

## **CHAPTER II**

### **REVIEW OF LITERATURE**

The review of literature is the most important component of the research. It prepares the researcher to formulate a research problem as well as helps in avoiding any duplication of work done earlier. A careful review of literature enables the researcher to collect and synthesize prior studies related to the present study. It also gives insight regarding the possible method which can be persuaded for the undertaking of similar investigation. A retrospective survey of literature was undertaken to investigate prior researches done on development and assessment of educational modules on hospitality management operations for higher secondary girls for their employability. The review of literature had been collected from various sources such as books, journals, previous researches and various websites. In order to make the review clear and understanding, it has been broadly divided into two sections:

#### **Section 2.1 Theoretical Orientation**

- 2.1.1. Meaning and Definition of hospitality
- 2.1.2. History of Hospitality in India
- 2.1.3. Hospitality as a profession for Girls
- 2.1.4. Different departments of Hospitality industry
- 2.1.5. Major Departments of the Hotel
  - 2.1.5.1. Front Office Department
  - 2.1.5.2. Housekeeping Department
  - 2.1.5.3 Food and Beverage Department
- 2.1.6. Types of hospitality sectors
- 2.1.7. Hospitality related concerns
- 2.1.8. Role of Educational Modules in enhancing learning among Girls
- 2.1.9. Safety and Security Principles

#### **Section 2.2 Related Research Studies**

- 2.2.1. Studies conducted outside India
- 2.2.2. Studies conducted in India

#### **2.3 Conclusion of Review of Literature**

## **2.1 Theoretical Orientation**

Theoretical orientation is an organized set of ideas and assumptions that begins with research writing. It provides a researcher with a starting point to structure the ideas during research and writing. Theoretical orientation also explains the theories that are related to the study. This section consisted of general information related to the hospitality sectors.

### **2.1.1 Meaning and Definition of hospitality**

Hospitality is a wide category of fields which includes the service industry that comprises of a variety of food and beverage service, event planning, theme parks, and transportation facilities. Hotels, restaurants, and bars are all part of it. It is the interaction between a host and a guest, in which the host extends a warm welcome to guests, visitors, or strangers. It can be defined as the activity of helping people to by providing them comfort and feel relaxed.

The word hospitality is emerged from the Latin word ‘hospitalitis’, which referred to the relationship between guest and the host, as it took its root from hospes, the word for host, guest, stranger, or visitor. Thus hospitality refers to the act of receiving guests or "entertainment of guests without reward or with kind and generous liberality.

According to Merriam-Webster Dictionary

“The activity or business of providing services to guests in hotels, restaurants, bars, etc.”

According to Kasavana, M.L. (2013)

“Hospitality industry as a part of a larger enterprise known as the travel and tourism industry. The hospitality industry consists of lodging and food and beverage operations, as well as institutional food and beverage services which do not cater to the travelling public.”

According to Oxford Learner's Dictionary

“Hospitality is the ‘friendly and generous behaviour towards guests’.”

### **2.1.2 History of Hospitality in India**

Over the past ten years, India's hotel business has undergone significant growth, resulting in a wide range of benefits and opportunities for people in the service sector (Joseph and Brako, 2017).

The Hotel and the Catering Industry started in the 19<sup>th</sup> century with the growth and development of major cities, and towns, improved access to the sea, and the establishment of railways. During Mogul's rule, the forts & their surroundings serve the needs of the traveller often in exchange for the story of their adventures during their travel or any news from other towns and villages they passed by. Kings and emperors from the ancient and mediaeval eras built rest houses along routes in India called serais/saris and Dharamshala. The movement of people for political and religious purpose highlighted the need for better and upgraded facilities to meet the varying requirements of the various classes of the society (Srinibas, 2015).

The majority of newly built modern hotels were run by European families. In 1799, the Bombay hotel was opened. The British introduced modern hotels to Kolkata. The John Spence's Hotel was the oldest one. In 1830, Spence's, the first hotel in Asia was opened to the public. Pallonjee Pestonjee deserves credit for opening the first Western-style hotel in Bombay in 1840 under the name British Hotel. It was also the first hotel to provide an a la carte and table de hôte cuisine. Then in the year 1840-41 came the Auckland hotel by David Wilson in Calcutta (now - The Great Eastern Hotel - officially Lalit Great Eastern Hotel) is a colonial era hotel in the Indian city of Kolkata and Connemara hotel in madras in the year 1870 by E. A. Oakshroff. But today the Taj Group owns this building (Srinibas, 2015).

The Hotel and Tourism sector is considered among the top ten sectors in India. A hotel is often referred to as a ‘home away from home’. A hotel usually offers a full range of accommodations and services, which includes suites, public dining, banquet facilities, lounge and entertainment facilities. In addition, a

variety of other services like auto/taxi rental, airline ticketing, tour, reservation booking, and postal services are also taken care of by the hotel. Hotels have long been an important element in the economics of many countries. Hotels are directly linked to and are an integral part of many other economic activities. The hotel industry is indispensable for the success of tourism. It is said that, “No hotels, no tourism” (Kannan, 2005).

### **2.1.3 Hospitality as a profession for girls**

Tourism helps in promoting gender equality and women empowerment all over the world, particularly for the poor and underprivileged women (Tam et. al., 2020). Numerous studies have focused on hospitality organisations in particular because women in service environments – whether as customers, employees, or leaders face gender-related issues that are particularly complicated and intense. Even if there has been progress towards gender parity in the workplace, there are still substantial problems with regard to the demands of female travellers and the employment of women in the hospitality industry. After several decades of study, and in spite of growing legislation addressing issues of women and work, women are still poorly represented in the senior management ranks. (Abelson, 2001; Brown and Ridge, 2002; Vigil, 2002; Rindfleish and Sheridan, 2003). Since women travel more frequently than males in all fields, thus hospitality professionals must pay close attention to their particular needs.

According to the International Labour Organisation (ILO), 46 per cent of the workforce in the tourism sector comprises women. Amongst countries where tourism is a more mature industry, women account for up to 50 per cent of the workforce. On average, in the ecotourism industry, women need superior qualifications for jobs than men (Cukier, 1996). Furthermore, women are more often affected by underemployment and unemployment because they are given seasonal and/or part-time jobs in tourism. There are other challenges also that women are facing in tourism. In the tourism sector, women are frequently thought of as having low status, poor paying, and risky occupations. Due to discrimination and gender stereotypes, women are more likely to work in jobs like cooking and cleaning.

#### **2.1.4 Different departments of hospitality industry**

Among the various sectors the hospitality industry is a wide category which includes the food and beverage service, event planning, theme parks, and transportation. It is one of the fastest growth growing industries globally. Hotels, restaurants, pubs and bars, guest rooms, etc. are all included. There are various departments in a hotel that collaborate and coordinate with one another in order to run the Hotel as a functional whole. These departments are listed as:

##### **1. Front Office Department**

Front Desk is an essential department in the hotel, which is responsible in making direct contact with guests. Reservation, guest service, check-in, check-out, telephone, finance & cashiering, foreign exchange, room assignment, inquiry, etc. are some of this department's primary responsibilities. <sup>(8)</sup>

##### **2. Housekeeping Department**

The housekeeping department is responsible for maintaining the cleanliness and upkeep of all guest rooms and public spaces at all times, as well as the care, maintenance, and aesthetic upkeep of rooms, public areas, back areas, and surrounds in a hotel.

##### **3. Food and Beverage Service Department**

Food and beverage department plays a very important role in producing, presenting, and providing delightful food and beverages to customers. It is a key part of hospitality industry. It not only offers delicious food and drinks to the guests, but also provides an enjoyable, memorable, and pleasurable experience. <sup>(9)</sup>

##### **4. Engineering and Maintenance Department**

The Hotel Engineering Department, along with other constituent departments, play an important role in the successful operation of hotels. The broad categories of hotel engineering maintenance work include civil, mechanical, electrical, safety & security, energy and waste management, fire protection, etc. Such a scope is quite thorough and covers a wide range of tasks like inspections, adjustments, replacements, repairs, record keeping, etc. A hotel's engineering department is essential since it offers utility services like electricity, steam, hot water, air conditioning, and refrigeration. It also maintains engineering and offers services for many other kinds of equipment.

Proper service and upkeep provisions have a significant impact on a guest's attitude in hotels. As a result, the hotel engineering department has a major role to play in meeting guest demand and helping to keep hotels operating at a profit that is to reasonable standard.

The department must maintain continuous communication with the hotel's other divisions, including Food & Beverage, Housekeeping, Kitchen, Conference & Banquet, Power Plant, etc. <sup>(10)</sup>

#### **5. Accounts and Credits Department**

All financial transactions are maintained and kept up to date by this department. Several significant tasks are often handled by accounting departments. These frequently involve invoicing customers, keeping track of and collecting on accounts receivables, reconciling accounts, processing payables, consolidation of multiple entities under common ownership, budgeting, preparing monthly financial reports, and performing financial analysis. <sup>(9)</sup>

#### **6. Security Department**

A hotel's security department takes the responsibility of ensuring the overall security of the hotel's structure, its in-house guests, visitors, day guests, and staff members, as well as their personal belongings.

#### **7. Human Resources (HR) Department**

Human Resource department in a hotel is in charge of recruiting, utilising, developing, and training its employees of the hotel. The role of the HR department also deals with the administration of a fair internal justice system which will encourage transparency and openness in organisational communication.

#### **8. Sales and Marketing Department**

The primary aim of the sales and marketing department is to enhance sales of the hotel's goods and services while also bringing in new business.

#### **9. Purchase Department**

The purchase department is responsible for procuring the inventories of all the departments of a hotel.

#### **10. Information Technology Department (IT)**

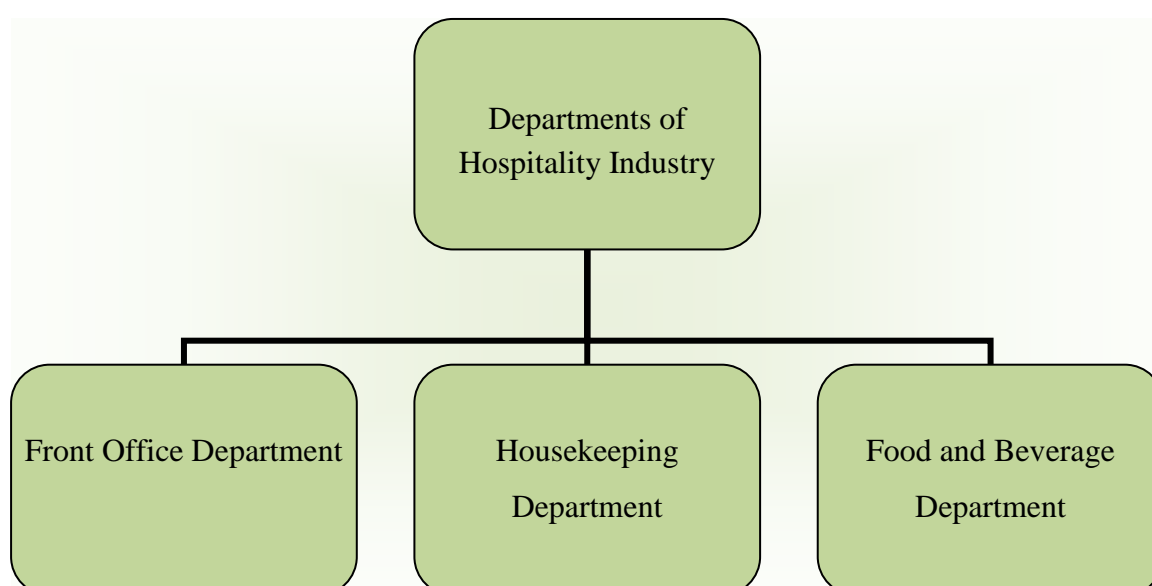
The information technology department in a hotel/resort is responsible for providing regular upkeep for all computer networks, IT systems, telephony

systems, and business and office systems. It is responsible for the property's information technology-related problems, solutions, and services. It also provides all property/site systems with user training and support, as well as network improvements, hardware and software maintenance, etc.

### 2.1.5 Major Departments of the Hotel

There are various departments in a hotel and each of them has their own roles and responsibilities. They all collaborate together which results in the smooth functioning of the hotel. But the three main departments in any hotel are:

1. Front Office Department
2. Housekeeping Department
3. Food and Beverage Department



**Plate 1: Major departments of the hotel**

#### 2.1.5.1. Front Office Department

The area where guests are greeted when they check into a hotel is known as the "front office area," or "Reception." It serves as the hotel's first point of contact with the guests. Therefore, the front office is located near the main entrance of the hotel. Front desk office is the first contact point for nearly every guest service the hotel provides (Kasavana, 2013). When guests arrive at a hotel, one of the first people they meet is the front desk agent. The front office personnel include the front desk agents, bell and door attendants. This is

a very challenging yet exciting job because they have to interact with different types of guests every day. The primary responsibility of a front desk agent is to greet guests, guest reservation, registration, check-in, check-out, handling complaints, inquiry, transaction, settlement of bill, finance and cashiering etc. Their position as the first point of contact for guests is one of the most important in the entire business. So the front desk agent should be friendly, professional, and customer-service oriented to impress guests and get them settled in their rooms, which makes the guests feel comfortable during their stay. It requires various skills such as good communication skills, friendly behaviour, and the ability to resolve any issues that may arise. Knowledge about nearby areas is also very important in guiding the guests, as guests will ask the front desk for information about restaurants and other tourist spots. There are certain requirements for a front desk staff and for this purpose they are trained enough so that they can deal with the guests. It includes:

- a) Functions of a reception desk
- b) Hotel Front Office Sections
- c) Personal grooming and hygiene
- d) Telephone etiquette
- e) Guest Cycle in Hotel
- f) Taking payments through different methods

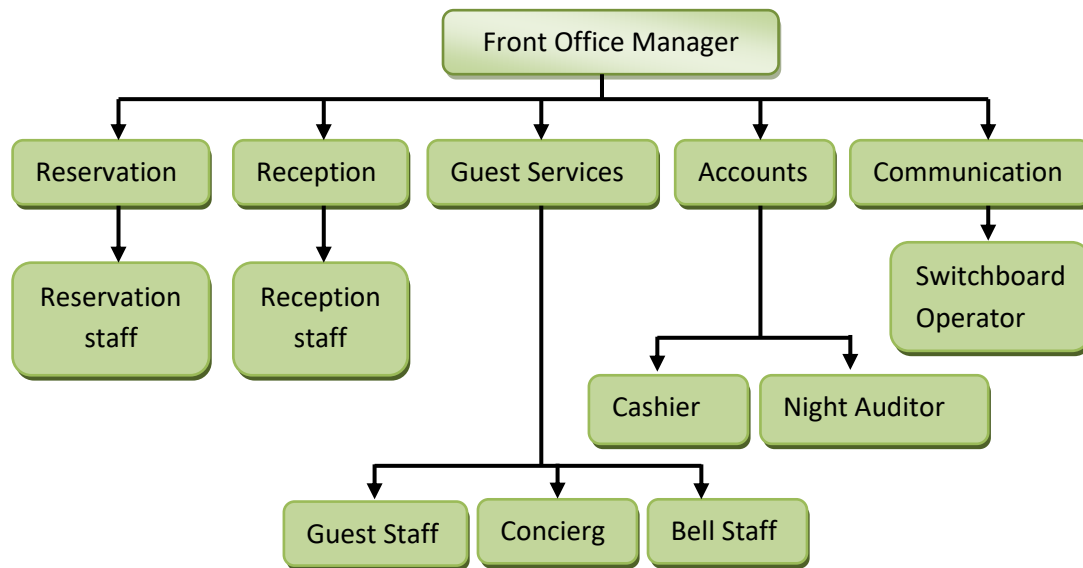
#### **(a) Functions of reception desk**

There are various functions that are performed at the reception area of the front desk which includes:

- Greeting the guest
- Handling all guest formalities including check-in, registration, pre-registration, arrival, room assignment, issuing keys etc.
- Updating room status report
- Setting and preparing bills, payment etc. of the guests as well as handling of all the monetary transactions related to guests account and maintaining the guest folio.
- Coordinating with all departments of hotel in order to resolve any guests related issues or queries.



## SECTIONS OF THE FRONT OFFICE DEPARTMENT



**Plate 2: Different Sections of the Front Office Department** <sup>(11)</sup>

### (b) Hotel Front Office Sections

The Front office department team is led by the department manager. The team of employees works on various tasks and duties in the front office department. Some important activities that the front office staff is involved in are as follows:

- **Guest Reservation** – It includes handling request of customers for reserving accommodations.
- **Reception** – It includes receiving the guests according to the highest standards and registering them appropriately.
- **Guest Services** – It is also referred to as the Uniformed Service. It offers customised services for guests including –
  - Handling guest luggage
  - Handling guest e-mail
  - Newspaper distribution inside lodgings
  - Locating the guest in the hotel
  - Making arrangements for an emergency doctor
  - Parking guest's vehicles
  - Making reservations at venues for entertainment outside the hotel.

### **Front Desk Office Operations**

Front desk staff require personal grooming, personal hygiene which includes Dressing, Makeup and hairstyle. Telephone etiquette and communication skills, Maintaining register, Taking payments through cash /card method, Handling keys, Checking identity, Handling guest complaints these all are an integral part of the Front desk agents.

#### **(c) Personal grooming and hygiene**

It includes Personal grooming, Dressing, Makeup and hairstyle, hygiene and sanitation etc.

Personal grooming is an art that helps individuals to clean and maintain their body parts to keep personal hygiene and to give a pleasing appearance also. Clean and well-trimmed nails, tidy hair, and even the appearance of a fresh face each day can all be signs of good personal hygiene. It is important to visit to dental quite frequently to impress others with the sparkling smile. Additionally, the daily hygiene practise includes washing hands frequently, especially before and after meals. There should be no indication of stains or even creases on the apparel. It is always advised to arrive at work in formal attire that has been freshly pressed/ ironed.

In the corporate world, not just the fashion sense, even hair and makeup grooming skills are tested at their best. Therefore, they have to pay equal attention to them as well. For instance, if someone has short hair that reaches to the chin, then she must keep it neatly combed such that it does not fall on your face every time. Similarly, for the longer hair, they should be properly tucked at the workplace. In addition to the hairstyle, the cleanliness and hygiene of hair and scalp health also matter a lot. One must take proper care of her hair hygiene.

**Dupont (2011)** suggested female grooming standards as:

- Clean and well ironed uniform should be worn

- Hair should be properly combed and tied with a black net (for long hair) and hair must be well oiled or gelled so that they stay in place and does not fall over the face.
- No funky hair colour should be used
- Light visible make-up needs to be applied
- Should not wear earrings
- The nail should be properly trimmed and clean and well-trimmed
- Use of light coloured nail paint should be there.
- Should not wear excessive accessories such as hand bracelet or necklace and if worn it should be concealed.
- Proper oral hygiene should be maintained with clean and white teeth. There should be no bad breath
- Clean and well-polished, black leather shoes with black stockings/ socks and not more than one inch heel should be worn.
- Socks should be clean and black in colour

#### **(d) Telephone etiquette**

We often fail to recognise how important it can be to have basic telephone etiquette in an increasingly digital age. Many people still use the phone as their main form of communication outside of texts and emails. Understanding appropriate telephone manners and procedures can demonstrate a high level of professionalism and social awareness.

A receptionist is the first point of contact between the guest and the organisation. Therefore, they must possess a pleasing personality and should have effective communication abilities. Thus, the first impression a customer has of a business is reflected by the people who work there. A receptionist plays a significant role in enhancing the reputation of the company, whether it be in-person or via telephone. <sup>(12)</sup>

There are some rules that need to be followed for good communication with the guests:

- Always speak with a smile and it should reflect in the voice. The voice should sound more welcoming and cheerful. So that the person on the

other end would perceive the voice to be friendly, helpful and welcoming, creating an impression of the organization.

- It's important to be polite to all the customers. Always treat them with respect and pay close attention to their demands and requirements, even if they are angry, which may be due to a negative or bad interaction with a previous representative.
- The most crucial aspect of communication is listening attentively, allowing the other person to finish speaking first, and then politely and professionally answering the question. So, never interrupt the caller, listen first and then respond.
- The main job of a receptionist is to either answer certain business queries and information, or connect the call to the correct person. The receptionist might not always be able to provide immediate responses. To address the issue, it might be necessary to put the caller on hold or transfer the call to the appropriate individual or department. So, always ask the caller's permission to place the call on hold, and also specify as to for how long will the caller have to be on hold
- Always thanking the customer for calling by taking their name. As a result, the guest would feel valued, and they would be satisfied with the organisation as a whole.

#### (e) Guest Cycle in Hotel

There are four main stages of the guest cycle: Pre-arrival, Arrival, Occupancy (during stay) and Departure.

**Table 1: Guest Cycle in hotel** <sup>(13)</sup>

Sr. No	Stages	Activities
1.	Pre-Arrival	Reservation, Reconfirmation, Pickup request, Pre Arrival Letter
2.	Arrival	Doormen, Bell Desk, Travel Desk, Registration, Room Assignment, Issuing of Key, Baggage Handling, Welcome Letter
3.	Occupancy	Safe Deposit, Telephone Calls, Concierge, Travel Desk, Currency Exchange, Mails
4.	Departure	Bill Settlement, Key Return, Bell Desk, Travel Desk, Concierge, Check-out, Thank-you Letter

The guest cycle is consisted of four sequential phases from pre-arrival to departure.

1. **The Pre-arrival stage** is when the guest plans to stay at a hotel and enquires about the availability of the preferred type of accommodation along with its services and facilities via telephone call or e-mail. The guest also seeks to find out more information about the hotel by browsing its website. The guest's information such as name, age, contact numbers, expected duration of stay for room reservation, and so on are gathered by the hotel's front office accounting system.
2. **The Arrival stage** is when the guest is welcomed into the reception by the front office reception personnel. The bellhops bring the visitor's luggage inside. The front desk employee provides a Guest Registration Card (GRC) to the guest with a confirmed reservation and asks them to fill up personal information on their stay at the hotel. The front office reception personnel then hands over a welcome package and the keys to the lodging after entering the guest's information into the database, creating a guest record and guest account along with it. After the procedure of registration, the guest starts occupying the accommodation.

3. **The Occupancy stage:** In this, the front office accounting system is in charge of keeping track of a guest's charges against the guest's purchases from the hotel's restaurants, room service, bar, or any outgoing phone calls made via the hotel's communication systems. The front desk staff is responsible for assigning the proper keys to the appropriate guests. On guests' request, the staff may also arrange transportation, babysitting, or local sightseeing while the guest is staying in the hotel.
4. **The departure stage:** In this, the front office accounting system makes sure that the payment for products and services is done by the guests. If a guest's bill is not completely paid, the remaining amount is transferred from the guest to non-guest records. When this happens, the back-office accounting division is in charge of collecting.

At the time of guest departure, the front office staff thanks the guest for giving an opportunity to serve and arrange for handling luggage. In addition, if the guest requires airport or other drop service, the front office bell desk fulfils it.

(14)

#### **(f) Taking payments through different methods**

The term "mode of payment" refers to the various methods of payment that a guest can use to settle or pay hotel expenses. As a guest checks into a hotel, they must be informed about the methods of payment at the time of registration. This will help to significantly reduce any issues that may arise while paying the bills. <sup>(15)</sup>

There are various methods of paying bills in the hotel. Years back, cash was the primary and most common method of payment but with the advancement in the technology it has been shifted to cashless payment methods. These methods include debit card, credit card, cheque, QR code, UPI, pay later, and many others.

#### **1.1.5.2. Housekeeping Operations**

According to Nitschke and Frye (2008)

“The housekeeping department ensures cleanliness, maintenance, and aesthetic appeal to lodging properties. It is considered as one of the most important department in any hotel the reason being is that a customer demands a clean, tidy, and pleasing ambience.”

According to the Collins English Dictionary Housekeeping is defined as “the work and organization involved in running a home, including the shopping and cleaning.”

The major objectives of hotel’s housekeeping department are –

- To consistently keep a good overall cleanliness of the hotel.
- To carry out cleaning tasks as effectively and efficiently as possible.
- To use high-quality, safe cleaning tools and agents.
- To take care of the laundry and linen.
- To control of pests.
- To maintain an elegant interior design of the hotel.
- To maintain all of the hotel's furnishings, fittings, and fixtures.

Housekeeping involves carrying out all tasks related to cleaning, maintaining orderliness, and managing a home or commercial building. When it comes to hotels, the housekeeping responsibilities include keeping the establishment as clean and aesthetically pleasing as possible. It is the first thing that a guest notices. The hotel's cleanliness efforts clearly demonstrate how it will take care of its guests.

Housekeeping Department focuses on care and maintenance of all the areas in a hotel whether it is a guest room or public spaces. The housekeepers are in charge of almost every detail of the hotel whether it is bed sheets or pillows in the guest rooms and also the replenishment of the bathroom amenities. The Housekeeping Department is a critical function to the hotel’s continued success. It makes an impact on the guests.

Hotels in India are growing much faster than ever before. With under the pipeline hotels from international chains to the hundreds of budget hotels and service apartments across the country, all categories of the hotel industry is rapidly growing in number (Singh and Amandeep, 2017)

**Housekeeping Department includes:**

- Cleaning rooms and other areas
- Room servicing
- Decorating different areas of the hotel
- Flower arrangement
- Bed making
- Laundry management
- Linen and uniform management
- Tailor room management
- Handling keys and
- Managing various registers

**(a) Layout of the Housekeeping Department in Hotel**

The housekeeping department's layout varies depending on the overall number of guestrooms, outlets, and needed staff. The department's most prominent departments are as follows:

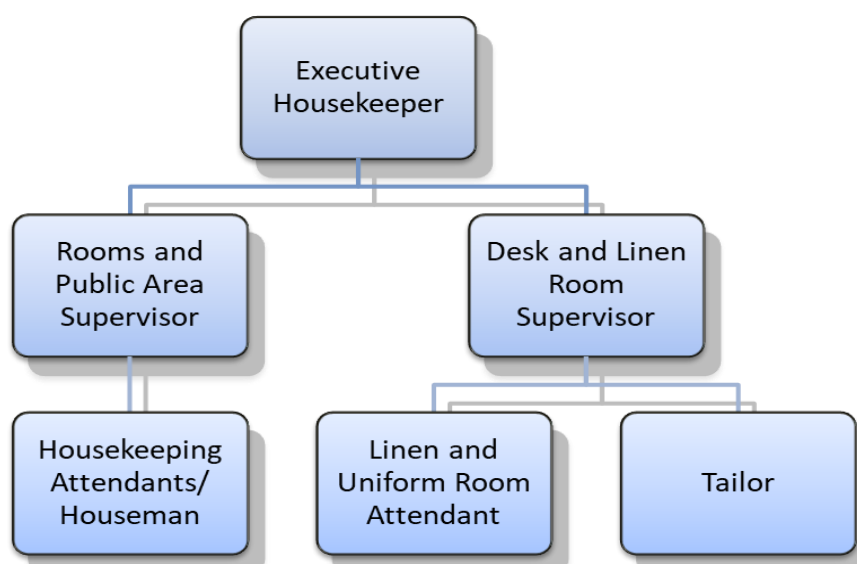
- **Office of the Executive Housekeeper-** All the administrative tasks of the department is carried out at this place.
- **Housekeeping Control Desk-** The housekeeping control desk is an operational area and it can be accessed 24 hours a day. At the beginning and the end of each shift, the housekeeping team has to report here. It includes notice boards, registers, storage shelves, lost-and-found cupboards, and a key-hanger matrix.
- **Laundry Area- it-** This room is used for washing, ironing, dry cleaning, folding linens and staff uniforms.
- **Linen Room-** In this room, the hotel's linen, including bed linens, towels, and pillowcases, is stored, gathered, and transported to the required places.
- **Uniform Room-** This is where the staff uniforms are gathered, stored, and distributed.
- **Tailor Room-** Clothes, linens and uniforms are repaired and stitched here.



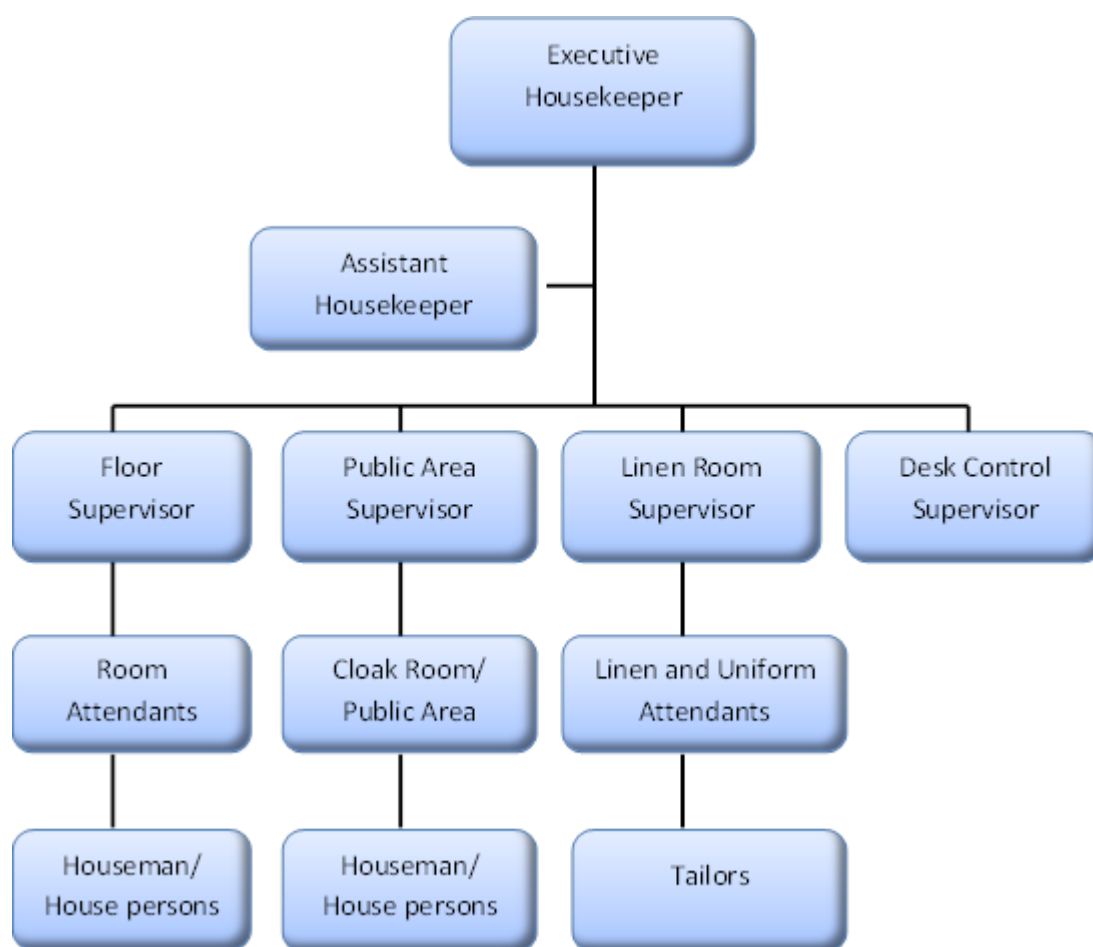
- **Housekeeping Stores-** This is a place where supplies for guests as well as cleaning products are safely housed.
- **Flower Room-** It is an air-conditioned space with worktables, sink with water supply, cupboards to store vases and stones, and a counter.
- **Lost and found-** contains all the items guests leave behind. It communicates directly with the front desk because guests usually inquire about the lost products there initially. <sup>(16)</sup>

#### (b) Housekeeping Department Hierarchy

There is a hierarchy in every department similarly the housekeeping department headed by the executive housekeeper followed by the other staff of the hotel and accordingly the work is divided among them. <sup>(17)</sup>



**Plate 3: Hierarchy of the Housekeeping Department for small hotel <sup>(17)</sup>**



**Plate 4: Hierarchy of the Housekeeping Department for medium hotel <sup>(17)</sup>**

**(c) Housekeeping Department– Areas of Responsibility**

The housekeeping department takes responsibility of cleaning the following:

**(d) Handling keys**

Hotels use a minimum of three different types of keys for security purposes: an emergency key, a master key, and guest room keys. Although the types of keys used may vary hotel by hotel but the process of handling them is generally the same.

**Emergency Key:** A key that can unlock all hotel doors that are double-locked, including the doors to guest rooms, office doors, and stores (Warehouse). The hotel management or general manager typically has access to this key, which they can use in an emergency.

**Guest Room Key:** A key available used by the guests to open the rooms such as standard key, CARD or a special card. The front desk hands over these keys

to the guest as they arrive. The guestroom keys only work on single-locked rooms; they do not work on double-locked ones.

**Master Key:** A key that can be used to unlock all of the doors on a particular floor that are not double locked may be accessed with the master key.

### **(e) Cleaning and Hygiene Principles**

Cleaning is done to get rid of harmful bacteria found in the dust deposited in different areas of the hotel. As a result of this both the guests and the working personnel may suffer with negative consequences. Cleanliness lowers the risk of infection and provides comfortable lodging for hotel guests.

Certain principles need to be followed while working:

- Executing the cleaning procedure sequentially- sweeping, dusting, mopping, dis-infecting and last air freshening.
- While cleaning and polishing certain points to be taken care of such as: avoid damaging different surfaces destroying their appearance.
- Proper precautions need to be taken care of while handling cleaning equipment, detergents, and guest luggage and be cautious while using them.
- Hard water stains and spider webs need to be removed of right away.
- Linen from a guest room should never be used for cleaning or to block the room entry.

### **Rules for Housekeepers**

There are certain rules that the housekeeping staff needs to follow. By maintaining every space neat, appealing, and aesthetically pleasant, the housekeepers serve as a representative of the hotel employees and help to create a positive impression of the hotel. The housekeepers should always:

- Maintain excellent grooming and wear clean, tidy uniforms at all times
- Use only the service lifts.
- Only communicate with co-workers when absolutely essential
- Avoid running or jumping inside the hotel.

- Don't eat while cleaning; only eat during mealtimes.
- To respect the guest's privacy, talk to them while standing outside their room.
- When cleaning, always leave the room doors open.
- Depending on the time of day, smile when greeting guests.
- Never pick up the phone in a guest room.
- Never make private calls on the phones in hotel rooms or at work.
- Never utilise public restrooms/bathrooms.
- Become familiar with the faces of the guests. This is crucial for security reasons in particular.
- Never allow an unauthorised person to use a guest room
- Never accept any gift from the guests and politely deny them. Inform the floor supervisor about the gift if the visitor persists on taking it and is offended by the refusal; the floor supervisor can permit the attendant to accept the gift outside of the hotel.

**(f) Cleaning rooms and other areas**

Hotel housekeeping is one the most important duties to manage. When guests check in, they expect a neat and tidy room. Therefore, it is important for the room attendant to take care of this on a regular interval. There are certain steps for cleaning which includes:

- Sorting through everything and getting rid of anything unnecessary is the first step.
- After sorting, it is the time to put everything in order. This entails arranging things so that it can be found and utilised with ease and in its right place.
- Cleaning the area comes next. The work area will become more aesthetically pleasing and welcoming as a result.
- Standardising the area is the fourth step. This entails developing a consistent system for how things are done so that everyone knows what to do and where things are intended to go.
- The system's maintenance is the final step. This entails regularly ensuring that the workspace is orderly and clean.

- Additionally, a plan or other system should be in place to ensure that every room is cleaned on a regular basis. The following factors are essential for making sure the space is always fully cleaned.

Apart from all these the following factors should also be considered:

1. **Ventilate the Room:** Before visitors arrive, a hotel room needs to be well ventilated. This is because when visitors check in, they expect a tidy, fresh room. If the room smells musty or stale, they will be disappointed. This is also to disburse any chemical smells that may linger after deep cleaning. Housekeepers should open all doors and windows while they clean to ensure the room is properly aired out by the time the new guests arrive.
2. **Change and Restock Bed Linen and Towels:** Beds and linen should be made and replaced before guests stay. Not only will it make your room look neater, but it will also give you a sense of accomplishment when you start your day. This includes stripping the beds of old sheets, duvets, and pillow cases, and collecting old towels and facecloths. These should be placed in a laundry bin so they're ready to be cleaned by the laundry company. If guests don't require any new linen or towels, it's still important to hang up all damp towels so that they can dry and the room remains odourless.
3. **Dusting:** Rooms, even after a day or two, can become dusty. There is a need to dust shelves, televisions and any surfaces that you can see this collect before the next guests arrive. This also includes ceilings and hard to reach places, so it's essential to own an extendable duster.
5. **Disinfect High Touch Surfaces:** Now, there is also a need to wipe down all surfaces with disinfectant – including high touch surfaces and electronics. Think television buttons, remote controls, light switches and phones.
6. **Cleaning the Bathroom Thoroughly:** Housekeepers should clean the shower and toilet in hotels before guests arrive. This includes scrubbing the tub, shower, and sink. The toilet should be cleaned with a disinfectant cleaner and the floor should be mopped. In the shower, make sure to clean any mould or mildew that may have formed and leave it dry.

**7. Cleaning of Mirrors and Windows:** Mirrors, especially in the bathroom, can quickly become dirty and are noticeable to guests. Guests use every day, so take the time to ensure they are spotless. This also goes for windows that tend to collect fingerprints. Use special glass cleaner and microfiber cloths while cleaning to ensure they're left streak-free and crystal clear.

**8. Vacuuming Floors and Furniture:** Vacuuming your carpets between guests is important for several reasons. First, it helps to remove any dirt, dust, or hair that may have been left behind. Second, it helps to freshen up the room and make it smell clean. Third, it helps to remove any allergens that may be present in the room. Vacuuming will help to make your guests' stay more comfortable and will also help to prolong the life of your carpet.

Vacuuming of upholstered furniture and curtains on a regular basis is required too. The vacuum will come with special attachments for these specific areas.

**9. Restock Amenities and Consumables:** Next, it's important to restock what is missing from the room – including any toiletries that you supply guests. These include soap, shampoo and toilet paper rolls. This will ensure guests don't run out during their stay, and new guests will be ready to wash up once they enter in the door. This also means replenishing drink sachets such as coffee and tea, and any other items that you offer on the counter or in the mini-bar. Depending on your policy, it's important to log which items are missing so that guests can be charged accordingly.

Next, wash and dry all used cutlery and cups – depending on what's available in the room. The sink will need to be left clean and tidy afterwards too.

**10. Final Check:** Before leaving the room, checking of all windows that they are closed and doors are shut. This will ensure the room temperature returns to normal before your next guest arrives. If there is any scent remaining in the room, you can use air freshener to help this. Finally, check that there's no remaining rubbish and that the furniture is tidy, and that all the supplies have been restocked. Now is also the time to check guest requests. If they require anything special in their room, you must supply these before you leave.

### **The importance of room attendants**

Room attendants play an important role in the organization because of their visibility, guest contact, and their responsibility for clean, hygienic, and comfortable rooms. All of these convey a critical message to guests. They are responsible for the hygiene, safety, maintenance, and appearance of your areas. The housekeeping team plays a greater role than any other department in ensuring that the room's product meets the conditions that guests need and expect.



**Plate 5: Housekeeping Service Cleaning Trolley with Wheel for Hotel, Laundry**

(18)

For providing the guests with all the services, a housekeeping trolley is available on each floor of the hotel which contains all the linen and supplies that are required. The housekeeping trolley comprised of three section in which bed covers, towels, double and single bed sheets, pillow covers, hand towel etc. are kept. Apart from which Guest amenities such as basic room items like tea/coffee/milk sachets, duster for wiping the glasses, bath kit which includes shampoo, body wash, body lotion, shaving kit, dental kit, washroom amenities like toilet rolls, mosquito/ insect repellent etc. are

also arranged. The left side of the trolley is used for the collection of soiled linen and at the right side garbage is dumped. It also contains cleaning kit including the cleaning agents, room fresheners, toilet bowl cleaner and dust pan.

#### **(g) Importance of Decor in Housekeeping**

The housekeeping staffs are responsible for creating a pleasant ambience in the hotel. This needs aesthetic sense and an eye for detail. A guest is keen to visit the hotel if he finds classy and catchy ambience with fresh air.

Housekeeping staff must intelligently use artificial waterfalls, large vases with neat and eye-catching flower arrangements, paintings, wall pieces, murals, lighting with appropriate luminance, candles, electric lamps or any rare antic pieces.

The housekeeping staff is required to know various materials such as wood, organic and artificial fibers, stone, sand, glass, plastic, and pigments to maintain the expensive hotel property.

Hotel decors can be conducted thematically depending on the local/international prominent festivals and cultures. Décor is yet another important task that elevates guests' experience with the hotel.

#### **(h) Bed making**

Hotel beds must be presented neatly and professionally. Guests will always appreciate comfortable and neatly made beds. It is part of the job of housekeeping staff in the hospitality industry to make sure that they do everything to make the guest's stay a happy one. It is not enough to have average service; the service must be excellent so that the guest will keep coming back.

#### **(i) Housekeeping Chemicals/ cleaning agents**

The housekeeping department of the hotel is responsible for regular cleaning and maintenance of the all the areas. It takes care of removing dirt and dust with different equipment and cleaning agents/chemicals. However, some dust and dirt are difficult to remove and require the use of proper chemicals or cleaning agents.



Cleaning agents or chemicals are the most important aspect of the housekeeping department of the hotel in their regular housekeeping task to maintain the guestroom and public area clean, tidy, and orderly.

There is some specified product that are been utilize for particular cleaning requirement and these cleaning chemicals/agents are been given specific codes i.e. R1, R2, etc ( 'R' Stands for 'Room Care') that make life easy for housekeeping staff to identify, recognize the accurate chemicals for proper usage.

Room cleanliness is by far one of the most important qualities of a hotel. If your rooms are not clean no one will want to stay there and many guests would ask for compensation for not being provided with a clean room. Also health state officials can potentially shut down your hotel if it does not hold up to acceptable cleanliness standards.

- Help to eliminate the cause of accident like slip, trip and fall.
- Help to improve the fire prevention program.
- Cost effective as increase the productivity.
- Help to make the proper use of space.
- Permit effective natural illumination and ventilation. <sup>(19)</sup>



**Plate 6: Housekeeping Chemicals used for cleaning different surfaces <sup>(19)</sup>**

**Table 2: List of Housekeeping Chemicals and the Area to be cleaned**

<b>Sr. No.</b>	<b>Cleaning Agents</b>	<b>Name</b>	<b>Area to be Cleaned</b>
1.	R1	Bathroom cleaner cum Sanitizer	All bathroom surfaces, bathtub, toilet surfaces, sink, tiles, floors, and fittings
2.	R2	Hygienic Hard Surface Cleaner (All-purpose cleaning agent)	All kinds of floors and walls
3.	R3	Glass and Mirror Cleaner	Mirrors, glass display cases, and windows
4.	R4	Furniture Polish	All furnishings and wooden floors
5.	R5	Air Freshener	Guestrooms, Management Offices, Corridors, Washrooms, Lobby, Banquet Hall
6.	R6	Toilet Bowl Cleaner	Urinal and Toilet bowl/WC
7.	R7	Floor Cleaner (For removal of oil and grease)	Floor with an oil stain
8.	R9	Bathroom and Fittings Cleaner	Bathroom wall and fittings

**(j) Maintaining register**

There are various types of registers in a hotel that are to be managed.

1. **Register for guest massages:** This register contains information about each of the guest's customized massages.
2. **Baby-sitting register-** The housekeeping generally provides baby sitter to the guest. Request for this service is filled up and appropriate service is provided.
3. **Log book** – The instructions that are given to employees for the upcoming shift are written in the log book.
4. **Lost and found register-** Records of all lost and found objects are maintained in a register at the housekeeping department, where the item's name and a detailed description of the finder's name are noted.
5. **Key control register-** It is very important at housekeeping control desk. The housekeeping department must adhere to this requirement as part of the

key security system. This document must be signed twice: once before receiving the key as well as after handing it over.

**6. Memo book-** This contains the records of all the pending or remaining maintenance work, for which the housekeeping department instructs work order.

**7. Maintenance registers-** Registers for maintenance are used to keep track of all the tasks that need to be done in a room or public space. The control desk is supposed to transfer the slips to the maintenance department. <sup>(20)</sup>

### **Types of Files**

**1. Room checklist file-** All room checklists are stored in the control desk's file cabinet and filled for the month. These entire checklists are filled up in a file known as a “room checklist file”.

**2. Room occupancy report file-** The room occupancy report are important for the executive house-keeper because they need to know how much work is expected of them to provide, the necessary staff to meet the requirement every day, and for this they use the room occupancy report.

**3. Duty roaster file-** The duty roaster file is filled in for the information required by someone in the department. <sup>(20)</sup>

### **(k) Laundry management in hotels**

Laundry management in hotels carried out in a facility involves overseeing every laundry task. Laundry management is responsible for the delivery, cleaning, and collection of laundry. This includes the distribution of bed sheets and towels, the removal of dirty laundry from guest rooms and public spaces, and the washing and sanitising of laundry items prior to redistribution. It's an on-going process that requires an appropriate setting equipment, people, and planning.

Although hotels can use in-house laundry operations or outsource laundry tasks, however doing laundry on site is often less expensive. Major city hotels with high number of guests tend to be the only places that outsource laundry. Only 20 per cent of hotels outsource their laundry services. <sup>(21)</sup>

#### **1.1.5.3. Food and Beverage Department**

Food and Beverage department is one of the important and most useful departments for any hotel and restaurant. A Hotel is incomplete if it does not

have Food and Beverage department in it. Food and Beverage services is a process of preparing, presenting and serving of food and beverages to the costumers through restaurant, food stalls etc. this includes fresh, prepared foods as well as packaged foods, and Alcoholic and Non-alcoholic drinks or beverages.

Food and Beverage department is the significant element in hospitality education and practice that lends hospitality management its distinctiveness in terms of that which is additional to a general business curriculum.

Simple beginnings led to the development of the food and beverage industry: as individuals travelled from their houses to conduct their business, they frequently had a need or want for food or drink. Others were encouraged to supply food and drink in order to meet this demand. So the interests of the public became more diverse, so too did the offerings of the food and beverage sector.

**Food:** Covers a wide range of cuisines, cooking methods, and specialties, such as Chinese or Italian cuisine, grilled or stir-fried foods, vegetarian or non-vegetarian options, etc.

**Beverages:** All alcoholic and non-alcoholic drinks are considered to be beverages. Wines, spirits, beer, and cocktails are examples of alcoholic beverages, while mineral water, lassi, tea, and juices are examples of non-alcoholic drinks. <sup>(22)</sup>

The Food and Beverage department is an important component of revenue in hotels. The primary departments that make up the food and beverage division of largest accommodation facilities include: Restaurant operations- responsible for Food and Beverage service in all food outlets. Gourmet and specialty restaurants, casual dining restaurants, coffee shops and cafes, and lounges or dining rooms with live music are some examples of the different food outlets found at lodging establishments.

Culinary Operations- Responsible for food production. In-room dining- responsible for serving food to guests in their guestrooms. Banquet and catering- responsible for providing food, beverages, and service for banquet

events and other special functions. Stewarding- responsible for warewashing and other clean-up duties (Cichy and Hickey, 2017).

The Food and Beverage Department is divided into the two:

1. Food and Beverage Service Department
2. Kitchen or Food Production Department

### **1. Food and Beverage Service Department**

The serving of food and beverages to guests is handled by this department. Food is prepared in the kitchen and drinks are made in the bar for guests at the food and beverage service. Restaurants, bars, hotels, airlines, cruise ships, trains, businesses, schools, colleges, hospitals, prisons, takeaways, etc. are a few examples of places that serve food and beverages. <sup>(8)</sup>

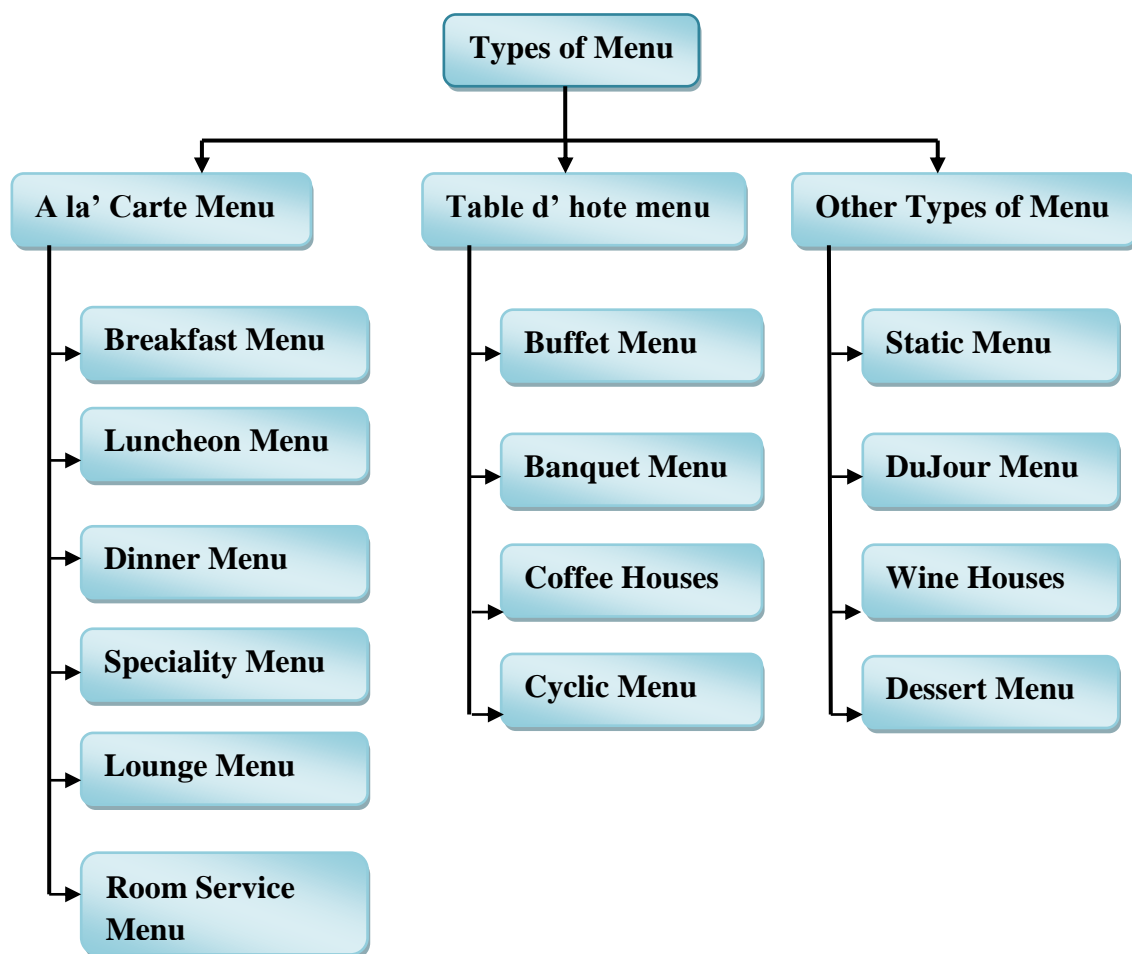
### **2. Kitchen or Food Production Department**

The kitchen is the place where all of the meals and drinks offered to the guests in a hotel are made. <sup>(23)</sup> A kitchen is a well-designed closed area with skilled chefs and all necessary tools and utensils responsible for preparing food items as per guest orders following standard recipes. <sup>(8)</sup> Culinary preparation requires more than just knowledge of the meals being prepared and the methods of preparing it.

#### **a) Menu Types**

A list of dishes offered by a restaurant is called a menu. It is the food that is served at a meal or in a restaurant. Although, different food service organisations may present their menus in different ways, there are essentially two categories. It is classified as follows:

1. A la' carte menu
2. Table d' hote menu



**Plate 7: Types of menu <sup>(24)</sup>**

### 1. A la' carte menu

According to Merriam-Webster Dictionary,

“A la carte is a French phrase according to a menu or list that prices items separately.”

- It provides a wide list of food and beverages that the restaurant may provide.
- It is prepared with a particular preparation time soon after the order has been taken. It offers seasonal dishes that are vivid and expensive.
- Each item's price is listed separately on an a la carte menu. A la carte menus are more flexible, but the costs are typically higher. Customers

can select individual things and put them together whichever they like.  
(24)

## **2. Table d'hôte or Set Menu**

The term table d'hôte means 'table of the host'. It is often provided at a fixed cost for a predetermined number of dishes. It is actually a classified menu or often called as a 'set menu'.

There are no options among the foods supplied for each course.

It has a set selling price and guaranteed food quality.

Indian 'Thali' meals are the standard method of service for a table d'hôte menu.  
(24)

The Table d'hôte menu can be followed in:

- i) Banquet: It is set up for formal occasions and provides a choice of predetermined items at a defined price.
- ii) Buffet: A buffet might consist of many dishes, such as in the occasion of a wedding, or an office lunch. Typically, in a buffet setting, the food is clean or available for self-service. The food items have set prices and timings that are predetermined. Depending on the occasion and the overhead costs, it might change.
- iii) Coffee House: Coffee shops offer a few snacks and a limited number of food and drinks. Typically, hot beverages like coffee, tea, and others are sold. This menu is set and frequently provides food all day long with limited choices.
- iv) Cyclic Menu: A set of menus for different meals such as breakfast, lunch and dinner that are repeated at fixed intervals, such as every seven days, and start over on the first day. Hostels, mess halls, school cafeterias, and workplace canteens are some of the examples of cyclic menu. Since menus are repeated, therefore, the selection of dishes should be carefully done. These types of menus require careful consideration of nutritional balance and the current season.

### 3. Some other Types of Menu

Static Menu

Du Jour Menu

Wine Menu

Desert Menu

Beer Menu

Liquor Menu

Cocktail Menu

i) **Static Menu:** This menu offers same dishes all throughout the year **Eg:** Fast food outlets. A static menu is an extensive menu that is often segmented into categories. It is currently the most often used menu, Because of the variety, consistency, and ease of their navigation. It often offers the best user experience.

ii) **DuJour Menu:** “Specialty of the House”. It is made using a combination of à la carte and table d'hôte dishes with seasonal ingredients.

Du jour menus change daily, depending upon the availability or what the chef prepared.

iii) **Wine Menu:** It is developed only with the wide selection of wines.

**d. Dessert Menu:** It provides a specific list of desserts that each restaurant offers.

#### b) Table setting

Table setting refers to the arrangement of plates, centrepieces, mats, silverware, glasses, and other tableware for the guests in a hotel. Table setting or place setting is the process of arranging a table with tableware, such as eating utensils and for serving and dining. A place setting is an arrangement for a single diner. It also refers to the setup of the ornaments and utensils.

There are different types of table settings:

1. **Basic table setting:** This table setting can be used in any kind of restaurant or informal gathering. It is used at family restaurants and diners, sometimes with a placemat or a coffee cup. It helps in making the guests feel welcome.
2. **Casual table setting:** this table setting is also known as informal table setting. It is a preferred option for wedding table settings as well as for contemporary casual restaurants that want to enhance their dining room



décor. This setting is similar to a formal table setting, but instead of six this is designed for three courses.

3. **Formal table setting:** This is the style of place setting seen at formal gatherings, black-tie weddings, and luxurious restaurants. This setting uses more cutlery and glassware than the other settings because it is intended for a six course dinner that includes an appetizer, soup, salad, starch, protein and dessert. Charger plates can also be used and should be placed beneath the serving plate.
4. **Buffet table setting:** A buffet is a special type of meal that is made up of different types of dishes from which guests take food and serve themselves without the help of any waiter or server. It can be used for breakfast, lunch and dinner in which food is placed on a table on a common place and guests serves the meal by them. The dining table contain the plates and serving dishes for the guests. <sup>(25) (26)</sup>

#### c) Identification of equipment's

For laying a cover on the table, we require following equipment:

- **Flatware:** denote all forms of spoon and forks.
- **Glassware:** refers all type of glasses being used in a restaurant for various purposes.
- **Cutlery:** refers to knives and other cutting implements.
- **Hollowware:** refers to any items made from silver or glass apart from flatware and cutlery. (eg: teapots, milk jugs, sugar basins, overflats, etc).
- **Chinaware:** refers to all items made from china clay material.

#### d) Napkin folding

Napkin folding is a type of decorative folding done with a piece of cloth (napkin). It is most commonly encountered as a table decoration in hotels and restaurants. A clean, pressed, and starched square cloth (linen or cotton) napkin should be used.

Rather than simply laying a tablecloth flat on a table, especially on special occasions, napkin can add elegance to the table setting. Various types of napkin folding can be prepared by using a rectangular napkin, a napkin ring, a glass, or multiple napkins.

There are various types of napkin folding techniques out of which some famous techniques are as follows:

Lotus Fold, Triple Pocket, Envelope Fold, Rosebud Fold, Fox, Star Fold, Pendant Fold, Tree Fold, Bow Fold, Bishop's Hat, Buffet fold (rectangular pocket), Candle, Diagonal pocket, Dress Shirt

**e) Flower Arrangement**

Flowers play an important role in home decoration and are an integral part of celebrations. A vase full of artistically arranged flowers can enhance the area's appeal. The art of flower arranging involves combining flowers with other plant elements to produce a pleasing composition or display. Even though it may seem simple, arranging flowers and greenery in a vase takes time, care, and skill. By understanding some of the fundamental principles of flower arranging, some beautiful floral arrangements can be made for the home.

A flower arrangement is a crucial addition to any room because it gives the arrangement an organized appearance, adds interest to the space, conveys the atmosphere you want to create according to the occasion or event, makes guests feel welcome and positive, shows the homeowner's aesthetic, and spreads a pleasant fragrance.

Applying design principles and elements carefully, such as balance, proportion, emphasis, harmony, scale, line and form, color, and texture, will help to acquire the art of flower arrangement.

There are various types of flower arrangement styles:

Traditional Style, Oriental Style, Modern Style, Floating Style, Dry, Ikebana and fresh flower arrangement.

**f) Order taking and Bill presentation**

Proper order-taking is essential in the beverage service process and for the guest's satisfaction. It is essential to check that the concerned Food and Beverage personnel understand how to handle guest beverage orders respectfully and professionally while following the hotel or restaurant's SOPs.

An order-taking pad or scribbling pad and a pen are required to take an order. Orders can now be taken straight away on mobile devices like the iPad, Android tablet, smartphone, etc. because of modern point of sale (POS) systems.

**Preparation for taking Beverage Orders:**

- The employee should be clean and well-groomed.

- Should be familiar with the beverages listed on the menu and know about any happy hours.
- In case the guests want to have wine or champagne with their meals if they are celebrating some special occasion, such as a birthday, anniversary, or other celebration. Be familiar with the types of glasses used in bars to know which drink goes in which glass.
- Take out your order pad or a handheld device that can record the information such as the Date, your name, table number, and the total number of guests.
- Ensure that the pen is functional.

**Approach the table:**

- Within three minutes of the guest being seated, approach the table to take the beverage order.
- Stand on the right-hand side of the guest whenever possible or at the end of the table.
- Remember to Greet the guest, try to use the guest's name where known.
- Present the beverage menu from the right hand side, and make sure everything is neat and orderly.
- Smile genuinely
- Maintaining proper posture and making eye contact is important.
- Give a guest sufficient time to look at the beverage menu or make a decision.
  - a. Provide recommendations or suggestions
  - b. Taking the order
  - c. Repeat the order to the guest while speaking slowly, clearly, and with courtesy.
  - d. Leaving the table by expressing gratitude and sincere smile with a good eye Contact
  - e. Refuse alcohol service to drunken guests politely. <sup>(27)</sup>

Apart from these there are some other areas that are also included under this department:

- Cleaning work areas- dining table and serving counter

- Cleaning equipment and materials
- Display of bulletin board

### **Basic etiquettes for restaurant staff**

- The restaurant staffs are the frontline staff who is expected/required to have an ability to communicate effectively with certain manners and the etiquettes associated with gentleness.

### **2.1.6. Types of hospitality sectors**

Steffi (2016) did a study on the Hotel and Tourism industry in India which classified the various types of hotels as: Business hotels, Suite hotels, Resort hotels, Airport hotels, Extended stay hotels, Apartment hotels, Timeshare hotels, Casino hotels, Convention centers and Conference centers.

This implies that almost all hotels in India with the license to operate are serving the purposes of either one or more of these types already mentioned by Steffi. This position the industry a very crucial one considering not only how impactful it is to the Tourism industry but also to the economy of India as a whole (Khanna et al, 2016).

- 1) **Accommodations:** In the hospitality sector, accommodations mostly refer to the places where visitors will stay and the services that are offered to them. Each venue, from high-end homes to inexpensive hotels and hostels, is made to meet your specific requirements. It can be argued that accommodations represent the veritable backbone of the hospitality sector and as a result, management will place a great deal of emphasis upon what they have to offer.

**Bed and Breakfasts:** Many people, especially those who spend a lot of time in their rooms, find bed-and-breakfast places to be attractive with comfort and a homely feel. These tend to be smaller boutique properties and yet, their presence within the sector cannot be understated due to how many locations currently exist.

**Hotels:** Hotels are the most well-known properties within the hospitality sector.

**Motels:** Recognised for their sense of mobility, motels are widely used by business travellers and others who want to take advantage of affordable rates while travelling between two locations.

**Hostels:** Although they are frequently associated with student travellers, hostels are open to anybody in need of a place to stay the night. They are generally

rented on a 24-hour basis and most hostels are located close to city centres (to provide easy access to those who are not familiar with the location).

**Resorts:** At the higher end of the hospitality industry range are resorts. This category includes properties with unrestricted views of nature, wellness facilities, and yoga retreats.

**Serviced Apartments:** Fully furnished residences that can be rented out for both short- and long-term stays. Room service, daily housekeeping, access to fitness centres, and free wireless Internet connectivity are some of the hallmarks associated with these locations.

## **2) Food and Beverages**

The second hospitality sector is “Food and Beverages”. It is already a foregone conclusion that guests will need to be offered food and drink services during their stay. This is another cornerstone of hospitality in general, as the quality and availability of such items will often impact the overall customer experience and in turn the status of the hotel itself. It includes Restaurants, Catering, Bars & Cafés, Tea and Coffee Shops etc.

### **2.1.7 Hospitality Related Concerns**

The guests will require all the services when they arrive at their destination. Trains, aeroplanes, cruise liners, and even car hire services are all encompassed by this category. Without this hospitality sector, the hospitality industry as a whole would cease to exist without the presence of such options.

**Travel Agents:** Travel agents essentially take on the role of intermediaries within the hospitality industry. They are often used by clients in order to expedite the process of booking a holiday and perhaps most importantly, finding the most appropriate levels of accommodations.

**Tour Operators:** Tour operators are professionals or firms which solely specialise in the provision of package holiday deals. They are often utilised by those looking for specific arrangements such as all-inclusive cruises or family packages.

- **Online Travel Agencies (OTA's):** Online travel agencies are playing an increasingly important role within the hospitality sector due to their Internet presence. OTA's are great options if you are looking to obtain amenable deals via online searches. There are also times when a free membership can offer

additional benefits such as email alerts and substantial discounts if you book within a certain time frame.

- **Cruises:** Cruise liners are often paired with hotels due to the fact that ports of debarkation may be used by travellers for days at a time. In other words, it only makes sense that customers are provided with a quality property during their stay at various locations. Having said this, many franchised hotels have actually placed their properties on the ship itself.
- **Car Rental:** A huge hospitality sector is “Car Rental”. In combination with hotels, car rental services can be used by guests who want to avoid the crowded aspect of public transportation. While these may be provided by travel agencies, they might also be able to be obtained directly at the property. There are times when the price of a care hire will be included within the overall holiday package.
- **Casinos:** The hotel-casino relationship has been another advancement within the hospitality industry. Supplying an amazing source of entertainment while allowing guests to stay in the same complex is an extremely attractive concept. Certain customers may also be provided with compensation packages (“*comps*”) in the form of casino credits or high-roller suites.

#### **2.1.8 Role of Educational Modules in enhancing learning among Girls**

Learning is regarded as one of the most significant traits and qualities that contribute significantly to the advancement of a country; it has a positive and comprehensive impact on future generations while relying on modern scientific foundations. The extent of educators' knowledge of teaching methods, means and theories helps in measuring this progress. Furthermore, nowadays the technological applications are rapidly evolving in a way that humans never experienced before.

The term "module" is of Greek origin, and it refers to a modern collection of personalised teaching approaches based on individualising the teaching process and means piece of music and in Arabic means piece of methodology, the module 1960s for the twentieth century, presented be (Weistilait) as audio recordings approach is known as modern education method and way of teaching in the early as teachers preparations for activities supplementary to the text books.

A "module" is an instructional unit that focuses on a specific subject in education. Most educational modules feature information about the subject, emphasis on student-centered learning activities, and culminate in a project for students to demonstrate understanding, though specifics and activities vary depending on the context, such as course and learner's level. These are the mostly used nowadays teaching unit adopting the principle of self- education strategy and individualization of education. The unit includes specified goals, learning activities, and experiences that are carried out in a logical order and complement one another to aid the learner in achieving the objectives. It also helps to develop the proficiency according the levels which is set previously according to the speed of the self-learner (Alelaimat, 2012).

### **2.1.9 Safety and Security Principles**

The workers should follow the basic safety rules as mentioned:

- Protecting the body from harmful chemicals by wearing thick gloves.
- Protecting the eyes by wearing masks or goggles if required.
- Use of caution sign to mark wet floors.
- Cleaning of spilled liquids immediately to reduce chances of slipping.
- Careful handling of cleaning chemicals while transporting, disposing, or refilling the containers.
- Make sure to mix any chemicals in proper ventilation.
- Not to open unlabelled chemical containers.
- Use of swivel head mops to avoid inappropriate body posture while cleaning.
- Wearing close toe-non slip footwear while working.
- Use of appropriate body postures while working to avoid cramps.
- Request help from peer while moving heavy loads such as furniture.
- In case of any accident due to mishandling of flammable liquids or otherwise, immediately report to the supervisor.
- With the help of security department, keep the guests safe.
- Make sure to keep the guests' documents, ornaments, or other articles safe.

### a) **Comfort and Privacy Principles**

The housekeeping staff should follow the following principles for the comfort and privacy of the guest.

- Always remember comfort and privacy of the guests always comes first.
- Clean the premises or rooms in the least destructive and disturbing manner.
- Enter the guest rooms by following appropriate procedure.
- Work towards the guests' satisfaction.

The housekeeping staff should also have the knowledge of handling small fire hazards such as various types of fires and fire extinguishers.

The classification of fire into the following types such as:

**Class A** which consists of ordinary combustibles such as wood, paper, trash or anything else that leaves ash behind. High pressure water is required to extinguish this fire.

**Class B** - This fire usually occur in inflammable substances like oil and grease, and needs blankets or sand to extinguish

**Class C** - This fire occurs in electrical equipment. To extinguish this fire, non-conductive agent is needed.

**Class K** – These involve cooking oils, grease or animal fat. By using Purple K (a typical agent found in kitchen or galley extinguishers), these fires can be extinguished.

### **Fire Extinguishers**

Fire outbreaks are common among hotels. It can be said that fire accidents do cause a terrible loss of life and property. Handling fire outbreaks might seem as easy but it's not. When there is a fire emergency situation in the hotel, call the fire brigade to come to rescue. Meanwhile, use the fire extinguishers to contain the fire. If the hotel has fire sprinklers this task becomes easier.



Soda Acid extinguisher is used to put out class A fire. It sprays the compound with gaseous pressure. It is good only for small intensity fires. For large intensity and widely spread fire, water must be sprayed directly on the affected area with high pressure through the hoses.

For putting out class B fires, Carbon Di-Oxide extinguishers are used. Carbon Di-Oxide fog extinguishers are well-places in case of small class C fires.

The housekeeping staff must place appropriate extinguishers near the fire prone areas and must know to operate them under challenging conditions. It is important to make the guests alert and ask them to proceed towards the fire exit. Ensure the staircase has radium strips along the path to help guests find their way outside.

#### **b) Handling of emergency situations in hotels**

There can be **Health Issues** such as Headache, food poisoning, and viral fever, are amongst common health problems guests face. And often, they connect with the front desk for medical help. However, at times health issues could be fatal and need immediate attention and treatment.

The first and foremost step to handle it would be determining if the situation can be handled using a first aid kit. If not, get in touch with the local doctor who is the closest right away. If there is a serious problem, visitors should be taken to a hospital. For such situations, keep the phone numbers for medical helplines near at hand. Every floor should have a wheelchair.

**Personal accidents:** Accidents may arise due to minor faults which we most of the times neglect. An unfixed electrical plug, for example, may be the cause of a serious accident. In order to avoid this, following measures can be taken:

- Repairing of faulty electrical sockets;
- Placing caution signs such as-wet area' sign
- Check for spills that make the floor slippery; provide adequate illumination in all hotel rooms
- Report any gas leaks or live wires, check that the parapets are of appropriate length and so forth.

These were some of the issues but there can be others too. One should be alert about each possible situation that can occur and how to solve them without panic.

## Section 2.2 Related Research Studies

This section covers various studies conducted in Outside India and India in the field of Hospitality

### 2.2.1 Studies conducted Outside India

**Brown and Brooks** in their work on “Women career progression” (1990) defined career development as a lifelong process of preparing to choose, choosing and typically continuing to make choices among the many opportunities available in our society. Peshave and Gupta (2017) opined career progression as “constant process of managing work, learning, leisure time transition in order to move upward towards a personally determined goal and creating self-preferred future”.

**Shettar (2015)** did a study on issues and challenges of women empowerment in which he analysed the status of Women Empowerment in India and highlighted the Issues and Challenges of Women Empowerment. Today the empowerment of women has become one of the most important concerns of 21<sup>st</sup> century. But practically women empowerment is still an illusion of reality. The study solely relied on secondary sources for its data. Despite numerous government initiatives, the survey found that women in India still have a comparatively low level of influence and status compared to men. It was discovered that women continue to accept social standards that are inequitable to men. The study came to the conclusion that women's empowerment was only made possible through access to education, employment, and social structure change.

**Ramchurje and Paktin (2011)** in their article “Tourism” a Vehicle for Women’s Empowerment: Prospect and Challenges, examined the importance of women in the tourism sector, analyse and evaluate the reasons for and constraints to women’s vertical mobility, and addressed the issue of how tourism affected their activities. More specifically it also investigated issues concerning the access to natural resources by women. In addition, the paper discussed the new opportunities for income generation that the tourist market might provide for women, both in formal type employment arrangements and in informal sector activities, such as handicraft production.

**Sony, K.C. ( 2012)** in her paper “Roles and Challenges of Women in Tourism Sector of Western Nepal: A Micro- Ethnographic Study”, looked at how men and women interact in the tourism industry, with a focus on how women choose their roles and the difficulties they face as a result. This study article focused on women's attitudes and expectations and was qualitative in nature. According to the findings, roles were influenced by things like education, family history, physical appearance, language skills, and the capacity to establish one's own standards. The expectations of tourists and the needs of the type of employment were what shaped the gender-based roles. The inability to balance family and work was highlighted as one of the difficulties, along with others like having an insecure career and being targeted by close relatives. Families were shown to be the main influences in the lives of these women, who believed that a little familial assistance made their jobs simpler.

**Gretzel and Bowser (2013)** in their article, “Real Stories About Real Women: Communicating Role Models for Female Tourism Students”, by recognised the absence of role models as an important factor to women assuming leadership positions in the tourism industry, as well as in businesses, organisations, and academics. The article presented case studies of initiatives that use social media to gather and share the stories of female role models, based on discussions, and then discussed opportunities to replicate such initiatives within the context of tourism education to give female students and educators the chance to identify with and be inspired by the real stories of real female tourism leaders.

**Purcell (1996)** in her study focused on the research on female employees at managerial positions and the findings suggested that women in “feminized” industries and occupations faced more formidable barriers and prejudices when they seek to develop careers rather than jobs. This was because of the entrenched roles already allocated to women in such employment contexts.

**Barry et. al., (1998)** focused on the attitudes and behaviours of employees who provide frontline service and addressed the extent to which relationships vary

among male and female employees. The study suggested that role stress affects female service providers' job performance more negatively than it does males', and that job satisfaction is related more highly to quitting intent among males.

**Baum (2004)** in his paper highlighted the structural and cultural issues which determine the roles that women play within the hotel workforce and the strategies which can make a difference to their status and opportunities within the industry. Some of these problems have to do with the informal hotel, catering, and tourism industry, salary parity, career chances, and occupational sex discrimination.

**Cleveland and Oneil (2007)** in their paper focused on issues of work pressures and family stress because of the work pressures. According to the results of the multi-source qualitative study, working irregular hours can be stressful for both the individual and the family. This results in women employees either leaving the jobs or suffers health problems

**Muqbil (2011)** in his study indicated that heavy schedules and tighter deadlines at hotel and home both are telling on the health of married women workers. They are becoming prone to restlessness and insomnia. The major cause identified in the study for these problems is domestic stress.

**Naseem et al. (2011)** did a research which focuses on the factors influencing the satisfaction of employees. It indicates that from employee's perspective, conducive working atmosphere coupled with incentives like salary and frequent trainings focused the employees to work with dedication to uplift the organization (hotels) and retaining employees, which is reflected clearly by the satisfaction level of customers.

**Pant (2020)** performed a study on Women's Role in Hospitality Industry: A Study through Analytical Framework. The paper attempts to study the invisible barriers as a challenge in the career advancement for women in the hospitality industry. The research also highlighted the fundamental causes of the industry's

propensity towards female dominance in the hospitality sector. SWOT analysis and the qualitative technique are the methodologies used.

**Brownell (1993)** performed a study on Women in hospitality management: General managers' perceptions of factors related to career development. The main goals of the study were to identify the communication abilities and work-related behaviours that were thought to have had the greatest impact on people's advancement and to ascertain whether there were any differences between men and women's perceptions of the most crucial abilities and behaviours for advancement in the hospitality sector.

**Teng (2013)** did a study on developing and evaluating a hospitality skill module for enhancing performance of undergraduate hospitality students, 2013 developed and evaluated a twelve week hospitality skill module (HSM) for undergraduate hospitality programs in Taiwan to enhance student hospitality performance. To investigate the impact of the HSM intervention, a sample of 101 students participated in a quasi-experimental approach. The findings demonstrate that students who get the HSM intervention greatly improve their performance in the hospitality industry and their enthusiasm to learn. Student feedback also confirms that the HSM can increase their learning interest and experience. This study provided a useful template and implications for curriculum designers and instructors infusing core values and applications of commercial hospitality in an undergraduate hospitality curriculum.

**Linehan and Scullion (2001)** conducted a study in which they stated that women held low-skilled jobs and low-paid positions because of selection and recruitment processes as well as informal and formal policies and processes, and the main barrier preventing them from reaching senior managerial positions was the instilled negative perception in the organization environment towards their gender. This paper highlighted the barriers that female managers faced with in their career progression to international managerial positions. On the basis of extensive empirical research, the paper illustrated the barriers which the interviewers believed limit women's international career opportunities. The paper also outlined the implications these barriers have for international human

resource management in practice and made some recommendations for future international human resource management policies.

### **2.2.2 Studies conducted in India**

**Acharya and Siddiq (2016)** conducted a study on Women's empowerment in hospitality industry: A study with reference to D. K. District of Karnataka. The aim of the study was to examine the importance of women in the Hospitality industry, analyse and evaluate the demographic characteristics and socio - economic characteristics of women working in the hospitality industry. The study included both secondary and primary data. The analysis of secondary data involved a comprehensive literature review of published and semi published sources, including, journals and magazines and reports of various committees. The micro level empirical part of the research study was based on a field survey confined to the hospitality sector in the D. K. Districts of Karnataka. The sub-sectors of Boarding and lodging, Restaurants / Food and Beverage and Travel agencies are the elements of Hospitality Industries in this study. A structured questionnaire by hospitality service providers of Dakshina Kannada District in Karnataka was used. A sample size of 120 hospitality service women employees was interviewed systematically. The sample for each sub-sector depends on the proportion of existence of these subsectors to hospitality sector in total in the district considered. Accordingly, 50 each represent Boarding and lodging and Restaurants / Food and Beverage and 20 from Travel agencies. Data Analysis was done through basic statistical methods. The results revealed that majority 70 per cent of the women were aged between 25-44 years. This study showed the contrast finding that majority 76.67 per cent of women were married in the hospitality industry. Marital status of women has not affected their job performance. It was found that most of women involved in the hospitality industry were working in the lower level positions. This may be because of the lower level of education they possess. In this study, 45.83 per cent of the respondents have found prior family involvement and indicate that, women's involvement is found positively influenced. The majority (81.67 per cent) of the women in the study area were involved in the hospitality industry with the help of friends and family. The study presented that 85.83 per cent

have responded that they were satisfied with their work environment in terms of the both physical and mental aspects. Apart from that 11.67 per cent responded that, medium level of satisfaction from their work environment.

**Kattara (2005)** stated that the tourism industry employs twice as many women as other industries, has one in five female tourism ministers, has a considerably greater percentage of people who work for themselves, and requires a significant quantity of unpaid labour from women in family businesses. There are gender employment variations in the tourism industry, and for women who need to fit paid work around their typical gender-related tasks and responsibilities, the tourism industry is a suitable job generator. It was predicted that there would be four main factors affecting women in the industry, including the fact that married women would not perform as well as their male counterparts, that promotions are frequently tied to transfers and that women are reluctant to accept new positions with mobility, that female workers would have to put in much more effort to prove their worth than their male counterparts, and that there would be cultural barriers that would prevent women from advancing in their careers.

**Kumara (2018)** in his study Career development of women in the hotel industry: An Overview focuses on factors affecting career progression of women in the hotel industry. Researchers from many parts of the world discussed it in order to learn whether or not women are really prevented from succeeding in their careers. It also looked at the measures taken by the hotel industry to address the problem of women's career advancement. Twenty-two articles about the hotel sector and twenty-eight articles about the hospitality industry were examined as part of an extensive study. It was commonly reported that women in the hotel sector generally hold lower positions in the hierarchy for a variety of reasons. Some chose to stay in these roles in order to balance their work and family obligations, while others who wanted to advance their careers encountered difficulties. Since women are mostly hired for positions in the housekeeping, marketing, and human resources departments, gender segregation in the business reduces women's prospects of becoming general managers of hotels. The primary types of obstacles to professional advancement are societal, organisational, and human ones. In the majority of the countries, it was discovered that the main obstacles to female career

advancement included the glass ceiling, discrimination, networking, harassment, and perceptions, as well as a lack of role models, management attitudes, opportunities, a lack of training, gender stereotypes, a supportive work environment, and cultural barriers. Special emphasis was given to factors like the significance of having a sponsor, making lateral moves with new opportunities and being a "token" in a male-dominated executive table in the USA. The participation of women in the hotel business may be increased by providing them with management assistance, flexible work schedules, and comparable options for married women to balance work and family life. Making it easier for female workers to establish and advance in informal networks inside the sector would also help women take advantage of new opportunities.

**Karmarkar (2015)** did a study on Career Shift of Women from Hotels to other Fields. *Atithya: A Journal of Hospitality*. The study carried out for a few women hotel employees who have shifted from the hotel to other fields. From the data collected and the Interview it can be concluded that women are passionate towards working in hotel Industry which also leads them to pursue education which will fetch them a job in the Hotels. But most of them leave the Industry within a short span of 2 to 4 years. The prominent reason for the employees leaving the industry was managing Work Life Balance, work Stress and Long working hours. The scenario is a bit discouraging for the women aspirants who would like to serve in this Industry. The management of the hotels should give due consideration to have limited work time per shift for not only women but all the employees which will help them to cope up with the personal and professional commitments more efficiently.

### **2.3 Conclusion of Review of Literature**

A review of researches revealed that, studies conducted outside India, focused on positions and role of women in the hospitality industry, female employees at managerial positions and Developing and evaluating a hospitality skill module for enhancing performance of undergraduate hospitality students.

Studies conducted within India, revealed that researches focused on Women's empowerment in hospitality industry and Career development of women in the hotel industry. The review of literature had been collected from various sources



such as books, journals, previous researches and various websites. Review of various studies revealed a dearth of researches on development and assessment of the educational modules on Hospitality Management Operations for higher secondary girls for their employability which made the researcher interested in this less explored area. Thus, the present study was undertaken.