

# **An Explorative Study on the Importance of Sanitation Products in Hotel**

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**Abstract:** *The satisfaction of guests is crucial to the success of the hospitality industry, particularly in the hotel sector. Maintaining high standards of cleanliness and sanitation is essential to ensuring a positive and memorable guest experience. The housekeeping department plays a critical role in achieving these objectives, relying heavily on a range of sanitation products. This paper explores the significance of sanitation products in hotels by the housekeeping department, emphasizing their importance in enhancing guest satisfaction and improving operational efficiency. As guest expectations evolve to prioritize health and safety, the importance of sanitation products becomes increasingly evident. The COVID-19 crisis has highlighted the critical need for rigorous hygiene and sanitation practices within the hospitality sector. Sanitation products, including cleaning agents, disinfectants, personal protective equipment, and waste management solutions, are integral to upholding the highest standards of cleanliness in hotels. This paper examines the multifaceted functions of sanitation products, from removing dirt and microorganisms to preventing illness, enhancing guest comfort, and safeguarding the hotel's reputation. It delves into the factors influencing product selection, the importance of safety standards adherence, and the cost-effective nature of these products as investments in guest satisfaction. Practical recommendations are offered for incorporating sanitation products into an effective and guest-centric housekeeping regimen, benefiting hotel managers, housekeeping teams, and industry stakeholders*

**Keywords:** Housekeeping, cleaning, sanitation, hotel industry, disinfectants, cleanliness

## **I. INTRODUCTION**

In the highly competitive hospitality industry, guest satisfaction is of utmost importance for the success of any hotel. The cleanliness and hygiene of the accommodation provided play a crucial role in ensuring a positive and memorable guest experience. The department responsible for maintaining the highest standards of cleanliness and sanitation is hotel housekeeping, which relies on a range of tools and products to achieve its objectives. One of the fundamental components of a successful housekeeping operation is the use of sanitation products to clean, disinfect, and maintain the property. This academic paper explores the pivotal role played by sanitation products in hotel housekeeping, emphasizing their significance in enhancing guest satisfaction and improving operational efficiency.

In light of ongoing challenges such as the COVID-19 pandemic and increased focus on health and safety, understanding and optimizing the use of sanitation products in hotel housekeeping have become more vital than ever. This paper examines various aspects of sanitation product usage, their impact on guest perceptions, and the potential benefits they offer to hotel management. By highlighting the importance of sanitation products in hotel housekeeping, we aim to provide valuable insights and strategies for hoteliers seeking to elevate the guest experience and achieve operational excellence.

The expectations of modern travellers have evolved, and they now not only demand exceptional service and comfort but also prioritize health and safety. This shift in guest priorities has further emphasized the role of sanitation products in hotel housekeeping, making them indispensable tools for hoteliers striving to meet and exceed these expectations. In recent years, the global community has faced unprecedented challenges, most notably the COVID-19 pandemic, which has underscored the critical importance of rigorous hygiene and sanitation practices within the hospitality sector.

**Objective:**

- To study different sanitation products used in hotel.
- To study importance of different sanitation products used in hotel

**II. LITERATURE REVIEW**

This study proposes the existence of a potential market segment consisting of guests who are willing to pay an additional fee for guestrooms that undergo enhanced disinfection techniques, surpassing the standard room cleaning procedures. The cleanliness of the room holds significant importance to hotel guests. While certain hotel brands currently provide allergy-free rooms at an increased cost, there are currently no hotel brands catering to the market segment that are willing to pay extra for enhanced disinfection. This exploratory study aims to examine the existence of such a segment and determine the price premium that these customers are willing to pay for enhanced disinfection.

**[Dina Marie V. Zemke, Jay Neal, Stowe Shoemaker, Katie Kirsch, 2015]**

The hotel industry in Ghana is part of the hospitality industry and offers catering services for profit. Both high socioeconomic individuals and foreigners choose to eat food prepared by hotels because they believe that the food is prepared in hygienic conditions and that the food handlers practice food safety. In this study, 39 kitchen staff members from hotels were evaluated on their knowledge and practices regarding food safety and kitchen sanitation. The results showed that the majority of the staff members were female (56.4%) and all of them were educated. 74.4% of the staff members were aware of the causes of food poisoning, and 89.7% knew that microorganisms can be found in refrigerated foods. All of the staff members agreed that hands should be washed during food preparation, especially after touching something different from what is being cooked. When it came to wiping hands, 71% of the staff members used kitchen napkins. 82.7% of the staff members had undergone medical examinations, while only 7.7% were employed without a medical checkup. In terms of sanitation, 94.9% of the staff members used fly-proof doors in their kitchens, and 66.7% knew that the cooking environment should be cleaned in the morning, afternoon, and evening. Almost all of the staff members (97.4%) disinfected their work surfaces when necessary. Overall, the research showed that the majority of the hotel kitchen staff members had sufficient knowledge of food safety and kitchen hygiene.

**[Darko, S., Mills-Robertson, F. C., Wireko-Manu, F. D., 2015]**

Nearly one-third of the 615 travellers who responded to a 1997 survey experienced gastrointestinal illness while visiting Cancun. The majority of those who fell ill were residents of the United States. To prevent traveller's diarrhoea, it is recommended to consume only cooked food. Moreover, many of the sixty hotel chefs who were surveyed took precautions by avoiding local suppliers and instead ordered frozen foods from distant markets. However, these strategies may not be effective if the kitchen workers themselves are the source of the illness, which seems to be the case. To avoid being avoided by international travellers, it would be wise for Cancun's hoteliers to form partnerships with local producers to ensure the proper handling of food and to work together to maintain a clean environment for employees. By improving the health of the workers, hotel chefs can further reduce the risk of disease. Similarly, by collaborating with local growers, hotel chefs can guarantee a supply of the freshest produce available. **[Rebecca Torres and Paul Skillicorn, 2004]**

Researchers agree that in-house food sanitation training reduces the number of food-borne illness incidents caused by improper food handling. However, there is limited research on the effectiveness of sanitation training programs. This study examined the impact of a sanitation training program on the quality of microbiological food. The program was conducted at a production facility of a large food service company. Food samples were tested before, during, and after the program. The results show a significant improvement in food quality. To maximize the benefits of in-house sanitation programs, it may be beneficial to customize the program for each department based on their unique circumstances. **[Eli Cohen, Arie Reichel, and Zvi Schwartz, 2001]**

Observation, rather than microbial assessment, is the basis for determining the cleanliness of hotel rooms, despite recent reports indicating the potential for acquiring infections during hotel stays. The initial phase of the authors' study aimed to investigate the occurrence of contamination in hotel rooms and assess the accuracy of visual assessments in determining cleanliness. The data revealed the presence of microbial contamination that was not evident through visual inspections. Regrettably, there are currently no established guidelines for interpreting microbiological data or other cleanliness indicators specific to hotel rooms. In the latter part of the study, the authors examined cleanliness standards

in various industries to explore the possibility of adopting similar criteria for hotels. However, the results indicated that standards from related industries did not offer comparable benchmarks, but did provide valuable insights for future research endeavours. [Barbara A. Almanza, Katie Kirsch, Sheryl Fried Kline, Sujata Sirsat, Olivia Stroia, Jin Kyung Choi and Jay Neal, 2015]

The objectives of this investigation were to observe the transmission of viruses in a hotel environment and evaluate the efficacy of a hygiene intervention in mitigating their transmission. In one hotel room, specific surfaces were contaminated with bacteriophage  $\phi$ x-174, while in the conference centre of the same hotel, surfaces were inoculated with bacteriophage MS2. The cleaning of the infected room led to the dissemination of viruses to other rooms by the housekeeping staff. Additionally, viruses were transmitted from hotel guests to the conference centre and a communal kitchen area. Furthermore, conference attendees transferred viruses from the conference centre to their hotel rooms and the communal kitchen area. This study effectively demonstrated the potential for viruses to be disseminated throughout a hotel setting by both housekeepers and guests. The hygiene intervention, which encompassed the provision of hand hygiene products and facial tissues to guests, as well as the use of disinfecting solutions and disposable wipes by the housekeeping staff, successfully reduced the transmission of viruses between hotel guest rooms and the conference centre. Consequently, the hygiene intervention resulted in a significant decrease in the transfer of  $\phi$ x-174 between the contaminated hotel room and other hotel rooms, communal areas, and the conference centre ( $p = 0.02$ ). [Laura Y. Sifuentes, David W. Koenig, Ronnie L. Phillips, Kelly A. Reynolds & Charles P. Gerba, 2014]

This study aims to provide an overview of the hygiene and sanitation practices at Hotel Kusuma Kartika Sari Surakarta (Hotel KKS) in accordance with Permenkes. 80 of 1990 on hotel health requirements and Decree of the Director General of PPM and PLP no. 95 of the year 1991 on the assessment of the Hotel Health Check. The hospitality industry plays a crucial role in increasing tourism revenues, but it also poses risks as a potential site for disease transmission. Using a descriptive research method with interview techniques and direct observation, the study found that Hotel KKS met the requirements for hygiene and sanitation, but there were still areas for improvement. For instance, the lack of separation between male and female restrooms, unavailability of lockers for employees, and unorganized warehouse storage could potentially lead to the spread of disease vectors and annoying animals. The hotel is encouraged to maintain the variables that have been qualified and improve the requirements that have not been met to ensure the safety and well-being of its guests and employees. [Iwan Suryadi, Seviana Rinawati, Siti Rachmawati, 2018]

The objective of this project was to bridge the gap between the prevailing standards of hotel cleanliness and the levels of sanitization. By conducting a comprehensive analysis of cleaning procedures in the industry, this study aimed to identify the most effective and efficient cleaning methods currently employed in the lodging sector. To achieve this, a sample of 23 hotel rooms was taken, and aerobic plate counts (APC) and adenosine triphosphate bioluminescence (ATP-B) were used as indicators. By incorporating corrective action procedures and informative factsheets into the housekeeping routine, the cleanliness level in hotel guestrooms was significantly improved. The findings revealed that by focusing on specific areas during the cleaning process, the presence of contamination in guestrooms was effectively reduced. Consequently, the implementation of these measures resulted in a decrease in the likelihood of guests and employees contracting illnesses, as evidenced by the reduction in ATP-B and APC measurements. [Kirkwood, Kristen Leigh, 2015]

### **III. RESEARCH METHODOLOGY**

This research paper is based on secondary data. The data is collected from research journals, magazines & internet websites.

#### **Different Sanitation Products Use in Hotel**

##### **1. General Purpose Cleaners**

General-purpose cleaners are versatile cleaning agents used to remove dust, dirt, and stains from various surfaces encountered in the hotel environment. Their utility extends to countertops, furniture, and floors, making them indispensable in the daily maintenance of hotel premises.

Areas of Usage:

Guest room surfaces: Used for cleaning and dusting furniture, countertops, and fixtures.

Common areas: Ideal for maintaining cleanliness in lobbies, hallways, and public spaces.

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Restrooms: Effective in sanitizing sinks, faucets, and other surfaces.

Importance:

General-purpose cleaners are versatile and ensure that common surfaces are free from dust, dirt, and stains. They contribute to the overall aesthetics of the hotel and create a welcoming atmosphere.

## 2. Disinfectants

Disinfectants are paramount in the eradication of harmful microorganisms on surfaces. In the hotel industry, they are essential for high-touch areas, such as doorknobs, light switches, and bathroom fixtures, to mitigate the spread of pathogens and ensure a hygienic environment.

Areas of Usage:

High-touch surfaces: Used to disinfect doorknobs, light switches, elevator buttons, and handrails.

Bathrooms: Applied to toilet seats, sinks, and other fixtures to maintain hygiene.

Kitchen areas: Essential for food preparation surfaces to prevent contamination.

Importance:

Disinfectants are paramount for reducing the spread of harmful microorganisms, and ensuring the health and safety of guests and staff.

## 3. Glass Cleaners

Specially formulated glass cleaners are essential for achieving streak-free, transparent surfaces, notably in the context of glass windows, mirrors, and other glass-based architectural elements. They excel in removing smudges, fingerprints, and other unsightly marks.

Areas of Usage:

Guest room windows and mirrors: Used to achieve streak-free clarity.

Public area glass surfaces: Ensures a clean and attractive appearance in common spaces.

Importance:

Glass cleaners enhance the visual appeal of the hotel by providing clear, spotless glass surfaces, contributing to a positive guest experience.

## 4. Bathroom Cleaners

Bathroom cleaners are engineered to address the unique challenges presented by soap scum, mineral deposits, and grime endemic to bathrooms. Their application is imperative for upholding the pristine and sanitary condition of hotel lavatories.

Areas of Usage:

Guest room bathrooms: To remove soap scum, and mineral deposits, and maintain a sanitary environment.

Public restrooms: For thorough cleaning and disinfection of sinks, toilets, and fixtures.

Importance:

Bathroom cleaners are essential for upholding hygiene standards, preventing the build-up of grime and ensuring a pleasant guest experience.

## 5. Floor Cleaners

Hotels feature a diverse array of flooring materials, including carpets, tiles, and hardwood. Floor cleaners vary according to the specific requirements of these materials, with dedicated products like carpet shampoos and tile and grout cleaners ensuring the preservation of these surfaces.

Areas of Usage:

Guest room floors: Depending on the flooring type, they may be used for carpet, tile, or hardwood floor maintenance.

Common areas: For cleaning and maintaining the appearance of lobby and corridor floors.

Importance:

Floor cleaners are critical for preserving the condition and aesthetics of different floor surfaces, contributing to the overall cleanliness and safety of the hotel.

## 6. Laundry Detergents

Hotels maintain laundry facilities for the cleaning of linens, towels, and other fabric items. Commercial-grade laundry detergents are employed to guarantee the effective cleaning and sanitation of these items.

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Hotel laundry facilities: For washing linens, towels, and other fabric items used by guests.

Importance:

Laundry detergents ensure that all fabric items in the hotel are clean and sanitized, contributing to guest comfort and well-being.

#### **7. Kitchen Cleaners**

Hotels with on-site restaurants necessitate the use of commercial-grade kitchen cleaners to maintain the cleanliness of kitchen surfaces, appliances, and equipment. These cleaners are designed to combat grease and food residue effectively.

Areas of Usage:

Hotel restaurant kitchens: For cleaning and sanitizing food preparation surfaces, equipment, and appliances.

Importance:

In food service areas, kitchen cleaners are crucial to prevent contamination, and ensuring the safety and health of guests.

#### **8. Air Fresheners**

In hospitality, creating an inviting ambience relies heavily on maintaining pleasing scents in common areas, guest rooms, and bathrooms. Air fresheners and deodorizers are deployed to ensure spaces exude a fresh fragrance.

Areas of Usage:

Guest rooms and bathrooms: For creating a pleasant and welcoming ambience.

Common areas and lobbies: To maintain a fresh and inviting atmosphere.

Importance:

Air fresheners enhance the guest experience by providing a pleasing scent and a positive first impression of the hotel.

#### **9. Specialty Cleaners**

The idiosyncratic needs of hotels may require the use of speciality cleaners, such as stainless steel cleaners for kitchen equipment, carpet stain removers, and wood furniture polish.

Areas of Usage:

Specific surfaces or items that require specialized cleaning, such as stainless steel equipment, carpets, and wood furniture.

Importance:

Speciality cleaners address unique cleaning challenges, ensuring the maintenance and longevity of specific hotel assets.

#### **10. Green Cleaning Products**

An emerging trend in the industry is the adoption of eco-friendly cleaning practices. Green cleaning products are biodegradable and have a reduced environmental footprint, aligning with the sustainability aspirations of the modern hospitality sector.

Areas of Usage:

Sustainable and eco-friendly cleaning practices are adopted across various areas within the hotel, encompassing general cleaning, disinfection, and more.

Importance:

Green cleaning products align with environmental responsibility and contribute to the hotel's sustainability goals, meeting the expectations of eco-conscious guests and regulator

### **IV. CONCLUSION**

In conclusion, this paper has underscored the paramount importance of sanitation products in the realm of hotel. In an era where guest expectations revolve around health and safety, the role of these products has become increasingly crucial. The global pandemic, most notably the COVID-19 crisis, has made it evident that meticulous hygiene and sanitation practices are non-negotiable. Sanitation products encompass a wide range of items, from cleaning agents to disinfectants, personal protective equipment, and waste management solutions. They are instrumental in maintaining the highest standards of cleanliness and safety in hotels. Throughout this paper, we have elucidated the multifaceted functions of sanitation products, showcasing their efficacy in eliminating dirt and microorganisms, preventing illness, enhancing guest comfort, and safeguarding the hotel's reputation. Importantly, the judicious selection and application of these products can be viewed as investments that contribute to guest satisfaction rather than as operational expenses.

As the world continues to confront evolving health and safety challenges, it is incumbent upon hotel managers, housekeeping teams, and industry stakeholders to embrace and integrate sanitation products proactively. By comprehending their pivotal role, adhering to best practices, and staying attuned to evolving sanitation standards, hotels can create safe and enjoyable experiences for their guests.

In summary, the importance of sanitation products in hotel cannot be overstated. They are the foundation upon which guest satisfaction, safety, and operational efficiency are built. By recognizing their intrinsic value, applying best practices, and adapting to the changing landscape of public health and hygiene, hotels can not only meet but exceed guest expectations, ensuring the continued success and resilience of the industry.

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