

# eht

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## EHA 2011 Convention Wrap Up

The inside scoop on the October 2011 Conference & Convention



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The ♦ symbol constitutes the end of that article.



The housekeeping staff at **ONE Bal Harbour Resort & Spa in Miami Beach, FL**, held their first IHW celebration! The week filled with games, trivia, prizes and spa days, but most importantly, there was joy on each team members' face.



All of these smiling faces are from the environmental services staff at **Lawrence & Memorial Hospital in New London, CT**, celebrating IHW. According to IEHA member Jonna Toler, supervisor, they all had a wonderful time!



The environmental services staff at **West Virginia University Healthcare in Morgantown, WV**, celebrated IHW on Sept. 13, 2011, with a cook out for employees. The cook out included hamburgers, hot dogs, baked beans, potato salad and chips. Two new managers, Amy Waugh and Kamau Wilson, even came in at 1 a.m. to cook for the night shift. Everyone really enjoyed it!



The **Institute of Hotel & Tourism Management (IHTM), Maharshi Dayanand University** (a state government university) in **Rohtak Haryana, India**, celebrated IHW throughout the week of Sept. 11-17, 2011. IHTM organized a series of activities at the university to commemorate this event and enhance the spirit to serve

for trade for budding housekeepers. The week's celebration was formally inaugurated by Ms. Sareena Kochar, General Manager of Housekeeping for Lemon Tree Hotels India. In her opening remarks, Ms. Sereena praised the budding housekeepers and provided an

inspiring talk on "Innovative Practices in Housekeeping." In addition, she spoke on "What it Takes to be an Effective Housekeeper." Other invited speakers included Mr. A.S Oberoi, of Oberoi Entreprises New Delhi, who spoke on "Entrepreneurship Opportunities in Housekeeping," Ms. Saroj Pandey, Executive Housekeeper at Oberoi Hotels & Resorts India and panel expert for *Good Housekeeping* magazine, who talked about "Green Housekeeping and Application of Technologies in Housekeeping," Dr. Ashish Dahiya who presented a session on "Con-



temporary Issues in Housekeeping," Professor Daleep Singh, Director of IHTM, who talked about motivation and challenges for housekeepers, and Professor Radhey Shyam, Director of Career Counseling and Placement at the

university, who organized a career counseling session for housekeeping especially for budding housekeepers. In addition, a series of competitions at IHTM campus were organized, which included a Rangoli Competition (pictured above; a "Rangoli" is a traditional decorative folk art from India, where designs are made on floors to celebrate and bring good luck), Flower Arrangement Competition, Uniform Planning & Designing, Super Cleaning Series, Slogan Competition and Essay Writing Competition on housekeeping. The students of IHTM also expressed their views and thoughts on housekeeping, hospitality and tourism by reciting poetry, performing mimicry and extemporaneous speeches. The student coordinating team included Rohan, Manish, Pardeep, Garima, Sapna and Ravi. Dr. Ashish Dahiya, Associate Professor of IHTM and organizing secretary of International Housekeepers Week celebrations conveyed note of thanks and concluded the week's celebrations. Certificates were awarded to the winners of various competitions.

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# IHW CELEBRATIONS

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IHW at **Shands at the University of Florida** was a huge success! The EVS Activities committee started the week off with a bowling event, where there was unlimited bowling for EVS staff and their families from noon to 6 p.m. Mouthwatering BBQ chicken, hamburgers, hot dogs and sides were provided. Prize drawings took place every 15 minutes, where members of the EVS staff won free bowling games, meal tickets to local area restaurants and even a bowling ball. Throughout the week, fun activities were planned, such as word puzzles, a bed-making contest and trivia. The scavenger hunt was a huge success with nine teams (three people per team) participating. The teams followed the clues to gather their items and return in the fastest time. The winning team proved it isn't always necessary to be



first, but to pay attention to detail and be accurate. There was also a department drawing where each staff member received a gift. Local communities donated gifts for the EVS staff, including a family package for four to Disney World in Orlando as well as overnight stays at local hotels, a self-propelled lawn mower, fresh flowers, and every housekeeper

received a coupon for a free week at Planet Beach Spa. Some nursing units purchased cakes, sponsored luncheons and presented gift certificates to their housekeepers and floor project staff. Everyone had a wonderful time and the EVS staff felt the appreciation and gratitude that housekeepers week is all about!

Each year, IEHA member Reginald Hodge, Division Manager of Environmental Services for the **City of Shreveport in Shreveport, Louisiana**, asks that all city departments do something special for the housekeepers working in their areas or facilities during IHW. In 2011, the staff in the Traffic Engineers department went above and beyond in taking care of their housekeeper, Dorothy Williams, who has been working as the sole housekeeper for the Traffic Engineers facility since 2007. Due to the fact that she has provided the facility with outstanding housekeeping services throughout the years and has established a family type relationship, they surprised her with an office area of her own with her name tag,



desk and she will be getting a computer in the near future (pictured above). They also gave her a parking space right at the front door with her initials two years ago during IHW (pictured left). According to Hodge, "These folks are just outstanding and have a wonderful relationship with their housekeeper."



On Thursday, Sept. 15, 2011, members and guests of the **Packer Valley Chapter** attended a banquet at Stadium View in Green Bay, Wisconsin, for a sit-down dinner, awards and door prizes to celebrate IHW. Mike Griffin was emcee for the evening and Bay City Baptist School provided fantastic entertainment. During the banquet, the chapter recognized all new members, as well as five-, 10- and 15-year members. The "Awesome Twosome Award" was given to Kathy Farr and Chelsey Swiggum of Shady Lane in Manitowoc, WI, due to the fact that they help each other whenever needed and work extremely well together (Pictured above with last year's winners, Michele Hallwachs and Jessica Schaus). Aurora BayCare Medical Center was awarded the "Superior Service Award," due to consistently having the highest HCAHPS scores in the area, with 80 percent or higher (pictured below). Eden Meadows of Oshkosh, WI, was named "Facility of the Year" due to their green and environmentally friendly efforts. In addition, Jessica Schaus, CEH, of Shady Lane was nominated as the "Supervisor/Leader of the Year" by Michele Hallwachs due to her excellent leadership qualities and special caring attitude.

