

CHAPTER IV

FINDINGS AND DISCUSSION

This chapter deals with the findings of the data collected. The findings of the present investigation as obtained after the analysis of the collected data through Questionnaire are described and discussed in this chapter. The findings have been supported by relevant discussions and interpretations. For systematic presentation this chapter has been divided into following sections:

Section I

4.1 Background Information of the respondents

Section II

4.2 Extent of knowledge of the respondents regarding different areas of hospitality industry

Section III

4.3 Testing of Hypothesis

Section IV

4.4 Development of educational modules on different departments of Hospitality Management Operations

Section V

4.5 Training program for the respondents

Section I

Background Information

4.1 Background information of the respondents

The background information included all the aspects related to the respondents that were important for the study such as age, income, family type and size and employment status. The background information was collected through questionnaire filled by the respondents.

The respondents were selected through Purposive sampling method and the respondents were contacted through Snowball technique method. Data collected from 120 respondents were analysed for achieving the objectives of the research. The parameters for background information of the respondents were Age, Medium of school, income, family type, Number of Family members, Monthly Family Income, family member working in the Hospitality field.

4.1.1 Age of the respondents

After calculating the age of the respondents, it was found that 60 per cent of the respondents ranged between the age group of 15-20 years, 33.33 per cent ranged between the age group of 21-25 years and only 6.67 per cent of the respondents ranged between the age group of 26-30 years. The mean age of the respondents was 21 years.

Table 12: Distribution of the respondents according to their Age

n=120			
Sr. No.	Age of the respondents	f	%
1.	15-20 years	72	60.00
2.	21-25 years	40	33.33
3.	26-30 years	8	6.67
	Total	120	100
	Mean	21 years	

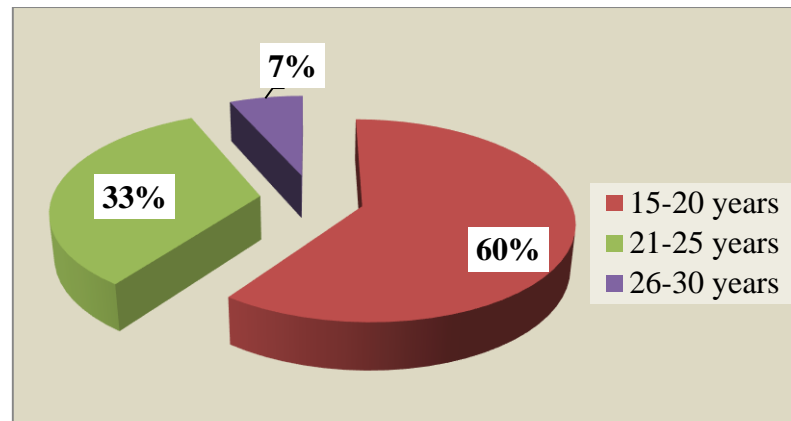


Figure 1: Percentage Distribution of Respondents according to their Age

4.1.2 Medium of Instruction in school

It was found that the medium of instruction for 60 per cent of the respondents was Gujarati medium in their school and for 40 per cent respondents it was Hindi Medium but all of them had Hindi as a subject in their school therefore they understand Hindi.

Table 13: Distribution of the respondents according to their Medium of Instruction

n=120			
Sr. No.	Medium of Instruction	f	%
1.	Hindi	48	40.00
2.	Gujarati	72	60.00
	Total	120	100

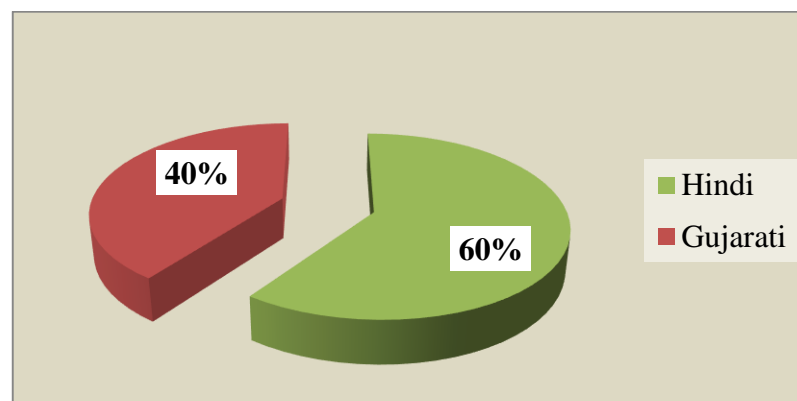


Figure 2: Percentage Distribution of Respondents according to their Medium of Instruction in school

4.1.3 Locality

The locality of the respondents was categorised as Sub-Urban, Urban and Rural. It was found that 80 per cent of the respondents belonged to rural area, followed by 13.33 per cent respondents belonged to sub-urban and only 6.67 per cent respondents belonged to urban area respectively.

Table 14: Distribution of the respondents according to their locality

n=120			
Sr. No.	Locality	f	%
1.	Sub-Urban	16	13.33
2.	Urban	8	6.67
3.	Rural	96	80.00

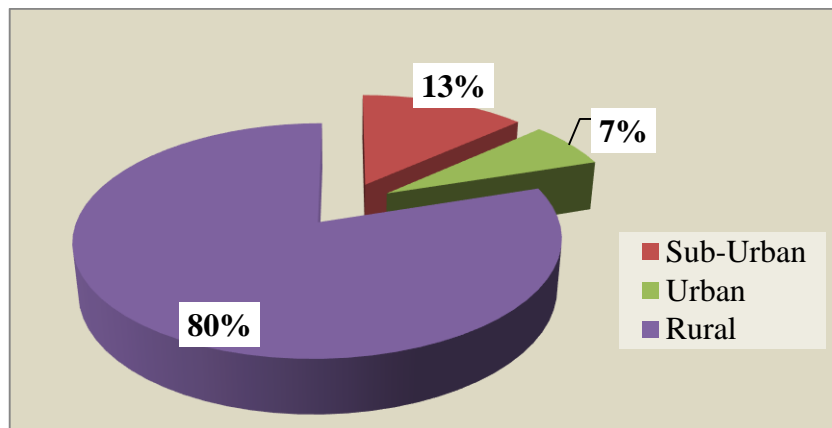


Figure 3: Percentage Distribution of Respondents according to their locality

4.1.4 Type of Family of the Respondents

Type of family was categorized as nuclear and joint. It was found from the gathered data that 56.67 per cent of the respondents were living in Nuclear families whereas 43.33 per cent respondents were living in joint families.

Table 15: Distribution of the respondents according to their type of family

n=120			
Sr. No.	Type of family	f	%
1.	Nuclear	68	56.67
2.	Joint	52	43.33
	Total	120	100

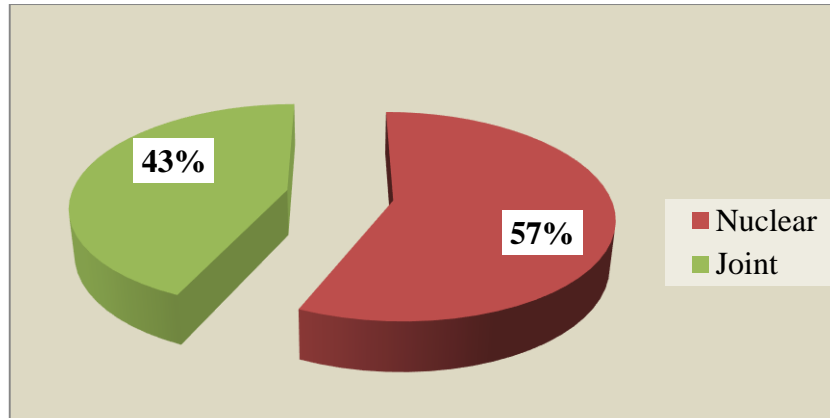


Figure 4: Percentage Distribution of Respondents according to their type of family

4.1.5 Number of Family members

It was found that 67.50 per cent of the respondents were having 4 -6 members in their family, 25 per cent of the respondents were having more than 6 members in their family whereas only 7.50 per cent of the respondents had 1-3 members in their family.

Table 16: Distribution of the respondents according to the number of family members **n=120**

Sr. No.	Number of Family Members	f	%
1.	01-03	9	7.50
2.	04-06	81	67.50
3.	More than 06	30	25.00
	Total	120	100

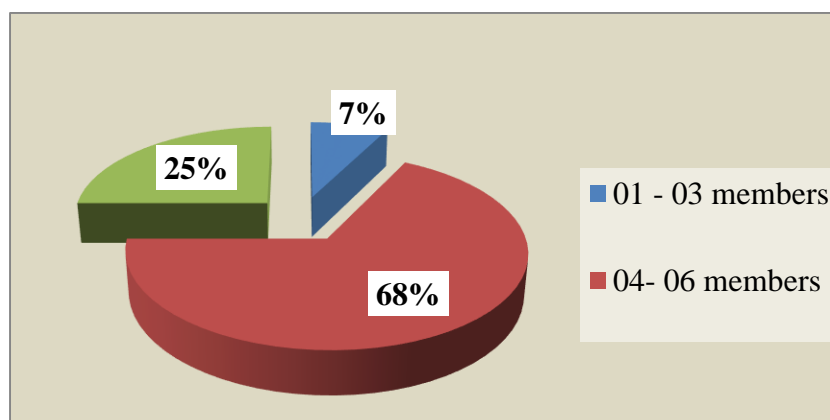


Figure 5: Percentage distribution of the respondents according to the Number of Family Members

4.1.6 Monthly Family Income of the respondents (in Rupees)

From the gathered data of the monthly family income of the respondents it was found that 53.33 per cent of the respondents belonged to ₹10001 and above, 30.83 per cent of the respondents belonged to ₹5001- ₹10000 whereas only 4.17 per cent of the respondents belonged to Less than ₹5000 income group. The Mean income of the respondents was found to be ₹ 11,650.

Table 17: Distribution of the respondents according to their Monthly Family Income

n=120			
Sr. No.	Monthly Family Income	f	%
1.	Less than ₹5000	5	4.17
2.	₹5001-₹10000	37	30.83
3.	₹10001 and above	78	65.00
	Total	120	100
	Mean	₹11650	

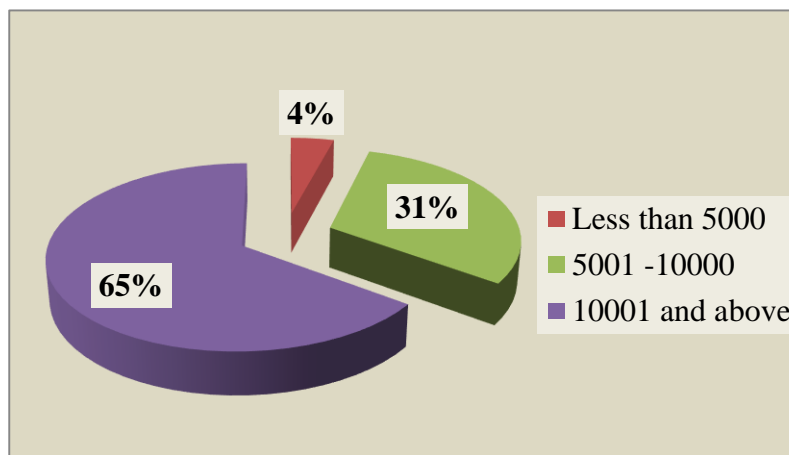


Figure 6: Percentage Distribution of Respondents according to their monthly family income (in Rupees)

4.1.7 Family member working in the Hospitality field.

Results revealed that 93.33 per cent respondent's family members were not working in the Hospitality areas whereas 6.67 per cent were working in areas such as guest houses, restaurants, hotels, hospitals, resorts and other places as housekeeping staff, cook, as waiter etc.

Table 18: Distribution of the respondents according to family member working in the Hospitality field.

n=120

Sr. No.	Family member working in the Hospitality field	f	%
1.	Working	8	6.67
2.	Not working	112	93.33
	Total	120	100

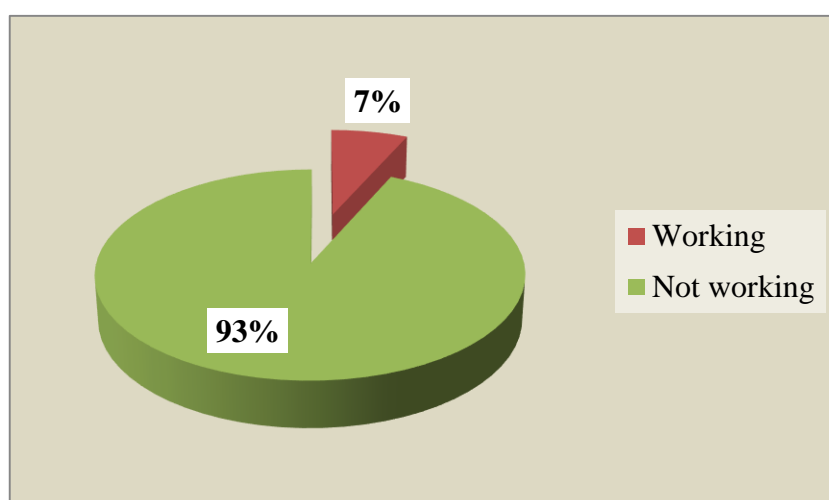


Figure 7: Percentage Distribution of Respondents according to family member working in the Hospitality field

Section II

4.2 Extent of knowledge of the respondents regarding different areas of Hospitality Industry

The knowledge of the respondents regarding hospitality management operations was divided into four different categories, namely, Front desk operations, Housekeeping Management Operations, Food and beverage operations, and information regarding safety measures. Under this scale, various aspects of knowledge regarding these areas were considered for the statements. The respondents were asked to respond on a 3-point continuum in terms of Aware, Undecided, and Unaware, and for each of the statements the scores from 3 through 1 were given to the respondents respectively. The possible range of score was divided into three categories having nearly equal interval of number.

4.2.1 Extent of knowledge of the respondents regarding Front desk operations

In this section, the respondents were asked to respond on the knowledge scale regarding personal grooming, makeup and hygiene, communication skills, telephone manners and etiquettes, managing guest cycle (from pre-arrival to departure), and payment methods and settlement of bills in terms of Aware, Undecided and Unaware.

4.2.1.1 Extent of knowledge of the respondents regarding Personal grooming and hygiene

This section dealt with the various aspects of personal grooming and hygiene required at the front desk operations.

Table 19: Distribution of the respondents according to their knowledge regarding Personal grooming and hygiene

Sr. No.	Statements	Respondents (n=120)						Weighted Mean Score (3-1)
		Aware		Undecided		Unaware		
		f	%	f	%	f	%	
1.	Combing hair before going on duty is good.	40	33.33	49	40.84	31	25.83	2.08

2.	Colourful hairbands and clips are not preferred at workplace.	31	25.83	16	13.33	73	60.83	2.35
3.	Properly tied hair in a bun is preferred on duty.	3	2.50	77	64.16	40	33.33	1.69
4.	It is important to keep your shoes clean and polished before going on duty.	13	10.83	40	33.33	67	55.83	1.55
5.	It is required to wear appropriate stockings with black shoes	3	2.50	35	29.17	82	68.33	1.34
6.	Wearing black coloured bellies at the workplace is preferred.	43	35.83	23	19.17	54	45.00	2.09
7.	It is important to change your socks/stockings daily.	5	4.17	42	35.00	73	60.83	1.43
8.	A lot of jewellery is not preferred at the workplace.	36	30.00	40	33.33	44	36.67	2.07
9.	The nails should be well-trimmed.	40	33.33	33	27.5	47	39.17	1.94
10.	Only clear or pale nail polish should be used.	2	1.67	16	13.33	102	85.00	1.17

11.	Make-up with light colors that complement the uniform and skin tones is preferred.	8	6.67	34	28.33	78	65.00	1.42
12.	Dark and bright coloured lipstick is suitable at all times.	37	30.83	43	35.83	40	33.33	1.98
13.	Taking a bath daily before coming to duty is important.	39	32.5	40	33.33	41	34.17	1.98
14.	It is good to take mouth freshener if required.	2	1.67	66	55.00	52	43.33	1.58
15.	Regular brushing of your teeth is very important.	67	55.83	36	30.00	17	14.17	2.42
16.	Use of deodorant or perfume of very strong fragrance should not be used.	13	10.83	40	33.33	67	55.83	1.55
17.	Maintaining good posture with a straight back is important.	39	32.50	40	33.33	41	34.17	2.02
18.	It is important to wear a clean name badge.	41	34.17	39	32.5	47	39.17	2.17

From the gathered data shown above in (table 19) it was found that 85 per cent of the respondents were not aware that only clear or pale nail polish should be used at workplace, more than 60 per cent of the respondents were not aware that it is required to wear appropriate stockings with black shoes, make-up with light

colors that complement the uniform and skin tones is preferred, and it is important to change the socks/stockings daily, 60.83 per cent of the respondents were unaware that colourful hairbands and clips are not preferred at workplace, 55.83 per cent of the respondents were not aware that deodorant or perfume of very strong fragrance should not be used, 45 per cent of the respondents were not aware that wearing black coloured bellies at the workplace is preferred, 39.17 per cent of the respondents were unaware that the nails should be well-trimmed and also that it is important to wear a clean name badge, 36.67 per cent of the respondents were unaware that a lot of jewellery is not preferred at the workplace, 34.17 per cent of the respondents were unaware that maintaining good posture with a straight back is important, and taking a bath daily before coming to duty is important.

Table 20: Extent of Knowledge of the respondents regarding Personal Grooming and hygiene

Sr. No.	Extent of Knowledge regarding Personal Grooming	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	18- 29	64	53.33
2	Moderate	30- 42	54	45.00
3	High	43-54	2	1.67

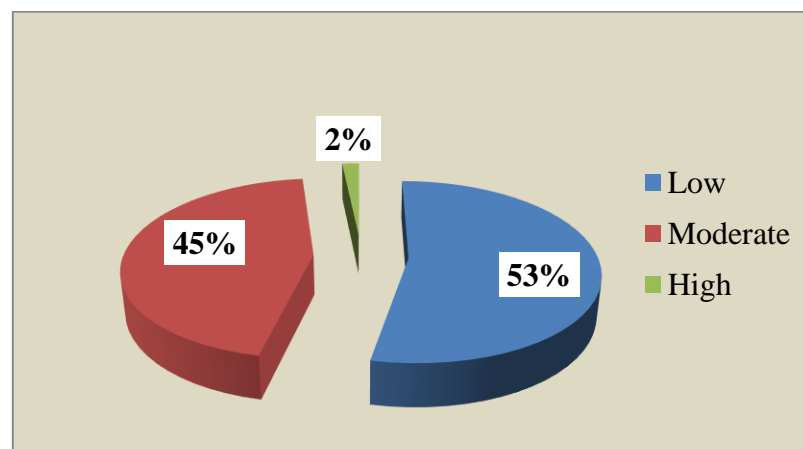


Figure 8: Extent of Knowledge of the respondents regarding personal grooming and hygiene

The results from the above table 20 showed that 53.33 per cent of the respondents had low extent of knowledge regarding the various aspects related to personal grooming, 45 per cent of the respondents had moderate extent of knowledge and only 2 per cent of the respondents had high extent of knowledge regarding the various aspects related to personal grooming and hygiene.

4.2.1.2 Extent of knowledge of the respondents regarding Communication Skills and Telephone Etiquette

This section dealt about their knowledge regarding communication skills and telephone etiquettes required at the front desk operations.

Table 21: Distribution of the respondents according to their knowledge regarding Communication Skills and Telephone Etiquette

Sr. No.	Statements	Respondents (n=120)						Weighted Mean Score (3-1)
		Aware		Undecided		Unaware		
		f	%	f	%	f	%	
1.	It is important to greet and welcome guests in a cheerful manner.	4	3.33	44	36.67	70	58.33	1.42
2.	Taking call and responding in a calm and welcoming manner is good telephone etiquette	66	55.00	14	11.67	40	33.33	2.22
3.	Answering all the customers' questions and solving their complaints is the duty of front desk staff.	3	2.50	82	68.33	35	29.17	1.73
4.	Front desk employees should provide adequate information about hotel activities/facilities to the guests.	16	13.33	35	29.17	69	57.50	1.56

5.	Checking and managing all the email is one of the responsibilities of front desk staff.	9	7.50	39	32.50	72	60.00	1.48
6.	It is important to take follow ups of all the mails and respond back to the guests.	45	37.5	18	15.00	57	47.50	1.90
7.	To receive letters/packages for the guests and send them to appropriate destination is the duty of the front desk staff.	10	8.33	24	20	90	75.00	1.40

The results of the above table elicited that that 75 per cent of the respondents were not aware that receiving letters/packages for the guests and sending them to appropriate destination is the duty of the front desk staff, more than 60 per cent of the respondents were unaware that answering all the customers' questions and solving their complaints is the duty of front desk staff, checking and managing all the email is one of the responsibilities of front desk staff, more than one-half of the respondents were unaware that it is important to greet and welcome guests in a cheerful manner, and also unaware that front desk employees should provide adequate information about hotel activities/facilities to the guests, 47.50 per cent of the respondents were unaware that it is important to take follow ups of all the mails and respond back to the guests.

Table 22: Extent of Knowledge of the respondents regarding Communication Skills and Telephone Etiquette

Sr. No.	Extent of Knowledge regarding Communication Skills and Telephone Etiquette	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	7- 11	62	51.67
2	Moderate	12- 16	56	46.66
3	High	17-21	2	1.67

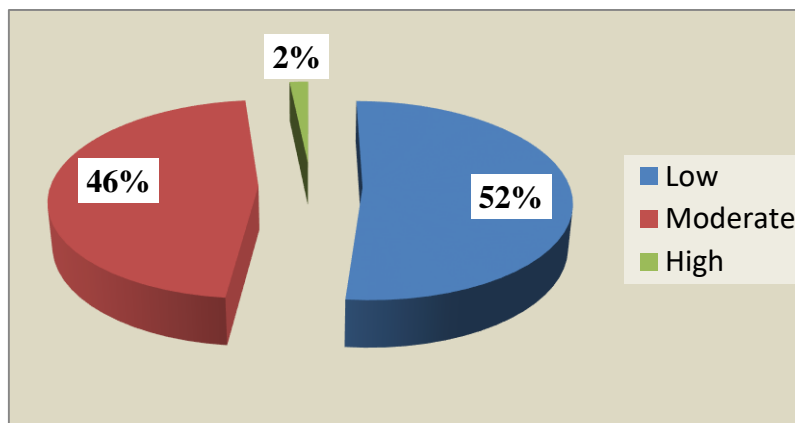


Figure 9: Extent of Knowledge of the respondents regarding Communication Skills and Telephone Etiquette

The data revealed that 51.67 per cent of the respondents had low extent of knowledge regarding communication skills and telephone etiquette, 46.66 per cent of the respondents had moderate extent of knowledge and only 1.67 per cent of the respondents had high extent of knowledge regarding communication skills and telephone etiquette.

4.2.1.3 Extent of knowledge of the respondents regarding Guest cycle

In this section the respondents were asked about their knowledge regarding the guest cycle in hotel including pre-arrival, arrival, occupancy, and departure stages.

Table 23: Distribution of the respondents according to their knowledge regarding Guest cycle

Sr. No.	Statements	Respondents (n=120)						Weighted Mean Score (3-1)
		Aware		Undecided		Unaware		
		f	%	f	%	f	%	
1.	To monitor and update guest reservation is the duty of front desk department.	39	32.50	32	26.67	49	40.83	1.92
2.	Managing guest arrival and departure record is important.	36	30.00	31	25.83	53	44.17	1.86
3.	It is required to check and verify the guest’s identity proofs on arrival.	3	2.50	61	50.83	56	46.67	1.56
4.	Keeping a track of items that guest purchases from the hotel is the responsibility of front office department	8	6.67	38	31.67	74	61.67	1.45
5.	It is important to ask the guest for the method of settlement of bills during reservation process.	11	9.17	37	30.83	72	60.00	1.49
6.	There is a need to keep visitor’s record.	39	32.50	34	28.33	47	39.17	1.93
7.	Knowledge related to data entry is required.	40	33.33	49	40.83	31	25.83	2.15
8.	Front desk employees should be concerned about customer’s demands and needs.	47	39.17	39	32.50	34	28.33	2.11

9.	Taking guest's luggage and dropping them to their room is the duty of front desk department.	4	3.33	33	27.50	83	69.17	1.76
----	--	---	------	----	-------	----	--------------	------

It was found that 69.17 per cent of the respondents were not aware about taking guest's luggage and dropping them to their room is the duty of front desk department, more than 60 per cent of the respondents were not aware that keeping a track of items that guest purchases from the hotel is the responsibility of front office department, and it is important to ask the guest for the method of settlement of bills during reservation process, 44.17 per cent of the respondents were not aware that managing guest arrival and departure record is important, 40 per cent of the respondents were not aware that to monitor and update guest reservation is the duty of front desk department.

Table 24: Extent of Knowledge of the respondents regarding Guest cycle

Sr. No.	Extent of Knowledge regarding Guest cycle	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	9- 14	56	46.67
2	Moderate	15- 21	53	44.16
3	High	22- 27	11	9.17

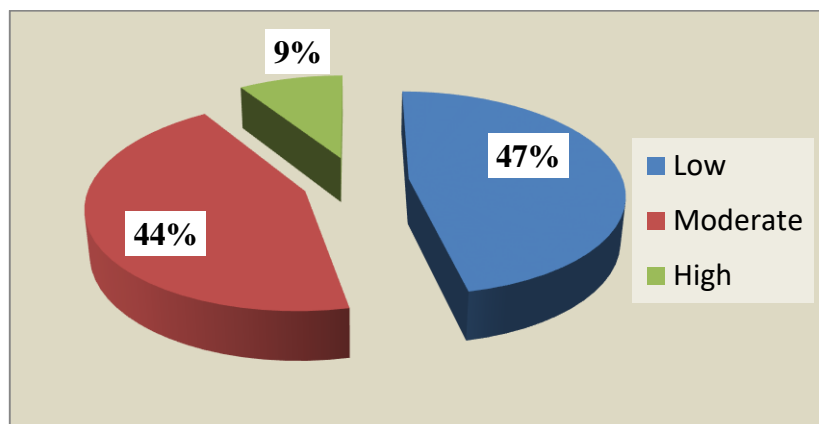


Figure 10: Extent of Knowledge of the respondents regarding Guest cycle

The data showed that 46.67 per cent of the respondents had low extent of knowledge regarding managing guest records, 44.16 per cent of the respondents had moderate extent of knowledge and only 9.17 per cent of the respondents had high extent of knowledge regarding guest cycle and checking reservations.

4.2.1.4 Extent of knowledge of the respondents regarding Payment methods and Settlement of Bill

In this section the respondents were asked to respond about their knowledge regarding the different methods of payment such as through cash, credit card/debit card, UPI, scanner, bank transfer etc. and settlement of bill.

Table 25: Distribution of the respondents according to their knowledge regarding Payment methods and Settlement of Bill

Sr. No.	Statements related to Payment methods and Settlement of Bill	Respondents (n=120)						Weighted Mean Score (3-1)
		Aware		Undecided		Unaware		
		f	%	f	%	f	%	
1.	It is important to have knowledge about different types of payments methods (cash /card/UPI id)	18	15.00	30	25.00	82	68.33	1.63
2.	Knowledge about different currencies and their conversion process is important.	4	3.33	57	47.50	59	49.17	1.54
3.	Knowledge of different languages can be a benefit.	17	14.17	37	30.83	66	55.00	1.59
4.	Settlement of bills is done during the check-out time	35	29.17	52	43.33	33	27.5	2.02

It was reflected from the above table 25 that 68.33 per cent of the respondents were unaware that it is important to have knowledge about different types of payments methods (cash /card/UPI id), 55 per cent respondents were not aware that knowledge of different languages can be a benefit, and 49.17 per cent respondents were not aware that knowledge about different currencies and their conversion process is important.

Table 26: Extent of Knowledge of the respondents regarding Payment methods and Settlement of Bill

Sr. No.	Extent of Knowledge regarding Payment methods and Settlement of Bill	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	4- 6	68	56.67
2	Moderate	7- 9	46	38.33
3	High	10-12	6	5.00

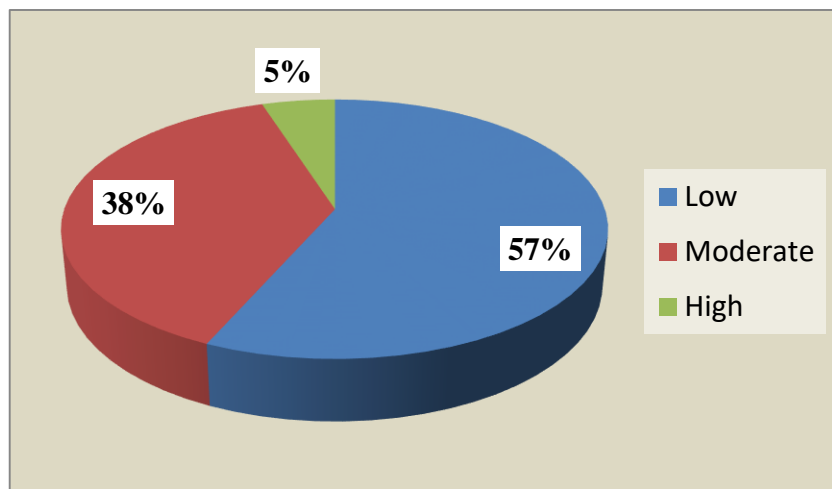


Figure 11: Extent of Knowledge of the respondents regarding Payment methods and Settlement of Bill

It was found that 56.67 per cent of the respondents had low extent of knowledge regarding managing registers, 38.33 per cent of the respondents had moderate extent of knowledge and only 5 per cent of the respondents had high extent of knowledge regarding payment methods and settlement of bill.

4.2.2 Overall Extent of knowledge of the respondents related to front desk operations

This section dealt with the extent of knowledge of the respondents related to front desk operations. This was a summated rating scale. The respondents were asked to respond to a 3-point continuum in terms of “Aware”, “Undecided”, “Unaware” and the scores from 3 through 1 were given to the respondents respectively. The possible score ranged from 38 to 114 of which three categories having almost equal intervals were made for total 38 statements in the scale. Lower scores indicated lower extent of knowledge of the respondents and higher depicted high extent of knowledge.

Table 27: Extent of Knowledge of the respondents regarding Front desk Operations

Sr. No.	Extent of Knowledge regarding Front desk Operations	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	38- 63	81	67.5
2	Moderate	64- 89	37	30.83
3	High	90-114	2	1.67

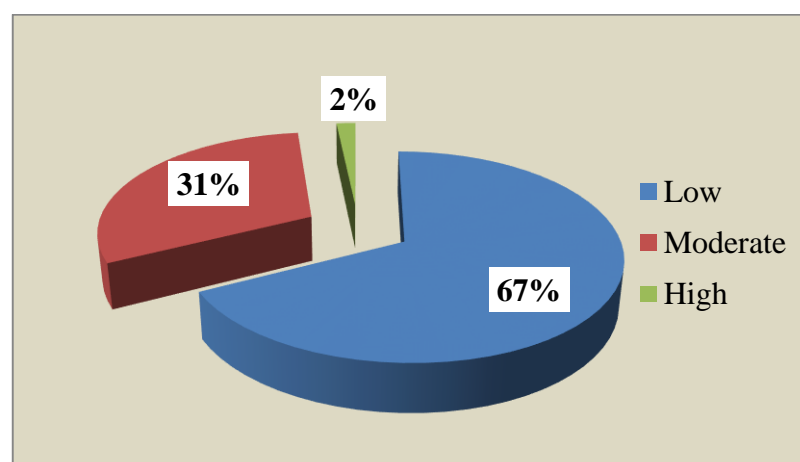


Figure 12: Extent of Knowledge of the respondents regarding Front Desk Operations

The data in table 27 revealed that 67.50 per cent of the respondents had low extent of knowledge regarding the different areas of front desk operations,

30.83 per cent of the respondents had moderate extent of knowledge and only 2 per cent of the respondents high extent of knowledge regarding the different areas of front desk operations.

4.2.3 Extent of knowledge of the respondents regarding Housekeeping department

This section dealt with the knowledge scale regarding cleaning of rooms and bathrooms using various cleaning agents with different techniques, flower arrangement and decoration, bed making in rooms, management linen and laundry room, managing registers and housekeeping trolley in terms of Aware, Undecided and Unaware.

4.2.3.1 Extent of knowledge of the respondents regarding Cleaning of different areas and cleaning agents

In this section the respondents were asked about their knowledge regarding cleaning of different areas such as rooms, bathrooms, corridors etc. by using different cleaning agents. They were also asked about the decoration of rooms, other areas.

Table 28: Distribution of the respondents according to their knowledge regarding Cleaning of different areas and cleaning agents

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	Regular cleaning all rooms is important.	21	17.50	25	20.83	74	61.67	1.56
2.	Proper hygiene should be maintained at workplace	16	13.33	35	29.17	69	57.50	1.56
3.	Regular cleaning and dusting of different areas like bathroom, a washroom etc. is also important.	14	11.67	41	34.17	65	54.17	1.58

4.	It is important for the housekeeping staffs to properly comb their hair and wear polished shoes.	40	33.33	23	19.17	57	47.50	1.86
5.	Room fresheners should be used to make the environment more fresh and clean.	61	50.83	25	20.83	34	28.33	2.23
6.	There are different chemicals for different types of surfaces.	10	8.33	44	36.67	66	55.00	1.53

The gathered data showed that 61.67 per cent respondents were unaware that regular cleaning of all rooms is important, 57.50 per cent of the respondents were unaware that proper hygiene should be maintained at workplace, approximately 55 per cent of the respondents were unaware that there are different chemicals for different types of surfaces and were not aware that regular cleaning and dusting of different areas like bathroom, washroom etc. is also important, 47.50 per cent of the respondents were unaware that it is important for the housekeeping staffs to properly comb their hair and wear polished shoes.

Table 29: Extent of Knowledge of the respondents regarding Cleaning and different areas and cleaning agents

Sr. No.	Extent of Knowledge Regarding Cleaning of different areas and cleaning agents	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	6- 9	60	50.00
2	Moderate	10- 14	53	44.17
3	High	15- 18	7	5.83

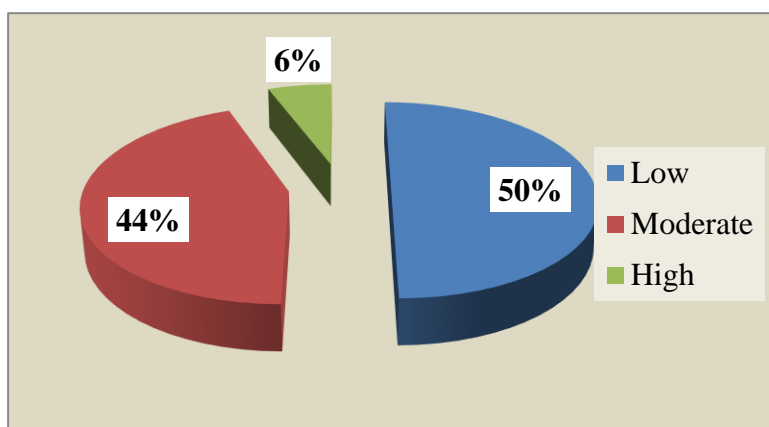


Figure 13: Extent of Knowledge regarding Cleaning of different areas and cleaning agents

The data in table 29 represented that 60 per cent of the respondents had low extent of knowledge regarding cleaning and decoration of different areas, 44.17 per cent of the respondents had moderate extent of knowledge and only 5.83 per cent of the respondents had high extent of knowledge regarding cleaning of different areas and cleaning agents.

4.2.3.2 Extent of knowledge of the respondents Flower Arrangement and Decoration

This section dealt with their knowledge regarding decorating different areas of the hotel for creating an appealing look and different types of flower arrangements.

Table 30: Distribution of the respondents according to their knowledge regarding Flower Arrangement and Decoration

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	There are different types of flower arrangements.	4	3.33	31	25.83	85	70.33	1.56
2.	Having knowledge	28	23.33	31	25.83	61	50.83	1.56

	about different methods of flower arrangement is important.							
3.	The housekeeping staffs are responsible for creating a pleasant ambience in the hotel.	8	6.67	42	35.00	70	58.33	1.58

The results depicted from the above table that 70.33 per cent of the respondents were unaware that there are different types of flower arrangements, 58.33 per cent of the respondents were unaware that the housekeeping staffs are responsible for creating a pleasant ambience in the hotel and 50.83 per cent of the respondents were unaware that having knowledge about different methods of flower arrangement is important.

Table 31: Extent of Knowledge of the respondents regarding Flower arrangement and Decoration

Sr. No.	Extent of Knowledge Regarding Flower Arrangement and Decoration	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	3- 4	64	53.33
2	Moderate	5- 7	54	45.00
3	High	8- 9	2	1.67

The data revealed that 53.33 per cent of the respondents had low extent of knowledge regarding Flower Arrangement and Decoration, 45 per cent of the respondents had moderate extent of knowledge and only 1.67 per cent of the respondents had high extent of knowledge regarding flower arrangement and decoration.

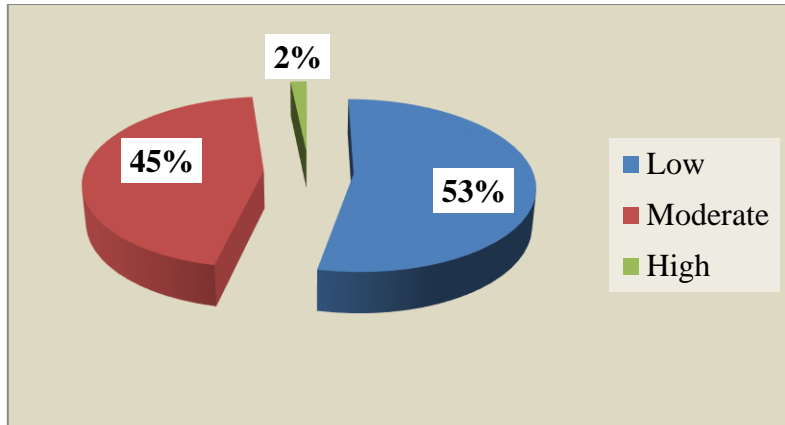


Figure 14: Extent of Knowledge regarding Flower Arrangement and Decoration

4.2.3.3 Extent of knowledge of the respondents Bed making

In this section the respondents were asked about the importance of bed making in rooms and the techniques used for a proper bed making.

Table 32: Distribution of the respondents according to their knowledge regarding Bed making

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	Knowledge about bed making is important for housekeeping staff.	10	8.33	36	30.00	74	61.67	1.47
2.	It is not okay to use double sized bed sheet on a single bed.	15	12.50	54	45.00	51	42.50	1.70
3.	Tucking in all the corners by removing all the wrinkles is important in bed making	5	4.17	53	44.17	62	51.67	1.60

The data revealed that 61.67 per cent of the respondents were having knowledge that bed making is important for housekeeping staff, and 51.67 per cent of the

respondents were unaware about tucking in all the corners by removing all the wrinkles is important in bed making.

Table 33: Extent of Knowledge of the respondents regarding Bed making

Sr. No.	Extent of Knowledge Regarding Bed making	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	3- 4	57	47.50
2	Moderate	5- 7	61	50.83
3	High	8- 9	2	1.67

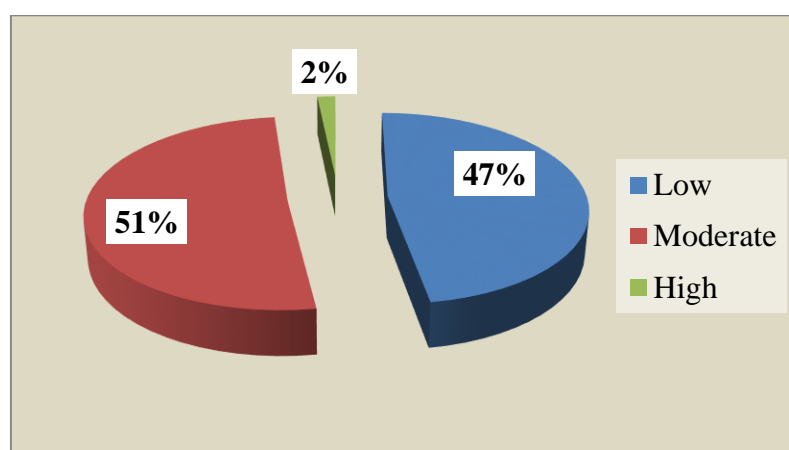


Figure 15: Extent of Knowledge Regarding Bed making

The data in table 33 depicted that 50.83 per cent of the respondents had moderate extent of knowledge Bed making, 47.50 per cent of the respondents had low extent of knowledge and only 1.67 per cent of the respondents had high extent of knowledge regarding Bed making.

4.2.3.4 Extent of knowledge of the respondents regarding Linen and Laundry

In this section the respondents were asked about the linen and laundry management, the different methods and techniques of removing stains and the importance of stain removal liquids.

Table 34: Distribution of the respondents according to their knowledge regarding Linen and Laundry

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	Management of different clothes and laundry is an important part of housekeeping department.	31	25.83	34	28.33	55	45.84	1.80
2.	Knowledge of different types of stain removal liquids and methods is important.	22	18.33	38	31.67	60	50.00	1.68
3.	Ironing of clothes is the responsibility of housekeeping staff.	20	16.67	39	32.50	61	50.83	1.91

The gathered data showed that one-half of the respondents were unaware that ironing of clothes is the responsibility of housekeeping staff, knowledge of different types of stain removal liquids and methods is important and 45.84 per cent of the respondents were unaware that management of different clothes and laundry is an important part of housekeeping department.

Table 35: Extent of Knowledge of the respondents to Linen and Laundry

Sr. No.	Extent of Knowledge Regarding Linen and Laundry	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	3- 4	51	42.50
2	Moderate	5- 7	54	45.00
3	High	8- 9	3	2.50

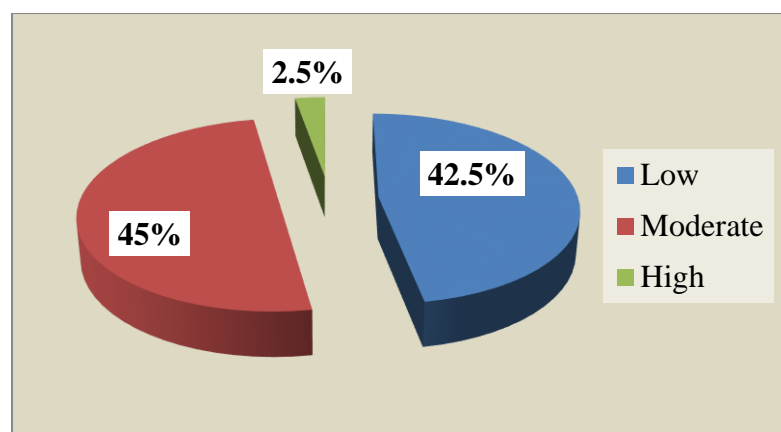


Figure 16: Extent of Knowledge of the respondents regarding Linen and Laundry

The data revealed that 45 per cent of the respondents had moderate extent of knowledge regarding Linen and Laundry, 42.50 per cent of the respondents had low extent of knowledge and only 2.50 per cent of the respondents had high extent of knowledge regarding Linen and Laundry.

4.2.3.5 Extent of knowledge of the respondents Managing registers

In this section the respondents were asked about the different types of registers, their maintenance and keeping of all the records in the Housekeeping department.

Table 36: Distribution of the respondents according to their knowledge regarding Managing registers

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	There is a place where all the lost and found items are kept in the hotel.	17	14.17	30	25.00	73	60.83	1.53

2.	The housekeeping staffs are responsible for maintaining different registers in a hotel.	41	34.16	37	30.83	42	35.00	1.99
3.	Maintenance registers are used to keep track of all the tasks that need to be done in a room or any other public space.	19	15.83	42	35.00	59	49.17	1.67

It was found that 60.83 per cent of the respondents were unaware that there is a place where all the lost and found items are kept in the hotel, less than one-half of the respondents were not aware that maintenance registers are used to keep track of all the tasks that need to be done in a room or any other public space and also that the housekeeping staffs are responsible for managing different registers in a hotel.

Table 37: Extent of Knowledge of the respondents regarding Managing registers

Sr. No.	Extent of Knowledge Regarding Managing registers	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	3- 4	39	32.50
2	Moderate	5- 7	72	60.00
3	High	8- 9	9	7.50

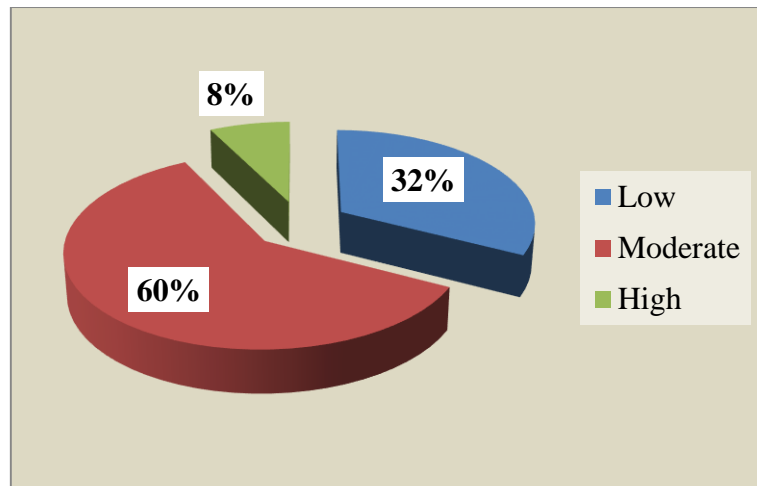


Figure 17: Extent of Knowledge of the respondents regarding Managing registers

The data showed that 60 per cent of the respondents had moderate extent of knowledge regarding managing registers, 32.50 per cent of the respondents had low extent of knowledge and only 7.50 per cent of the respondents had high extent of knowledge regarding managing registers.

4.2.3.6 Extent of knowledge of the respondents regarding Housekeeping trolley

In this section the respondents were asked about the purpose and importance of housekeeping cleaning trolley.

Table 38: Distribution of the respondents according to their knowledge regarding Housekeeping trolley

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	There is a need to change room towels and bed sheets daily.	18	15.00	38	31.67	64	53.33	1.78
2.	The purpose of housekeeping trolley is to supply basic amenities in the guest rooms.	7	5.83	66	55.00	47	39.17	1.67
3.	Every floor contains a housekeeping trolley.	30	25.00	22	18.33	70	58.33	1.70

It was found that 58.33 per cent of the respondents were unaware that every floor contains a housekeeping trolley, and 53.33 per cent of the respondents were unaware that there is a need to change room towels and bed sheets daily.

Table 39: Extent of Knowledge of the respondents regarding Housekeeping trolley

Sr. No.	Extent of Knowledge Regarding Housekeeping trolley	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	3- 4	62	51.67
2	Moderate	5- 7	53	44.17
3	High	8- 9	5	4.17

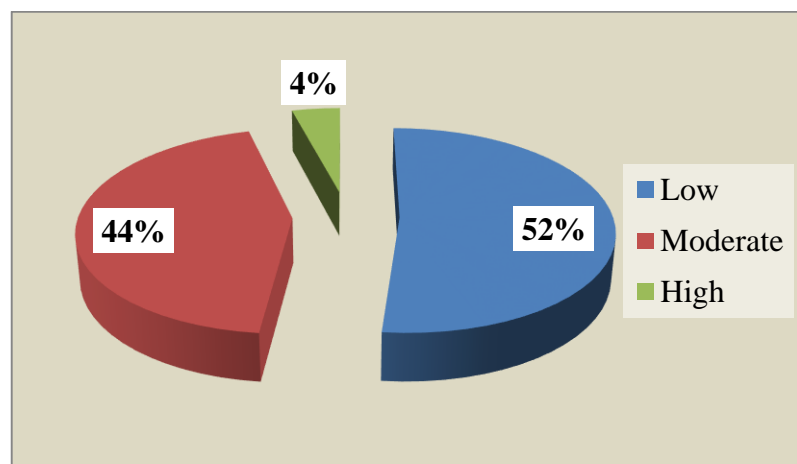


Figure 18: Extent of Knowledge of the respondents regarding Housekeeping trolley

The data revealed that 51.67 per cent of the respondents had low extent of knowledge regarding Housekeeping trolley, 44.17 per cent of the respondents had moderate extent of knowledge whereas only 4.17 per cent of the respondents had high extent of knowledge regarding Housekeeping trolley.

4.2.4 Overall Extent of knowledge of the respondents regarding Housekeeping Management operations

This section dealt with the extent of knowledge of the respondents related to housekeeping operations. This was a summated rating scale. The respondents were asked to respond to a 3-point continuum in terms of “Aware”,

“Undecided”, “Unaware” and the scores from 3 through 1 were given to the respondents respectively. The possible score ranged from 21 to 63 of which three categories having almost equal intervals were made for total 21 statements in the scale. Lower scores indicated lower extent of knowledge of the respondents.

Table 40: Extent of Knowledge of the respondents regarding Housekeeping Management operations

Sr. No.	Extent of Knowledge Housekeeping department	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	21-34	89	74.17
2	Moderate	35-49	31	25.83
3	High	50-63	0	0

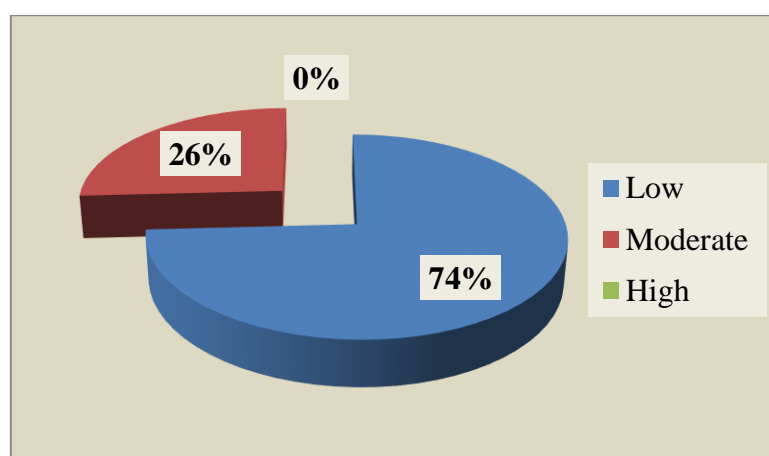


Figure 19: Extent of Knowledge of the respondents regarding Housekeeping Department

The data in table 40 revealed that 74.17 per cent of the respondents had low extent of knowledge regarding the various aspects of housekeeping department and 25.83 per cent of the respondents had moderate extent of knowledge.

4.2.5 Extent of knowledge of the respondents regarding Food and beverage operations

In this section, the respondents were asked to respond on the knowledge scale regarding food serving, order taking and bill presentation, cleaning equipment and materials etc. in terms of Aware, Undecided and Unaware.

4.2.5.1 Extent of knowledge of the respondents regarding Food serving

In this section the respondents were asked about their knowledge regarding food serving and the various aspects related to it that are required at the food and beverage operations.

Table 41: Distribution of the respondents according to their knowledge regarding Food serving

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	Skills are required for serving different meals.	30	25.00	36	30.00	54	45.00	1.80
2.	Receiving food orders quickly from the guests makes them happy.	4	3.33	66	55.00	52	43.34	1.63
3.	There are different types of table settings according to the events.	17	14.17	30	25.00	73	60.83	1.53
4.	It is important to identify different equipment used for serving	3	2.50	56	46.67	61	50.83	1.52
5.	It is important to know about serving different meals.	27	22.50	23	19.17	70	58.33	1.64
6.	There are different types of napkin folding methods.	12	10.00	34	28.33	74	61.67	1.48

7.	It is important to learn about the different types of napkin folding.	19	15.83	29	24.17	72	60.00	1.56
8.	Managing events is an important part of food and beverage department.	15	12.50	26	21.67	79	65.83	1.47
9.	Having knowledge about different types of food menus is important.	12	10.00	34	28.33	74	61.67	1.48
10.	Decorating other areas apart from dining (like outdoor and gallery) is also important.	13	10.83	31	25.83	77	64.17	1.48

From the gathered data it was found that 65.83 per cent of the respondents were unaware that managing events is an important part of food and beverage department, 64.17 per cent of the respondents were unaware that decorating other areas apart from dining (like outdoor and gallery) is also important, 61.67 per cent of the respondents were not aware that there are different types of napkin folding methods, and having knowledge about different types of food menus is important. A little more than 60 per cent of the respondents were unaware that there are different types of table settings according to the events and it is important to learn about the different types of napkin folding, 58.33 per cent of the respondents were not aware that it is important to know about serving different meals, near about one-half of the respondents were not aware that it is important to identify different equipment used for serving and also that skills are required for serving different meals.

Table 42: Extent of knowledge of the respondents regarding Food serving

Sr. No.	Extent of Knowledge regarding Food serving	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	10- 16	80	66.67
2	Moderate	17- 23	37	30.83
3	High	24-30	3	2.50

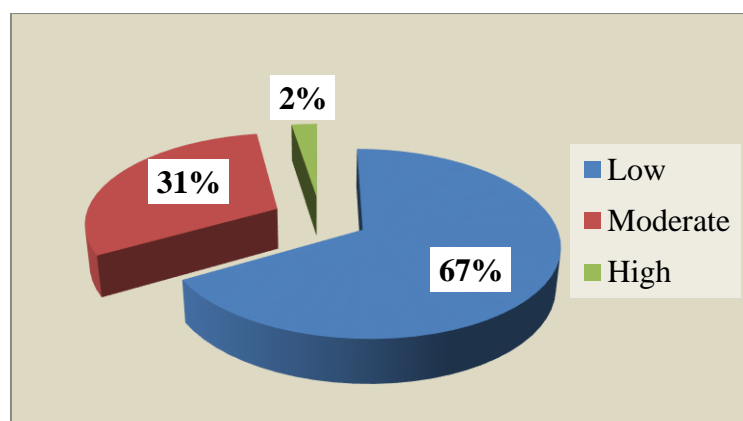


Figure 20: Extent of Knowledge of the respondents regarding Food serving

The results revealed that 66.67 per cent of the respondents had low extent of knowledge regarding food serving, 30.83 per cent of the respondents had moderate extent of knowledge whereas only 2.50 per cent of the respondents had high extent of knowledge regarding food serving.

4.2.5.2 Extent of knowledge of the respondents regarding Order taking and Bill presentation

In this section the respondents were asked about their knowledge regarding the presentation of bills to the guests, taking food orders and other etiquettes of a food and beverage staff.

Table 43: Distribution of the respondents according to their knowledge regarding Order taking and Bill presentation

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	Attending guests and taking them to their tables is a good etiquette.	14	11.66	17	14.17	89	74.17	1.38
2.	Food and beverage staff should offer menu and serve water to the guests.	34	28.33	16	13.33	70	58.33	1.70
3.	Skills are required for	9	7.50	52	43.33	59	49.17	1.58

	taking food orders.							
4.	It is good to present the bill to the guests after completion of their meal.	27	22.50	40	33.33	53	44.17	1.78
5.	Waiting for tip from the guest is not a good habit.	32	26.67	41	34.17	47	39.17	1.88

The data in the table 43 depicted that 74.17 per cent respondents were unaware that attending guests and taking them to their tables is a good etiquette, 58.33 per cent respondents were unaware that Food and beverage staff should offer menu and serve water to the guests, 49.17 per cent respondents were not aware that skills are required for taking food orders, 44.17 per cent respondents were not aware that it is good to present the bill to the guests after completion of their meal and 39.17 per cent respondents did not had knowledge that waiting for tip from the guest is not a good habit.

Table 44: Extent of Knowledge of the respondents regarding Order taking and Bill presentation

Sr. No.	Extent of Knowledge regarding Order taking and Bill presentation	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	5- 8	74	61.67
2	Moderate	9- 12	44	36.67
3	High	13- 15	2	1.67

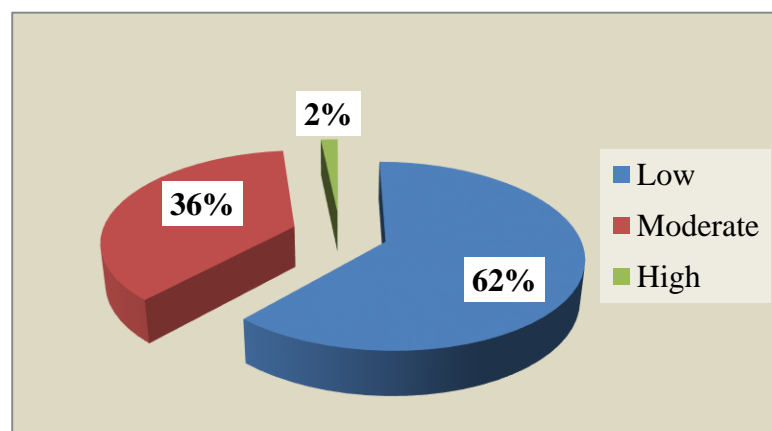


Figure 21: Extent of Knowledge of the respondents regarding Order taking and Bill presentation

The results revealed that 61.67 per cent of the respondents had low extent of knowledge regarding Order taking and Bill presentation, 36.67 per cent of the respondents had moderate extent of knowledge whereas only 1.67 per cent of the respondents had high extent of knowledge regarding Order taking and Bill presentation.

4.2.5.3 Extent of knowledge of the respondents regarding cleaning Equipment and work areas

In this section the respondents were asked about their knowledge regarding the cleaning of work areas before and after the task, cleaning of serving counter, materials, and equipment.

Table 45: Distribution of the respondents according to their knowledge regarding cleaning Equipment and work areas

S. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	It is important to clean work areas before and after the task.	35	29.17	37	30.83	48	40.00	1.89
2.	Daily cleaning of the work areas is necessary.	75	62.50	45	37.50	22	18.33	1.58
3.	It very important to clean the dining table after each meal.	17	14.17	37	30.83	66	55.00	1.59
4.	It is important to clean the serving counter daily.	21	17.50	36	30.00	63	52.50	1.65
5.	Cleaning the equipment and material is not a duty of food and beverage staff.	29	24.17	36	30.00	55	45.83	1.78

The results from the above table showed that 55 per cent of the respondents were not

aware that it very important to clean the dining table after each meal, 52.5 per cent of the respondents were unaware that it is important to clean the serving counter daily, little less than one-half of the respondents were unaware that cleaning the equipment and material is not a duty of food and beverage staff, and it is important to clean work areas before and after the task.

Table 46: Extent of Knowledge of the respondents regarding Cleaning Equipment and work areas

Sr. No.	Extent of Knowledge regarding cleaning Equipment and work areas	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	5- 8	63	52.50
2	Moderate	9- 12	49	40.83
3	High	13- 15	8	6.67

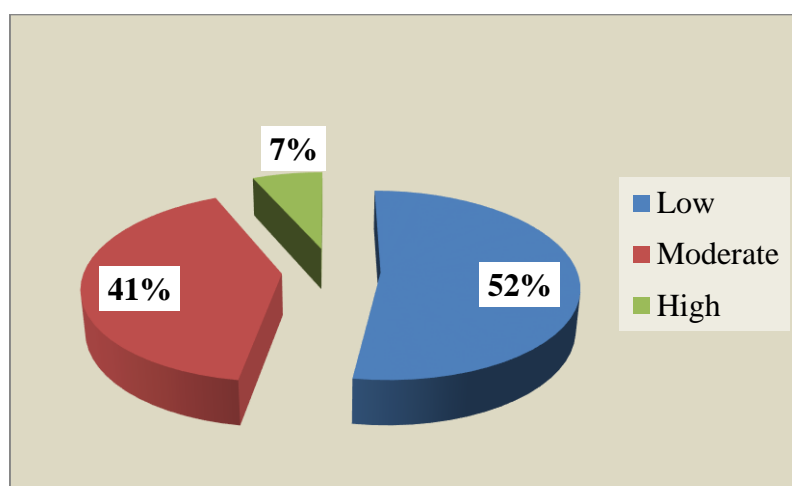


Figure 22: Extent of Knowledge of the respondents regarding cleaning Equipment and work areas

The results revealed that 52.5 per cent of the respondents had low extent of knowledge regarding cleaning equipment and work areas, 40.83 per cent of the respondents had moderate extent of knowledge whereas only 6.67 per cent of the respondents had high extent of knowledge regarding cleaning equipment and work areas.

4.2.6 Overall Extent of knowledge of the respondents related to Food and Beverage operations

This section dealt with the extent of knowledge of the respondents related to different areas of food and beverage operations. This was a summated rating scale. The respondents were asked to respond to a 3-point continuum in terms of “Aware”, “Undecided”, “Unaware” and the scores from 3 through 1 were given to the respondents respectively. The possible score ranged from 20 to 60 of which three categories having almost equal intervals were made for total 20 statements in the scale. Lower scores indicated lower extent of knowledge of the respondents.

Table 47: Extent of Knowledge of the respondents regarding Food and beverage Operations

Sr. No.	Extent of Knowledge regarding Food and beverage operations	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	20- 33	101	84.17
2	Moderate	34- 47	19	15.83
3	High	48- 60	0	0

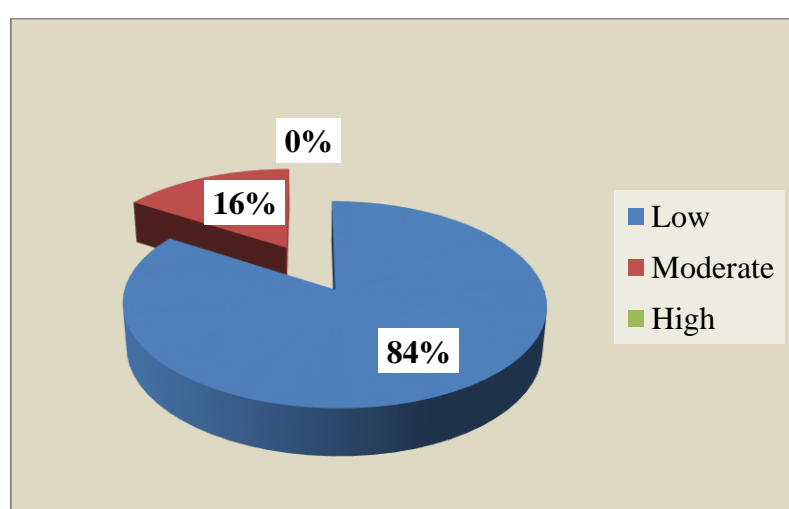


Figure 23: Extent of knowledge of the respondents regarding Food & Beverage Department

The data in Table 47 revealed that 84.17 per cent of the respondents had low extent of knowledge regarding the food and beverage operations and 15.83 per cent of the respondents had moderate extent of knowledge.

4.2.7 Extent of knowledge of the respondents regarding Safety measures

In this section, the respondents were asked about their knowledge regarding the safety measures and practices, use of first aid kit and other emergency procedures that are required in the hospitality industry in terms of Aware, Undecided and Unaware.

Table 48: Distribution of the respondents according to their knowledge regarding safety measures

Sr. No.	Statements	Aware		Undecided		Unaware		Weighted Mean (3-1)
		f	%	f	%	f	%	
1.	It is important to have a first aid kit in each department.	50	41.67	37	30.83	33	27.50	2.14
2.	Knowledge regarding first aid kit and safety practices is important for emergency purpose.	46	38.33	22	18.33	66	55.00	2.07
3.	It is very important for each and every staff to have knowledge about the use of fire safety.	5	4.17	27	22.50	88	73.33	1.31
4.	Proper security should be maintained by using CCTV cameras, security guards etc.	3	2.50	16	13.33	101	84.17	1.18
5.	Emergency exit from the lobbies is necessary.	10	8.33	51	42.50	59	69.17	1.59
6.	Sprinklers for emergency should be there.	30	25.00	24	20.00	66	55.00	1.70
7.	There is a need for a fire alarm system and smoke detectors.	17	14.16	66	55.00	37	30.83	1.83

It was found that 84.17 per cent respondents were not aware that proper security should be maintained by using CCTV cameras, security guards, 69.17 per cent respondents were unaware that emergency exit from the lobbies is necessary, 55 per cent respondents were unaware that knowledge regarding first aid kit and safety practices is important for emergency purpose, sprinklers for emergency should be there and also did not had knowledge that first aid kit and safety practices is important for emergency purpose.

Table 49: Extent of Knowledge of the respondents regarding Safety measures

Sr. No.	Extent of Knowledge Safety measures	Range of Score	Distribution of the Respondents (n=120)	
			f	%
1	Low	7- 11	95	79.17
2	Moderate	12- 16	22	18.33
3	High	17- 21	3	2.50

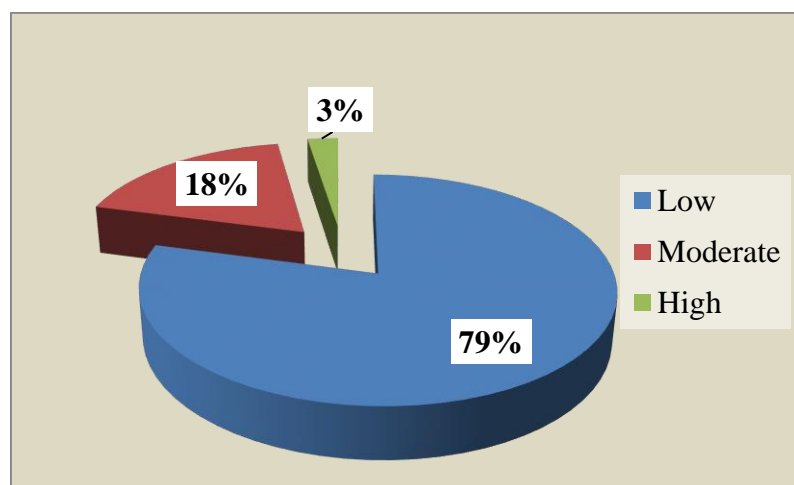


Figure 24: Extent of knowledge of the respondents regarding safety measures

The data in table 49 revealed that 79.17 per cent of the respondents had low extent of knowledge regarding safety measures, 18.33 per cent of the respondents had moderate extent of knowledge whereas only 2.50 per cent of the respondents had high extent of knowledge regarding safety measures.

Section III

Testing of Hypotheses

4.3 Testing of Hypotheses

In order to test the formulated hypotheses for the present investigation, as per the nature of variables t-test, paired t-test, and coefficient of correlation, were computed. A number of hypotheses were formulated based on the objectives of the study. For the purpose of statistical analysis, the hypotheses were formulated in the null form. The results are presented in this section.

H₀₁: There exists no relationship between the Extent of Knowledge of the respondents regarding different areas of hospitality industry (viz: Front desk operations, housekeeping management operations and Food and beverage operations) and their Age

Co-efficient of correlation was computed to find out relationship between the extent of knowledge of the respondents regarding different areas of hospitality industry and their Age.

Table 50: Co-efficient of correlation showing relationship between the Extent of Knowledge of the respondents regarding different areas of hospitality industry and their Age

	Selected variables	n	r-value	Level of significance
I.	Extent of knowledge of the respondents regarding different areas of hospitality industry	120	-0.08	N.S.
	Age			

The Correlation coefficient (r) was not found significant between the extent of knowledge of the respondents regarding different areas of hospitality industry and their Age (Table 50). Hence, the null hypothesis was accepted. It can be concluded that the extent of knowledge of the respondents regarding different areas of hospitality industry did not have any relationship with the age of the respondents.

H02: There is no difference in the extent of knowledge of the respondents regarding different areas of hospitality industry with their medium of instruction of schooling and type of family

t-test was computed to find out the difference between extent of knowledge of the respondents regarding different areas of hospitality industry with their medium of instruction of schooling and type of family.

Table 51: t-test showing the difference extent of knowledge of the respondents regarding different areas of hospitality industry with their medium of instruction during their schooling and family type.

Variables	Mean score of knowledge	t-value	df	Level of significance
Medium of instruction during their schooling				
Hindi	148.50	0.69	66	N.S.
Gujarati	146.28			
Family type				
Nuclear	144.00	2.63	105	0.05
Joint	150.86			

Medium of instruction

The results of the computation of t- test did not show any significant difference in the extent of knowledge of the respondents regarding different areas of hospitality industry with the Medium of instruction. Hence, the null hypothesis was accepted. It was concluded that the extent of knowledge of the respondents regarding different areas of hospitality industry did not differ due to the medium of instruction of schooling of the respondents.

Family type

For family type, the t-value was found to be significant at 0.05 level of significance (table 51). Hence, the null hypothesis was rejected. It was proved that the extent of knowledge of the respondents regarding different areas of hospitality industry differed

with the type of family. The respondents living in joint family had high extent of knowledge as compared to the respondents who were living in nuclear family.

H₀₃: There exists no difference in the extent knowledge of respondents regarding different areas of hospitality industry before and after the training program

Paired t test was computed to find out the difference in the knowledge of respondents regarding different areas of hospitality industry before and after the training program.

Table 52: Paired t-test showing difference in the extent of knowledge regarding different areas of hospitality industry before and after training program

Sr. No.	Variables	Mean Score of Knowledge	df	t-value	Level of significance
1	Pretest	144.56	119	2.90	0.05
	Post test	146.97			

The computation of t-value showed significant difference in the extent of knowledge regarding different areas of hospitality industry before and after the training program. Hence, the null hypothesis was rejected (Table 52). Therefore, it was concluded that the extent of knowledge of the respondents' differed before and after the training program and it was found to be high after the implementation of the training program.

Section IV

4.4 Development of modules on different departments of Hospitality

Management Operations

The educational modules for different areas of hospitality management were prepared for disseminating knowledge and making the teaching learning process effective, interesting and easy to learn as well as help in gaining an in-depth understanding of the hospitality operations. The educational modules were made by using mp4 video clips with voiceover in Hindi language.

Table 53: Development of educational modules on different departments of Hospitality Management Operations

Sr. No.	Title
1.	Front Desk Operations
2.	Housekeeping Operations
3.	Food and Beverage Operations
4.	Information regarding safety measures

The modules were prepared based on the data gathered regarding the knowledge of the respondents on different departments of hospitality management Operations. From the data, it was found that the respondents lacked in knowledge regarding all the departments of hospitality management Operations which motivated the researcher to develop various modules for providing skill based learning to the respondents.

Section IV- Execution of educational modules

Section V- Assessment of efficacy of the educational modules developed

The researcher was interested to find out the extent of knowledge of the respondents regarding different areas of hospitality. The extent of knowledge of the respondents was found to be low.

Development of educational modules on different departments of hospitality

The development of these modules was based on the information gathered by the researcher. The educational modules included information about the topic and detailed activities performed focused on the respondent's learning. The respondents were not aware of various techniques and methods that are required in the different departments of the hospitality industry such as grooming standards, maintenance of different types of registers, various cleaning agents/solutions, table setting types, and decoration according to the event.

The modules were developed on the following:

Table 54: Development of educational modules on Front Desk Operations

Sr. No.	Title of Educational Modules
1	Front Desk Operations a) Personal grooming and makeup b) Telephone manners and etiquettes c) Checking guest reservations (from pre- arrival to departure) d) Taking payment through different methods

The modules on front office are described as follows:

a) Module on Personal grooming and makeup

The researcher developed a module on personal grooming and hygiene required at the front desk of the hotel. The module was prepared highlighting on all the grooming standards required at the front desk of a hotel. Grooming not only means getting ready for the physical appearance but it also is a combination of style, discipline, and ethics required at the workplace. It included the personality and overall behavior of the person. Various grooming standards for women were covered in the module such as including appropriate dress sense with a neat and clean, well-ironed uniform. A neatly styled combed hairdo, tied with a black net around the hair, well-conditioned or gelled hair, and no unusual hair color. Use of light and pleasant visible makeup with clean and well-trimmed nails.

Accessorizing with minimal jewelry such as simple and small earrings, avoid hand bracelets or necklaces. Maintaining proper oral hygiene by using good mouth freshener to get rid of bad breath, wearing clean and well-polished, black leather shoes with black clean stockings/socks with not more than one-inch heel was recommended.

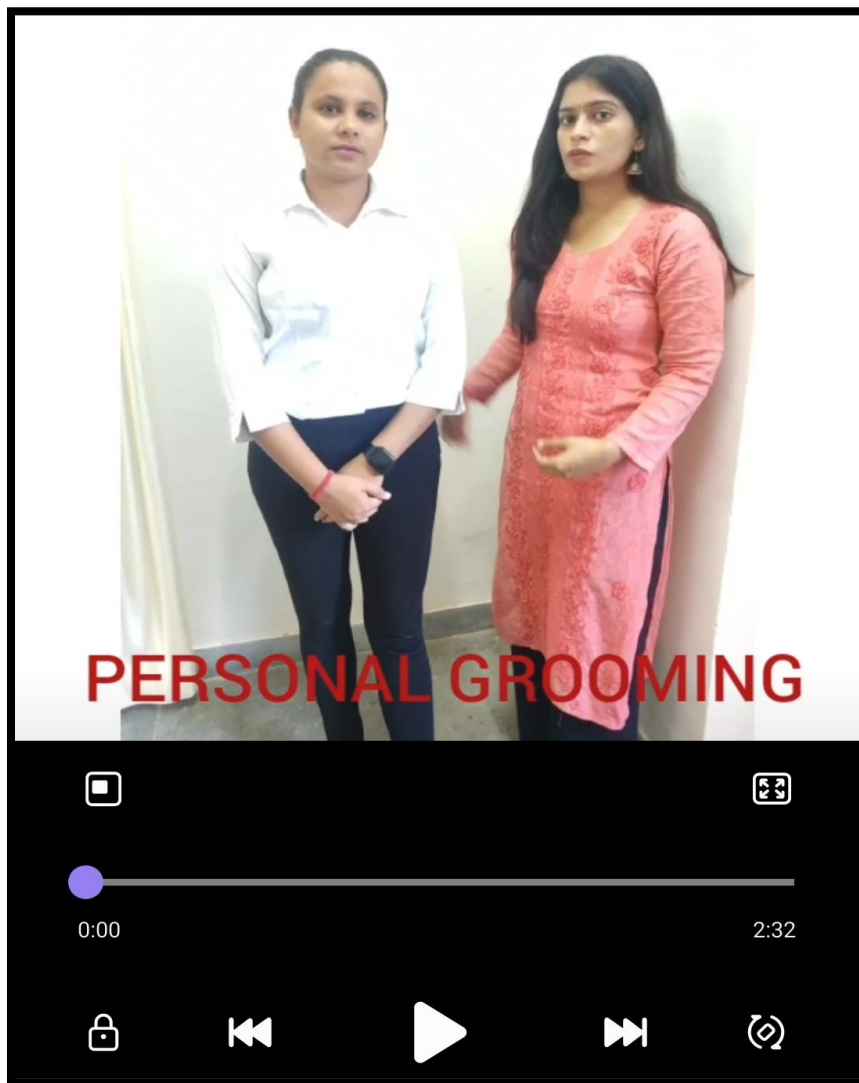


Plate 10: Module on personal grooming and makeup



Plate 11: Different images showing the correct and incorrect gestures

b) Telephone manners and etiquettes

The module on telephone etiquette was prepared as the front desk is a primary source of communication. Proper etiquettes and procedures for speaking with someone on the telephone in a professional manner were well displayed in the module. A receptionist is a person who first interacts with the customers and therefore they must possess a pleasing personality and should have good communication skills. The module covered the various rules that need to be followed for good communication with the guests. It emphasized: always speaking to the guests with a smile, which seems more welcoming and cheerful, being polite to each customer, and paying attention to their needs and requirements even when the customer is angry. Not interrupting the caller, listening to them first with full attention and letting them complete their sentence, and then responding with politeness and professionalism. It is also important to answer business queries and information or connect the call to the correct person. If there may be a need to place the caller on hold to solve the concern, or to transfer the call to the concerned person or department, always ask for the caller's permission to place the call on hold, and also specify how long the caller will have to be on hold. At the end of the conversation, it is important to thank the customer for calling by taking his/her name.

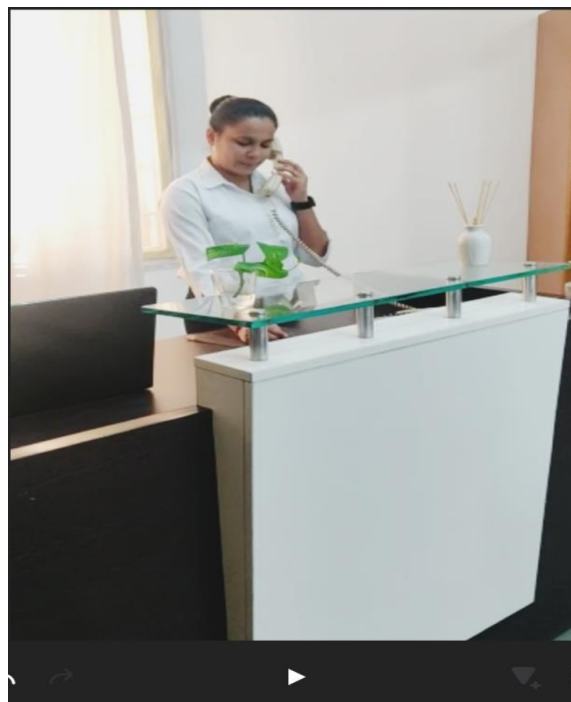


Plate 12: Module on telephone etiquette in front office

c) Module on guest cycle in hotel front office

The module on the guest cycle was prepared which explained the four sequential phases from pre-arrival to departure. In the pre-arrival stage and checking verifying the guest reservations by inquiring by phone call or email about the availability of the desired type of accommodation as well as its services and the amenities were explained. Additionally, it was discussed that the hotel's front desk staff obtained the guest's information, including their name, age, contact details, expected duration of stay for a room reservation, etc. complete the verification process. Inquiring the guest about their preferred mode of bill payment was also included. Providing check-in time to the guest and thanking them for calling was shown.

During the arrival stage the front office reception personnel welcomes the guest. The visitors' bags were brought inside by the bellhops. A guest with a confirmed reservation is given a Guest Registration Card by the front desk staff, and they are asked to fill it out with personal information about their stay at the hotel, including their name, reservation information, and identification details. After entering the guest's information into the database, they create a guest record and guest account. The front office reception staff then hands over a welcome package, providing the guest with directions to their room, handling their room keys, and giving their room number.

During the occupancy stage a front office accounting system keeps track of 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. Arranging transportation, babysitting, or local sightseeing for the guests on their request while their stay in the hotel.

Asking for the guest name and room number by the front office staff/receptionist during departure stage or check-out. Obtaining confirmation from the front office accounting system that customers have made payments for goods and services. Transferring any remaining funds from guest records to non-guest records in case a guest has availed of any additional hotel services or that their bill has not been fully paid was also discussed.



Plate 13: Module on managing guest cycle in hotel

d) Module on Taking payment through different methods

This module covered several payment options that guests might utilize to settle or pay hotel bills. These payment options included cash, checks, credit cards, debit cards, UPI, QR codes, and many others. It was also mentioned that to prevent any problems from arising when settling the bills, each guest who checks into a hotel must be informed of the preferred payment methods at the time of registration.

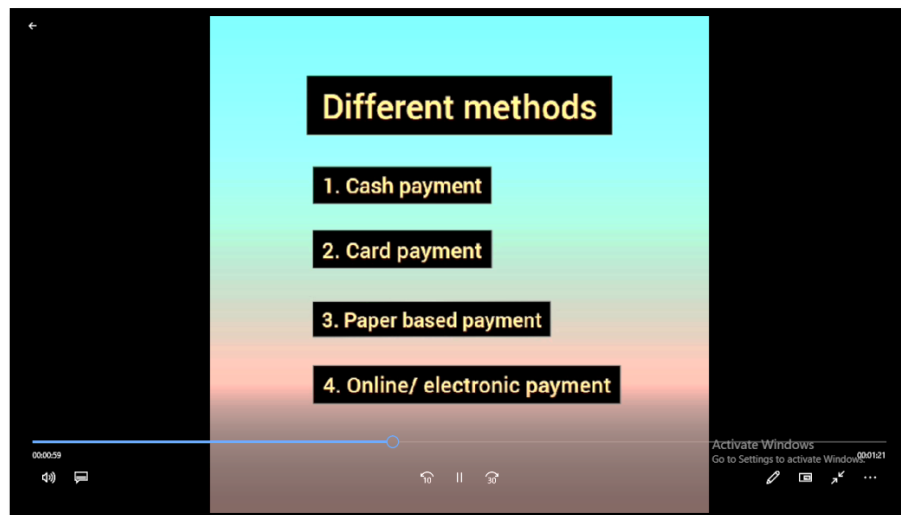


Plate 14: Module on different payment methods



Plate 15: Different types of payment methods

Table 55: Development of educational modules on Housekeeping Operations

Sr. No.	Title
1	Housekeeping Operations
	a) Bed making in rooms
	b) Flower arrangement and decoration
	c) Cleaning of rooms and bathrooms
	d) Housekeeping Chemicals/ cleaning agents (such as R1, R2, R3, R4, R5, R6, R7, R9)
	e) Room service with the help of Housekeeping trolley
	f) Decorating rooms and different areas
	g) Management of different areas (such as Linen and laundryroom management, Housekeeping stores)
	h) Handling keys
	i) Managing registers

The development of these modules was based on the information gathered by the researcher. The educational modules included information about the topic and detailed activities are performed focused on the respondent's learning. The respondents were not aware of various techniques and methods that are required in the different departments of the hospitality industry such as grooming standards, maintenance of different types of registers, various cleaning agents/solutions, table setting types, and decoration according to the event.

a) Bed making in rooms

In this module it was demonstrated that how hotel beds can be prepared neatly and professionally. Before starting the bed making process, wearing hand gloves is very important and after that only the dirty used bed sheet needs to be removed. The requirements such as a clean washed white bed sheet, pillows, pillow covers, blanket/ comforter and a bed runner were also discussed. Proper steps and procedure for bed making is explained in detail in the module. It includes checking the mattress whether it is clean or not, shifting the mattress a little from top side, checking the size of the bed sheet according to the size of the bed and spreading bed sheet evenly, tucking in all

the corners by removing all the wrinkles, adding comforter and at last bed runner. In the module different types of beds according to the rooms were also shown such a single room bed making, double room bed making and suite room bed making.

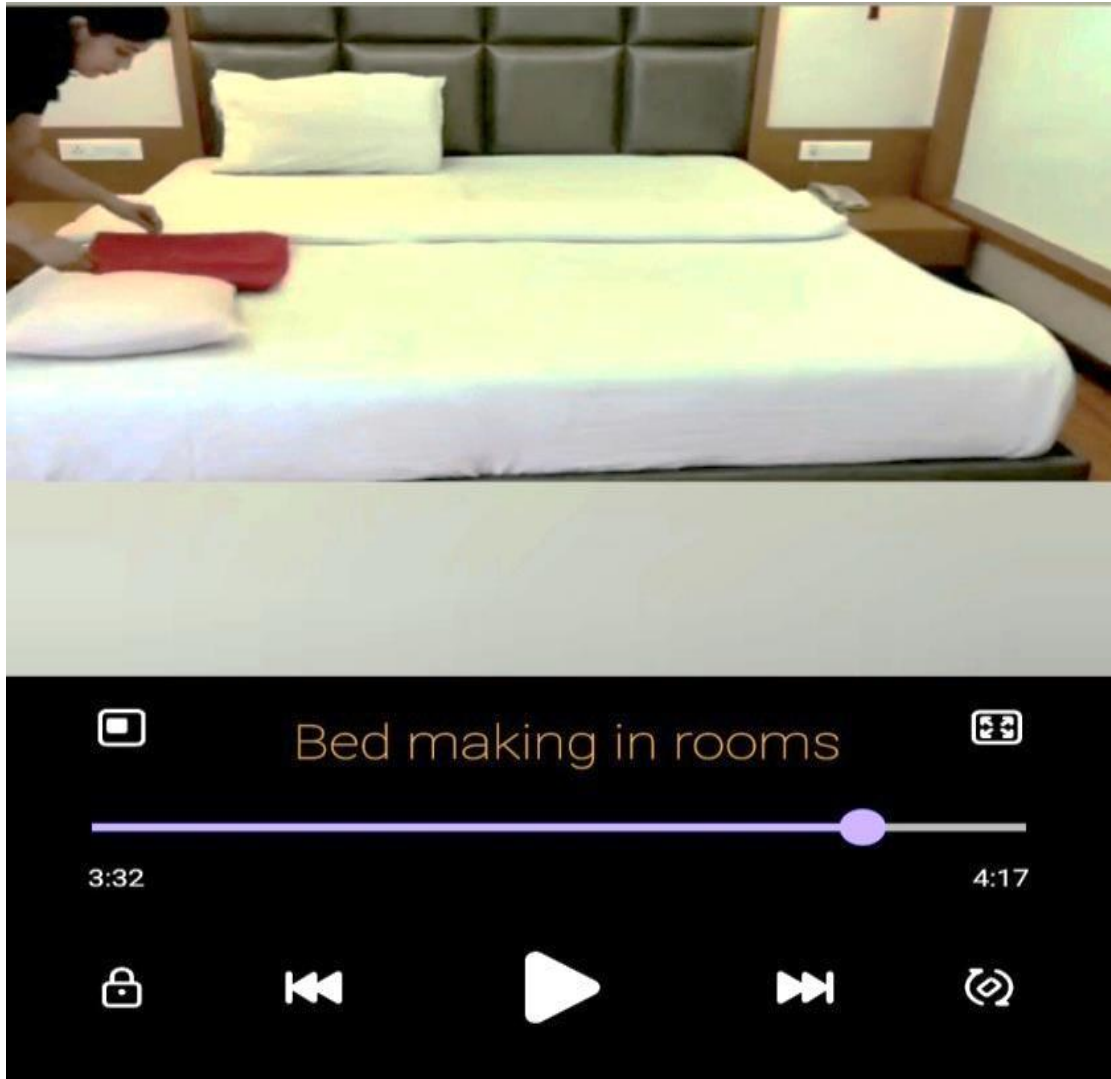


Plate 16: Module on bed making in rooms



Plate 17: Different types of bed making in rooms

b) Flower arrangement and decoration

In this module, need and importance of flower arrangement was explained. It was also discussed that how flowers are an essential aspect of festive celebrations and play an important role in the home decoration and with the help of flower arrangement the beauty of a place can be enhanced. It was also explained that how flower arrangement is an important accessory in any room as it adds interest to the room and finishing touch to the entire setup, it shows the mood you want to create depending upon the occasion or the event, it gives the welcoming and cheerful feeling to the guests or users of the room, it expresses the aesthetics of the homeowner and it spreads mild fragrance in the room. It was also explained that the art of flower arrangement can be learned through consciously applying the elements and principles of design such as: Balance, Proportion, Emphasis, Harmony, Scale, Line and form, Colour and Texture etc.

Different types of flower arrangements such as dried flower arrangement and fresh flower arrangement were shown. In fresh flower arrangement also some arrangements such as fishbowl flower arrangement, C-shaped flower arrangement were also shown.

Along with the flower arrangement types, various materials requirements for flower arrangement such as some fresh flowers, dried flowers, a floral foam, flower vase, a pair of scissors or a knife, green tape etc. were shown.

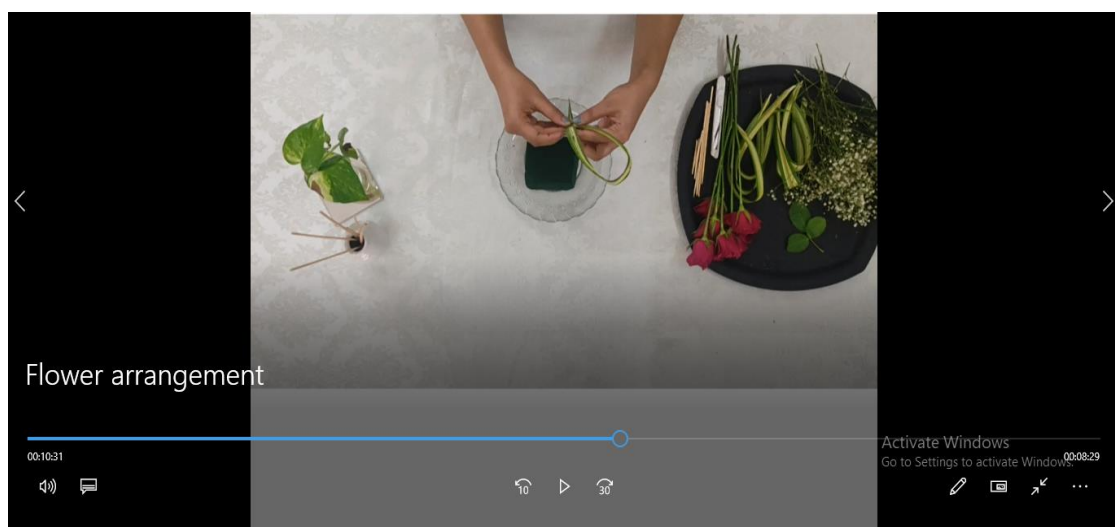


Plate 18: Module on flower arrangement



Plate 19: Different types of flower arrangements

c) Cleaning of rooms, bathrooms and other areas using various cleaning agents with different techniques

The module showed the cleaning of different surfaces such as floor, wall, glass/ mirror, metal, toilet bowl, wooden furniture etc. was explained. It was also highlighted that there are some specified products named cleaning chemicals/agents that are used for particular cleaning requirement which were given specific codes i.e. R1 stands for Bathroom cleaner cum Sanitizer, R2 also known as all-purpose cleaning agent is for Hygienic Hard Surface Cleaner, R3 is used for Glass and Mirror Cleaner, R4 is Furniture Polish, R5 stands for Air Freshener, R6 stands for Toilet Bowl Cleaner, R7 also known as Floor Cleaner is used for removal of oil and grease and R9 stands for bathroom and Fittings Cleaner where 'R' Stands for 'Room Care'. The usage of these chemicals with the amount to be used was also well shown in the modules.



**USING CHEMICAL AGENTS
FOR CLEANING DIFFERENT SURFACES
OF THE WASHROOM**

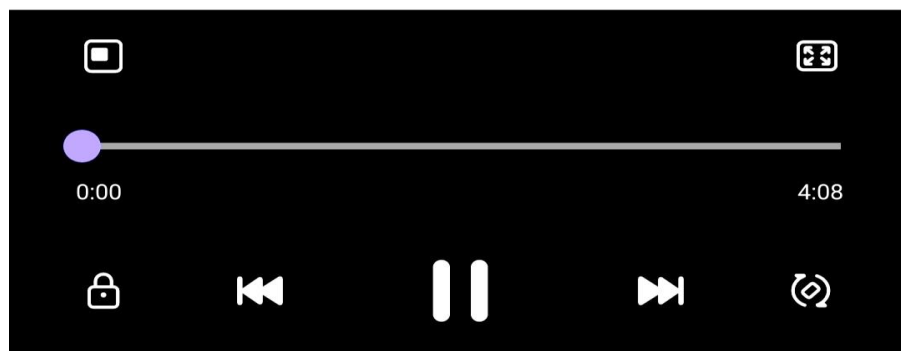


Plate 20: Module on Cleaning of rooms, bathrooms and other areas using various cleaning agents with different techniques



Plate 21: Cleaning different surfaces with cleaning agents

d) Housekeeping trolley

In this module it was discussed that the Housekeeping department is responsible for the hygiene, safety, maintenance, and appearance of the hotel. The housekeeping staff provides all the basic supplies to the guests which they expects which requires the housekeeping trolley. In this module a detailed description of the housekeeping trolley was given including the preparation of the trolley, supply of basic amenities to the guests and collection of soiled linen, towel and garbage from the rooms. Every floor has a pantry where all linen and supplies are available. It was highlighted that the housekeeping trolley comprised of three section in which it is preferred that the bottom shelf is used to store heavy items such as bed covers and towels. The middle shelf is generally for storing double and single bed sheets and the upper shelf is used to keep light items such as pillow covers, hand towel etc. It was also displayed that there is a topmost area which is used to store 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. All the items need to be kept in different sections separately. The module also showed that at the left side of the trolley soiled linen is kept 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. The handle of the trolley is located at the left side which helps in moving the trolley smoothly. The trolley should be kept a closer to the wall to avoid the difficulty in the movement of the guests. After all this only the trolley is set.

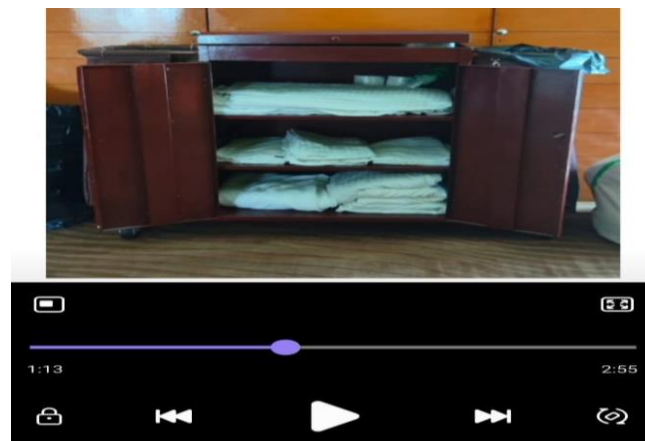


Plate 22: Module on housekeeping trolley and its purpose



Plate 23: Different sections of housekeeping trolley

e) Decorating rooms and different areas

The module explained how aesthetics plays a very important role in attracting the guests. The housekeeping staffs are responsible for creating a pleasant ambience in the hotel. The module emphasized the importance of decorating different areas such as the Lobby area, Staircase area, Lift area, Lounge seating, bedroom etc. these areas can be beautified by intelligently using 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. It was also explained in the module that it is not just about adding these creative pieces but the housekeeping staff is required to know about various materials such as wood, organic and artificial fibres, stone, sand, glass, plastic, and pigments that are present in the item that they have added to enhance beauty of their hotel. This prevents damage to the expensive hotel property and helps in maintaining it for a longer time.

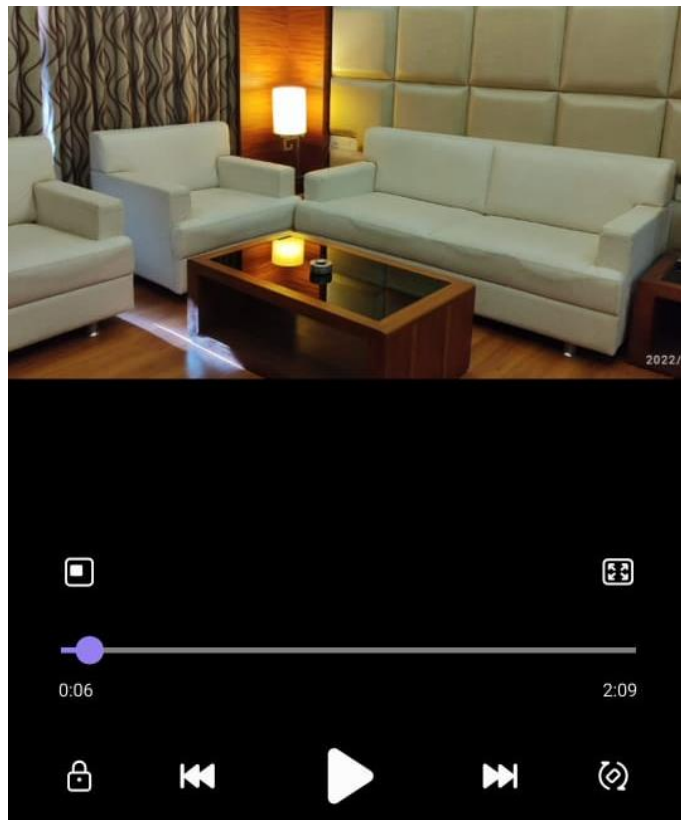


Plate 24: Module on Decorating rooms and different areas



Plate 25: Decorating different areas of the hotel

f) **Managing Registers**

The module covered the various types of registers along with their purpose. This is taken care of by the housekeeping department in a hotel. It includes:

Lost and found register in which 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.

Key control register is one of the most important at housekeeping control desk. It is the part of key security system to be followed by the housekeeping department. Each employee who has received a key must sign this form both before receiving the key and again after the hands over of keys.

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

Maintenance registers are used to keep track of all the tasks that need to be done in a room or public space.

Log book includes the instructions that are given to employees for the upcoming shift are written in the log book.

Baby-sitting register- The housekeeping generally provides baby sitter to the guest if required.

Apart from this there are different types of files also like:

Room checklist file is a file in which 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”.

Room occupancy report file these 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.

Duty roaster file is filled in for the information required by someone in the department.

g) Management of different areas

Laundry management

In this module it was explained that how the hotel's laundry process is carried out. It emphasized every laundry task. It was also described that how the laundry management is responsible for the delivery, cleaning, and collection of the clothes and linen. 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. Some hotels use in-house laundry operations or outsource laundry tasks. However, laundry on site is often less expensive. The module shows the machines used for laundry purpose like washing machine for removing the dirt and a dryer for drying of the items. Then the items are ready for ironing and the next process is the redistribution. It was also showed that there is a separate file for laundry items which contains all the records.

Housekeeping stores

The Housekeeping store is the main source of supply of items to the hotel. It contains guest supplies, cleaning equipment's etc.

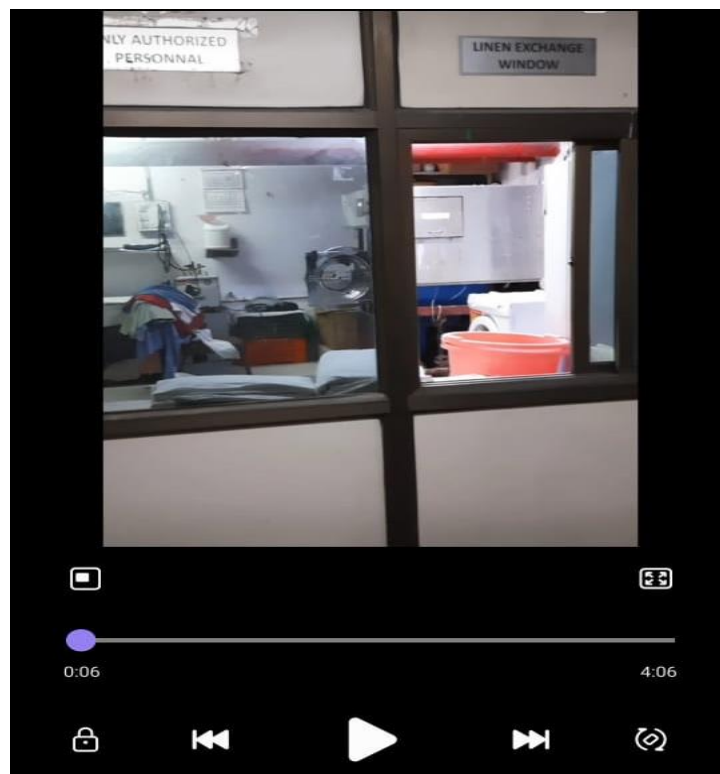


Plate 28: Management of different areas including laundry room and housekeeping stores

h) Module on Handling keys

In this module, the different types of keys and their handling procedure was explained. The need and purpose of the keys and their usage was also briefly discussed. It was also shown that who can issue the keys and what is the proper procedure for issuing and returning of the keys. The hotel's housekeeping department generally has the four different types of keys i.e. Guest Room Key, Emergency Key, Master Key and Supply keys. The Master key is further divided into four categories: a) Master key which can unlock all of the doors of the guest rooms that are not double locked. Mainly used by executive housekeeper, assistant housekeeper, duty manager etc. for inspection purpose. b) Grand master key which can open all guest rooms as well as housekeeping storage, linen room, and laundry. It can double lock a room which can be opened by emergency key only. Mainly used by executive housekeeper but can be issued to other managers in case of emergency situations only. c) Sub master key/ Section key which is used for a particular section and d) Floor master key which can open all the guest rooms and store rooms on a particular floor that are not double locked. Mostly used by lower level service staff like guest room attendants, dining service personnel's etc. were also briefly explained. Meaning of single lock and double lock was also explained.

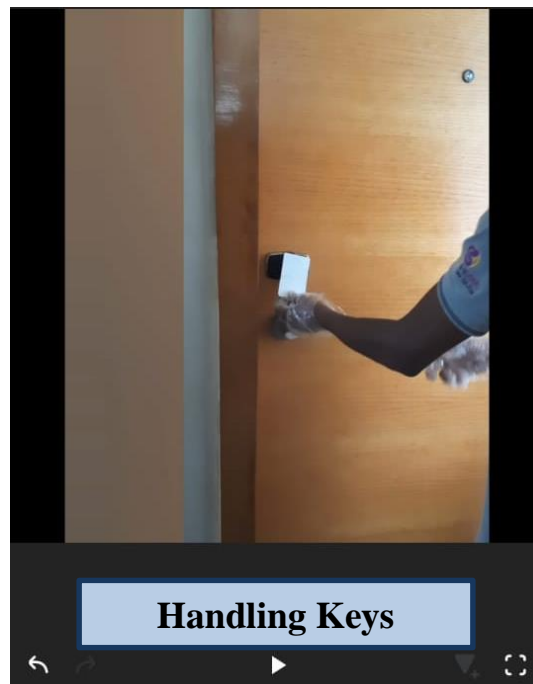


Plate 29: Module on handling different types of keys in a hotel



Plate 30: Different types of keys in a hotel

Table 56: Development of educational modules on Food and Beverage Operations

Sr. No.	Title
1.	Food and Beverage Operations <ol style="list-style-type: none"> a) Table settings b) Napkin folding c) Table laying d) Taking orders and bill presentation

a) Table settings

In this module the arrangement of plates, centrepieces, mats, silverware, glasses, and other tableware was explained. Placement of serving, dining and eating utensils was also shown in the module along with the placement of table mat. Different types of table settings such as were explained such as Basic table setting which can be used in any kind of restaurant or informal gathering, Casual table setting also known as informal table setting, Formal table which is seen at formal gatherings, black-tie weddings, and luxurious restaurants setting and Buffet table used for breakfast, lunch and dinner in which guests take food and serve themselves without the help of any waiter or server. In the module, the different types of cutlery and glassware were shown like for appetizer, soup, salad, starch, protein, dessert charger plate, serving plate, fork, butter knife, soup spoon, dessert spoon, red wine glass, white wine glass, water goblet etc. The placement of these cutleries varies for different types of table settings which was shown in the module.

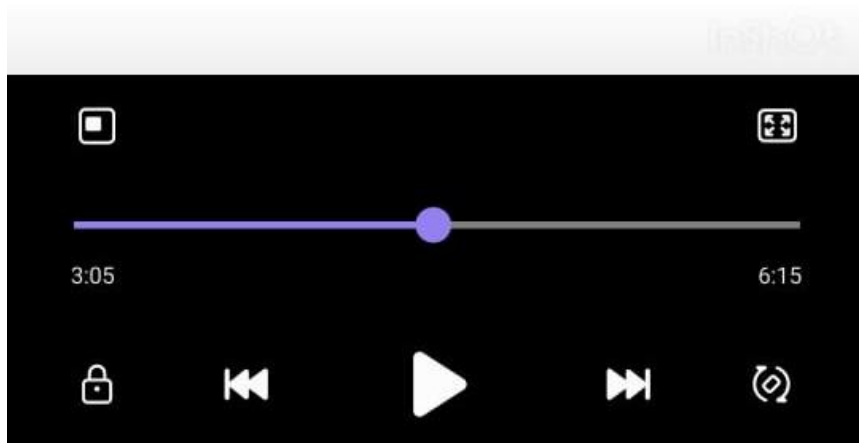


Plate 31: Module on table setting in a hotel



Plate 32: Different types of table settings

b) Napkin folding

In this module, the importance of napkin folding was explained. With the help of the videos different types of decorative napkin folding were displayed along with the voiceover in Hindi language. Firstly the meaning of napkin was summarised along with the requirements such as size of napkin, material of the napkin etc. quality for example clean, pressed, and starched square linen or cotton cloth napkin etc. and materials such as a napkin ring, a glass, or multiple napkins

It is also explained that how napkin creates elegance to the simple table setting. The different variations in napkin folding were well presented in the module. The step by step procedure of various types of napkin folding such as the Lotus Fold, Envelope Fold, Rosebud Fold, Christmas Tree Fold, Tuxedo Fold, Bishop's Hat, Candle fold, Pinwheel fold, Bird of Paradise fold, Fan Fold, Pyramid Fold and Crown Fold were displayed.

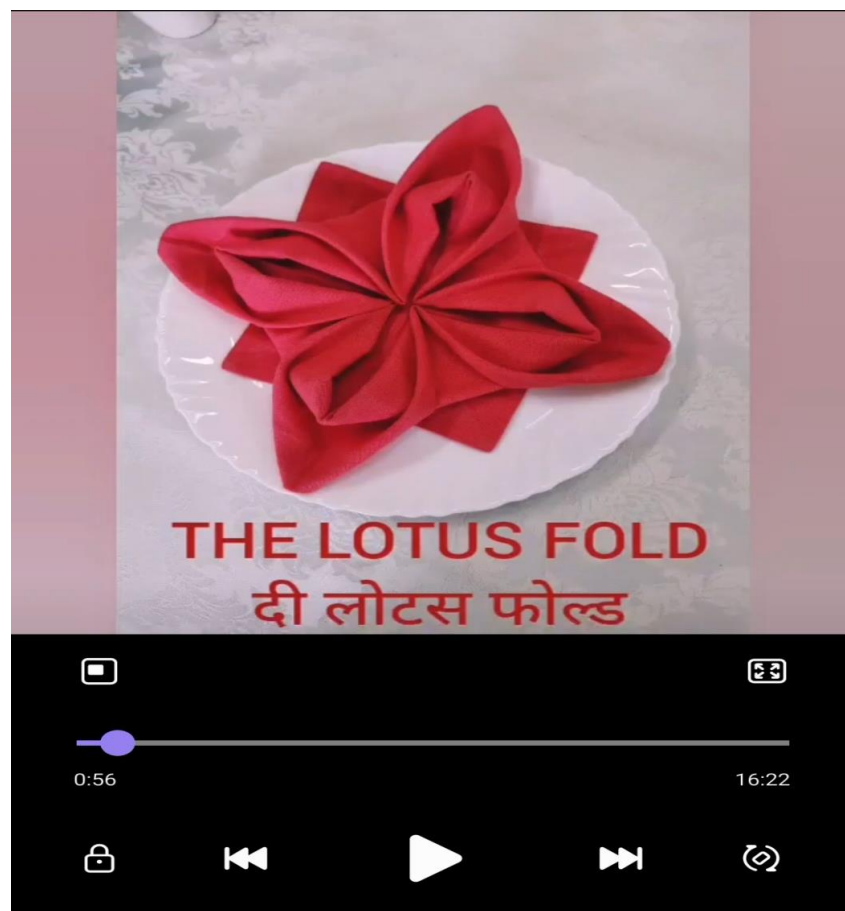


Plate 33: Module on Napkin folding



Plate 34: Different types of napkin folding

c) Table laying

In this module the meaning and importance of table laying was explained with the help of proper demonstration. The equipment and materials required for table laying were also discussed such as table cloth/ baize, table mat, eating utensils and for serving and eating etc. The module also focused on the important points that should be taken care of while laying a table which includes:

First covering the table with a baize base cloth because it protects the diner's wrists and elbows from the table's sharp edges, it helps to keep the tablecloth firmly in place, it protects the surface of the table and prevent the rattling of crockery and cutlery, it helps in absorbing moisture in case liquid spills on the table.

It was also explained that based on the size of the table, appropriate linen should be used. The tablecloth should be placed in such a way in all the four edges should have equal fall. Soiled or torn linen should not be used. Three types of tablecloths namely cotton, linen and damask can be used and out of which, damask is the best. Avoiding heavily scented flowers as they can affect the flavour of the food, only the required cutlery, crockery and glassware should be placed on the table. The cover on the opposite side should be exact similar, so as to give a well-balanced look, napkins should be placed in the centre of the cover, in between the cutlery. Crockery and cutlery should be spotlessly clean and the glassware should be well-polished, all cutlery and crockery should be placed about an inch from the edge of the table so that they are not accidentally tipped over etc.



Plate 35: Module on table laying



Plate 36: Table laying

d) Taking orders and bill presentation

In this module the importance and procedure of proper order-taking in the beverage service process was explained. It was also discussed that how to handle guest beverage orders respectfully and professionally while following the hotel or restaurant's SOPs. The basic requirements for taking orders from the guests such as an order-taking pad or scribbling pad and a pen are briefly presented. Other modern methods are also explained for taking orders such as on mobile devices like the iPad, Android tablet, smartphone, etc.

The module presents a step by step procedure for order taking such as:

- a) **Preparation for taking Beverage Orders:** For this the employee should be clean and well-groomed, should have knowledge about the beverages listed on the menu and know about any happy hours and also be familiar with the types of glasses used in bars to know which drink goes in which glass, taking out the 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, carrying pen functional pen.
- b) **Approaching the table:** Within three minutes of the guest being seated, approach the table for taking the beverage order, standing on the right-hand side of the guest whenever possible or at the end of the table. Greeting the guest and presenting the beverage menu make sure everything is neat and orderly, Smile genuinely, always maintaining proper posture and making eye contact is important, giving a guest sufficient time to look at the beverage menu or make a decision.
- c) Provide recommendations or suggestions
- d) Taking the order
- e) Repeat the order to the guest while speaking slowly, clearly, and with courtesy.
- f) Leaving the table by expressing gratitude and sincere smile with a good eye contact
- g) Refuse alcohol service to drunk guests politely.

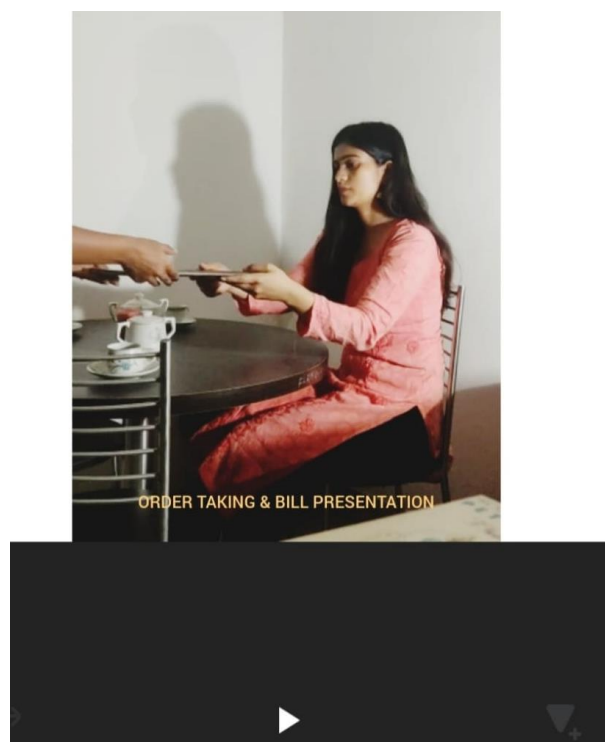


Plate 37: Module on taking orders and bill presentation in a hotel

Table 57: Development of educational modules on safety measures

Sr. No.	Title
1.	Information regarding safety measures

In this module various safety measures required at the workplace have been discussed such as the safety rules like protecting the body from harmful chemicals by wearing thick gloves, protecting the eyes by wearing masks or goggles if required, always using caution sign to mark wet floors, cleaning spilled liquids immediately to reduce chances of slipping, handling of chemicals carefully while transporting, disposing, or refilling the containers. Mixing of any chemicals should be done in the presence of proper ventilation, use swivel head mops to avoid inappropriate body posture while cleaning, wear close toe-non slip footwear while working, request for peer assistance while moving heavy loads such as furniture, report to the supervisor in case of any accident due to mishandling of flammable liquids or

otherwise. Keeping the guests safe with the help of security department also keeping the guests documents, ornaments, or other articles safe.

Then Comfort and Privacy Principles were also explained such as the housekeeping staff must follow the principles related to comfort and privacy of the guest. Knowledge of handling small fire hazards such as various types of fires and fire extinguishers were also explained. 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.

Handling of emergency situations in hotels was also discussed like **Health Issues** such as Headache, food infection, and fever. These are the common health problems that guests face. In this situation, connecting with the front desk for medical help, and using a first aid kit. If not, connecting with the nearest doctor in the vicinity immediately.

Getting stuck inside the lift, **Personal accidents** can also happen for instance, an electrical socket left unrepaired can be a reason for a major mishap, slips and falls etc. were highlighted in the module.

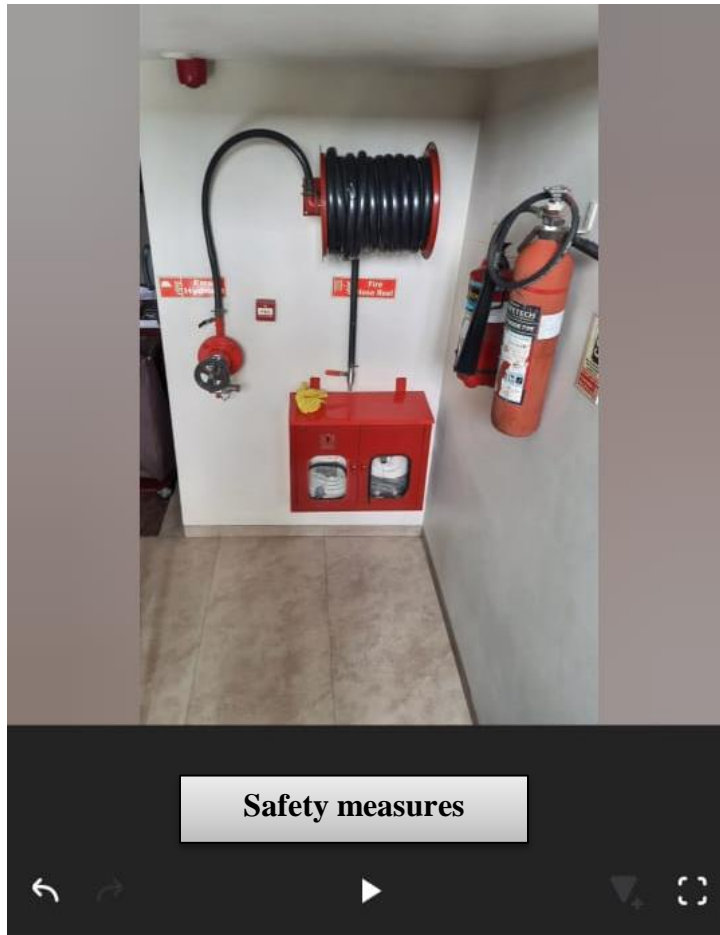


Plate 38: Module on information regarding safety measures



Plate 39: Safety and security measures during emergency situation

Section V

TRAINING PROGRAM FOR THE RESPONDENTS

One of the objectives of the present research was to assess the efficacy of the educational modules developed on Hospitality Management Operations. For this purpose, educational modules were created using mp4 video clips with voiceovers in Hindi, which aided the responders in understanding the concepts in-depth. The four steps of the development and implementation of the training program were: preparation of the material, contacting the responders, implementation, and post-testing. A training program was conducted for the respondents, which was focused on enhancing the knowledge of the respondents regarding the hospitality industry.

Stage 1: Preparation of material

The educational modules developed for the training program were shown through mp4 videos to the respondents. The videos contained the various aspects of different departments of Hospitality Management Operations and were prepared in the Hindi language for a better understanding of the respondents. The topics covered were Personal grooming and makeup, Telephone manners and etiquettes, Checking guest reservations (from pre-arrival to departure), and taking payment through different methods in Front desk Operations. Bed making in rooms, Flower arrangement and decoration, Cleaning of rooms, and bathrooms, Housekeeping chemicals and their use, Housekeeping trolley, Decorating rooms, and different areas, Handling keys, Management of different areas: Linen and laundry, Housekeeping stores and Managing registers in Housekeeping Management Operations. Table settings, menu types, napkin folding, table laying and taking orders, and bill presentation in Food and Beverage Operations and Information regarding safety measures.

Stage 2: Contacting the respondents

The respondents for the training program were contacted, who were 12th pass-out girls predominantly from lower-income groups and the ones who were willing to participate. They were contacted through the Snow-ball technique. A total of 120 respondents participated in the training program.

Stage 3: Implementation

A suitable time and place were decided for the respondents to attend the training program. Training programs were conducted in the Surat City of Gujarat State. The respondents were gathered there, and they were given knowledge of various aspects related to hospitality management.



Plate 40: A Training Program conducted by Researcher at Surat City, Gujarat

After the presentation of the modules, the question-answer session was carried out during discussion followed by their feedback. It was observed that many of the respondents who were willing to do jobs but could not due to poor financial conditions or less education were interested and felt confident to learn something new.



Plate 41: Question – Answer Session conducted by researcher at Surat City, Gujarat

Stage 4: Post-test:

After the training program, post-test was done to find out the difference in the extent of knowledge of the respondents before and after the training program regarding the different departments of hospitality industry. This proved that the training was found to be very effective in enhancing their knowledge.