



UKHA MIDLANDS, WALES & SOUTH WEST NEWSLETTER MARCH 2016

WELCOME TO NEW MEMBERS:- Chris Bick, Malmaison Hotel Birmingham; Giorgia Candi, Wroxhall Manor; Stephen Munton, Busy Bears Domestic Cleaning

THE WEDDING



Congratulations to Lesley Covington and Martin Kipling on their marriage on Wednesday 17th February, which took place at The Castle, Edgehill. The wedding was attended by family, with the evening reception attended by friends near and far. Mr and Mrs Kipling spent a few days away the following weekend.



PROFESSIONAL DEVELOPMENT DAY



The day of 'Continuous Professional Development for the Housekeeping Profession' took place

at the premises of Environmental Excellence Training & Development Ltd., Oldbury, care of Delia Cannings, and her team Kelly Louise Smith, Bernie McDermott, and not forgetting Ronnie Cannings. They had worked extremely hard preparing for the day, and closely with The Fabulous Four – Mattison Contract Beds (Nigel Smith), Mitre Linen (Denise Taylor, Stephen Broadhurst), Decotel (Peter



Boden) and Pacific Direct (Liz Downie), who also sponsored the note pads. Delia and her team also provided pens and produced the folders with an itinerary, along with relevant documents for the day. There was time to network with the suppliers during the day while having refreshments and lunch, it was a day with a difference. The speakers covered the following topics:-

- + Evaluation and selection, desirable slumber features, beds and mattresses
- + Pest infestation – identification and treatments
- + Selecting quality linen, towels and accessories to embrace unique presentation
- + Promoting your hotel brand with stylish, unique accessories
- + Cleaning for Hygiene and Presentation
- + Creative toiletry solutions – environmentally compliant wrapped in luxury
- + Innovations and the latest technology in cleaning solutions.



Mattison Beds - Nigel spoke of the difference between the beds you choose for your business, and the bed

MATTISON
CONTRACT BEDS

you choose for your home; the legal requirements for fire labels and certificates for hotel beds. Choosing the best bed for your guests – you can't please them all, the different types of spring unit and filling content. He then spoke about the importance of mattress hygiene (what lurks beneath):-

1) When a bed is urinated on the urine goes right through

and sometime right through the base and even onto the floor. Urine will make the filling content clump together and make it collapse resulting in the mattress dipping where it was urinated on. So the advise here is to replace.

2) As you know we all shed dead skin cells and body fluid and as we spend a 1/3 of our life in bed (that's approx 27 years of our life) most of this is going into our bed and pillows. **does anyone know how much dead skin we actually shed?** To make it easier, Lets break it down to say every hour because it is a lot? **600,000** particles of skin every hour. Over an average 8 hour sleep that's **4.8m** roughly about **1.5 pounds in weight a year**. We probably shed enough skin a day to feed a million dust mites.

3) Dust mites feed off our deadskin cells and they breed a lot. Beds are a prime habitat. A typical used mattress may have anywhere from **100,000 to 10 million** mites inside. mites prefer the warm moist surroundings such as the inside of a mattress when someone is on it.

4) Did you know a single dust mite produces about 20 waste droppings each day.



Mitre
for you...

Mitre Linen has been in the industry for 70 years, supplying linens for a diverse range of establishments, it is the Holder of Queens Royal Warranty. Denise mentioned the

wide variety of linens/bedding/towelling/table linen they supply, and the different qualities available. Mitre also supply furnishings, Denise advised to follow a consistent colour scheme, with different fabrics, don't be afraid to clash patterns. One of their more recent additions to their catalogue is the Levitas Bed –add a touch of magic to your bedroom with the floating bed.

Delia says 'We are sleeping in crap', the better the quality of linen the less likely we are to sweat in bed.



Chosen by you,

Loved
by your guests...

At Mitre we share your passion for providing your guests with a unique experience and a great night's sleep.

Our Luxury, Comfort and Essential ranges enable you to quickly find the products that best suit your requirements and help make the buying process even easier for you. We continually invest in new products and materials to expand our ranges and offer you maximum choice to suit your budget.



Our designer collection Heritage by Mitre is designed to help you create your own bespoke range of bed linen, bedding, towelling and soft furnishing products, to create a unique and memorable experience for your guests.



This range is for customers who are looking to create a lavish environment for their guests.



These products are our best sellers, so you can rely on them to be a firm favourite with your guests.



You will find everything you will need to keep your business running smoothly in our Essentials range, at prices you can afford.

Hotel Pillow Guide: Helping you choose the right pillow

With so many types of fillings, covers, and weights, choosing the best pillow for your guests can be quite daunting; but if you choose your pillows well, it will make a real difference to the quality of your guests' stay. Whether you are looking for fibre or feather pillows, we hope this guide will make it easier for you to choose the best solution for your establishment.

Natural Fill (Feather and Down)

Natural fill is feather, down, or a combination of both. Down is not a feather, it is the fluffy insulation under the feathers that keeps ducks and geese warm and protected from outdoor elements. These more natural fills are best for conforming to the head and neck.

Siliconised Ball

This is a type of synthetic fill in which polyester clusters are coated with silicone to feel and move like down. It gives the softness and appeal of a true down pillow without the cost. Great for allergy sufferers who prefer a synthetic fill but want down-like comfort.

Conjugate Fibre

For extra bounce and recovery, this filling holds its shape for longer whilst offering medium support.

Microfibre/Feels like down

The finest luxury synthetic alternative to feather and down. A supremely soft fibre that drapes excellently around the head and neck and offers rich, soft, comfortable support.

Tencel

Tencel is extracted from the raw material, wood. It naturally absorbs moisture and quickly releases it again. This property guarantees a pleasantly dry sleeping climate.

Quallofil Fibre

These special fibres allow the Quallofil pillow to mould perfectly to the head night after night. The fibres are able to slip past each other to achieve maximum fluffiness.

Polyester Fibre

This is a man-made fill. Synthetic pillows typically have a shorter life span and will not conform to the head and neck as well as a natural fill pillow. Overall, the most affordable type of bed pillows.

Estlon Fibre

A great anti allergenic option, Estlon Fibre is treated with AEM 5700 antimicrobial agent which reduces fungal levels by up to 99.99% in comparison with untreated fibre.

Hollofibre

An excellent value, plump fibre filling that offers firm, lasting support for pillows.

Cover

A higher thread count cover will be softer, but more importantly, will keep the fill in and impurities out.



Decotel – Peter Boden presented four products that have environmental benefits :- coathangers that are made of maple wood, they have the FSC; Ubineco – bin insert to recycle paper; Silicone bath mats, instead of rubber, they can be washed at 40c, mould resistant; Irons – ceramic plate, auto cut off, 3m rubber cable.



A leading portfolio of luxury & lifestyle brands **ADA International**

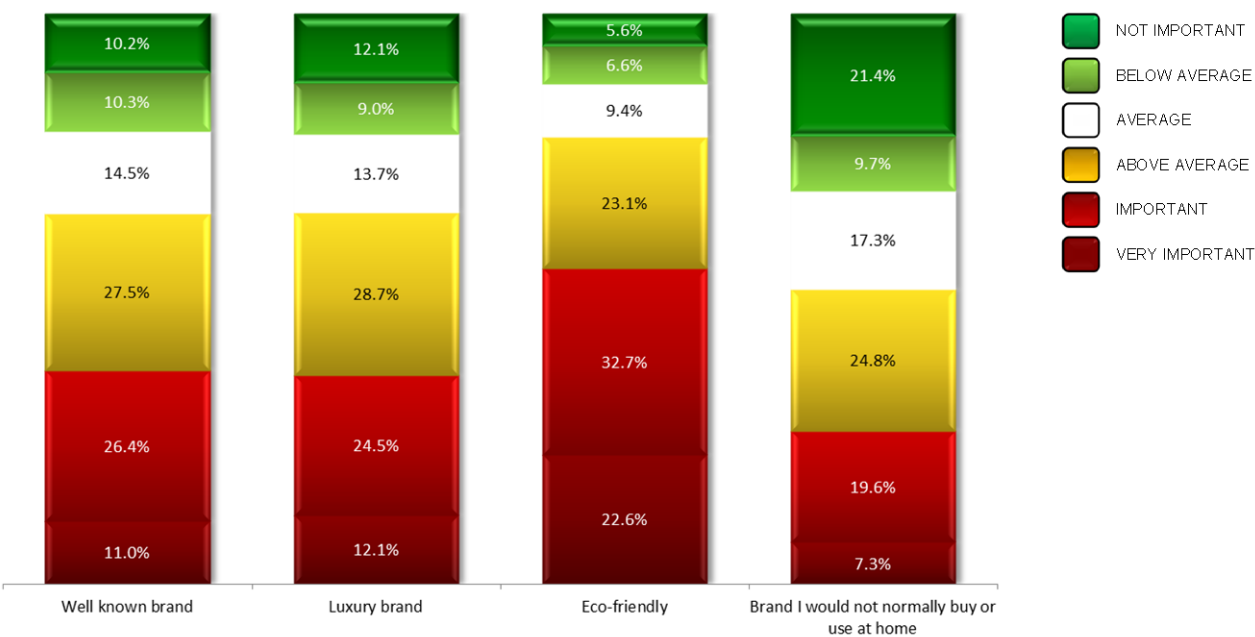


Pacific Direct- Luxury with Liz (Downie). The choice of toiletries is very subjective, there are 3 deciding factors – ‘WOW’ factor; Environmental, which is becoming more apparent; budget. Pacific Direct has a huge portfolio to choose from, Liz showed us a small selection of products, also the closed unit wall mount which is a lot easier to replace bottles, and save on wastage of the smaller bottles. We were all given a gift box with a selection of samples.

The overall guest experience

**ADA
International**

- We asked hotel guests to rate the importance of various aspects of the toiletries they receive in a hotel room...

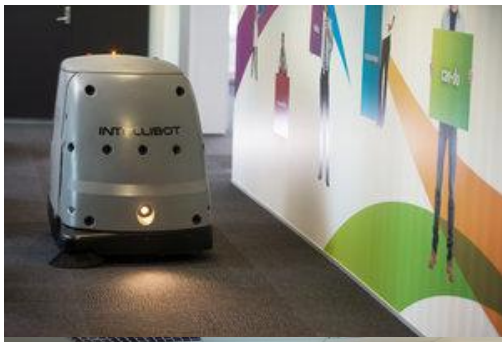


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Pacific Direct
CREATIVE LUXURY SOLUTIONS





Delia gave an enlightening presentation, mentioning that we are Hygiene Technicians and Porcelain Consultants (Toilet Cleaner). There is a lot of new technology out there, the most common is microfibre, the sign of a good cloth is it feels coarse; I-mop – a full size scrubber dryer deck with flexibility of a flat mop, it is battery operated, with a one hour recharge; Twister pad – a revolutionary cleaning system, doesn't need a cleaning agent; Intellibot Hydrobot – the world's most advanced robotic commercial floor cleaning machine; Bob sweep – a robot vacuum cleaner; Ultra violet light – used UV light to sterilise germs, ideally use for training/monitoring of how clean an area is; Fogging – predominantly healthcare, seal a room with machine on with non-toxic hydrogen peroxide disinfectant.



Delia presented to each of the Fab Four an Easter Egg and micro cloth.

There was a quick quiz to see who had remembered Delia's presentation, four lucky winners won a surprise gift (toilet roll). Angela presented everyone with a CPD certificate, that had been prepared by Kelly. The raffle took place and then it was time



to say goodbye, with everyone taking with them a goodie bag crammed with goodies



from the Fab Four.

Environmental Excellence Education Ltd. is based in the heart of the Midlands, with satellite centres across England.

With a proven track record in quality, writing successful award submissions and an undisputed reputation in the field of education and training EEE will work with you to tailor a training plan designed to ensure maximisation of your business opportunities.

The company ethos embeds the principles of **exceptional quality at acceptable costs. Local, national & international destinations** feature proudly within our portfolio. **Qualified, focused and committed professionals** are available to provide a rapid response to your business needs and the emerging trends.

Let us be your voice of choice, avail yourself of designer provision selecting only those aspects of our provision which meet your business needs.

Accredited Routes and Qualifications:

- British Institute of Cleaning Science
- Chartered Institute of Environmental Health
- QCF Qualifications
- City and Guilds programmes
- Apprenticeships programmes
- Environmental Awareness
- Prevention and Control of Infection
- Supervisory and Management
- Conflict Management
- Stress Management
- Business Improvement Techniques

Advisory, Consultancy and Specialist Services:

- Contract Service Reviews - Including NHS
- Award Submissions
- Audit and audit systems
- Tender presentations
- Interim management
- Janitorial supply
- Building cleaning needs analysis
- Builders cleans, commercial cleans, "one off" cleans
- Domestic and residential cleaning services
- Security services
- Apprenticeship recruitment services

Environmental Excellence Education Ltd

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Email: customerservice@3ees.uk.com www.3ees.uk.com



SHARE KNOWLEDGE DAY



Meet the forty associate exhibitors at the UKHA Shared Knowledge Day at the Park Plaza Westminster on 24th March 2016

Get to see the latest developments in the hotel and hospitality industry at our associate members' trade stands, where they will be showcasing their products and services. Complete your UKHA members "visitors card" by visiting each exhibitor stand and you will be entered into the UKHA raffle to win a variety of great prizes, to be drawn at 4.30pm with a glass of bub-bly.

This event is absolutely FREE to all Housekeepers and Hotel General Managers – for more details visit our website.

INSTITUTE OF HOSPITALITY



Since August 2015 the UKHA has been working with the Institute of Hospitality to look at the possibility of delivering a continuing professional development programme which can embrace the needs of Housekeepers throughout their careers.

By working together the hope is that we can:

- Recognise the skills, talents and knowledge of Housekeepers
- Value the contributions of all members of the housekeeping team
- Create a learning and development pathway that supports your businesses.

The Institute represents hospitality in all of its contexts, from cruise liners to contract catering and they see their responsibility as serving all parts of their membership from student learners to senior managers, from potential mentors to aspiring Housekeeping managers.

They offer an infrastructure of qualifications and standards which are designed to reflect the breadth of Hospitality within which Housekeeping is the cornerstone.

Working with Anne Harper of the Institute we started out by looking at what seemed to be the major concerns within Housekeeping and linking these to their standards and qualifications:

- Changing perceptions- getting out of the mindset that housekeeping is all about towels and toilets.
- Management responsibility – because Housekeeping, when it is done well is almost un-noticeable therefore it is sometimes difficult to understand and articulate your role in securing the bottom line profitability of the business.
- Improving practices - because smart apps and the innovations that we have yet to imagine will soon be part of the day to day – the need to know how to improve and how to keep on improving will likely only increase.

- High staff turnover – it's expensive in terms of time. How can we identify and harness the talent of transitionals or transform them to a solid team?
- Performance management – the living wage, zero hours contracts, piece work. We know these are changing our industry and that more will be expected from fewer people in the future.

We are now looking at how we can deliver this to our members. At our last meeting we met with Anne to conduct a critical analysis of the units available, to contextualise them and to look at the best ways to deliver them. These qualifications will be aimed at those who wish to work their way up in the industry ie: floor supervisors and those who would have years of experience but have no recognised qualifications to back this up. As well as working on the units we are also looking at ways to help fund these qualifications.

At the Shareknowledge day on the 24th of March we will be delivering more information about the qualifications and how you can set about gaining them

Membership Offer

- Initial Affiliate Membership offer of £55 to December 31st 2016. Thereafter all current and fully paid up members of UKHA are entitled to a minimum of 20% discount on their Institute of Hospitality Annual Subscription.
- Any member wishing to apply for upgrade assessment to Member or Fellow can apply for upgrade without paying the upgrade fee of £40. They will still be entitled to the discounted rate of membership subscription according to the grade they are eligible for.
- All new members will receive a membership card and membership pack with details of benefits/ services, plus any material from Institute of Hospitality
- All existing Institute of Hospitality members of the UKHA are entitled to the above discount on their annual subscription and upgrading application.

Registrations may be received throughout the year and treated on a pro-rata basis. The discount remains the same regardless of joining date

Use the code "UKHA15" when purchasing membership to take advantage of this offer

ANNUAL SUMMER BALL

The Annual Summer Ball 2016 is taking place on **Friday 22 July**, at The Marriott Leeds City Centre, for The Cotton Club Ball, transporting us back to the 1920's with rip-roaring entertainment. The dress code is black tie, and flapper dresses are encouraged. Get your tickets **before 1st May** for your **Early Bird price of £80**. Booking form on page 11

Please find below the preferential rates that have secured for our UKHA members for the Cotton Club Ball.

Marriott Leeds City Centre Hotel

£99.00 single occupancy BB £109.00 double occupancy BB

Please call 0113 2366366 option 3 then option 1 Please quote the code J4N – Cotton club.

Doubletree by Hilton Leeds

An Allocation Code has been provided for our members.



Please contact our Reservations Team on +44 (0)113 241 1005 (Office Hours Monday – Friday 09:00 – 18:00) or LBACC.reservations@hilton.com

Please quote the following code ... ACOTA UKHA Cotton Club

The agreed rate **£99.00 Single** Occupancy or **£109.00 Double** Occupancy. The Rates are INCLUSIVE of Breakfast.



EQUIPMENT & PRODUCTS FOR HOTEL & CARE HOME HOUSEKEEPERS.

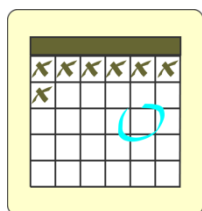
Sunday 24th April 2016 9.30am -5pm Monday 25th April 2016 10am – 4pm Grandstand, Ascot Racecourse, Ascot SL5 7JX.

The Exhibition features: Free Admission, Free Parking, Free Seminars, Free Training Sessions, Free entry to our Prize Draw. Over 60 exhibitors, live demonstrations,

special 'show only' promotions, plus competitions and much more.....Email:

info@laundryandcleaningtoday.co.uk Visit www.lctcleanex.co.uk TO REGISTER FOR YOUR FREE ENTRY TICKETS.

Networking Dinner on Sunday 24 April – to book tickets call 0118 901 4471



DIARY DATES

2016

THURSDAY 24TH MARCH – SHARE KNOWLEDGE DAY, PARK PLAZA WESTMINSTER HOTEL, LONDON -

6th - 7th APRIL – THE MANCHESTER CLEANING SHOW @ EVENTCITY MANCHESTER

TUESDAY 19th APRIL – AFTERNOON TEA @ HOTEL du VIN, BIRMINGHAM (NEW TIME 5.30pm)

24th & 25th APRIL – LAUNDRY CLEANING TODAY 'CLEAN EX 2016' @ ASCOT RACECOURSE

FRIDAY 22nd JULY – ANNUAL SUMMER BALL @ COTTON CLUB, MARRIOTT CITY CENTRE HOTEL LEEDS



YOUR MIDLANDS, WALES & SW REGION COMMITTEE

CHAIR – LESLEY KIPLING hk@banburyhouse.co.uk

DEPUTY CHAIR – JULIA HARPER julia.harper19@yahoo.co.uk

SECRETARY – SARA COCKRAM sara.cockram@ukha.co.uk

TREASURER – ANGELA JAQUISS angelajaquiss@mypostoffice.co.uk

COMMITTEE – DELIA CANNINGS dcannings@sky.com

COMMITTEE – NIGEL SMITH nigel.smith@ukha.co.uk

COMMITTEE – BEV WESSON bev@southcrestmanorhotel.com

BOOKING FORM

The UK National Housekeepers Association Ball

Friday 22 July 2016 at Marriott Leeds City Centre, Leeds

The Cotton Club "A little party never killed nobody"

Guest Name	Vegetarian Meal	Guest Name	Vegetarian Meal?
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1. _____	<input type="checkbox"/>
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6. _____	<input type="checkbox"/>
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5. _____	<input type="checkbox"/>
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10. _____	<input type="checkbox"/>
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**Please provide contact details for
this booking.**

**If additional tables are required
please continue on a separate sheet**

Name: _____

Address: _____ **Table bookings of ten persons will
be will be offered £800**

Please request below any seating requirements

Tel: _____

Email: _____

Please return the completed booking form

If you have any queries, please contact:

Payment (£85 per ticket) to:

Miss S Price (Treasurer)

Ms Kerry Adams

51 The Paddock

Tel: +44 (0)113 241 1045/104

Earlsheaton

Fax: +44 (0)113 241 1001

Dewsbury WF12 8BY

Email: Kerry.Adams@Hilton.com

Please make cheques payable to: UK Housekeepers Association

BACS :Nat West Bank A/C No. 00474568 Sort Code 53-50-21

AFTER 1 May 2016 tickets will be £85 per ticket.

EARLY BIRD PRICE £80 per ticket

NO REFUNDS WILL BE GIVEN FOR ANY CANCELLATION