Unit-01-Training and Scheduling of Staff

Structure

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5.1 Introduction

The aim of training is to organise a highly efficient work force to do particular tasks to a defined level of performance. Training is a continuous process. All grades of staff should be given the opportunity to increase their skills and professional knowledge to enable them to carry out their day to day tasks in an efficient manner, cope up with modern technology and improve promotional prospects.

Objectives

After completion of this unit, you will be able to,

 deutsch explain the method of developing job break downs
drach discuss the procedure for compiling staffing guides
drach describe four steps followed in skill training
drach explain the method of arriving at alternative scheduling techniques
drach describe security measures and safety procedures to be followed in housekeeping operations.

5.2 Developing Job Break Downs for Housekeeping Operations

The term, job break down refers to division of a job into its component parts. In housekeeping department, the job break down of various operations is not easily accomplished because of its magnitude. Wherever sophisticated equipment like vacuum cleaners, carpet cleaning machines, washers, dry cleaning machine, etc. or chemicals and cleaning agents like all purpose cleaners, degreasers, abrasive cleaners are to be used, detailed job break downs are given in the operation manuals. You can, for instance, check the literature like brochures sent along with the equipment like vacuum cleaners or washers and look for directions and steps for use.
In Accommodation Operations I (Practical) (HM 0008), you can find job break downs as per details given below:

- In Unit 2, cleaning procedures are discussed.
- In Unit 3, guest room cleaning is explained.
- In Unit 4, cleaning of public areas like corridor, lobby, front desk, etc. are described.
- In Unit 5, wash cycle and stain removal methods are explained.

You are advised to go through these materials to get familiarised with the method of writing job break downs.

5.3 Skill Training

One of the main responsibilities of an executive housekeeper is to conduct proper ongoing training programme for department employees. The task of conducting the training programme may be assigned to supervisors or talented employees.

The four main steps in the skill training programme are given below:

a) Preparation for the training
b) Presenting the training programme
c) Practising the tasks and
d) Taking follow up action

The details are discussed below.

a) Preparation for the training

For conducting a training programme successfully, preparation is essential. Without adequate preparation, the training programme may lack logical sequence. The training programme should be job-relevant i.e., it must centre on the responsibilities and duties of the participants of the training programme.

Preparation for training involves analysis of jobs of the participants. Job analysis helps in determining different types of knowledge required and tasks to be performed by the employees. Job analysis involves three steps:

i) Job knowledge:
   It identifies what an employee needs to know to perform his or her job.

ii) Task list:
   The task list reflects the total job responsibility of the employee.

iii) Job break down:
   Job break down specifies split details of the job to be performed; it also includes a list of equipment and supplies needed to perform the task.

b) Presenting the training programme.

The executive housekeeper gives the job break down lists to all the trainees one or two days prior to the training session. Well developed job break down lists provide all the needed information to new and current employees. It facilitates the trainees to get an overview of all the tasks; the trainees are encouraged to seek for clarification during the training session. While presenting the training programme, all tasks are to be thoroughly explained. The do’s and don’ts are also to be made clear. Explanation needs to be given in a simple straight forward language, so that the participants can understand easily.
c) Practising the tasks

Once the trainees are familiar with the jobs, they should be allowed to perform the tasks by themselves. Such an opportunity for immediate practice facilitates grasping of the job details. It is also necessary for the coach to aid in skill development and improve their confidence level. The employees at the end of the training exercise should be in a position to explain the job details, method of performing the same and the purpose of each step.

d) Taking follow up action

After the training is complete, follow up action must be taken as per the sequence given below:

i) Continuation of the coaching on the job:
   It helps the employees learn new aspects and develop new skills and attitudes.

ii) Giving constant feedback:
   Feedback helps the employees recognise their level of performance.
   The feedback facilitates employees to improve their output.

iii) Evaluation:
   The employees’ progress needs to be evaluated. The task lists are to be used as checklists to ascertain the mastery of the required tasks.

Self Assessment Question
1. State four main steps involved in a training programme.

5.4 Developing Staffing Guides

Staffing Guides help the executive housekeeper to determine the number of employees and labour expenses required to do a particular set of housekeeping jobs. Staffing Guides, in other words, give clear guidelines regarding the quantity of work to be put in, labour requirement and expenses involved.

To go through various calculations, you need to be familiar with some terms like productivity standard and total labour hours.

♦ Productivity standard of a worker is the time required to do a specified quantity of work. It depends on the position of the worker and the type of job to be done.

♦ The term, total labour hours, refers to the total time needed for accomplishing a particular kind of work, which may require one or more employees.

♦ Labour expenses refer to the expenditure arising out of wages to be paid to the employees engaged in carrying out a particular job.

We now discuss a few useful relationships or simple formulae that we shall make use of in developing staffing guides. Let us assume that the job involves offering cleaning services to the occupied rooms.

i) The first formula relates to the calculation of the number of occupied rooms.

Number of occupied rooms

\[ = \text{Total number of rooms} \times \text{occupancy percentage} \]  

(5.1)

ii) Next, we take up the formula useful in calculating the productivity standard of a worker.

Productivity standard of a worker

\[ = \text{Number of occupied rooms} \times \text{expected time for one worker} \]  

(5.2)
This formula also helps us in calculating the number of occupied rooms that can be serviced by an employee within his/her working time. We can arrive at it by rearranging equation (5.2) as follows:

Number of occupied rooms serviced by a worker within his/her working hours

\[
\text{Number of occupied rooms serviced by a worker within his/her working hours} = \frac{\text{Number of working hours}}{\text{Productivity standard of the worker}}. \tag{5.3}
\]

iii) Total labour hours can be calculated using the following formula:

Total labour hours required

\[
= \text{Number of occupied rooms} \times \text{productivity standard} \tag{5.4}
\]

iv) Number of employees required to attend to the work can be calculated as follows:

Number of employees required to attend to the work relating to all the rooms

\[
= \frac{\text{Total labour hours required}}{\text{Duty time in hours}}. \tag{5.5}
\]

An alternative formula is given below for the calculation of number of employees required to attend to the work relating to all the rooms.

Number of employees required to attend to the work relating to all the rooms

\[
= \frac{\text{total number of occupied rooms}}{\text{number of occupied rooms serviced by a worker within duty period}}. \tag{5.6}
\]

v) Labour expenses required to carry out the work related to the rooms can be calculated as follows:

Labour expenses required

\[
= \text{Total labour hours} \times \text{average hourly rate} \tag{5.7}
\]

We can apply the above principle to develop staffing guides for

i) room attendants

ii) supervisors and

iii) general workers

i) Developing staffing guide for room attendants

The staffing guide for the room attendants need to specify the following data:

i) Number of occupied rooms

ii) a) productivity standard of a room attendant

b) Number of occupied rooms serviced by an attendant within his/her duty period

iii) Total labour hours for all the attendants required

iv) Number of attendants required to complete the work relating to all the rooms.

v) Labour expenses required for employing the necessary number of attendants.

The data as required by the equations (5.1) to (5.7) are to be supplied.

We shall illustrate the building up of staffing guide for room attendants using the following data:

A hotel has 200 rooms. Its occupancy is 80%. Assume that a room attendant can clean 2 rooms in an hour. The average hourly rate is Rs. 10/. Also assume that the attendant works for a 8 hours a day.

i) Number of occupied rooms

\[
= \text{total number of rooms} \times \text{occupancy percentage}

= \frac{200 \times 80}{100} = 160 \text{ rooms}
\]
ii) a) Productivity standard of a room attendant

\[
\text{Productivity standard of a room attendant = Number of occupied rooms serviced by a worker in the specified time/Time taken by a worker}
\]

\[
= \frac{1 \text{ hour}}{2 \text{ rooms}} = 0.5 \text{ hour per room}
\]

(since the worker cleans 2 rooms in one hour)

b) Number of occupied rooms serviced by a worker within his/her working time (of 8 hours) in a day

\[
\text{Number of rooms serviced by a worker = Number of working hours in a day \times Productivity standard of the attendant}
\]

\[
= \frac{8 \text{ hours}}{0.5 \text{ hour per day}} = 16 \text{ rooms}
\]

In a day's work, therefore, the attendant can clean 16 rooms.

iii) Total labour hours required for cleaning 160 occupied rooms (using equation 5.4)

\[
\text{Total labour hours required = Number of occupied rooms \times Productivity standard}
\]

\[
= 160 \text{ rooms} \times 0.5 \text{ hour per room} = 80 \text{ hours}
\]

iv) Number of employees required to attend to cleaning work of 160 rooms

\[
\text{Number of employees required = Total labour hours required/Hours per employee}
\]

\[
= \frac{80 \text{ hours}}{8 \text{ hours per attendant}} = 10 \text{ attendants}
\]

Alternatively, using equation (5.6), number of employees required to clean 160 rooms

\[
\text{Number of employees required = Total number of occupied rooms/Number of occupied rooms serviced by a worker with duty period}
\]

\[
= \frac{160 \text{ rooms}}{16 \text{ rooms per attendant}} = 10 \text{ attendants}
\]

v) Labour expenses for employing 10 attendants for carrying out the housekeeping operations of maintaining 160 rooms (using Eg. 5.7)

\[
\text{Labour expenses = Total labour hours x average hourly rate}
\]

\[
= 80 \text{ hours} \times Rs. 10 \text{ per hour} = Rs. 800/
\]

Also we can calculate the daily wage of an attendant as follows:

\[
\text{Daily wage of an attendant = Number of working hours per day x hourly rate}
\]

\[
= 8 \text{ hours per day} \times Rs. 10 \text{ per hour} = Rs. 80 \text{ per day}
\]

Hence, a room attendant is given a wage of Rs. 80 per day.

**Developing staffing guide for supervisors**

A similar calculation can be made for supervisors and the housekeeping staff. See below how data have been used to calculate productivity standard and number of supervisors necessary to carry out the supervision of housekeeping work.

A hotel has 160 occupied rooms. One supervisor can within a span of 8 hour duty oversee the cleaning work of 80 occupied rooms.
i) The productivity standard for the supervisor (using equation 5.2)
\[
\text{\(\frac{8 \text{ hours}}{80 \text{ rooms}} = 0.1 \text{ hour per room}\)}
\]
ii) Total labour hours for supervisory cadre (using equation 5.4)
\[
\text{160 \times 0.1 \text{ hours} = 16 \text{ hours}}
\]
iii) Number of supervisors required (using equation 5.5)
\[
\frac{16}{8} \text{ supervisors} = 2 \text{ supervisors}
\]
Another way of calculating is to use equation 5.6. According to it also, you can see that two supervisors are required to complete the duty.

**Developing staffing guide for general workers**

Using the above set of formulae and data given below, we can prepare staffing guide details for attendants needed to service public areas in a hotel. Two of the parameters are calculated below.

One day shift of 8 hour duty public area attendant is needed to service public areas when 100 rooms are occupied. Suppose that these are 300 occupied rooms in the hotel.

i) The productivity standard for the public area attendant (using equation 5.2)
\[
\text{\(\frac{8 \text{ hours}}{100 \text{ rooms}} = 0.08 \text{ hour per room}\)}
\]
ii) Total labour hours for the cadre of public area attendants (using equation 5.4)
\[
\text{300 \times 0.08 = 24 \text{ hours}}
\]
iii) Number of public area attendants required (using equation 5.5)
\[
\frac{24}{8} \text{ attendants} = 3 \text{ attendants}
\]
You can see that application of equation 5.6 also gives the requirement as 3 attendants.

**Self Assessment Question**

2. Define the term, productivity standard of an employee.

### 5.5 Alternative Scheduling Techniques

Alternative scheduling involves a staffing schedule like 9.00 a.m. to 5.00 p. m. or 10.00 a. m. to 6 p. m. workday.

The alternative schedule techniques include:

**Part-time employees**

Part-time employees may include students, house wives, or retired persons. Employing part time employees can reduce labour cost because the wages and overtime costs usually decrease.

**Flexible work hour**

Flexible work allows employees to vary the times at which they begin and end work shifts. Flexible work benefits include heightened staff morale, productivity and job satisfaction.

**Compressed work schedule**

It offers housekeeping employee the opportunity to put in work equivalent of a standard work week in fewer than the usual five days.

Usually the compressed work schedules are inflexible and the benefits from the employer’s viewpoint include enhanced recruiting appeal and employee morale and reduced absenteeism.

**Job Sharing**
It means sharing a job between two or more part-time employees to fulfill the duties and responsibilities of one full-time job. Job sharing may alleviate department turnover and absenteeism.

5.6 Cross Training and Incentive Programmes for Staff

Cross Training

Cross training is teaching an employee to fulfill the requirements of more than one position. There are many advantages of cross training both for the employee and the manager.

Employee:

- It allows employees to acquire additional work skills.
- It helps in future promotions.

Managers:

- It increases the flexibility in scheduling.

Cross training is a valuable motivational tool and can remove many of the obstacles associated with an employee’s growth and advancement.

Incentive Programmes

Incentives includes special recognition and rewards to employees based on their ability to meet certain conditions. The incentives vary in structure and design and are a way to reward those with exceptional performance beyond their paycheck.

The basic guidelines should be considered while developing incentive programme.

1) Outline the specific goals and objectives for the programme.
2) Define the conditions and requirements that the employees must meet in order to receive the recognition and rewards.
3) Determine the date and time to begin the program.

Usually incentive programs offer special recognition and rewards to employees. Among the rewards, managers may consider offering:

- An appreciation certificate
- Gifts / gift certificates.
- Cash prize
- Salary increments
- Free dinner in hotels
- Complimentary stay in hotel guest rooms during weekends.
Unit 2

Design

- Introduction
- Objectives
- Relevance of architecture in designing
- Basic types of design
- Elements and principles of design
- Standardization of design
- Functional aspects of design
- Designing for disabled
- Construction and selection, trends in
- Layout of rooms
- Summary
- Terminal Questions
- Answers

2.1 Introduction

Architecture is the art and science of designing buildings and structures. A wider definition often includes the design of the total built environment: from the macro level of town planning,
urban design, and landscape architecture to the micro level of construction details and furniture. Architectural design involves the manipulation of mass, space, volume, texture, light, shadow, materials, program, and other elements in order to achieve an end which is aesthetic as well as functional. This distinguishes Architecture from the applied science of engineering, which usually concentrates on the structural and feasibility aspects of design. Architectural works are perceived as a cultural and political symbols and works of art. Historical civilizations are often known primarily through their architectural achievements. Such buildings as the pyramids of Egypt and the Roman Colosseum are cultural symbols, and are an important link in public consciousness, even when scholars have discovered much about a past civilization through other means. Cities, regions and cultures continue to identify themselves with and are known by their architectural monuments.

**Objectives:**
After studying this Unit, you should be able to:
- explain the basic types of designs.
- state and explain the elements & principles of design.
- explain the designing of different rooms and public areas.

### 2.1. Relevance of Architecture in Designing

**Design** is usually considered in the context of the applied arts, engineering, architecture and other such creative endeavors and is used both as a noun and a verb. As a verb, "to design" refers to the process of originating and developing a plan for a product, structure, or component. As a noun, "a design" is used for the final (solution) plan (e.g. proposal, drawing, model, description) or the result of implementing that plan (e.g. object produced, result of the process). Designing normally requires a designer considering aesthetic, functional, and many other aspects of an object or process, which usually requires considerable research, thought, modeling, interactive adjustment, and re-design.

![Fig. 2.1: a notable architectural design](image)

### 2.3 Basic Types of Design

Designing, is to create an arrangement of parts to give an expression to an idea. The aspects of design are: Structural design and Decorative design.
2.3.1 Structural Design

It is the combination of size, form, shape, & texture. Following points need to be kept in our mind for the structural design:

1) Should be functional
2) Should be of the correct proportion
3) It must be simple in outline
4) It should be made according to the material being used

If any of the above points are not taken into the consideration it will effect the functional ability and durability of the object.

2.3.2 Decorative Design

It enhances an objects structural design by means of decorative accessories. Accessories such as wall papers, carvings, lamp shades, etc points to be considered for decorative designs.

- Decoration should be in tune with the function of the object
- It should be made in moderation
- It should be placed on the stronger side of the object
- The decoration should be suitable for the material "for which it is used.
- The background of the object should be kept in mind while decorating the object

There are four basic types of decorative designs

1) Naturalistic design
2) Conventional design
3) Abstract design
4) Geometric design

1) Naturalistic designs are those which are either inspired by nature or imitate nature in some way. E.g.: - artificial plants, landscape painting artificial waterfall, etc. these are very popular & always in demand because we human being feel at home with nature. We want the beauty of nature with the comfort of indoor; we are able to relate to things which have certain aspect of nature. E.g.: - banana leaf shaped plates, coffee tables with tree section as support.

2) Conventional designs are those which are being carried from the past & have a history. They import a sense of pride & heritage, which we would not like to change & also would like to pass it down to the next generation as a part of one identity. The design gives time tested
authenticity to an interior and is accepted without questions. The disadvantage of traditional designs is that, they are inefficient as compared to modern designs as well as they are expensive & difficult to maintain.

3) **Abstract designs**: they are those which convey intangible mood & meaning. All designs which are symbolic & do not fall under the category of either naturalistic or conventional are abstract. Design which symbolizes modernity will be sleek, portable, foldable, and compact & have bright colour. Abstract design conveys feeling of happiness, joy, glamour, status, etc.

4) **Geometric design** is not derived from nature. Examples of Geometric design are: Circle, square, triangles etc.

**Self - Assessment Questions**
1) What are the two types of designs?
2) What are the types of decorative designs?

2.4 Elements and Principles of Designs

2.4.1 Elements of Designs

To create an ambiance keeping in mind the expectations of the client the designers use certain building blocks (which are fundamental) in various creative ways to achieve unique interiors. These building blocks are common to all designs therefore they are known as the **elements of design**. They include:

1. **Point**

A point is an element that has position, but no extension. It is a single mark in space with a precise, but limited, location. Alone it can provide a powerful relation between negative and positive space, but when grouped with other points, the brain compulsively connects the points together. Line or form is a natural result of multiple points in space.

![Point](image1)

*Fig. 2.3: shows the example of point & multiple points*

2. **Lines**

Line can be said to be the path of a moving point. The edges that define a platform or the outline of a solid object are all lines. Lines are of basically of four types. They are:

A) **Vertical Line**

Vertical line gives an illusion of height. We tend to associate vertical line with alertness, strength, rigidity and growth. Therefore whenever we need to emphasize or suggest any of these ideas, vertical lines are used, at the same time vertical lines can make one feel lonely, isolated and cold. Therefore vertical lines need to be used carefully.

E.g.- wall paper with vertical line can make a room look higher than it really is. High entrance & gates give a majestic look to the building.
B) **Horizontal Line**

Horizontal lines are less strong than vertical lines & are more restful. They have a diminishing effect on strong vertical lines & give an apparent illusion of space. In a room they can be provided by table, benches, windows, doorways. Too many horizontal lines may make a room very dull & monotonous.

C) **Diagonal Line**

Diagonal lines are lines of action & are more difficult to be as compared to vertical or horizontal lines. They need to be used very carefully or else they bring in confusion & mislead the onlooker. They suggest instability and excitement & can destroy the harmony or unity of a living space.
D) Curved Lines

Curved lines make the place livelier, graceful & soft. Many curved lines in a room produce a restless effect. This can be countered by strengthening the straight lines. The stiffness of many straight lines in a room can be reduced by the introduction of a few curved lines.

3. Form

All objects tangible have a form or a shape. And the form of different objects can suggest different moods. Form is the arrangement of lines on a plain, so that they represent something. It can be a simple, geometric shape like a square or a triangle or an object of utility like a table or a chair. Form is the most important element in planning & without the correct form excellent colour or texture is to of no value. Form of an object should enhance its performance & its efficiency. The material used to make the object. Adversity of form helps to give interest to interior. A rectangular sofa grouped with column lamps have can be given variety by having curved or round cushion with around coffee table

4. Texture

Refer to the surface characteristics of anything that can be touched or seen i.e. the degree of roughness, smoothness, hardness or softness. The infinite combination of surface such as wood, glass, fabric, leather, brick, etc. may contribute to hundreds of different texture and feel thus texture of the surface of a place can make you feel the function for which the place is used. Shiny surface are easy to clean but show dirty. Texture affects appearance of colour. Two materials of different texture that is cotton and silk which may be died with an identical colour will appear to be of two different shades smooth material such as mirror, satin, silk, etc. are formal. Where as those with moderate roughness such as earthenware, wooden ware suggests casualness & earthiness.

5. Space

As an element of design can be divided into two parts .i.e. space occupied by the said object & the background space of the object both aspects need careful consideration for maximizing the utility of the object & bringing an authentic look into the area. The placing of doors, windows, covers; tables, etc. make them more functional. The importance of space or an element of design is fully in modern architecture & interior decoration because space itself have become very expensive & we cannot afford to waste it. Therefore there is a need to utilize every inch of available space without making the place look cramped. Area of group living such as drawing room, community hall, should have more open space & area for private living such as bedroom can be made smaller. An illusion of space can be created in even in a small room by having light colour, undecorated walls& full windows wall & by having pent houses

6. Colour

Colour as an element of design largely effects our emotions & is left to nearly one as compared to line & form which is more intellectual to understand. Some colour gives us a sense of warmth while others give us a sense of coolness. The brighter shades of colour are advancing while darker shades are receding. Colour can change the apparent size & shape of a room.
7. **Light**

Light as an element of design has a definite impact on all living beings, plants need sunlight to grow. Light has a stimulating effect, while darkness can be depressing. Lack of sunshine gives a gloomy atmosphere, while light which is too brilliant can be offensive. Day light is an important factor to be considered while making the interior of any room. A room looks different during the different house of a day depending up on how natural light falls into the room & where the shadows fall. Natural light can be enhanced by having large extended windows from the floors to the ceiling. Curtains control the amount of light required. Modern artificial light not only provide light but also an excellent medium to emphasis or change the mood of a living space by reducing the glare or by spot lighting.

**Self- Assessment Questions**

3) What are the elements of design?
4) List the types of lines.

2.4.2 **Principles of Design**

It is impossible to set up absolute rules for the creation of good design because design is an ongoing process generated by people's needs and executed with the materials at hand. Consciously or unconsciously, however, people always seek an underlining sense of order we must find the best solution to a design problem.

1. *Unity / Harmony*
2. *Rhythm*
3. *Balance*
4. *Scale and proportion*
5. *Focal point*

1. **Unity / Harmony**

This is a principle which produces an impression of unity of thought through the selection & arrangement of object & ideas. The quality expressed in the interior design may be social, domestic, personal and political in addition to being masculine or feminine. Social ideas result from formal expressions, room which result / express a domestic quality are likely to be homely & medley, room which are masculine in quality has a sturdy texture, bold colours then feminine room which are delicately designed.

2. **Rhythm**

Rhythm means an early connective path along which the eye travels in any arrangement of lines, form or colour. Rhythmic eye movement is gained through repetition of shapes, objects or use of continuous line movement. Curve line in furniture, curtain are examples of rhythm through line.

Four ways of creating Rhythms are:

a) **Repetition**: is rhythm established by repeating line, texture, area, color in several areas of room. E.g.: color of carpet repeated with other things.

b) **Alteration**: is rhythm by alternating any other elements of design. E.g.: red and white stripes of the American flag.

c) **Progression**: rhythm by progression is an ordered systematic change that draws the eye form the most important article of grouping to the least important. Progression is a dynamic. It suggests onward motion from a large object to a small one or from a dark color to a light one.

d) **Continuous related movement**: rhythm created by continuous related movement can be demonstrated by the pattern on a ceiling running down to the proportion of walls. Such design is rambling; free flowing, and amoeboid form.

3. **Balance**

Balance is got by grouping shapes, colours & around a centre in such a way that there is equal attraction on either side of the centre. Balance work on the surface principle of the seesaw, equal weight will balance well they are in the same distance from the centre. Similar objects which are equally forceful in attracting the eye should be equidistance from the centre. Balance
at times brings monotony & boredom, therefore the trend is now to bring in an element of a systematic to make the place more interesting.

There are three types of balance:

a) **Formal balance**: also called symmetrical balance is achieved when one side of an arrangement is the exact replica of the other. A mirror image in other words. Manmade objects are designed with this principle in mind.

b) **In formal Balance**: is achieved when the components of a design are different yet appear in equal weight. Informal balance is considered more active than formal and because it requires greater imagination it is more difficult to achieve. Most well balanced rooms include areas that are balanced more informally and formally.

c) **Radial Balance**: it is symmetrical around a center point like the shape of a wheel or the point of a starfish. Such balance suggests movement radiating out from or centering around a focal point.

e.g.: arrangement of sandwiches on round serving plates.

4. **Scale and Proportion**

Proportion means relationship of sizes or area to one another or as a whole. The word scale is used to indicate sizes of smaller parts or details of the room. Generally large furniture belongs to large room like wise we use small furniture in small rooms. The principle of proportion can guide in grouping sizes together successfully, so that they are in scale with each other. Furniture which seems very small in a room must be grouped together, so that the size of each piece becomes a unit of a whole.

5. **Focal Point**

This is a principle by which the eye is carried first to the most important thing in any arrangement. Emphasize can be obtain by following the points mentioned below:

- Using contouring colours in the background.
- Having enough plain background around the object to be emphasized.
- Usage of unusual line shapes & sizes.
- Wall papers make poor background if you wish to enjoy an object placed against it. As the background it self is attracting your attention.

**Self - Assessment Questions**

5) What are the principles of design?

2.5 **Standardization of Design**

“You know you have achieved perfection in design, not when you have something more to add but when you have nothing more to take away “

– Antoine Desant Exupery

A perfect design is said to be achieved when it is impossible to remove anything from it. i.e. the bare minimum of a structure or process that is able to deliver what is expected out of it .when this is achieved, the design should then be standardizing, as it greatly reduces the cost of production. When one design for a product is agreed upon, we can then mass produce implements required for the basic design. It is of great commercial importance. The design is to be first patented by the inventor and then with his permission it can be used. Most of the structural designed are standardized.

Standardization helps to create what is known as corporate image. Guests begin to recognize a particular style and come to expect exactly the same style and standard in all of the chains hotels.

But many people dislik standardization because it has eliminated much of the novelty and excitement of travel. Hotels of the same chain may be practically identical, even if one is in London and the other in Paris, hence the famous quip, If its Sunday, this must be Brussels. One consequence is that many travelers prefer older hotels which retain character and individuality, even if they are not so convenient.
For the owners or operators of establishments, standardization means they can buy in bulk and get a large discount. They also need to make fewer decisions about decoration, but standardization can make the work of the cleaning staff more monotonous.

2.6 Functional Aspects of Design

A successful design depends not only on what the building looks like, and the effect that this creates on the user, but also on practical considerations. It must function well, and in order to do so, the designer must be conscious of the following points.

a) Not to lose sight of the kind of establishment and the type of customers.

b) Maintenance: there is little point in installing deep pile carpets at a seaside hotel, as in no time these will become clogged with sand. Textures may be important for their appearance, but they also affect the way in which light and sound are absorbed or reflected.

c) Durability: good materials cost more initially, but last longer than cheaper alternatives. This is particularly important in public buildings as customers are seldom as careful about furniture or furnishings as they are in their own homes.

d) Energy conservation is a crucial consideration. New buildings generally incorporate high standards of insulation in exterior walls, double glazed windows and sometimes sophisticated heat exchange systems so that heat created in kitchens, laundries and similar areas can be fitted with roof insulation, secondary glazing on the windows and for example, computerized heating and lighting controls.

e) Ensuring the smooth flow of staff and customer and of goods and services.

f) Meeting health, hygiene, fire and safety requirements.

g) Security, both of customers and operators. For example front office staff should be able to keep an eye on all guests entering and leaving the premises.

h) Comfort: the design should always have the size and shape of the user mind. A chair may fit in perfectly with the décor, but if it is too small or too big for the users, it is likely to cause them discomfort and possible pain. Another consideration is avoidance of fatigue.

i) Flexibility: if an area is designed for several uses, then the furnishings and space arrangements should be flexible.
Unit – 3
Infrastructure

Lighting and Lighting Systems in a Hotel

Perhaps no single item can make as much difference to a room as lighting. Fulfilling a need, creating a mood, well chosen lights can make your room come alive i.e. the Art of Illumination.

Light is a form of energy which enables the eye to see, lighting may be natural or artificial. Natural light should be used which are possible and may be enhanced by regular window clearing both inside and outside and also ensuring that curtains blinds, plants and furniture are not allowed to block out too much window area. Natural light is very important for natural living. Natural light can be inherited by use of mirrors and light colourful walls, good lighting is important for the following reasons.

- It prevents the accumulation of dirt and dust
- It promotes safety
- It prevents eye from straining
- It provides a pleasant atmosphere and discourages pets
- Sun light prevents dampness

3.3.1 Types of Lighting:

1) Direct lighting:

Fig. 3.3: shows direct lighting
In the case of direct lighting the fittings throw the light onto surfaces below, generally producing over-bright areas with hard shadows, resulting in glare and highlights on polished and other smooth surfaces.

2) **Indirect Lighting:**

![Fig. 3.4: shows indirect lighting](image)

For indirect lighting, the fittings are concealed and the light is thrown on to the ceiling and walls, from where it is reflected into the room. No glare or hard shadows are produced but the lighting tends to have a flat appearance and is very much less economical in use.

3) **Diffused Lighting:**

![Fig. 3.5: shows diffused lighting](image)

When fittings are completely enclosed or concealed as with some globes, ceiling panels or lay lights, the light is diffused as it passes through the glass or plastic fitment. Diffused lighting is also glare-free and produces a flat appearance.

4) **semi-indirect lighting:**

![Fig. 3.6: shows semi-indirect lighting](image)

It is possible to have some light passing through a diffusing bowl and some reflected from the ceiling; this is semi-indirect light.

In many establishments is not only concerned with the aesthetic aspect of lighting but also with low energy costs and ease of maintenance and the types of electric lamps need consideration.

### 3.3.2 Sources of Artificial Light

Artificial light should be used only when the natural light is not available. There are three ways of providing artificial light they are:

1) **Incandescent Bulb/Lamp:**

It is a bulb made of clear glass gas fitted with a tungsten coil and was first invented by Thomas Alva Edison it works on principle that resistance to electric current converts electrical energy into heat and light, when electricity passes through tungsten which is highly resistance metal an electricity is converted into light and heat.
Fig. 3.7: shows incandescent bulb
The incandescent is an all purpose lamp which is easy to install and has a warm glow with soft shadow without any loss of light. Nowadays we get bulbs which are coated with silica which gives a difficult light and has no shadow, its light is very soft and the filament inside cannot be seen these lamps burn out slowly and vaporize the coil thus incandescent lamp are not economical to use as they consume large amount of electricity in comparison to the light generated.

2) Florescent Lamps:
The florescent lamp is the basic tube light. The bulb in this case is a long tube with 2 electrodes, one at each end. Here the light is produced through a process of fluorescence i.e. an electric current passes in an arc through inert gas in the tube this activates the mercury drops to produce ultra violet rays. The mercury drops are present in the powdery phosphorus coating inside the glass which glows brightly. Florescent tube takes a second or more to start because the electrodes have to first get heated up to start an arc. Because this starting process is hard on electrodes the lamp can burn out faster if it is switched on and off frequently.

Florescent lamps are highly efficient and are very popular throughout the world. They take 1/3rd to 1/5th of electricity used by an incandescent lamp and last 20-25 times longer. They produce high shadow less light used for general lighting i.e. under counters. The light from a fluorescent lamp is most unflattering in colour which is its main drawback. Now days we do have tubes with corrected colour varying from blue white to warm pink white. Yet these colours do not match up to the light from an incandescent source.

3) High intensity Discharge Lamp:
They are powerful light for outdoor lighting, parking areas, security, and landscaping, industrial and commercial use. They are the most energy efficient electrical light sources and most of us are familiar with 3 kinds of HID lamps:
- Mercury lamp
- Sodium vapour lamp
- Metal halides lamp

Inside the glass tube or bulb of the HID lamp is the small quartz or a ceramic cylinder called as arc tube. Filled with a gas under pressure electricity jumps through this but unlike in a fluorescent lamp the HID does not always depend on phosphorus to make light. The 3 kinds of lamp have different kinds of gas inside it and can be easily distinguished by the colour of produced. Mercury light has a white colour with a greenish blue cast, sodium has a golden yellow colour and the metal halide is closest to true white light. HID lamps take a few seconds to glow to reach their full brightness.
3.3.3 Layout of a Room Lighting Plan:
Lighting plays an important role in creating a right atmospheric beauty within an area. It should be decorative as well as functional it should contribute to character and atmosphere of the room and the adequate (enough) for general and particular purposes without causing glare or appearing flat and dull to achieve this in any given room. The direction and quality and quantity of lighting have to be chosen for the right effect and function they normally have to be balanced. There has to be a balance between direct, indirect and defuse lighting systems. The amount of light required in an area depends upon the function of the area and on the main colours used in the furnishing and floor covering. And in areas where strong clear light is required the overall decorative lighting may be supplemented by purely functional lighting. When considering the lighting plan not only gives decorative but also energy efficiency should be taken into consideration. Therefore the positioning of light is very important.

Factors to be considered while planning good lighting system:

1. **Decision on lighting requirement:**
   Decide the lighting requirement to a particular area, for this seeks professional advises, recommended lighting requirement restaurant tables 100 lux, kitchen 200 lux (time shared units), stairs and corridor 100 lux, cash desk, 74 lux etc.

2. **Check for heat gains:**
   If artificial lighting used for any area, check for heat gains, tungsten lamps give of more heat than florescent lamps. If heat gain is high, light fitting can be designed to extract the hot air and reuse it or dispel it.

3. ** Decide upon design and durability:**
   Decide, the general lighting scheme is to be general for the old room, direct mainly for a particular surface indirect that is lighting for reflection. Lamps dispel light upward side and downward most commercial light fitting aim to provide some general lighting. It is unwise to choose solely indirect lighting as a mean of light. Since light fitting are expensive check if they are easy to handle, if they are easy to hang from above, check if ceiling needs reinforcement.

4. **Ease of replacement:**
   The light fitting should be able to be replace easily by the maintenance department when glass shades are used florescent colour are used and replacement, if use inside a lamp shade.

5. **Ease of maintenance:**
   It has been estimated that as much as 50% of the illumination can be lost if lamp and reflector are not the clean regularly. Therefore use fitting which are easy to clean and replace.

6. **Cost effectiveness:**
   Incandescent lamps are cheaper to install and operate but in long run they turn out to be expensive as they consume a lot of electricity therefore lighting of large areas and for a long time it is better to use florescent light as it is economical, where the light has to be switch on and off not quite often.

3.3.4 Methods of Lighting:
There are two basic methods:

A) **Architectural Lighting:**
   It supplies lighting, i.e. functional; and this kind of lighting is good to the room.
   a) **Valance lighting:** A horizontal fluorescent tube is placed behind a valance board (up light) which reflects at the ceiling and then shines down at the drapery thus producing both direct (the down light) and indirect (the up light) lighting.
   b) **Cornice lighting:** A cornice is installed at the ceiling and it directs the light downwards only. It gives dramatic effect on draperies, wall covering and pictures.
c) Cove lighting: It consists of basic or continuous service of fluorescent tubes, a grove or are placed through one or more walls in a room (12 feet from the ceiling normally). This enables the light to be thrown on the ceiling and then in the room.

d) Soffit lighting: It refers to be underside panel of the built in the light source. It may be in the ceiling. Soffit lighting is often used over a sink or work area.

B) Non-Architectural Lighting:
Portable lamps, as the name implies may be moved from one place to often functioning of a secondary lighting, portable lighting should be placed in wall outlets and out of the line of traffic. A portable lamp should be placed in such a manner that the light source should come in view a one uses the light from the lamp. The bottom of the floor lamp placed behind the reader should be about 47 feet from the floor, if placed at the reader's sight it should be about 42 feet from the wall. For reading it does not matter if the lamp is placed to the left or to the right of the reader provided that the reader has reasonably a good posture. For writing the lamp should be placed at the right of the left handed writer and at the left of the right handed writer. This is done to avoid dark shadows falling on the writing desk. Shades for lamp should be deep enough to cover the lamp socket and also to allow a diffuser to be used on the lamp. Diffuser bowl helps to spread the light and eliminate the glare.

3.3.5. Lighting Plan in a Hotel

1) Lobby:
The entrance hall of any establishment should look inviting and lighting should be in keeping with the character and atmosphere of the place. During the day time the entrance can appear dull and dim when guest come from outside.
In large areas such as the lobby it is always possible to have a chandelier or other pendent, type fitting. For general lighting or they may be a overall lighting of the ceiling by means of concealed light. As the light will reflect from the ceiling, therefore it should be of a light colour.
If height permits a full or suspended ceiling may be constructed of various materials and if may be possible to have glass panels, down lights in the ceiling, mirror in the ceiling reflect light and give impression of greater height and may provide an interesting reflection of light fitting. The important area in the lobby such as reception doorway, lobby manager desk, sitting area should have special lighting (task lighting). So that they can comfortably carry on the work they are to do.
The following points should be borne in mind while planning the lighting in a restaurant:-

- Tube lights are not been used at least near the dinning area tables.
- Lighting should be planned based on the decor of the restaurant.
- Pendent lighting is used above each table.
- Florescent light should never be used in the pendent.
- The general lighting can be through the decorative light fitting or chandelier.
- Spot lights can be used to highlight the food display counter or the buffet setup or any centre piece of the restaurant.
- Semi indirect lighting should also be used.

2) Bedroom:
For bedroom we don't require general lighting, but they should be adequate light in the different parts of the room. They should be the bedside lamp for each bed and there lamps may be wall mounted. This light should be enough for a person to be able to read a book. The light
switch should be very near to the bed, there should be adequate light near the writing table and the dresser. The room should have a dim glowing light, which is achieved by using incandescent bulb in the light fitting at the different points in the bedroom.

In the bathroom there can be florescent tube right above the mirror and it is important that there is a good amount of light in the bathroom.

3) Banquets:
Banquet are area where people conduct social and business transactions, therefore there is a requirement of great quantity of good general lighting and specific area may have spot lighted.
E.g.: - The dance floor in a ball room, the stage area and the podium.
The uses of energy efficient bulb are important. Generally yellow light is preferred; therefore now-a-days H I D lamps with sodium vapour have become popular.

4) Staircase and corridors:
The corridor should have sub divided lighting yet it should be enough for a person to clearly see the room number and the keyhole of the door of that corridor. A dimly light corridor can be scary for the guest and also a security threat. Staircase again should be light carefully with adequate light so that people can see the steps and accidents are avoided.
Public area toilets should be light brightly as in the case of guest bathroom.

5) Kitchen:
Kitchen and back area should be well light for the staff to carry out their function easily large amount of general lighting with the help of energy saving florescent lamp or H I D lamps is required. They should be placed on the day today working of the kitchen and back areas.

Self - Assessment Questions- 2
4) What are the types of lighting?
5) What are the sources of artificial light?

**Floor and Wall Covering**

You have already studied the contents of Floor and Wall Finishes in sec. 2.2 (G & H) of HM 0008 [Accommodation Operations ♦ I (Practical)].

Floors are the only areas that undergo the maximum, wear and tear caused by man and machine. A great deal of time and effort go in the cleaning and maintenance of floors. As they are walked on continuously, they may become a haven for bacterial growth if they are not maintained hygienically. As it is natural for people to look where they walk, floors surely are the first observation which may convince the guest on the quality of maintenance.
Floors can be classified as hard, semi-hard or soft and are available in a wide range of colours, texture, finish, etc.

3.5.1 Floor Coverings
Depending upon the area and the use it is put to, suitable flooring will have to be selected taking into account various factors that are required.
The following points should be considered while selecting a floor covering:

a) Appearance
   ◆ Selection of floors depends totally on the place of usage.
   E.g.: Flooring in a kitchen may be made of unpolished granite or matt finished hard baked clay tiles as compared to the impeccably polished, spotlessly cleaned floor in the lobby or other public areas made of the finest marble or smooth finished wooden tiles used in the ballroom.
   ◆ Colours play an important role.
   E.g.: Pale colours like light blue and green help to give an illusion of vastness and coolness while dark intense colours like red and orange spread the feeling of warmth.
Patterned flooring can cover stains and cracks.

b) Comfort:
Hard/rough/matt finished flooring is suitable for people working in areas that maybe exposed to constant traffic and spillage, as there are chances of accidents that may occur due to falling.

Walking on carpeted flooring would be preferred by a tired guest due to its softness and resilient qualities. It also cuts the noise and maintains warmth.

c) Durability
Considering the purpose of the flooring, one must select depending upon the wear and tear expected in the area. Certain flooring cannot withstand constant friction, abrasion due to cleaning equipments and chemicals, temperature changes causing contraction/warping/cracking etc. hence care must be taken in selecting the right flooring.

d) Life Expectancy
This differs from durability as it states the usage as required to satisfy the visual impact it has on the customers.
E.g.: (1) Kitchen flooring may not be noticed by the customer and may remain intact as long as the wear and tear has not led to hazards like cracks; surface has become very smooth and slippery or unhygienic conditions. Therefore it may not require change for a long period {7-10 years).
(2) The lobby area is open to a lot of wear and tear and a fresh look is required at least every 5 years when renovation work maybe required. Thus the cost of the flooring is to be considered taking this time span.
(3) Rooms with wall to wall carpeting may tend to fade, get stained or wear out and look old and uncared for, hence requiring to be changed within 3-4years.
e) Safety
Modern carpet traces its roots to ancient times, when cultures passed hand-tying and knotting skills from generation to generation. The Sixteenth Century brought merchant adventurers and explorers home to Europe and with them the awareness and desire for rich textiles and rugs from the East.

Carpet is still the primary flooring choice for many. After all, it's relatively comfortable, generally easier to install and replace than other floor coverings, and it offers more fashion options in colours and textures than any other floor covering option on the market. Carpet offers you more warmth, softness and is much quieter than any other floor covering.

Carpet adds warmth and is soft under feet and easier on children's knees.

Carpet is much quieter than hard surfaces floors.

Carpet comes in a wide variety of colours, tones and hues.

Carpet is easy to decorate with and offers many styles and colours allowing it to be the focus of the room or the perfect foundation for your furniture and accessories.

Carpet can hide many sub-floor irregularities that would not be permitted with hard surfaces floors.

Carpet can go over a variety of substrates and on all grade levels, even concrete slabs in basements.

Carpet is economical and the installation costs are generally less than some of the hard surface products.

1) Wooden Flooring
The elegant look of a hardwood floor can add warmth and character to any room. In fact, the natural characteristics of wood add depth and a visual appearance that many other types of floors try to duplicate. Rich, inviting hardwood floors are not only beautiful to live with, they can also add value to your home at resale time. The result of those advancements is that wood floors can now be installed throughout the home and over a wide variety of sub-floors.

2) Ceramic
Ceramic tile has been around for centuries, and with today's technology manufacturers have created new design and application possibilities that were not available a decade ago. If you have never used ceramic tile before or if it has been a long time since you have done so, you will be amazed at the wide selection of colours, sizes, shapes and new textures that are now available. Ceramic tile is a natural product made up of clay, a number of other naturally occurring minerals, and water. Glazed ceramic tile has a ceramic coating applied to the tile body, which gives the tile its colour and finish. Glazed ceramic tile is the natural choice for your interior floors and walls. And there’s logic to glazed ceramic, through these numerous qualities.

- Durable
- Easy care
- Scratch resistant
- Environmentally friendly
- Beautiful and versatile
- Fire resistant
- Water resistant

In summary, ceramic tile is a practical, functional choice for your floor that offers you a unique opportunity for self-expression because of its beauty, flexibility and design potential.
Ceramic tile exhibits a versatility of colored glazes and decoration, and can range from simple terra cotta tiles to highly decorated individual ceramic tiles creating intricate mosaics. Your choices are almost endless. But whether it be a simple layout, or a decorative patterned design, ceramic tile is important in defining the character of the home. Their simple geometric design make ceramic tile easy to design into different sized spaces and in a diverse range of home styles, and explains much of the popularity of ceramic tile throughout history. The extensive range of colours, textures, sizes and styles will allow you to reflect your personal style, to create a living space that is a true reflection of you and your lifestyle.

3.5.2 Wall Coverings

Wall coverings may be purely decorative, in which case the ability to bring colour, pattern, texture, light or shade to the room may be of the greatest importance; on the other hand the covering may be required to give an easily cleaned and hygienic surface. The choice is very wide and the style should suit the purpose, the furnishings and the architectural aspects of the room; however in all cases the wall covering must comply with the fire regulations. A large expanse of wall is noticeable and often there is less broken surface than on the floor, so wall coverings should blend with, rather than dominate, the general scheme. The need for warmer and more intimate interiors has led to the increasing use of textured wall coverings. It is possible to introduce more than one type of wall covering into a room and colours, designs or materials can be used for focal points to add interest. Areas where there is likely to be the greatest wear and tear can have the most durable surface and a choice can then be made on account of resistance to abrasion, tearing etc, as well as frequent cleaning.

Wall coverings inevitably become very rubbed and scratched by the movement of chairs, the carrying of luggage, the banging of trolleys and the rubbing caused by people as they pass. It is possible to guard against the marking of the wall in various ways, for example by: Using a stronger and more easily cleaned material for the lower part of the wall, possibly up to 150 cm, which is called a dado, fixing narrow strips of wood to the floor or even to the wall, in such a way that chairs are not pushed right against the wall, using glass, or melamine plastics as a protective material in vulnerable places, such as around light switches or walls against which people lean or which trolleys damage, fixing doorstops. Generally, wall coverings may be cleaned by sweeping with a wall broom, vacuum cleaning with an appropriate attachment or washing with a sponge, warm water and synthetic detergent and, finally, rinsing.

Wall coverings should be used on suitably prepared walls, which often involves quite a lot of work and this adds considerably to the labour costs as in some cases the preparation entails more labour than the actual application of the new covering.

8) What are the following points should be considered while selecting a floor covering?
Unit-04-Interior Decor

Colour

Introduction
Colour is the light of a certain wavelength which is perceived by the human eye. It is the component of white light which ranges from the wavelength of violet to red. When white light falls on any object from a source of light it is either absorbed by the object completely or partially or is totally reflected back. In case of light being totally absorbed the colour reflected would be black and if the light is reflected completely by the object then the colour of the surface would be white. In case the surface absorbed a part of the light, the colour of the surface will be one of the colours of light that has not been absorbed.

Objectives
After studying this unit, you should be able to:

◆ explain the psychological impact of colour
explain how colour can be used to change the apparent dimensions of an interior

state the types and sources of different lightings.

3.2 Colour, Colour Wheel and Colour Schemes

3.2.1 Colour

Colour has an impact on our mind; they send a message to our sub-conscious mind. Therefore colour can be broadly classified as warm, cool or neutral colours. Reds, yellows, browns and darker shades of most colours are warm and advancing and when the end walls are coloured by a warm colour the room looks smaller and the apparent length of the room is reduced. If warm colour is used on the ceiling, it will reduce the apparent height.

Cool colours such as pale green and the lighter in general are receding colours and tend to make a small room look big, but these colours should be avoided, the northern and eastern sides of that room will make a room too cold to stay.

These aspects of colour come very handy while designing the interior of any room depending upon what the room will be used for also what effect is required that is weather the room should look larger or smaller, higher or lower than it actually is.

Table 3.1: shows the symbolises of colour

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Colour</th>
<th>Symbolises</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Orange</td>
<td>Spirituality, Strength, Endurance.</td>
</tr>
<tr>
<td>3.</td>
<td>Purple</td>
<td>Richness, Royalty, High Rank.</td>
</tr>
<tr>
<td>4.</td>
<td>Yellow</td>
<td>Ripeness, Loyalty, Honour.</td>
</tr>
<tr>
<td>10.</td>
<td>Magenta</td>
<td>Luxury</td>
</tr>
<tr>
<td>11.</td>
<td>Pink</td>
<td>Love</td>
</tr>
<tr>
<td>12.</td>
<td>Grey</td>
<td>Dullness</td>
</tr>
</tbody>
</table>

Colours have dimension, weight and movement, they also have temperature. Light blue and violets always goes away from you and white, yellow and orange come towards you.

3.2.2. Colour Wheel

Fig. 3.1: Colour Wheel
It is a disk which is divided into three equal sections by the three primary colours Red, Blue and Yellow. We get secondary colours by mixing two primary colours. Therefore they are placed in between the two primary colours which constitute the said secondary colours. All tertiary colours are formed by mixing either a primary and secondary colour or two secondary colour. Primary colours are the sources of all other colours; they are Red, Yellow and Blue. We cannot make these colours by mixing any other colour. Secondary colours are the mixture of two primary colours, i.e. red and blue gives violet. Tertiary colours are formed by mixing either a primary colour with a secondary colour or by two secondary colours.

A) Classification of Colours

Fig 3.2 shows Classification of Colours

a) **Primary Colours**: Red, Blue And Yellow Are Primary Colours.

b) **Secondary Colours**: Red + Blue = Violet
   Red + Yellow = Orange,
   Blue + Yellow = Green

c) **Tertiary Colours**: Red + Orange = russet, burnt orange
   Red + Violet = Purple,
   Blue + Violet = Indigo

B) **Neutral Colours**:

These are those colours such as black, white, grey. Cream etc. which do not have any effect in our mind. They are used when the occupant should not be distracted from the work being performed in the room. They are used mostly in combination with the bright colours to give a subdued effect. They can be used with any other colour and are very helpful while planning the colour schemes of any rooms.

**Colour Schemes**

In most decorative scheme there would be a contrasting and a neutral colour. Once the main colour is chosen according to the function of the room and the atmosphere required, the colour wheel may be used to help in selecting the final colour and colour scheme from the colour wheel.

The following are the various types of colour schemes:

1. **Monochromatic Colour Scheme**:

In this scheme one main colour is used with different shades and tint. If green is selected as the main colour then the following may be used as the colour scheme: -
Complementary Colour Scheme:
It is used in contrasting colours from directly opposite parts of the colour wheel, in a bright tone for small areas and the other colour in light shades for large areas in combination with neutral colours.

3. Split Complimentary Colour Scheme:
It is using a colour with two hues from either sides of the contrast. The same rule is used for complimentary colour scheme.

4. Analogous Colour Scheme:
It is that scheme in which the related colours are used, that is, the colour should lie side by side on the colour wheel. For example, green yellow and orange.

5. Triad:
It is using three colours such that equilateral triangle is made. One colour is dominating while the other two are used in lighter tones.

Definitions:

◆ Hue: It is the technical name for colour standardized at the right brightness and shade.

◆ Value: Value of a colour is said to be the amount of darkness added to it.

◆ Intensity: Intensity is the degree of brightness of a colour it is the quality of the colour which makes it a strong bright, forceful and rich. If a colour is too intense it may be offensive and it can look very flashy or gaudy.

◆ Shade: Shade is a darker version of a given hue. It is obtained by addition of black colour to that hue.

◆ Tint: Tint on the contrary, is the lighter version of a given hue. It is obtained by the addition of white to the given hue.

Self Assessment Questions
1) Which colour symbolizes Richness, Royalty, and High Rank?
2) What are primary colour?
3) What do you mean by Hue?

Fibers and Fabrics
◆ Definition, Classification, Construction of Fabric and Its Uses in the Hotel.
3.4.1 Definition
Fabrics are manufactured from fibers, which may be woven, knitted or bonded together.
Fabrics are used in a great variety of ways throughout the establishment. They may be chosen for their:

- Decorative value
- Comfort
- Warmth or coolness
- Protective qualities
- Durability
- And for hygienic reasons

As the purpose for which fabrics are chosen varies, so does the wear and tear put on them; different fabrics may be subjected to:

- soiling
- abrasion
- snagging
- creasing
- fading

In order to obtain optimum use, fabrics should be chosen only, after careful consideration, with a view to the purpose for which they are required. In general fabrics are made by weaving yarn or threads spun from fibres which may be natural or man-made. There are fabrics in which threads are knitted together, and others are produced directly from fibers by fibre bonding or similar techniques, but textiles (woven fabrics) are used most commonly.

The physical and chemical properties of the fibres will contribute to the nature of the fabric, e.g. it is:

- softness
- durability
- elasticity
- lustre
- Resistance to fading, soiling etc.

The properties of the fibres will also determine any treatment which may be given to the yarn or the fabric itself, e.g. dyeing, crease and shrink resistance etc.

The most frequently used natural fibres are cotton and linen, which are of vegetable origin, and silk and wool, which are of animal origin. Vegetable fibres are made of cellulose and are similar in physical appearance and structure, whereas animal fibres are made of protein and there is a great variation in the physical form and structure of the different fibres (see table opposite).

3.4.2. Classification of Fibres
the classification of Fibers

3.4.3 Construction of Fabrics and its uses.

Manufactured Fibres:
A) Regenerated Fibres:
1) Rayon:

**Composition:**
It is manufactured from pure regenerated cellulose, wood pulp or cotton linters can be modified to improve its quality.

*E.g.: Evlan, Vincel, Durafil, Sarille.*

**Qualities:**
Has a smooth filament with a lustre, has little resilience; flattens easily and creases badly. It is harmed by bleaches and other chemicals. It decomposes without melting at 185 - 222 degree Celsius.

**Uses:**
Furnishing fabrics, blankets, soft furnishings, etc. often blended with other stronger fibres.

2) Cuprammonium:

**Composition:**
It is manufactured from regenerated cellulose dissolved in a solution called cuprammonia.

**Qualities:**
Fibre is soft, silk-like, lustrous and it drapes well. It is harmed by bleaches and other chemicals.

**Uses:** same as Rayon

3) Acetate:

**Composition:**
It is manufactured from pure cellulose but final filament is a chemical derivative of cellulose known as an ester.

**Qualities:**
It is not as absorbent as rayon. It is softened at 180 degree Celsius and melts at 230 degree Celsius. It is harmed by acids and alkalis and soluble in some solvents.

**Uses:**
Curtains, furnishings, linings often blended with other stronger fibres. It is blended with wool for uniforms.

4) Triacetate:

**Composition:** It is very similar to acetate.
Qualities:
Low moisture absorbency, melting point is 260 degree Celsius and not easily harmed by alkalis.
Uses:
It is used in the manufacturing of candlewick fabrics or bulked and also used as fillings.
B) Synthetic Fibres:
1) Polyester ◆ Terylene:
Composition: It is manufactured from petroleum products.
Qualities: Polyester has a low moisture absorption and very good resistance to abrasion and sunlight. It melts at 243 degree Celsius.
Uses: As fillings for duvets, sleeping bags, pillows etc.
2) Polyamide ◆ Nylon:
Composition: It is originally manufactured from coal-tar products, nowadays petroleum chemicals are also used.
Qualities: Attracts dirt easily but very easy to launder and dry because of its low moisture absorption. It is very durable, elastic and abrasion-resistant.
Uses: Used for bed linen, furnishing fabrics uniforms and carpets.
3) Acrylic ◆ Acrilan:
Composition: It is manufactured from petroleum chemicals or natural gas.
Qualities: Has a fluffy, warm and soft feel and closely resembles wool. It has very low moisture absorbency and good resistant to sunlight and chemicals. It melts at 246 degree Celsius.
Uses: Mainly used for blankets, upholstery and carpets.
4) Tecklon:
Composition: It is a modified acrylic fibre.
Qualities: Very similar properties to acrilan but is also flame proof.
Uses: Used for rugs and furnishing fabrics.
Natural Fibres:
A) Vegetable Fibres:
1) Cotton
This is the most frequently used natural fibre; it is obtained from the seed of the cotton plant. The length of the fibre varies from 1.5 cm to 5 cm, the longest fibres coming from the West Indian and Egyptian cotton plants and the shortest from American and Indian plants. West Indian cotton, when spun and woven, produces a very fine fabric, Sea Island cotton, which is frequently used for dress materials. Egyptian cotton is used for tight, fine yarns suitable for the highest grade furnishing fabrics and for bed linen, while American and Indian cottons are used for furnishing fabrics of ordinary quality. The very short cotton fibres are called cotton linters and these are not spun into yarn, but used in cotton felt for bedding and upholstery, or in the Linen has little resilience and creases badly, the creases being much more sharply defined than in cotton fabrics ~ linen sheets become crumpled very much sooner than cotton ones.
Thread spun from the shorter linen fibres is known as tow yarn, and this yarn produces a softer, less 'rigid' and more absorbent material than that spun from the longer fibres, line yarn; tow yarn is therefore more suitable for towels, glass cloths, and fabrics which need to drape well. Line yarn produces a strong material with more resistance to dirt and abrasion, and is used for bed and table linen and upholstery.

Linen is the only fibre name which also applies to a fabric.

3) Jute, Ramie, Hemp and Sisal

These are also natural fibres of vegetable origin, the first three coming from the stems of plants and the last from the leaves of a plant, but they are not used in fabrics to the same extent as cotton and linen.

Jute, hemp and sisal are used for twines and sacks; jute is also used for hessian, and the backing of carpets and linoleum; sisal is used for the manufacture of mats. Although the main use of hemp is for twines, canvas and sacks, it can be made into lustrous fabrics. Ramie is very strong with a fine natural lustre and was used in high grade furnishing fabrics, especially pile fabrics, but because of various difficulties, mainly in supply, it is not used so much now.

B) Animal Fibres:

1) Wool

Wool normally means the fibre from the fleece of the sheep, but fibres from other animals, e.g. horse, camel, llama and goats, are also used. Most wool is the yearly growth from the living animal, that is, fleece or virgin wool, but 'skin' or 'pulled' wool may be obtained from the bodies of dead sheep, and remanufactured wools may be obtained from used wool. Of the remanufactured wools, 'shoddy' is perhaps the best for re-use. The wool fibres are pulled out as knitted woollens etc are run through garneting machines and the fibres may then be re-spun and made up into cheaper woollen articles.

Wool fibres vary in length from about 4-40 cm and they also vary in diameter, some being very much finer than others. They have a natural crimp or wave, which gives wool its elasticity and resilience, enabling it to resist crushing, and making it particularly suitable for carpets and upholstery. The fibres are not smooth but have overlapping scales which enable air to be held between the fibres, and causes woolen material to feel warm.

These scales interlock with friction, as for example in careless laundering, and bring about felting and shrinkage when the material will be less warm. In cut pile carpets this felting is an advantage as the loose fibres, produced as a result of the cutting of the pile yarn, become bedded down in the carpet, provided little vacuum cleaning is carried out when the carpet is new.

Wool fibres are used to give woollen or worsted yarns. In woollen yarns, the fibres lie in all directions and result in a hairy fabric, but for worsted yarns the fibres are combed parallel and the fabric produced from these smoother, more tightly twisted threads, is less rough and hairy, and is more expensive.

Wool cannot be dyed to the same standards of uniformity or fastness as vegetable and man-made fibres, and unlike these it is attacked by moth. Wool can be mothproofed, but care must be taken to see that the proofing withstands any cleaning process.

2) Silk:

Silk is manufactured from filaments spun by the cultivated silkworm.

Silk is elastic and resilient and does not crush easily but disintegrates in sunlight and is weaker when wet.

In luxury establishments silk is used for curtains, wall coverings, bed linen, etc.

Self Assessment Questions-3

6) Name the different types of Natural Fibres
7) What are the uses of polyester and Rayon?
3.6 Types of Windows, Curtains and Blinds

Windows are openings placed in walls and partitions, to ensure proper ventilation and light. However for security and safety, these openings are provided with shutters and grills. Depending on its utility they may be manufactured in the following styles:

1) French windows:
These are large windows, at the height of doors, and normally spread to the width of the wall. They have full length window panes, with or without grills. This window normally opens out into a balcony.

2) Picture Windows:
These are mock windows with concealed lighting, which is provided to give an illusion of openness to a small room.

3) Casement Windows:
They are normal windows that are hinged on to the frame of the window, which normally has a fixed grill for security. They are made out of special T and Z sections, if manufactured out of steel or aluminium. Wooden frames and shutters are crafted by a carpenter design, complete with window dressing.

4) Sliding windows
Used in cloakrooms, kitchens and places where large windows may not be feasible. They are horizontal slats of glass, fixed on a frame, one above the other. They have a mechanism that provides adjustment of the angle of the louvers to let in sufficient light and ventilation opening can be left open for ventilation, without affecting the lighting

5) Bay window and bow window:
A bay window is an angular window that projects out from the main wall, thereby creating an extra place in the room. The window bay may be used for sitting.
A bow window is similar to the above but is semi circular in form.

6) Dormer gable windows:
This window is an elevated or projected area that opens out of the roof but to the side and not to the sky. They can either be fixed or have ventilators.

3.6.1 Soft Furnishings

Soft furnishings are used to provide privacy, to introduce colour, texture, and pattern into a room and generally to improve the overall appearance. In addition, they may provide extra warmth and comfort to the user. They include curtains, bedspreads, loose covers and cushions.

1) Curtains
The importance of curtains includes
1) Give privacy where windows may be overlooked,
2) Darken the room when necessary,
3) Reduce heat losses and noise levels.
4) Bring character and atmosphere to the room by their line, colour, pattern and texture.
5) Curtains are essential to the appearance of any window
6) The weight, colour and pattern of the fabric will be determined by the size and position of the window, and the general character of the room
7) The fabric should be chosen with regard to its resistance to fading and abrasion, its drape, dimensional stability and its flame resistance.
8) The fabric's life expectancy is related to the amount of its exposure to sunlight, airborne soiling. These cause fading and rotting of the fabrics.
9) Curtains may be lined, thus partly reducing the damage.
10) Yellowing due to fibre oxidization occurs mainly in cotton, line and rayon fabrics.
11) Glass fibre, Terylene, acrylics, saran viscose rayon blends and brightly coloured nylon fabrics withstand sunlight well therefore are ideal material for curtains.
12) the colour of curtains should remain fast under all conditions of use, colour may be lost by:
   ✤ Water spotting
   ✤ Washing
   ✤ Dry cleaning
   ✤ Abrasion.
Curtains are subjected to abrasion by:
   ✤ Being pulled (drawn)
   ✤ Being brushed against.
   ✤ Rubbing along the floor, window frames and sills.
   ✤ Being laundered or dry cleaned.

a) Fabric for Curtains
   ✤ The abrasion resistance of the fabric will depend on the fibers from which it is made and the
     construction of the yarn and the fabric.
   ✤ Synthetic fibres, specially, nylon and polyester, have excellent abrasion resistance and wool,
     cotton. Line and high tenacity rayons wear well in this respect also. Silk has most of the
     properties required for curtains but it is very expensive and silk fabrics (often wild silk) are
     normally only used in luxury establishments.
   ✤ Curtains may be a fire hazard and the ease with which a fabric burns depends on the fibres
     from which it is made, the flame retardance of the fabric or the finish given to it.
   ✤ Pure wool, glass fibre, asbestos, saran blend and most acrylics, e.g. teklan, are inherently fire
     retardant and a fabric which is closely woven is less likely to burn than one which is loosely
     woven.
   ✤ Flame retardant fabrics are required for curtains in all public areas of an establishment and for
     cubicle curtains in patient bed areas in hospitals.
If curtains are flame-proofed they should be marked as such because flame proofing may be
affected by laundering and make reproofing necessary. They are normally of some opaque
material, with sufficient fullness so that they can be drawn across the window to give complete
privacy, some heat and sound insulation, and a good appearance.
There is a wide variety of fabrics suitable for ordinary curtaining and the choice will depend on
the type of establishment and the particular room for which it is required. Some times different
curtains are provided for winter and summer use.
When choosing fabric for curtains it should always be seen in a large piece hanging in folds as
the pattern quite frequently looks different when lying flat.
It should be remembered that the light comes from behind the material during the day whereas at
night it falls on the material.
Materials with white backgrounds often lose their whiteness and fresh appearance after several
cleanings, and so are best avoided. If a material has a large ✤ drop ✤ in the pattern wastage may
occur when matching up the curtains. Curtain material may be 80 cm, 120 cm or 126 cm in width
while some are much wider, and in order that the curtains hang well, the minimum width of the
curtain should be 1 ✤ times the width of the rod or track.
Good curtains are usually lined and heavy curtains are often interlined. The lining enables the
curtain to hang better, to be protected from dirt and sunlight, to give a uniform appearance from
outside, and to afford greater insulation. The lining is often cream or beige sateen and is obtained in widths of 91 cm, 121 cm and 137 cm. A metallic fabric, millum, having good insulating properties, can also be used as a lining material with the flannelette fabric bump used for the interlining.

For public rooms it is best to buy as good a material as can be afforded, such fabrics as brocades, damasks, heavy satins, wild silk, printed linens, tapestries, velvets, novelty weaves and many others are suitable in the right setting.

For bedrooms, a lighter material can be used and will probably be less expensive. Printed cottons and linens, chintz, damask, cotton and rayon satins, reaps and cretonne are some which may be chosen.

In bathrooms the windows are often of opaque glass so that curtains are not necessary, except for appearance. If used, curtains are usually unlined and of some easily washable material and nowadays colourful blinds are sometimes used instead of curtains.

Nylon, plastic and glass fibre materials are sometimes used to curtain the showers, as these materials are non absorbent and easily sponged of splash marks, but plastic material needs careful pulling because it goes stiff in time and with careless use tears can occur.

b) Fixing Curtains

♫ Curtains have a poor appearance if they do not hold their shape and drape well, loosely woven materials tend to drop unevenly and with constant hand drawing the sides of the curtains may go out of shape.

♫ Curtains need to be suspended from a horizontal rod or traverse track which may be of metal, wood or plastic and which may be the width of the window or extend either side of the window frame.

♫ When the latter is the case the curtains can be drawn well back. Giving width to a narrow window.

♫ Preventing the fading of the folds of material nearest the window.

♫ Allowing more light into the room

♫ If curtains do not really meet in the centre of the track the gap left gives an untidy appearance from both inside and outside the window, this gap may be prevented by having an overlap in the centre of the track.

♫ This gap may be prevented by having an overlap in the centre of the track. This too may be unsightly when the curtains are drawn back, even with the modern curtain headings, unless it is hidden by a pelmet or valance.

♫ Modern tracks or rods have a better appearance than other and decorative headings are usual in many places.

♫ Curtains are fixed to the track by rings or hooks and drop to the floor or to the window sill where architectural aspects dictate, i.e. the shape of the window, radiators, or fitted furniture beneath it.

♫ In some places curtains are found in rooms with no windows, e.g. lower ground floor banqueting rooms, and with careful use of fabric, lighting and air conditioning, the lack of windows may not be apparent.

♫ In some hotel bed-sitting rooms the curtains are used to divide the bed area from the sitting area and in hospitals curtains separate beds.
In any one establishment there are many curtains of varying lengths, so it saves endless trouble if they are marked for the various rooms. Velvet and other pile fabrics should hang with the pile running downwards and they tend to hold dust and the smell of smoke. 15 to 30 cm, according to the type and weight of material, should be allowed for hem and turning on each curtain. When floor length, curtains should be 1.5 to 2.5 cm above floor level to prevent friction.
The minimum width of any curtain should be at least 1 times the width of the track, but for light weight fabrics and certain curtain headings, twice or even more is necessary. Curtain headings may be of various types, eg gathered or fix pleared by the use of special tapes and the appropriate hooks or rings by which the curtain is attached to the rod or track. The lining should be fixed to the top and the sides of the curtain, but the hem should not be attached. Hems and sides of good quality curtains should always be hand sewn and never machined. Heavy curtains may have weights or even a chain in the hems to improve the hang. It is necessary to use flame retardant fabrics in public rooms and for cubicle curtains in bed areas in hospitals and is advisable in all areas. Draw cords or rods may be used to facilitate the pulling of curtains and to prevent the marking of the fabric.

c) Care and cleaning of curtains
1. Keep rod and track free from dust by the use of a wall broom or a vacuum cleaner attachment.
2. Shape often. Use vacuum cleaner attachment or brush occasionally to remove dust from the curtains.
3. Deal appropriately with repairs to lining, frayed edges and any difficulties with pulling, bent tracks, etc.
4. Reverse the position of the curtains so that no part is continually exposed to the sun.
5. Have lined curtains dry cleaned: if unlined, and of a suitable material, have them laundered.
6. Solvent spray extraction machines may be used similar to the hot water extraction machines used for carpets.
7. Curtains should never hang long without cleaning as dust and soot rot the fabric. They may generally be laundered or dry cleaned but lined curtains are better dry cleaned, as in laundering the lining and curtain materials may shrink at different rates.

d) Non-drawing curtains
In some circumstances, for example where there is an opening into an alcove or with mock windows, Venetian blinds etc. curtains may be needed for decoration and not made to draw. They are normally narrower than ordinary curtains and may be looped back at the side in various ways.
e) Pelmets, Valances, Swags
Pelmets and valances are decorative headings fixed over the top of the curtain to hide the suspension, to add decoration to the room, and in some cases to alter the apparent size of the window. Pelmets are rigid, and may be of shaped pieces of wood or hard board which can be painted to match the decor of the room, or they may be of padded plastic or stiffened fabric to match or contrast with the curtains. The fabric is mounted on stiff buckram and is often tailored to fit the window. A valance is made of frilled or pleated fabric and hangs from a valance rail.
Swags are made of material which is draped to hide the curtain heading, rail and sides.

**f) Net Curtains**

Net, sheer or glass curtains are made of translucent fabrics, frequently polyester net, which soften and diffuse the light as it passes through them. The curtains are used where windows can be over looked, and are placed close to the window where they hold some of the dirt which would otherwise get on to the window where they hold some of the dirt which would otherwise get on to the main curtains.

They are held by rod or stretched plastic coated wire through the top hem: a drop rod is particularly useful for long net curtains, so that they can be lowered and changed easily without the use of a pair of steps.

With these light weight fabrics the curtains should be two to three times the width of the window, and there should be sufficient weight at the bottom of the curtains to enable them to hang properly. This can be achieved by using treble hems, and with casement windows it is a good idea to have a rod or stretched wire through the bottom as well as the top hem, to prevent the curtains blowing outside, but the curtains must not impede the opening of the window.

Net curtains become soiled very easily and require frequent changing, so it is essential that there are at least two sets per window. Where there are different sized windows, the curtains should be marked.

There is considerable choice of materials for net curtains, white or pale coloured patterned or plain, made of cotton or man-made fibres. It is wise to buy the best quality possible, as crispness and materials. Polyester net is to be recommended, as it withstands sunlight and retains its appearance after frequent washings. Unless the curtains are stretched and held in position top and bottom, polyester net should be pressed after washing with a warm iron.
Other fabrics for sheer curtains include a net curtaining with a metallic backing. Aluminium particles are bonded onto a polyester net, so that 45-65% of the sun’s radiation may be reflected. Aluminium or steel wire mesh in a variety of colour will drape and can be used as curtains or partition material, as can metal chain.

2) Blinds

Venetian blinds are sometimes used in place of net curtains where windows can be overlooked and they can give protection from the sun to fabrics, paintings and objects art. In some cases, ordinary curtains may be dispensed with, and the Venetian blinds used with side drapes or strip framing, when there may be a considerable saving in materials. Venetian blinds require constant care and cleaning, cut off a great deal of light if attached to the window head even when raised and guests complain of their noise. Vertical slat blinds are also available. Many blinds of the roller type made of vinyl or similar coated material are available: they may be brightly coloured and patterned. When used on their own they do not give the well finished appearance of a good curtained window but it is possible to use them with non-drawing curtains, thus saving material. If used to give privacy instead of net curtains they tend to obstruct the light, but they are much easier to keep clean than Venetian blinds as they are easily dusted and may be taken down and wiped over when necessary.

Care and Cleaning of Blinds

1. Attend to badly hanging blinds.
2. Dust or wipe frequently.
3. Wash with warm water and synthetic detergent as often required this may be a contract job when they will normally be taken down and cleaned.

Austrian blinds are ruched fabric blinds. They are frequently used partially raised and if fully raised they form a decorative pelmet. Austrian blinds have gained in popularity in recent years, particularly in the public areas of hotels etc.

Self assessment questions

9) What are the different types of windows?
10) What are Pelmets and valances?

3.7 Soft Coverings and Accessories

3.7.1 Loose Covers

Loose covers are detachable covers fitted over upholstered chairs, stools, etc; they can give a clean fresh appearance to a room, but the constant need to straighten them and to keep them well maintained means that some establishments no longer use them. Loose covers may be used to cover shabbiness to protect the original upholstery and to change the appearance of the room. The covers may reach almost to floor level with a pleated or gathered skirt or they may be tailored and fixed under the chair.

Fastenings may be hooks and eyes, zips or the touch and close fasteners, the last consists of two nylon strips, one with thousands of tiny hooks and the other with thousands of tiny loops, and when thousands of tiny hooks and when pressed together the hooks grip the loops to give a light and secure closure, yet can be easily peeled apart these fasteners can be washed or dry cleaned without damage.

Whereas almost any material can be used for curtains, closely woven fabrics are to be preferred for loose covers, e.g. chintz, cretonne, etc. these withstand abrasion, are less likely to snag, will not allow dust to filter through to the upholstery beneath, and will hold their shape better than loosely woven ones. A material which does not crease badly is an added advantage.
The choice of pattern colour and texture is as for any other soft furnishing in that the material must be in keeping with the room and the rest of the furnishings. In some rooms material matching the curtains is used but normally this is better restricted to one or two pieces of furniture or it may become too dominant and if patterned, the room appear over patterned loose covers are sometimes considered a cheap substitute for re-upholstering but in reality they may cost nearly as much.

Loose covers may be laundered but many are better dry cleaned as they are liable to shrink when washed and great difficulty will be experienced when putting them on again. There are nylon stretch covers which are easily laundered, do not be suitable for all shapes of chairs. All chairs and covers should be marked so that it can be seen to which chair a cover belongs.

To protect upholstered furniture from soiling in the most likely places, shields for arms and backs (antimacassars) are frequently used. These may be of matching material to the loose covers or of white or cream linen. They require to be washed frequently and need to be fixed firmly to the chair by special pins or the ◆touch and close◆ fastening or they present a very untidy appearance to the room.

**Care and Cleaning of Loose Covers**

◆ Shake and tidy frequently.
◆ Brush or suction clean regularly.
◆ Attend to repairs.
◆ Have laundered or dry cleaned as required.

**3.7.2 Cushions**

Cushions may be used to increase the comfort of chairs and sofas and to bring colour, pattern and texture to the room. They may be shaped to fit the chair or sofa so forming the seat and/or back of the piece of furniture or they may be used loose as scatter cushions. Cushions may therefore be all shapes and sizes, filled with down, feather, kapok or foam plastic or rubber and covered with a variety of materials, matching or contrasting with the material of the chair or sofa. The covers may be fastened in a similar way to loose covers.

Cushions require constant attention because they are often removed from their normal places, and feather ones all too easily become squashed and untidy looking and in need of repair.

**Care and Cleaning of Cushions**

◆ Shake and tidy frequently.
◆ Repair when necessary.
◆ Brush or suction clean regularly.
◆ Remove covers and wash or dry clean them as required.

**3.8 Renovation and Refurbishment**

In the hotel industry the word ◆Rehab◆ is used frequently as an umbrella term to cover any of the five Rs:

1) **Renovation**: Means to ◆making new◆ and in general sense involves up-gradation of facilities in the property and also it gives it a new lease of life.
2) **Restoration**: Means restoring a property to its exact authentic design and material. This is important in case of historic buildings and buildings which are of political and sentimental value.
3) **Re-modelling**: Means to change the civil structure of the building, same time it may be done for increasing the floor space or for making the building more user-friendly.
4) **Rehabilitation**: Means making a property useful and restoring it to its former condition when a building might have been damaged to an extent that it becomes unfit for use due to natural calamities such as earthquake, floods or fire.

5) **Refurbishment**: Means to refresh a building or the interior of a building it may involve changing or adding new furniture, changing of fixture and fittings, painting of a building, etc. it can be said to be the simplest of the five Rs.

### 3.8.1 Importance of Refurbishment and Redecoration

Refurbishment and redecoration are two important aspects to make a place look as beautiful as possible. Refurbishment means to refresh a place/building. It involves changing of interior or decor of the room, new furniture, etc. Redecoration this means to decorate a place to make its appearance more nice and pleasant. These both aspects are important because they play the role of looking after an establishment or building or house. Everything on earth requires something to make itself or one self look good and that is how refurbishment and redecoration makes a place look as good, it is required to maintain things the way it should be kept.

### 3.8.2 Critical Path for Renovation or Rehab:

#### a) Management

- Define the project for e.g. List the number of guestrooms and public areas to be renovated.
- Have the management clarify the rate structure relative to the grading of the room and public areas. (The amount of money to be spent will be in proportion to the room rates and the cost of the food served).
- Establish a time limit for completion
- prepare staffing charts for the personnel required to prepare the areas for renovation
- Prepare a reporting mechanism for the labor assigned
- Prepare a organizational structure i.e. a project director who is in-charge of all the activity he may be an architect or an assistant manager or even the executive housekeeper.
- Identify the resources available in-house:
  - Budget/ Material
  - Labour
  - Equipment
- List the resources to be acquired.

#### b) Housekeeping

1. Make a report on the scope of the project and put it on paper.
2. Outline the quality and quantity of the products to be restored and the disposition of the discarded furnishing.
3. Prepare plans to avoid problems but be prepared for emergency.
4. Built a leadership team and select a project supervisor.
5. Arrange security for rehab areas.
6. Check the delivery schedule of new items and arrange for storage space until installation.
7. Prepare cleaning schedules to minimize the disturbance to adjoining areas.
8. Keep the area as attractive as possible during rehab.

#### c) Pre Renovation Activity

- Decide the date well in advance to block the room with FO.
- Remove the bed linen and bath linen and send them to the laundry.
Bedspread Blanket and curtains to be removed and sent for dry cleaning.

Store curtain hooks stoppers etc safely in the floor pantry.

Remove all guest supplies and place them in the floor pantry.

All loose furniture should be shifted to the pantry if not then should be counted and recorded and placed in the centre of the room and covered with a dust sheet.

7. Remove all case goods and place them in the floor pantry such that they are not damaged.

Prepare a snagging list and hand it over to the contractor well in advance.

d) Activates during Renovation

Once an area has been given for renovation, it is up to the maintenance department and the contractor to deal with the renovation work. However, see that there is minimum inconvenience to the guest and to the H\K staff therefore tent cards can be placed in rooms where noise may be heard, informing the guest of the renovation and regretting the inconvenience. Alert housekeeping staff and appoint a supervisor to keep vigil over the area.

Housekeeping is the department which actually co ordinates with any type of rehab activity under taken by the hotel. During renovation be sure that the installation costs are not exceeded and see that renovation work does not affect regular work. And make sure that THE contractor turns over the job broom clean.

e) Post Renovation Activities:

Make sure the contractor has not exceeded the budget or the time limit for renovation.

Make sure the contractor turns over the place broom clean. (Having swept up all the litter and debris.)

Once the contractor moves out make sure the maintenance department does a through preventive maintenance of the area.

Clean all vents.

Install the wall paper or paint the walls.

Bring back the furniture, install the case goods.

Hang the curtains and other soft furnishing

Stage the room i.e. to finish of the room with all furnishing and accessories positioned

Exactly as planned, make the bed, put the guest supplies and amenities in place, duct and re-vacuum the room.

Once the room is ready let it out for an on-house guest (resident manager etc.)

Once we get a green signal (from the manager) the room can be cleaned once again and released to the front office.

Self-Assessment Questions
11) What do you mean by Restoration?
12) What do you mean by Refurbishment?

3.9 Summary

Colour is important in interior decoration because it has a psychological impact on the human mind, different colour symbolize different things and feelings, a Colour Wheel is a disk with all the colour placed according to their relative positions to the primary colour red, blue and yellow,
and Colour Schemes include monochromatic, analogues, triad, complementary and split complementary, they are useful in deciding how to colour the different parts of a room. **Hue:** It is the technical name for colour standardized at the right brightness and shade. **Value:** Value of a colour is said to be the amount of darkness added to it. **Intensity:** Intensity is the degree of brightness of a colour it is the quality of the colour, which makes it a strong bright, forceful and rich. If a colour is too intense it may be offensive and it can look very flashy or gaudy. **Shade:** Shade is a darker version of a given hue. It is obtained by addition of black colour to that hue. **Light** is a form of energy which enables the eye to see, lighting may be natural or artificial. Lighting plays an important role in creating a right atmospheric beauty within an area. It should be decorative as well as functional it should contribute to character and atmosphere of the room and the adequate (enough) for general and particular purposes without causing glare or appearing flat and dull to achieve this in any given room. The sources of light include incandescent bulb, florescent tubes and high intensity discharge lamps. Lighting can be classified as architectural (cove, soffit and, valance) and non architectural lighting those that are portable. **Fabrics** are used in a great variety because of their Decorative value, Comfort, Warmth or coolness, Protective qualities, Durability, And for hygienic reasons. Different fabrics may be subjected to: soiling, abrasion, snagging, creasing and Fading. Natural fibres are cotton and linen, which are of vegetable origin, and silk and wool, which are of animal origin. Vegetable fibres are made of cellulose, whereas animal fibres are made of protein .Floor coverings include hard, semi hard and soft floor coverings. Marble, granite and slate are used as hard floors; vinyl sheets, thermoplastic tiles or sheets, linoleum and bit mastic are types of semi hard floorings, and soft floor coverings (carpets) give a good appearance comfort and insulation to the room. Wall coverings include paint, wall paper, wood paneling metal and glass; the types of window treatment given to a room are Curtains and Blinds, valance, shades and pelmets. Renovation, Restoration, Refurbishment, Remodelling and Rehabilitation are the 5 Rês of renovation.

### 3.10 Terminal Questions
1) Draw neatly the diagram of colour wheel and explain the colour schemes?
2) What are the methods of lighting?
3) How will you classify the fibres?
4) What are blinds?

### 3.11 Answers

**Self-Assessment Questions**
1) Purple
2) The Primary Colours are Red, Blue and Yellow.
3) Hue is the technical name for colour standardized at the right brightness and shade.
4) The types of lighting include direct lighting, Indirect Lighting, Diffused Lighting and Semi-indirect Lighting.
5) The sources of artificial light include Incandescent Bulb/ Lamp, Florescent lamp and High intensity Discharge Lamp.
6) Different types of natural fibres include vegetable fibre and animal fibre.
7) The rayon used for Furnishing fabrics, blankets, soft furnishing etc. often blended with other stronger fibres.
8) The following points should be considered while selecting a floor covering:
   a) Appearance
   b) Comfort:
   c) Durability
   d) Life Expectancy

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**Polyester** is used for fillings for duvets, sleeping bags, pillows etc.
e) Safety
9) The different types of windows include:
1) French windows:
2) Picture Windows:
3) Casement Windows:
4) Sliding windows
5) Bay window and bow window:
6) Dormer gable windows:
10) **Pelmets and valances** are decorative headings fixed over the top of the curtain to hide the suspension, to add decoration to the room, and in some cases to alter the apparent size of the window.

11) **Restoration**: Means restoring a property to its exact authentic design and material. This is important in case of historic buildings and buildings which are of political and sentimental value.

12) **Refurbishment**: Means to refresh a building or the interior of a building it may involve changing or adding new furniture, changing of fixture and fittings, painting of a building, etc.

**Terminal Questions:**
1) Diagram of colour wheel -------------------------- (please refer 3.2.2)
2) The methods of Lighting ---------------------- (please refer 3.3.4)
3) Classification of fibres ---------------------- (Please refer 3.4.2)
4) Blinds are ----------------------------------- (please refer 3.6.1)

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**UNIT-5**

**Safety and Security**

**Security Measures**

Security refers to the freedom from fear, anxiety and doubt involving ourselves, as well as to the protection and defence against the loss or theft of guest, employee, and company property. Property owners and managers are responsible for both the safety and security of guests, employees, property and company assets.

**Security from theft in the housekeeping department**

No other hotel employees have as much access to hotel assets and guest property as do members of the housekeeping department. The following theft prevention programme may be adopted by hotels to reduce thefts by employees to a minimum.

i) Ensure that proper screening methods are used during hiring operations. Employees who are hired after exposure to thorough reference checks are usually better employees because they
know that management is aware of their background, recognises their application statement regarding honesty and is less likely to tolerate dishonesty.

ii) Establish positive identification of all employees by a badge system that contains photographs, signatures and a colour code indicating the department or work area of the employee

iii) Conduct theft orientation and attitude training. Important matters that should be covered in training regarding theft prevention are procedures involving the lost and found, what to do when illegal acts are observed while working, procedures to use of locker rooms, and rules about handbags not being permitted in hotel guest rooms and floor linen room areas.

iv) Supervisors should closely monitor behavior and adherence to company policies and procedures during employee training and probationary periods.

v) The large number of multipurpose keys maintained within the housekeeping department makes it necessary for a key control programme. Keys should be handed over to authorized staff only against an acknowledging signature and should be receipted when returned. Workers should be provided with a way to attach keys to their person so that they need not be unattached while being used. The entire issue of department keys should be inventoried at the end of each day and the management notified immediately about missing keys. Employees should be notified that loss of a master key may be grounds for termination. Guest room keys left by departing guests and found by housekeeping personnel must be immediately returned to front office.

vi) Regular and routine locker inspections should be conducted to ensure that items such as company property, drugs, alcohol and soiled uniforms are not to be allowed to accumulate in lockers.

vii) Guest supplies, cleaning supplies, linen and other capital items should be inventoried regularly and results and implications presented to all employees. Admittance to storerooms and issuing of supplies should be limited to a few employees.

viii) Records of missing items of guests and of the hotel must be kept and cross reference should be made of the item by type and employee who could have been involved.

ix) Trash collection and disposal should be monitored by different supervisors on a rotating basis because of the possibility that trash might be used to hide contraband. It should not be allowed to accumulate near incoming supplies and equipment.

x) Security is not one man’s job. Room attendants and supervisors can be valuable in theft prevention and security by reporting suspicious behavior on the part of guests, special or unique types of belongings noted in opened baggage in guest rooms.

5.7.2 Theft by guest and others

Guests bent on stealing linens can bring as much havoc to inventory cost as can employees or outsiders who have targeted the hotel as a source for contrabands. Employees should be enlisted into a network of security conscious people trained to react when they observe suspicious activities. Room attendants must be trained; to sight each item of furniture and software as they enter a guest room. Missing items should be immediately reported to the management.

If room attendants report seeing a guest’s suitcase loaded with towels, the executive housekeeper should notify the front office Manager to discreetly but certainly add a specified amount to the guest’s account in the form of a miscellaneous charge.

5.7.3 Security within Hotel Guest room
It is the responsibility of the hotel manager to protect the guests and their property within their rooms. Reasonable security for guest rooms includes the following:

i) Automatic closing doors.

ii) Automatic closing devices on latch bolts that require key or other specialized devices to open or unlock the door from the outside.

iii) A door chain that may be set from inside the room.

iv) A peep hole installed in the room door whereby the guest room occupant may see who is in on the other side of the door before opening it.

v) Drapes that fully close and are capable of blocking out the room in bright sunlight.

vi) Locking latches and chain locks on all sliding glass doors.

5.8 Preventing Accidents and Facing Emergencies

In this section, we shall highlight aspects of safety. The term "safety" is used to denote the provision for methods and devices that could (i) help in preventing accidents, (ii) provide for safe environment for guests and employees and (iii) prevent damage to property.

Accidents are always unpleasant. Even if they are minor and the person or persons involved are lucky enough not to be hurt, there will still be the shock of the unexpected and the awful thought that serious injury or death might have been caused.

A) The major causes of accidents are given below:

1. Lack of information or training on safety aspects.
2. Failure of supervision.
3. Lack of knowledge or ability of those involved.
4. Human failure to implement safety procedures.
5. Lack of organization.
6. Design faults in machinery.
7. Breakdown of machinery or lack of maintenance.
8. Maliciousness and vandalism.
9. Incorrect handling of equipment and cleaning methods.
10. Inadequate lighting and ventilation especially in key areas.
12. Unsafe systems of work.

B) How Accidents can be prevented

Clothing:

Whether a uniform is provided by the establishment or whether housekeeping staff are expected to wear their own clothes (as they might be in small guest houses, for example), clothing should:

- be comfortable and practical
- allow for free movement
- be hygienic
- look good to the customers and to the staff members.
- have strong pockets to hold such things as keys and note pads.
A change of work clothes is necessary to allow for laundering. Daily washing of washable clothing is desirable.

**Footwear:**

Housekeeping staff spend most of their working hours on their feet, so comfortable, practical shoes are a must.

**Cleaning agents:**

Always follow instructions for diluting cleaning agents, measuring amounts carefully; never mix two cleaning solutions without knowing about their mutual interaction. Do not use chemical disinfectants, unless specifically instructed.

**Cleaning equipment:**

Cleaning equipment will do its job most effectively when it is well looked after and used in the way it is designed to be

- Replace or empty dust bags and clean exhaust filters in suction cleaners regularly.
- Do not allow the heads of mops or the brushes or pads of rotary floor maintenance machines to get heavily soiled: change per necessity and wash after use.
- Take great care not to spread bacteria from one surface to another. For example, cloths used to clean toilets should never be used for any other purpose.
- After use, clean all equipment and any attachments to machines such as brushes and pads, and store in the proper place.
- Repair any faults and do not use or let others use equipment which is not working as it should be.

**When using electrical equipment:**

- Make sure that hands are dry before touching any switches or plugs.
- Always switch off the appliance and unplug before fitting any attachments.
- Remove plugs from sockets by grasping the plug; never pull by the lead.

**Lifting and carrying:**

Housekeeping staff are frequently required to move heavy bags of soiled linen, mattresses, furniture, boxes of cleaning material and so forth. There are few simple rules to follow in order to avoid back injury when lifting and carrying:

- If the object is too heavy, do not attempt to lift it without assistance from a colleague.
- Use trolleys as much as possible for carrying things.
- Before lifting an item decide how it will be done, where it will be placed and if it has to be carried, whether the root is free from any obstruction.
- Never bend or twist while lifting, pushing or carrying.
Using Ladders:

Ladders or stepladders should only be used by staff who have received training in their safe use or are in the process of being trained and are directly supervised at the time. Ladders should always be fixed securely so that they will not slip in any direction.

What to do if an accident happens:

Even when all the proper precautions have been taken by everyone concerned, an accident may still occur. It is important to know what to do:

- The effect of an injury can be greatly reduced, if first aid is given.
- Records usually have to be kept of accidents and dangerous occurrences.

Stay calm and act quickly:

Make sure that the person injured is in no further danger. For example, if an accident has happened with a floor maintenance machine, turn it off and unplug it immediately.

In the case of an electric shock, turn off the power immediately at the plug or the mains switch. Do not touch the injured person, until you have turned off power (otherwise there is a danger that you will get a shock as well).

Call whoever is appointed to deal with the accidents at once (normally a person trained in first aid or the supervisor).

Reassure the injured person and help him or her to feel more comfortable, but make sure that the person is not moved far more than absolutely necessary. Don’t allow people to crowd around the injured person, because this may increase his or her distress.

Nature of Emergencies

The two most important aspects of emergencies are that they are unforeseeable and uncontrollable. Both of these factors produce unwanted and unanticipated side effects, since reactions to emergencies by guests and at times, employees are equally unanticipated and (sometimes) unwanted. It is therefore imperative that there be advance planning and that training and drills be held in combating all types of emergencies.

In order to maintain safe premises, management must be ready to cope with four types of emergencies:

- Fire
- Bomb threats and bombings
- Natural disasters
- Riots and civil disturbances

Since property is replaceable but life is not, it is obvious where most concern must rest. The burden is to first prevent any occurrence that may bring about one of the emergencies listed above. If prevention is impossible, the burden shifts to minimizing:

- Risk of death or injury
- Property damage

Because housekeeping employees are usually in the vicinity of a large number of guests during day-time hours, it is imperative that they be well-trained in safety procedures. Proper training
will enable them command confidence during times of emergency. For example, some housekeeping personnel are afraid of using handheld extinguishers because of the noise generated and the cloud of white smoke created when activated. Such fears can be overcome through training and drill. Drills should be regular and should not be concealed from guests. Rather, guests should be informed when drills are to take place in order that those present can see what precautions are taken to deal with emergencies.

**How to deal with a bomb or suspicious looking object**

The most important point to remember is that if you see a bomb or a suspicious looking item which could be a bomb, never try to dispose of it yourself. Follow the emergency procedure:

✧ Raise the alarm

✧ Call for help from the emergency services and from other staff.

✧ Evacuate the building.

**How to deal with a bomb threat made over the phone:**

1. Keep the caller on the line as long as possible.
2. Ask the caller to repeat the message and try to record the exact words.
3. Obtain as much information as possible about the location of the bomb.
4. Warn the caller that the building is occupied and that the bomb could result in many deaths.
5. Pay particular attention to background noises, such as engines running or music, which could give a clue as to the whereabouts of the caller.
6. Listen carefully to the voice to see if the person is male, female, young, old, drunk, calm, excited etc., and try to identify the speaker's accent.
7. Immediately after the caller hangs up the phone receiver, inform the police. Follow any other emergency procedures laid down by the establishment.
8. Inform someone in charge.

**Safety Records**

By law, accident books must be maintained; apart from recording all the details, they help to provide detailed information for insurance purposes. They can also give a good indication of the areas of possible danger.

**Fire Prevention and Fire Fighting**

There are three ingredients of fire:

![Fire Triangle](attachment:fire_triangle.png)

The three ingredients are represented by a triangle, known as **fire triangle**. To prevent fire, the above three components should be prevented from coming together.

**Classes of fire**

1. Class A fires are those which occur in ordinary combustible materials eg: paper, wood, cloth etc.
2. Class B fires are those which occur due to inflammable liquids such as petrol products, paints, cooking oil etc.
3. Class C fires are those which occur in live electrical equipments, electric gadgets, distribution panels, switches, electrical control etc.
4. Class D are those which occur due to combustible metals e.g. : Magnesium, titanium, sodium.
How fires are caused in a hotel

a) Careless smoking:
- Lighted cigarette butts
- Smoking in prohibited areas

b) Electricity:
- Loose connections
- Defective wiring, plugs, switches etc.
- Over loading

c) Kitchen:
- Kitchen kept unattended
- Equipment switched on and not in use
- Gas left on unlighted
- Overheating the oil
- Greasy hoods / filters

d) Laundry:
- Improper storage of chemicals
- Electric Iron left on but not in use
- Machines running unattended
- Accumulation of lint in filters, ducts and fans

e) Health club:
- Sauna left on at night
- Improper setting of thermostat
- Improper wiring of heaters

Fire fighting equipment

Fire-lighting equipment acts by excluding oxygen or cooling the materials. The equipment used are given below:

i) Sprinklers
- consists of a grid of water pipes fixed under the ceiling with delivery heads normally 3 meters apart. When the temperature around the sprinklers reaches a predetermined level, the enclosed liquid expands, which causes the glass to break and releases water to the area below (which is approximately 10 m²). Also the sprinkler head sounds an audible alarm.

ii) Drenches are similar to sprinklers but are used on the outside of a building and are operated manually.

iii) Audible Alarm Unit
- Here a small glass case is smashed on the outbreak of a fire and this connects to a large bell.

Self Assessment questions
3) State the ingredients of fire.

5.9 Summary
In this unit, we have discussed regarding (i) development of job break down as well as staffing guide for the housekeeping personnel, (ii) alternative schedule techniques, (iii) security measures, (iv) methods of dealing with emergencies and (v) fire prevention techniques.

5.10 Terminal Questions
1) Define the term, task list.
2) What is meant by job breakdown?
3) Name two fire fighting units.

5.11 Answers

Self Assessment Questions
1. Preparation for the training, presenting the training programme, practising the tasks and taking follow-up action.
2. Productivity standard of a worker is the time required to do a specified quantity of work.
3. Material (fire base), heat (point of ignition) and oxygen (supporter of combustion).

Terminal Questions
1. The task list reflects the total job responsibility of an employee.
2. A job breakdown involves splitting each individual task into its component activities.
3. Sprinklers and drenches.

References and Acknowledgement
Unit 1 Safety and Security
Structure
1.1 Introduction

Objectives
1.2 Emergencies and Dealing with them
1.3 Fire Prevention and Fire Fighting
1.4 Safety Awareness and Accident Prevention

OSHA - Legal Aspects
1.5 Laundry Safety
1.6 Occupational Hazards
1.7 MSDS (Material Safety Data Sheet)
1.8 Job Safety Analysis
1.9 Signs and Tags
1.10 Security As A Management Tool
1.11 Summary
1.12 Terminal Questions
1.13 Answers

1.1 Introduction
The term 'Safety' is used when discussing disasters, fire prevention and protection, protection devices and conditions that provide for freedom from injury and damage to property. 'Security' refers to the freedom from fear, anxiety and doubt involving ourselves, as well as to the protection and defence against the loss or theft of guest, employee, and company property. Property owners and managers are responsible for both the safety and security of guests, employees, property and company assets. Accommodation Operations – II (Theory) Unit 1 Sikkim Manipal University Page No. 2
Objectives
After studying this Unit, you should be able to:
- describe the assets of a hotel.
- identify the underlying problems regarding security and safety in a hotel.

1.2 Emergencies and Dealing with them

The two most important aspects of emergencies are that they are unforeseeable and uncontrollable. Both of these factors produce unwanted and unanticipated side effects, since reactions to emergencies by guests and at times, employees are equally unanticipated and unwanted.

In order to maintain safe premises, management must be ready to cope with the following types of emergencies:
- Fire
- Bomb Threats
- Natural Disaster
- Death in the Hotel
- Riots and Civil Disturbances

Most of the time the damage is more due to panic and ignorance rather than the emergency itself; in order to cope with them and to minimize the damage, the hotel should be ever prepared for them. Advance planning, training and drills need to be held in combating such situations.

Bomb Threats
A bomb threat is received on phone generally by the telephone operator who should immediately inform the security manager, lobby manager and the general manager.
**How to deal with a bomb threat made over the phone:**

1. Keep the caller on the line for as long as possible.

2. Ask the caller to repeat the massage and try to record the exact words.

3. Obtain as much information as possible about the location of the bomb.

4. Warn the caller that the building is occupied and that the bomb could result in many deaths.

5. Pay particular attention to background noises, such as engines running or music, which could give a clue as to the whereabouts of the caller.

6. Listen carefully to the voice to see if the person is male, female, young, old, drunk, calm, excited etc., and try to identify the speaker’s accent.

7. Immediately after the caller hangs up, inform the police. Follow any other emergency procedures laid down by the establishment.

8. Inform someone in charge.

**Death in the Hotel**

This is already dealt in detail in sec 6.2.2 of HM 0018 [Accommodation Operations - II (Practical)].

**Riots and Civil Disturbances**

If in case there is a situation of law and order in the city.

- Advice the guest to remain inside the hotel.

- Organization of additional security or police protection is the responsibility of the security manager or general manager and they need to coordinate with the local administration for this.

- Report the presence of anyone suspicious.

- Remove any controversial banner, flag symbol etc.

- Do not panic and act on authentic news, discourage rumours and do not spread any information that you are not sure of yourself.

In case of vandalism or mobbing ensures the security of life over property. Accommodation Operations – II (Theory) Unit 1

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Self-Assessment Question
1. What are the two most important aspects of emergencies?

1.3 Fire Prevention and Fire Fighting
This is already dealt in detail in Unit 5 of HM 0007 [Accommodation Operations - I (Theory)].

1.4 Safety Awareness and Accident Prevention
This is already dealt in detail in Unit 5 of HM 0007 [Accommodation Operations - I (Theory)]. The Occupational Safety and Health Act (OSHA) makes it mandatory for the employer to keep his place of work free from the hazards, that are likely to cause death or serious harm to the employees working. 98% of accidents are preventable i.e. through

- Proper training
- Supervision
- Employee vigilance

78% of all accidents are caused by individuals failing to notice or heed to obvious indication of accident possibility in other words, carelessness.

Basic Causes for Accidents
Only 2% of accidents are unavoidable.

- **Unsafe building conditions:** The building should regularly be inspected for structural damage or potential accident situation. Unsafe conditions include damaged floorings, loose stair treads, cracked or broken glass, chipped tiles and obstructions in corridors and staircases. Inadequate fire safety limited scope for exit in case of fire or natural disaster for a large number of people to move out.

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Improper working condition: include poor ventilation, poor lighting or lack of sanitation, lack of space, and overcrowding, high levels of noise pollution.

Improper dress: when a worker is not suitably dressed for the task assigned to him accidents may happen; gloves masks and goggles should be provided and always be used. Unsuitable dress such as wearing high heels or synthetic material in the kitchen.

Defective equipments: use of such equipment will be a compromise in the quality of work as well as puts the user in danger as controlling the equipment requires more concentration and control.

Poor housekeeping: when there is a pile of garbage, books etc it becomes more difficult to do what we want to.

Accidents take place due to supervisory reasons such as:
- Faulty instruction, no instruction given, instruction was given but not enforced. Incomplete or wrong information was given.
- Unsafe practices Taking shortcut, taking chance, working haste.
- Inability of the employee when the task is assigned to someone clearly not capable to do it i.e. if does not have the required experience skill.
- Poor discipline when the employees deliberately not follow the rules.
- Lack of concentration or their work is interrupted.
- Mentally unfit if the worker is in a fit of rage or is too tired or too excited to concentrate I on the work.
- Physically unfit if the worker is weak or under the influence of alcohol or does not possesses the required capacity to do the work.

Self-Assessment Question-2
2) What are the basic causes for accidents?
1.4.1 OSHA
The legal aspect
The federal government regulates work areas and business with respect to safety. The Occupational Safety and Health Act (OSHA) was enacted in 1970 to protect the worker at the workplace. OSHA regulations are quite extensive and mandate safety regulations and practices for many industries-including hospitality.

The legal aspects of OSHA include:

- Setting up a safety committee with representation from the ranks but with sufficient executive participation to assure the workers of management's interest and support

- Training and updating programs that emphasize simple ways of avoiding accidents.

- Enforce the existing safety rules.

- Carry out a continuous analysis of accidents by person, place and occasion.

OSHA's statutory authority extends to most nongovernmental workplaces, where there are employees. State and local government workers are excluded from Federal coverage, however, states operating their own workplace safety and health programs under plans approved by the U.S. Department of Labor are required to extend their coverage to public sector (state and local government) employees. Section 2(11) of the OSHA Act encourages states to do this. OSHA regulations [29 CFR Part 1956] also permit states without approved plans to develop plans that cover only public sector workers. In these states, private sector employment remains under Federal OSHA jurisdiction. Twenty-two states and territories operate plans covering both the public and Accommodation Operations – II (Theory) Unit 1

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private sectors and four states — Connecticut, New Jersey, New York and the US Virgin Islands — operate public employee only plans.

**Self - Assessment Questions**

3) What is OSHA?

**1.5 Laundry Safety**

- Power making machines should be equipped or graded to prevent injury to fingers.

- Washing machines and tumblers must be equipped with interlocking devices that will prevent the inside cylinder from moving when the other door on the case is open and will also prevent the door from being opened while the inside cylinder is in motion.

- Extractors must be equipped with interlocking devices that will prevent the cover from being opened while the basket is in motion, and will also prevent the power operation of the basket while the cover is not fully closed and secured. The device should not prevent the movement of the basket by hand to ensure even loading.

- Power wringers must be equipped with a safety bar or guard across the entire front of the feed or fist rolls.

- Steam pipes that are within seven feet of the floor or working platform and with which the worker may come in contact, must be insulated, covered with heat resistive material, or otherwise properly guarded.

- Each power driven machine must be provided with the means for disconnecting it from the source of power. Starting and stopping devices for machines must be located so as to be operable from the front.