



A STUDY ON EVALUATION AND QUALITY ENHANCEMENT OF HOUSEKEEPING, FOODSERVICE DEPARTMENT AND INTERIOR OF AN INDUSTRY : A STEP TOWARDS STRENGTHENING NETWORK OF HOME SCIENCE WITH INDUSTRIES

Patel Sarjoo,
Majmudar Jalpa,
Shukul Maneesha

*Department of Home Management,
Faculty of Family and Community Sciences,
The Maharaja Sayajirao University of Baroda, Vadodara*

ABSTRACT

Home Science due to interdisciplinary nature, has linkages with the industry. It is the time now that Home Science strengthens the network with industries so as to make its potentials and expertise felt and to increase job avenues for its student. An attempt was made with this view to take up a case study of an industry for evaluation of its housekeeping, foodservice, and interior of its selected areas and to give suggestions for its quality enhancement. The industry in question is a reputed large corporate sector having its own housekeeping and food service department/sections to cater to the needs of its employees and guests as well as visitors. As it adheres to ISO standards for its products, it is imperative that it has all the sections/departments having high quality as the clients who often visit the industry from national as well as international level will be satisfied with the standard. This will help in developing a long term association with the clients. Similarly the employees who work in the premises of the company are happy with the food service and housekeeping services will add to the overall turnover of an industry. Therefore it is very important for the industry to update the services of housekeeping and food service department so that both the clients and employees are satisfied. The Department of Home Management of Faculty of Home Science having expertise in this area planed to evaluate and give need based suggestions for quality enhancement of housekeeping and food service department of the industry in question. The suggestions given to enhance the quality of the services offered by the industry are reported in the paper in detail.

KEYWORDS : *Evaluation, quality enhancement, housekeeping department, foodservice department.*

Introduction

In the current scenario, housekeeping is one ancillary department, which contributes towards the overall reputation of an organization. General housekeeping standard is associated with product quality. During a visit to the campus of the industry, if a customer sees stains on the table or fingerprints on switches, he is less likely to trust the quality services as a company. Housekeeping is one activity, which can create a good impression on internal (employees) and external clients. The housekeeping Department in an industry is responsible for the cleanliness, maintenance and aesthetic upkeep of the industry. Just as the nomenclature signifies, the role of housekeeping is to keep a clean, comfortable and safe house. It is an extension of basic home keeping multiplied into commercial proportions. Therefore, just as we enjoy keeping a ‘sparkling’ home for ourselves and guests who visit us at home, the housekeeping department takes pride in keeping the industry clean and comfortable, so as to create a ‘home away from home.’ (Andrews.S.,2000)

The concept of housekeeping is simplistic but when one considers maintaining an industry having several areas like public areas, guest-house, food service department, offices etc., the task becomes gigantic. It takes a well- organized approach and technical understanding to enable housekeeping to cope with the volume of work. (Andrews.S., 2000) Housekeeping contributes to creating good atmosphere and good working conditions. Similarly the food service department of the industry also has significant contribution to the development of industry. An industry survives on the satisfaction it provides to the clients and guest who come to the industry from national as well as international level. It depends on the food and beverage service, the quality of room décor, room facilities, cleanliness of the room, laundry etc. The task of appealing to all kinds of guests becomes overwhelming since their choice is varied. To make a room appealing to a guest is the task of housekeeping which has to ensure the basic human needs of comfort and security. Thus the personal effort the housekeeping department makes in giving a guest a desirable stay has a direct bearing on the guests experience in an organization so that the clients are satisfied with the industry standard.

Home Science due to interdisciplinary nature, has linkages with the industry. It is the time now that Home Science strengthens the network with industries so as to make its potentials and expertise felt and to increase job avenues for its student. An attempt was made with this view to take up a case study of an industry for evaluation of its housekeeping, foodservice, and interior of its selected areas and to give suggestions for its quality enhancement. The industry in question is a reputed large corporate sector having its own housekeeping and food service department/sections to cater to the needs of its employees and guests as well as visitors. As it adheres to ISO standards for its products, it is imperative that it has all the sections/departments having high quality as the clients who often visit the industry from national as well as international level will be satisfied with the standard. This will help in developing a long term association with the clients. Similarly the employees who work in the premises of the company are happy with the food service and housekeeping services will add to the overall turnover of an industry. Therefore it is very important for the industry to update the services of housekeeping and food service department so that both the clients and employees are satisfied. The Department of Home Management of Faculty of Home Science having expertise in this area planned to evaluate and give need based suggestions for quality enhancement of housekeeping and food service department of the industry in question.

Objectives

1. To assess existing housekeeping and Food Department Services and interiors of an reputed industry of Baroda City.
2. To suggest need based improvements to enhance the quality of housekeeping and Food Service Department of an reputed industry.

Methodology

To meet the objectives of the project, suitable methodology was designed.

Research Design : The present investigation was a case study of an industry.

Sample: One industry situated at about 30 km in the north of Vadodara City was taken as a sample on mutual convenience of the industry and the researchers.

Tool : An observation sheet was developed having several aspect for observation. It was an open end observation schedule which provided

qualitative data. It also provided an opportunity to note other aspects also over and above the listed ones. The observation sheet was duly validated for the relevance of its content by three judges expert in the field. The observation sheet included : **Checklist for Housekeeping services, viz;** Cleaning of Offices,Supplies in offices,Supplies in Room, Supplies in Public Area Bathroom, Laundering of Linen/Uniform,Cleaning of Windows,Carpet cleaning is done by using, Polishing of brass or other metal article, Pest Control, Room making-VIP guest house, Arrangement of conference Hall, Flower Arrangement,colour, window treatment, Accessories, Lighting, Maintenance of Plumbing and electricity. **Canteen Observation Sheet included** Table Setting, Table clearing method, Table Serving, Arrangement of chairs, Overall Appearance, Handling of food, Upkeep of crockery and cutlery, Uniform of Canteen staff. **Observation of Food served in canteen included,** Nutritive Value, Colour combination of food, Handling of food, Cleanliness of kitchen, Cleanliness of large equipments of kitchen, Uniform of kitchen staff, Ventilation in kitchen , and Proper lighting.

Data Collection : The data were collected by the researchers themselves which took about 3 weeks as detailed observations were made for each of three aspects under consideration.

Major Suggestions were as follows :

1. Suggestions for Interior of offices

An ideal office must be appealing to the eyes and attractive to its inmates and also to outside visitors to the office.

Colour in Offices: Colour has a great influence on the emotions and mood of human beings. The appeal of colour is universal (Seetharaman. P.,2005). When color is skillfully used, it can improve the atmosphere and proportions of almost any room. In offices too, the colours can change the mood of the person. Each colour has some significance and some influence on the atmosphere as well as the feeling of the individuals. At the time of study the interior of various offices was mainly white, cream, gray and black colour which does give a formal feeling. This is considered appropriate but the cheer or interest could be added through furnishings and accessories.It is suggested that some modifications in the colour scheme of offices can make drastic change in enhancing the look of the offices. A splash of bright and warm colour such as red, orange

or yellow may add cheer and interest. This helps to break the monotony or dullness. The walls may be coloured in whites or grays but the other colours can be added through furnishing such as curtains and table cloths as well as through accessories i.e. flower arrangement, pictures, wall hangings, calendar etc. It is suggested to bring cheer in the existing offices by changing the material and colour of window treatment, table cover and flower arrangement. The details are as follows.

Window Treatment: Venetian blinds of white/gray colour were used in the industry. The venetian blinds match with the predominant colour of the room but they make room more dull. They are difficult to clean and requires skilled person. Its maintenance is tiresome. It is advisable to use drapery (cloth curtain) instead of venetian blinds. The drapery has several advantages. First and foremost, the cloth curtains can be changed frequently and are available in different styles and colours. It becomes easy to change the look of the room as every time new colour can be used in offices which gives a pleasant and fresh feel to the person working in the office. The cleaning of the cloth curtain is very easy. It can be dry cleaned and used again. Curtains can do a lot more for a room than simply framing the view or shutting out the light. Well made and well hung, they can give a room a touch of luxury and comfort.

Table Cover: The tables in the offices had a glass top which matches with other décor of the room. It adds to the formal look of the office. It is definitely easy to clean and maintain and in such large organizations, this is needed. But the look of the place where the tables have been kept can be enhanced by little bit of small changes which will add to the beauty of such beautiful premises as the industry had. It was suggested to use soft table covers made of cloth or plastic cover and above hard table top to give a change to the look of the room. Colourful table covers made of cloth or plastic can add cheer and break monotony of the room. They can be washed and cleaned as and when necessary and when a new appearance is desired it can be substituted with a different color table cover.

Flower Arrangement: Flowers add beauty to the room. Even a small fresh flower arrangement makes a lot of difference and change the mood of the person. Flower arrangements are very important for industries also. The welcoming bouquet in the hall, the dining table decoration which turns a necessity into an aesthetic experience and the miniature fresh flower arrangements in offices are all expressive of appreciation of beauty and

love in industries. Flower arrangement is a medium of consolation and escape for the person with worries or sorrows. The arrangements and the flowers should be suitable for their environments. (Hatfield. D. and Winter. C., 1986). The industry has artificial flower arrangements everywhere. Instead of artificial flower arrangements, fresh flower arrangement should be used which add cheer, life and beauty to the surroundings. (The Educational Planning Group, 1998) The industry has its own nursery, the fresh flowers is not a big deal. It can have flower bearing plants in its own garden through which the cost of flowers can be saved and flower arrangements can be made. Even green foliage and leaves can be used with fresh flowers which can make the surrounding cheerful and lively.

Waiting Room: Waiting room near MD's office, personnel department, and reception area were good and have comfortable furniture. The circulation space is also enough in these areas but some changes can be made which will make waiting an easier task and not boring. In some of the waiting rooms at the industry side tables and center tables were not there. Reading material was also not there in these areas which, if incorporated can make waiting an easier task. No flower arrangements were kept in these areas. The colour of these rooms were found to be very light and dull. Therefore it was suggested that the side tables and center tables should be there so that the visitors can keep their belongings on it. There should be enough reading material in the rooms so that the visitor, if has to wait for too long does not feel bored. A bright full bodied (mass arrangement) fresh flower arrangement should be kept on the center table which will add cheer and life to the room. Last but not the least, the room should have bright colour so that the room looks pleasant and cheerful which everybody likes.

2. Food Service Department

It is very important to plan the menu, which is balanced in all nutrients content, and satisfy the needs of person. Food service department includes mainly three areas at the industry viz Kitchen, Canteen and Store. Though there is a universally accepted procedure of food service in different establishment but because of size, location and some other conditions such standard procedures are not always maintained. But, it is very essential that food, which is served and stored, must always be in clean and decent atmosphere. Being a large corporate sector, the industry takes care of all

the requirements of each and every employee. During their duty hours they provide all the meals i.e. breakfast, lunch, snacks and dinner other than this they also give subsidiary food coupons to purchase food items from their store of a standard quality.

The company premise selected for study had two different canteen for serving meals to the employees and a store to sell food items at subsidized rate. Among these two canteen one is for all the employees and one is for the VIP guests and managerial staff. In the main canteen they have buffet system to serve the food. There is sufficient place to have their food by all the employees at the service time.

A. Kitchen

It is important that Kitchen should be well equipped to cope up with the preparation of various dishes as per menu. This is the main area of an organization as it provides food to the employees. The menu must be planned ahead of time and as per the requirement of employees of the industry. The requirement of food for different category of employees is different. In the industrial sector there are skilled, semiskilled and unskilled employee work and perform different duties and their requirement of food is different as per their job responsibilities. e.g. The calorie requirement of unskilled labour is more than skilled managerial staff (Table - I). There are some suggestions given which a concern person can incorporate while planning menu.

Suggestions regarding Menu Planning:

Some points may be kept in mind in planning a menu for different individuals at different times like it should be balanced in nutritive value. For planning,

Breakfast: The occupation of a person plays an important role. The person who does much manual work require more heavy breakfast and those who perform mental work should take liquid and light food items in the breakfast.

Lunch: Lunch should be planned carefully. The lunch taken by a person should provide both energy and strength and therefore the age, occupation and health plays an important role while planning the lunch.

Evening Tea: Tea should be very light like a cup of tea, coffee or juice as per the preferences.

Evaluation of Menu as planned for the month of January, 06: Existing Menu Plan at the industry canteen:

Breakfast: It was observed that the breakfast included all the items which are deep fried except Uttapa. This pattern is not which is not good for health.

Lunch and Dinner: It was found that the existing menu for lunch and dinner did not have green leafy vegetables which are available in abundance in the month of January. The Spinach (Palak), Methi, Mula bhaji, Tandalja bhaji etc form a major food group essential for human health. It was observed that fruits, milk, curd and sweet item are the neglected areas which fulfill the Carbohydrate and protein needs of a person. The same salad (Kachumber) is repeated for all the days and no variety is given. For almost all days Paratha and Puri are given which are again deep fried and affect the health aspects.

Suggestions for Menu planning:

Breakfast: As it is seen that most of the breakfast items had deep fried items which are not good for health. It is suggested that Bataka poha, Idli smbhar, Sandwich, Dhokla (steamed item), Uttapa, Vegetable Cutlets can be given which do not consume much of oil. On Sundays Samosa can be given which will satisfy the workers and give them variety.

Lunch & Dinner: As the body needs all the major food group i.e. green leafy vegetables, cereals and pulses, roots and tubers, milk and milk products and fats and oils, it becomes important that a person consumes all these in his diet starting from breakfast to dinner. This aspect is not taken care of while planning the existing menu.

The green leafy vegetables like spinach (Palak), Methi, Tadalja bhaji, Mula bhaji are neglected which constitute a major food group. It should be incorporated in the diet. Most of the days Puri and Paratha were given instead it was suggested that a mix basket of Roti, Paratha, seasonal Veg. Paratha etc. can be given so that those do not want to have oily Paratha or Puri can have an option of eating Roti. The fruit item, curd, sweet which constitute important food group is neglected. It was suggested that Raita, Plain curd, Chhas, Lassi can be given so that variety as well as the food requirement are satisfied. Papad, pickles and green salad should be given daily with the food. In salad sprouted mung, mix salad, separately cut carrot, tomato, beet, onion can be given in combinations so that variety can be added to food.

B. Canteen

Canteen is an important area of food service department. Once the food is cooked it must be served in clean and decent atmosphere methodically. There are mainly two types of table services.

- 1) Formal service
- 2) Informal service

It is very important to plan a proper serving method, which create smooth functioning and less confusion. It is better to go for informal serving method where large number of people are involved.

Existing Table Serving at Staff Canteen

The industry had two canteens to serve the food to their employees. One is staff canteen where all the employees take food and the other is VIP canteen where all managerial staff, clients and VIP delegates take their meal.

At staff canteen they follow buffet service and sufficient tables and chairs are provided where employees can take their meal. At VIP canteen also the same buffet service is followed. Two or three canteen staff members were appointed to serve the guest and employees. Sometimes they serve food to various offices when the employee is unable to leave his office or during some meetings. In such situation they follow plate service. In this service, food is served on the plates in the kitchen and filled plates are served to guests.

Suggestions for staff canteen

The place where the food is served should not only be cleaned but well designed and decorated. A comfortable and pleasant place will definitely create better feeling. At staff canteen where more than 1000 people take their food regularly it is not possible to follow formal service. The pattern which is followed at present is good but simple modifications can create better atmosphere of canteen.

- The menu, which is planned, should be displayed on a notice board at canteen. This display board should be near the entrance of the canteen.
- Daily menu should also be displayed on bulletin board in a decorative way. A decorative menu card will also create interest among the employees.

- To create health-related awareness among the employees, they can display some food and health related articles on the display board.
- All the table at staff canteen should have cruets, pickles, etc.
- The person who is serving food should wear gloves and use spoons and tongs while serving food items and should not use hands.
- Placards should be placed to show the name of items that is displayed on buffet table.
- When food is served in different offices, the plate should be covered properly and the person who takes this food should wear apron and gloves.
- The plate service should also keep cruets, sauce, pickles, etc.
- Separate tray should be kept for second serving if any one requires.
- If possible food which can be served at room temperature should be chosen for this service.

Existing VIP Canteen:

The other canteen is for the managerial staff, clients and other delegates. In this canteen also they follow the same buffet service. During the board meeting they serve food formally to all board members. But, it was found that table setting needs some improvements. There is no flower arrangement on the table. They are using paper napkins on the table. When we had visited it was under renovation.

Suggestions for VIP Canteen:

VIP canteen is a place where they serve food to all VIP guests, delegates and their managerial staff. It is better if industries use formal table setting. It will give good feeling and create formal atmosphere, which is required when some foreign delegates are invited.

- A small center table flower arrangement will add charm to room.
- Formal table setting should be followed.
- Instead of paper napkin used on dining table, any plain / coloured linen napkins give a better look. Napkins can be folded according to the type of table setting.
- A table should be covered with table cloth, table mat and runners will add formal look.

- A bulletin board to display menu and some health / food related tips should be there.
- The canteen staff should wear apron and gloves while serving.
- There should be cruets, sauce, pickles on each table.

3. Housekeeping Services

Housekeeping plays an important role for any organization whether it is small or large. The primary goal of an organization is to provide clean, safe and hygienic place for work. If the place of work is cleaned and well arranged it will automatically create interest among the employees. Being a large corporate sector it is a gigantic task to clean the number of rooms and various public areas like kitchen, canteen, varandah, corridor, offices etc. The industry had put a lot of efforts to keep the company premises clean and safe.

Housekeeping services needs to be provided in the Kitchen, Store, Lobbies and foyers, Offices, Bathroom and toilet, Gymnasium, garden and fountain, Tea coffee vending machine, Water cooler, VIP Guest House, Uniform.

These are the areas where continuous flow of people was there and which should be kept clean as it is going to create a first impression about the organization. It was found that all the areas are kept and maintained cleaned but some suggestions are necessary with reference to the frequency of cleaning and techniques of cleaning.

A. Kitchen

Kitchen is the place where they cook food. The cleaning of kitchen is very important in order to ensure clean, sanitary maintenance of services and hygienic standards. The kitchen has two areas where housekeeping services takes place.

- i) Cleaning of kitchen
- ii) Cleaning of utensils

i) Suggestions regarding Cleaning of kitchen

Special care was taken to keep the kitchen clean and safe. They clean kitchen after preparation of each meal by using soap water. They make weekly cleaning for dusting and other thorough cleaning of window and ventilation of the kitchen. It was found that the ventilation and electric

fixtures are not cleaned properly. The industry emphasize a lot on cleaning and therefore, some technical knowledge of cleaning methods and cleaning techniques are necessary which will give them good result with the use of limited resources. It was suggested that as kitchen works in both the shifts it is difficult to set time for cleaning. But it is very important to appoint a person for specified area. In case of cooking range oven or gas wipe up the spilt food immediately and wipe out the oven / range / gas after cooking. No rules can be given for the frequency of special cleaning to any piece of equipment. The amount of cooking done will determine the amount of cleaning needed and it is important to develop discerning eyes. After every meal half an hour should be kept for cleaning of kitchen with soap water. All window ventilation and ceiling should be cleaned weekly. A use of vacuum cleaner will help them to clean these ventilation and ceiling in less time.

ii. Cleaning of Store:

Store is a place where all the food items are stored. This place should be well ventilated and cleaned everyday. If cleaning is not done properly it will deteriorate food items.

Suggestions regarding Cleaning Practices:

At the industry the food items were stored at storeroom. The storeroom was found clean with proper storage facilities and well ventilation. Daily cleaning was done properly. But a thorough cleaning of specific area like ventilation, electric fixture etc. were found ignored by them.

In case of kitchen and service areas, hygiene conditions is very much important and to facilitate hygienic conditions the surfaces, walls and floors should be of an easy clean finish, shelves should be at a convenient height and width of easy cleaning.

iii. Cleaning of lobbies and foyers:

Cleaning Practices and suggestions;

Daily cleaning is performed in the morning. They keep all the corridors, passages and lobbies clean. These are the areas where all the guest and clients are going to come and therefore, it should be kept "Spike & Span". These are large circulatory area from which customers and clients receive their first impression of the establishment ideally. These areas should be cleaned between midnight and 7 a.m. or during low period. In some of the organization it is necessary to be carried out constantly. In

any case, table must be wiped frequently ashtrays in waiting lounge must be kept empty and clean, newspapers must be kept tidily. In some of the organization these areas may be cleaned by contract cleaners' but it is a responsibility of the housekeeping department, thorough cleaning but the thorough cleaning must be done atleast once a week.

iv. Cleaning of lifts:

This is the area which does not need any suggestions as it is cleaned regularly with all special precautions.

Some tips were given while cleaning lifts.

Tips while cleaning Lifts:

These should be cleaned as part of a working schedule during the period of minimum use. It should be put 'out of service' by using a special key. Changing the control room automatic to manual. Floor, walls and ceiling should be cleaned appropriately depending upon the material. There should be "No Smoking" board both inside and outside and wall mounted ash tray outside the lift. It should be serviced regularly and room/air freshener should be used during operational hours.

v. Cleaning of offices:

In an organization, offices are in use around the clock so it is sometimes very difficult to maintain a high standard of cleanliness. A daily, general cleaning is performed in the industry but thorough cleaning of windows of offices, fans, arrangement of files etc. should be done every week. The person who is responsible for the cleaning should discuss the most convenient time to clean such areas with the people who sit there. If it is not possible to clean offices in the morning, it is advisable to clean offices in the evening time. The standards to which an office is kept clean and tidy often has a psychological effect on both the user and visitors to the offices. It is utmost important that guidelines are laid down as to the cleaners responsibility. In a large corporate sector, like offices were having sufficient place but cabinets are not found well arranged. If proper cupboards will be designed it gives more tidy and clean look to the person who is visiting the offices.

vi. Cleaning of Bathroom and Toilet

These are the area which is found ignored with respect to housekeeping services. These should be clean and hygienic. Ideally there should be an attendant but if it is not possible they should be inspected frequently.

Toilets should be checked in the morning after the daily cleaning and after lunch and in the evening. Fresh supply of soap and towel should be there.

vii. Cleaning of Tea-Coffee Vending Machine Area:

This is the area away from kitchen and situated at Personnel department, which is clean and maintained properly. But the cups that are used for serving tea and coffee were not cleaned properly. Some knowledge about cleaning of cutlery should be there: The basic cleaning of these areas follows the same cleaning standards as prescribed for other areas. The person in-charge of this area must operate with the housekeeping personnel for daily, weekly and yearly cleaning. These people should be instructed about proper cleaning methods in order to ensure clean, sanitary maintenance of these facilities, particularly floors and equipment and cutlery items.

viii. Cleaning of Water Cooler Area

At personnel department, water cooler is placed for the employees. The place where a person store drinking water should be kept cleaned and should have all required supplies there. No extra water should be collected on the floor which may invite fly, mosquitoes and this unhygienic condition may create health related problems to the employees.

This place was found a bit ignored with reference to cleaning. It was found that no glasses were placed there near cooler. It was also observed that extra water was collected which is not hygienic. This area should be cleaned thrice a day as drinking water is stored here. Sufficient number of glasses should be placed on a rack near cooler and the floor should be kept dry.

ix. VIP Guest House

This is the place, which is used by the corporate guest for, out station clients and managerial staff whenever required. The industry had done a good decoration with artificial flowers and paintings. It is not used on regular basis and therefore, all the rooms were not well supplied. Rooms were cleaned but having shortage of supplies like hangers, stationery, bathroom supplies like soap, shampoo, shower cap etc. They provide these supplies when it is required and when some visitors are there. The bed making, which was done in the room, was not done properly and need to follow some formal steps of bed making. The cleaning and serving of bedrooms are important. The room cleaning procedure should be followed by experienced staff. They should follow some room checklist when they are cleaning a room.

x. Uniform:

Uniforms are issued to most people who work in the corporate sector. The advantages to the organization are

1. The staff can be easily identified
2. Uniform help to set the scene and create atmosphere
3. Uniformed staff feel part of the team and their work improves.

At the industry, uniforms are given to all the employees. They have different uniform for different category of staff. They have provided saree and salwar kameez to women employees and separate uniform to kitchen staff. It was suggested that Kitchen staff should be provided with head gear (cap), aprons and gloves when cleaning with food. Same suggestions are applicable with the canteen staff also. Aprons will give protection to the uniform also and fulfill important hygienic functions.

Conclusion

The concept of housekeeping is simplistic but when one considers maintaining a house of several hundreds rooms and numerous public areas, the task becomes gigantic. It takes a well organized approach and technical understanding to enable Housekeeping to cope with the volume of work. In the current scenario, Housekeeping is one ancillary department which contributes towards the overall reputation of an organization. During a visit to the premises of the industry, if a customer, client, sees stains on the table or fingerprints on switches, he is less likely to trust quality services of a company. Housekeeping is one activity which can create a good impression on internal and external clients. The industry in question being a large corporate sector having its own housekeeping and food service department to cater to the needs of its employees and guests as well as visitors it is very important to update the services of Housekeeping and Food Service Department so that both client and employees are satisfied.

At the industry it was observed that they believe in to provide clean and hygienic working place to all the employees. Their efforts to maintain a good working place is really appreciable. But it was found that there is a need of some expert in this field of Housekeeping. Through the technical knowledge of some cleaning method and techniques, they can improve a lot on their existing practices.

The visit of the industry was in the month of January, 2006. All the departments were visited along with person incharge of that department.

All the information given by the person were noted in the observation sheet and some pictures were also taken where improvements is required.

During visit it was observed that the industry follow high standard to maintain a clean surrounding of company premises. They are providing all basic necessities to the employees during their working hours.

Some of the area, which needs improvements, are kitchen, store and menu planning. Though they take care of all these cleaning aspects but it was found that technical knowledge of these aspects are lacking. Menu planning is the area where the industry, takes much precautions and they have calculated nutritive value of different food group. But, it was observed that lot of monotony is there in their menu. They can add more variety in their menu with the same available resources.

VIP guest house was taken care very well but some formal methods needs to be followed while making room and making bed.

Suggestions were given for each area where one can make some improvements and some tips are given which a person responsible for that work can use whenever required.

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