

To Study about Various Practices Followed by Luxury Hotels to Increase Guest Satisfaction by Housekeeping Employees

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Abstract: *Hotel industry is an industry where service plays an crucial role. Various types of technologies and innovation's are helping to deliver a guest unforgettable experience. Housekeeping staff more engaged with guest in terms of time and need henceforth housekeeping staff easily recognized guest personal needs to provide personalized service.*

Keywords: Housekeeping employees, Guest, Satisfaction

1. Introduction

Every hotel try to give impeccable service to guest followed by their standard operating procedure but now days many hotels started to work on extra services for guest by which the guest can remember stay.

Hotel staff has to observe guest needs and requirement, which are usually not provided by hotel on regular basis. These types of guest empowerment boost the guest memorable experience by staff activities. Oberoi Hotels and Resorts has various fundamental code of conduct in which one says 'conduct which puts customer first, company second and self last'. However the guests are the god for organization.

Housekeeping department work 24x7x365. This department has main aim to provide clean, comfortable and safe service to guest. It is very easy to find guest need and requirements to housekeeping employees.

2. Literature Review

2.1 Address by name

Whenever employees connect with guest that time addressing him by his name gives a personal touch which effect on building good relationship with guest. Specially for repeat guest it is very important to call them by respective name it intensify loyalty towards guest. Housekeeping staff work with the help of room status report which includes guest name, room status, room number and other data by which employee can easily identify guest identity.

2.2 Enhance experience of guest by significant way

Now days various hotels started to do guest empowerment with help of staff. It makes feel them appreciated and special during stay. Following are various ways

Towel art-It is the Japanese origami art of folding the fabric including towels such as for honeymoon couple swan shaped towel arrangement, for children monkey, elephant shaped.

Special Flower arrangement-Flower arrangement's reflects

various colors of nature. It crates fresh atmosphere in room. Placing flower arrangement helps to increase guestroom ambience. Flower section works under housekeeping department to provide special flower arrangement in the room according to types of guest.

Offer particular Brand Amenities-

Now days guest are very particular about brands specially about bathroom amenities to using it. Housekeeping staff can identify particular brand requirements of guest and offer them, which are chargeable by organization

2.3 Identify Guest needs

To provide anticipatory service to guest is very important to identify various guest need in the phase of housekeeping service. It includes guest preferable housekeeping service time, special requirement for different types of pillows, extra requirement for minibar items, etc.

2.4 Offer Guest Loan items-

Usually hotel does not keep guest loan items in the guestroom maximum hotels provide guest loan items on guest request because the all are not required by all the guest at the same time offering various guest loan items according to need of guest. When housekeeping staff offer it prior by identification before a request it shows customer loyalty and carefully attention on guest. Examples-Hot water bottles, anti-skit mat, Heating pad, Ice packs etc.

2.5 Follow Standard operating Procedure-

Standard operating procedure which is set by management is increase productivity, consistency, quality control as well as saves training cost. The major guest satisfaction depends on the way of work by employees. It includes standard operating procedure of bed making, bathroom cleaning, guestroom cleaning and entering in the guestroom. Every management sets their standard operating procedure for every task has to be done by employees.

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3. Research Methodology

This study engage with primary and secondary sources of data. Primary source of data collected by author on industry work experience. Secondary source of data take it from hotel management based books and websites.

4. Limitation

The result of this study can apply only on luxury hotels not for budget hotels because in luxury properties main aim is to proved luxury service where as guest satisfaction is important as in budget hotels management work with budget control.

5. Conclusion and Future Research

The fastest growth of hotel industry is noted by other sector's whereas the guest satisfaction is plays crucial role. This study help for improving guest satisfaction activities by housekeeping staff as well as it will help hospitality students to learn different practices of guest satisfaction by housekeeping department

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