

**A case study of new trends in Housekeeping Department of
Hotel Radisson Blu, Kaushambi post COVID-19
situation for better guest service experience.**

Project Report submitted in partial fulfillment

For the award of the degree of

BACHELOR OF SCIENCE IN HOTEL MANAGEMENT

Submitted by

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IN

PROJECT WORK

SCHOOL OF HOSPITALITY AND TOURISM

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(Established under Galgotias University Uttar Pradesh Act No. 14 of 2011)

May - 2022



SCHOOL OF HOSPITALITY AND TOURISM

BONAFIDE CERTIFICATE

Certified that this project report "**A case study of new trends in Housekeeping department of Hotel Radisson Blu, Kaushambi post COVID-19 situation for better guest service experience**" is the bonafide work of "**ZUBAIR ALI**" who completed the project work under my supervision.

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Approval Sheet

This thesis/dissertation/report entitled " A case study of new trends in housekeeping department of hotel Radisson Blu, kaushambi post COVID-19 situation for better guest service experience" by 'ZUBAIR ALI' is approved for the degree of BACHELOR OF SCIENCE IN HOTEL MANAGEMENT (School Of Hospitality and Tourism).

Examiners

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Date: _____

Place: _____

Statement of Project Report Preparation

Thesis title: A case study of new trends in housekeeping department of hotel Radisson Blu, kaushambi post COVID-19 situation for better guest service experience.

1. Degree for which the report is submitted: **BACHELOR OF SCIENCE IN HOTEL
MANAGEMENT**

2. The report was prepared by the Project Supervisor.

3. The thesis format specifications were strictly followed.

4. The thesis's contents have been organised in accordance with the guidelines.

5. The report was written without the use of plagiarism.

6. All sources used have been properly cited.

7 The report has not been submitted for a degree elsewhere.

(Signature of the student)

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Statement of Preparation:

Every student must submit a thesis preparation statement.

CANDIDATE DECLARATION

I hereby declare that the work presented in this TERM PAPER REPORT entitled "**A case study of new trends in Housekeeping department of Hotel Radisson Blu, Kaushambi post COVID-19 situation for better guest service experience** " towards the partial fulfillment of the requirement for the award for term paper submitted in the School of Hospitality, Galgotias University, Greater Noida, Uttar Pradesh, India is an authentic record of my own work carried out during the period from (Jan. 2022 – May 2022), under the guidance of **Mr. Rohit Jaswal (Associate Professor)**, School of Hospitality, Galgotias University, Greater Noida, Uttar Pradesh.

Date:

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Place: Greater Noida

Admission number: 19GSOH1010052

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ABSTRACT

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

KEYWORDS- New trends in Housekeeping, COVID-19 pandemic; hospitality industry; impact; tourism.

ACKNOWLEDGEMENT

I am overwhelmed in all those humility and thankfulness that have helped me keep these ideas in the blutness and something concrete.

I want to sincerely express my specials gratefulness to my teacher, Mr. Rohit Jaiswal, and our dean Dr. Rajiv Mishra who gave me the golden opportunity to do this fantastic project on the subject'' **A case study of new trends in Housekeeping department of Hotel Radisson Blu, Kaushambi post COVID-19 situation for better guest service experience** ," which also aided me in my research I learned so much new information. I appreciate them.

I can really thank my forks and person for Radisson Blue, Kaushambi HOD and Assistant Manager and senior employees who helped me in the accumulation of work. Thanks and Thanksgiving goes to everyone of my colleagues in making my project report.

INTRODUCTION

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

OBJECTIVE OF THE STUDY

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

LITERATURE REVIEW

- The effect of cleanliness and cleanliness in hotels has become the most important due to COVID-19. Movement of doors can spread epidemic handles, different regions and infected with disease (WHO, 2020b). hotel surface areas used by guests may have high numbers of viruses, and this could be a major cause of infection (Park et al., 2019). Airborne spread by centralized air conditioning systems may be another source of COVID-19 disease (Zhang et al.) Al., 2020). The coffee shop was the second highest revenue generating department in the hotel. After banquet as per their 24X7 hours operation. Staff are using all necessary guards which includes wearing habit wearing mask, gloves, wearing face shield, using sanitizer in very few minutes, Carrying food on trolley with all measurements, washing your hands and ensuring that all guidelines have been considered and met government instructions. They were dependent on passengers for their revenue and survival but by adjusting with circumstances and some innovations are not there manage their revenue with the help of government rooms needed to quarantine infected people.
- As mentioned by Sharma, S., & Kaushik, T. (2021). When a hotel room is left vacant for several hours following a departure, every room is sanitised and cleaned. Housekeeping department staff are responsible for issuing keys, collecting keys, handling grand master keys for room maids. When the floor surface is too rough for a dust mop, sweeping is used to collect the dust.
- Following the pandemic of COVID-19 as per First, hoteliers are becoming more aware of artificial intelligence (AI) and its applications in hotel management practises such as robotics. In the hotel sector, a rising number of research have focused on the individual and organisational consequences of AI and robotics. In addition, given the importance of social distancing as a COVID-19 prevention approach, the deployment of AI and robotics in hotels – especially in high-contact settings – can assist protect customers and frontline service personnel. Is. As a result, we will emphasise AI and Robotics as a subject in Hotel Management and Marketing following COVID-19.

RESEARCH METHODOLOGY

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

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

New Trends in the Housekeeping Department:-

The following are some recent trends in Housekeeping Department in the Hotel Industry.

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

1. The designs in hotels:-

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

2. **Changing the with keeping:-**

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

3. **Lighting in the Hotels:-**

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

4. **Go Green:-**

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

5. **Security and safety:-**

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

6. **Forecasting GRA Requirement:-**

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

7. Ergonomics :-

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

8. Technology Savvy Housekeeping:-

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

9. Pest Management:-

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

10. Service Outsourcing:-

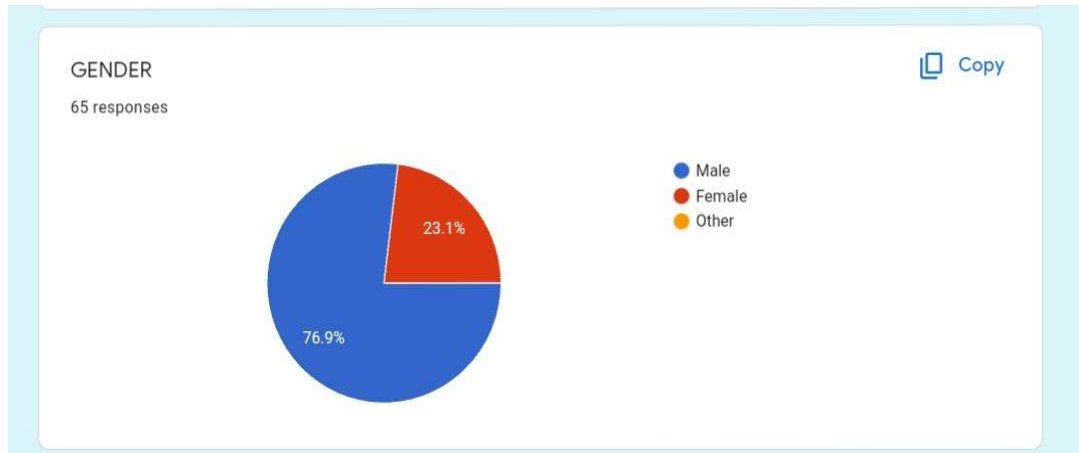
Because housekeeping is a labor-intensive service, most hotel chains view outsourcing as a viable commercial options. Outsourcing has shown to be the ideal answer for a variety of specific duties because it is both cost effective and a smart business strategy for meeting hotel standards. To reduced employees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

11. Waste reduction:-

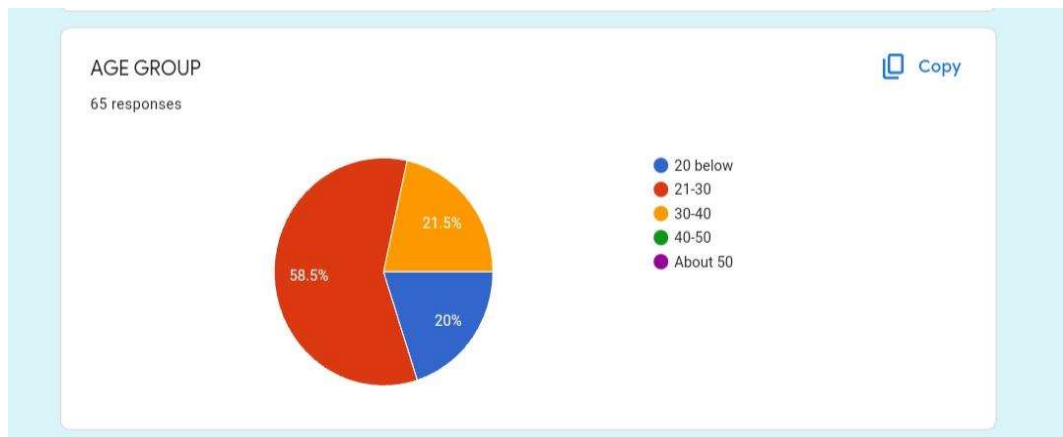
Replace disposable room facilities with reusable or recyclable alternatives to reduce waste. To promote the use of long-lasting, repairable, and reusable equipment. consumables like linens and tableware, purchasing standards must be set. Toiletries and soap can be donated to local shelters.

GRAPHICAL PRESENTATION

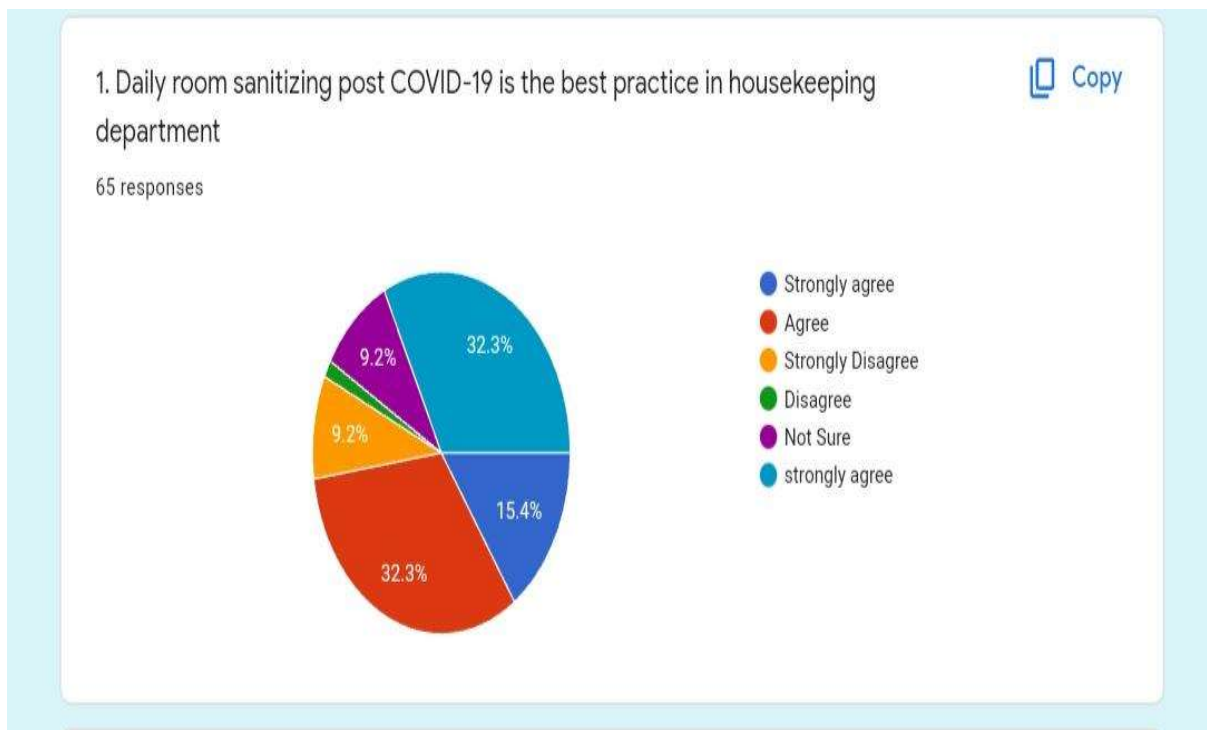
- I have surveyed among the 65 people who visited the HotelRadisson Blu Kaushambi, Gaziabad.
- Below analysis is the result of my field survey.
- In my survey, out of 65 people, 23.1% and 76.9% were female and male, respectively.



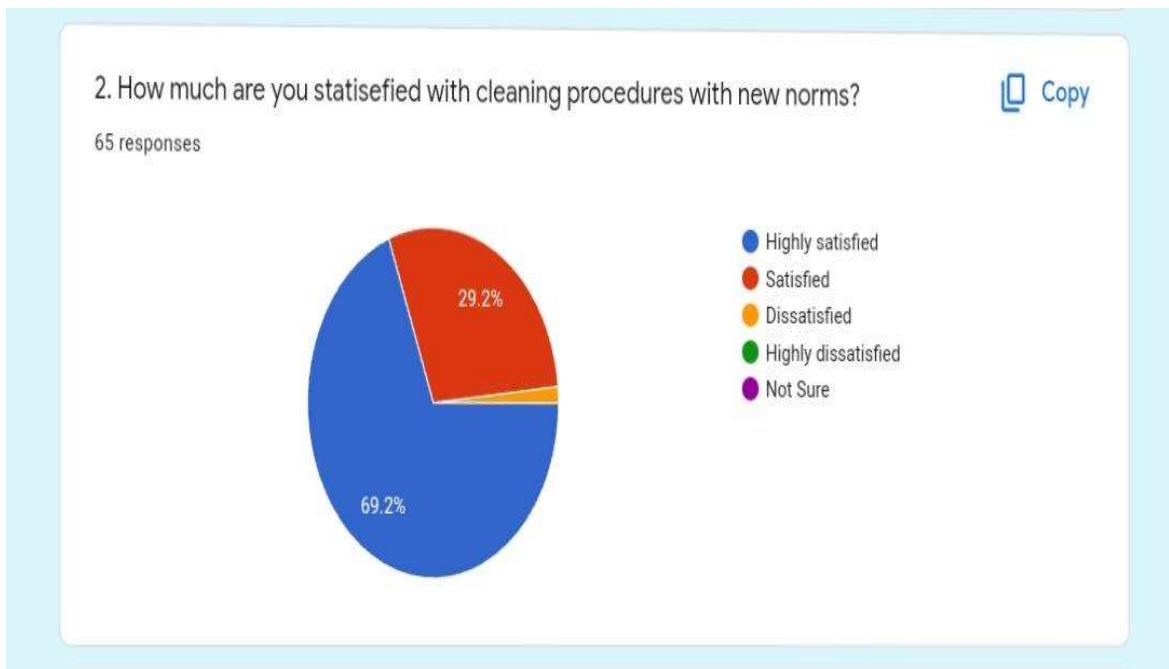
- In this graph total responses from 65 people In which 23.1% female and 76.9% male.
- The age of 20 below responses, giving a percentage of 20%.
- The age of 21-30 responses, giving a percentage of 58.5%
- The age of 30- 40 responses, giving a percentage of 21.5%.



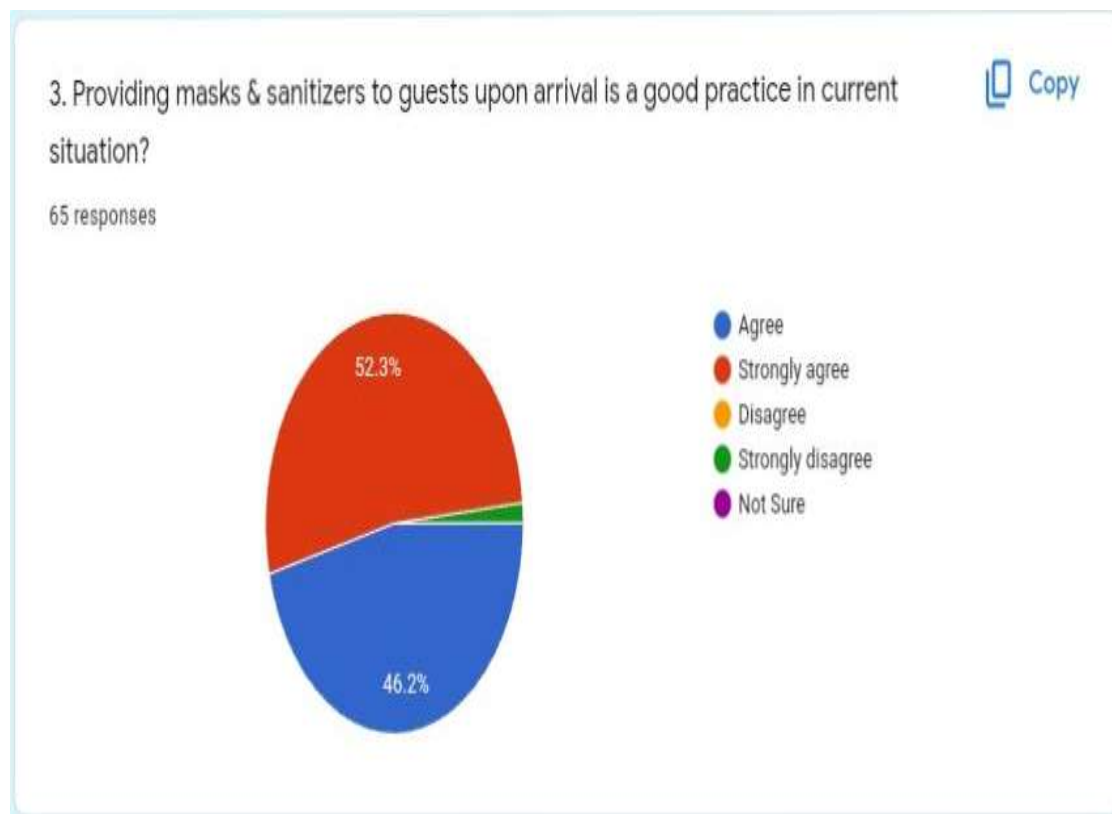
1. Room sanitizing COVID-19 virus contamination can be avoided by following certain procedures. Guest rooms, conference rooms, restaurants, the fitness facility, and other public areas are all available. sanitization and cleaning COVID-19 in housekeeping department. By keeping this fact in mind I had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



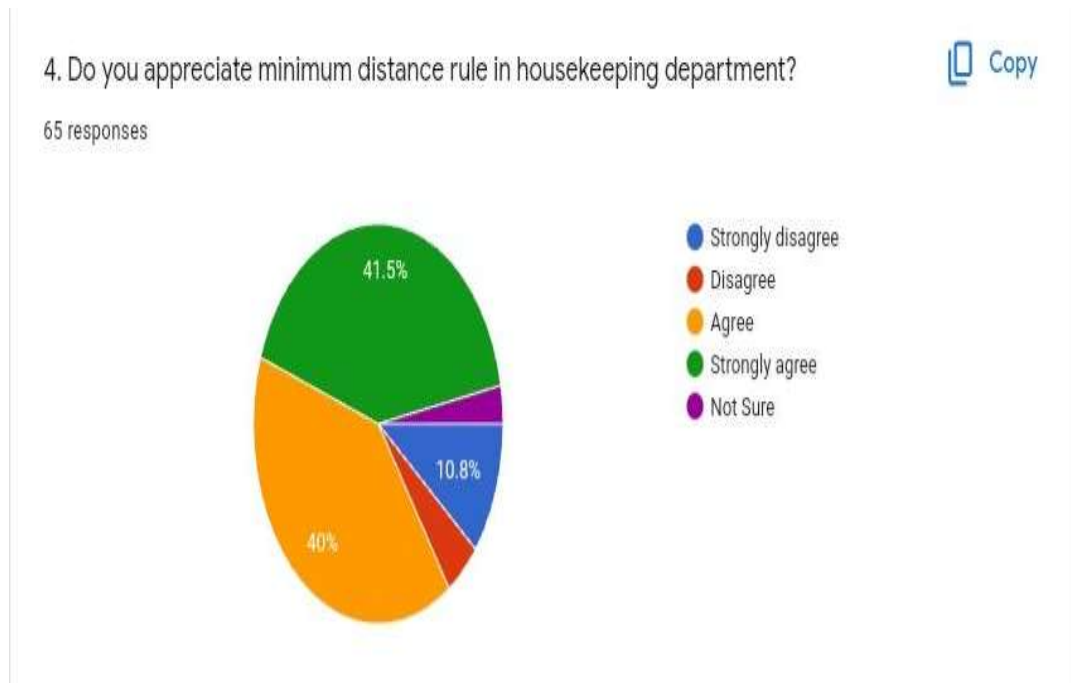
2. A process to certify and record that the premises, 69.2% people highly satisfied with Cleaning procedures with new norms in housekeeping department. It was great to know as a housekeeping staff that our room guest's are either highly satisfied or satisfied with the cleaning procedures. The new norms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



3. As per the graph, 52.3% of the responses strongly agree with the statement that satisfied with masks & sanitizers to guests upon arrival is good practice in current situation with new norms while 46.2% agree. Covid-19 situation can only be resolved as per Govt. guideines which includes the mask wearing, using of hand and luggage sanitizations and social distancing. I was amazed to see that maximum responses were in the favour of the same for our hotel as new normal.



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

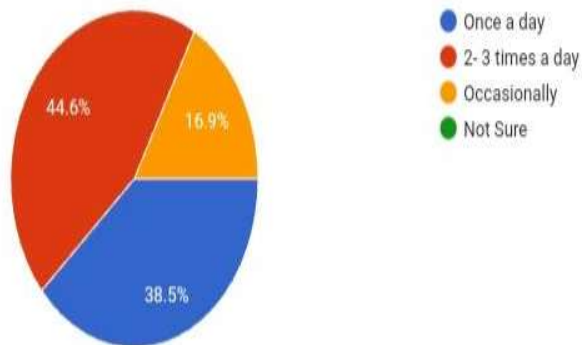


5. As per the graph, 44.6% people says 2-3 times a day room cleaning. And 38.5% says people once a day room cleaning. It clearly shows that even hotel guest are very concern for the room cleaning procedures in current senerio. It is good to see that maximum percentage is mentioning the requirement of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

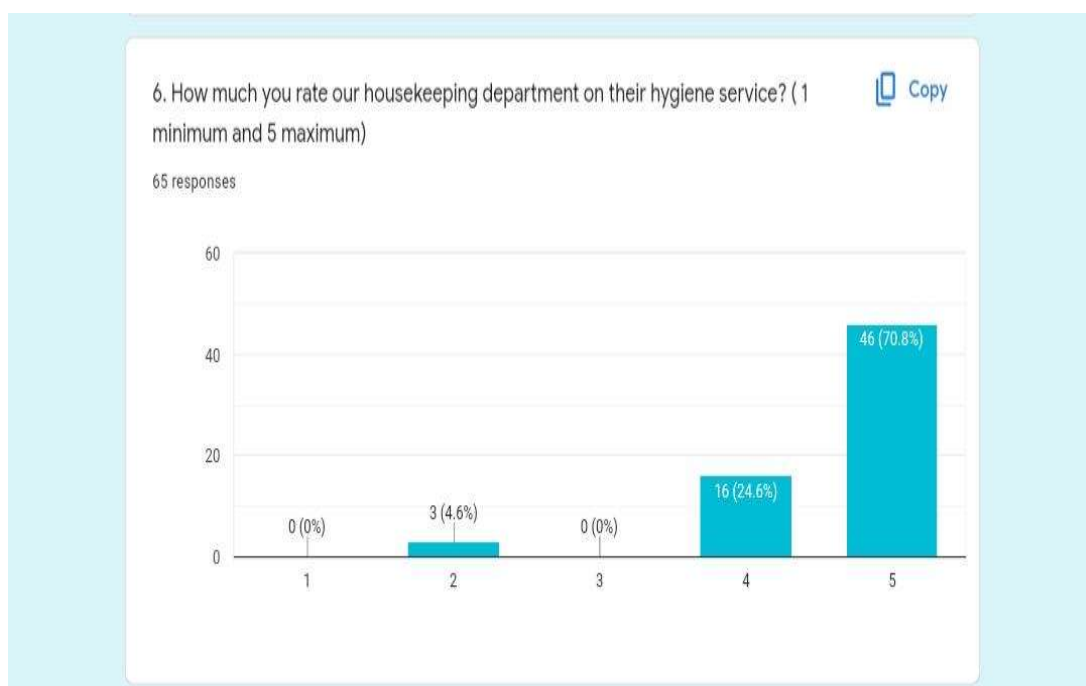
5. How often do you like us to do room cleaning?

65 responses

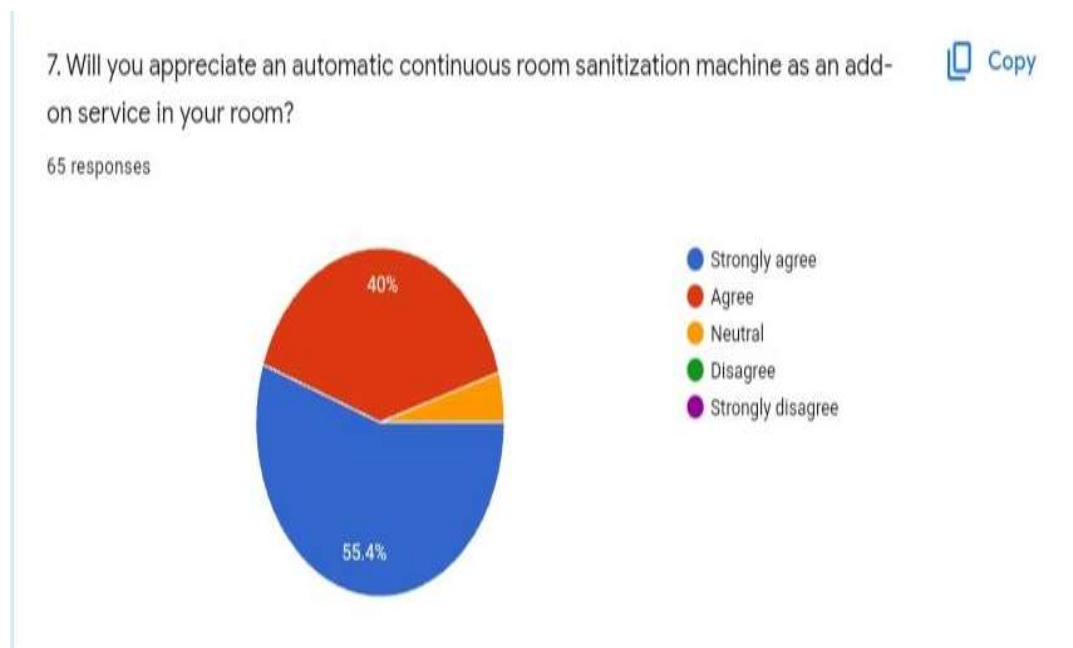
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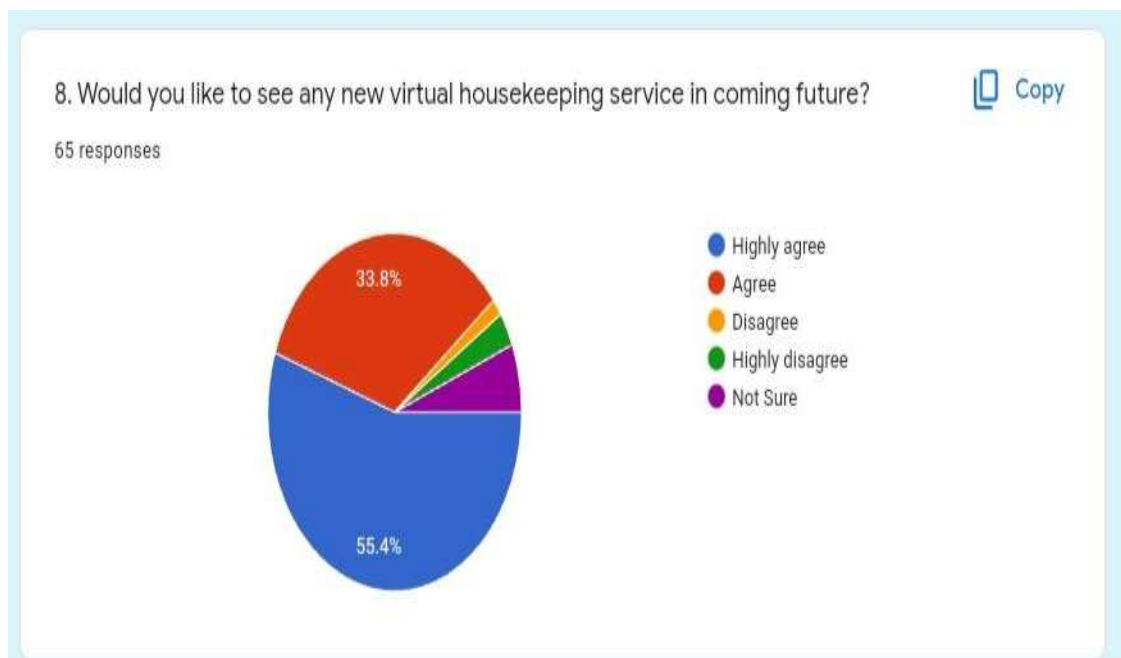
6. As per graph maximum people staying in the rooms are marking us excellent on the scale of hygiene service and after this survey hotel target is to uplift this percentage by atleast 20% and that also within next 1 year. It is important for any housekeeping professional to provide 24 X 7 best hygininc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



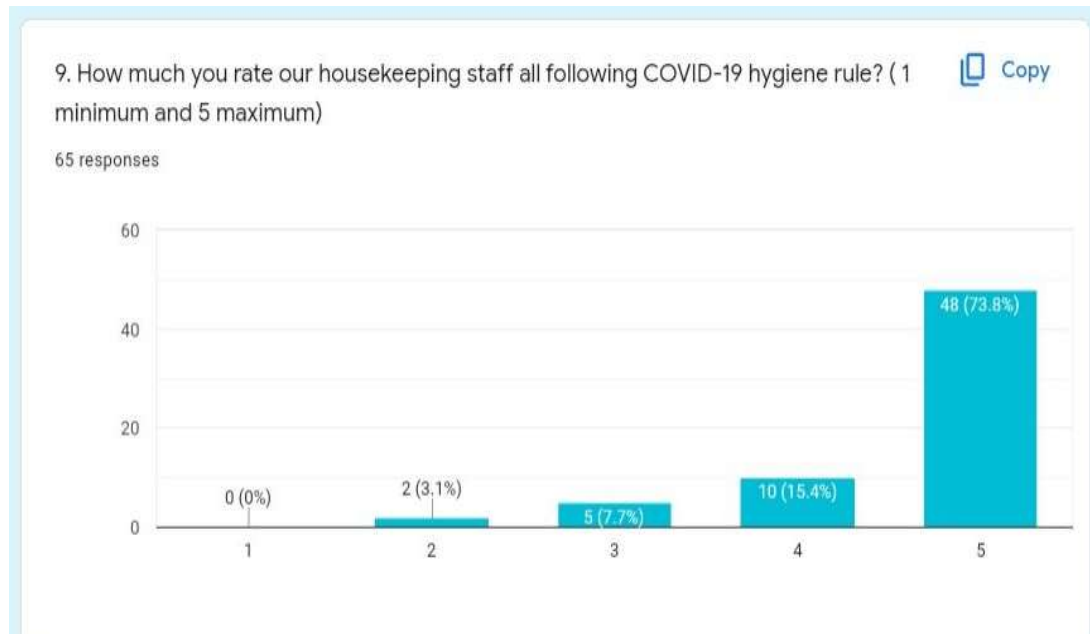
7. An idea for new innovation or patent of an automatic continuous room sanitization machine as an add-on service with a cleaning that contains soaps or detergent reduced the amount of germs on surface and decreased risk of infection has been shared with many people which may reduce the manual cleaning of room sanitization as-well-as can be more continuous for the same which was really appreciated.



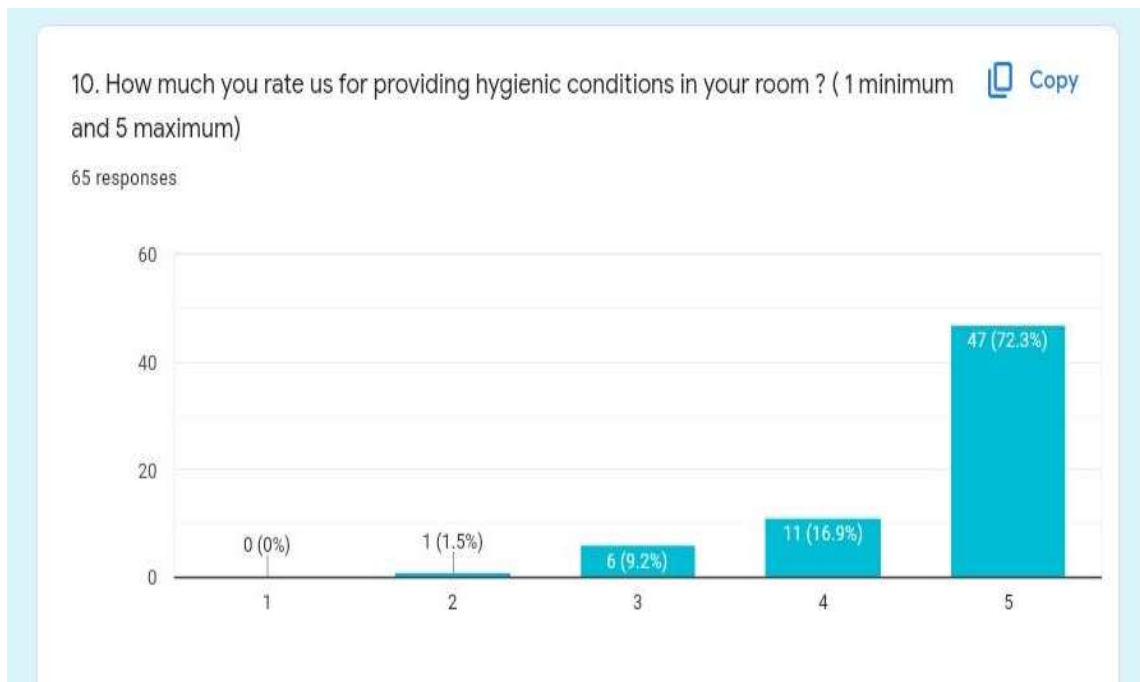
8. A basic cleaning service is to see a new virtual housekeeping service for a sweeper or maid in the coming future. Hotel Housekeeping Department Technology and Housekeeping Management lies in the potential of tech companies in the new virtual housekeeping service coming in the future. I found guest and other people really excited to know the technology which is going to be a future.



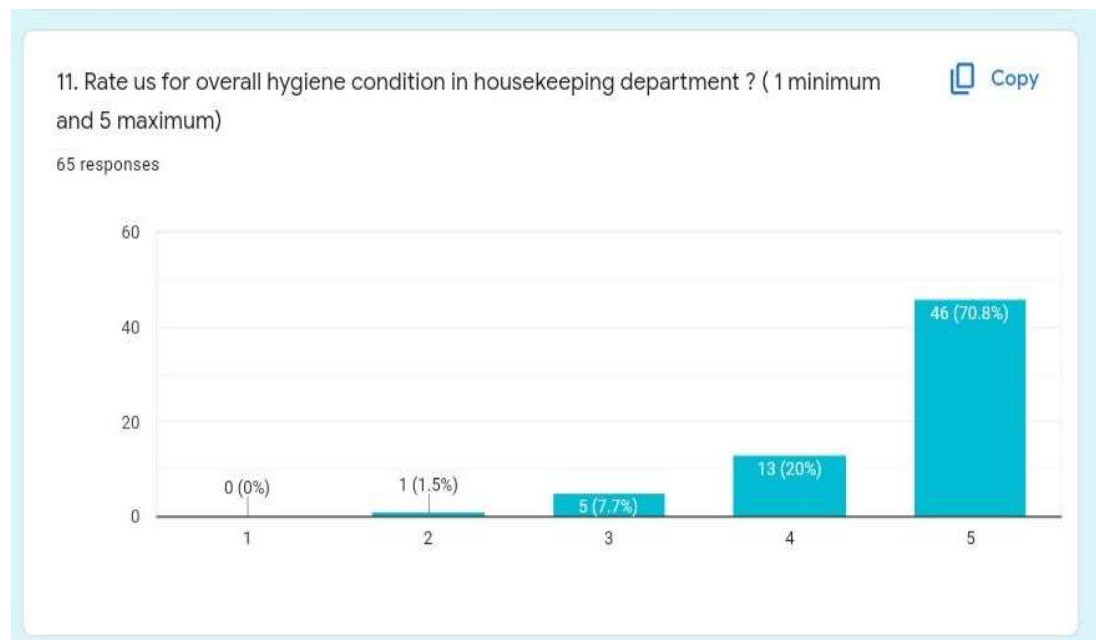
9. In this graph shows where people have to follow the COVID-19 hygiene rule in our housekeeping staff at an exorbitant rate of 73.8%. Wearing facial covering and follow properly prevention hygiene. It is greta to see that even after continues effect of pandemic a hospitality professional is kepping and caring all protocols with them and that also appreciated by majority of guests.



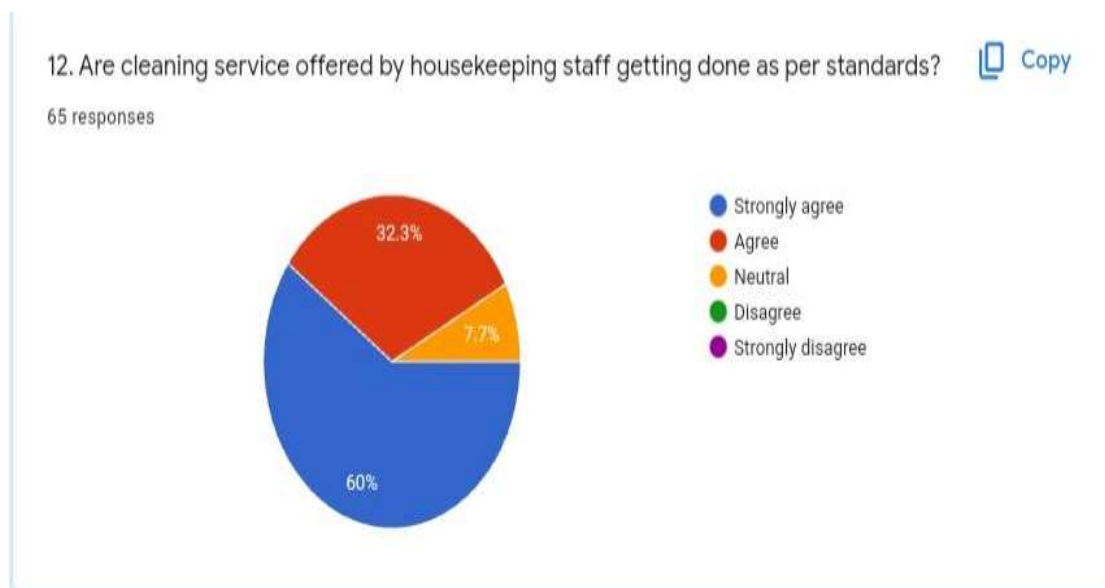
10. In this graph show where people have for providing hygienic conditions in your room at an rate of 72.3% . In the cleanliness of guests items and all rooms linens, towel and uniforms etc. are taking care with some extra efforts by all the staff of housekeeping which also keep the tag line and promise of the brand i.e. **YES I CAN !**



11. Few people believe that housekeeping is all about upkeep of guest room but it's to be understand that housekeeping also look after the entire hotel front of the house which also includes lobby, corridors, restaurants etc. In this graph we can clearly see that people find out about the overall sanitation status in the housekeeping department at 70.8%. This shows that our housekeeping staff is providing the best hygienic conditions in entire hotel.



12. As per the graph, 60% of the responses strongly agree, 32.3% and 7.7% are neutral with the standards offered by the housekeeping staff. The Housekeeping standard cleaning offered by sweeping, vacuuming and mopping floors. I believe that we need to work out on this part in coming future and the same was discussed with my immediate supervisor. May be this percentage have come because we haven't mentioned our standards anywhere in public area but no matters what we need to work as a team and must uplift the percentage as-soon-as possible.

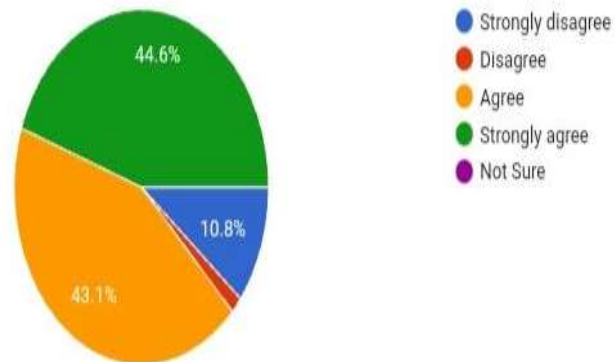


13. As a new technology to avoid COVID-19 situation, we have installed an automatic bathroom sanitization system in all guest rooms and amazed to know that according to the graph, 44.6% of the responses strongly agree and 43.1% are agree with the same. It is important to take feedback on regular interval but this survey helped our hotel a lot to understand our guest's views.

13. Do you like outer bathroom automatic sanitization system in your room?



65 responses

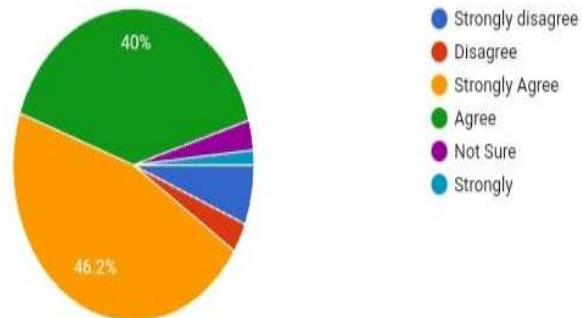


14. It has been introduced into practice by all the housekeeping staff to follow the COVID-19 situations protocols to avoid any spread of virus, this is already getting checked by my audit teams but over here this graph filled by many people shows that our employees are following all hygiene rules when entering guest rooms all the time. This is the great achievement I believe.

14. Is our housekeeping staff follow all hygiene rule while entering your room?

65 responses

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15. This graph shows where people know there are hotels to stay, 41.5% occasionally, 30.8% often, 16.9% regular responses. Generally, most travelling people book a hotel room simply to sleep at night because they are basically travelling on business.

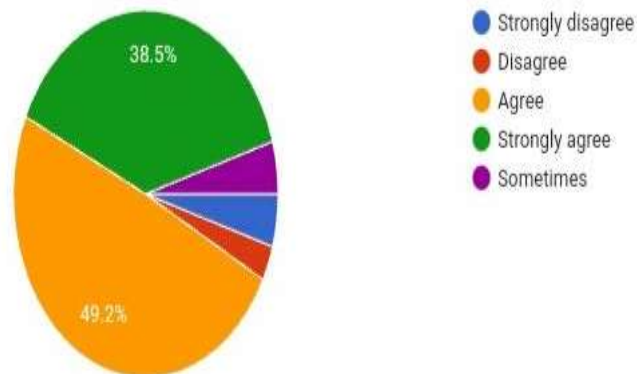


16. Many new trends that have been introduced in bed making processes as per the COVID-19 protocol. Hotel housekeeping department are taking it very seriously that after every bed making customer must get well mentained, cleaned and specially sanitized bed to avoid any option of virus spreadings and as per the graph, maximum strength is satisfied with the bed making prodecure of our hotel.

16. Do you like the new trends that are introduced in the bed making procedures as per COVID- 19 protocol ?

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65 responses

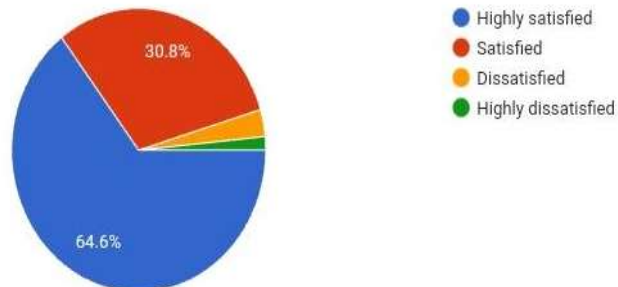


17. As we all know that there is always a chance of improvement in any service provided hence over here also in this graph we can clearly see that 64.6% responses are in the favour of highly satisfied, and 30.8% responses are for satisfied for our housekeeping staff is sufficiently responsive and meets your expectations. Although, the majority is in the positive favour but still we are far behind to be a perfect and we'll diffinately need to work out to achieve 100% guest satisfaction.

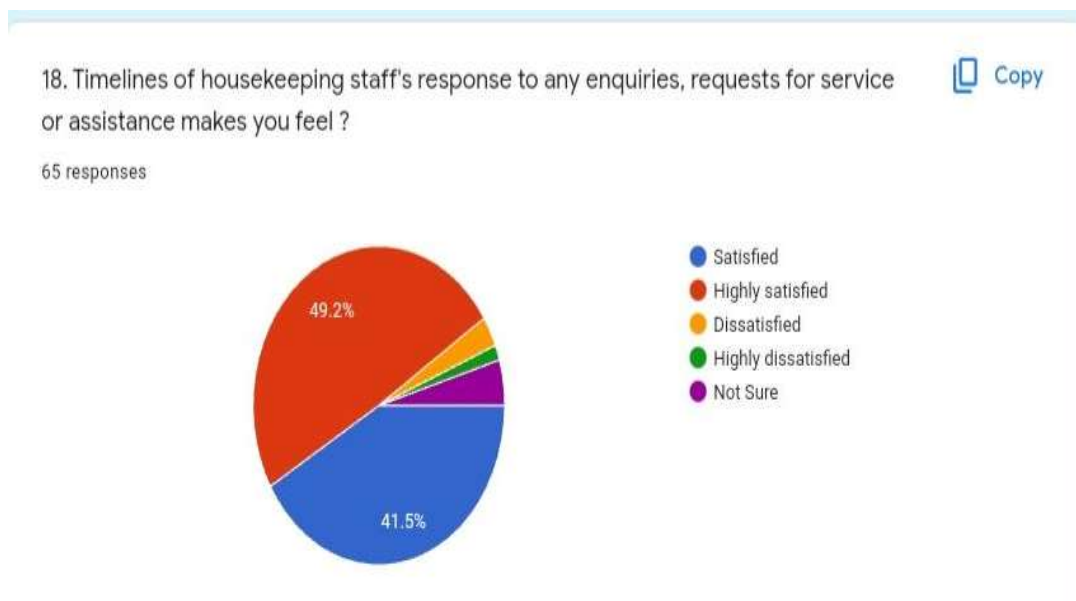
17. Are our housekeeping staff is responsive enough and upto your expectations?

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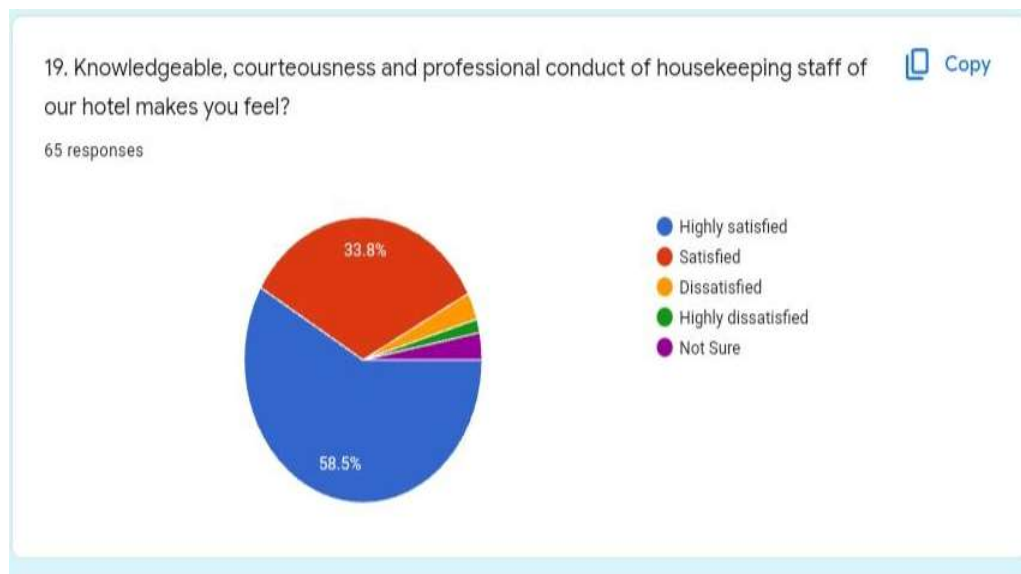
65 responses



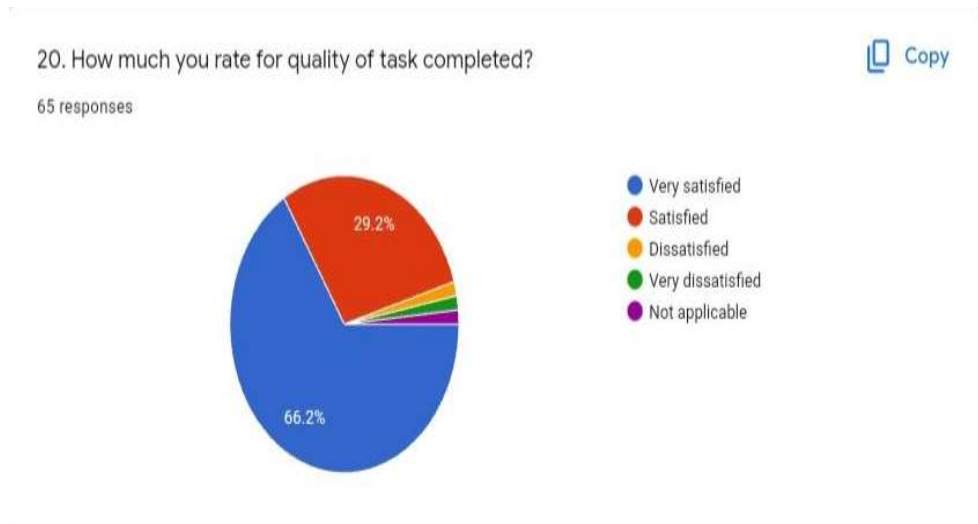
18. According to the graph, more than 90% of responses are in the appreciation of housekeeping staff for respond to any inquiry request for service or assistance with the timelines you feel. It is important to mark that even after new trends, procedures, processes and protocols the housekeeping team keep maintain the time limit as per hotel standards. I really appreciate the team for their continuous efforts.



19. As per graph, 58.5% are highly satisfied with the courtesy and professional conduct of our hotel's housekeeping staff. Provision of cleaning, comfortable, safety and aesthetics for hotel guests.



20. As mentioned above for the timing of service in this graph we can observe that 66.2% people are very satisfied, 29.2% say that they agree with the rate for the quality of the work. The hotel ensures the cleanliness, maintenance, the quality of work to be done per room, the quality of work required in putting their time, effort thoughly spotless.

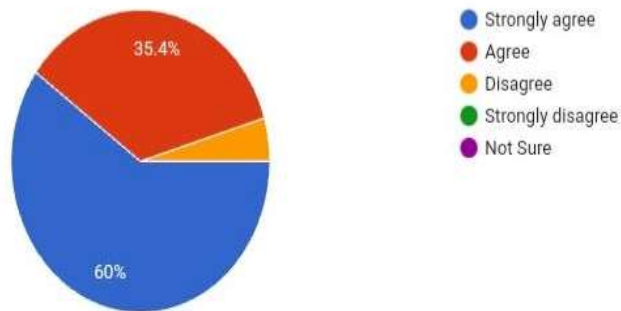


21. As per this graph, 60% of people strongly agree, 35.4% are very helpful and courteous to our housekeeping staff. I think good housekeeping is important because when you have a lot of dust in your house you will sneeze a lot of dust. A housekeeping employee must be courteous to both guests and co-workers. The other must be humble enough to seek inspiration and look up to him.

21. Are our housekeeping staff helpful & courteous enough?

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65 responses

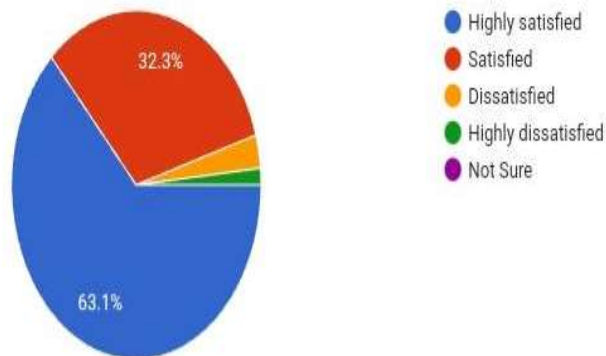


22. People are appreciating our new trend of dry mop along with cleanliness rule. Based on extensive testing, these are best wet and dry mop you can buy for cleaning finished wood, tile, and viny hardwood. It not only helps in cleaning the floor but also minimises the risk of virus spread by continuous use of sanitization. As per the graph shows that more than 95 % response are positive towards our this trend.

22. A new trend of dry mop with sanitization rule make you fill ?



65 responses

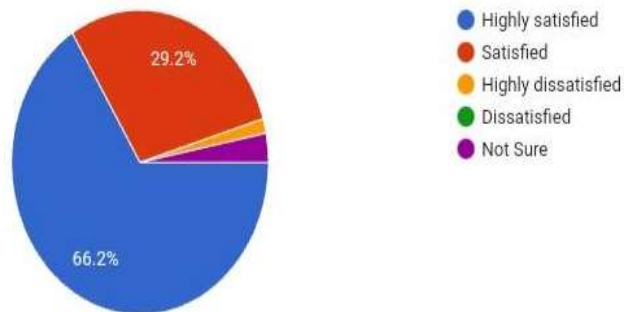


23. As per the graph, 66.2% are highly satisfied with all the facilities provided by the housekeeping department in terms of cleanliness. Housekeeping supplies and amenities of items that the guest using during their staying at the hotel room. There are many amenities provided in standard room and bathroom. Also would like to mention here that all the amenities which are getting placed in guest rooms are going through with COVID-19 cleaning protocols and also getting sanitized twice before guest use.

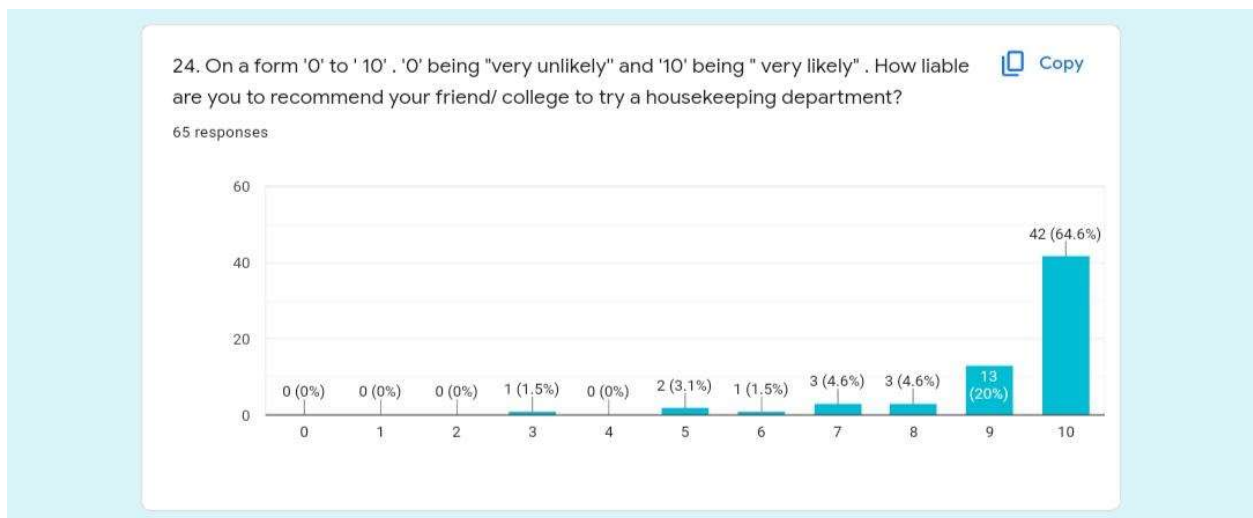
23. How much you rate all amenities service provided by housekeeping department in terms of hygiene?

 Copy

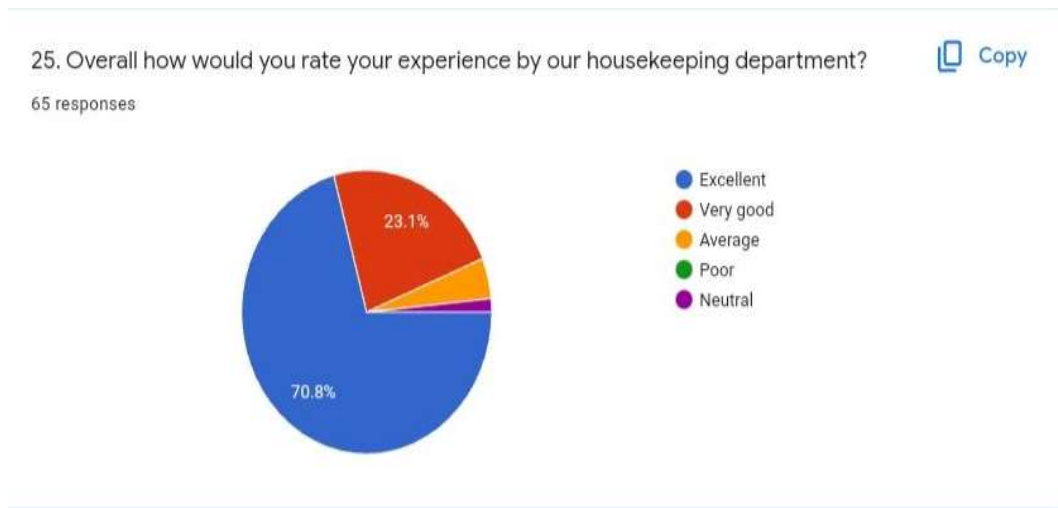
65 responses



24. This graph shows 65 responses that recommend your friends/college rate 10 to 64.6% of trying out a housekeeping department. It is great to have new people in the family hence it is really appreciated that our more than 60 % guest feels to recommend us to their friends and family.



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



CONCLUSION

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

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

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

REFERENCE

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QUESTIONNAIRE

The following survey is being conducted to get an overview of the target market, their preferences, age, consumption level etc. Fill in the empty spaces and check the boxes for the following:-

Demographic Questions: -

2. Name :- _____

3. Gender :- Male Female Other

4. Age group:-

- 20 below
- 21-30
- 30-40
- 40-50
- About 50

5. E-mail details _____

6. Contact details _____

Main Questions: -

7. Daily room sanitizing post COVID-19 is the best practice in housekeeping department ?

- Agree
- Strongly agree
- Disagree
- Strongly disagree
- Note Sure

8. How much are you satisfied with cleaning procedures with new norms ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied
- Not Sure
-

9. Providing masks & sanitizers to guests upon arrival is a good practice in current situation ?

- Agree
- Strongly agree
- Disagree
- Strongly disagree
- Not Sure

10. Do you appreciate minimum distance rule in housekeeping department ?

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not Sure

11. How often do you like us to do room cleaning?

- Once a day
- 2-3 times a day
- Occasionally
- Not sure

12. How much you rate our housekeeping department on their hygiene service ?
(1 minimum and 5 maximum).

- 1, 2, 3, 4, 5

13. Will you appreciate an automatic continuous room sanitization machine as an addon service in your room?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

14. Would you like to see any new virtual housekeeping service in coming future ?

- Highly agree
- Agree
- Disagree
- Highly disagree
- Not Sure

15. How much you rate our housekeeping staff all following COVID-19 hygiene rules ? (1 minimum and 5 maximum)

- 1, 2, 3, 4, 5

16. How much you rate us for providing hygienic conditions in your room ? (1 minimum and 5 maximum)

- 1, 2, 3, 4, 5

17. Rate us for overall hygiene condication in housekeeping department ? (1 minimum and 5 maximum)

- 1, 2, 3, 4, 5

18. Are cleaning service offered by housekeeping staff getting done as per standards?

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

19. Do you like our bathroom automatic sanitization system in your room ?

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not Sure

20. Is our hotel housekeeping staff follow all hygiene rule while entering your room ?

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not Sure

21. How often do you visit are hotel for stay ?

- Very often
- Occasionally
- Regular
- Sometimes

22. Do you like the new trends that are introduced in the bed making procedures as per COVID-19 protocols ?

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Sometimes

23. Are our housekeeping staff is responsive enough and upto your expectations?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied
- Not Sure

24. Timelines of housekeeping staff's response to any enquires, requests for service or assistance makes you feel ?

- Satisfied
- Highly satisfied
- Dissatisfied
- Highly dissatisfied

- Not Sure

25. Knowledgeable, courteousness and professional conduct of housekeeping staff of our hotel makes you feel ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied
- Not Sure

26. How much you rate for quality of task completed ?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Not Applicable

27. Are our housekeeping staff helpful & courteous enough?

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Not Sure

28. A new trend of dry mop with sanitization rule make you fill ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied
- Not Sure

29. How much you rate all amenities service provided by housekeeping department in terms of hygiene ?

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied

- Not Sure

30. On a scale from '0' to' 10'. '0' being "very unlikely" and '10' being "very likely." How liable are you to recommend your friend/ college to try a housekeeping department ?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

31. Overall how would you rate your experience by our housekeeping department?

- Excellent
- Very good
- Average
- Poor
- Nautral

SAMPLE OF SURVEY

Sample:-

A case study of new trends in h

Questions Responses **65** Settings

65 responses

Accepting responses

Summary Question Individual

< 1 of 65 >

Name *

Shoaib Ahmad

GENDER *

Male

Female

Other

AGE GROUP *

20 below

21-30

30-40

40-50

About 50

E-MAIL DETAILS *

Shoaibahmad@gmail.com

CONTACT DETAILS *

8890465998

1. Daily room sanitizing post COVID-19 is the best practice in housekeeping department *

- Strongly agree
- Agree
- Strongly Disagree
- Disagree
- Not Sure

2. How much are you statisefied with cleaning procedures with new norms? *

- Highly satisfied
- Satisfied
- Dissatisfied
- Highly dissatisfied
- Not Sure

3. Providing masks & sanitizers to guests upon arrival is a good practice in current situation? *

- Agree
- Strongly agree
- Disagree
- Strongly disagree
- Not Sure

4. Do you appreciate minimum distance rule in housekeeping department? *

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not Sure

5. How often do you like us to do room cleaning? *

- Once a day
- 2- 3 times a day
- Occasionally
- Not Sure

6. How much you rate our housekeeping department on their hygiene service? (1 minimum and 5 maximum) *

- | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| 1 | 2 | 3 | 4 | 5 |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

7. Will you appreciate an automatic continuous room sanitization machine as an add-on service in your room? *

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

8. Would you like to see any new virtual housekeeping service in coming future? *

- Highly agree
- Agree
- Disagree
- Highly disagree
- Not Sure

9. How much you rate our housekeeping staff all following COVID-19 hygiene rule? (1 minimum and 5 maximum) *

1 2 3 4 5

10. How much you rate us for providing hygienic conditions in your room ? (1 minimum and 5 maximum) *

1 2 3 4 5

11. Rate us for overall hygiene condition in housekeeping department ? (1 minimum and 5 maximum) *

1 2 3 4 5

12. Are cleaning service offered by housekeeping staff getting done as per standards? *

- Strongly agree
- Agree
- Neutral
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13. Do you like outer bathroom automatic sanitization system in your room? *

- Strongly disagree
- Disagree
- Agree
- Strongly agree
- Not Sure

14. Is our housekeeping staff follow all hygiene rule while entering your room? *

- Strongly disagree
- Disagree
- Strongly Agree
- Agree
- Not Sure



15. How often do you visit are hotel for stay ? *

- Very often
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- Regular
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- Not applicable

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- Not Sure

22. A new trend of dry mop with sanitization rule make you fill ? *

- Highly satisfied
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- Highly dissatisfied
- Not Sure

23. How much you rate all amenities service provided by housekeeping department in terms of hygiene? *

- Highly satisfied
- Satisfied
- Highly dissatisfied
- Dissatisfied
- Not Sure

24. On a form '0' to '10' . '0' being "very unlikely" and '10' being " very likely" . How liable are you to recommend your friend/ college to try a housekeeping department? *

- 0 1 2 3 4 5 6 7 8 9 10
-

25. Overall how would you rate your experience by our housekeeping department? *

- Excellent
- Very good
- Average
- Poor
- Neutral



PLAGIARISM REPORT

Final Submission

ORIGINALITY REPORT

7%

SIMILARITY INDEX

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