

# Study About Changes in Housekeeping Department Post Pandemic in Nagpur City

## SUBMITTED BY:

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## ❖ AIM:-

Study about Changes in Housekeeping Department post pandemic in Nagpur city.

## ❖ OBJECTIVES:-

- To find out the guest booking history of the hotels post pandemic in Nagpur and the impact of various factor in hotel operations.
- To implement new SOP as per covid rules and regulations and monitor update of services with limited guest contact.
- To provide information for planning pre- pandemic about the rules and regulations and standard operating procedures which were followed before and needed to heal all the circumstances before and after pandemic.

Sample Size :50

❖ **PURPOSE:-**

- For prevention of the problems in hotels which the hotels are facing nowadays so it should not create big issue.
- To make aware to the staff to follow rules and regulations and sop's to be followed in such situations so that least guest contact should come and work should also get completed.
- To make ensure to the students of hospitality industry to get learn about all the thinking of hotels and operations which were being conducted in hotels during covid situation so that whenever such situation comes again they should be known to this
- To evaluate society and guest to make them feel safe and explore them to all the internal operations so that they should have the satisfied comfort ability and also well known to avoid misunderstanding.

## **INTRODUCTION**

We've entered a world of change and the hospitality industry has been deeply impacted. Now, with regions across the globe reopening, the consideration of what it means to live and travel in this strange new world has begun to kick in.

This includes changes throughout all hotel departments, from contactless check-in at the Front Desk to new procedures for valets and bellmen. Housekeeping will be the bedrock of security, as cleanliness is critical to safety.

Cleaning hotel rooms is a core part of the hospitality business. With heightened awareness as a result of the pandemic, hotel teams will face additional scrutiny on what makes a room clean and safe.

Hotel safety for guests and employees, as well as national economic and health safety, relies on the ability to control and eliminate COVID-19 in shared environments. In the housekeeping world, there are 7 different things to focus on.

We found that the guest departure room cleaning time has increased an average of around 15 percent for half the hotels we spoke to. For some resorts or hotels with large rooms or kitchen facilities, for example, the new time taken is much more. , SOP of hotel operations for the Hotels and resorts in Nagpur city estimates that for their resort, around 35 percent more time is now spent on cleaning.

Determining the room cleaning schedule is now far more complex and can also double the amount of expensive management time to the morning administration and allocation process. No matter what the cost in additional personal protective equipment and time though, there is no doubt that being able to certify a room is clean will be a paramount priority for some years to come.

## **REVIEW OF LITERATURE**

It's easy to assume that housekeeping only involves someone coming into the room to change the bedding and bring fresh towels. The housekeeping department of a hotel performs a crucial role in keeping the environment sanitized, they are frontline staff as far as fighting the Covid-19 pandemic goes. ET Hospitality spoke to several housekeeping heads and industry veterans from various hospitality giants to know how their team is taking care of the current situation. According to Ankur Bhatia, Executive Director, Bird Group, Roseate Hotels and Resorts have been working on the precautionary measures since January as the hotels were expecting Chinese guests during the Auto Expo. (Singh., 2020)

### [EHL Insights](#)

With many hotels already closed, the first step of reacting to this crisis has been completed. This critical action hits pause on numerous cash outflows. Therefore, we suggest a financial restructuring framework [1] as a crisis response approach to look for what to do next. Now is the time to stabilize your employees, develop and implement your reopening plan to come out of these challenging times stronger than before.

While often not at the forefront of hotel owners' or asset managers' minds, housekeeping is arguably one of the most important departments. After all, the housekeeping team takes care of the "house" that you invited your "guests" into and focuses on the main product of a hotel operation - the rooms. With COVID-19, housekeeping has become more critical than ever. Those teams put their health in danger to look after the remaining staff and guests. (Insights, 2020)

[Christian Cross](#), September 16, 2020

COVID-19 has posed challenges never seen before by the hotel industry, requiring owners, managers, and brands to take new precautions to keep both guests and staff safe.

The industry faced the added challenge of not only creating a safe lodging environment but also creating the impression of security to give guests the confidence to travel again. As the virus rapidly spread around the globe, brands quickly got to work on creating new standards to implement throughout their chains; however, local owners and management companies needed to take immediate steps to address the pandemic and make changes that best reflected the most up-to-date science at that time.

As occupancy levels plummeted and average rate (ADR) suffered, many hotel operators decided that the best way to limit their losses was to temporarily suspend operations and close the hotel. Of the hotels that remained open, the changes made at the individual properties varied given the lack of uniformed brand standards at that time; however, many operational changes were common throughout the industry and implemented by most hotels. (cross, 2020)

[Larry Mogelonsky](#), June 3, 2020

Many predictions have already been made as to what the hospitality industry will look like post-COVID-19, but none are clearer than the immediate need for drastically bolstered cleaning procedures.

Regardless of any new government mandates that eventually come about from COVID-19, guests will remain timid once travel restrictions are lifted and will need reassurance from hotels to give them peace of mind while travelling. This means markedly increased safety and sanitation practices for both public spaces and guestrooms.

But, with every new policy comes a steep cost — all of which will inevitably have to be passed on to the

customer via the room rate. So, even though the worst may be over, the Coronavirus pandemic will continue to influence housekeeping — and what guests expect from hotels in this regard — for the rest of the decade ahead, resulting in a very different way of operating. Let's start, though, by looking at what the immediate aftermath will look like. (Mogelonsky, 2020)

[Indian Institute of Management Sirmaur Poanta Sahib, Himachal Pradesh, India.](#)  
[Banarsidas Chandiwala Institute of Hotel Management & Catering Technology,](#)  
[Guru Gobind Singh Indraprastha University, Delhi, India.](#)

COVID-19 outbreak has presented unprecedented circumstances before the fragile tourism and hospitality industry. The highly infectious novel coronavirus continues to thwart the sector and raises serious questions about the present and future survival of the sector. The research addresses two important concerns, first, pertains to the major challenges that hospitality and tourism industry faces amid current conditions; and second relates to the vital learnings for the industry. The study draws on the interviews with 15 participants in senior positions in hospitality industry, and tourism and hospitality education services. Responses to the interviews were content analyzed, which resulted in 27 sub-themes that were further condensed into 4 major themes. The dominant sub-themes that emerged out of the qualitative enquiry included need of multiskilling and professional development of the employees, increased sense of hygiene, sanitation and related SOPs, optimism toward revival of the industry, media roles, and need of better crisis preparedness. Subsequent overarching themes included “Human Resource Management”, “Health and Hygiene”, “Continuity” and “Concerns”. The study critically discusses prominent themes in the light of the existing arguments from the literature and reflects on implications for the decision maker. (Chandiwala, 2020)

[By Alladeen Knight](#)

As hotels put in place plans to slowly reopen their doors to usher in a new set of visitors in the face of COVID-19, housekeeping departments have the most critical role to play in how this will unfold. It will no longer be the front office staff who will initiate the 'moment of truth' but the housekeeping personnel, in how they are able to efficiently and reliably clean and sanitize all areas of the hotel.

I have often told my staff and students that they do not fully appreciate and understand the role and importance of hotel housekeeping staff. I call the department one of the most critical as it provides hotels with their first line of defense against security and safety breaches.

Housekeeping must interact with all the other departments as it is responsible for the cleaning and sanitizing of staff uniforms, hotel linen, and all surfaces. (Knight, 2020)

[Sudhir Andrews , Senior Consultant, Hospitality Industry](#)

Tourism constitutes 10% (\$275 Billion) to India's GDP (*Business Line*). This is no small amount and will require a joint plan by the government and the industry to overcome the havoc caused by Covid-19. This article focuses on the impact of Covid-19 and the possible recovery roll-out of the Indian hotel Industry. The branded, chain and some luxury standalone hotels constitute 1.4 lakhs rooms which is only 5% of total rooms available. The rest 95% are Bed & Breakfast, Guest Houses and unbranded budget hotels. The hotel industry faces a loss of Rs. 620 cores (*Business Line*). Some optimists believe that if the viral lasts till June 2020 and business picks up in the second half of the year then the pandemic would have caused only 18-20% erosion of national occupancy while there will be a 12-14% drop in the ADR (Average Daily Rate) (*Hotelivate Report*). This will assume that hotels simply switch on the lights and business will be the same as usual. This is an ambitious assumption. It will be **business as unusual** instead. As customers will tip-toe to come back to normal travel, the hotels must also tread softly to re-open. The following are suggestions that need to be taken to come back to normal. (Andrews, 2020)

[Ehlausanne 23 Jul, 2020](#)

While often not at the forefront of hotel owners' or asset managers' minds, housekeeping is arguably one of the most important departments. After all, the housekeeping team takes care of the "house" that you invited your "guests" into and focuses on the main product of a hotel operation – the rooms.

With COVID-19, housekeeping has become more critical than ever. Those teams put their health in danger to look after the remaining staff and guests. (Ehlausanne, 2020)

[Amanda Carey On April 27, 2020](#)

- Be aware of and follow CDC cleanliness guidelines.
- Rethink housekeeping procedures like Four Seasons New York did with their revised process that allows housekeepers to avoid entering occupied rooms.
- Technology such as mobile apps and keyless entry could help hotels maintain social distancing. Create a list of cleaning procedures and share it everywhere.

COVID-19 has changed the way people think about the world around them, and with it, how hotels and resorts must operate in order to care for and reassure travelers.

While the cleanliness of a hotel has always been a deciding factor on where to stay, now more than ever, consumers will have an eagle eye on the measures your hotel is taking to ensure their safety and well-being. (Carey, 2020)

### [Sudip Mullick and Sneha Joshi](#)

As several countries including India remain in lockdown and continue to follow strict social distancing measures, the question on everybody's mind today is how quickly will we return to "business as usual", after nearly eight plus weeks of standstill?

After lockdown, travel restrictions and social distancing will certainly be advised to continue for some time. Consequently, businesses should adjust their procedures in order to ensure that regulatory compliance, safety and effective business operations are achieved in a seamless manner.

Except essential services, currently all businesses are facing revenue and operational crisis, in particular, those in the leisure and hospitality sectors. The hospitality industry is expected to take at least 12 - 18 months to recover with some experts predicting that revenues for 2020 may contract 30% - 50% from 2019 levels.

Essentially a '*people*' industry, the hospitality industry stands to lose if people fear travelling and meeting other people. One of the most significant obstacles hotels will have to overcome is regaining guest confidence in the safety, health and hygiene standards maintained by hotels. (JOshi, 2020)

### [Suzanne Frush](#)

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Cleaning hotel rooms is a core part of the hospitality business. With heightened awareness as a result of the pandemic, hotel teams will face additional scrutiny on what makes a room clean and safe. (Frush, n.d.)

## [EHL Insights](#)

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While often not at the forefront of hotel owners' or asset managers' minds, housekeeping is arguably one of the most important departments. After all, the housekeeping team takes care of the "house" that you invited your "guests" into and focuses on the main product of a hotel operation - the rooms. With COVID-19, housekeeping has become more critical than ever. Those teams put their health in danger to look after the remaining staff and guests. (insight, 2020)

## [Adam](#)

After COVID-19 has subsided, the housekeeping department will be front and center of the new normal hotel experience. Anxious guests will seek out those properties that can give them peace of mind by guaranteeing their safety through heightened cleanliness procedures, and at the same time there may be new regulations coming to mandate stricter sanitization protocols. All this has a cost, though.

Last year and long before the possibility of a pandemic entered our collective consciousness, the idea of housekeeping opt-out became a hotly debated subject for hotel operations with the dividing line coming down to the protection of brand standards versus cutting costs.

On the one hand, a freshly cleaned guestroom each and every day is a core service for traditional hotels, and a strong motivator for customers, particularly at the luxury end where housekeeping becomes a product differentiator in its own right. What room attendants do is better than what travelers get at their homes and no doubt guests appreciate this service as part of a wholly satisfying experience. Indeed, old school hoteliers would argue that a hotel isn't a hotel without daily housekeeping. (adam, 2020)

## [Michael Goldman](#)

Hotels, by their very nature, gather people together. Whether it's a 100-room boutique hotel or one of the 2,000-plus operations on the Vegas strip, people move throughout hotels and touch various surfaces. Reducing these touch points and limiting guests' exposure to germs will be a primary focus area for hotel managers and guests alike.

Hotel operators will need to adapt quickly to meet consumer demands regarding COVID-19, especially if they want to benefit from the likely travel resurgence in later 2021 and beyond. Not only will this benefit operations during the current pandemic, but it will prepare hotels for the potential of other future outbreaks, whether it is something as common as the flu or a virus that is more serious. (goldamn, 2018)

### [Katherine Grass](#)

Different markets are seeing surges in demand to near maximum capacity from near closure (and then back down again) in a matter of days. As any general manager will know, having the right team in place to serve the unknown quantity of guests that may walk through the door at any time, in the way the hotel can still be proud of, is no small undertaking in the current environment.

Layered on to this are the well-documented changes to the cleaning protocols, all of which need to be implemented without fail, rigorously checked and traced. Some hotels have introduced disinfectant sprays that require the room to be left untouched for a minimum of three hours; others are requiring that rooms are scheduled to be taken off the allocation list for 24 hours after guests leave to allow for the correct cleaning procedures to be followed. There is no "one size fits all" solution—each hotel group has to decide what is best for their unique environment to keep staff and guests safe. (grass, 2020)

### [Vanadana bhatt](#)

New role of housekeeping post-Covid -19 "What are the new normal standards? In response to the coronavirus pandemic, the travel industry is adapting to meet new health and safety concerns. Airlines are requiring passengers to wear masks on flights. Airing is encouraging hosts to build in vacancy periods between guests' stays. Cruising is on hold, thanks to a no-sail order from the Centers for Disease Control and Prevention. Before this pandemic, few people gave a second thought to sleeping in a bed that hundreds of others had slept in, or touching door handles faucets, and television remotes. But after, people will be hyper-conscious of all the surfaces in a hotel room that are hosts for the virus. Hotels, too, have begun dealing with

COVID-19 on several fronts. Changes are being made to housekeeping, food safety, and guest check-in and checkout. As with most global restrictions, we do not know whether these changes will be temporary or long-term. But here is a look at what hotel brands are doing to take extra precautions. Hotels have introduced contact-free check-in access, have enhanced disinfecting protocols, more sanitizing tools for guests, making sure on employees' health. In the time of making clean. (bhatt, 2020)

### [Sakshi Singh](#)

It's easy to assume that housekeeping only involves someone coming into the room to change the bedding and bring fresh towels. The housekeeping department of a hotel performs a crucial role in keeping the environment sanitized, they are frontline staff as far as fighting the Covid-19 pandemic goes.

ET Hospitality spoke to several housekeeping heads and industry veterans from various hospitality giants to know how their team is taking care of the current situation.

According to Ankur Bhatia, Executive Director, Bird Group, Roseate Hotels and Resorts have been working on the precautionary measures since January as the hotels were expecting Chinese guests during the Auto Expo.

Vendors are asked to use masks and sanitize hands using sanitizers provided before entering and touching anything. Hand sanitizer is amply available in all the public spaces such as the lobby, ballroom, and restaurants as well as at every employee station and office space," Bhatia told us. (singh, 2020)

### [Manna Thaana](#)

In our 25 years of hospitality consulting, we had never thought we would see a period quite so transformative for hotels. The next few years will witness a much greater push in terms of how hotels operate: owner-operator relationships could well be re-defined, as could management-employee relationships. Moreover, the consumer behavior of travellers and the hotel product itself will be studied closely to determine what's relevant and what's not.

This article focuses on the hotel product: most importantly, on Rooms, F&B and Public Area adaptations that would need to take place from a product perspective. Travelers are going to look for a unique and special reason to travel to a country, city or hotel. Unless the hotels (and guest houses) out there do more than cater

to a basic set of travel needs – in other words, create a genuinely compelling and differentiated offering – they will be in big trouble. (tadani, 2019)

### Satvik

The hospitality industry is no stranger to turbulent times and global crises. As one of the world's oldest business models, the industry has been through World Wars, epidemics, Gulf tensions, recessions and now the COVID-19 pandemic.

While the whole world is talking about the unprecedented nature of this crisis and how there is a need for a new normal in the hospitality industry, we at Frost & Sullivan are taking a step back and analyzing the situation to look at the bigger picture.

Yes, things are bleak at the moment. The global hospitality market has hit rock bottom, and the once-growing beacon of hope, the GCC hospitality market, has seemingly lost its brightness. In the pre-COVID period, the growth in the tourism and travel sector in the Gulf region was about 10% during the past five years and would have reached USD 110 billion in 2020. Instead, as per recent estimates, the GCC hospitality and tourism market has lost nearly USD 20 billion in the first half of 2020.

Currently, there are more than 10 different vaccine and drug trials underway across the world with collaborations spanning across continents. The end of 2020 is expected to be a turning point with more than five vaccines expected to complete their trials and move to the mass-production stage. (satvik, 2019)

## RESEARCH METHODOLOGY

### **TITLE OF RESEARCH**

#### **Study of Changes in Housekeeping Department post pandemic in Nagpur city.**

We did survey of the place at the Nagpur city. The hotels that were under the work of the covid quarantine so the hotels were found as compared to the star category and size as compared to the others and we collected the questionnaire from the people from various area.

### **Sampling:-**

- 1) Population of study- Hoteliers
- 2) Selection of area- Hotels in Nagpur city
- 3) Sample size- 50

### **Tools used:**

The tools used for this study is well-structured questionnaire and its recording will be analyzed.

### ANALYSIS

Sr. no.	Particular	No. of sample	Percentage
1	Were PPE kit	14	28%
2	Were gloves	8	16%
3	Sanitize hand	25	50%
4	None of the above	3	3%
	Total	50	94%

**TABLE NO. 1**

The first step taken by employees their hands while joining.

According to the graph 28% of people wear PPE kit and 50% of people sanitize their hands and 16% of people wear gloves. Work were that they sanitize.

What is the first step you take when you start your work ?

50 responses

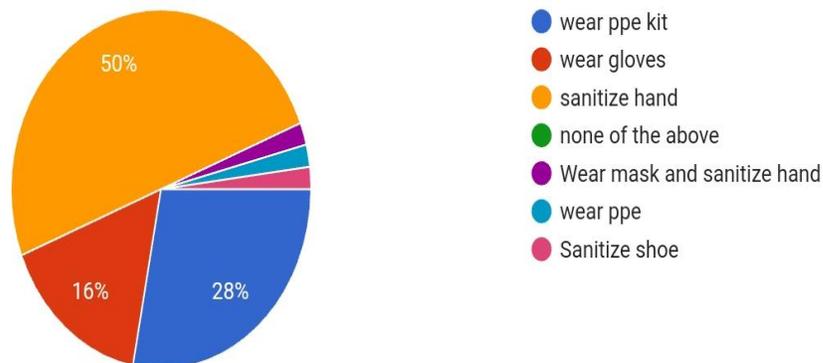


Table No. 2

Sr. no.	Particular	No. of sample	Percentage
1	Sometime	23	46%
2	Rarely	5	10%
3	often	17	34%
4	Always	5	6%
	Total	50	96%

All of them think that the precautions should be taken daily.

According to the graph 34% of the people think that precautions should be taken rarely and 46% of people think that precautions should be taken rarely and 10% of people think that 6% of them think that precautions should be taken always.

According to your task given to you how do you think that you should take your precautions or not?

50 responses

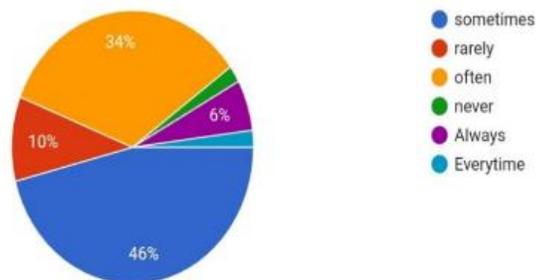


Table No.3

None of the staff were feeling comfortable but it's the Job so they were it.

Sr. no.	Particular	No. of sample	Percentage
1	Very comfortable	20	40%
2	Comfortable	23	46%
3	Rather comfortable	7	12%
4	Not comfortable	0	0
	Total	50	98%

According to the graph 46% of the people are comfortable while doing job and 12 % are rather comfortable and, 40% of staff were very comfortable

Do you use proper chemical in their respective places?

50 responses

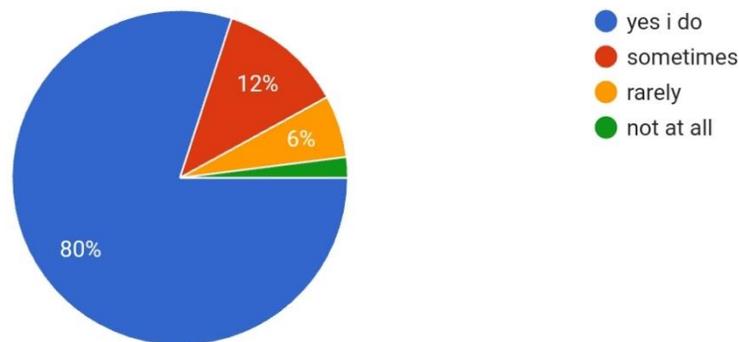


Table No. 4

All staff were using chemical in proper place.

Sr. no.	Particular	No. of sample	Percentage
1	Yes I do	40	80
2	sometimes	6	12
3	rarely	3	6
4	Not at all	0	0
	Total	49	98

According to the graph 80% of the people were using chemical and 12 % of them were using sometimes and 6% were using rarely.

Do you use proper chemical in their respective places?

50 responses

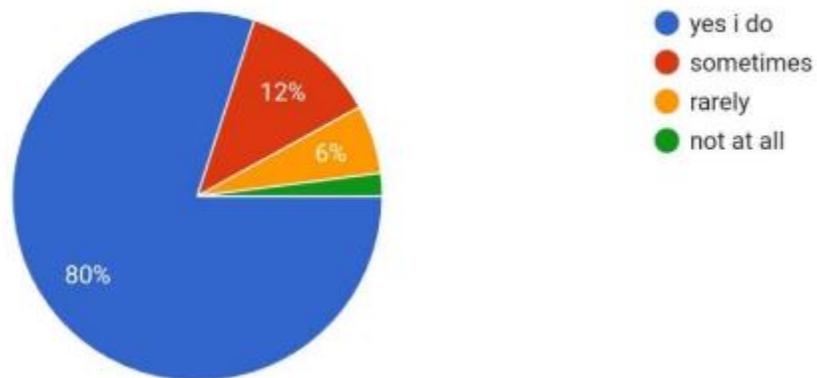


Table No. 5

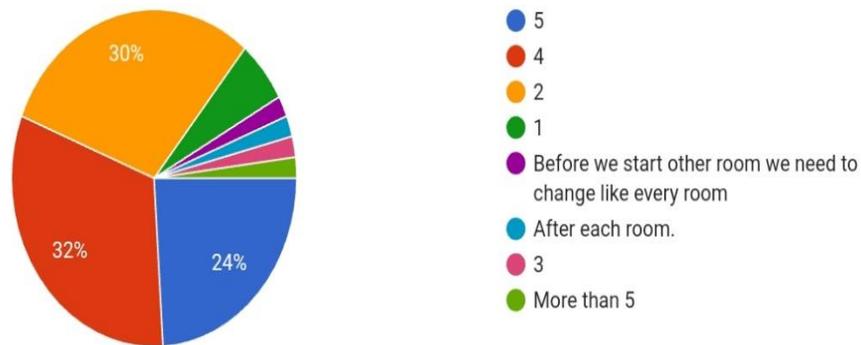
Sr. no.	Particular	No. of sample	Percentage
1	5	12	24%
2	4	16	32%
3	2	22	30%
4	1	0	0
	Total	50	86%

Staff use to change gloves there times in a day.

According to the graph 32% of the staff were changing gloves 4 times in a day and 30% of the staff were changing the gloves 3 times in a day and 24% of the staff were changing gloves 5 times in a day.

How many times do you change your gloves in a day?

50 responses



**Table No. 6**

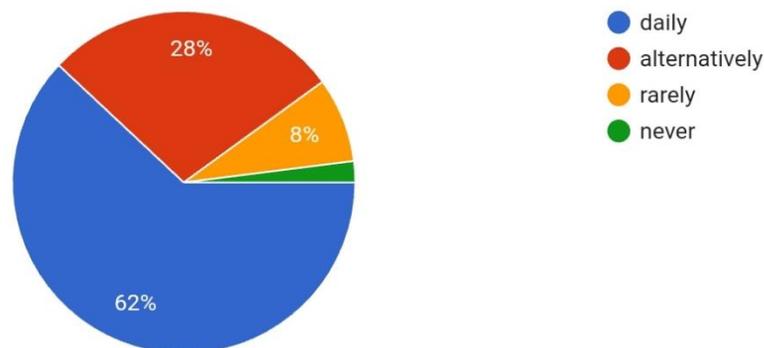
Before joining work every staff were used to check temperature.

Sr. no.	Particular	No. of sample	Percentage
1	Daily	31	62%
2	Alternatively	14	28%
3	Rarely	5	6%
4	Never	0	0
	Total	50	96%

According to the graph 72% of the employees were daily checking the temperature before going on work and 28% of the people were checking the temperature alternately and 8% of people were checking temperature rarely.

Before you start your work do you check your temperature?

50 responses



**Table No. 7**

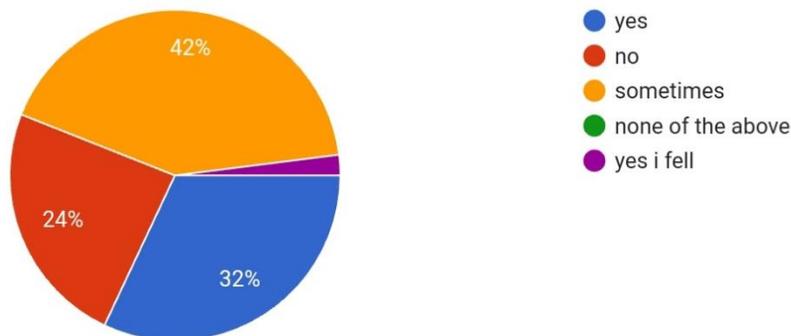
All staff feeling safe to work in public area.

Sr. no.	Particular	No. of sample	Percentage
1	Yes	16	32
2	No	12	24
3	sometimes	24	42
4	None of the above	0	0
	Total	50	92

According to the graph 42% of the employees feel sometimes safer while working in public area and 24 % don't feel safe and 32% feel safe.

Do you feel safer to work in public area ?

50 responses



**Table No. 8**

The employees were not satisfied and no feeling safe with mask and Gloves when comes in guest contact.

Sr. no.	Particular	No. of sample	Percentage
1	Strongly disagree	6	12%
2	disagree	13	26%
3	Strongly agree	9	18%
4	agree	22	44%
	Total	50	100

According to the graph 44% of the staff agree that they feel safe while wearing mask and gloves while come in guest contact and 26 % disagree and 18% strongly agree and rest strongly disagree

Do you feel safer with mask and gloves when you come in contact with any guest ?

50 responses

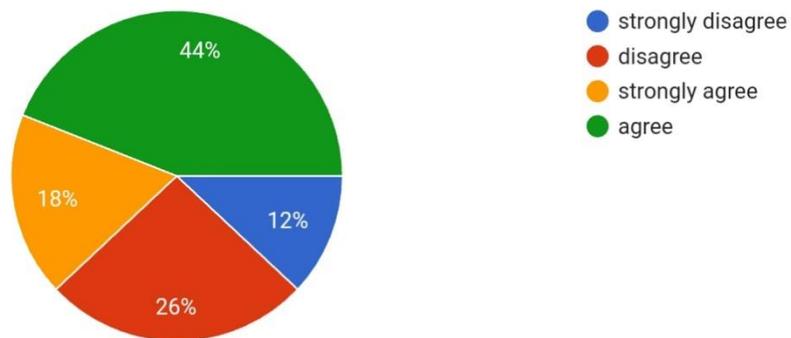


Table No. 9

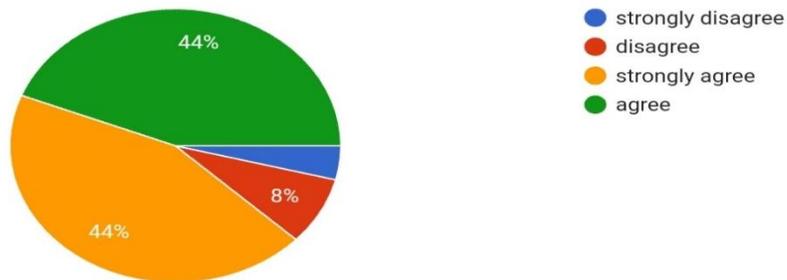
The staff were changing gloves after every to service.

Sr. no.	Particular	No. of sample	Percentage
1	Strongly disagree	0	0
2	Disagree	6	8%
3	Strongly disagree	22	44%
4	Agree	22	44%
	Total	50	96%

According to the graph 44 % of agree that gloves should be changed after every guest room cleaning and 44% strongly agree that it should be done and 8 % of them disagree and 4. % strongly disagree.

should you change our gloves after cleaning one room or room service?

50 responses



**Table no. 10**

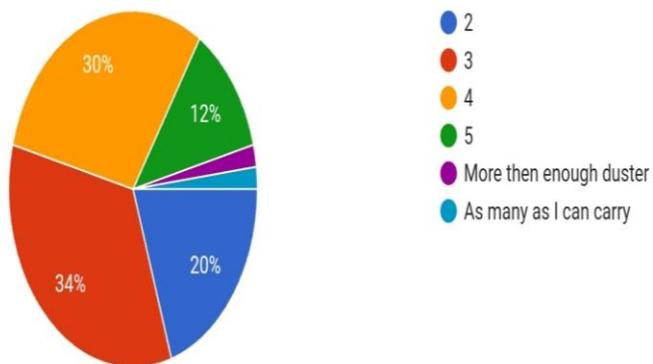
The staff agree in caring 4 duster with them in public area.

Sr. no.	Particular	No. of sample	Percentage
1	2	10	20%
2	3	17	34%
3	4	12	30%
4	5	11	12%
	Total	50	96%

According to the graph 34% of the employees think that 3 dusters should be carried to public area and 30% think that 4 dusters should be carried and 12 % think that 5 dusters should be carried and 20 % think that 2 dusters should be carried to public area

How many dusters should we carry with us in public area ?

50 responses



**Table no. 11**

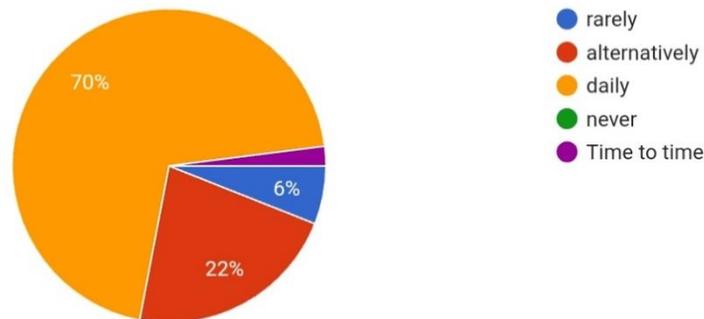
Most of the employee agree that the all public area should be clean and it’s necessary to disinfect all the public area.

Sr. no.	Particular	No. of sample	Percentage
1	rarely	4	6%
2	alternative	11	22%
3	Daily	35	70%
4	Never	0	0
	Total	50	98%

According to the graph 70 % of the employees think that it is necessary to disinfect the public area like lift stair handles, front desk, and door handles and 22% think that it should be disinfected alternately and 6 % think that it should be done rarely

Is it necessary to disinfect all the public area like lifts, stair handles, front desks, door handles?

50 responses



**RESULT AND DISCUSSION:**

- 1) as per table no 1, On the scale of 10 , 3 responded that the PPE kit should be wear when we start work and 2 responded that gloves should be wear and 4 responded that hand should be sanitized .
- 2) As per table no 2, on the scale of 10, 5 responded that sometimes precautions should be taken and 2 responded that often precautions should be taken.
- 3) As per table no 3. On scale of 10, 5 responded that they were feeling comfortable during the work and 3 responded that they were very comfortable and 2 responded that they were not comfortable during job.
- 4) As per table no 4 , on the scale of 10 , 4 responded that they use proper chemical and 3 responded that sometimes chemical should be used and 2 responded that it should be rarely used and responded that not at all done .
- 5) As per table no 5. On the scale of 10, 3 responded that 5 times a day gloves should be changed and 4 responded that 4 times gloves should be changed and 3 responded that 2 times gloves should be changed.
- 6) As per table no 6:- on the scale of 10, 4 responded that daily temperature should be checked and 3 responded that rarely temperature should be checked and 3 responded that alternately temperature should be checked.
- 7) As per table no 7, on the scale of 10, 5 responded that they feel safe to work in public area and 2 responded that sometimes they were feeling safe and 3 responded that they were not feeling safer to work in public area.
- 8) As per table no 8, on the scale of 10, 4 responded that they feel safe with mask and gloves when they come in contact with guest and 3 responded that they were not feeling safe when they come in contact with guest. And 2 responded that sometimes they were feeling safe when they come in contact with guest while wearing mask and gloves.
- 9) as per table no 9, on the scale of 10 , 5 responded that they were not changing gloves after every guest room cleaning and 3 responded that they were changing gloves after every guest room cleaning and 2 responded that sometimes they were changing gloves after every guest room cleaning.

10) As per table no 10, on the scale of 10, 3 responded that they should carry 4 dusters with them and 4 responded that 2 dusters should be carried and 1 responded that 5 dusters should be carried.

## **SUMMARY & CONCLUSION**

### **Conclusion:**

1. From the above information and the sources from we got the data and from the questionnaire we found that the most of the employees were in fear of the all safety kits
2. Instead of having all this safety still they were feeling unsafe as compared to the time.
3. when everything were normal all the staff were taking care of their safety and were trying to reduce the amount of contact with guest as most of the people who were in hotel or the quarantine room they were from contaminated places .
4. We're trying be in safety measures and every one were trying to be in pep kits and wearing mask and gloves all the time.8

## **SUGGESTION & RECOMMENDATION**

### **RECOMMENDATION:**

#### **Recommendations for the Housekeeping Department with CDC and AHLA Safe**

##### **Stay recommendations**

- Offering masks to guests upon arrival and enforcing usage (in a gentle and hospitable manner).
- Clear and consistent policies around sick leave for employees
- Put tape/stickers down in places where people congregate to mark 6 feet of distance (in both guest and staff areas) for social distancing protocols

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## ANNEXURE

Study of Changes in Housekeeping Department in post pandemic in Nagpur city

Email \*

Your answer

Designation \*

What is the first step you take when you start your work? \*

Wear ppe kit

Wear gloves

Sanitize hand none of the above

According to your task given to you how do you think that you should take your precautions or not? \*

Sometimes

Rarely

Often

Never

How comfortable are you to do this job? \*

Very comfortable

Comfortable

Rather comfortable

Not comfortable

:

Do you use proper chemical in their respective places? \*

Yes I do

Sometimes

Rarely

Not at all

How many times do you change your gloves in a day? \*

5

4

2

1

Before you start your work do you check your temperature? \*

Daily

Alternatively

Rarely

Never

Do you feel safer to work in public area? \*

Yes

No

Sometimes

None of the above

Do you feel safer with mask and gloves when you come in contact with any guest? \*

Strongly disagree

Disagree

Strongly agree

Agree

Should you change our gloves after cleaning one room or room service? \*

Strongly disagree

Disagree

Strongly agree

Agree

How many dusters should we carry with us in public area? \*

2

3

4

5

Is it necessary to disinfect all the public area like lifts, stair handles, front desks, door handles? \*

Rarely



Alternatively

Daily

Never