

## Hygiene, Safety and Sanitization in the Hotel Industry in the Era of COVID-19 Pandemic situation

Jitendra Malviya<sup>1</sup>, Yaman Khare<sup>2</sup>, Kevin Francis<sup>3</sup>, Ankita Singh<sup>4</sup>

<sup>1</sup>Associate Professor, Department of Life Sciences and Biological Sciences, IES University, Bhopal.

<sup>2</sup>Assistant Professor, Department of Hotel Management IES University, Bhopal.

<sup>3</sup>Teaching Assistant, Department of Hotel Management IES University, Bhopal.

<sup>4</sup>Assistant Professor, Department of Management, IES College of Technology, Bhopal.

### Abstract

The whole world is influenced by the Corona pandemic. Lodging industry is one of the business which is getting the most influenced by this pandemic. It is said that wellbeing starts things out subsequently, except if the lodging doesn't give a free from any danger climate to their visitor, it will get hard to get business. When this lockdown closes the inn business necessities to take up a wide assortment of insurances for their visitors just as for their representatives. This COVID 19 pandemic has raised the issues identified with updating of wellbeing measures and cleanliness norms. The lodging business needs to alter the working frameworks to diminish the danger of spreading infectious sicknesses like crown. This investigation intends to audit the drives taken by the different lodgings during the pandemic and to investigate the neighbourliness business in another typical. In view of the examination scientists recommended another favored strategies and standard for making a free from any threat lodging climate for the visitors just as for the representatives. It likewise, proposed how man-made consciousness can be utilized in the lodging industry to give more protected and fast support of the clients. Basic investigation was done on the means taken and new techniques embraced by different lodging bunches during the COVID19.

**Keywords:** Hygiene, Safety, Sanitization, COVID-19, Pandemic, Hotels.

### Introduction

The COVID sickness (COVID-19) is brought about by COVID which spreads disease in creatures and people. This infectious illness is accepted to spread from China, Seafood market in Wuhan city in Hubei region in mid-December, 2019<sup>[1]</sup>. This flare-up has now been communicated approximately 214 nations around the world. Corona infection has represented the situation with a pandemic which prompts an overall emergency and the most hard-hit is the neighbourliness industry which is significantly more influenced than those of 9/11, SARS, or the

monetary emergencies worldwide in the year 2008. A large portion of the matter of the world got obliged however the severest impact is on the Travel and Tourism Industry <sup>[2]</sup>.

According to OAG Aviation Worldwide, the limitations forced on International Flights caused a high loss of around \$ 880 billion. (McKinsey and Company, 2020) Hotels embraced another cleaning cycle, methodology and contact less or contactless courses of action for the clients which incorporate contactless checkouts by means of email and inn Apps. Food furthermore, Beverage is being conveyed by Robots including pre-bundled feast also. The utilization of food furthermore, drink is recommended to be devoured in the Guest's Room itself and keeping away from visit to Restaurant or Bar region.

The absolute closure of offices is rigorously followed such as Gyms, Spa's, and laundry offices. To give a protected and clean insight to the explorers, traveller and guests in inns, numerous norm systems and cycle have been received to launch the business with a New Normal methodology and attempt to stand once more. Against every one of the difficulties the Travel and Tourism area is confronting, this is the hardest throughout the world, UNWTO (Union Nations World Tourism Organization) calls for different help as political what's more, monetary recuperation measures <sup>[2]</sup>. Appropriate coordination is held between global turn of events and benefactor association to give an impetus to travel and the travel industry area to recuperate. The travel industry support channel is being executed for more extensive recuperation plans and activities for influenced economies. For the a few months it is hard to get International Tourist. Along these lines, the business is focusing on the homegrown travelers or then again neighbourhood market. This is another space of examination as it didn't exist previously 2019 thus, unquestionably the most recent surveys were accessible. This paper analysed the different advances taken by the lodgings, investigated as of late composed articles by different writers. Besides, the current investigation breaks down the suppositions and ideas of clinical and inn experts. The following part of the paper presents the drives taken by the different inns during this pandemic and the outcomes of organized meetings are introduced. Finally, research proposes a couple of suggestions which can be received by inns post COVID-19<sup>[3]</sup>.

Our nation is by and large battling a remarkable issue and shockingly, our industry is hit the hardest. The cordiality business is predominantly individuals based and for a similar explanation, it's hit the hardest by a pandemic which has 'Social separating' as its essential arrangement <sup>[4]</sup>. The circumstance assembles for everybody to come and experience the force of the system. For clear reasons, the business will go through some transitory and some extremely lasting changes. The centre will totally move on cleanliness, tidiness, and sterilization. To say that moral cleanliness will be the recent fad won't be a distortion. Sanitizers, alongside generally cleanliness, will be the new need for voyagers. Corporates while contracting will unquestionably need to ensure the inn is fulfilling the most elevated guidelines of security. New races would not be of lower rates with higher help yet of lower rates with the most noteworthy wellbeing guidelines <sup>[4]</sup>.

## Finding

- Most of the hotels in India are following the guidelines issued by the FASSI<sup>[5]</sup> and WHO strictly for the entire major areas of the hotel<sup>[6]</sup>.
- Hotels have introduced new chemicals to clean and maintain various areas of the hotels<sup>[6]</sup>. There is ambit of applying artificial intelligence in the hotel industry to provide safer, contactless, and quick service to the customer.
- Hotels have switched from aesthetically clean to clinically clean procedure. Hotels are training their employees about the principles of safe handling procedures of the various services which are provided to the guest such as food, accommodation.<sup>[4]</sup>
- All the high touch points identified by the hotels be cleaned and sanitized properly. Hotels are expecting the industry to bounce back soon and targeting the domestic tourism<sup>[6]</sup>.

## Conclusion

It can be concluded that in the COVID19 pandemic standard operating process which are being used by the hotel industry may not remain for the future, however, educate for adaptation with the need of the hour and guides the industry to observe as well as stick to the cleanliness and hygiene requirements for maintaining a safe and secure environment for guests and staff. In a new normal artificial intelligence may replace many tasks which humans do in the hotel industry. By using the AI hotel industry can provide more safe, contactless, and quick service to the customers. Post-COVID 19 would have a new normal and that might be a new way of hotel industry. There has been a drawn out need for the business to meet up and work in a more organized manner as opposed to tearing apart on one another. Coronavirus has made it more dire; it is the ideal opportunity for the business to cooperate and catalyse the recuperation. The Hotel Industry needs to produce together and put aggregate requirements above singular necessities. Our acquired past rouses us like so:

The Indian ecological ethos proclaims that all angles and wonders of nature have a place together and are bound in a physical just as the powerful relationship, and perspectives life as an endowment of fellowship and of shared convenience and help with a universe overflowing with associated constituents. India's way to deal with the climate is even today a piece of its living heritage. The COVID result is such, that our lifestyle appears to be troubled and jeopardized in general. But India is supplied with an uncanny and reliable versatility. In that strength, there is expectation and guarantee for India and the remainder of the world. We are, obviously, at battle until an all-encompassing fix or antibody approaches. With the human soul, time permitting, holds forward to uphold the harmony.

## Suggestions

- The hotels need to give a clinically perfect safe climate to the visitor just as its staff to fabricate certainty among the staff and visitors.

- The Standard Operating technique of cleanliness and neatness rehearses should be executed stringently with no doubt as this will cruise the tidiness standards and practices unblemished.
- The new methodology should be completed plainly to promise everybody that the lodging is doing all to keep a protected and clean climate.
- The staff should be refreshed with the information and standards of safe taking care of systems of the different administrations, items delivered to the visitor like food and convenience through legitimate preparing, In-room feasting administrations can be given need over administrations in eatery or Banquets.
- Sanitization burrow framework can be fixed at the passage of the inn to clean the visitor prior to entering in the inn.
- Fog shower machines can be utilized by the lodging to make the region sanitized and for purging the air. Computerized reasoning would assume an exceptionally critical part in coming days inside the Hotel business.
- Computer based intelligence gear is consistently advancing into the business.
- Holographic requesting for the eateries wherein visitors can see the 3D Menu by means of a smaller than expected holographic projector on the table can be utilized.
- Holographic can likewise be utilized inside the lift to stay away from contact with catches. It is somewhat advanced catch noticeable all around.
- Keyless passage may likewise occur where lodgings can utilize innovation like QR code or face acknowledgment machines.
- Flippy Kitchen the world's first self-sufficient automated kitchen which can gain from its environmental factors and get new abilities over the long haul can be utilized to make food stuffs like burgers and pizzas.
- Sally is the principal world's first plate of mixed greens robot which can assemble in excess of 100 sorts of servings of mixed greens on one press of catch and the client gets his number one plate of mixed greens. It keeps up more cleanliness and gives new food.
- Ginger automated server by Nepal, serves food to clients and surprisingly tell wisecracks, such sort of innovation can be embraced by inns from one side of the planet to the other.
- Talking tech might be utilized to address questions on the front work area and can be set in lodgings. Every one of the ideas are the need of great importance to be protected and make the word the most secure spot to live.

## References

1. Chaturvedi, A. (2020). The Economic Times Hotels/ Restaurants.
2. Djeebet, H. (2020 April 9th). 25 Hospitality Net. [www.Hospitalitynet](http://www.Hospitalitynet).
3. Huang, N. (2020) <https://www.pegs.com/blog/how-hotels-will-need-to-adapt-duty-of-care-policies-for-the-coronavirus-pandemic/>.
4. National Clinical Management Protocol COVID-19. (2020). <https://www.mohfw.gov.in/pdf/clinicalmanagementprotocolforcovid-19>.

5. Pandey, C. V. (N.D.). (2020) Express Food Hospitality. Retrieved June Saturday, 20, from <https://www.zfoodhospitality.in/>: <https://www.foodhospitality.in/>.
6. Rawal, Y. S., & Singh, S. (2018). A Comparative Study of Job Expectations of Generation X and Y Employees in Hotels of Udaipur. *Kimi Hospitality Research Journal*, 3(1), 29.