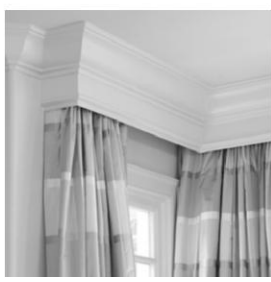


Figure 21.28 Pelmet

- **Swags and cascades** – Fabric draped over curtains drailing in a careless fashion with two tails either side called cascades or jabot which is used to hide curtain heads.



Figure 21.29 Jabot

- **Cornices** – Cornice molding is generally any horizontal decorative molding which crowns any building or furniture element: the cornice over a door or window, for instance, or the cornice around the edge of a pedestal. A simple cornice may be formed just with a crown molding.



Figure 21.30 Cornice

- **Curtain rods** – A thin straight piece or bar of material, such as metal or wood, often having a particular function or use for hanging curtains.
- **Traverse rods** – A horizontal rod having a mechanism by which attached draperies can be drawn with a pull cord.

➤ **Stiff window treatment**

- **Screen** – A window screen, insect screen or bug screen is a metal wire, fibreglass, or other synthetic fibre mesh, stretched in a frame of wood or metal, designed to cover the opening of an open window. Its primary purpose is to keep insects, leaves, debris, birds and other animals from entering a building or a screened structure such as a porch, while permitting fresh air-flow.
- **Shades** – These are opaque window coverings mounted to cover or expose a window. It generally does not apply any vision of the outside area. Wood shades and fabric shades are the most commonly known.



Figure 21.31 Shades

- **Blinds** – Blind is a specific type of window covering which is made with slats of fabric, wood, plastic or metal that adjust by rotating from an open position to a closed position by allowing slats to overlap. Blinds also serve the purpose of curtains. Blinds date back to the ancient Egyptians who made them with reeds. The ancient Chinese used strips of bamboo for their version of the same. The modern version called Venetian blinds appeared in the 1950s, using metal slats strung together with strips of fabric. These were noisy and cumbersome. The present version made from lightweight vinyl was introduced in the 1980s and went on to become very popular. There are many kinds of blinds available on the market today. These are easy on the eye and come in a wide variety of shades.



Figure 21.32 Blinds

Different kinds of blinds are

- **Persian, or slat** – The most common window blinds are slat blinds, which consist of many horizontal slats, usually of metal or vinyl, connected with string in a way that they can be rotated to allow light to pass between the slats, rotated up to about 170 degrees to hide the light, or pulled up so that the entire window is clear. Vertical blinds consist of slats of stiffened fabric, plastic, or metal hanging by one end from a track; like the horizontal versions, the slats can be rotated 90 degrees to allow light to pass through or to fold up on one side of a door or window. Vertical blinds are very good at controlling how much natural or exterior light comes into a room, due to the ability of the slats to close tightly.
- **Venetian** – A Venetian blind has horizontal slats, one above another. They are suspended by strips of cloth called tapes, or by cords, by which all slats in unison can be rotated through nearly 180 degrees. The slats can be rotated such that they overlap with one side facing inward and then in the opposite direction such that they overlap with the other side facing inward. Between those extremes, various degrees of separation may be affected between the slats by varying the rotation.
- **Cellular shades** – Cellular Shades also known as Honeycomb Blinds get their name from their shapes which are made individual cells glued together. From the side, it has the look of a honeycomb. Cellular shades are very energy efficient shades. They get their energy efficiency from the pockets of air that the cells create. Cellular shades come in light filtering fabrics as well as room darkening fabrics. There are several configurations. These shades come in: standard corded, continuous cord loop, top down/bottom up and top down only.
- **Roller** – Blinds that can be rolled up. It is normally used with non-drawing curtains.
- **Austrian** – Pleated fabric made out of single length of the fabric. Can be pulled up or down. When pulled up, gives a ruffled look. Has a decorative effect. E.g. theatres.
- **Roman** – Made from various combinations of fabric, it creates a personal touch, be it a formal living room, a casual family area, or even a focal point in a kitchen. It can be single flap or double flap or even made of chicks.
- **Mini Blinds** – A mini blind can be considered to be a smaller version of horizontal blinds. Mini blinds too have horizontal slats but these are typically narrower than those on horizontal blinds. Mini blinds are smaller as they fit inside the frame of the windows.
- **Pinoleum** – Pinoleum blinds are made up of small wooden twigs laid horizontally which are joined together by vertical threading. The resulting weave is, as a result, only flexible vertically and can be drawn upwards once manufactured as a roller blind or in a similar fashion to a Venetian blind. Conservatory blinds are often made with Pinoleum.
- **Paper** – These are made from a tough stiff permanently pleated paper or fibre. They are available in a wide range of colours. They are an inexpensive practical and decorative product that is easy to dust. They can be combined with curtains.
- **Balastore** – These are an inexpensive blind made from strong treated paper or fibre, which accordion is pleated with holes punched out all over it. These allow plenty of light to filter through and restrict glare.



Figure 21.33 Balastore blind

- **Pleatex** – They are made from tough super calendered wet strength craft paper with permanent pleats. They are cheaper than roller blinds.
- **Interior/exterior shutters** – A wooden or steel cover inside or outside a window that fastens over it at night to protect the occupants and during the day to shut out light. It sometimes has louvers for ventilation and filtering light. They generally have a rustic appearance and are expensive but last a considerable length of time.

❖ **What are the different treatments given to walls before painting for the paints to last long?**

There are various types of paint available for specific jobs. These include:

- **Primer** – These may be oil or water based and are used to seal unpainted surfaces to prevent covering coats of paint soaking in. The appropriate type of primer should be used for the surface being painted – wood, metal, plaster or tiles. There are some ‘all purpose primers’ available which are designed for two or more of these surfaces.
- **Undercoat** – Usually oil-based, undercoat is applied on top of the primer. The undercoat should be of the correct colour to provide the right colour base for the finishing coats.
- **Anti-condensation** – For use in humid conditions such as in kitchens and bathrooms, this paint is specially formulated to prevent the surface becoming cold to the touch and therefore less conducive to condensation. It is not a cure for condensation, only a way of reducing its effect on painted surfaces. They often include a fungicide. Normal emulsion paints may be satisfactory in these conditions providing that the level of condensation is not too high.
- **Radiator paint** – For use on central heating pipes and radiators, it will stand up to the high temperatures without discolouring as other paints are prone to do.
- **Fire-retardant** – These special paints contain an additive to provide a fire-resistant quality; they do not resist fire completely, but has a greater flame resistance than ordinary paint and will reduce their spread.
- **Bituminous** – Although often not considered as paint, bitumen is used where a water proof coating is required. Bitumen does not dry in the normal sense used with paint, it can crack if stressed when frozen and will run (or at least become sticky to the touch) in hot weather.

FLOOR COVERING

There are different type of floor coverings or finishing discussed in the Descriptive Questions section below.

DESCRIPTIVE QUESTIONS

❖ Classify floor finish and give examples of each

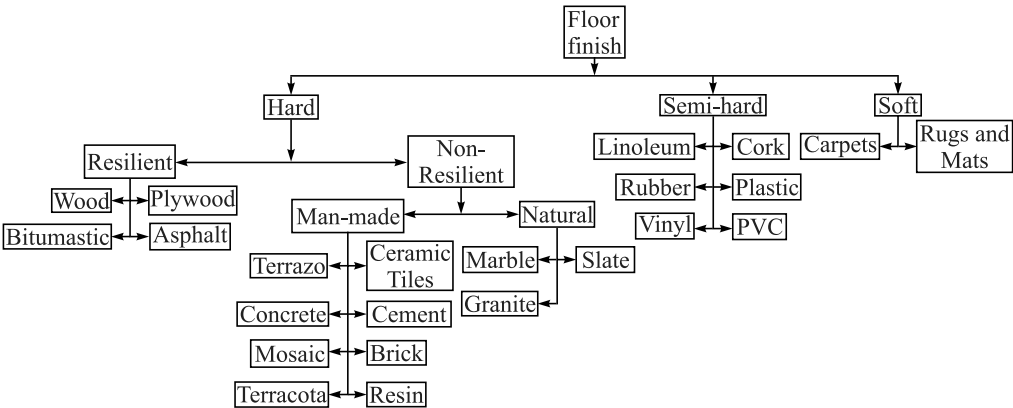


Figure 21.34 Classification of floor finish

Floors can be classified as

Type of floor finish	Composition	Used in areas
HARD FLOOR FINISHES		
RESILIENT		
Wood	Most wood flooring is made of hardwoods, such as oak, maple, pecan, beech and birch. There is solid wood flooring and laminated, which combines wood layered in different directions for strength and to inhibit warping. Most wood flooring today is prefinished at the factory to ease of installation and uniformity of finish.	Gymnasiums, health clubs, bars, dance floors, guest room, restaurant
Bitumastic	A protective coating of asphalt and filter used on structural metals that are exposed to weathering.	Public restrooms, hospitals
Asphalt	A bituminous waterproofing agent applied to flooring and roofing materials during manufacturing.	Tennis courts, back areas
Non-resilient		
• Man-made		

Terrazzo	A smooth multi-coloured floor made of marble or stone chips embedded in a cement binder, then highly polished. Traditionally terrazzo floors are poured and set on site, but manufactured terrazzo tiles are also available.	Swimming pools, bathroom counters
Concrete	Concrete is a construction material composed of cement as well as other cementitious materials such as fly ash and slag cement, aggregate (generally a coarse aggregate such as gravel, limestone, or granite, plus a fine aggregate such as sand), water and chemical admixtures.	Back area
Cement	Cement is a binder, a substance which sets and hardens independently and can bind other materials together.	Back area, pathway
Resin	Some marble chips may be mixed to make it look more attractive.	This is often used in a corridor, laundry, cold storage and back areas.
Mosaic	Mosaic is an art form which uses small pieces of materials placed together to create a unified whole. The materials commonly used are marble or other stone, glass, pottery, mirror or foil-backed glass, or shells.	Not very commonly used in hotels.
Brick	A brick is a block of ceramic material used in masonry construction, usually laid using mortar.	Used mostly to give a rough look in specialty restaurants, etc.
Terracotta	It is a clay-based unglazed ceramic.	Its uses include vessels, in building construction, gardens
• NATURAL		
Marble	Limestone flooring known for its elegant appearance created by polishing its very hard surface. Now available in tiles.	Staircases, lobby
Granite	Obtained in slabs	Lobby, staircase, vanity counter
Slate	A naturally laminated rock that is often used in regular and irregular shapes embedded in cement or mortar to create a hard-surface, pattern floor.	Store rooms, kitchen, back areas, laundry
Limestone	Limestones are comprised of grains. However, around 80-90% of limestone grains are skeletal fragments of marine organisms.	Back areas
Ceramic tiles	Made from clay or a mixture of organic materials, ceramic tile is finished by kiln firing. The common types are mosaic and quarry. Made in many shapes and sizes, it is glazed or unglazed. For floors, it is set in cement or mortar type mixture.	Kitchens, bathrooms canteen, gardens

SEMI-HARD FLOOR FINISHES		
Linoleum	Made of linseed oil, gums, cork or wood dust and pigments, linoleum is no longer manufactured in the U.S. Often the term is used incorrectly to describe resilient floors made of vinyl.	Linen room and offices
Cork	Obtained from cork tree.	Bar
Rubber	Today rubber flooring – tiles and sheet goods – is made from synthetic rubber. It comes in ribbed, coin and other raised patterns.	Used in areas like bars. They are noise free floor even used in bathrooms.
Thermoplastic	It is made of asphalt tiles in the form of warm pliable slate. It hardens on cooling.	Used on stairs
Vinyl	These floor tiles are made from vinyl resins and filler materials to create resilient flooring in assorted colours and patterns.	Staircase, pathways
PVC	PVC with various backing is also used as flooring.	Back areas
Soft floor finishes		
Carpets	The general designation for the textiles used as floor coverings.	Guestrooms, lobby, restaurants
Rugs	Piece of carpet.	Rooms
Mats	Natural or synthetic.	Entrances

❖ Discuss the factors to be considered while choosing flooring in a hotel.

Below are some important points you should consider before choosing flooring.

- Durability – Flooring is a capital investment and is not changed quite often so the durability of the flooring is very important.
- Resistance – The flooring selected should have good wear and tear quality.
- Cost – Consider the cost of installing the floor and the purchase price of materials as well as the cost of its maintenance while choosing the flooring.
- Practical use – While the luxury of walking on the carpet is appealing, the carpet may not be practical in all areas of the hotel. Hence, flooring should be chosen based on the activity performed in the area.
- Maintenance – The amount of day-to-day maintenance you are willing to undertake may influence your floor choice. Some materials, such as wood, require more care, especially around a sink, where water can damage the varnish.
- Traffic volume – Floors need to be tailored to the people who use them and the number of people using the area. The flooring should withstand the traffic.

❖ What are the components of a carpet?

A carpet is a textile floor covering, consisting of an upper layer of “pile” attached to a backing. The pile is generally either made from wool or a manmade fibre such as polypropylene and usually consists of twisted tufts which are often heat-treated to maintain their structure.

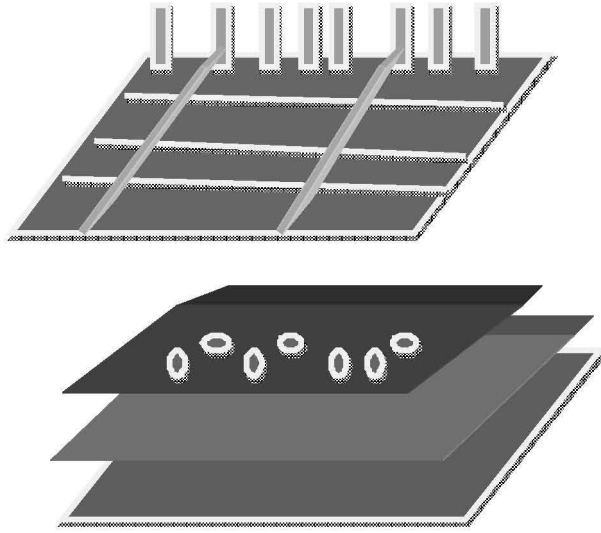


Figure 21.35 Components of carpet

Components of a Carpet

- **Pile**
 - **Primary backing**
 - **Latex**
 - **Secondary backing**
 - **Underlay**
 - **Warp**
 - **Weft**
 - **Pile/Face:** It is referred to as the collection of knots of yarn that are twisted between the warp strands. This is the visible surface of carpet consisting of yarn tufts in loop and/or cut configuration. Sometimes called 'face' or 'nap.'
- Carpets are produced with different types of piles namely:
- **Loop pile** – Piles in which individual strands of yarn are pulled through the carpet backing twice to create a small loop. Berber, cable and sisal carpets are example of these piles.
 - **Cut pile** – Piles in which the loop is cut at the top, leaving tufts of yarn that stands straight up. Velvet, saxony textured, shag carpets are some examples of these piles.
 - **Multi-level pile** – Two or three different loop heights are used throughout the carpet to create random patterns or geometric images. Attractive textures and good for casual high traffic.
 - **Cut and loop pile** – Different types of loop and cut piles are combined to allow for a variety of textures, sculptured effects and colour combinations. Good for hiding footprints.
 - **Backing:** Fabrics and yarns that make up the back of the carpet as known as backing. They are primarily of two types, primary and secondary.
 - **Primary backing:** These are fabric in which the yarn is inserted by the tufting needles. The face fibres are attached to the primary backing, which holds them in place. Primary backing can be made of natural material, e.g. jute or synthetic material. It has bonding material

made out of rubber, plastic or other adhesives that hold the fibre in place. A proper underlay is necessary, which is normally made of felted hair padding, rubber padding, coir or jute.

- **Secondary backing:** Fabric laminated to the back of the carpet to reinforce it and increase dimensional stability. This lengthens the carpets' life, prolongs the softness, reduces wear and tear, provides extra insulation against extremes of cold and heat and adds an extra sound absorbing layer.

- **Underlay:** They are also known as “under felt” acts as a shock absorber between the carpet backing and the floor. It also makes the carpet feel softer and gives a luxurious look.
- **Warp:** It is the main backbone of a carpet and it consists of yarn strands that stretch from top to bottom (height-wise, vertically). These strands are stretched on the loom before weaving begins. Once the rug is completed and cut from the loom, the ends of the warp make up the fringe. The warp is normally made of wool, cotton or silk.
- **Weft:** These are yarn strands that are inserted perpendicular (width-wise, horizontally) to the warp strands and woven in and out of the warp strands during weaving. It is normally made up of the same material as the warp, but is only visible from the back of the rug. The numbers of weft strands that pass between the rows of knots are referred to as shoots and sometimes the weft strands are dyed.
- **Edge Finish** – Both edges of a carpet are covered with overcast (a simple running stitch) and selvage (finished with a woven band) in order to reinforce the edges, as they are particularly susceptible to wear.

❖ **How are carpets classified? Classify carpets and explain in detail their types and the care these need.**

Types of carpets based on construction

- **Woven**
- **Non-woven**

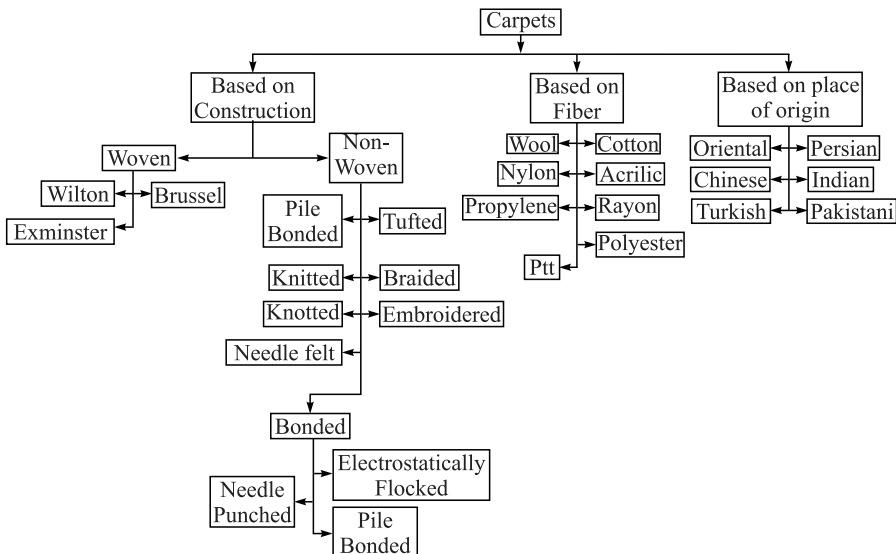


Figure 21.36 Types of carpets

- Tufted
- Bonded
 - Pile bonded
 - Needle punched
 - Electrostatically flocked
- Knitted

➤ **Woven carpets:** The carpet is produced on a loom quite similar to woven cloth and is usually a cut pile although looped pile carpets of woven construction are not unheard of. Normally many coloured yarns are used and this process is capable of producing intricate patterns from pre-determined designs (although some limitations apply to certain weaving methods with regard to accuracy of pattern within the carpet). These carpets are usually the most expensive due to the relatively slow speed of the manufacturing process. A machine or a loom weaves the face fibres and backing together as the carpet is made. Woven carpets do not have a secondary backing. Examples of woven carpets are Axminster, Brussel, and Wilton.

- **Axminster:** Axminster carpet is woven. Each individual yarn colour that goes to make up the carpet pattern (in many cases modern Axminster carpets are often plain requiring only one yarn colour) is selected by a gripper and woven with the weft. After the required yarn colour has been woven into the backing it is cut automatically to the required pile height and then reinserted when this colour is next required. The fact that the individual pieces of yarn or tufts of carpet are woven with the weft, demonstrates that an Axminster carpet provides quality, longevity and durability (better hold than carpet placed on pre-made backing) as well as a luxurious feel underfoot. The quality of an Axminster and the fact that a maximum of 12 colours can be used in a roll of carpet ensure that it is often the flooring of choice for prestigious buildings such as Royal residences, where durability and an element of luxury are simultaneously required.

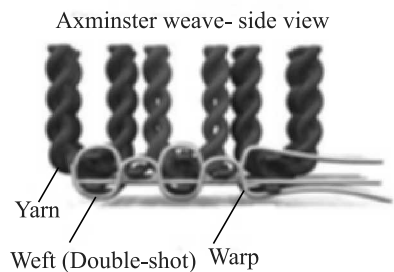


Figure 21.37 Axminster weave

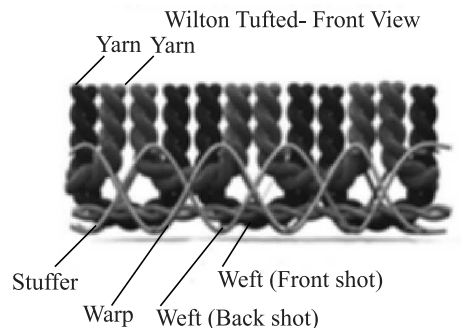


Figure 21.38 Wilton tufted

- **Wilton Carpet – cut or loop pile:** Wilton carpet, like Axminster carpet, is woven. However the difference between the two methods is the way in which the carpet is woven. Whereas the Axminster yarn is woven into each weft and then cut to the required pile height and then reinserted when that colour is needed again, the Wilton carpet yarn is a continuous strand woven all the way through.
- **Brussel:** A patterned carpeting made of small loops of coloured woollen yarn in a linen warp. It's a carpet with a strong linen warp and a heavy pile of coloured woollen yarns

drawn up in uncut loops to form a pattern. It is also known as uncut pattern of Wilton. Earlier it was made from mixture of hair fibres like hair of the goat, horses, colours, etc. Now-a-days rayon or cotton fibres are used.

➤ Non-woven carpet

- **Tufted Carpet:** Tufted carpet is the more economical of the four carpet producing methods. Unlike Axminster and Wilton carpet, a tufted carpet is produced by adding yarn onto a pre-existing backing using a special adhesive. This method is an extremely fast (one roll of Axminster might take 8 hours to make whereas one roll of tufted takes approx 1 hr) way of manufacturing carpet. Whilst it is true that a tufted carpet is not a woven carpet.

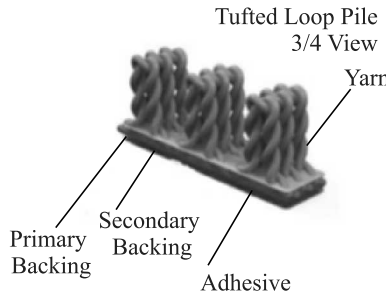


Figure 21.39 Tufted loop pile

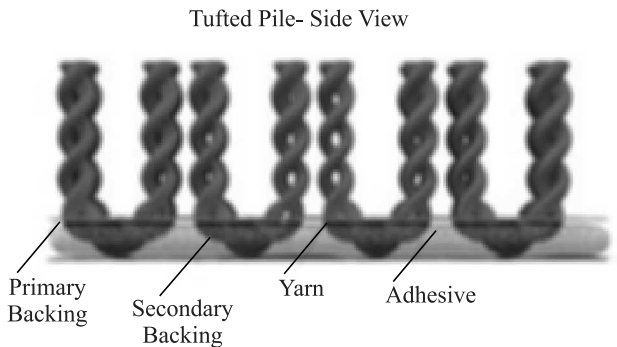


Figure 21.40 Tufted pile

- **Needle felt Carpets:** These are the modern carpets made with the help of advanced techniques. They are made by electrostatic attraction of individual synthetic fibres resulting in extremely durable carpets. In this process, the fibres are compressed on to a backing of textile or other materials like foam, etc. with the help of needles. A binding agent is used to make the fibres attach to the backing more durably. Although fibres can be bound or felted without a backing too, yet the backing is used to give extra protection. To make the binding strong and lasting, the needled substrate is subsequently subjected to further thermal or chemical treatment.
- **Knitted:** Knit carpet is made by a process similar to hand knitting. A coat of latex and secondary backing material is applied to the fabric back to provide dimensional stability and strength. Some variation in colour, pattern and texture is possible in knit carpets.

- **Embroidered Carpets:** These carpets are made through stitches applied onto a cloth, often linen, as a base. They are not formed on a loom. A great craftsmanship is required to execute the details and sometimes, it almost takes a year to weave a single carpet with rich embroidery. Two types of stitches are generally used to make embroidered carpets – the tent stitch and the cross stitch. The designs and patterns of the embroidered carpets vary with region, history and cultural traditions. The most popular carpets include Persian embroidered carpets; Kashmir embroidered carpets and Turkish embroidered carpets. These are the most prized home decor items.
- **Braided Rugs:** These rugs come with unique weaving texture. The braids are arranged and combined in such a manner that it looks like as if the braids of yarn have been woven together. They are mostly used for indoor accents or as outdoor.
- **Knotted:** On a knotted pile carpet (formally, a Supplementary weft cut-loop pile carpet), the structural weft threads alternate with a supplementary weft that rises at right angles to the surface of the weave. This supplementary weft is attached to the warp by one of three knot types (see below), such as shag which was popular in the 1970s, to form the pile or nap of the carpet. Knotting by hand is most prevalent in Oriental rugs and carpets.
- **Bonded-**
 - Pile bonded
 - Needle punched
 - Electrostatically flocked

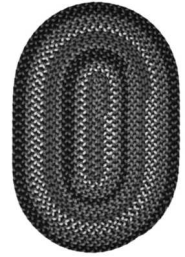


Figure 21.41 Braided rug

- **Pile bonded or adhesively bonded** – Also called fusion bonded carpet, this is made by inserting a bundle of yarn into adhesive on a backing and heat-fusing in place. A blade is then run through the pile, producing a cut-pile texture. They are also obtained in tile form. Carpet can be stuck on to the floor.
- **Needle punched** – **Needle-punched** carpeting is made by barbed felting needles, punching bating into a center fabric. This forms a flat fabric like carpet mainly used for indoor-outdoor carpeting, artificial grass surfaces and some carpet tiles. Needle-punched carpet can be printed, flocked or embossed. Different textural effects, such as corduroy, can be attained by mixing fibre deniers and angling the needle in various ways. A coating of weather-resistant latex or similar material is applied to the back.
- **Electrostatic flocked** – **Flocking** is where short, chopped fibre or flock is adhered, usually by electrostatic processes, to a base fabric resulting in a very short pile material with a velvety texture. Flocked carpet resembles velour. Flocked carpets are resilient and crush-resistant. A secondary backing material usually is applied to this structure, adding body and dimensional stability. A few flocked carpets are made for bedrooms and bathrooms, but the majority is used in vehicles: cars, planes and buses.

Types of Carpet Based on the Kinds of Fibre Used

- **Wool and wool blended with synthetic fibres:** Wool has excellent durability, can be dyed easily and is fairly abundant. When blended with synthetic fibres such as nylon the durability of wool

is increased. Blended wool yarns are extensively used in production of modern carpet, with the most common blend being 80% wool to 20% synthetic fibre, giving rise to the term “80/20”. Wool is relatively expensive.

- **Nylon:** Until recent times, this was the most popular synthetic fibre used in carpet production. Nylon can be dyed topically or dyed in a molten state (solution dyeing). Nylon can be printed easily and has excellent wear characteristics. In carpets nylon tends to stain easily because it possesses dye sites on the fibre. These dye sites need to be filled in order to give nylon any type of stain resistance. As nylon is petroleum-based it varies in price with the price of oil.
- **Polypropylene:** This polymer is used to produce carpet yarns because it is cheap, although it is difficult to dye and does not wear as well as wool or nylon. Large looped Berber carpets made from this fibre are generally only suited for light domestic use and tend to mat down quickly. Berber carpets with smaller loops tend to be more resilient and retain their new appearance longer than large looped Berber styles. Commercial grade level-loop carpets have very small loops and commercial grade cut-pile styles are well constructed. When made with polypropylene (also called Olefin) these styles wear very well, clean easily and are suitable for areas with heavy foot traffic such as offices. Commercial grade carpets can be glued directly to the floor or installed over a 1/4" thick, 8-pound density padding. Outdoor grass carpets are usually made from polypropylene.
- **Polyester:** Also known as “PET” is used in carpet manufacturing in both spun and filament constructions. After the price of raw materials for many types of carpet rose in the early 2000s, polyester became more competitive. Polyester has good physical properties and is inherently stain-resistant because it is hydrophobic and, unlike nylon, does not have dye sites. Colour is infused in a molten state (solution dyeing). Polyester has the disadvantage that it tends to crush or mat down easily. It is typically used in mid- to low-priced carpeting.
- **PTT:** (Polytrimethylene terephthalate) polymer, also called Sorona or 3GT (DuPont) or Corterra (Shell), is a variant of Polyester. Lurgi Zimmer PTT was first patented in 1941, but it was not produced until the 1990s, when Shell Chemicals developed the low-cost method of producing high-quality 1, 3 propanediol (PDO), the starting raw material for PTT Corterra Polymers. PTT is similar to polyester, but its molecules have a “kink”, similar to a spring, that makes the fibre more crush resistant, resilient and easy to clean. PTT also does not have dye sites and is inherently stain resistant because colour is infused in a molten state. Carpets made with PTT dry quickly and are resistant to mold. [5]

The binding in woven carpet is usually **cotton** and the weft is **jute**.

- **Cotton:** It is also used as a common fibre to weave carpet of cheaper variety, but the disadvantage of cotton is that it fades badly, loses appearance and has little resilient, e.g. dhurries.
- **Acrylic and rayon:** These are also used as fibre to weave carpet, but are not very common due to poor resistance to stain, soil and abrasion.

Types of Carpet Based on the Place of Origin

- **Persian carpets** – Wool is the most common material for carpets, but cotton is frequently used for the foundation of city and workshop carpets. There is a wide variety in the types of wool used for weaving. Those of which include Kork wool, Manchester wool and in some cases even Camel Hair wool. Silk carpets date back to at least the sixteenth century in Sabzavar and the Seventeenth century in Kashan and Yezd. Silk carpets are less common than wool carpets since

silk is more expensive and less durable; they tend to increase in value with age. Due to their rarity, value and lack of durability, silk carpets are often displayed on the wall like tapestries rather than being used as floor coverings.

Elements of the Persian carpet – Persian rugs are made up of a layout and a design which in general included one or a number of motifs. The Iran Carpet Company, a specialist in the subject, has attempted to classify Persian carpet designs and has carried out studies of thousands of rugs. Their results show that there have been slight alterations and improvements to almost all original designs. In its classification, the company has called the original designs as the ‘main pattern’ and the derivatives as the ‘sub patterns’. They have identified 19 groups, including: historic monuments and Islamic buildings, Shah Abbassi patterns, spiral patterns, all-over patterns, derivative patterns, interconnected patterns, paisley patterns, tree patterns, Turkoman patterns, hunting ground patterns, panel patterns, European flower patterns, vase patterns, intertwined fish patterns, Mehrab patterns, striped patterns, geometric patterns, tribal patterns and composites.

- **Oriental carpets** – An authentic **oriental rug** is a handmade carpet that is either knotted with pile or woven without pile. Oriental-design rugs made by machine, made through hand-tufting or any method other than hand-knotting or hand-weaving are not considered authentic oriental rugs.

These rugs normally come from a broad geographical region extending from China and Vietnam in the east to Turkey, Egypt, Maghreb countries, Cyprus and Iran in the west and the Caucasus in the north to India in the south. People from different cultures, countries, racial groups and religious faiths are involved in the production of oriental rugs.

Oriental rugs are organised by origin: Persian rugs, Anatolian rugs, Kurdish rugs, Caucasian rugs, Central Asian rugs, Turkestanian rugs, Chinese rugs, Indian rugs and Tibetan rugs.

- **Chinese carpets** – Many aspects of **Chinese rugs** make them stand out against the vast stylistic panorama of **oriental carpets**. In fact, Chinese carpets are immediately identifiable because of their singular aspects, beginning with their decorative motifs, which appear suspended on the field, unattached to one another, without strong outlines and use of silk threads. The palette is restricted and neither lively nor contrasting; it is limited to six basic tints and all their various shadings and these colours are used in accordance with a singular sensitivity directed at creating harmonious and delicate arrangements dominated by yellow and blue. Finally, the style employed does not show the usual and insurmountable discrimination between the geometric language and the floral but lives in a happy medley of the two. The designs are of both the geometric-abstract and the naturalistic type, but they are distinguished by their symbolic character.

❖ What are the points to be considered while selecting carpets?

Points to be considered while selecting carpets are:

Selection of Good Carpets

- **Purpose:** Choice of carpet depend a lot on the kind of usage of carpet that is which area the carpet would be laid and what is the traffic level in that area. The carpets in the public areas needs to be more sturdy than in the rooms.
- **Size:** It is very essential to buy the right size carpet for the given area. For banquet halls and other areas which require bigger carpets it is better to go with carpet squares or tiles so that for repairs and stain we need not change the entire carpet.

- **Construction:** It includes the surface pile, backing and the underlay. To a lot of extent the carpets are used in particular areas depending on the type of construction they have for e.g. needle punched carpets are proffered for outdoor whereas flocked carpets are good for wet areas. 85% of carpets used are tufted as it can be produced at a faster rate. If appearance is important than oriental carpets are preferable.
- **Pile** – This includes density, height, weight and style of the pile. Density of face fibres is the best indication of durability. Pile not only helps in keeping the dirt and stain at the top of the carpet but also better pile help to retain their shape longer and resist crushing. Carpet performance depends on many characteristics like the gauge, pitch, pile height, stitches per inch, pile weight, yarn size, etc. Average pile density is the weight of pile yarn in a cubic yard of carpet. Average pile density = $36 \times \text{face weight/pile weight}$
- **Resilience** – Resilience of a carpet is the ability of the pile to recover its original shape and thickness after being subjected to compressive forces or under high traffic movement.
- **Dyeing** – Quality of dye used in the carpet plays a very important role. Colour fastness to light and wet cleaning should be checked before the carpet is installed.
- **Aesthetic** – Good appearance, colours, pattern and texture of the carpet adds to the beauty of the place. For example, spacious lobby on banquets should have large and bold patterns whereas smaller rooms should have no carpet with big, busy pattern. Similarly, design in restaurants should be vague so that it doesn't make spillage obvious.
- **Dealer** – Reputable and experienced manufacturers, dealers and installers should be hired for buying and installation of carpet as carpets involves big investment and is used for a longer time.
- **Cost factor** – Cost is also a very important consideration while choosing carpets as carpets involve capital expense. Carpet cost will also depend on the area where the carpet is being laid. For example, for suite rooms, expensive carpets like Oriental carpets or Persian carpets are used. Whereas for public areas like banquet halls, more sturdy carpets are used.

❖ **How do we take care of carpets? Explain the various procedure of carpet cleaning.**

There are four basic methods for cleaning carpets:

- Carpet shampooing
 - Dry powder method
 - Bonnet cleaning
 - External extraction
 - **Carpet shampoo method** – The theory in the shampoo method is to generate a lot of foam in the carpet, allow this foam to dry, have the resulting residue attract the soil and vacuum up the residue and soil the next day.
- Carpet shampoo products must have the following characteristics which dictate their ingredients:
- Very high foam levels to reduce wetting.
 - Very stable foam.
 - High lubricity to reduce damage to the carpet fibres from the brushes.
 - Dry to a non-sticky residue.

Therefore, a carpet shampoo must contain a very foamy chemical. The most common ingredient is sodium lauryl sulfate or one of its relatives. Sodium Lauryl Sulfate and its relatives exhibit very high and very stable foam and are only fair detergents. The problem is that they dry to a soft,

sticky residue which will cause resoiling. Because of the resoiling problem, carpet shampoos will frequently also have anti-resoiling additives such as a resin to reduce this resoiling tendency. Because shampoos are actually very poor detergents and basically simply bury the dirt, they frequently also contain high levels of optical brighteners which take invisible ultraviolet light and convert it to visible light, thus making the carpet appear cleaner and brighter than it really is, for a while. It will eventually give the carpet a yellow cast and the yellow cannot be removed.

Two primary types of machines are used for this process:

- Cylindrical foam
- Rotary shampoo

The **cylindrical foam shampoo machine** uses an air compressor to create dry foam before the foam is applied to the carpet and the carpet is then agitated with a revolving cylindrical brush which combs the foam through carpet pile. This method will leave dirt trapped in the carpet pile. Carpet must be thoroughly vacuumed before and after cleaning.

The **rotary shampoo method** uses an ordinary rotary floor machine (the same kind used for stripping wax); sprays shampoo onto the carpet from a dispensing tank and a rotary brush whips the detergent to foam. Most carpet mills and carpet fibre producers discourage the use of rotary brushes on carpet because of the potential damage that can occur. Over wetting is common with this method which can cause jute straining, shrinkage and odour. Shampoo methods are inferior due to poor cleaning plus resoiling problems. The rotary shampoo method can damage the carpet, especially cut pile (which is what most residential carpet is).

- **Dry powder method/Carpet absorbent cleaners** – This method is often called “dry cleaning” since virtually no water is used. In this method, dry absorbent compound (containing small amounts of water, detergent and solvent,) is sprinkled over carpet or worked into the carpet with a machine. The purpose of this cleaner is to attract and absorb soil. Mechanical agitation from a brush works the cleaner through the carpet. These products usually contain an absorbent carrier, water, detergent and solvent. The theory is that the liquids dissolve the soil and this soil/detergent/solvent mixture is absorbed into the carrier and is then vacuumed up. They are often used with a detergent prespray in heavily soiled areas. The absorbent cleaner most commonly is organic, but may also be polymers. The compound is supposed to absorb the dislodged soil and is then vacuumed away. Carpet must be thoroughly vacuumed before and after cleaning. Very thorough vacuuming should be used to ensure that most of the carrier comes out of the carpet. With the extremely fine powder types, indoor air quality can be reduced. If a white powder starts appearing on shoes and cuffs of pants, it signifies overuse of the product without being thoroughly vacuumed up. A common problem in this process is that the white powder reappears after wet extraction cleaning. This cleaning method has the advantage of no drying time for interim maintenance, since little water is used. This makes it a common maintenance cleaner.
- **Bonnet method/“Carbonated cleaning”**– This method is sometimes called “dry cleaning”, which is a misnomer, since water is used. Bonnet shampooing is simply an adaptation of hard floor spray buffing to carpets.

This method for carpet maintenance consists of the use of a rotary or oscillating brush adapted with a stiff brush or drive block designed to drive wet, damp or dry pads. The carpet can be sprayed with the cleaning solution and/or the pads can be soaked in the cleaning solution and squeezed lightly before placing the pad under the driving brush.

- **External extraction** – This method is often called “Warm Water Extraction”, “Hot Water Extraction” or “Steam Cleaning” and is the cleaning method nearly all carpet manufacturers and carpet fibre producers recommend.

This is the only cleaning method classified as “deep cleaning”. All the others are considered “light surface cleaning” because they are incapable of removing soil deep in the pile. Also, all other methods leave large amounts of cleaning agent in the carpet after cleaning.

This method is frequently called “steam” cleaning due to the fine spray of water used to force dirt out of the carpet which is sucked up by the vacuum slot immediately in front of the spray. However, real live steam is mostly not used. This process consists of spraying a solution of water and detergent into the carpet pile and recovering the water and soil with a powerful vacuum into a holding tank. This can be done from a truck-mounted unit outside the home with only the hose and floor tool brought inside, or by a portable, system brought into the home or office. Depending upon the equipment, temperatures may range from cold tap water to boiling hot water and even super heated water over 200°F. Of course, with extremely high temperatures, there are dangers of scalding should a solution line break.

Some of the other common methods of cleaning carpets are:

- **Vacuuming** – Agitating the carpet with the help of vacuum cleaners and removing it with suction
- **Beater bar vacuum** – Using a bar to agitate loosening the dirt
- **Brush vacuum** – Agitating the carpet with brush. Best for carpets glued on floor

❖ **Carpets involve a lot of expenditure as far as installation and maintenance is concerned. Give ways to reduce damage of carpet.**

Carpets may be protected from damage by

- A suitable underlay
- A firm fixing to avoid folds
- Using mats at the front door to hold dust
- A flexible furniture arrangement
- Use of casters
- Regular spraying and cleaning against moth and maintenance checks for any stain or tear
- Immediate repairing of frayed edges and worn ports
- Cutting and pulling the pile when it sprouts
- Proper air conditioner control so that there is humidity control or else could dampen the carpet
- Ensure carpet to dry immediately after shampooing

❖ **What are the advantages and disadvantages of using carpets?**

Advantages of using carpets

- Adds to the decor
- Luxurious appearance
- Sound insulation
- Warmth
- Non-slip surface
- Carpet square and rugs break up floor surface and can be turned around

- Fitted carpet's make a room look larger
- Patterned carpets don't show stain

Disadvantages of using carpets

- Surfaces holds dirt, so carpet cleaning essential
- They are cut by sharp edges or cartons some are burnt by cigarette ends
- They may be attacked by moth (wool)
- Plain carpets show stains which can be difficult to remove
- Installation and maintenance cost is high

❖ What are the methods used to fix carpets.

Common method for fixing carpets is:

- **Glue** – The carpet may be stuck to the floor with a help of strong glue.
- **Tackless gripper** – Steel pins protrude from plywood's or metal strips fixed to the floor and the carpet gets attached to the same.
- **Turn and tack** – The edge of the carpet is turned under and tuck back and put through the double surface.
- **Sunken** – The carpet is laid in a sunken area the edges of which are covered in brass on wood, e.g. sunken front door mats.

❖ What are the different dimensions of carpet?

The three primary dimensions of carpet: **Gauge** (Width), **Stitch rate** (Length) and **Pile height** (Height).

Gauge is the distance between the needles. For example 1/8 gauge simply means there is 1/8" between each needle, or there are 8 needles per inch.

Stitch rate (or stitches per inch) defines the number of times per inch a stitch occurs, just as gauge expresses the frequency of tufts across the width. Stitch rate is the number of times an individual needle inserts a tuft into the primary backing as the primary backing moves one inch through the tufting machine. This is sometimes abbreviated SPI. Therefore, 8 stitches per inch means that as the primary backing moved through the tufting machine, a single needle form 8 tufts or stitches.

Pile height is the length (expressed in decimal parts of one inch) of the tuft from the primary backing to the tip. All other factors being equal, a carpet with a higher pile height will possess more yarn on the wearing surface and will essentially be more durable.

Other common measurements are:

- **Denier or yarn denier:** Unit of weight for the size of a single filament or yarn bundle. The higher is the denier, the heavier (coarser) is the yarn and the more resilience it will offer. Denier is expressed as the weight in grams of 9,000 meters of yarn. 9,000 meters of 18 DPF (denier per filament) would weigh 18 grams and 9,000 meters of a 1230/2-ply yarn would weigh 2,460 grams. The higher the DPF, the greater the fibre's resilience and its resistance to bending, but also the harsher it feels to the hand. DuPont's Tactesse® has a denier of 12, which gives it a softer feel than the 15-18 denier more commonly used in carpet fibres.
- **Density or Pile density:** The weight of a pile yarn (including buried portions of the pile yarn) in a unit volume of carpet, which is expressed in ounces per cubic yard. Also called "Average pile yarn weight". The closer the tufts are to each other, the denser is the pile and the lesser is the weight that each individual tuft has to support. Pile density is not only evaluated by the closeness

of the tufts but also by the height and weight of the pile yarn. All other things being equal, the greater the pile density, the greater the wearability of the carpet and the longer it will last.

- **Face (or pile) weight:** The total weight of the face (above and below the backing) yarns in the carpet. The more ounces per square yard, the denser are the pile and, potentially, the greater is the wearability of the carpet.
- **Twist:** Twist is the process whereby two or more spun yarns are twisted together. Twist is counted by the number of turns per inch (TPI) of the yarn. The performance of cut pile carpet is highly dependent on the rate of twist and twist retention. Heat setting helps stabilise yarn twist by subjecting the yarn to high temperature steam under pressure. Most carpet yarns have 2.5 to 6.0 twists per inch.
A higher twist level usually results in better texture retention and better resilience. A high twist will result in a frieze, a medium twist will produce a Saxony and low twist will result in a velour or Saxony plush style.
- **Tuft bind:** Loop pile styles have closed loops and so, twist is not a major factor. Rather, tuft bind is a consideration. Tuft bind is the relative strength of the attachment of the yarn loops to the backing of the carpet.
- **Staple yarn size:** The size of staple yarns is most often expressed in what is known as the cotton count system. In this system, a yarn count is an inverse system, i.e. the larger is the numerator, the smaller is the yarn and is based on the number of 840 yard hanks required to weight 1 pound. For example, a 1 cotton count (cc) yarn has 1 hank per 840 yards, while a 2.5 cc yarn would require 2.5 hanks (2100 yards) to weigh 1 pound. The denominator represents the ply count of the yarn.



Figure 21.42 Twist

❖ Write a note on treatment of marble floor.

Marble Polishing Procedure

Marble is a beautiful natural rock formed through the metamorphosis process. Marbles are very exquisite in appearance, but these can be victimised with stains and damages. To retain the natural beauty of marble surfaces, various kinds of polishing techniques are being employed. Effective polishing of marble surfaces enhances the home décor over the years. Marble polishing involves so many aspects such as:

- **Polishing Pad:** Use of suitable polishing pad gives extra shining to the marble flooring. It is always advisable to use a high speed buffing pad instead of white polishing pad. Polishing pads are effective only when they work at a very slow speed. So, selection of best quality polishing pad is a matter of priority for construction professionals.
- **Polishing Powder:** Polishing powders contain acid elements such as superfine crystals of aluminum oxide or tin oxide. The excess use of these powdered abrasive may cause burn to the floor surface. It is better to use permissible amount of polishing powder with long duration polishing process at a least pace. Best quality polishing powder gives an extra shining to the marble product.
- **Polishing procedure:** Polishing marbles is done to retain its luster by using multiple products and procedures, depending on the stone. The marble surface always needs to be totally cleaned,

remove all traces of dirt, grit, waxes and sealers before polishing. Equipment needed for larger projects include a floor buffing machine. For smaller applications a small hand held buffer can be used. You'll need buffing pads that must fit in whichever machine is being used. For the first polishing, an application of a marble stripper should be used. If you can visually see the grout between the floor tiles, use a stiff bristle brush or plastic scraper to clean the dirty grout. After stripping, rinse the floor twice with clean water and a clean mop. Allow the floor to dry completely. Clean the machine to remove any stripper left. Place a clean pad on buffer and apply marble polish to the area to be polished.

Apply polish in a 3' x 3' section of the floor. Spray a couple of squirts of the marble polish onto the surface, using a side-to-side motion, buff the floor until dry. Now go to an adjacent area and do this step again. Work in blocks of four sections until the shine begins to appear. Next move to four different sections. When starting the application process, you may need three treatments to get the desired level of shine. The best results have been obtained when the surface has a nice even shine and feels a little bit sticky. Do not over buff and scratch your tiles, go slowly. After you finish polishing, you will need to buff the corners by hand with a small wad of steel wool pad, this will remove residue and even out the glow. With a clean dry dust mop, sweep and remove the polish residue shavings and throw away. Smaller surfaces such as counter tops are able to be done by the home owner; however, you may want to consider a professional contractor for the larger areas such as Marble floors.

➤ **Polishing Tips:** Polishing of marble surfaces makes the surface all time shining and enhances the home décor. A few polishing tips are mentioned below:

- Use best polishing powder and polishing pad.
- Polish the marble surface with less speed.
- Consult with polishing experts for better polishing solution to the marble surface.
- Avoid use of excess polishing powder that may cause burning and melting of the marble surface.

Regular interval polishing can maintain the beauty of marble floor over the years. But devoid of proper guidelines may cause damage to the marble surface. Thus, it is essential to follow suitable methodology in polishing of marbles.

We will have to be prepared and have concrete know-how of the basis of a hotel. For that we must answer the following questions:

SPECIFIC QUESTIONS

❖ What are pelmets?

Rigid & shaped pieces of wood or hard board mounted on the top of the window are known as pelmets.

❖ What are valance?

Frilled or pleated material that hangs from the rails which might or might not be of the same material of the curtains.

❖ What are blinds? What are Venetian blinds?

Venetian blinds also serve the purpose of curtains. It prevents sunlight from coming in. It has panels, which are known as "slats".

❖ What are swags and tail?

Fabric draped over curtains drailing in a careless fashion with two tails either side. The tail is called “jabot” which is used to hide curtain heads.

❖ What are fabric wall coverings?

Almost any fabric can be used as wall covering, but its durability depends on the fibre and the weave used. Fabric may be hung loosely or in folds. Fabric wall covering gives warmth and sound insulation. Generally, fabric is paper backed so that it can be stuck to the wall.

❖ What are paint strippers?

Paint remover/strippers are the compound that softens old paint or varnish, permitting loosened material to be scraped off. NH₃, Turpentine and spirits are used to remove paints.

❖ What is chip wood paper?

Woodchip is relatively inexpensive wallpaper consisting of small chips of wood (thus the name) on the finished side of a basic paper base. A number of grades of woodchip paper are available; these range from fine chips of wood to quite course pieces. Woodchip is ideal for hiding small defects in walls/ceiling and is usually finished by applying paint after the paper has fully dried. The finish is, therefore, dependent upon the choice of paint used and the type of paint originally applied. An inexpensive facelift can, subsequently, be had by repainting.

❖ What is Anaglypta?

Embossed wallpapers with no design except the texture are often referred to as Anaglypta, which was actually a popular trade name in the early twentieth century. It is usually painted after installation. Other embossed wallpapers also have a coloured pattern along with the texture. Since these are plain embossed patterned papers which are normally painted over, the patterns vary from light, random ‘line’ patterns (like the grain of leather) to heavily embossed geometric patterns which need to be lined up strip to strip. The range of patterns is enormous. Like Woodchip, Anaglypta wallpapers are ideal for hiding defects in walls and, depending upon the type of paint used, it can be repainted later to give an inexpensive face.

❖ What are acoustical wall coverings?

These are the non-woven and woven textiles designed to reduce reflective sound in meeting rooms, offices, theaters, auditoriums, restaurants, corridors and elevator lobbies. These products are predominantly made of man-made polyester and olefin fibres/yarns. They receive a sound absorption rating known as NRC (Noise Reduction Coefficient). This rating indicates the amount of sound absorbed by the wall covering. Higher ratings can be achieved by installing backer boards or cork behind these wall coverings. The higher is the NRC number, the more is the noise absorption. They are field installed on vertical surfaces or used on pre-wrapped panels, ceilings and operable walls. Their installation is similar to that of synthetic textiles.

❖ What are the advantages and disadvantages of wall paper?

Advantages

- Has a warmer appearance than paint.
- Offers some amount of sound insulation.

- Can have torn & pieces stuck.
- Patterned and textured papers cover blemishes on the wall.

Disadvantages

- Cannot be applied on new walls.
- Becomes torn, scratched and soiled with abrasion.
- While cutting the paper to match the pattern, a lot of wastage may occur.

❖ **What is lining paper?**

This isn't finishing wallpaper as it does not give a decorative finish. Lining paper is applied to bare walls or ceilings in preparation for painting or papering with decorative wallpaper. The purpose of lining paper generally used is either to cover minor imperfections on a surface before painting it or to hide a strong colour previously applied to walls/ceilings before lighter colour wallpaper or paint is applied.

When the lining paper is to be covered by wallpaper, the general rule is to hang the lining paper in the opposite direction to the top paper.

❖ **What are roller shades?**

An opaque fabric mounted to cover or expose a window.

❖ **Name two different types of window.**

Fixed window and movable window.

❖ **What type of wall covering is best suited for back areas?**

Paint.

❖ **What is the difference between shade and blind?**

Shade is an opaque window covering, mounted to cover or expose a window. It generally does not apply any vision of the outside area. Wood shades and fabric shades are the most commonly known shades.

Blind is a specific type of window covering which is made with slats of fabric, wood, plastic or metal that adjust by rotating from an open position to a closed position by allowing slats to overlap. Blinds also serve the purpose of curtains.

❖ **What type of wall covering would you suggest for Lobby, Banquet hall, Rooms, Restaurant Coffee shop**

<i>Area</i>	<i>Wall covering</i>
Lobby	Paint, wallpaper
Banquet hall	Paint, wood panelling
Rooms	Paints, wood
Speciality restaurant	Wallpaper, paint, wood
Coffee shop	Wallpaper, paint, wood
Back area	Paints (washable)
Spa/health club	Paints (washable)

❖ **What is floor seal?**

Semi-permanent finishes of celluloid or plastic composition, applied to render a floor impermeable and to protect its surfaces.

❖ **What is a rug?**

Carpet made or cut and bound into room dimensions and laid loose.

❖ **Name two different floor coverings.**

Carpet, wood

❖ **What are oriental carpets?**

An authentic **oriental rug** is a handmade carpet that is either knotted with pile or woven without pile. Oriental-design rugs made by machine, made through hand-tufting or any method other than hand-knotting or hand-weaving are not considered authentic oriental rugs.

These rugs normally come from a broad geographical region extending from China and Vietnam in the east to Turkey, Egypt, Maghreb countries, Cyprus and Iran in the west and the Caucasus in the north to India in the south. People from different cultures, countries, racial groups and religious faiths are involved in the production of oriental rugs.

Oriental rugs are organised by origin: Persian rugs, Anatolian rugs, Kurdish rugs, Caucasian rugs, Central Asian rugs, Turkestanian rugs, Chinese rugs, Indian rugs and Tibetan rugs.

❖ **What are electro statically flocked carpets?**

Flocking is where short, chopped fibre or flock is adhered, usually by electrostatic processes, to a base fabric resulting in a very short pile material with a velvety texture. Flocked carpet resembles velour. Flocked carpets are resilient and crush-resistant. A secondary backing material usually is applied to this structure, adding body and dimensional stability. A few flocked carpets are made for bedrooms and bathrooms, but the majority is used in vehicles: cars, planes and buses.

❖ **Name three different types of carpets.**

Woven, tufted, pile bonded

❖ **What are warp and weft in carpet construction?**

Warp – It is the main backbone of a carpet and it consists of yarn strands that stretch from top to bottom (height-wise, vertically). These strands are stretched on the loom before weaving begins. Once the rug is completed and cut from the loom, the ends of the warp make up the fringe. The warp is normally made of wool, cotton or silk.

Weft – These are yarn strands that are inserted perpendicular (width-wise, horizontally) to the warp strands and woven in and out of the warp strands during weaving. It is normally made up of the same material as the warp, but is only visible from the back of the rug. The number of weft strands that pass between the rows of knots are referred to as shoots and sometimes the weft strands are dyed.

❖ **Name different types of skirting.**

Skirting is the name given to the timber trimming that is situated between the base of the wall and the floor. The skirting matches the architrave, but is usually slightly wider for visual effect. Skirting board, the board running around a room on the wall next to the floor; baseboard. Basically three types of skirting are there:

- Conventional skirting
- Coved metal strip
- Recessed

❖ **What are short and waste cotton fibres called?**

Short and waste cotton fibres are called lint.

❖ **What are dead threads in carpet are called?**

The hidden or dead threads in the carpet are called teats.

❖ **Which type of carpet is most commonly used in hotels?**

Tufted or non-woven carpets are most commonly used in hotels.

❖ **What is the latest trend in the type of flooring used in hotels?**

The latest trend in the type of flooring used in hotels is the use of wooden and vinyl flooring.

SUMMARY

The following points have been discussed in this chapter:

- Wall covering
- Different types of wall covering
- Selection & care of different wall coverings
- Windows and window treatments
- Floor finish
- Classification of floor finishes into hard, semi-hard and soft floor
- Advantages and disadvantages of each type of floor

With the exception of some rugs, which are really floors on floors, wall coverings and floorings are relatively permanent fixtures so choose carefully when planning a room. Consider the practical aspects such as cost and the extent of use in different areas, as well as personal style preferences. Experiment in each room with sample swatches and tiles before making a final decision.

It greatly helps that the ambience is intact by all the fixtures present but the real challenge of beautifying a hotel lies solely on its floral art. Let us, in our effort to complete the housekeeping knowledge, take a look at it in the next chapter.

KEY TERMS

- **Acoustics** – The study of the physical properties of sound.
- **Anaglypta** – Embossed wallpapers with no design except the texture are often referred to as Anaglypta.
- **Awnings** – Decorative canopies and umbrellas made out of canvas placed over food tables in open areas or fixed on top of windows and doorways.
- **Backing** – Fabrics and yarns that make up the back of the carpet as known as backing. They are primarily of two types primary and secondary.

- **Baseboard/Skirting** – Is a molding that conceals the joint between an interior wall and the floor.
- **Berber Carpet** – A term applied to carpet that has the off-white heathered look of cloaks used by the Berber tribes of North Africa. Berber carpets use flecked yarns most often in loop styles. The size of the loops varies from large nubby ones to small, fauxiscal styles. Patterned Berbers are multi-level loop as well as cut and loop styles. Berber styles are also available in pastels and dark tones as well as naturals.
- **Binding** – A strip sewn over a carpet edge for protection against unraveling. Carpet is bound to form rugs.
- **Blinds** – Type of window dressing, it is a screen over a window to control light and air.
- **Boiserie** – The term used to define ornate and intricately carved wood panelling.
- **Bolt** – A roll of fabric or wall covering of a given length.
- **Booking** – When applying paste onto wall coverings, the procedure of folding pasted surfaces together for easier handling.
- **Border** – A narrow strip of wall covering often used just under the ceiling or around a window or door frame.
- **Broadloom** – A term originally used to denote carpet produced in widths wider than six feet. Today carpet comes in 6-foot, 12-foot and 15-foot widths.
- **Burlap** – Jute canvas
- **Carpet Cushion** – A variety of materials placed under carpet to provide softness and longer wear when it is walked on. In some cases, the carpet cushion is attached to the carpet when it is manufactured. Terms also used: lining, padding, or underlay.
- **Carpet Squares** – Loose laid or self-adhesive backed “tiles” of carpet.
- **Carpet** – The general designation for the textiles used as floor coverings.
- **Companion wall coverings** – A set of wall coverings designed and coloured to be used together in the same or adjoining areas.
- **Cork** – It is obtained from the outer light brown bark of the cork oak. The bark is ground, mixed with synthetic resins and pressed into sheets at high temperatures and pressure. It has excellent acoustic properties. As it is highly porous and can easily get stained or break, it is coated with various surface hardeners like wax, resin, vinyl etc and used as floor coverings, wall panelling etc.
- **Cornice** – A groove or box like structure that hides the top portion of a window dressing, or in the wall, where special lighting arrangements can be made to highlight the drapery, paintings and wall coverings in a room.
- **Curtains** – A piece of cloth intended to block or obscure light, or drafts, or water in the case of a shower curtain. Curtains hung over a doorway are known as portières.
- **Cut glass** – Hand cut or crystal glass has prismatic grooves that emit rainbow coloured reflections. This glass is expensive and is used in the manufacture of high quality table glassware, flower vases and chandeliers.
- **Cut loop** – The yarns in a carpet arranged into areas of high cut tufts and lower loop tufts to form a sculptured pattern of various heights.
- **Dado** – Lower part of the wall approx. 150 cms from the floor, normally covered with a strong easily cleanable surface (vitrified tiles etc). A dado is provided in areas that may be damaged due to constant movement of trolleys, luggage, machines and heavy equipments etc.

- **Decalcomania** – The art of transferring decorative design or pictures printed on specially prepared paper to glass, wood or other material.
- **Decorative Headings** – Window headings refer to the items that usually support the tracks that drapes or blinds may fit into. As well as this function, window headings are often decorative and tie in the fabrics used in the other areas of the room.
- **Denier or yarn denier** – Unit of weight for the size of a single filament or yarn bundle. The higher the denier, the heavier (coarser) the yarn and the more resilience it will offer. Denier is expressed as the weight in grams of 9,000 meters of yarn. 9,000 meters of an 18 DPF (denier per filament) would weigh 18 grams and 9,000 meters of a 1230/2-ply yarn would weigh 2,460 grams. The higher the DPF, the greater the fiber's resilience and its resistance to bending, but also the harsher it feels to the hand. DuPont's Tactesse® has a denier of 12, which gives it a softer feel than the 15-18 denier more commonly used in carpet fibers.
- **Density or Pile density** – The weight of a pile yarn (including buried portions of the pile yarn) in a unit volume of carpet, which is expressed in ounces per cubic yard. Also called "Average pile yarn weight". The closer the tufts are to each other, the denser the pile and the less weight each individual tuft has to support. Pile density is not only evaluated by the closeness of the tufts but also by the height and weight of the pile yarn. All other things being equal, the greater the pile density, the greater the wearability of the carpet and the longer it will last.
- **Dhurrie** – Rugs and carpets flat woven items traditional to India are made of cotton or silk. They are noted for soft colourations and varied patterns.
- **Distemper paints** – These are water based paints consisting of chalk powder with colour pigments and glue mixed in water and depending on the quality of glue can be washable or non washable. Also available as oil-bound or acrylic paints.
- **Drapery** – A general word referring to cloths or textiles. It may refer to cloth used for decorative purposes; such as around windows; or to the trade of retailing cloth, originally mostly for clothing, formerly conducted by drapers. It may also refer to cloth or clothing gracefully arranged in loose folds. A piece or pieces of heavy fabric hanging straight in loose folds, used as a curtain.
- **Earthenware** – Thick, heavy and highly porous cookware and decorative items moulded out of clay and baked. They have to be handled with care as they can easily chip or break. They may be glazed and verified.
- **Embossing** – A raised effect created by impressing a design into a wall-covering using either pressure or heat.
- **Emulsion paints** – They are decorative finish paints and can have a polyvinyl acetate, styrene or an acrylic resin base. They are very durable and washable, available in matt and gloss finish.
- **Enameling** – In this process molten glass is coated to metal sheets and containers and baked at high temperatures, to give a glazy, tough and smooth finish that makes it easy to clean. However with wear and tear the enamel may crack with time.
- **Engraving** – Machine priming of wall covering with etched-out rollers to obtain subtle and fine effects.
- **Etched glass** – In this process the glass article is coated with a protective wax coating and the design is cut into the wax with a fine steel needle. The article is then immersed into an acid bath. The acid eats into the unprotected, designed areas, without affecting the coated areas. The article is then placed in hot baths to remove the wax coating and then polished.

- **Face (carpet)** – The pile of the carpet.
- **Face (Towel)** – Nap.
- **Face Fibers** – Yarns, which form the pile of the carpet.
- **Face weight/yarn** – Amount of fibre (per square yard) that is in the face of the carpet (total weight less than the weight of the backing).
- **Fibre glass** – Glass fibres used in the manufacture of textiles to make them fire retardant or resistant. Fibreglass can also be used in making rigid sheets along with resins, which may be used in paneling. The sheets are pest resistant and not affected by sunlight, air or water.
- **Finish** – Is a liquid applied to floors that dries to a protective coating and enhances the appearance of the floor. Finishes come in wax- based or polymer types.
- **Float glass** – Type of glass that does not require polishing after annealing. The glass sheets thus produced are clear, without any distortion and used as window panes, used in the manufacture of mirrors and as protective covers for furniture tops (table tops) etc.
- **Floor seal** – Are semi-permanent finishes of celluloid or plastic composition, applied to render a floor impermeable and to protect its surfaces.
- **Grouting** – Is a construction material used to embed rebars in masonry walls, connect sections of pre-cast concrete, fill voids and seal joints (like those between tiles). Grout is generally composed of a mixture of water, cement, sand and sometimes fine gravel.
- **Gypsum** – Is a very soft mineral composed of calcium sulfate dehydrate, with the chemical formula $\text{CaSO}_4 \cdot 2\text{H}_2\text{O}$. It is used to make plaster of paris.
- **High low** – Multilevel carpets with high and low loop pile areas or high cut-pile and low loop areas. The latter is also called a cut and loop carpet.
- **Hooked rug** – Rugs made by pulling yarns or fabric strips through a mesh backing. Many are designed in various colours to create a scene or design.
- **Inlay work** – Setting of metal designs, ivory, crystals and other precious stones on a wooden or other hard surfaces, as a piece of art or decoration.
- **Kilim or Kelim** – Is a flat woven rug - usually reversible.
- **Laminate flooring** – Relatively new to North America, laminates have a dense fiberboard core with a paper pattern layer sealed under high pressure both top and bottom with a plastic-like substance. Sold as planks and panels in wood, stone, tile and other looks.
- **Laminated and toughened glass** – Is a safety glass manufactured by the process of lamination and then toughening. The combination creates a glass that is five times tougher than any other safety glass.
- **Laminated glass** – This consists of two thin sheets of glass, bound together with a thin transparent plastic sheet sandwiched between them. If the glass sheet breaks the glass pieces will adhere to the plastic layer in-between.
- **Lamination** – The process of building up thin layers of materials and bonding them together as one product under heat and pressure with an adhesive added.
- **Level Loop** – Is a carpet style - woven or tufted - with a same height loop surface. See Berber.
- **Lincrusta** – Is a deeply embossed wall covering. Lincrusta is made from totally natural materials, the primary ingredients being gelled linseed oil and wood flour.
- **Lining Paper** – Plain material, often paper, usually applied horizontal and used under wall-coverings to assure a smoother surface and better adhesion.

- **Linoleum** – One of the first resilient floors, it was introduced in the 1800s. Made of linseed oil, gums, cork or wood dust and pigments, linoleum is no longer manufactured in the U.S. Often the term is used incorrectly to describe resilient floors made of vinyl.
- **Lint's** – Short and waste cotton fibers are called lints.
- **Loop Pile Carpet** – Carpet style having a surface made up of uncut loops.
- **Louvers** – Angled slats of glass, plastic or wood, set into a window frame, to control the light and air flow. They are available as fixed or adjustable louvers.
- **MDF boards** – Medium density fibre-boards made out of waste wood fibres and resins glued together and compressed under heat and pressure. **Mural** - A wall decoration with a pictorial design that continues over two or more strips of wall covering and is intended to cover part or most of a wall without repeat. Also called **scenics**.
- **Melamine** – A highly resistant and low pressure thermo set plastic laminate material applied to the core substrate through the use of thermal adhesives and pressure. Melamine has exceptional strength and electrical properties. It is used largely in the manufacture of laminated sheets, tableware and premoulded table tops, kitchen tops and sinks.
- **Nano-coating** – This is applied in very thin layers using a very special painting system. Therefore the surfaces of these coatings have a very low wettability causing the “Lotus effect”.
- **Noise reduction coefficient** – A scalar representation of the amount of sound energy absorbed upon striking a particular surface. An NRC of 0 indicates perfect reflection; an NRC of 1 indicates perfect absorption.
- **Oriental rug** – Hand-woven or hand knotted rugs native to the Middle or Far East available in many patterns and known for their colourations. Many machine-made rugs, made using Oriental rug designs, are also referred to as Oriental rugs.
- **Outdoor carpet** – Carpet designed to be used outdoors on patios, walks and decks. Usually made of polypropylene to withstand the weather and ultra-violet rays of the sun, most outdoor carpet is designed for glue-down installation.
- **Paint remover/strippers** – These are compound that softens old paint or varnish, permitting loosened material to be scraped off. NH₃, Turpentine and spirits are used to remove paints.
- **Parquet floors** – Flooring made up of wood that is laid or inlaid to create patterns, most often geometric ones.
- **Pelmets** – These are rigid & shaped pieces of wood or hard board mounted on top of the window.
- **Phenolic resins** – Any of various synthetic thermosetting resins, obtained by the reaction of phenols with simple aldehydes and used to make molded products and as coatings and adhesives. It is also called phenolic resin. As they are not affected by boiling in water, they are used in the manufacture of buckets and mugs, trays, door handles, instrument bodies, electrical fittings and laminate sheets.
- **Pickled floors** – The result of rubbing white paint into previously stained and finished wood flooring for an informal or more casual look.
- **Pile height** – The length (expressed in decimal parts of one inch) of the tuft from the primary backing to the tip. All other factors being equal, a carpet with a higher pile height will possess more yarn on the wearing surface and will essentially be more durable.
- **Pile** – The visible wear surface of carpet, consisting of yarn tufts in loop and/or cur configuration. Sometimes called the face or nap of the carpet.

- **Pitch** – Closeness of warp and weft yarns.
- **Plank flooring** – Wood flooring made of long boards more than 3 inches wide.
- **Plastic coating** – To produce a plastic coating for objects with hard surfaces, for example furniture, a cellulose-acetate or celluloid foil is treated with a liquid having the following components: 70 to 90 preferably 80 parts by volume of spirit, 5 to 15 preferably 10 parts by volume of water, 10 to 20 parts by volume of acetone and, on the basis of 100 liters of liquid, 100 to 200 preferably 150 g of camphor. Next, the treated foil is applied with a slight pressure to the object and then allowed to dry.
- **Plus carpet** – A smooth, dense, cut pile carpet in which individual tufts are only minimally visible and the overall visual effect is a single level of fibre ends.
- **Powder coating** – In powder coating, the powdered paint may be applied by either of two techniques. The item is lowered into a fluidized bed of the powder, which may or may not be electro statically charged, or the powdered paint is electro statically charged and sprayed onto the part. The part is then placed in an oven and the powder particles melt and coalesce to form a continuous film.

There are two main types of powder available to the surface finisher:

- Thermoplastic powders that will remelt when heated, and
- Thermosetting powders that will not remelt upon reheating. During the curing process (in the oven) a chemical cross-linking reaction is triggered at the curing temperature and it is this chemical reaction which gives the powder coating many of its desirable properties.
- **Primary backing** – The part of the carpet to which face fibers are attached and which holds these fibers in place.
- **Primer** – Special primer paints designed for use under wall coverings, often used in place of sizing material
- **Printed carpet** – Carpet with pattern applied by methods similar to printing flat textiles and paper.
- **Rag Rug** – A sturdy, colourful rug hand-woven from cotton scraps.
- **Remnant** – A short piece of carpet from a roll of carpet that usually measures less than nine feet long. Smooth surfaced flooring (tiles, strips or sheet goods) manufactured by combining a plastic material with filler and pigments, and then processed into sheets of different thicknesses. If a backing material is used, the plastic sheet is joined to the backing. Types include solid vinyl, backed or cushioned vinyl, rubber, cork and linoleum.
- **Resilience** – The ability of a pile on the carpet to spring back to its original form and thickness after being subjugated to constant stamping and crushing due to nonstop movement of people and machines.
- **Resilient floors** – A type of floor that reduces noise and is considered easier to stand and walk on. Types of resilient floors include vinyl, asphalt, rubber and linoleum.
- **Roller Shades** – An opaque fabric mounted to cover or expose a window.
- **Rows** – Inch number of warp yarns per inch.
- **Rug** – Carpet made or cut and bound into room dimensions and loose laid.
- **Sculptured carpet** – Any carpet pattern form from high and low pile areas, such as high-low or cut-and-loop.
- **Seams** – Area where two wall coverings are joined.

- **Secondary backing** – The part of a carpet that is laminated to the primary backing to provide additional stability and more secure installation.
- **Selvage** – Either edge of a roll of wall-covering carrying no design, intended to protect the design.
- **Shading** – A carpet condition that occurs when the pile is brushed in two different directions so that dark and light areas appear.
- **Sisal flooring** – Rugs, mats and matting made from sisal, a natural plant material. Available woven and dyed in various colours, as well as machine and hand painted. Similar flooring is made of jute, coconut and seagrass.
- **Slate or kaddappa** – A naturally laminated rock that is often used in regular and irregular shapes embedded in cement or mortar to create a hard-surface, pattern floor.
- **Soil Retardant** – A chemical finish applied to carpet and fabric surfaces which inhibit attachment of soil to fibre. It is usually a topical treatment but may also be inherent in the fiber.
- **Stained glass** – Stained glass is made up of many individual pieces of glass. Once a pattern has been decided upon and enlarged, glass is laid on top of the pattern and cut to that size and shape. Once all the pieces have been cut, they are assembled with strips of lead came. Lead came comes in different widths. When the panel has been assembled it is ready to be soldered together, then the panel is cleaned of flux and residue. Interior panels are puttied for strength and then a finished applied to the lead and solder. All stained glass panels are waxed and polished with special finishing compound which brings out all the rich beauty and shine.
- **Staple yarn size** – The size of staple yarns is most often expressed in what is known as the cotton count system. In this system, a yarn count is an inverse system; i.e., the larger the numerator, the smaller the yarn and is based on the number of 840 yard hanks required to weight 1 pound. For example, a 1 cotton count (cc) yarn has 1 hank per 840 yards, while a 2.5 cc yarn would require 2.5 hanks (2100 yards) to weigh 1 pound. The denominator represents the ply count of the yarn.
- **Stitch rate (or stitches per inch)** – Defines the number of times per inch a stitch occurs, just as gauge expresses the frequency of tufts across the width. Stitch rate is the number of times an individual needle inserts a tuft into the primary backing as the primary backing moves one inch through the tufting machine. This is sometimes abbreviated SPI. Therefore 8 stitches per inch means that as the primary backing moved through the tufting machine, a single needle form 8 tufts or stitches.
- **Stretch** – A carpet installation term for the give in carpet when it is pulled over pad onto tackless strips.
- **Stripping** – This is a process of removing the entire floor finish and sealers, leaving the bare floor for re-finishing.
- **Swags** – Fabrics dropped over the curtain railing in a careless fashion with the two tails on either side. The tails are called Jabot.
- **Swatch** – A sample cutting of wall covering or fabric.
- **Tapestry** – Wooden fabric and when used as wall covering generally depicts a scene and hangs loosely on the wall.
- **Teats** – The hidden or dead threads in the carpet are called Teats.
- **Tessellated tiles** – Small ceramic tiles often used in mosaic pattern to give highly decorative floor.

- **Toughened glass** – A process of heating and rapid cooling done to the glass sheets, which create a very tough layer of glass on the surface. If the glass breaks, it will shatter into tiny harmless fragments, which will not fall apart.
- **TPI** – The amount of twist given per square inch of yarn is expressed as TPI.
- **Tracking** – The smoothening down of carpet in heavily used areas.
- **Tuft bind** – Loop pile styles have closed loops, so twist is not a major factor. Rather, tuft bind is a consideration. Tuft bind is the relative strength of the attachment of the yarn loops to the backing of the carpet.
- **Twist** – The process whereby two or more spun yarns are twisted together. Twist is counted by the number of turns per inch (TPI) of the yarn. The performance of cut pile carpet is highly dependent on the rate of twist and twist retention. Heat setting helps stabilise yarn twist by subjecting the yarn to high temperature steam under pressure. Most carpet yarns have 2.5 to 6.0 twists per inch. A higher twist level usually results in better texture retention and better resilience. A high twist will result in a frieze, a medium twist will produce a Saxony and low twist will result in a velour or Saxony plush style.
- **Undercoat** – Usually oil-based, undercoat is applied on top of the primer. The undercoat should be of the correct colour to provide the right colour base for the finishing coats.
- **Underlay** – Also known as “under felt” acts as a shock absorber between the carpet backing and the floor. It also makes the carpet feel softer and gives a luxurious look.
- **Valance** – A short drapery, decorative board, or metal strip mounted especially across the top of a window to conceal structural fixtures. Hanging drapery for a bed, couch, window, or the like, especially that which hangs around a bedstead, from the bed to the floor.
- **Valances and swag tails** – These are window treatments consisting of gathered or pleated fabric fixed on top of a curtain, normally covering the curtain rod. They can be flat, of even size or placed in scallops ending on two sides into swag tails.
- **Varnish** – Resinous solution put on the surface to make it hard and shining.
- **Wainscot or wainscoting** – A paneling style applied to the lower 3’ (900mm) to 5’ (1500mm) of an interior wall, below the dado rail or chair rail and above the baseboard or skirting board. It is traditionally constructed from tongue-and-groove boards, though bead board or decorative panels (such as a wooden door might have) are also common.
- **Wallpaper** – A kind of material used to cover and decorate the interior walls of homes, offices and other buildings; it is one aspect of interior decoration.
- **Wicking** – A carpet condition that occurs when the backing of the carpet becomes wet and the face yarns draw the moisture and colour of the backing to the carpet’s surface.
- **Wired glass** – Are glass sheets manufactured by a process wherein a wire mesh is incorporated in the manufacture during the rolling process. The glass sheet thus produced is extra strong and if it breaks will ensure that the glass pieces do not shatter and fall all over. The broken pieces will be held in place by the wire.
- **Wood chips** – A relatively inexpensive wallpaper consisting of small chips of wood (thus the name) on the finished side of a basic paper base.

ACTIVITIES

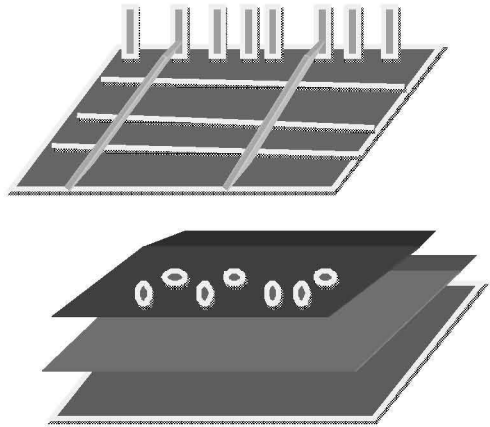
Activity 1

Suggest some wall covering for the given areas

Area	Wall covering
Lobby	
Banquet hall	
Rooms	
Speciality restaurant	
Coffee shop	
Back area	
Spa/health club	

Activity 2

Name the parts of the carpet



ANSWER

Activity 1

Area	Wall covering
Lobby	Paint, wall paper
Banquet hall	Paint, wood panelling
Rooms	Paints, wood
Speciality restaurant	Wall paper, paint, wood
Coffee shop	Wall paper, paint, wood
Back area	Paints (washable)
Spa/health club	Paints (washable)

Activity 2

- Pile
- Primary backing
- Latex
- Secondary backing
- Underlay
- Warp
- Weft

CHAPTER 22

FLORAL ART AND HORTICULTURE IN HOUSEKEEPING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Have knowledge of common flowers and foliages
- ♦ Explain different types of flower arrangements
- ♦ List the materials required for making flower arrangements
- ♦ Describe the elements and principles of flower arrangement
- ♦ Explain the flower arrangement used in various locations in hotels
- ♦ Explain the process of preservation of flowers
- ♦ List and upkeep indoor and outdoor plants in hotels
- ♦ Understand the art of Bonsai and landscaping

“When words escape, flowers speak”

– Bruce.W.Curie

“Where flowers bloom so does hope”

– Lady Bird Johnson

INTRODUCTION

Make your guests feel welcome with artistically created fresh flower designs and plants.

Flower arrangement is an art and many florists and creative artists take this art very seriously. It is not necessary that only exotic flowers are used to make beautiful flower arrangements. Magical creations are possible even with simple and wild flowers. There are several types of flower arrangement. Depending on the focal point, the shape of the arrangement is decided and the fillers are used.



Figure 22.1 Table arrangement

Flowers have a magical ability to create ambiance and mood. The selection of flower varieties and colour choice can go a long way in achieving the mood you desire. By following these three simple steps, the right mood can be created:

Consider the Lighting

Will you be hosting a candlelight dinner or a sunny brunch? Light plays a huge role in colour and how the human eye sees the flower. So for maximum “bang for your buck”, colour experts suggest a few simple tips:

For low-light or candlelight, use colours that are light or on the “warmer” side of the colour palette: yellows, oranges and reds. These colours are considered aggressive and reflect light in such a way that makes them stand out or forward. Any lighter or darker variations of these warm colours (such as light yellow, pale pink or coral) are also great choices. White or any very light colour is an excellent reflective choice for candlelight. “Cooler” colours such as purple, violet or dark blue do not reflect light in the same way. These are considered passive colours and, therefore, are recessive. These colours will be seen by the eye as being in the background or even as a dark space.

For bright spaces anything goes. Since bright light is highly reflective and shows colour in its purest hue, it is an ideal time to get maximum visibility from deeper or darker tones such as burgundy, purple or deep blue.

Extra light can add dimension to any party. A romantic effect can be achieved as simply as by adding a few white “twinkle lights” to trees or try shining an inexpensive work light or can light (available from hardware stores) onto a floral arrangement for dramatic impact. These can easily be hidden with a plant or cloth.

Choose Colours that Help Create the Mood

Have you ever noticed that certain colours make you feel a certain way? Reds and yellows make you feel vibrant, greens and cool lavender may soothe jangled nerves.

It is proven that colour actually causes a real emotional response in humans, on a visceral level. For example, it is widely understood that green is soothing to the human eye and causes us to feel restful. So, when planning your floral decor, think of the way that might make the best use of colour to make the environment vibrant.

Besides, take a cue from the type of food you plan to serve. To make the most of a zesty Mexican meal, spice it up with bright reds and golds. On the other hand, if a romantic wedding brunch in a traditional setting is on the agenda, pastels may be the perfect choice. A casual pasta dinner might call for eclectic colours.

Select Flower Varieties that Get your Point Across

While almost “anything goes” in flowers, there are certain varieties or design styles that best enhance the look or environment you are trying to achieve, whether casual or formal and help you stay within your budget. Florists can help you with appropriate choices to highlight any mood or theme. Be sure to ask them about what’s on hand. Sometimes seasonal varieties can be a great choice...like roses in summer...a great value to consumers because they are in abundance.

Top 5 Flowers for Summers

Flowers are the true **summer delight**. It is in summer when you see a gorgeous blossom almost everywhere you look, no matter where you live. It is a special season because it is the only season in the year when we get to see **naturally blue flowers – cornflower, delphinium and hydrangea**.

It is said, summer heat and humidity can wreak havoc on your garden. I hate to say it, but there really is such a thing, a delicate flower. Luckily, there are so many summer flowers to choose from. Here are my **top 5** choices for **flowers that can tolerate heat**:

Cosmos

The fragrant cosmos flower graces many a summer garden. Put one in your back yard and you'll likely attract humming birds as well as humans. The plant can grow as high as 5 feet and is available in many colours, even some striped varieties. The name cosmos comes from the Greek word for an ordered universe. Apparently those Greeks were mainly impressed with the flower's symmetrical petals.

Hibiscus

This Asian and pacific native is the state flower of Hawaii and the national flower of Malaysia. Relatives are the rose-of-sharon, okra, cotton and hollyhock, among others. There are thousands of colours and the plant can grow up to 15 feet in height.

Marigold

Easy to grow and ever-cheerful, marigolds are another summer favourite. Marigolds like full sun, natch and bloom into late fall. There are several cool varieties. African, French and Spanish Tarragon, Irish Lace – to name a few. These are also the wedding flower in India.

Sunflower

Native to North and South America, the sunflower turns to follow the sun (smart flowers!). Clearly, the bloom has plenty of vibrant colours, but a lesser-known fact is that it has no fragrance. It is the state flower of Kansas and the 3rd wedding anniversary flower.

Zinnia

One of the reasons I love zinnias is that these come in so many colours, including yellow, white, orange, purple and red. There are about 100 varieties of the flower. Zinnias are popular with gardeners and these are a hit with butterflies too. And the name? That's in honor of 18th century German botanist **Johann Gottfried Zinn**.

We should be in a position to beautify our hotel. For that we need a thorough understanding of the:

DESCRIPTIVE QUESTIONS

❖ What are the basic shapes in flower arrangement?

The basic shapes of flower arrangement are as follows:

- **Horizontal flower arrangement** – A very shallow container is used to make this type of flower arrangement. It has a single big flower as the focal point and drooping flower branches are added to each side. Rose is the main flower used as the focal point in this type of flower arrangement. Horizontal flower arrangements are very low and hence, are suitable for center table decorations.



Figure 22.2 Horizontal arrangements

Horizontal arrangements are very low and hence, are suitable for center table decorations.

- **Vertical arrangement** – It is a very tall flower arrangement. Very tall stems of flowers and leaves like tulips, roses and carnations are used for this type of flower arrangement. Shorter fillers like forget-me-not are used to make the arrangement look balanced.



Figure 22.3 Vertical arrangements

- **Crescent flower arrangement** – This type of flower arrangement is in the shape of the moon. Depending on the size of the crescent, curved shaped flower stems have to be selected. Flowers with flexible stems like gladiola and carnations can be used. Crescent flower arrangements are suitable for coffee table decoration.



Figure 22.4 Crescent arrangements

- **Triangular arrangement** – This type of flower arrangement uses the tallest flower stems in the center while the smaller flowers are placed on the sides to maintain the triangular shape. Triangular flower arrangements are used mostly in wedding ceremonies.

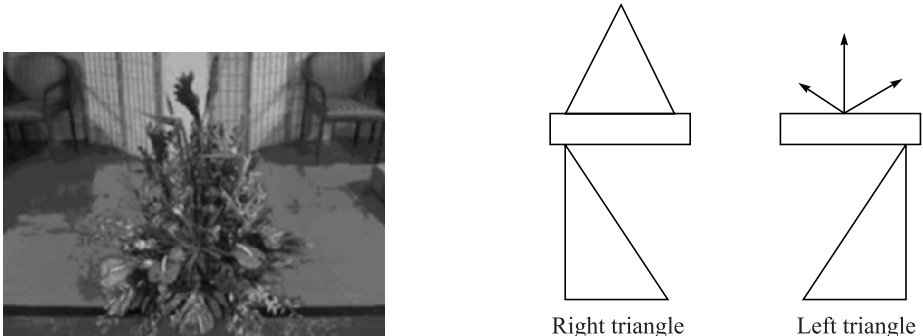


Figure 22.5 Triangular arrangements

- **Oval flower arrangement** – This type of flower arrangement has the brightest and tallest flowers in the center. The colour and the size of the flowers are allowed to gradually reduce by degrees towards the sides. Oval flower arrangements look formal and hence, it is used mostly in formal settings.

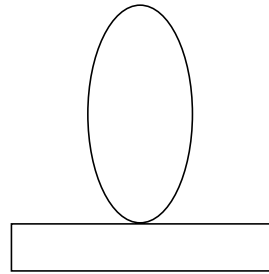


Figure 22.6 Oval arrangements

- **Minimal arrangement** – This is a very popular type of flower arrangement used for indoor decoration. It uses very few flowers and concentrates more on the focal flower.

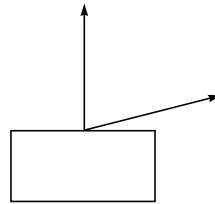


Figure 22.7 Minimal arrangements

- **Hogarth's curve or lazy "S"** – This is the most complex type of flower arrangement. The flowers are arranged to form an 'S' shape. It requires a lot of professional skill to form Hogarth's curve flower arrangement.

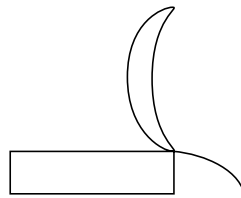


Figure 22.8 Hogarth's curve arrangements

- **Free standing arrangements** – As the name says, free standing arrangements completely depends on the designer's creativity. There is no rule to be abided to for making this arrangement.

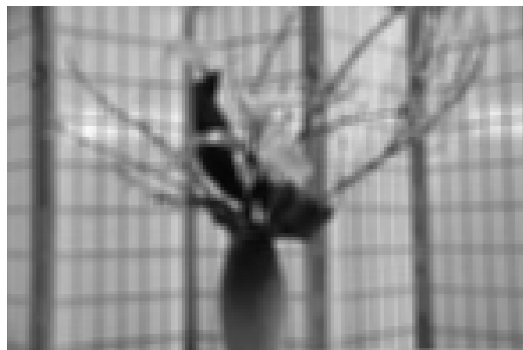


Figure 22.9 Free standing arrangements

❖ **Explain how to make flower arrangement of basic shapes.**

What You will Need:

Like any other creative project, arranging flowers is easier if all the necessary materials have been gathered together before you start. Since flowers are so perishable, the more quickly and efficiently each step is performed and the less the materials are handled, the longer the flowers and your handiwork will last.

- | | |
|--------------------------------------------------------|-----------------------------------------------------------------|
| • Plant material, cut and conditioned | • Clean container |
| • Floral foam | • Floral tape |
| • Preservative solution | • Knife |
| • A pointed tool such as a/an ice pick, awl, or pencil | • Clear working surface spread with newspapers to speed cleanup |
| • Scissors | • Water spray |
| • Watering can | • Bucket |
| • Pin holder | • Wire (if required) |

Procedure for Making Flower Arrangement

1. Keep all the flowers and foliages in a bucket of water.
2. Decide on the type of arrangement to be made.
3. Select the container depending on the arrangement.
4. Select the flowers and foliages.
5. Lay old news paper on the table to keep the table clean.
6. Keep all the materials required to make the flower arrangement on the table.
7. Start making the arrangement.
8. Measure the length of the flowers with the containers before cutting them.

9. After finishing the arrangement, pour water in the container as well as spray the arrangement with water.
10. Have a look at the arrangement from a little far and give it the last touch.
11. Keep back the excess flower and foliages in the bucket.
12. Clean the work table and throw the garbage in the dustbin.

Note:

1. Do not waste flowers and foliages.
2. Measure the length of the flowers with the containers before cutting them to avoid wastage.
3. Once the type of arrangement is decided, do not change the decision.

❖ **What are the basic materials required in flower arrangement?**

The following group of ingredients and aids are essential for making flower arrangements

- **Mechanics**
- **Equipment**
- **Containers**
- **Accessories**
- **Plant material**
- **Support**
- **Mechanics:** These are the items used to keep the flowers, foliage and stem in place within the container. Mechanics should be fixed securely and should be hidden from view. E.g. foam, pin holder, chicken wire mesh, etc.
 - **Sponge** – It is also known as oasis. Instead of kenzens, sponge can be used to hold the flowers and foliage. It is synthetically made. It has to be soaked in water till it becomes soft and then used.
 - **Chicken wire mesh** – It is crumpled and used as flower holders.
 - **Flower pins or pin holder or kenzen** – It has a metallic base with a number of pins which help in anchoring the stocks of the flowers and foliage while purchasing kenzens one must ensure that
 - a. The base should be heavy
 - b. Needles or pins should be sharp
 - c. It should not rust in water
 - d. It should be proportional to the size of the vase
 - **Prong** – This is the simplest type of floral foam anchor.
 - **Clay** – It is also used to hold the flower and foliage.
 - **Florist cone** – This is also called “flower tube” or “flower funnel”.
- **Equipment:** These include tools or other aids used to ensure that a satisfactory arrangement of plant material is created within the container. The equipment includes the following:
 - Florist scissors or shear
 - Ordinary scissors or blades
 - Secateurs - used to cut thick and woody stem
 - Floral tape
 - knife
 - Mister-spray bottle
 - Buckets and mugs
 - Watering can
 - Wire

- **Containers:** Flower containers or vases can be of various types. These include:
 - Vase and jug
 - Bowls and tray
 - Candle cups
 - Basket
 - Wreath frame
 - Florist foam container
- **Accessories:** These include
 - Pebbles, shells, marbles used to conceal the pinholder.
 - Cocktail sticks
 - Base
 - Paints
 - Candle holder
 - Turntable
 - Table mat
- **Plant material support:** These include
 - Line material – tall stem, bold leaves
 - Focal point material – bold flowers or cluster of small showy blooms
 - Filler/ secondary material – smaller flowers or all sorts of leaves and folliages

❖ **List the various types of flower arrangements in detail.**

Types of Flower Arrangement

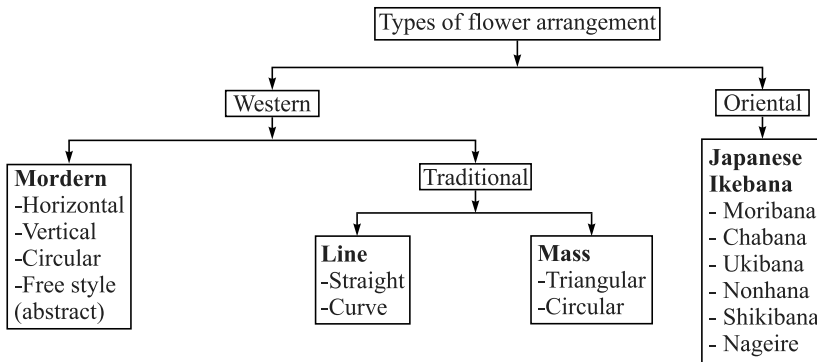


Figure 22.10 Types of flower arrangement

➤ Western arrangement

(a) *Modern*

The arrangement is not bound by any traditions. The combination of style is seen. This type of arrangement is based more on the taste of the person.

- Horizontal
- Vertical
- Circular
- Free style (abstract)



Figure 22.11 Modern arrangements

(b) Traditional

These are formal arrangements. These are also known as mass arrangements because of use of lots of flowers and foliage. These are larger and symmetrical arrangements. They can be of various shapes like l shaped, s shaped, star shaped, oval shaped or even round

- Line
 - Straight
 - Curve
- Mass
 - Triangular
 - Circular



Figure 22.12 Traditional arrangements

➤ **Oriental**

It is based on structural design or geometric pattern and more space is left between the flowers and foliage as compared to the traditional type of flower arrangement, Flowers are allowed to fall over the rim of the vase or container.

(a) Ikebana

Ikebana means flower arrangement. It is derived from the word ikku (to arrange) and bana (flowers). It also means putting flowers or plant material in water. It is a creative art. The Japanese style emphasizes on line. It has form, rhythm and colour combination.



Figure 22.13 Ikebana arrangements

❖ **Name some schools which teach ikebana. What is shin, soe and hikae in ikebana?**

There are hundreds of schools which teach ikebana, each having its own rules and regulations. The most popular schools are:

- Ikenobo
- Ohara
- Sogetsu (so – moon light and most popular among getsu – grass field) – This is one of the most popular schools in Japan.

All arrangements are based on 3 main lines:

1. *Shin* is the tallest point, called the heaven, which is taken as 1.5 times the width of the container in moribana and 1.5 times the height of the container in Nageire.
2. *Soe* is also known as man and is second highest point is usually 3/4th the height of heaven
3. *Hikae* is known as the earth, which is the lowest point and is 3/4th the height of man.

Shushi are the main stems and jushi are the subordinate stems. Flowers are not allowed to touch the rim of the vase flowers always face upwards and never trail downwards. Authentically sponge or wiremesh were not used instead a pin holders or kenzers were used. Odd number of flowers need to be used.

Hongatte is the regular arrangement and **gyakugatte** is the reverse arrangement or the mirror image.

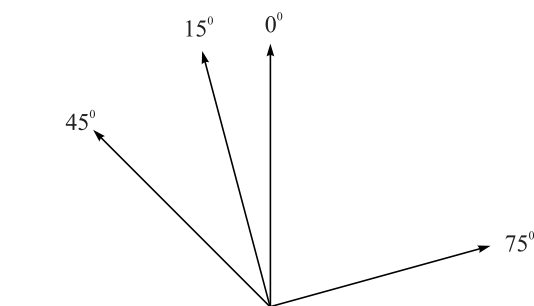


Figure 22.14 Angles used in Ikebana

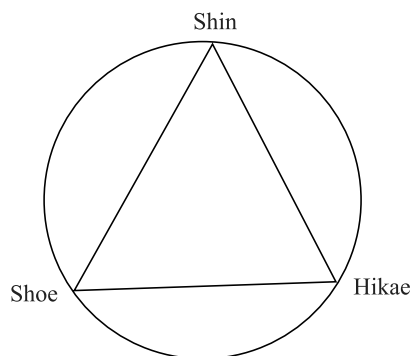


Figure 22.15 Placement of flowers on the pin holder

❖ What is ikebana? List the various types of ikebana

Ikebana means flower arrangement. It is derived from the word ikku (to arrange) and bana (flowers). It also means putting flowers or plant material in water it is a creative art. The Japanese style emphasizes on line. It has form, rhythm and colour combination.

Types of flower arrangements under the sogetsu school are

- Moribana
 - Chabana
 - Nageire
 - Morimono
 - Ukibana
 - Nonohana
 - Shikibana
- **Moribana:** This is the basic arrangement and is of two types. First one is called **basic upright syle** where shin is the tallest stalk at 150 angle, soe is at 450 angle and hikae is at 750 angle. The second type is **basic slanting type** where shin is at 450 angle, soe is at 150 angle and hikae is at 750 angle. Moribana is made in shallow containers called suiban.
 - **Morimono:** This is an arrangement with fruits and flowers and vegetables in a basket or in a polished tray or on place mats or on a space.
 - **Chabana:** Cha means tea and bana means flowers meaning flowers for tea ceremony.
 - **Ukibana:** Authentically these flower arrangements were supposed to be made in water, but now flowers are cut very short close to the head. A large tray or a plate will serve as the container. A lacquered tray is more suitable being plain provide the best contrast of cabur. The ukibana style

is generally used on a dining table flowers like lilies, waterlily hydrangea can be used (floating arrangement).

- **Nonohana:** It is an arrangement of dry and wild material. It can be arranged in ikebana style or in a free style, e.g. Bamboo leaves, cashurina, pampus grass (bombay grass), bullrushes, wood roses, etc.
- **Shikibana:** It means spreaded flower arrangement. No container or base is required for shikibana. It is made in honour of a visitor for a short period of display.
- **Nageire:** The nageire style which uses tall deep vases or containers in contrast to the low shallow ones of the moribana style. May be divided into
 - Upright
 - Slanting
 - Hanging forms

Here again the same principle of placing shin, soe and hikae is used like moribana.

❖ What are the elements of a good flower arrangement?

An understanding of the elements of art and the principles of design are basic to judge good design. The elements that are used to design flower arrangement are line, form, texture, space, light and colour. When they are used in different ways and in varying amounts, they may lead to a pleasing or jarring effect.

- Line can be vertical, horizontal, curved or 'S' shaped.
- Form gives a three-dimensional effect (length, breadth, depth) to the arrangements in different shapes.
- Texture can be smooth, rough, scaly (pine leaves), etc.
- Spacing between the flowers and foliages is very important to create an effect and emphasize on each element.
- Light creates the mood thus the lighting available in the place where the arrangement has to be placed plays a very important role.
- Depending on the colour, the arrangement gives a feeling of warmth or coolness to a room.

All the above elements have a psychological effect on people, e.g. a vertical or tall arrangement gives a masculine effect and can be placed in offices, executive rooms, etc. A shallow arrangement gives a restful effect. Such arrangements can be used in bedrooms or rest rooms. A diagonal arrangement gives an active effect and can be used in banquet halls, etc.

❖ Discuss in brief the principles of flower arrangements

The principles of design are the concepts used to organise or arrange the structural elements of design. The way in which these principles are applied affects the expressive content, or the message of the work. The principles are:

- | | |
|-----------|--------------|
| • Balance | • Proportion |
| • Rhythm | • Emphasis |
| • Unity | |

- **Balance:** It is achieved through scales, colour, size, placement, etc. It is a relationship between the flowers and container and the location where it is kept. Larger and darker flowers look

heavier than smaller and lighter flowers. Hence, the heavier flowers are placed towards the bottom whereas the lighter flowers away from the center to give the arrangement a sense of balance.

- **Proportion:** Flowers should be in proportion with the container and the arrangement must be in proportion with the location. Flowers in a tall vase must not be more than 1½ times the height of the vase. Similarly, for a shallow container, the highest point must not be more than 1½ times the width of the container.
- **Emphasis:** It is not usually given to the vase or the container. Vase should be neutral or dull in colour. The best flowers are emphasized to attract one's attention among all the other flowers in the arrangement. Emphasis can further be achieved by providing a focal point.
- **Rhythm:** It can be described as a sense of movement which flows through the main lines of arrangement. The purpose is to direct one's eye so that the shape of the whole arrangement is followed and understood.
- **Harmony:** It ensures the materials used in the arrangement are suitable to the location and occasion. The colour of the flower and container should blend easily so as to provide a pleasing contrast with each other and the back ground is necessary to view the arrangement without distraction.
- **Design:** It is the plan or shape of the combination as a whole. Design is obtained by using the material available to suit the occasion, e.g. a Christian wedding.

❖ What are points to remember to keep flower last longer?

The life expectancy of cut flowers is not long – as a matter of fact, the flowers are dead at the very moment they are cut. You can keep them preserved by hydrating them daily and some blooms may last up to two weeks after you receive them. Take these tips to get the most out of your flowers:

- Change water in all arrangements every day.
- A few drops of disinfectant dropped into the water in vases or containers are useful as this slows the decaying of the flower and avoids unpleasant odour (sugar, alam, and aspirin).
- Soft and hollow stems (Arun lily) should be soaked in salt solution to keep them for a longer time.
- Alam, sugar helps to preserve flowers and also helps in opening of the buds.
- Aspirin, salt or sugar acts as a preservative in water.
- Cut flowers before sunrise.
- Flowers to be cut in an angle.
- Flowers when brought indoors to be recut under water.
- Give a good drink of neck deep water for at least half an hour before using them.
- Big leaves and branches should be merged head down in water for a few minutes.
- Hard woody stems, barks to be removed or can be crushed for up to half an inch (seepage).
- Flowers like serbras or any dainty flowers to be wapped in a newspaper and put in water to prevent curling.
- For milky stems put the stock immediately into water or rub the stock immediately in the mud after cutting or burn the ends so that the secretion stops inside the stem.

❖ **What are the different styles of flower arrangement?**

Flower arrangement styles can be based on

- The angle from which they are seen – all around or in a facing arrangement
- The amount of space present in the arrangement – massed or lined
- The type of plant material used – foliage or dried flower arrangement
- The effect of the arrangement – formal, semi-formal, informal

❖ **Give some of the features of a good floral design.**

- | | |
|--------------------------|-----------------------------|
| ➤ An established style | ➤ Ingredients in proportion |
| ➤ A suitable background | ➤ Variety of texture |
| ➤ Arrangement in balance | ➤ A feeling of rhythm |
| ➤ Proper use of colour | ➤ Focus on emphasis |

❖ **What is horticulture and explain its types?**

Horticulture is the industry and science of plant cultivation. Some would say that horticulture is the process of preparing soil for the planting of seeds, tubers, or cuttings. Horticulturists work and conduct research in the disciplines of plant propagation and cultivation, crop production, plant breeding and genetic engineering, plant biochemistry and plant physiology. The work particularly involves fruits, berries, nuts, vegetables, flowers, trees, shrubs and turf. Horticulturists work to improve crop yield, quality, and nutritional value, resistance to insects, diseases and environmental stresses. Horticulture usually refers to gardening on a smaller scale, while agriculture refers to the large-scale cultivation of crops.

The word is a composite of two words, horti, meaning grass (originated from the Greek χορτον, meaning grass) and the word culture.

Horticulture involves eight areas of study, which can be grouped into two broad sections – ornamentals and edibles:

- **Arboriculture** is the study of and the selection, planting, care and removal of individual trees, shrubs, vines and other perennial woody plants.
- **Floriculture** includes the production and marketing of floral crops.
- **Landscape horticulture** includes the production, marketing and maintenance of landscape plants.
- **Olericulture** includes the production and marketing of vegetables.
- **Pomology** includes the production and marketing of fruits.
- **Viticulture** includes the production and marketing of grapes.
- **Postharvest physiology** involves maintaining the quality of and preventing the spoilage of horticultural crops.

❖ **What are indoor plants and what are their advantages?**

Indoor plants can be very beneficial in our homes and workplaces (hotels). They purify and renew our stale indoor air by filtering out toxins, pollutants and the carbon dioxide we exhale - replacing them with life sustaining oxygen! You can use plants in your home or office to improve the quality of the air to make it a more pleasant place to live and work – where people feel better and perform better. The indoor plants in your office or home are not only decorative, but NASA scientists have found them

to be useful in absorbing potentially harmful gases and cleaning the air inside modern buildings. NASA research on indoor plants has found that living plants are so efficient at absorbing contaminants in the air that some will be launched into space as part of the biological life support system aboard future orbiting space stations.

Indoor plants act as filters for air pollutants – Air pollutants are generated by computer equipment, furniture, paint and air conditioning. The air pollutants are circulated in the air in your office. Indoor Plants make the work environment livelier.

Indoor plants make every office look great and have been shown to reduce illness and increase productivity.

❖ How do the housekeepers upkeep indoor plants?

Here are a few tips to help you keep your plants looking fresh and healthy.

- Selection of plants should depend on availability of space and light.
- Even though indoor plants do not require direct sunlight, they need bright natural light.
- To avoid growth of plants in one direction (the direction from which it gets light), turn the plant occasionally to promote fuller growth in all directions.
- Plants in water-holding potting mediums require less frequent watering.
- Watering should be twice a day in hot and dry seasons.
- Repotting of plants should be done at least once a year, depending on quality of potting medium.
- Plants need to be fertilised regularly for healthy growth. Especially flowering plants like roses and hibiscus need regular fertilizers for good flowering.
- Plants should be pruned occasionally to maintain their shape, to remove unwanted damaged parts and to promote new fresh growth.
- Any sign of infection by plant pests should be monitored. Plants should be treated with appropriate insecticide or fungicide at the earliest stage of infection to avoid damage to plants.

Three main factors that affect the growth and health of plants are Light, Water and Fertilizer.

Light: It is the food of plants as it enables photosynthesis. The photosynthesis process, in presence of light, converts water and carbon dioxide into sugars and oxygen. As a very general rule flowering plants and colourful foliage plants need direct sun, ornamental foliage plants don't need direct sun and will survive in less light and cacti and succulents need lots of sunlight. Low light indicators are pale leaves, slow, weak growth of stems, leaves drying and dropping, etc. Brown burn marks on exposed leaves, shrivelled dry leaves, indicates too much light.

Water: Water requirements of plants should be fulfilled by regular and appropriate watering. Watering of potted plants should be just enough to wet the complete potting medium. Excess water draining from the pot should not be allowed to collect below the pot as excess water can rot the roots. Humidity of surrounding air also affects the health of plants. Few methods to increase humidity around house plants are misting (spraying). The benefits of misting are that it cools the plants down in the hot weather, provides humidity to leaves in dry conditions and cleans the leaves. Plants requiring high humidity should be kept in the bathrooms or kitchens as these are generally the most humid rooms. Brown dry leaf tips, yellow leaves, leaf fall, indicate low humidity/dry air.

Fertiliser: What is there in the plant food? There are three major constituents of plant food – Nitrogen (N) - for leaf growth and 'greening' of plants, Phosphates (P_2O_5) - for root growth, Potash (K_2O) - For

flowers. Other elements of plant food are Trace elements. These are generally present in the most compound fertilisers.

There are a few points that should be kept in mind for feeding your plants:

- Feeding should be once in 2 to 4 weeks.
- Proportion of food should be as stated on the fertiliser container (most fertiliser packages give instructions for feeding).
- Less feed regularly is better than infrequent high amounts of feed.

Fertilisers are now available in various forms like powders, pellets/sticks and liquids. Pellets / sticks are easier to use. Liquids dissolved in water are best for house plants as they are evenly distributed throughout the potting medium to all roots.

❖ **Name a few indoor plants used in hotels.**



Figure 22.16 Croton



Figure 22.17 Monstera



Figure 22.18 Palms



Figure 22.19 Star-light

Some names of indoor plants

- Corn plant (*Dracaena Massangeana*)
- Gerbera daisies (*Gerbera jamesonii*)
- Madagascar Dragon Tree (*Dracaena*)
- Rubber plant (*Ficus elastica*)
- Sword or Boston fern (*Nephrolepis exaltata*)
- English Ivy (*Hedera helix*)
- Golden pothos (*Epipremnum aureum*)
- Peace Lily (*Spathiphyllum*)
- Spider plant (*Chlorophytum comosum*)
- Weeping fig (*Ficus benjamina*)

❖ **What is bonsai? Give some basic styles of bonsai used in hotels.**

Bonsai – Bonsai (lit. tree-in-a-tray) is the art of aesthetic miniaturisation of trees, or of developing woody or semi-woody plants shaped as trees, by growing them in containers. Cultivation includes techniques for shaping, watering and repotting in various styles of containers. ‘Bonsai’ is a Japanese pronunciation of the earlier Chinese term *penzai*. ‘Bon’ is a tray like pot typically used in bonsai culture. The word bonsai is used in the West as an umbrella term for all miniature trees in containers or pots.

Common styles

The most common styles include formal upright, informal upright, slanting, semi-cascade, cascade, raft, literati and group/forest. Less common forms include windswept, weeping, split-trunk and driftwood styles.

- **The formal upright style or *Chokkan*** is characterised by a straight, upright, tapering trunk. Branches progress regularly from the thickest and broadest at the bottom to the finest and shortest at the top.

The trunk and branches of the informal upright style, or *Moyogi* incorporate visible curves, but the apex of the informal upright is always located directly above the trunk’s entry into the soil line. Similar to the formal upright style, branches generally progress regularly from largest at the bottom to smallest at the top, although this progression may be broken where the irregular shape of the trunk would make a branch abnormally prominent or obscure.



Figure 22.20 Formal upright style Bald cypress

- **Slant-style or *Shakan*** bonsai possess straight trunks like those of bonsai grown in the formal upright style. However, the slant style trunk emerges from the soil at an angle and the apex of the bonsai will be located to the left or right of the root base.
- **Cascade-style or *Kengai*** bonsai are modelled after trees which grow over water or on the sides of mountains. The apex, or tip of the tree in the Semi-cascade-style, or *Han Kengai*, bonsai extend just at or beneath the lip of the bonsai pot; the apex of a (full) cascade style falls below the base of the pot.
- **Raft-style or *Netsuranari*** bonsai mimic is a natural phenomenon that occurs when a tree topples onto its side, for example, from erosion or any other natural force. Branches along the top side of the trunk continue to grow as a group of new trunks. Sometimes, roots will develop from buried portions of the trunk. Raft-style bonsai can have sinuous, straight-line, or slanting trunks, all giving the illusion that they are a group of separate trees, while the branches of a tree are actually being planted on its side.
- **The literati style or *Bunjin-gi*** bonsai is characterised by a generally bare trunk line, with branches reduced to a minimum and typically placed the top of a long, often contorted trunk.



Figure 22.21 Semi-cascade style larch

This style derives its name from the Chinese **literati** who created Chinese brush paintings like those found in the ancient text, *The Mustard Seed Garden Manual of Painting*. Their minimalist landscapes often depicted trees growing in harsh conditions, with contorted trunks and reduced foliage. In Japan, the literati style is known as *bunjin-gi* (*Bunjin* is a translation of the Chinese phrase *wenren* meaning “scholars practiced in the arts” and *gi* is a derivative of the Japanese word, *ki*, for “tree”).

➤ **The group or forest style or *Yose Ue*** comprises a planting of several or many trees and typically an odd number, in a bonsai pot. The trees are usually the same species, with a variety of heights employed to add visual interest and to reflect the age differences encountered in mature forests.



Figure 22.22 Forest style

- **The broom style or *Hokidachi*** is employed for trees with extensive, fine branching, often with species like elms. The trunk is straight and upright. It branches out in all directions about 1/3 of the way up the entire height of the tree. The branches and leaves form a ball-shaped crown which can also be very beautiful during the winter months.
- **The multi-trunk style or *Ikadabuki*** has all the trunks growing out of one spot with one root system and it actually is one single tree. Its counterpart in nature is the tree clump formed, for example, where a single pine cone has sprouted a number of seedlings in one spot. All the trunks combine to support one crown of leaves in which the thickest and most developed trunk forms the top.
- **The Shari style or *Sharimiki*** style involves portraying a tree in its struggle to live while a significant part of its trunk is bare of bark. In nature, trees in the Sharimiki style are created by lightning or animals eating the bark.
- **The root-over-rock style or *Sekijoju*** is a style in which the roots of the tree are wrapped around a rock. The rock is at the base of the trunk, with the roots exposed to varying degrees as they traverse the rock and then descend into the soil below.
- **The growing-in-a-rock or *Ishizuke*** style means the roots of the tree are growing in soil contained within the cracks and holes of the rock. The rock may serve as a simple container with the tree escaping the container and forming its own shape. Alternatively, the tree may show a definite relationship to the rock's shape, growing close to the rock and following its contours.

Steps Involved in Making a Bonsai Tree

- Select a bonsai tree. There are several varieties to choose from. No matter what type of bonsai tree you choose, they all require the same basic preparation and care.
- Prune the bonsai tree. Bonsai trees are meant to remain small. Hence, you will want to trim and cut its branches so they are not sticking out or hanging over.

Prepare the bonsai pot. Choose a bonsai pot or small pots that are not very deep. They must have 1 or 2 holes in the base. Cover the holes with a small piece of screen, but make sure that water can come and go through these holes.

- Purchase bonsai tree soil. Bonsai trees will not survive in regular soil, so make sure that the soil used is especially for the bonsai tree.

- Plant the tree in the soil. Place the tree in the centre of the pot. Before you cover the roots, secure them with a piece of wire. Simply wrap the wire around the bulb and roots and then trim off the excess wire. This will prevent the tree from falling or drooping over.
- Provide your bonsai tree with plenty of sunlight and water it once a week. Trim or prune the tree as needed.
- Research techniques on how to maintain and shape your specific bonsai tree. There are many different types, sizes and shapes of bonsai trees, so it is important that you learn, all you can, about your specific tree.

SPECIFIC QUESTIONS

❖ Name some flowers used in making flower arrangements in hotels.

Aster, orchid, roses, gladioli, carnation and lilies are some of the flowers used in making flower arrangements in hotels.

❖ Name three different types of flower arrangement styles.

Three different types of flower arrangements are:

1. Traditional or western style
2. Oriental or geometric style
3. Free style or modern style

❖ What is ikebana? What are the various types of ikebana?

Ikebana means flower arrangement. It is derived from the word IKKU (to arrange) and Bana (flowers). It also means putting flowers or plant material in water which is considered as a creative art. It has form, rhythm and colour combination. Various types of ikebana are:

- | | |
|------------|-------------|
| ○ Moribana | ○ Ukibana |
| ○ Chabana | ○ Nonohana |
| ○ Nageire | ○ Shikibana |
| ○ Morimono | |

❖ What is the difference between ikebana and chabana?

Ikebana means flower arrangement. It is derived from the word IKKU (to arrange) and Bana (flowers). It also means putting flowers or plant material in water which is considered as a creative art. It has form, rhythm and colour combination.

Chabana is a type of ikebana. Cha means tea and bana means flowers meaning flowers for tea ceremony.

❖ Name five foliages

Five foliages are: Asparagus, golden rods, blue daisies, ferns and cyprus.

❖ What arrangement will be preferred for a buffet setup?

Horizontal arrangement will be preferred for a buffet setup.

❖ **Name the different types of flower arrangements made in hotels.**

- Horizontal
- Circular
- Free style
- Vertical
- Crescent

❖ **Give two ways to keep flower last longer.**

- Flowers to be cut in an angle.
- Give a good drink of neck deep water for atleast half an hour before using them.

❖ **What are the basic materials required in flower arrangement?**

(Refer written test question section)

❖ **What are the various themes applied in flower arrangements?**

Various themes applied in flower arrangements are:

- Wedding theme
- Country-based theme
- Seasonal theme
- Religious theme
- State-based theme

❖ **Discuss which forms of flower arrangements are ideal for**

- (a) Lobby – mass arrangement
- (b) Reception counter – triangular
- (c) Restaurant – mass arrangement in the center of the restaurant suiting the theme of the restaurant
- (d) Banquet hall – 3 tier arrangement at the corners of the hall
- (e) VIP room – oval arrangement

❖ **What is blue daisy flower or foliage?**

- Are used more like foliage.

❖ **What is landscaping and landscaping plans? Name some landscaping design.**

Landscaping is the beautification of outdoor terrain which is mainly engaged in exterior works and gardening in both residential and non-residential buildings and parks through the process of planting trees, flowers, shrubs, grasses, water fountains, construction of kerbs, walkways, pavements and drainage.

Landscaping refers to any activity that modifies the visible features of an area of land, including:

- Living elements, such as flora or fauna; or what is commonly referred to as gardening, the art and craft of growing plants with a goal of creating a beautiful environment within the landscape.
- Natural elements such as landforms, terrain shape and elevation, or bodies of water;
- Human elements such as structures, buildings, fences or other material objects created and/or installed by humans; and
- Abstract elements such as the weather and lighting conditions.

Landscaping is both science and art and requires good observation and design skills. A good landscaper understands the elements of nature and construction and blends them accordingly.

SUMMARY

Flowers are widely used for interior decoration; as they give an aesthetic appeal to the ambiance. Flower arrangement is an art and it is widely used in hotels, offices and hospitals on an everyday basis. Flower arrangement may be defined as the art of organising and grouping together plant materials to achieve harmony of form, colour and texture. They add cheer, beauty, life and happiness to the ambiance.

In hotels flowers are used extensively. There are different arrangements of flower placed on different places. Large spectacular arrangement are kept in the lobby or/and restaurant and small arrangements are kept in rooms or/and suites. The extent to which flowers are used in hotel interior depends on the degree of luxury provided. The housekeepers in most hotels are responsible for all the flower arrangements and their placements.

While all the information that we now have is absolutely necessary for good housekeeping, it is the working procedure of various departments in the housekeeping department itself that makes it possible for a hotel to be as presentable as it is. Let us take a look at the various departments that come together seamlessly to provide us as consumers an experience to remember.

KEY TERMS

- **Accent** – Emphasis on strongly contrasting details used to highlight a part of the floral design.
- **Accessories** – It is an item of non-plant material that is included with or alongside the arrangement. Accessories can be decorative or functional.
- **Biedermeier** – This is a flat or domed mass arrangement in a round and shallow container. The flowers may be fresh, dried or artificial.
- **Biennial plants** – A biennial plant is a flowering plant that takes two years to complete its biological lifecycle.
- **Bio-fertilisers** – ‘Biofertiliser’ is a substance which contains living microorganisms which, when applied to seed, plant surfaces or soil, colonises the rhizosphere or the interior of the plant and promotes growth by increasing the supply or availability of primary nutrients to the host plant.
- **Bonsai** – **Bonsai** (lit. tree-in-a-tray) is the art of aesthetic miniaturisation of trees, or of developing woody or semi-woody plants shaped as trees, by growing them in containers. Cultivation includes techniques for shaping, watering and re-potting in various styles of containers. ‘Bonsai’ is a Japanese pronunciation of the earlier Chinese term penzai. A ‘bon’ is a tray-like pot typically used in bonsai culture. The word bonsai is used in the West as an umbrella term for all miniature trees in containers or pots.
- **Byzantine cone** – The arrangement consists of moss-filled wire frame or a cone of florist foam. Dried or artificial flowers are best suited for such arrangements.
- **Candle cups** – This is a shallow dish of plastic or metal that holds a block of florist foam and has a short stem at the base.
- **Ceramic** – Made from a mixture of various grades of sand and clay. The mixture is hand shaped into various articles or pressed into tiles or sheets and baked at high temperature, glazed and re-baked to provide a hard, non-porous and glazed surface that cannot be stained. It is used in the manufacture of tableware, flower vases and other artifacts.

- **Chabana** – Cha means tea and bana means flowers, meaning flowers for tea ceremony.
- **Chicken wire mesh** – It is crumpled and used as flower holders.
- **Compost** – It is a combination of food waste and brown waste that is being decomposed through aerobic decomposition into a rich black soil. The process of composting is simple and practiced by individuals in their homes, farmers on their land and industrially by cities.
- **Conditioning** – It refers to the preparation of cut plant material for a longer life, the filling of the stem with water and the prevention of wilting.
- **Deciduous** – It means falling off at maturity or tending to fall off (derived from the Latin word *decidere*, to fall off) and is typically used in reference to trees or shrubs that lose their leaves seasonally and to the shedding of other plant structures such as petals after flowering or fruit when ripe. In a more specific sense, deciduous means the dropping of a part that is no longer needed, or falling away after its purpose is finished. In plants it is the result of natural processes.
- **Evergreen** – In botany, an evergreen plant is a plant having leaves all year round. This contrasts with deciduous plants, which completely lose their foliage for a part of the year.
- **Fillers** – These are plant material used to hide plant stem, the container edges and oasis.
- **Foliage** – This usually refers to leafy plant material in flower arrangement.
- **Free style or modern style** – The arrangement is not bound by any traditions. The combination of style is seen. This type of arrangement is based more on the taste of the person.
- **Golden ratio** – The ratio 2:3 as applied to design, where the shorter side measures 2 units and the longer 3 units. It is also called the Greek oblong.
- **Groundcover** – It refers to any plant that grows over an area of ground, used to provide protection from erosion and drought and to improve its aesthetic appearance (by concealing bare earth).
- **Hikae** – In ikebana, there are 3 main stems which make up an ikebana arrangement. Hikae is the shortest stem or the lowest point in the flower arrangement.
- **Ikebana** – Ikebana means flower arrangement. It is derived from the word IKKU (to arrange) and Bana (flowers). It also means putting flowers or plant material in water. It is a creative art.
- **Kenzan** – It has a metallic base with a number of pins which help in anchoring the stocks of the flowers and foliage.
- **Landscaping** – It refers to any activity that modifies the visible features of an area of land, including living elements, such as flora or fauna; or what is commonly referred to as gardening, the art and craft of growing plants with a goal of creating a beautiful environment within the landscape.
- **Manuring** – It is an organic matter used as organic fertiliser in agriculture. Manures contribute to the fertility of the soil by adding organic matter and nutrients, such as nitrogen that is trapped by bacteria in the soil. Higher organisms then feed on the fungi and bacteria in a chain of life that comprises the soil food web.
- **Mechanics** – These are items used to keep the flowers, foliage and stem in place within the container. Mechanics should be fixed securely and should be hidden from view. E.g. foam, pin holder, chicken wire mesh, etc.
- **Mister** – A hand held spray bottle to produce a fine mist of water droplets in an aid to keeping an arrangement looking fresh in warm weather.
- **Morimano** – This is an arrangement with fruits and flowers and vegetables in a basket or in a polished or in a tray or on place mats or on a space.

- **Mulching** – In agriculture and gardening, mulch is a protective cover placed over the soil, primarily to modify the effects of the local climate. A wide variety of natural and synthetic materials are used.
- **Nonohana** – It is an arrangement of dry and wild material. It can be arranged in ikebana style or in a free style, e.g. Bamboo leaves, cashurina, pampus, grase (Bombay grass), bullrushes, wood roses, etc.
- **Oasis** – These are also known as sponge. Instead of kenzens, sponge can be used to hold the flowers and foliage. It is synthetically made. It has to be soaked in water till it becomes soft and then used.
- **Patio** – From the Spanish patio, meaning ‘back garden’ or ‘backyard’, it is an outdoor space generally used for dining or recreation that often adjoins a residence and is typically paved. It may refer to a roofless inner courtyard of the sort found in Spanish-style dwellings or a paved area between a residence and a garden.
- **Perennial** – A perennial plant or perennial (Latin per, “through”, annus, “year”) is a plant that lives for more than two years. When used by gardeners or horticulturalists, this term applies specifically to perennial herbaceous plants. Scientifically, woody plants like shrubs and trees are also perennial in their habit.
- **Petites** – These are small scale arrangements measuring a maximum of 9 inches in height, width and depth, thus requiring less material and more skill.
- **Prong** – These are the simplest type of floral foam anchor. It is a small plastic disc with four vertical prongs.
- **Secateurs** – These are used to cut through thick and woody stems.
- **Seika** – This is a formal oriental flower arrangement that has strict rules governing the lengths and angles of the stem. These are basically triangular arrangements with stiff style.
- **Shears** – Florist scissors or shear does not crush the stem like normal scissors.
- **Shikibana** – It means spreaded flower arrangement. No container or base is required for Shikibana. It is made in honour of a visitor for a short period of display.
- **Shin** – In ikebana, shin is considered as heaven that is the tallest point in the flower arrangement.
- **Soe** – In ikebana, soe is considered as man that is the second highest point in the flower arrangement.
- **Sogetsu** – It is one of the most famous schools in Japan where Ikebana is taught.
- **Stub wire** – It is the strongest wire to support drooping stems.
- **Succulent** – It is also known as succulents or fat plants. These are water-retaining plants adapted to arid climate or soil conditions. Succulent plants store water in their leaves, stems and/or roots.
- **Tazza** – A cup borne on a tall and narrow stem.
- **Tokonomo** – These are rooms in Japanese houses for display of ikebana flower arrangements.
- **Trellis** – A trellis is a structure, usually made from interwoven pieces of wood, bamboo or metal that is often made to support a climbing plant or plants. There are many types of trellis for different places and for different plants, such as sweet peas, grapevines, ivy or other support based growing plants.
- **Turf** – Grass together with a surface layer of soil held together by their roots.
- **Turn tables** – This is useful as a base for an all-round balanced arrangement.
- **Ukibana** – It means floating flowers as these are being cut very short close to the head. A large tray or a plate will serve as the container. A lacquered tray is more suitable being plain provide

the best contrast of colour. The Ukibana style is generally used on a dining table flowers like lilies, water lily and hydrangea can be used (floating arrangement).

- **Urn** – A robust cup in a pottery, stone or plastic borne on a short, stout stem and often with handles.
- **Vermicast** – Known as worm castings, worm humus or worm manure, it is the end-product of the breakdown of organic matter by the species of earthworm.
- **Vermicompost** – It is composting by utilising various species of worms, specifically red wigglers, white worms and earthworms creating the heterogeneous mixture of decomposing vegetables or food waste, bedding materials and pure vermicast produced during the course of normal vermiculture operations.
- **Vertical gardens** – It is a very new concept used in hotels to grow plants vertically on the walls of the lobby, etc.
- **Water can** – This is used for topping up the water supply in a container or rewetting the foam for holding a fresh flower arrangement.
- **Weeding** – Process of removing unwanted plants.
- **Wreath frame** – Wreaths bedecked with seasonal flowers, berry and foliage are favourite features for the table and door at festivities like Christmas.

ACTIVITIES

Activity 1

Multiple Choice Questions

- (A) Which one of these is not a flower?
 (1) Rose (2) Asters (3) Ferns (4) Hibiscus
- (B) Which one of these is to be avoided to ensure flowers last long?
 (1) Cut flowers before sunset
 (2) Flowers to be cut in an angle
 (3) Flowers when brought indoors to be recut under water
 (4) Give a good drink of neck deep water for at least half an hour before using them
- (C) Which among the four are the principles of flower arrangements?
 (1) Form (2) Balance (3) Proportion (4) Rhythm
- (D) Which of these is a type of flower arrangement?
 (1) Triangular arrangement (2) Crescent arrangement
 (3) Oval arrangement (4) All the above
- (E) What is Chabana?
 (1) This is an arrangement with fruits and flowers and vegetables
 (2) Flowers for tea ceremony
 (3) It means floating flowers
 (4) It is an arrangement of dry and wild material
- (F) What is Nonohana?
 (1) This is an arrangement with fruits and flowers and vegetables
 (2) Flowers for tea ceremony

- (3) It means floating flowers
- (4) It is an arrangement of dry and wild material
- (G) Which arrangement will be preferred for a dressing table?
 - (1) Horizontal arrangement
 - (2) Vertical arrangement
 - (3) Crescent arrangement
 - (4) Oval arrangement
- (H) Which flower arrangement is best suited for a reception counter or desk?
 - (1) Vertical arrangement
 - (2) Crescent arrangement
 - (3) Minimal arrangement
 - (4) None
- (I) What is an oriental flower arrangement?
 - (1) It is a formal arrangement
 - (2) It is based on structural design or geometric pattern. More space is left between the flowers and foliage
 - (3) The arrangement is not bound by any tradition
 - (4) None of the above
- (J) Flowers improve the aesthetic appearance in any given establishment.
 - (1) True
 - (2) False

Activity 2

Flower Quiz

- (1) What is the meaning of Alstroemeria?
- (2) Which flowers are the most popular spring flowers of all time?
- (3) What does RHS stand for?
- (4) What is the genus name of sunflower?
- (5) Female parts of a flower are called _____.
- (6) What is the national flower of Nepal?
- (7) Which country leads in the exports of cut flowers?
- (8) Which flowers did Anna Jarvis distribute to the mothers on the first celebration of Mothers Day?
- (9) Which flowers are gifted to friends on Friendship Day?
- (10) What is the state flower of Delaware?
- (11) Which of the following flowers is confined only to the polar region?
- (12) Daffodils fall under the genus.
- (13) "I'd rather have roses on my table than diamonds on my neck." Who said these words?
- (14) Which is the flower symbolised with Lord Buddha?
- (15) Where did Ikebana flower arrangement originate?
- (16) Who is the pioneer of Flower Essence Therapy?
- (17) In which country, in 17th century, a tulip bulb was sold for a very high rate of 5,200 guilders (Tulipomania)?
- (18) Which flower is referred to as The Queen of Tropics?
- (19) Which flower is the national flower of Pakistan?

Activity 3

Identify the flowers and foliages

1.



2.



3.



4.



5.



6.



7.



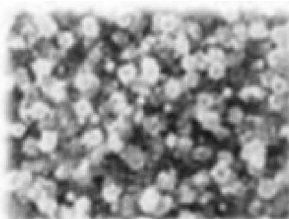
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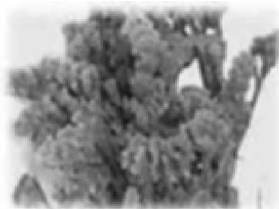
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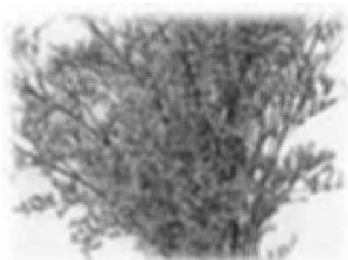
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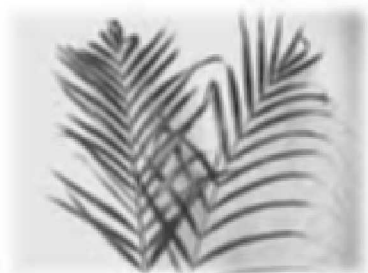
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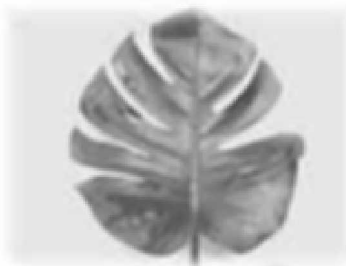
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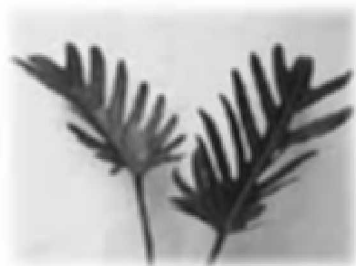
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16.



17.



ANSWERS

Activity 1

A-3, B-1, C-1, D-4, E-2, F-4, G-1, H-3, I-2, J-1

Activity 2

1. Friendship
2. Tulips
3. Royal Horticultural Society
4. Helianthus
5. Carpels
6. Rhodendron
7. Netherlands
8. Carnations
9. Yellow roses
10. Peach blossom
11. Purple heather
12. Narcissus
13. Emma Goldman
14. Lotus
15. Japan
16. Edward Bach
17. Netherlands
18. Hibiscus
19. Tube roses

Activity 3

1. Carnation
2. Anthurium
3. Aster
4. Gladiolus
5. Daffodil
6. Tulip
7. Gerbera
8. Alstromeria
9. Heliconia
10. Baby Breath
11. Deep purple statics
12. Lucky bamboo
13. Casper
14. Song of India
15. Yellow palm
16. Monstera
17. Philodendron

CHAPTER 23

GREEN HOUSEKEEPING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Know the energy and water conservation process in hotels
- ♦ Understand the importance and ways of waste disposal in hotels
- ♦ Understand Ecotel concept
- ♦ Understand Ecotel certifications
- ♦ Enlist eco friendly products

“When we heal the earth, we heal ourselves.”

– David Orr

INTRODUCTION

An eco-friendly hotel or ecotel encapsulates the whole idea of environmental protection through energy conservation and sustainable development. Ecotels, also called Green Hotels have become a global phenomenon. Hotels around the world are making a huge effort to conserve natural resources by lowering their consumption of energy and water as well as implementing responsible waste management methods.

An eco-friendly hotel should meet certain criteria such as ecological sustainability, proven contribution to conservation, provision of environmental training programmes, incorporation of cultural considerations and provision of an economic return to the local community. In India, some of the Ecotels are: The Orchid, Mumbai; Roadas, Mumbai; Ceebros Raintree, Chennai; Hotel Gautam, Mahabaleshwar; Hotel Laguna, Lonavla; and The White Orchid, Jammu.

- Seven billion tons of CO₂ is emitted into the atmosphere from the United States every year.
- The average American household emits 15 tons of CO₂ annually, half of which comes from the energy needs of our homes.

- We burn 400% more gas and coal than we need to because 73% of all power generated from US power plants gets lost in transmission.
- If every American household (100 million homes) changed just **ONE** light bulb to a compact fluorescent, it would be like taking 1 million cars off the road.
- Turning your thermostat down just 3 degrees in the winter and up 3 degrees in the summer reduces half a ton of CO₂ into the atmosphere every year.
- Driving a hybrid car will reduce your CO₂ emissions by 8 tons versus driving an average American car.

So what are you going to do to help make a change?

The idea of green housekeeping is not new but the innovations and the technologies which have made it a reality are relatively closer to our present. We are well-aware of our duties to our own planet and the following would help us understand them in the hotel industry better:

DESCRIPTIVE QUESTIONS

❖ **Suggest some energy conservation methods for your hotel**

Energy conservation measures for the Hotel industry are:

Food & Beverage Department

This department consumes approximately 25% of the total energy cost so the opportunities to reduce energy consumption in this area are excellent. Some helpful guidelines are given below.

A. Food Preparation–Kitchen

1. Determine the preheating time for ovens, grills, boilers, fryers and other cooking equipment. Generally speaking 10 to 20 minutes should be sufficient.
2. When using ovens, set thermostat at the desired temperature. Ensure thermostat controls are operating properly.
3. Determine cooking capacity of ovens; use smaller or more energy efficient ovens, if possible.
4. Use additional fry units, boilers, ovens, etc. for only peak business hours.
5. Load and unload ovens quickly. If an oven door is kept open for a second, it loses about 1% of its heat.
6. Cover pots and pans with lids while cooking.
7. Turn off cooking and heating units that are not needed.
8. Ovens should not be opened during operation. Food will cook faster and lose less moisture if oven is kept closed.
9. Frozen food should be thawed in refrigerators. It will thaw easily & reduce power demand on the refrigerator.
10. When using gas range for full heat condition, the tip of the flame should just touch the bottom of the pan or kettle. Yellow flame is the indication of inefficient, incomplete combustion and

wastage of gas. Clean burners, pilot light regularly. If flames are still yellow, have gas-air mixture adjusted.

11. A blue flame with a distinct inner cone is best. Flame should never flout but should just wipe the surface. Adjust flame until it is entirely blue.
12. Thoroughly clean pot and pans to ensure there is no carbon build up at the bottom.
13. Placing foil under range burners and griddles will improve the operational efficiency.
14. Fryers need to be cleaned and oil filtered at least once a day.
15. Cooking range burners should always be smaller than the kettle or pot placed on it.
16. Broken door hinges and cracks of oven doors have to be attended immediately.
17. Turn off rotary toaster when not in use. Use pop up toasters on lean timings.
18. Shut off steam heater on dishwasher, when dishwasher is not in use.
19. Use hot water only when necessary.
20. In pot washing area, fill sink for washing utensils instead of running water.
21. Cleaning should be done during day hours, if possible. Do not use dishwasher till full load of soiled dishes is available.
22. Turn off lights in the walk – in refrigerators and freezers when not required. Lights not only waste energy but add load to the box.
23. Close tightly all walk-in doors after operating them.
24. Allow hot foods to air cool before placing in refrigerators.
25. Do not store items in front of the refrigerant coils or fans in a manner that restricts air circulation.
26. Fully stored refrigerators and walk-ins use energy more efficiently than partially stored ones.
27. Be sure foods requiring refrigeration are promptly placed in storage after delivery.
28. Turn off supply and exhaust fans in kitchens stores, etc. when areas are not in use.
29. Report and leakage of gas immediately.
30. Keep records of all break-down of equipment to find out accident prone/uneconomical equipment.
31. Turn on equipment only as needed. Make sure they are turned off at night.
32. Carefully follow instructions in the user's guide for all the equipment.
33. Keep the equipment and door seals clean and free from debris to prevent energy waste.
34. Reduce peak loading. Your electrical bill is determined by two factors:-

- (a) Demand charge (if applicable)
- (b) Total consumption in kWh

You may achieve this by:

- (a) Intensive cooking such as baking and roasting during non-peak demand hours.
- (b) Use minimum number of electric appliances at a time.
- (c) Try to use electrical appliances between 6 AM and 10 AM or after mid night, if possible.
35. Equipment should be turned on at a specific time to a specific temperature and turned off at times when not needed. A 10-15 minutes preheat period is required only for 7 to 15 minutes pre-heating.
36. Clean heating elements at least weekly. This may even be done daily, if you do high volume frying.
37. Cooking foods in least volume possible for most economic use of energy.

38. If keeping electric burner on for a shorter period is inevitable, when they are not in actual use, keep the temperature low until you are ready to cook. This will even prolong the life of burner besides conserving energy.
39. Avoid turning on gas burners until you are ready to cook.
40. If possible, fill cooking vessels according to capacity. Large cooking vessel, if used for cooking lesser quantity of food will consume more energy.
41. Use flat bottom pots and pans for maximum heat transfer.
42. Group kettles and pots on close top ranges.
43. Turn down heat as soon as food begins to boil and maintain liquids at simmer.
44. Clear boil-overs and spill-overs promptly to avoid build up of carbon deposits which will affect the efficiency of equipment adversely.
45. Always try to use roasting and baking oven to full capacity for maximum utilisation of heat. If possible wait till oven is loaded up to its optimum capacity prior to switching on.
46. Regular and prompt cleaning of rotary toaster saves energy.
47. Avoid frequent opening of refrigerator doors. Door opening, if planned, saves energy.
48. Do not allow frosting on refrigerator coils to save energy.
49. Close and preferably lock ice cube bins after removing ice for use.
50. Using hot water for cooking. It consumes less energy as compared to cold water.
51. Switch off heater when cooking is over as it saves energy and also safer.
52. Do not use dishwasher until you have sufficient load.

Banquets

1. While air conditioning is on, try to avoid using candles on the table. They add a tremendous heat load.
2. When renting a space for functions, try to fit the space to the size of function. Do not rent a 300 person ball room to 50 people even if the room can be divided. Remember that you are spending almost same on air conditioner of the space.
3. When setting up for a function, make certain that heating, cooling and lighting are off until half-an-hour to 1 hour before the function starts. Turn off systems as soon as the function is over. In fact, air conditioning can be turned off even half-an-hour before function finishes since the air conditioning effect will stay for at least half-an-hour.
4. If you have a choice, try to avoid function that requires the addition of many spotlights or other heat producing equipment.
5. Assign an individual responsible for turning lights on and off.
6. Keep the light off whenever any function area is vacant or unoccupied.
7. While air conditioning is on ensure that all doors and windows are properly closed.
8. During the winter season, try to use outside air for cooling.
9. Review lighting levels and prepare new standard lamping plans for meeting rooms to reduce unnecessary wastage of energy.

Restaurants

1. Reschedule cleaning of area during day light hours.

2. Avoid using electrical light while setting the table whenever possible.
3. Turn off air conditioning half-an-hour prior to closing the restaurant.
4. Keep wall and ceiling properly cleaned for better light reflection.
5. Turn off lights when not needed.
6. Review lighting level to provide minimum acceptable lighting level in all food service area.

Front Office and Lobby Managers

1. Front office can play an important role in energy conservation. When occupancy is unfortunately not high, front office should rent room by virtue of their location. In summer, rooms on the east or north sides of the building will be cooler. Also, corner rooms with two outside exposures will be warmer. Rooms close to heat source should also be avoided, if possible. This would certainly help reduce air conditioning load and result in saving of energy.
2. Front office should make sure that the rooms which are not to be rented out during lean period are not air conditioned or ventilated unnecessarily. If any one of these is to be rented out, air conditioning or ventilation can be started half-an-hour before the guest moves in.
3. Lower all lighting levels during late night and day light hours. Turn off all lights in offices when these are closed.
4. If possible, instruct shopkeepers to reduce the amount of shop and display lighting. Although, in most cases, shopkeepers do pay for their electric consumption, the lighting load still affects hotels' cooling systems.
5. Lobby managers should ensure that lobby main entrance doors are not unduly kept opened. A door opening will result in ingress of heat from outside and adversely affect the air conditioning.
6. Lobby managers, in the course of their duty, do take rounds of the property. They on their rounds, should ensure that no unnecessary lights or water tape are left ON by any careless staff.
7. During day light hours, reduce electric lighting load in lobby, etc. to minimum to make full use of natural light.
8. During low occupancy period, try to block the complete floor. If this is not practicable, attempt should be made to block as far as possible the total wings of an individual floor.
9. As soon as guest checks out, Front office should inform Housekeeping so that all lights of the vacant room are switched off at the earliest.
10. Report broken windowpanes to stop ingress of air.
11. Inspect public toilets periodically and report leading W.C. and faucets top stop water unnecessary illumination.

Housekeeping Department

The major space in a hotel is devoted to guest rooms and corridors. Number and variety of ways to conserve energy in these areas are startling. Although the energy conserved in one room or corridor does not seem significant, but when multiplied by 100 or so, it becomes significant. Some of the occasions for the housekeeping department where they can significantly contribute to energy saving are listed below:

1. Turn off guest room lights when rooms are not physically occupied.
2. Use minimum lighting when making up and cleaning rooms. Use natural light whenever possible.

3. Turn off corridor lights, or reduce it to 50% when natural light is available.
4. Turn off lights in linen rooms, storage room and maids closets when not in use.
5. Check your areas for light level. Reduce number of lights, if possible. Use lower wattage bulbs wherever possible.
6. Have lamp shades cleaned at once. Bulb gives more light with clean lampshades.
7. Keep walls and ceiling walls cleaned for better light reflection.
8. Switch off music and TV sets when rooms are not physically occupied.
9. Turn off HVAC system when rooms are not physically occupied.
10. Report water leaks immediately.
11. Keep windows closed and curtain on. The ingress of hot air in summer and cold air during winter contribute to very large waste of energy. For example 6' wide window opened just one inch would allow hot air necessitating 1.76 kWh to cool. This in terms of monetary value, will cost approx. Rs. 1150/- per hour.
12. Keep room hot water temperature at lowest acceptable limit.
13. Minimise use of lights during night cleaning by switching on only those lights which are actually required to clean a particular area.
14. Bellhops may be advised to leave only such lights on which are actually needed by the guest while leaving the room.

Laundry Department

One of the large consumers of water and heat, the hotel laundry is an outlet that can significantly reduce energy consumption without compromising on guest comfort or satisfaction. Some of the important points to achieve the desired results are listed below:

1. Have lights turned off when not in use.
2. Periodically clean lamps and light fixtures.
3. Clean and wash walls, floors and ceiling
4. Operate washing machines at full load, partial loads may require same amount water as full loads.
5. Check and record your water consumption. Compare water consumption daily to find wastages, if any.
6. Do not leave water taps running.
7. Consider using cold water detergents. It will greatly reduce energy consumption.
8. Reduce hot water temperature to 120°F.
9. Repair or replace all hot water piping insulation.
10. All steam line valves should be checked for leaks. That is, you should be able to shut off steam to any machine not in use, keeping steam supply main open.
11. If possible, use final rinse water for 1st wash.
12. Reduce time between loads to prevent tumblers from cooling down.
13. Air line should be checked for leaks.
14. Periodically clean exhaust duct and blower of lint and dust.
15. Keep steam pressure at lowest possible level.
16. Shut off steam valve whenever machine is not being utilised.

17. Keep radiator coils and fans free from dirt all the time.
18. Ensure all steam traps in perfect working order.
19. Keep an eye on the preventive maintenance schedule of all laundry equipment by engineering department to ensure timely compliance.
20. Ensure that drying tumblers and washing machines are kept clean and free from scale at all times.
21. Switch off laundry exhaust fans when laundry is closed.
22. Ensure that extractors are working properly. Incomplete extraction increased load on dryer and consumes more energy for drying.
23. Reschedule machine operation to reduce peak demand charges.
24. Inform boiler room when steam is not required so that boilers can be shut down to save fuel.

Engineering Department

An analysis of hotels show that approximately 60% of the energy consumed in a property is in the equipment and machinery rooms, boiler rooms, air conditioning rooms, water treatment and pump areas and sewage plants. Engineering department is responsible for running and maintenance these equipments. They are also concerned with entire building and complex.

Keeping the above in view, it is imperative that the engineering department operates this equipment at peak efficiency. Engineering department can help conserve energy in the following ways:

1. By acting as an advisor to various departments to help them achieve their respective energy management goals.
2. By ensuring efficient and economic operation of all equipments.
3. They must maintain history card of each machine so that in-efficient and uneconomical machines can be identified and eliminated to save the wasteful uses of energy. This will also help in deciding the preventive maintenance schedule of each machine.

Some guidelines to achieve energy management goals at little or no cost are listed below:-

HVAC Systems – Plant room

1. Turn off HVAC machinery in all unoccupied spaces.
2. Eliminate or reduce duct air leakage.
3. While operating chillers ensure following:-
 - As far as possible keep leaving chilled water temperature on the higher side.
 - Reduce entering condenser water temperature.
 - Maintain proper refrigerant charge.
 - Eliminate refrigerant and charge.
 - Maintain proper flow rate of condenser water.
 - Operate chillers in proper sequence.
 - Operate condenser and cooler pumps in proper sequence.
4. Lower hot water temperature for heating when outside temperature rises.
5. When chiller is not operating, make certain that chilled and condenser water pumps are shut down.

6. Use proper water treatment to prevent fouling or sealing of condensers, cooling towers and piping.
7. Repair all hot, chilled and condenser water lines, valves and pumps. A considerable quantity of water is lost through leaky pump glands which can be saved easily.
8. Repair or replace damaged hot or chilled water line insulation.
9. Check cooling water tower bleed off periodically.
10. Check efficiency of chiller against manufacturer's specifications by checking water temperature and pressure drop in and out of chillers and condensers and motor amperage on compressor.
11. Condenser tubes should be kept clean.
12. Stop all refrigerant leaks.
13. Check daily purge operation on chiller for signs of air leaks.
14. Remove algae growth from cooling towers.
15. Check all belt drives. Replace worn out or frayed belts.
16. Clean AHU coils and fans periodically, check chilled water sample to know the internal condition of the coil. Do periodic cleaning of the coil.
17. AHU filter must be cleaned periodically.
18. Check all thermostats for correct functioning.

Boilers

1. Check boilers room for negative air pressure which can reduce combustion efficiency.
2. Avoid multiple boiler operation. One boiler operating at 80% is more efficient than two at 40%.
3. Operate boilers at as low steam pressure as possible.
4. Avoid excessive boiler blow down.
5. Clean burner nozzle periodically.
6. Pre-heat the fuel to correct temperature before injection.
7. Maintain a good water treatment programme.
8. Repair and replace, if necessary, boiler and flue insulation that is damaged.
9. Repair and replace all worn or damaged steam and condensate piping insulation.
10. Insulate all condensate and steam pipe line flanges.
11. Check and repair all steam traps.
12. Eliminate all steam leaks.
13. Check fuel lines for leaks.
14. Check combustion control in order to maintain maximum efficiency.
15. Check all safety valves for any leaks.

Heating

1. Check and back wash water filtration plant for higher efficiency and reduction in water system scaling.
2. Check water analysis periodically.
3. Repair at once all leaks, dripping faucets and shower heads.
4. Check toiler flush valves for any water leaks.

5. Lower hot water temperature to 120°F.
6. Check and adjust swimming pool make up water (not to exceed 10%).
7. Shut down pool filtration plant when pool is not in use.
8. Reduce lawn and shrubbery watering to absolute minimum.
9. Check water regulating valves on water coolers, refrigerant units and ice machines.
10. Consider sprint loaded self-closing water valves in kitchens.

Building and Grounds

1. Seal all exterior windows, doors cracks and openings to reduce outdoor air leaks.
2. Reduce gap under the doors of air conditioned spaces to minimum.
3. Check grounds for leaking pipes underground.
4. Check and repair all door closers.
5. Make certain all electric connections are tight.
6. Keep all 'contacts' clean.
7. Check lighting levels in all engineering spaces to see if they can be reduced.
8. Replace all incandescent fixtures with fluorescent and energy efficient lamps like PL-9 or SL-25 etc.
9. Keep all light shades clean. Use shades that allow more light to pass or reflect.
10. Do not switch on lights unless necessary.
11. Arrange schedules for turning or reducing lights in guest corridors, lobby area, function spaces, restaurants, bars, shops, kitchens, etc.
12. Make a house inspection of all departments to see that energy conservation is being observed.

❖ What is waste management? Give some methods of reducing waste in hotels.

Waste management is the collection, transportation, processing, recycling or disposal and monitoring of waste materials. The term usually relates to materials produced by human activity and is generally undertaken to reduce their effect on health, the environment or aesthetics. Waste management is also carried out to recover resources from it. Waste management can involve solid, liquid, gaseous or radioactive substances, with different methods and fields of expertise for each.

Waste management practices differ for developed and developing nations, for urban and rural areas and for residential and industrial producers. Management for non-hazardous residential and institutional waste in metropolitan areas is usually the responsibility of local government authorities, while management for non-hazardous commercial and industrial waste is usually the responsibility of the generator.

A hotel waste audit showed that each guest room contributes from ½ pound to 28½ pounds of waste per day. And, the majority of waste in a hotel is not produced in the rooms, but in the Food and Beverage Department. A large property can generate as much as 8 tons of waste per day and up to 60% of this waste is recyclable. Waste reduction by eco-purchasing can further reduce a hotel's waste stream. With support from EPA Region IV, eco-purchasing was added to the recycling strategies, enhancing the hotel industry's resource conservation programmes. If a hotel's waste isn't reduced or recycled, it contributes to the state's environmental problems.

How do you begin a recycling programme?

- Conduct a waste audit to identify and quantify recyclable materials currently being thrown away.
- Select a materials disposal method before designing the recycling programme.
- Involve the hotel's employees in all stages of the recycling programme.
- Design a materials flow plan to identify container size and placement.
- Select recycling equipment and method(s) of transporting materials.

Methods of Reducing Waste

It is necessary to look at the most vital component of eco-friendly practice in the housekeeping department, i.e. reducing waste. Following are some of the methods to reduce waste:

- Reduce waste by purchasing in bulk or concentrate.
- Reduce toxicity by using products with less hazardous ingredients.
- Avoid wasteful products that add to the environmental or economic costs of waste disposal.
- Repair and reuse products instead of buying new ones.
- Select products made from recycled materials.
- Purchase energy efficient equipment that causes less harm to the environment.
- Purchase vacuum cleaners with reusable bags.
- Sign on disposable using vendors who take back reusable chemical containers and other waste packaging.
- Reuse shipping containers for recycling collection containers requesting vendors deliver products in returnable and/or reusable boxes, crates and pallets.
- Rotate draperies to expose different portions to sunlight and extend their useful life.
- Refinish and reupholster damaged and dated furniture.
- Re-dye linens and carpets to match remodelled décor.
- Plan a surplus garage sale so employees have the opportunity to purchase linen, furniture, paint, draperies, etc, thereby reducing the disposal cost while earning a little income.
- Before donating to waste exchanges and non-profit organisations, participate in disaster relief programmes by donating food and furnishings.
- Use reusable baskets or plastic containers for guest laundry, thus avoiding disposable paper or plastic wrap or recycle plastic garment bags.
- Return clothes hangers to dry cleaners.
- Purchase cleaning and laundry products in concentrated form.
- Dilute and pour concentrates into reusable containers for individual use.
- Reuse the concentrate empties by adding pumps and using them as spray bottles for cleaning solutions.
- Purchase sheets with a high thread count for longer wear, re-dye stained bath towels and wash cloths for reuse as pool towels and cleaning cloths.
- Purchase refillable bath soap, shampoo, hair rinse and hand lotion dispensers for guest rooms to eliminate soap pieces and plastic bottles.
- Organise a recycling programme for plastic, glass and paper.

Methods of Reducing Hazardous Waste

According to a leading environmentalist, “The main reasons behind the depletion in the ozone layer are the presence of toxic and hazardous gases. And in the utilisation of certain detergents and chemicals in the process of housekeeping, the hotels do contribute in a small percentage to the pollution level in the atmosphere. More so the health hazards towards inhaling such toxic fumes directly or indirectly not only affects the guest but the staff as well because of the continuous inhalation of the gases.”

Consultants, therefore, recommend that hotels take particular interest to reduce its hazardous waste. The following are norms on how to tackle this issue:

- Purchase cleaning products with less hazardous constituents.
- Purchase pump-style sprays instead of aerosol cans.
- Use a hazardous chemical containment pan to prevent leaching of unused chemicals.
- Clean up chemical leaks and spills immediately checking chemical containers periodically; replace as needed storing unused portions in original containers in a cool, dry place away from the equipment and keep storage areas well-ventilated disposing of chemicals per label instructions.
- Get in touch with the local municipality official if you are unsure of how to dispose of hazardous wastes properly.
- Collect dead alkaline, dry cell and rechargeable batteries used in department radios and calculators at a central collection point and dispose them accordingly.
- Reduce the need for pesticide applications in guest rooms and employee work areas by removing food containers, garbage and recycling containers daily.
- Clean employee break rooms daily to remove crumbs and spills and report cracks around doors and windows to the engineering department for repairs to prevent crawling pests.
- Deodourisers are often used to mask smoke and mildew odours. Check labels on room deodourisers for hazardous chemical content. Otherwise, reduce the need for these products by implementing practices, such as changing air conditioning filters every three to four weeks, seal cracks around windows, doors and air conditioning units and operate air conditioning at another temperature.
- Support recycling by purchasing: toilet and facial tissues and paper towels made from recycled paper fibres, housekeeping and laundry carts, waste containers, floor signs, caddies and mop buckets made from recycled plastics, carpet, carpet padding, mats, vertical blinds and furniture made from recycled materials.

❖ Give some eco-friendly practices that can be used in hotels.

Given below are some eco-friendly concepts that hotels follow to save our planet.

The Construction Stage

- At the very beginning, for the construction of hotels, the cement containing fly ash is used which is eco-friendly.
- Vertical gardens instead of horizontal gardens are used.
- Most of the new hotels are going for atrium lobby and rooms facing the atrium. This enables the rooms to be exposed to the external elements, thus reducing the heat load.

- Sky light is used as an architectural element, detailed in many layered domes to reduce heat load and noise level as well as for admitting maximum natural light space.
- Some hotels apply cool deck around the swimming pool to reduce the ground surface temperature.
- Another environment-friendly alternative used in hotels is autoclave-aerated concrete, which is used for external walling and wet walling structure at the hotel. In this material, 60% fly ash is used.
- The taps in the hotels contains aerators which increase the water force and reduce outflow, using these aerators saves up to 50% of water.
- Examples of two other ingenious water saving devices are the new concealed cistern which uses zero water per flush as against 15-20 liters of water used in conventional flushes. While the new device with infra red detectors ensures a definite flush after every use preventing the unwanted timer set system.
- In hotels now even the wastewater is recycled. With the latest technology, waste water is treated and then reused in areas like air-conditioning and gardening.
- Drip irrigation is another way to conserve water.
- Drinking water treatments are done in hotels, which destroy all microorganisms including bacteria, virus, fungi, etc.
- The paints used in hotels these days are water based with negligible volatile organic compound.

Interiors

- The new trend is of using reused wood in interiors which help to conserve nature.
- Another ways of conserving air conditioning energy is to use triple glazed unit reflective glass.

Electrical and Mechanical

- These days PL lamps and florescent tubes are used which consumes less energy.
- The new mini bars used in the guest rooms come with “fuzzy logic” which senses the load inside the refrigerator and cools it accordingly.
- The new air conditioning system used in hotels has STL tanks to store cold energy when it is off. The same energy is used during peak hours.
- The hotels are now aiming towards being zero-garbage hotels by introducing programmes like vermiculture.

Operational Practices

- Reusable bags are used for laundry instead of paper and plastic bags. The laundries are returned in cane baskets wrapped in muslin cloth.
- Hotels are now using reusable newspaper bags and shopping bags generally made of jute.
- Wooden hangers or hangers made of saw dust are used.
- The fruits in the hotels are served on request instead of keeping fruit baskets in the rooms to avoid wastage.
- Most of the guest amenities used in hotels are eco-friendly and made of herbal products which are Ayurvedic licensed like soaps, shampoos, etc.

- Hotels have also gone to the extent of giving give-aways to the guests which are eco-friendly like herbal pillows, etc.
- The stationary used in hotels include eco-friendly pen, pencils using recycled card board. The guest service directories and mini bar folders are made of jute.
- Separate recycle bins are kept in guest rooms for recycling items.
- Even the garbage bags used in the hotels are made of recycled plastic and milk pouches.
- Living vibrant plants are kept in the rooms and use of cut flowers is being minimised in hotels.
- The bedroom slippers are hand crafted and the shoe shine bags are now being converted into cane baskets.
- Hotels are getting away of using DND signs, etc made of paper and instead they are using sign lights for the same.
- The pest control treatment also plays an important role in conserving the environment, so the hotels now enforce the pest control companies to use eco-friendly products only for their treatment, e.g. herbal cockroach treatment.

Some Other Ways

- Water conservation with special aerators and flow restrictors.
- Taps operating on timers.
- Concealed cistern and urinal flush.
- Drip irrigation.
- Drinking water treatment.
- Use of rubber wood.
- Cloth bags for newspaper, laundry and shopping.
- Eco-friendly pens and pencils.
- Herbal products.
- Cloth mats and jute folders.
- Natural reed slippers.
- Recycling bins in guest rooms.
- Recycled garbage bags.
- Meeting and banquet facilities and using pourers for sugar, pitchers for cream and small serving dishes for butter and jellies.
- Recycling stained tablecloths into napkins, chef's aprons and neck-ties.
- Bicycles are being loaned or rented to guests.
- Coins or chips are being used for car parking and coat checking instead of paper tickets.
- Mowed landscaping is being replaced by ground cover. Lawnmowers are used less, so air pollution and noise are reduced.
- A Wisconsin B&B has installed beautiful blue floor tile made from recycled automobile windshields.
- Chief engineers have found that toilet tank fill diverters in older toilets save about 3/4 of a gallon of water per flush.
- Hotels and resorts with garden produce organically-grown vegetables for its restaurant.

- Restaurants and bars in hotels are using daylight exclusively for as much of each day as possible.
- Solar energy is lighting signage and heating water for hotels in tropical areas.

Eco-friendly Practices

- The ecotels implements the 3R's theory (reduce, reuse, recycle) in their day to day operations. Solid waste management is of priority where waste is segregated at the initial stages and leads to zero waste.
- Sewage treatment plant helps the hotel maintenance to reuse the water.
- The lights are 40 per cent energy saving.
- Guests' supplies are made from recycled materials.
- No natural flowers are used. The hotel avoids the usage of chemicals; no chlorine is added in drinking water. Water is ozonated.
- Hotels also avoid usage of polythene.
- Guest laundry and parcels are supplied in reusable bags.
- Chef caps are made from reusable material.
- Flushes in the rooms have the option of three and six litres instead of 20 litres.
- Rainwater harvesting is practiced.

Some Eco-friendly Practices Adopted by Eco-resorts

- They generate 70 to 80 per cent of the electricity in-house by using windmills, solar panels and two biogas plants.
- All the water in the kitchen is rain water, which flows through a network of pipes and is then stored in an 84,000-litre underground tank.
- All the bricks used for construction were made on the site using the soil that was dug out for the foundation.
- The waste is processed and reused appropriately. While plastic waste is sent out to a recycling unit, all food waste gets collected in the biogas plant and paper waste is used for the bonfires.
- For boilers, all black water or the flush water from the rooms goes into a leech pit that converts the waste into manure over time. All grey water collected from showers and hand wash water goes through reed beds and is used to recharge the ground water.
- Most of the vegetables in the kitchen are from the 12-acre organic farm that the resort has.
- The soaps and shampoos are natural, organic and hand-made exclusively for the resort.
- A mixture of sambhrani (incense), neem leaves and eucalyptus leaves is used to fumigate the rooms.
- The resort also boasts of a 100 per cent natural swimming pool, where aquatic plants are used to clean the water rather than chemicals.
- They do not have state-of-the-art garbage disposal machinery or solar-generated power supply, but gets its power supply from the grid. Since it is just a five-room property, it cannot afford to run these systems.
- Most of the food is cooked in effective low-stock, non-smoke stoves.
- Organic kitchen waste is used for compost.

- Plastic waste is transported out of the property and disposed in the town which has a garbage disposal system run by the municipal authority.
- It cuts the use of power during the nights and uses candles.
- All its supplies are bought from the local market.
- Some ingredients come from the surrounding land.
- They serve food that is native to the region.
- Water for washing and drinking is filtered from the streams on the property.
- Hot water supply to the rooms is from solar water heaters. It is soon changing to Gujarat boilers for efficient supply.
- All its activities are on foot even though it has jeep trails on the property.

❖ What is eco-certification and how is it achieved?

All Ecotel certified hotels must undergo a detailed inspection and satisfy stringent criteria set by environmental experts. There are only 34 Ecotel hotels in the world today, out of which only 3 are 5-star hotels with the 5-globe certification.

5-Globe Certification

The Ecotel certification is based on five areas of environmentalism, each of which is designated by a Globe award. These five areas are referred to as the ‘cornerstones of environmental responsibility’ or simply as ‘Globes’. These Globes are:

Energy conservation: This requires the existence of a formalised framework to actually reduce the energy consumption of the hotel. For instance, whether the hotel has been designed and constructed keeping in mind maximum energy conservation. Factors like whether minimum lighting is being used, the extent of involvement of the guests as well as the employees also makes a difference to the final score.

Water conservation: Evaluates the effective conservation of water in all departments of the hotel, across all levels. The extent to which water is recycled and utilised is also considered an important factor. Again, all employees are expected to be well-versed with the water conservation operations of the hotel.

Solid Waste Management

The hotel must effectively recycle and manage waste wherever generated. Proper systems for collection, recycling and disposal of these wastes in all its departments are a must for an Ecotel certification. Moreover, all employees of the hotel must undergo training in the basic solid waste management techniques.

Employee environmental education: Evaluates how involved the employees are in the efforts of the hotel to contribute towards the environment protection. The hotel should have training modules in place for employees at all levels to familiarise them with the eco-friendly initiatives of the hotel.

Environmental commitment: The hotel/resort must demonstrate the existence of a formalised commitment towards the preservation and enhancement of the natural environment. It must, through all operations, activities and written statements, communicate its commitment to the environment. For example, the mission statement of the hotel/resort must mention its environmental dedication.

Additionally, every hotel should have a green team, headed by a member of the top management, ensuring that all departments are working in consonance with the hotel's mission of environmental responsibility.

Ecological information can help us prepare for the future. We can be better equipped if answer the:

SPECIFIC QUESTIONS

❖ What is an Ecotel?

Eco hotel is a term used to describe a hotel or accommodation that has made important environmental improvements to its structure in order to minimise its impact on the environment. The basic definition of a green hotel is an environmentally-responsible lodging that follows the practices of green living. These hotels have to be certified green by an independent third-party or by the state they are located in.

❖ What is a "green" hotel?

A "green" hotel uses resources wisely, incorporating energy, water, recycling and waste reduction techniques into the daily hotel operations.

There are a number of advantages for "green" hotels. Most actions that save resources and reduce pollution also reduce operating costs and increase profit margins. Involvement in "green" issues can develop and strengthen guest loyalty. Hotel managers report that most guests are pleased to see the hotel recycling and are willing to participate in the hotel's programme. To increase guest involvement, inform guests about the programme when they check-in. Some hotels provide guests recycling information cards at the check-in desk or in the guest rooms. This awareness allows both the guest and the hotel to participate in the growing interest in eco-tourism.

❖ Mention the R's of environment conservation

- **Reduce/Reduction:** To make something smaller or use less, resulting in a smaller amount of waste. "Source reduction" is reducing waste before you purchase it, or by purchasing products that are not wasteful in their packaging or use. A key part of waste "reduction" is "conservation" - using natural resources wisely and using less than usual in order avoid waste.
- **Reuse:** To "reuse" materials in their original form instead of throwing them away, or pass those materials on to others who could use them too!
- **Recycle:** Recycling occurs when you save and take reusable materials to places where they can be remade into either the same product or new products, rather than to just toss them in the trash. Making new items from recycled ones also takes fewer energy and other resources than making products from brand new materials.

❖ Suggest some eco-friendly amenities which can be used in hotels

- Use of paper bags as shopping bag
- Cloth laundry bag

❖ What are the different colour codes used in waste management?

Green	Food waste
Blue	Recycle item (like paper, rubber, plastic, wood, metal)
Red	Toxic waste
Grey	Electronic waste

SUMMARY

In this need of the hour where humans are confused and clueless about the nightmare of fast disappearing renewable resource, the only remedy is the effective using of the remaining renewable resource and finding substitutes for them. Since hotels are the one who uses a lot of energy it is high time that they should look for substitutes so that we leave some natural energy for our future generations. To come for this the best ways for hotels is to be green.

We now are in a position to confidently walk into a hotel and not only perceive but also perform beyond what we thought possible.

KEY TERMS

- **Absorption** – The process by which incident light energy is converted to another form of energy, usually heat.
- **Allergen** – Is a substance capable of causing an allergic reaction because of an individual's sensitivity to that substance.
- **Artificial sky** – Is an enclosure that simulates the luminance distribution of a real sky for the purpose of testing physical day lighting models (e.g., a hemispherical-dome or mirror-box artificial sky).
- **Biodegradable waste** – Is a type of waste, typically originating from plant or animal sources, which may be broken down by other living organisms. Waste that cannot be broken down by other living organisms may be called non-biodegradable.
- **Bioengineering** – The use of living plants, or a combination of living and non-living materials, to stabilise slopes and drainage ways.
- **Biogas** – Typically refers to a gas produced by the biological breakdown of organic matter in the absence of oxygen. Biogas originates from biogenic material and is a type of biofuel.
- **Biological contaminants** – These include bacteria, viruses, molds and pollen, animal and human dander, insect and arachnid excreta.
- **Blackwater** – Black water is the wastewater generated by toilets, kitchen sinks and dishwashers. Some may include showers as well.
- **CFC's** – Are chlorofluorocarbons and are compounds responsible for the depletion of the ozone layer depletion.
- **Clerestory** – The part of a building rising above the roofs or other parts, whose walls contain windows specifically, intended to provide lighting to the interior.
- **Compost** – Is a combination of decomposed plants and animal materials and other organic materials that are being decomposed largely through aerobic decomposition into a rich black soil.
- **Ecotel** – Eco hotel is a term used to describe a hotel or accommodation that has made important environmental improvements to its structure in order to minimise its impact on the environment.
- **Ecotour** – Is a tour designed to focus on preserving the environment, or to environmentally sensitive areas.
- **Feedstocks** – The raw material used in manufacturing a product, such as the oil or gas used to make a plastic.

- **Fly ash** – The fine ash waste collected from the flue gases of coal combustion, smelting, or waste incineration.
- **Gray water** – Graywater (or Greywater) is defined as any wastewater, except in the toilet, produced from baths and showers, clothes washers and lavatories in a home.
- **Green building** – Also known as green construction or sustainable building, is the practice of creating structures and using processes that are environmentally responsible and resource-efficient throughout a building's life-cycle: from citing to design, construction, operation, maintenance, renovation and deconstruction. This practice expands and complements the classical building design concerns of economy, utility, durability and comfort.
- **Green hotel** – A "green" hotel uses resources wisely, incorporating energy, water, recycling and waste reduction techniques into the daily hotel operations.
- **Greenhouse effect** – The Greenhouse Effect is a natural warming process of the earth. When the sun's energy reaches the earth some of it is reflected back to space and the rest is absorbed. The absorbed energy warms the earth's surface which then emits heat energy back toward space as long wave radiation. This outgoing long wave radiation is partially trapped by greenhouse gases such as carbon dioxide, methane and water vapour which then radiate the energy in all directions, warming the earth's surface and atmosphere. Without these greenhouse gases the earth's average surface temperature would be about 33 degrees Celsius cooler.
- **Greenhouse gases** – Some Greenhouse Gases (or GHG) occur naturally in the atmosphere, while others result from human activities. Naturally occurring greenhouse gases include water vapor, carbon dioxide, methane, nitrous oxide and ozone.
- **Heat island effect** – In urban areas with tall buildings, an atmospheric condition in which heat and pollutants create a haze dome that prevents warm air from rising and being cooled at a normal rate, especially in the absence of strong winds.
- **Humus** – Decomposed organic material that is an essential component of fertile soil; produced through composting.
- **HVAC** – Acronym for Heating, air conditioning and ventilation.
- **Low emission glass** – Is a type of glass that deflects heat whilst allowing light to pass through.
- **Mulches** – Is a protective covering, usually of organic matter such as leaves, straw, or peat, placed around plants to prevent the evaporation of moisture, the freezing of roots and the growth of weeds.
- **Natural cooling** – Use of environmental phenomena to cool buildings, e.g., natural ventilation, evaporative cooling and radiative cooling.
- **Recycled material** – Material that would otherwise be destined for disposal but is diverted or separated from the waste stream, reintroduced as material feed-stock and processed into marketed end-products.
- **Renewable** – A renewable product can be grown or naturally replenished or cleansed at a rate that exceeds human depletion of the resource.
- **Skylight** – Is a relatively horizontal, glazed roof aperture for the admission of daylight.
- **Sludge composting** – Process of composting treated municipal sewage waste with organic matter for use as a soil amendment.
- **TFA** – The acronym for "treated fresh air".
- **Tight buildings** – Buildings that are designed to let in minimal infiltration air in order to reduce heating and cooling energy costs. In actuality, buildings typically exhibit leakage that is on the

same order as required ventilation; however, this leakage is not well distributed and cannot serve as a substitute for proper ventilation.

- **Trellises** – Is a structure, usually made from interwoven pieces of wood, bamboo or metal that is made to support a climbing plant or plants. There are many types of trellis for different places and for different plants, such as sweet peas, grapevines, ivy or other support based growing plants. A trellis can also refer to a structure, usually made from interwoven wood pieces, attached to the roof or exterior walls of a house.
- **Ultraviolet radiation (UV)** – Any radiant energy within the wavelength range of 0.001 to 0.38 micron; high-energy components of light capable of damaging materials and increasing skin cancer risk.
- **Vermiculture** – Is a naturally occurring silicate mineral that can be expanded by heating into a noncombustible insulating pellet.
- **Water harvesting** – Collection of both runoff and rainwater for various purposes, such as irrigation or fountains.

ACTIVITY

Give natural alternatives for these

<i>Item</i>	<i>Alternative</i>
Polythene bags	
Horizontal gardens	
Artificial light	
Incandescent bulbs	
Plastic laundry bags	
Cosmetic amenities	
Plastic pens	
Cut flowers	
The plastic bedroom slippers	
Plastic door tags	

ANSWER

<i>Item</i>	<i>Alternative</i>
Polythene bags	Paper bags
Horizontal gardens	Vertical gardens
Artificial light	Natural light
Incandescent bulbs	PL lamps
Plastic laundry bags	Reusable laundry bags/jute bags
Cosmetic amenities	Herbal amenities
Plastic pens	Eco friendly pen, pencils using recycled card board
Cut flowers	Living vibrant plants
The plastic bedroom slippers	The bedroom slippers are hand crafted
Plastic door tags	Lighting signs

CHAPTER 24

NEW DIMENSION IN HOUSEKEEPING

Learning Objectives

After reading this chapter, you would be able to:

- ♦ Understand product and design trends
- ♦ Enlist technological trends, service trends and personnel trends
- ♦ Get acquaintance with the upcoming developments in product, service and technology
- ♦ Understand e-revolution

“If you don’t like something, change it; if you can’t change it, change the way you think about it.”

– Mary Engelbreit

INTRODUCTION

Hospitality industry in India today is though witnessing an unprecedented boom, yet facing challenging times while competing with new business concepts and for attracting and retaining qualified manpower to adapt and align in such evolving times. This has led to industry rewriting current operational dynamics of manpower intensive departments in hotels to derive better value and efficiency.

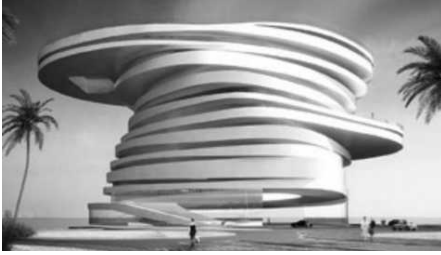
The recent BPO-led growth as well as mall and multiplex boom have also offered viable and financially attractive career opportunities. The industry today is in a situation where even though growth is imminent, yet the constraints are emerging as the biggest hurdle.

The housekeeping department, the most critical department with least customer interface in a hotel, is the most significant back-office function. In this fast changing scenario, this department has particularly undergone major upheavals resulting in a whole new outlook to housekeeping management.



Figure 24.1 The future hotel (Space Resort)

High Tech Hotels



Helix Hotel, Abu Dhabi

The Helix Hotel is yet to be built but its hi-tech credentials come in the form of heat and energy conservation with state-of-the-art GROW panels, which harness energy from the sun and wind, to be affixed to the outside of the hotel.

The temperature and humidity inside the 208-room hotel is set to be managed by a waterfall in the atrium. There will also be a giant glass wall that will periodically slide open, allowing a fresh sea breeze to blow in.



Hotel Sax, Chicago

There's the free Wi-Fi, massive wide-screen TVs and the 6th floor Studio Lounge, free for all guests, where you can relax on big sofas or play Rock Band, Wii games and Guitar Hero. Guests each receive a laptop and Zune MP3 player for use during their stay. The hotel also has tech studios and tech suites.



Hotel 1000, Seattle

Besides innovative plumbing like water pouring from the ceiling to fill the bath, Hotel 1000 also boasts a "silent electronic doorbell" system – housekeeping staff push a button at your door which sets off an infrared scanner inside your room. If it detects any movement, an electronic "do not disturb" sign appears and the housekeeper knows to come back later.



The Peninsula Hotel, Tokyo

The Peninsula takes its tech so seriously that it even has an electronics service department.

Rooms have internet radio boasting 3,000 stations, mood lighting controls and wireless phones with Skype capability that you can use throughout the hotel. Lastly, there's a nail polish dryer.



Blow Up Hall, Poznan, Poland

Blow Up Hall is a snazzy establishment described as an electronic art hotel. Renowned artist Rafael Lozano-Hemmer has created an intriguing video installation around which the design of the hotel is based. The moment you step inside, you're a performer in the video being played in the lobby comprising 2,400 tiny images gathered from as many cameras inside the hotel.

No keys or door numbers here, just iPhones. Every guest is supplied with an Apple phone which, through recognition tech, you use to gain access to your room. You can also use it to call your concierge, surf the Net and view preloaded local tourist info.



The Upper House, Hong Kong

All guests at this virtually paperless hotel are supplied with an iPod touch preloaded with games, music and everything you need to know about the hotel and its environs. There's free and unlimited broadband access with even the hotel's cars (Lexus RX450H hybrid models) equipped with Wi-Fi.



Mama Shelter, Paris

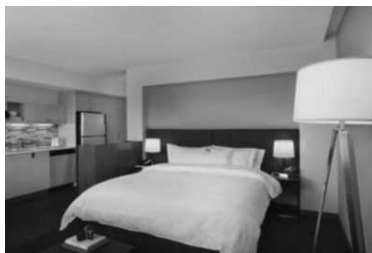
Once a parking garage and now a Philippe Starck-designed boutique hotel, Mama Shelter has a 24-inch iMac in each one of its 172 rooms. The iMac acts as your entertainment center and there's free Wi-Fi available too.

Something else the rooms at Mama Shelter have that you won't find in most other hotels is a microwave oven.



Montage, Beverly Hills

A real practical feature for the guys – a fog-free shaving mirror in all bathrooms. The Montage this year became one of the first hotels in the world to receive gold-level LEED (Leadership in Energy and Environmental Design) certification for its use of, for example, energy efficient heating, lighting and air-conditioning systems.



Element Hotels, across the United States

Rooms at Element Hotels feature ambient lighting made possible with energy efficient light bulbs and specially designed cutting-edge low flow rain showers that minimise water wastage. All rooms have state-of-the-art kitchens and soon guests will be supplied with a Nintendo DS console loaded with Personal Trainer: Cooking software.



Pod Hotel, New York City

Targeted at the younger travellers, New York's Pod Hotel has an in-house Pod Community Blog, open to those with reservations, that allows guests and guests-to-be to interact, ask questions and exchange information. The hotel is sure to satisfy the tech-hungry budget travellers with its free Wi-Fi, LCD flat screen TVs and iPod docking stations.

Courtesy: *Times of India*

The next generation is ready to welcome the idea of progressive hoteliering; be it technology-wise, economy-wise or ecology-wise. We need to prepare ourselves with the next generation ideas and work-methodologies. The best way to do this is to answer the:

DESCRIPTIVE QUESTIONS

❖ Write in brief on the Eva revolution in hotels.

The rising number of women business travellers in recent years has made the hotel industry sit up and take notice, sensitising their services as per women's needs, reorienting them to be in-tune with the industry's international trends.

Earlier, single lady travellers were few and far between, but the response from lady business travellers fostered the creation of a full-fledged Eva floor.

Women travellers are given special preference (pink linen, lady kit, GRE at your service)

- Video phones to check the identity of any person seeking entry into the guest room and screening of telephone calls, is likely to become an industry norm.
- An entirely female staff caters to each lady visitor's need. Perks include fine linens and duvets especially designed for the ladies floor, in-suite yoga facilities, a cosmetics fridge and toiletries.
- A "spa experience" is what management has tried to recreate in each guestroom, achieved by balancing the scents and aromas to provide an uplifting and refreshing atmosphere. Specific perks include fluffy blankets, calorie-specific meals and services provided by solely female staff.
- Fresh flower arrangement, aroma oil, silk curtains, super-soft and furry cushions, extra pillows, fur rug, jewelry box, leg massage machine and facial steamer.

- The health conscious will find the mini bar containing herbal teas and healthy snacks, while a yoga mat is made available, if required.
- Feminine needs like full-length mirrors, makeup mirrors, iron and ironing board, smaller hangers and bath robes and an assortment of extra cosmetics, are provided especially for women travellers in their rooms, while some hotels claim that it is a part of their standard facility.
- The Eva floors at hotels have elaborated tea-trays with an assortment of herbal teas and a chef's tray of light snacks in the evenings so that the guests can have a bite at the floor itself. Also, they get the privilege of plasma television sets.
- Other amenities on the Eva floors include extra security in the form of double latches, special floor access cards, all-women staff and a separate check-in counter.
- And last but not the least, a 'No Men allowed' policy. Even if the Eva rooms are unoccupied, a strict policy against letting them out to men is followed in hotels.



Figure 24.2 Eva amenities

Eva revolution – single lady concept

- Room appointments
- Safety-restricted entry
- Electronic safe
- Special flowers
- Only served by ladies
- Luxury hour in room
- Welcome drink
- 60% women above age of 16 are in workforce
- Screen of calls
- Viewers
- Special toiletries
- In-room check-in and check-out
- Rooming by GRE

❖ What are the new product and design concepts used in hotel industry?

Product and Design trends

- Contemporary products are being used more than ethnic products.
 - Vibrant colours
 - Appeal
 - Stylish
 - Comfort
 - In vogue
- Bedding is accompanied by
 - Eye mask
 - Aroma roll-ons
 - Black out for jet lags
 - Ear plug
 - A glass of milk
- Pillow menu are offered with variety of pillows like
 - Slim soft pillow
 - Cotton comfort pillow
 - Poly-fill pillow
 - Tranquility pillow
 - Energy pillow
 - Relax support pillow
 - Super soft pillow
 - Latex pillow
 - Feather-fill pillow/feather-down pillow
 - Baby pillow
 - Silk cotton pillow
 - Ortho-care pillow

- Air-care pillow
- Aromatherapy pillow
- Body pillow
- Bath comfort pillow - near bath tub
- Countered cervical pillow
- Meditation pillow
- Posturepedic mattresses are being used.
 - In this no rotation of mattress is required
 - Has a unicas design and posturepedic innerspring
 - Pressure point material is used
- Room
 - Sound – Db level on bed – 35
 - Overall lux level of room – 100 lux
 - Thermostat – 22°C
 - Gloss level – 90
 - Reflectance – 95
 - Duvet cover – Soft snow white paradise of 100% cotton satin, 250 thread count
- Vertical gardens are being used instead of horizontal gardens which are up on the walls.
- Allergen free beds are used.
 - With mattress and pillow protectors
- Yoga kits are offered with
 - Yoga mat
 - 3 CDs on basic asanas
 - Yoga rule book
 - Oil burners
 - Kurta pyjama
- IAQ – Indoor air quality sensors are being used.
- Guestroom digital assistant – Inncom’s integrated room automation system are used by staff.
- Products are used which focus on differently able guests.
- Innovative styles of turn down service – towel art, good night gift.
- Reflectometers are used to check linen brightness:
 - Bed linen – 95 reading
 - Table linen – 95
 - Bath linen – 94
 - Uniform – 92
- Decibel meters are used to check sound level in an area.
 - Sound level
- Glassometers are used to check
 - Gloss level of flooring
- Areomometers are used to check
 - Air blow of AHU – Air handling unit, FCU – Fan coil unit
- Lux meters are used to check
 - Illumination in an area
- Private swimming pool
- Smart pool – Fitted with a state-of-the-art Laminar Propulsion System (LPS) and at the press of a button, the space-saver Smart Pool transforms into an aquatic/swimming treadmill giving it the reach of an Olympic-sized swimming pool, allowing you to swim for hours in the comfort and convenience.

- Spacious bathrooms
- Contemporary fixtures
- Personal Jacuzzi and sauna
- World class bathroom amenities (L'occitane, Molton Brown, Damana, Yves Rocher, - Keiji, Memory of senses, Michaeljohn, Bvlgari)

Design Trend

- Lobby has now meaningful spaces. New age planning has also made it a welcome area.
- Landscaping trends have changed. Outdoor seating and outdoor restaurants are in.
- Underground piping is done.
- Lighting (balance between artificial and natural).
- Tree plantation in parking area.
- **Uniforms designing** – More casual look is the upcoming trend of hospitality industry. Heavy saris have been replaced by trendy suits for ladies and lighter material suits or blazers for men. Workplace dress codes have relaxed both for men and women.
- **Green hotels/Eco-friendly hotels**
 - Eco-responsible toiletries
 - Solar generation
 - Use of natural light
 - People, product , process – should be green
 - Responsible luxury
 - Green luxury
 - Eco-friendly mini bar
 - No compressor
 - No CFC
 - Conserving natural resources
 - Hair and skin care dispensers
 - Recycling goods
 - Eco-cleaning
 - Double insulated windows
 - Eco-friendly packaging of amenities
 - Toilet tank fill diverter
 - Composting kitchen waste
 - No-smoking policy
- **Boutique Hotels** – Boutique hotels differentiate themselves from larger chain or branded hotels by providing an exceptional and personalised level of accommodation, services and facilities.
 - Personalised accommodation, services and facilities.
 - Themes in stylish manner.
 - 3 to 100 guest rooms.
 - Targeting corporate travellers
- **Spa** – One of the most upcoming trends in the hospitality sector in India and abroad is opening of spas in hotel. The trend is catching up very fast with variety of spas opening from Ayurvedic to Thai spas are most in demand.

Commonly seen Spas

- Hotel Spa
- Day Spa
- Resort Spa
- Natural Spa
- Sport & Fitness Spa
- Medi Spa

❖ **What service trends are currently being used in hotel industry?**

Services Trends

- Bath butlers – Prepare for an evening of amour by first calling upon the bath butler service. Your personal valet can conjure up a relaxing soak in a preferred essence
- Cigar lounge – In the Cigar Lounge, cigar enthusiasts can enjoy handmade cigars, specially dehumidified to preserve their flavour and freshness

Fine cigars – Montecristo, Romeo & Juliet, Davidoff, Graycliff, Cohibo, etc.

- Creating private space
- Romantic ambience and settings
- Housekeeping creating special arrangements for special occasions
- Celebration trolley



Figure 24.3 Honeymoon turndown service



Figure 24.4 VIP Turndown

- Creating personal space in Restaurants/Outdoors



Figure 24.5 Creating personal space in Restaurants/Outdoors

- Customised turndown service by housekeeping
 - Liquor turndown
 - Cognac turndown
 - Dessert turndown
- Time Share hotels – A form of shared property ownership, commonly in vacation or recreation condominium property, in which rights vest in several owners to use property for a specified period each year.
- Thoughtful amenities – New amenities ranging from increased choices for methods of checkout to higher quality bath amenities and in-room exercise equipment.
- Buy-to-let hotel rooms – Each room/flat is owned and occupied by the buyer, or let out directly by the buyer also known as condo hotel.
- Virtual concierge service – 24-hour access to the information normally provided by a traditional concierge, including area dining options, attractions, movies, shopping, transportation and events in the immediate vicinity of the Holiday Inn where they are staying. eHost also provides weather and airline information, hotel-specific information.
- Smoke-free hotels and resorts – Hotels and resorts will offer a designated outdoor area for guests who smoke. Consumer data shows that 92% of guests request a non-smoking room when travelling.
- Hotels help with jet lag. Hotels offer
 - Information on how to reduce fatigue
 - Ideal bedroom environment for quality sleep
 - Nutritional and psychological needs of ‘zoned out’ travellers
 - Wake up call
 - Aroma therapy
- Housekeeping attendants make tea coffee while cleaning the room if the guest is present.
- Automatic shoe shine service is offered by the housekeeping.
- Pack and Take laundry
- Laptop cleaning service
- Unique gift on departure
 - Bookmark
 - Aroma oil
- Collar bone with the shirt after laundering
- Cufflink with the shirt
- Towel art – It is a creatively folded set of towels done at turndown as a surprise in rooms with small kids’ story books also given
- Single lady amenity kit consisting of a nail file, nail clipper, lady amenities & soaps neatly packaged in a butter paper and bio degradable box so that amenities are not left loose in a tray.



Figure 24.6 Liquor turndown



Figure 24.7 Towel art

- Buddy system (two boys attending one room together)
- Self-checking rooms (the room boys themselves check the rooms without the help of supervisors).

Other Trends

- | | |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Stylish spa • Yoga sessions • Wi-Fi • Seamless signing
(only one sign on keycard is enough) • In-room home theatre • E-shopping • Bed that measure your blood pressure • Fruits of choice | <ul style="list-style-type: none"> • Golf at week ends • CIS (central information system) • First wireless now paperless • Flecon system • Aromatic pillows • Tea-coffee maker • Finger print technology • Processed timber floor with rugs |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

❖ What are the personnel trends used in hotel industry?

Human Resources

- Fire safety drills
 - Employees on fire safety
 - Making fire fighting squads in each department
- Serving disabled guests
 - Where a property has a car park, a reserved parking space should be available for a disabled guest, on request.
 - The route from the parking point or space to the entrance must be sound and free from obstacles. Deep gravel, cobbles and pot-holed surfaces are not acceptable.
 - The entrance door must have a clear opening of not less than 67 cm.
 - Where there is no ramp there must be no more than 3 steps to the entrance at any one point.
 - Within the reception area, there must be an unobstructed space of not less than 110 x 70 cm.
- High Efficiency = Low Cost
 - Multi-skilled staff
 - Energy saving device
- Educating staff on energy conservation
- Contract services/outourcing
 - Human resources
 - Contract housekeeping
 - Pest control
 - Partial services

❖ What are the technological trends used in hotel industry?

Technological

- Water Treatment Plant
 - Treatment of hard water to soft water

- Sewage water treated and used in gardens
- Off-site centralised laundry service
 - Several of the big chains are moving toward taking their laundry facilities off-site and into a centralised operation to capitalise on the economies of scale. As these companies have several hotels within a market or region, a centralised facility can lower costs to individual properties, increase quality control and free hoteliers to getting back to the business of running a hotel.
- E-check-in capability-

With eChecking-in, members can benefit from the convenience of checking in via the Web up to 36 hours and within at least two hours of their arrival.
- Marketing by CD — Hotels go digital in their brochures
 - Hotels showcase their products and services with an interactive mini compact disc (CD) that arrives in thousands of mailboxes throughout the nation.
- Customised mini bars
 - Beverage and snacks cost included in the room rate and not charged separately to the guest
 - Stocked by calling room service
 - Reminder tags are used for replenishment
- Internet Protocol Phone – Phones with facilities like
 - Flight time
 - Type and send room service order
- Interactive television –a television with facilities like

<ul style="list-style-type: none"> ➤ Television ➤ Music ➤ Office ➤ Audio CD/VCD/DVD 	<ul style="list-style-type: none"> ➤ Film ➤ Internet ➤ World radio ➤ Guest services
-------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------
- Smart cart – Used by housekeeping attendants instead of trolleys
 - Inspired from existing luggage strollers
 - Polymer construction is durable and easily cleaned – Lowers your maintenance costs.
 - Flexible and expandable
 - Integrated cabinet system
 - Easy add-on accessories
 - Locking door kit
 - Side storage kits
 - Ergonomically designed
- PDA (Personal Digital Assistant)
 - Maintain deep-cleaning schedules
 - Post consumption charges
 - Monitor preventive maintenance schedules



Figure 24.8 Internet protocol phone



Figure 24.9 Smart cart

- Maintain departure check-lists for rooms
- View work schedule for the day
- View guest profile details
- Change room status post servicing
- Service offerings
- World of new flower arrangements
 - More greens and less flowers
 - Beautiful vases
- Online guest preference capture
- Personal contact program – First timer, long stayer, repeat



Figure 24.10 PDA



Figure 24.11 World of new flower arrangement

- Preventive maintenance team – For defect free product
- Customer information system
- Customer feedback system
- Process improvement teams

❖ **Which are the technological trends prevalent in the hospitality industry these days?**

Hospitality Technology Trends

- **High definition televisions (HDTV)** are the focal point of every hotel room and there are a huge variety of models for hoteliers to choose from to suit differing room sizes and budgets. They should provide a range of high quality HD channels to reflect the needs of guests and most major suppliers including Samsung and LG, for example, offer a range to suit all requirements and budgets.



Figure 24.12

- **High speed internet access** (wired and Wi-Fi) in hotel rooms is a must for any business traveller and now many leisure travellers too. Almost all hotels now provide internet access, but the main challenge for hoteliers is offering guests the same level of broadband service in a hotel room as they receive at home, in terms of speed, reliability and security. One way of doing this is by offering a tiered bandwidth service, i.e. pricing the broadband service according to usage, where those who use less bandwidth pay a smaller fee than those who require more. This will also allow hoteliers to control the amount of bandwidth available to each guest and deliver a fairer and more reliable service.
- **MP3 docking station and alarm clock** are two essential gadgets for many travellers. Apple has sold over 100 million iPods and many travellers use them to listen to favourite songs, watch movies, or view family photos, so any docking station that couples as an alarm clock should be at the top of any hotelier's list for in-room gadgets. Alternatively, most in-room televisions also double up as an alarm clock.
- **Convenient power sources** – Sounds obvious, but you'd be surprised how many times hotel guests have to dive under a desk to access power sockets to connect and charge their laptop and mobile. Another option is for hoteliers to provide a connectivity panel which enables content from a laptop, digital camera or MP3 to be viewed/listened to via the television. So, they don't have to keep recharging their batteries.

- **Mirror televisions** are more commonly found in bathrooms, saunas and swimming pools at luxurious hotels. They are equipped with high definition technology, digital tuners and touch screen functionality. In fact, there were some impressive Mirror TVs being demonstrated at the recent CES in Las Vegas.



Figure 24.13

- **Lighting and climate control** may not seem at first an advanced piece of technology, but allowing guests to set these remotely to suit their changing moods, whether they're just waking up, working, or relaxing is becoming an important feature of a hotel room. West End hotel, St Martins Lane, is a good example of mood lighting and the Peninsula Shanghai has weather gauges on its in-room control panel, allowing guests to decide if they should put on an extra layer before heading outside.
- **RFID (Radio Frequency Identification) door lock** for keyless entry to a hotel room and other areas of the hotel is becoming more popular in hotels across the world. In addition to this, new technology has been developed to allow guests to use any brand of mobile phone to gain access to their hotel room, so they don't have to worry about their keys at all. Face recognition key locks and LCD screens connected to a digital camera to let guests know instantly who's outside their door could also be an intriguing guest security proposition for future new build properties.
- **Energy management systems** which adjust the temperature and lights in a hotel room upon detection that the room is empty and an air-powered hair dryer to help save water and energy usage are interesting concepts. A combination of energy-efficient air conditioning, a rainwater harvesting system and low energy lighting can reduce a hotel's carbon footprint by 75 per cent compared to the average establishment.
- **Guest sensors** have been fitted in hotels that monitor when a guest enters and leaves so that lights and other technology in the room can be switched on and off accordingly. In addition, the Upper House in Hong Kong uses infrared signals to allow housekeeping staff to tell if the room is occupied by pressing a button.
- And, finally, technology to rotate a Croatian hotel once every day is being explored to give every guest a sea view during their stay. Not viable for every hotel, but boy would it help you stand out from the crowd.

- **However, the hottest ones that are fast selling and are used in most hotels are:**

Hotel rooms that can access everything from your favorite food to your musical preferences—while running on technology that's clever enough to repair itself—might sound like a page torn right out of a pulp sci-fi novel.

And it isn't just hotels that are leveraging these new tools to their advantage; so are theme parks, restaurants and casinos. The overall

effects of these new tools on the hospitality business promises to be far-reaching. From the perspective of a hotel, casino, or restaurant, these important advances have the potential to create more efficient and profitable businesses and make your business more appealing to guests.

- **No more "20 questions"** at check-in. Remember all those queries when you pick up your room key, such as, what kind of newspaper do you prefer? Would you like a poolside or ocean-side room? Asking such questions eats up hotel employees' valuable time and, after a while; the guests get tired of answering them. New customer relationship management (CRM) tools allow a hotel to gather guest preference information from various systems at property level and distribute them throughout the company. So your hotel knows what you like, right away.

For example, one hotel chain asks guests signing up for its loyalty program to fill out a preferences questionnaire that is entered into its CRM system at the property level. The information can be made available for any hotel in the chain that the guest checks in to, while the CRM system itself is still maintained locally, at the property level (This is made possible by merging the property level CRM data with the larger CRM system held at the headquarters-level for the chain).

When the day of arrival comes, the preference data is pushed to the property and generates an activity list to prepare the guest's room. At the same time, historical transaction data about the guest is made available, which can help predict the behaviours and likely service consumption that the guest will have. "If the guest typically orders room service shortly after checking in to their room, then you can proactively suggest or offer the in-room dining specials for that day, even take their order at the front desk to shorten the wait for their dinner."

- **TVs that deliver music, movies** and much more. Today's leading-edge hotels have in-room systems that do far more than allowing guests to watch their favorite first-run movies. They can also control in-room music, provide gaming options, display the bill and even control the thermostat and lights.
- **Find yourself (and pay for lunch).** People in the hospitality industry have found a variety of uses for new radio frequency identification (RFID) technology—from helping guests find each other at a ski resort to allowing them to pay for a meal. That is because, increasingly, this technology is gaining traction with hotels and resorts in the form of cashless payment systems that can be used on-property and, more and more often, off-property as well.

For example, at Wild Rivers, a water theme park in Irvine, Calif, RFID locator bracelets can be preloaded and used to pay for food and beverages (which is especially useful when everyone is wearing a bathing suit). The RFID systems, developed by Guest Technologies, have yielded an almost immediate return on investment. After the system was introduced at Wild Rivers,



Figure 24.14

guests are spending quadrupled, with the average family of four and spending twice their normal amount on meals.

- **Back-office systems that are actually on speaking terms.** Hotel guests might not have noticed this (and if it was done right, they shouldn't have), but applications that handled property management, food and beverage and sales and catering functions often couldn't communicate with one another easily. Now they can.

A large, multi-property hotel chain in Las Vegas is currently integrating systems and platforms that were in application silos—meaning that they were running as stand-alone applications, not intended to share their information with other applications—to better integrate each other's data. Through this interchange of data, they are better able to implement efficient business processes that rely on the delivery of data between these systems that were previously separated. For example, if you dine on-property the morning you intend to check out, you can get a final bill that is inclusive of your full folio of charges—even the breakfast you had five minutes ago. That's because there's no more “batching” of data to be sent to the property management system for posting to your guest folio. Instead, the interchange of your transaction to your folio is now happening at the time you make it.

“To achieve this level of integration between property-level systems, hospitality organisations had to create specific interfaces between them,” says Frizzell. “But these interfaces are not typically designed with flexibility and scaling of processes in mind, which had the unfortunate side effect of making the interfaces very brittle in use.”

Think of it this way: If you have 10 on-property systems that all needed to share the same base set of guest transaction data, it would result in 90 separate interfaces being built to accommodate the integration. Considering the inflexible nature of these point-in-time interfaces, keeping them running and orchestrated to perform the simple task of sharing data can easily become a huge financial and management burden.

- **Self-healing hotel technology.** A hotel's information technology (IT) systems are typically managed in a reactive way, which is to say that when something breaks down an IT person is called upon to fix it. But bringing systems offline to repair them can affect the whole operation—think of the long check-in lines when the credit-card systems aren't working. The solution? A dynamic platform that constantly monitors a hotel's systems for problems and fixes them before they affect the whole property. A large multi-concept fine dining chain has added a system to keep an eye on its restaurant-level systems and enterprise servers. This system controls everything from the deployment of operating systems to the handheld devices the company's employees use. System problems and failures are reported to the IT help desk as they occur, minimising the time it takes to get mission-critical systems back online.

❖ **What are the upcoming changes we can see in the near future?**

There are a variety of products and technologies already in development. These include:

- Alarm clocks that increase the amount of light in a room rather than emitting a tone, which may be too jarring for some guests.
- Rooms that are light-, noise- and temperature-sensitive, in order to create a sleep profile, tailored to each guest.
- Keyless locks that are controlled by coded information gained through the scan of a guest's finger, palm or retina.

- Windows replaced by guest-selected computer-generated scenes to create a more restful, relaxing in-room environment.
- Room configurations better suited to the traveller profile of the future, particularly in the U.S., where more than half the population is expected to be more than 65 years old by the year 2010. These include: changes in lighting and greater accessibility of doorknobs vs. handles; and showers vs. bathtubs.
- Choice of soothing white noise at the touch of a button to help guests unwind.
- In-room virtual reality entertainment centers.
- Electronically controlled mattresses to provide guests with the right level of firmness and support.
- In-room exercise amenities using tension lines and doorknobs so that guests can de-stress while they get fit in the privacy of their own room.
- Menus designed by nutritionists to enhance a guest's health and diet.

❖ **Write short notes on operational practice of eco-friendly concepts**

This is discussed under the heading “Green Housekeeping”.

❖ **Write your comment on IT and housekeeping**

IT in the Housekeeping Department

WLAN technology is enabling a wide range of hospitality applications in the housekeeping department. Housekeeping staff can now conduct room checks after the guest vacates the room through a handheld Wi-Fi-enabled device to report the status of the room. They can also communicate with security personnel instantly over e-mail in case of an emergency. Staff can also ensure from a remote spot that fire extinguishers are charged, emergency lights are functioning and so on. Check and communicate inventory information for guestroom supplies and the stocking of mini bars in order to ensure that provisions are replenished in an efficient manner. Housekeeping managers can also contact workers and identify their locations quickly, resulting in quicker response times.

VoIP is the fundamental enabling technology that converts voice signals into a form that can be sent over a data network, such as the internet or one of the typical local area networks (LANs) found in most hotels today.

Many housekeepers have strived to keep their department computer-savvy. Computers are now being used in many housekeeping departments for rooms' management inventory control, linen management and so onto varying extents. Many software packages are now available in India that provide specific applications for housekeeping operations. Computers can now be linked to telephone system in each individual guestroom. This technology greatly reduces the cost of individual wiring in each guestroom. For instance, an interface can be created between the telephone system and the CPU (central processing unit) of the hotel's computer network by the GRA dialing a specific sequence of numbers on the phone from a specific guestroom. Once connected, the computer immediately recognises the room number to which it is being connected. After the connection is established, a specific list of dial-up codes become available to the GRA; by way of which he or she can now transmit information to the computer system directly without the need for additional input devices in the rooms.

Housekeeping Software

Housekeeping operations modules are now an integral part of integrated hotel management software. The modules widely available include applications such as forecasting GRA requirements, daily housekeeping scheduling, tracking housekeeping history and monitoring GRA performance.

Forecasting GRA requirement – This module is designed to forecast the total number of GRAs needed each day in the future, based on the current in-house occupancy and staffing and the expected arrivals/departures over the forthcoming period. This module can forecast staffing requisites up to 365 days in advance, given the right inputs.

Daily housekeeping scheduling – This application can automatically create and print estimated cleaning time needed per room and the number of GRAs in the establishment. A ‘housekeeping status screen’ is the core element of the system and tracks each housekeeper, updating the status as rooms are cleaned and inspected. The module tracks the status from ‘dirty’ to ‘ready for inspection’ to ‘clean and ready for guests’. This is made possible by marking the rooms ‘clean’ using an in-room intercom or handheld wireless PDA (personal digital assistant) as each GRA and supervisor is connected through with them.

This module can also schedule the servicing of guest requests. For instance, if a guest calls the front desk and requests a crib or extra towels, the front desk can simply input this request into the computer and it then appears on the main housekeeping monitor screen. A guest request notification to the most suitably placed GRA can also be sent automatically to a handheld wireless PDA or cell phone by way of a text message or e-mail.

Housekeeping history and GRA performance reports – This is a historical reporting module. It is possible to measure the performance of each GRA by tracking the ‘estimated clean time’ and the ‘actual clean time’ as well as the variances. Supervisors can enter comments on each cleaning too. Since supervisors use the intercom in the room to mark the room as ‘ready for guests’, this system can also store the time at which the supervisor finished the inspection. Thus, reports are available that show how much time elapsed between the GRA marking the room as ‘ready for inspection’ and the supervisor completes the inspection. The executive housekeeper can thus track the time and duration for each room cleaning by each person. For instance, if a guest is found to have checked into a dirty room, the housekeeper can determine which GRA or supervisor erroneously marked the room ‘clean’.

❖ Write a note on changing role of housekeeping

Hospitality industry in India is today witnessing an unprecedented boom, yet facing challenging times while competing with new business concepts and attracting and retaining qualified manpower to adapt and align in such evolving times. This has led to industry rewriting current operational dynamics of manpower intensive departments in hotels to derive better value and efficiency.

The recent BPO led growth and mall and multiplex boom has also offered viable and financially attractive career opportunities. The industry today is in a situation where even though growth being imminent has found these constraints emerging as the biggest hurdle.

The housekeeping department, the most critical department with least customer interface in a hotel, is the most significant back-office function. In this fast changing scenario, this department has particularly undergone major upheavals resulting in a whole new outlook to housekeeping management.

Changing Role of Housekeeping

- Outsourcing housekeeping
- Service excellence and training
- Budgeting and inventory control
- Energy conservation and environmental issues
- Profitable operational strategies
- Housekeeping leadership and management
- On-premise laundry vs. outsourcing

Outsourcing Housekeeping – In or out?

- Outsourcing can be cost effective and take care of many manpower related issues, including filling the need-gap caused due to attrition of manpower and the unavailability of suitable personnel to fill the need. In the current scenario, there is a need for multi-functional personnel who are well versed not just with the housekeeping function. The need of the hour is to have a holistic knowledge and view of the products and the culture of the hotel and imbibe the two.

- **Training and service excellence**

Also, with the advent of increasing mechanisation of service equipment, supervisors are placed in a unique position to train staff on optimum usage, which will go a long way to increase efficiency in operations, which is crucial to minimise wasteful expenditure.

- **Engineering and Housekeeping – marriage or divorce?**

The role of engineering services was highlighted for the smooth running of hotels. The importance of engineering in the field of housekeeping cannot be negated, with its equal responsibility in running the show behind the scenes. Working in tandem, housekeepers rely on the engineering department for regular maintenance, upkeep and repair of furniture, equipment, etc, leading to lengthening the life and reduced costs. The housekeeping department channelises all related queries and observations to the engineering department and in a way are the messengers for them. The job role of engineering covers the whole gamut right from support services to the hotel, to maintaining equipment – the primary role being the safety of the premises. The integration of housekeeping with engineering is vital. The engineering department follows up on complaints, helps maintain the life of products and saves costs with preventive maintenance schedules and energy conservation techniques and in the upkeep of the property.” The relationship does not limit itself during the operational stage, but is crucial during the time of setting up of the hotel.

- **Training and manpower: Challenges and opportunities – Are we ready?**

Retaining and motivating manpower is crucial for the success of any organisation. This cliché rings true, especially in the hospitality industry where housekeeping team members are involved in an unglamorous task that often goes unnoticed. Lack of communication between the managerial and the grassroots level leaves employees frustrated and overworked. Unskilled and untrained employees coupled with massive attrition rates of trained personnel due to lucrative options not only in the hospitality industry but also in BPOs, call centres, etc. has become a challenge. Described as an extremely monotonous and a thankless job, even by veterans of the industry, it is in need of innovation and attention. In addition, it is not incentivised like other departments in the hotel such as F&B or the front desk. The fact that many employees are banished to do the dreary housekeeping department for errors committed by them only adds fuel to the fire.

The need for technical training, especially at the grassroots level because of an increasing utilisation of technology has become imperative. “This ingrains a feeling of importance in the individual, plus training makes him feel indispensable to the organisation”. The necessity of

equipment manufacturers to work in tandem with training institutes is highlighted as a key factor for technical training.

The responsibility of attracting talent to housekeeping extends to institutes also, with updating in the curriculum required to make it more interesting so that the calibre of students attracted to this profession is up to the mark. But, at the bottom line it is money that talks. To attract the right talent, it is necessary to offer the salary of competitive industries. The investment a student makes in a housekeeping course is not justified with a low starting salary. There is a need to raise the pay structure and not restrict the entry of qualified and talented professionals with a low wage.

New dimensions can only be conceived if our conceptions are clear. For that we need to answer the:

SPECIFIC QUESTIONS

❖ What are exposed bathrooms?

These are bathrooms with no roof. The bathrooms are exposed to the sky; generally these types of bathrooms are seen in resorts and spa.

❖ Name some ecotels in India.

Orchids, Mumbai

Our native village, Bangalore

❖ Name some boutique hotels in India.

- Park group of hotels
- Gordon House, Mumbai
- Hans Plaza, New Delhi

❖ Name some Indian hotels with a spa.

- The Oberoi, Bangalore
- The Leela Palace, Bangalore
- Taj Exotica, Goa

❖ Name some hotels with offering Eva floors.

- Grand Hyatt, Mumbai
- ITC Maurya, New Delhi

❖ Give four reasons as to why modern trends are required in the hospitality industry.

The four main reasons why change is required in the hospitality industry are:

- **Changing customer** – More number of people are traveling having different demands, e.g. ladies whose demands are different.
- **Changing technology** – Regular changes in technology force hotels to change themselves to cope with the latest technology.
- **Globalisation** – With globalisation, more awareness is there in the customer and the demand of services is also very high.
- **Well travelled customer** – Customer preferences are changing.

❖ **Write a note on the four steps to modern housekeeping**

With the changing outlook of the hospitality industry, the concept of housekeeping is changing overall. Earlier housekeeping was concentrated to only cleaning and upkeep of hotel, but now cleaning is just the first step in housekeeping. The boundaries of housekeeping has gone much beyond cleaning and reached a stage of sterilisation.

Four-step Housekeeping

- **Cleaning** – It is the first step of housekeeping. It means the rooms and public area are to be kept free from any foreign matter or pollution.
- **Disinfection** – This is the second level after cleaning, where the cleaned surface is disinfected so as to destroy or prevent the growth of disease-carrying microorganisms.
- **Sanitisation** – The next step is sanitisation that is making something sanitary (free from germs).
- **Sterilisation** – This is the last step. It involves the procedure of destroying all microorganisms in or on a given environment, such as bathroom floor, in order to prevent the spread of infection. This is usually done by using heat, radiation, or chemical agents.

❖ **How are the five senses used in modern housekeeping?**

The modern housekeeping offers five senses housekeeping which is achieved through

- **Sight** – This includes luxury interiors, clean surfaces and environment.
 - The Lobby embraces day-time light effects and a candle-lit ambience during the nights.
 - Subtle shades of light and colour, specifically designed to complement the theme and cuisine of each restaurant.
 - Earthy tones in rooms and floor corridors, paired with smart ambient lights.
 - Designer staff uniforms that blend with the theme of the hotel.
 - Banquet light options designed to entice and impress the hi-profile business as well as social glitterati.
- **Touch** – It is felt through
 - Spa
 - Pillow menu, duvet and mattress choice to ensure each guest's preference for a comfortable night's sleep.
 - Fabric of upholstery made from the softest materials.
 - Bath butler service.
- **Hear** – This sense is addressed through standard measure of sound level maintained in hotels
 - Near bed: 35-40.
 - Near vestibule: 40-45.
 - Near window: 40-45.
 - Lobby music changes genre with time of day.
 - Each restaurant has music paired with the theme and cuisine.
 - Rooms equipped with surround sound home theater systems and iPod docking system on request.
 - Service center operators undergo a 'dialect & tone' training to deliver a pleasant voice to each customer.

- **Taste** – The sense is proved by the food smell not to let it mix with other smell in restaurants by giving clean environment.
 - Celebrity chefs take you through a fine culinary journey across continents, blending authentic recipes and fusion flavours to suit the modern palate.
 - Award winning diner brings you select recipes from the affluent palate along with an extensive wine list and interactive dining experiences.
 - Hi energy lounge bar offers signature cocktails, liquor and aperitif's mixed with the electric pulse of a celebrity DJs and bartenders.
 - Live kitchen with chef's preparing to your preference.
 - Special menu – Sugar free, Gluten free, organic.
 - Finest Sommeliers.
- **Smell** – It is created, e.g. essential oil/natural oil and room fresheners.
 - Fragrant Bath menu's and Massage options for guest relaxation.....
 - Open kitchens in each restaurant spread the magical aroma of gourmet cuisines.

❖ **Write a note on eliminated trends in housekeeping and give the alternative of each which is being used.**

<i>Trends eliminated</i>	<i>Alternative</i>
Bedcover	Duvet/quilt
Carpet	Rugs
Dial up internet	Wi-Fi
Blankets tuck in	Single sheet
Overflowing fruit basket	Fruit on request card
Heavy curtain valance	Blinds
Heavy looking light fittings	Use of natural light, task light in place of fixed light fitting
Two pillows	Pillow menu - choice of pillow
Mattress	Posture comfort mattress
Horizontal garden	Vertical gardens
Checklists	Personal digital assistant
Amenities	Amenities on request
Shoe shine on request	Automatic shoe shine
Rooms checked by supervisors	Self checking rooms
Brochures and tent cards	Paperless – e-brochures
Tea-coffee on order	Tea-coffee maker
Check in	e-check in
Television	Interactive television
In house laundry	Off-site centralised laundry service
Mini bar with fixed amenities	Customised mini bars
Heavy trolleys	Smart cart
Huge flower arrangements	More of greens, Ikebana, cost effective flower arrangements

SUMMARY

The following points have been discussed in this chapter:

- Product and design trends
- Technological trends, Service trends, Personnel trends
- Upcoming developments in product, service and technology
- Eva revolution

Hospitality patrons demand state-of-the-art technology. They expect fast, uninterrupted Internet connectivity. They expect seamless traditional and wireless functionality. They expect convenience.

Resorts and conference centres have transitioned from static structures to interactive hubs of technology. Technology adds value and generates revenue in the hospitality industry.

As a technology partner, it works with you and members of your design team to develop a program that increases your competitive edge and ultimately, your profitability.

This is accomplished this by understanding your business' short and long-term business goals and developing an infrastructure system to support these objectives. Our scope of services encompasses design, installation, project management, training and maintenance.

New technology has a proven track record implementing technology programs in this competitive market. It has developed comprehensive technology programs for industry leaders such as Marriott and Sheraton.

KEY TERMS

- **Areometer** – Are used to check Air blow of AHU- air handling unit, FCU- fan coil unit.
- **Ayurveda** – Is a Sanskrit term made up of the words ayus (life) and veda (knowledge or science) this refers to a system of using the inherent principles of nature to maintain health in a person by keeping the individual's body, mind and spirit in perfect equilibrium with nature.
- **Biodegradable** – Substances capable of being decomposed by living organisms.
- **Boutique hotels** – Differentiate themselves from larger chain or branded hotels by providing an exceptional and personalised level of accommodation, services and facilities.
- **Buddy system** – Two room attendants doing one room at a time.
- **Condo hotels** – Also known as timeshare hotels is a form of shared property ownership, commonly in vacation or recreation condominium property, in which rights vest in several owners to use property for a specified period each year.
- **CPU** – Central processing unit of a computer system.
- **Cross-training** – Training employees to work in departments other than their specialty during periods of staff shortage.
- **Decibel meter** – Are used to check sound level in an area.
- **Duvets** – Quilts filled with down feathers or synthetic fibers. Many hotels use duvets with a decorative duvet cover to replace both blankets and bedspreads. They are sometimes referred to as 'comforters' as well.
- **Ecotel** – Eco hotel is a term used to describe a hotel or accommodation that has made important environmental improvements to its structure in order to minimise its impact on the environment.

The basic definition of a green hotel is an environmentally-responsible lodging that follows the practices of green living. These hotels have to be certified green by an independent third-party or by the state they are located in.

- **Ergonomics** – The study of the efficiency of people in relation to their working environment.
- **Eva floor** – Ladies floor.
- **Glassometer** – Are used to check gloss level of flooring GPS: Global positioning system, which uses satellites and receiving devices used to compute position on the earth.
- **Hygiene** – The science that deals with the preservation of health by maintaining high standards of cleanliness.
- **IT** – Acronym for Information Technology.
- **Jet lags** – Jet lag, medically referred to as "desynchronosis," is a physiological condition which is a consequence of alterations to circadian rhythms; it is classified as one of the circadian rhythm sleep disorders. Jet lag results from rapid long-distance transmeridian (east-west or west-east) travel, as on a jet plane.
- **LAN** – Acronym for local area network is a group of computers and associated devices that share a common communication line or wireless link and typically share the resources of a single processor or server within a small geographic area.
- **Lux meter** – Are used to check illumination in an area.
- **Outsourcing** – Is a conscious business decision to move internal work to an external provider.
- **Ozone** – Is a form of oxygen where each molecule is composed of three atoms of oxygen instead of the more usual. It decomposes quickly and easily, turning into regular oxygen, where the extra oxygen atom splits away from the ozone molecule.
- **PDA** – Acronym for Personal Digital Assistant; it is a handheld computer that serves as an organiser for personal information; it may be also combined with a cell phone and other wireless technologies, providing a mobile office for the people on the go.
- **Performance standards** – Is a required level of performance to meet the quality standards set by the organisation.
- **Pillow menu** – Is a list of assorted pillows offered to guest for sleeping.
- **Productivity standards** – Is an acceptable amount of work to be done within a specific timeframe according to an established level of performance.
- **Reflectometer** – Are used to check linen brightness.
- **Sanitiser** – Is an agent used for reducing microbial counts to an acceptable level.
- **SOPs** – Documents of a standing nature that specify a certain method of operating or specific procedures for the accomplishment of a task. SOPs can be developed for all important housekeeping activities and tasks.
- **Spa** – The term spa is associated with water treatment which is also known as balneotherapy. Spa towns or spa resorts (including hot springs resorts) typically offer thermal or mineral water for drinking and bathing. They also offer various health treatments. The belief in the curative powers of mineral waters goes back to prehistoric times. Such practices have been popular worldwide, but are especially widespread in Europe and Japan. Day spas are also quite popular and offer various personal care treatments.

- **VoIP** – Voice over internet protocol is a category of hardware and software systems that enables people to use the internet as the transmission medium for telephone calls by sending voice data over the internet. VoIP is also referred to as 'internet telephony', 'IP telephony' or 'voice over the internet (VOI)'.
- **Wi-Fi** – Wireless fidelity is an amenity provided nowadays by most world-class hotels, this technology enables guests to access wide range of information, applications and computing resources without having to worry about connectivity issues.
- **WLAN** – Wireless local area network is a typical of local area network that uses high frequency radio waves rather than wires to communicate between nodes. It is also referred to as 'LAWN' or 'local area wireless network.'
- **Work study** – Is an analysis of the tasks, the equipment and the time taken to do a specific job. This is an important tool for determining standard operating procedures.

ACTIVITY

Activity

Give the alternatives to the trends eliminated

<i>Trends eliminated</i>	<i>Alternative</i>
Bedcover	
Carpet	
Dial up internet	
Blankets tuck in	
Overflowing fruit basket	
Heavy curtain valance	
Heavy looking light fittings	
Two pillows	
Mattress	
Horizontal garden	
Checklists	
Amenities	
Shoe shine on request	
Rooms checked by supervisors	
Brochures and tent cards	
Tea-coffee on order	
Check in	
Television	
In house laundry	
Mini bar with fixed amenities	
Heavy trolleys	
Huge flower arrangements	

ANSWER

Activity

<i>Trends eliminated</i>	<i>Alternative</i>
Bedcover	Duvet/quilt
Carpet	Rugs
Dial up internet	Wi-Fi
Blankets tuck in	Single sheet
Overflowing fruit basket	Fruit on request card
Heavy curtain valance	Blinds
Heavy looking light fittings	Use of natural light, task light in place of fixed light fitting
Two pillows	Pillow menu- choice of pillow
Mattress	Posture comfort mattress
Horizontal garden	Vertical gardens
Checklists	Personal digital assistant
Amenities	Amenities on request
Shoe shine on request	Automatic shoe shine
Rooms checked by supervisors	Self checking rooms
Brochures and tent cards	Paperless e-brochures
Tea-coffee on order	Tea-coffee maker
Check in	e-check in
Television	Interactive television
In house laundry	Off-site centralised laundry service
Mini bar with fixed amenities	Customised mini bars
Heavy trolleys	Smart cart
Huge flower arrangements	More of greens, ikebana, cost effective flower arrangements

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