

K.C. Institute Of Hotel Management & Catering Technology



V.P.O. PANDOGA UPARLA, TEH. & DISTT. UNA (H.P) -177207

(Affiliated to H.P. Technical University, Hamirpur)

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Report on Guest Lecture on Housekeeping Operations in Hotels

Topic: Housekeeping Operations in Hotels

Guest Speaker: Ms. Ankush Saini

Designation: Assistant Manager, Park Inn by Radisson, Kuwait

Organized by: KC Institute of Hotel Management & Catering Technology

Audience: Hotel Management Students

Venue: KC Institute of Hotel Management & Catering Technology

Date: (Add the date of lecture)

Introduction

A guest lecture was organized at **KC Institute of Hotel Management & Catering Technology** for the students of Hotel Management to provide practical knowledge about housekeeping operations in the hospitality industry. The lecture was delivered by **Ms. Ankush Saini**, who is currently working as an **Assistant Manager at Park Inn by Radisson, Kuwait**.

The main objective of the session was to help students understand the importance of housekeeping operations in hotels and to expose them to real industry practices.

About the Guest Speaker

Ms. Ankush Saini is an experienced hospitality professional working with **Park Inn by Radisson in Kuwait**. With her industry exposure and managerial experience, she shared valuable insights about hotel housekeeping operations, international hospitality standards, and career opportunities in the hotel industry.

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KC GROUP OF INSTITUTIONS
Pandoga, UNA (HP)

Organised by
department of Hotel Management

Guest Lecture

" Housekeeping :
The Heartbeat
of Hotel Success "

ANKUSH SAINI
Assistant Manager
Park Inn by Radisson Hotel, Kuwait

Tuesday
24 FEB 2026

Start From
11:00 AM

Objectives of the Guest Lecture

The guest lecture aimed to:

- Provide practical knowledge about housekeeping operations.
- Explain the role and responsibilities of housekeeping staff in hotels.

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- Familiarize students with international hospitality standards.
 - Guide students about career opportunities in the housekeeping department.
 - Share real-life experiences from the hotel industry.

Key Topics Discussed

1. Introduction to Housekeeping Department

Ms. Saini explained that the housekeeping department plays a crucial role in maintaining cleanliness, hygiene, and comfort for hotel guests. It directly influences guest satisfaction and the overall reputation of the hotel.

2. Roles and Responsibilities

She discussed various roles within the housekeeping department such as:

- Executive Housekeeper
- Assistant Housekeeper
- Floor Supervisor
- Room Attendants
- Housekeeping Coordinators

Each position contributes to maintaining the operational efficiency of the department.

3. Room Cleaning Procedures

The speaker explained the **standard operating procedures (SOPs)** followed while cleaning guest rooms. This includes:

- Making beds properly
- Cleaning bathrooms and amenities

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- Dusting furniture and fixtures
- Vacuuming floors and carpets
- Replacing linen and toiletries

She emphasized maintaining **high standards of cleanliness and hygiene**.

4. Importance of Guest Satisfaction

According to Ms. Saini, housekeeping is one of the most important departments responsible for ensuring guest comfort. A clean and well-maintained room creates a positive impression on guests and encourages repeat visits.

5. Coordination with Other Departments

She explained that housekeeping works closely with:

- Front Office
- Maintenance Department
- Food and Beverage Department

Effective communication between departments helps in smooth hotel operations.

6. Career Opportunities

Ms. Saini also discussed various career opportunities in housekeeping, both in India and abroad. She encouraged students to develop:

- Professional communication skills
 - Attention to detail
 - Teamwork
 - Discipline and time management
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Interactive Session

After the lecture, an interactive question-and-answer session was conducted where students asked questions related to:

- Working conditions in international hotels
- Career growth in housekeeping
- Internship opportunities

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- Professional skills required in the hospitality industry

Ms. Saini answered all the queries and motivated students to work hard and gain practical experience.



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Learning Outcomes

The guest lecture helped students to:

- Understand real-world housekeeping operations.
 - Learn industry standards followed in international hotels.
 - Gain knowledge about career opportunities in the hospitality sector.
 - Develop a professional outlook toward the housekeeping department.
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Conclusion: The guest lecture by Ms. Ankush Saini was highly informative and beneficial for the students of **KC Institute of Hotel Management & Catering Technology**. Her industry knowledge and practical insights helped students understand the importance of housekeeping operations in the hotel industry. The session was inspiring and provided valuable guidance for students pursuing careers in hospitality management.

Minutes of Meeting

Regarding: Organization of Guest Lecture for Hotel Management Students

Date: (19-02-2026)

Time: (10:00)

Venue: KC Institute of Hotel Management & Catering Technology

Members Present

1. Principal / Director – KC Institute of Hotel Management & Catering Technology
2. Mr. Rajat Choudhary .A.P

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3. Mr. Akshay Kumar
4. Ms.Shallu Kumari

Agenda of the Meeting

1. Planning for organizing a guest lecture for Hotel Management students.
2. Selection of a suitable guest speaker from the hospitality industry.
3. Discussion of topic related to hotel operations.
4. Allocation of responsibilities for event management.
5. Finalization of date, time, and venue.

S.No	Discussion Points	Remarks
1	1. Need for Guest Lecture: The meeting started with the discussion on the importance of inviting industry professionals to share practical knowledge with students. It was agreed that guest lectures help students understand real-world hotel operations and industry expectations.	
2	2. Selection of Guest Speaker: The committee decided to invite Ms. Ankush Saini, Assistant Manager at Park Inn by Radisson, Kuwait , as the guest speaker due to her professional experience in the hospitality industry.	
3	Topic of the Lecture: After discussion, the topic “Housekeeping The heart Beat of the Hotels” was finalized as it is an important department in hotel management and useful for students	
4	Date and Venue: The lecture was scheduled to be held at KC Institute of Hotel Management & Catering Technology in the seminar hall on the decided date and time	

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5	Responsibilities Assigned: The following responsibilities were assigned: Faculty Coordinator: Communication with the guest speaker and preparation of invitation letter. Student Volunteers: Arrangement of seating, stage setup, and welcoming the guest. Technical Team: Arrangement of projector, microphone, and presentation equipment. Hospitality Team: Welcome arrangements, refreshments, and guest assistance. Documentation Team: Photography, attendance record, and preparation of report	
6	Decisions Taken: Guest lecture to be conducted by Ms. Ankush Saini . Topic finalized as Housekeeping Operations in Hotels . Event to be organized in the seminar hall of the institute.	

Principal

HMCT