

Personality Traits of HK Management Personnel

Personnel attributes of housekeeping staff in the hospitality industry play an important role. It enhances the images of the property as well as the quality of personalization that only humans can give. These attributes are based on the following term

1. **Pleasant Personality** : A result of good grooming and presentation in front of the guest. The way the staff looks is the first impression on the guest and by this look, the guest judges the quality of service/ standards provided by the organization. All HK staff should be well-groomed.

- Clean Crisp Uniform
- If long hair -Tied neat hair
- Minimum jewellery
- Light makeup
- Aftershave/ Perfume – not too strong
- H/k Attendants may be given Hair caps
- Clean Footwear- comfortable, low heels
- Mannerisms to avoid- scratching, digging into nose/ ear, chewing gum, etc in public

2. **Physical Fitness** “A Strong Heart and Good Feet” to cope up with 24 X 7 operations and also a labour-intensive department.

3. **Personal hygiene**: It is important since it reflects the hygiene standards of the organization

- Bathe daily- no body odour

- Nails Clipped and clean
 - Mouth- Odour free • Scalp – clean, dandruff free
 - Infection- report immediately; Cuts and wounds- covered
4. Eye for detail: The critical power of observation distinguishes good service from average.
 5. Cooperation : H/k involves a lot of teamwork
 6. Adaptability : Technology is fast upgrading hence all H/k staff should be open to accept these changes and adapt accordingly .
 7. Honesty : It is essential since it is the H/k staff who have access to the guest rooms even when the guest is not present in the room