

A CLEAN SWEEP

As the nominees for "Executive Housekeepers" arrived one by one, the waiting lounge at the Maurya Sheraton Towers was getting to look colourful. The ladies seemed cool & confident. As time wore on their restlessness was evident as they voiced almost in unison how difficult it was for them to sit idle for so long.

"I feel on top of the world", was Aliamma's response to being selected. People management skills have been greatly responsible for her success, she feels. Having developed many of her staff gives her a feeling of actualisation and a sense of commitment to the job. Besides this, patience, persistence and perseverance have always stood her in good stead. With over 24 years of housekeeping experience (of which 2 years were as a lecturer in Bombay Catering college, and 17 years with the WelcomGroup) behind her, Aliamma feels she has reached the peak of her career. Now, her desire is to provide the finest of Housekeeping services to the industry.

Alka Sharma's first reaction on hearing about her nomination was to arrange an open forum to receive feedback from her staff. The response touched and thrilled her. Starting her career at the tender age of 19, she worked her way up from Trainee Supervisor to Executive Housekeeper. She now looks forward to rising to the level of Director Housekeeping. Pride in her job and an excellent team spirit have got her where she is, not to mention sheer determination. Being able to speak five languages fluently (English, Hindi, Marathi, Gujarati and Konkani) has gone a long way toward instilling in her staff a sense of belonging. She adds with a twinkle in her eye, "If you ask me how many bedsheets there are at home, I will be lost!"

Kamal Singh's selection was a total surprise to her. Being a woman is her main strength she feels, as also her sincerity and sensitivity to others. Kamal is proud of her discipline and



Aliamma George



Alka Sharma



Kamal Singh



Smitha Trikanand

administrative skills. Not too ambitious by nature, she is content with her present status. Getting into this field by chance, now sheer will power keeps her going. Her message to new entrants is "be prepared to sacrifice something in life to be a success."

Smita Trikanad, feels that her people oriented approach has been a source of motivation among her staff. Her main achievement so far has been her success in introducing multi-functioning, in the Towers block, whereby the traditional barricades surrounding Housekeeping have been broken down. What are its practical implications? With multi-functioning there is only one person who interacts with the guest right from check-in to check-out, thereby reducing guest dissonance. Staff also benefit as they realise it is better for their growth. At Welcomgroup she finds her role and vision extending way beyond that of a 'traditional housekeeper'. The hotel industry has got Smita totally in its grip and tempting offers notwithstanding, she finds it extremely difficult to stay away from her work.

All of them attributed the ability to balance their extremely demanding work and personal lives to the co-operation they receive from their spouse. To twist the saying a bit, "behind every successful woman there is a man!"

HOUSEKEEPER OF	
Questions	Score
What has been your most novel innovation to guest supplies in the last 1 year?	15
Please describe your contribution to hygiene/cleanliness standards.	15
What is your present level of staff productivity and what steps are you taking for further improvement?	15
What contribution have you	