



25th ANNIVERSARY 1985 – 2010

MIDLANDS, WALES & SW REGION NEWSLETTER FEBRUARY 2011

Welcome to new member – Sherri Inker, from Mitre, Hall and Letts



on our merry way.

Goodbye to 2010, and to all that snow and ice. For everyone it caused a few problems, either travelling to work or not being able to get to work at all, for others it meant having to stay at their workplace for up to four nights. Despite all the problems we hope you had an enjoyable Christmas and New Year.

We celebrated the start of 2011 with our post Christmas Dinner, held at Banbury House Hotel, on Friday 21st January. This is the eighth year that we have held this event, and it was another great success, with friends old and new, catching up on all their news, while enjoying a delicious meal. Thank you to everyone who came. As always we were well looked after by all the staff at the hotel. We all managed to make it to breakfast the next morning, just, before setting off



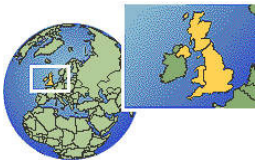
DEVELOPING ENVIRONMENTAL AWARENESS

Following the successful completion of the DEA (Developing Environmental Awareness) and despite the bad weather we endured, the early indications are a 100% pass rate. Many budding UKHA Environmentalists are now looking at the implementation of the lessons learned – could it be windmills in your hotel gardens or solar heated water services? Who knows!

BCC – THE CLEANING SHOW

The Cleaning Show is being held at the Birmingham NEC, on 1st – 3rd MARCH, 2011. It is open to everyone responsible for cleaning or maintenance. No other UK exhibition offers the very latest cleaning products or services available to you in one convenient location.

To get your FREE Priority Pass, visit www.cleaningshow.co.uk and register your details, or contact Martin Scott on 01895 454438 or martinscott@quartzltd.com



NEWS FROM OTHER REGIONS

LONDON & SE REGION

In January they held their 'Share Knowledge Day' which was a great success, and very well attended. Please read the article below from Angela Jaquiss, who was one of the many who attended the event.

Their meeting in February was held at the Savoy Hotel, as the hotel had underwent major refurbishment it was another very well attended event, with limited spaces available.

NORTHERN REGION

Richard Haworth at Kearsley Mill was the venue for their February meeting, where members were able to have a tour of the mill, transport was also arranged to enable as many members to attend.

SCOTTISH REGION

In January the Scottish Region held their meeting at the Novotel Edinburgh Centre, with guest speaker Kate Tetley from People 1st.

Their next meeting is being held in March, in the daytime, this is for their AGM.

NATIONAL COUNCIL ELECTIONS

The nomination forms are being collated, and the Voting Forms will be sent out within the next few weeks.

ANNUAL SUMMER BALL

The Renaissance Hotel, Manchester on Saturday 9th July, 2011. More information will be following shortly, after the National Council this month.



SHARE KNOWLEDGE DAY – Reported by Angela Jaquiss

On the 20 January 2011 I attended the Share Knowledge day at the Jumeirah Carlton Tower Hotel. The event was opened by Anne Britton the Executive Housekeeper at the Jumeirah Carlton Tower Hotel, and also Chairman of the London & SE Region UKHA. The facilitator for the day Sally was introduced to all present and proceeded to introduce all speakers and develop discussion between each speaker and then the debate during the afternoon session.

The first speaker was Geraldine Maursy, Director of Accommodation at the Landmark Hotel, who spoke about “Budgeting”. Looking at all aspects that have to be taken into consideration within a large establishment’s accommodation budget, including many tips on how to support budgeting in general.

The second speaker was Beata Lagos, Director of Housekeeping at the Four Seasons Hotel, Park Lane, who spoke about “Opening Hotels”. This looked at getting started (several months work), visiting competitors, bench marking for all services, feedback on suppliers, organising corporate accounts with suppliers, product knowledge, operating supplies and equipment, engineering, to mention just a few and of course the main point monitor spending on a constant basis.

The third speaker was Linda Gangel, Rooms Division Manager at the Connaught Hotel, who spoke about the “Butler Service”. Since the re-opening of the hotel, all 121 rooms and suites have butler service, although it is not a revenue area. Initially Linda was the Executive Housekeeper at the Connaught and recently was promoted to the appointment she now holds. With this new service the hotel took on a further 29 staff, they have 2 Butlers and 2 Housekeepers per floor along with all other necessary housekeeping team members. The butlers have the responsibility, along with other housekeeping staff, to cover 42 rooms. They must always remember to introduce the other team members to the guests, as it is impractical to have one person dealing with a guest 24/7 for the time the guest is staying (either days or months). The role of the butler was then defined to us all. The average room rate is from £600 per room to £8,000 per suite per night which includes the butler service. A valuable service to offer.

The fourth speaker was Anne Britton, Executive Housekeepers at the Jumeirah Carlton Tower Hotel, who spoke about “Productivity”. Dealing with all aspects linked to the productivity of rooms and how to calculate time, also looking at “proper” time and motion study, keeping the accountant happy, implications of non existent or incorrect time and motion studies. Anne also gave feedback on the surveys she had received (60 in total from 3 star – 5 star rating establishments). Some very interesting confidential responses.

The debate and discussion started after lunch and followed with the General Managers joining for afternoon tea and a further very valuable discussion.

I felt it was a very worth-while event that can hopefully be developed and opened up to other Housekeepers across the country, that could use this as part of their CPD (Continual Professional

Development). Many thanks to all the speakers involved for giving up their valuable time and sharing their knowledge, also Anne Britton and the London & SE Region committee for organising the event.



YOUR CONTACTS FOR MIDLANDS, WALES & SW REGION

JANET TAYLOR (Chairperson) – boja.cart@talktalk.net

JULIA HARPER (Deputy Chairperson) – julia.harper19@yahoo.com

SARA COCKRAM (Secretary) – sara.cockram@ukha.co.uk

ANGELA JAQUISS (Treasurer) – angelajaquiss@stratford.ac.uk

JILL ULLAH (Committee) – jillullah@hotmail.co.uk

TONY BLUCK (Committee) – t.bluck@ntlworld.com

DELIA CANNINGS (Committee) – dcannings@sky.com

LESLEY COVINGTON (Committee) – hk@banburyhouse.co.uk

www.ukha.co.uk