

MIDLANDS, WALES & SW REGION NEWSLETTER 2011

Welcome to New Member:- Sheila Chester from Kettering Park Hotel, Kettering, Beverley Wesson from Abbey Hotel & Golf Club, Redditch.

'DE-STRESS WORKSHOP' was the topic for our May meeting, which was held at The Ramada Hotel, Coventry, and the speaker for the evening was Angela Jaquiss. Are you stressed, and how to deal with it? Angela asked us to list what made us stressed or angry, here are just a few suggestions – lack of communication between departments; working against the clock; being late; traffic jams.

Where does stress go to, and how does it affect us? It can cause lack of sleep, headaches, backache, tension in shoulders and shoulder blades.

How to deal with it – talk about whatever causes the problem; avoid drinking alcohol, or too much anyway. Did you know that stressed spelt backwards is DESSERTS, might be worth remembering. Angela worked on each of us for a few minutes, massaging our neck and shoulders to locate where there were any problems, then we paired up and tried it on each other. POSITIVE THOUGHT IS ALWAYS GOOD FOR YOU.



The raffle was drawn, thank you to Amanda Turnbull from Diversey, Toni Campbell from Musbury Fabrics, Andrea Smith from Aslotel, Lesley Covington, Sheila Chester, and many others.

The evening was kindly sponsored by Nigel Smith from MATTISON CONTRACT BEDS. The company delivers good quality beds at very competitive prices, within a few weeks after the order has been confirmed. They offer a Free Bed Survey, and Free Written Quotations. For further information contact Nigel Smith on 07917683136 or email nsmith@mansion-mattison.co.uk

NATIONAL AGM

This was held at the Hotel du Vin Newcastle, on Saturday 21 May. The agenda was covered, then it was time for the counting of the votes, and to find out who would be the new **National** Chairperson and Deputy Chairperson, votes were counted by an independent person in the same room. Your National Committee is : Chairperson - Anne Britton ; Deputy Chairperson – Jean Roberts ; Secretary – Angela Jaquiss ; Deputy Secretary – Jo Wilby ; Treasurer – Sara Cockram

Congratulations to Anne and Jean, and condolences to Jan Flynn and Lynn Yambao. Ian Hughes, who has held the position of National Chairman for ten years, handed his UKHA badge to Anne; Sheila Perera, who had held the same position previously to Ian, thanked him for all his hard work.

Some important items discussed at the AGM – There is still time to obtain your tickets for the **ANNUAL SUMMER BALL**, being held on Saturday 9 July, at the Renaissance Hotel, Manchester, there is also accommodation available at the hotel, but the rooms reserved for this event will be released very soon, so please book now. There are other hotels close by. The Summer Ball is always a very enjoyable evening, don't miss it.

The Scottish Region are continuing to pursue/develop the Professional Development Award.

The London & SE Region are continuing to build up links with European Housekeeping Associations.

Lesley Covington from Banbury House Hotel has arranged for the UKHA to have a link on the Best Western Group website.

ENVIRONMENTAL AWARENESS COURSE

Following the outstanding achievements and ultimate success of the UKHA Midlands, Wales & SW Region recently, bookings are now being taken for the Developing Environmental Awareness qualification. The course can be delivered at your establishment, delivered at a time to suit your operation, it is a very short course and the good news is that it is **FULLY FUNDED**. Act fast – this is a limited offer. For further information contact Delia Cannings, email dcannings@sky.com , mobile 07973507487.



AA HOUSEKEEPING COURSE – Report by Sara Cockram

On Monday 23 May my Deputy and myself attended a ½ day Housekeeping Workshop, arranged by the AA, at St Johns Hotel, Solihull, which was well attended. The interactive workshop is designed for Executive Housekeepers, Head Housekeepers, Supervisors and Front of House Managers; there were a few General Managers in attendance to support their Head Housekeepers. The day began by the two AA Inspectors outlining how the AA inspects, what they are looking for, and the reinforcement of standards and checking procedures. We discussed the common challenges we come across in bedrooms, bathrooms, restaurants, public areas, leisure clubs and external areas, which is also marked under Housekeeping on an inspection. This was supported by showing several photographs of what they have spotted in various inspections – what they don't want to find; also a short video of an inspection of a well-known 5* hotel, highlighting a few problem areas. Some of the areas that the AA look at are – hospital corners on beds, carpet edges, bath and basin plug holes and overflows, extractor fans, the smell of the room, space, comfort, ease of moving around. The group was split into two halves, while the one half looked at different quality toilet paper, tissues, towelling and toiletries, the other half took part in a Bathroom and Bedroom Attention to Detail

Exercise – analysing the cleanliness, maintenance and presentation of a ‘staged’ room. What will you find on closer inspection? We all found numerous things wrong in the ‘staged’ rooms, both exercises were very enlightening. Regardless of whether a hotel has a 2* rating or 5* housekeeping should always be 5*. We were all presented with a certificate at the end of the course. If you would like further information please contact Alistair Sandall email alistair.sandall@theaa.com



HEALTH & SAFETY EXECUTIVE –HSE

The HSE has introduced new arrangements for the statutory reporting of all work-related injuries or incidents under RIDDOR (Reporting of Injuries, Diseases & Dangerous Occurrences Regulations 1995). The HSE’s infoline telephone service will cease in September, and instead all reports will now need to be filed online – <http://www.hse.gov.uk/riddor/online.htm>



DATES FOR YOUR DIARY

SATURDAY 9 JULY – ANNUAL SUMMER BALL at THE RENNAISANCE HOTEL, MANCHESTER

THURSDAY 14 JULY – BBQ at KETTERING PARK HOTEL Sponsored by DIVERSEY

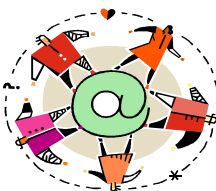
THURSDAY 15 SEPTEMBER- MEETING at DORMY HOUSE HOTEL, BROADWAY Sponsored by ASLOTTEL

FRIDAY 14 OCTOBER – ANNUAL BUSINESS LUNCH at THE PARK PLAZA RIVERBANK, LONDON

THURSDAY 3 NOVEMBER –MEETING at WESTON FAVELL, NORTHAMPTON

NOVEMBER (date tbc)– MEETING at BANBURY HOUSE HOTEL

WE NEED YOUR HELP, WE ARE LOOKING FOR VENUES, AND SPONSORS, FOR 2012. PLEASE CONTACT ONE OF YOUR COMMITTEE IF YOU CAN HOST OR SPONSOR A MEETING.



YOUR CONTACTS FOR MIDLANDS, WALES & SW REGION

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

DELIA CANNINGS (Committee) – dcannings@sky.com

For personal reasons Janet Taylor has stepped down as Chairperson; Julia Harper has moved up to Acting Chairperson and Lesley Covington as Acting Deputy Chairperson, this was agreed at a recent committee meeting for the Midlands, Wales & SW Region.

UKHA WEBSITE

Check your regularly updated website www.ukha.co.uk – Access all Regional Newsletters informing you of their meetings and latest news, also information on National Events.

On the 'LINKS' page you will find contact details of companies who sponsor our website; if you would like your company to be part of this please contact Sara Cockram (National Treasurer) sara.cockram@ukha.co.uk

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