MEMORANDUM OF UNDERSTANDING (MOU)

Between

K.R. MANGALAM UNIVERSITY

Sohna Road, Gurugram (Haryana)-122103

And

FOUR POINTS BY SHERATON

Plot No 9, National Highway 8, D Block, Samalka, New Delhi, Delhi 110037

Registrar
K.P. Mangalam University
Sohna Road, Gurugram (Haryana)

MEMORANDUM OF UNDERSTANDING

This memorandum of understanding ("MOU") is entered into on 6th February 2025 at K.R. Mangalam University, Sohna Road, Gurugram, Haryana.

BETWEEN

K.R. Mangalam University, a University established under the Haryana Private Universities Act 2006 (Amended 08 of 2013) and under section 2(f) of UGC Act, 1956 wherein empowered to award degrees, as specified under section 22 of the UGC Act, 1956. The University is signing MOU through its Registrar presently Dr. Rahul Sharma duly authorized to enter into and sign an MOU on behalf of School of Hotel Management and Catering Technology, K.R. Mangalam University (hereinafter called K.R. Mangalam University), **PARTY OF THE FIRST PART**

AND

Four Points by Sheraton, New Delhi airport HighWay-110037 (Unit of Kartik Tower LLP). (hereinafter referred to as "Four Points by Sheraton"), acting through its Authorized Signatory, _ General Manager. Presently Mr. Shubhankar Jyoti, which expression shall, unless repugnant to the subject or context, include its affiliates, associates, successors, and permitted assigns; **PARTY OF THE SECOND PART.**

1. **SCOPE OF THIS MEMORANDUM OF UNDERSTANDING**
   (i) The scope of collaboration on academic and Field Visit activities in this Memorandum of Understanding includes the following categories:
   (ii) Academic and field visit collaboration in the areas of mutual interest. It is expected that this collaboration will in due course lead to collaborative field visits, Guest Lectures and workshops, seminars and etc.
   (iii) The Hotel would provide internships and placements to suitable candidates. (Subject to requirements at the hotel)
2. **RESTRICTIVE USE OF HOTEL NAME AND LOGO**

The University acknowledges and agrees that the name, brand, trademark, and logo of the Hotel ("Hotel Marks") are the exclusive property of the Hotel. The University shall not use, reproduce, display, or otherwise reference the Hotel Marks in any manner except for the limited purpose of indicating that the Hotel may provide internship opportunities to its students. Any such use shall be strictly limited to informational purposes and shall not imply any endorsement, partnership, or affiliation beyond the stated purpose.

Furthermore, the University shall obtain the Hotel's prior written consent before any use of the Hotel Marks, including but not limited to use on the University's website, marketing materials, promotional content, or any other medium. The Hotel reserves the right to withhold or withdraw such consent at its sole discretion. Any unauthorized use of the Hotel Marks shall constitute a material breach of this Agreement, entitling the Hotel to seek appropriate legal remedies, including but not limited to injunctive relief and damages.

3. **INDUSTRY COLLABORATION**
   (i) Each institution will nominate one of its members as its representative in charge of the cooperative programmer.
   (ii) Procedures followed in any activity under MOU will be reviewed and approved by

Registrar
K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

designated authorities of both parties.

(iii) Neither K.R. Mangalam University nor Four Points Sheraton shall be held responsible for any liability to the other party arising from this Agreement, except in cases of willful misconduct or gross negligence. Additionally, neither party shall be required to purchase any insurance against loss or damage to any property due to activities related to this Agreement.

Notwithstanding the foregoing, the University acknowledges that any unauthorized use of the Hotel's name, brand, trademark, or logo in violation of the restrictive use clause shall constitute a material breach of this Agreement, and the Hotel shall be entitled to seek appropriate legal remedies, including but not limited to injunctive relief and damages.

4. **FACULTY COLLABORATION**

(i) Pursuant to the agreement for skill delivery, K.R. Mangalam University and Four Points Sheraton will invite Industry partners to deliver guest lectures and field visits.

(ii) The scope and duration of the collaboration may be amended and/or extended through the joint agreement further with the consent and approval of both the parties.

5. **CONTACT DETAILS AND PERSON:**

For K.R. Mangalam University
Dr. Anjana Singh
Dean, SOHMCT
K.R. Mangalam University

Sohna Road, Gurugram
Haryana-122103

dean.sohmct@krmangalam.edu.in

For Four Points By Sheraton
Mr. Abhishek Roy
Learning & Development and Quality Manager
Four Points by Sheraton
Plot No 9, National Highway 8
D Block, Samalka, New Delhi,
Delhi 110037

learningandquality@fourpointsnewdelhiairpoirt.com

6. **FINANCIAL ARRANGEMENTS**

The Parties acknowledge that in the absence of any specific agreement in writing to the contrary, each Party will be responsible for its costs and expenses in establishing and conducting programmes and activities contemplated under this MOU, including without limitation its own costs and expenses in travel and accommodation.

7. **DISPUTE RESOLUTION:**

Any disputes arising out of or in connection with this MoU shall be resolved through mutual consultation and negotiation between the parties.

8. **CONFIDENTIALITY:**

The parties will enter into case-specific non-disclosure agreement to honour confidentiality of any sensitive/proprietary information which may be shared.

9. **COMMENCEMENT, RENEWAL, TERMINATION AND AMENDMENT**

This MoU will come into force upon affixing of the signatures of the representatives of the partner institutions and will remain in effect for one (1) year. This MoU may be renewed upon its expiry, with the agreement of both the partner institutions. Either party can cancel the MOU at any time, though a month's advance notification will be preferred.

This MoU, its renewal and the actions taken under it may be reviewed at any time.

Registrar
K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

Modifications may be made by mutual agreement and any amendment or extension to the agreement may be formalized by the exchange of letters between the two parties. This MOU is not a legal document.

IN WITNESS WHEREOF, the parties hereto, each acting under due and proper authority, have executed this mutually binding Memorandum of Understanding as of the date written above.

This Memorandum of Understanding is prepared in two duplicate copies; each party will hold one original duly signed.

This MOU is to become effective when both representatives of each institution have signed below, respectively.

For and on behalf of
K. R. Mangalam University

Registrar
K.R. Mangalam University
Sohna Road, Gurugram (Haryana)

Dr. Rahul Sharma
Registrar
K. R. Mangalam University
Gurugram (Haryana)-122103

Date: 06 / 02 /2025

For and on behalf of
Four Points, Sheraton

Shubhankar

Mr. Shubhankar Jyoti
(General Manager)
Four Points, Sheraton
New Delhi-110017

Date: 06 / 02 /2025

WITNESSES:

1. SURBHI SACHDEVA, ASSISTANT MANAGER (MARKETING & PR)
(Signature, Name Designation)

2. Abhishek ABHISHEK ROY (L&D & QUALITY MANAGER)
(Signature, Name Designation)

1. SURBHI SACHDEVA, ASSISTANT MANAGER, MARKETING & PR
(Signature, Name Designation)

2. Abhishek ABHISHEK ROY, L&D and Quality Mana
(Signature, Name Designation)

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

(Format-A)

Reference: KRMU/ Event/ 2024-25/026 /____ Date: 14/02/2025

EVENT APPROVAL FORM

School: SOHMCT Department Name: BHMCT

Society / Club — Student Coordinator: Anmol Yadav

Club/Society Coordinator: — Date of Event: ____

Event Name: Workshop on Effective Room Cleaning + Inspection: Best Practices for Hotel Housekeeping.

Purpose of Event: Workshop at Four Points by Sheraton

Audience Count: 24 Mode of Conduct: offline

Place of Conduction: Four Points by Sheraton, Saulkha Event Timings: 9:00am - 3:00pm

Financial Requirement, If any(Amount in Rs.): NIL

Material Requirements: Banner - Flex

Transport Requirements: ✓ IT Requirements: X Security Requirements: X

Ms. Shriya Chauhan
Name and Signature
(Event. Coordinator)

Dr. Anjana Singh
Name and Signature
(Dean of School/ DSW)

(Note: Dean Students Welfare in case of cultural activity only)

Approved/Not Approved
Vice-Chancellor

For Office Use

Signature
(Administrative Officer)

Signature
(Finance Officer)

Signature
(Registrar)

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

School of Hotel Management and Catering Technology

Organizes

Workshop on

Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping

Date: 21.02.2025 **Time:** 11:00am - 02:30pm

Venue: Four Points by Sheraton, Samalkha, New Delhi

Target Group: SOHMCT Students

Resource Person:

Mr. Abhishek Roy

Learning & Development and Quality Manager

Organizer:

Ms. Shriya Chauhan

Assistant Professor

School of Hotel Management & Catering Technology

Academic Session 2025-26

KRMU/SOHMCT/Notice/2024-25/26 **16th February 2025**

NOTICE

"WORKSHOP ON EFFECTIVE ROOM CLEANING AND INSPECTION: BEST PRACTICES IN HOUSEKEEPING"

The **School of Hotel Management & Catering Technology** is organizing a **visit to Four Points by Sheraton, Samalkha, on February 21, 2025**. During the visit, students will learn about **effective room cleaning techniques and best practices in hotel housekeeping inspections**. A trainer from the hotel will conduct a practical demonstration and provide guidance to enhance their understanding of the topic.

Schedule of the Event:

Venue:	**Date:**	**Time:**
Four Points by Sheraton, Samalkha	**16th February 2025**	10:00 AM onwards

Coordinator:

Shriya Chauhan

Dean SOHMCT

K.R. MANGALAM UNIVERSITY
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School of Hotel Management & Catering Technology

Venue: Four Points by Sheraton, Samalkha, New Delhi

DATE: 21-02-2025	**SEMESTER: 2nd**

Workshop on Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping

S.no	Roll Number	Name of the student	Mobile Number	Signature
1	2414760001	Prateek Lochav	9873082972	Prateek
2	2414760002	Yash Chuauhan	8209307005	Yash
3	2414760003	Simran Jena	7982479910	Simran
4	2414760004	Aakash Kumar	8090491853	Akash
5	2414760005	Piyush Gola	9999641239	Piyush Gola
6	2414760006	Ayush Tomar	9058139090	Ayush Tomar
7	2414760008	Prince Tanwar	9953670707	Prince
8	2414760009	Chyeshta	9306852725	Chyeshta Verma
9	2414760010	Parvej Khan	9991661072	ABSENT
10	2414760011	Aditya Sehrawat	9582224639	ABSENT
11	2414760012	Jiya Shankar	8287705535	Jiya Shankar
12	2414760013	Vinay Boora	7404623270	Vinay
13	2414760015	Ragini	8384065336	Absent
14	2414760016	Anmol Yadav	8447794188	Anmol
15	2414760017	Mahesh Joon	7027908070	Mahesh
16	241476001	Aryaman Gupta	9501369364	Aryaman

Verified By:	Dean SOHMCT :- Dr. Anjana Singh
Signature:	Total Students – 13 Shrijal Chauhan
Date:	21/02/2025

K.R. MANGALAM UNIVERSITY
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(Format-A)

Reference: KRMU/ Event/ 2024-25/ 29/— Date: 08/04/2025

EVENT APPROVAL FORM

School: SOHMCT Department Name: Hotel Management

Society / Club — Student Coordinator: —

Club/Society Coordinator: — Date of Event: 17th April 2025

Event Name: Effective Room Cleaning + Towel Art Competition

Purpose of Event: Activity -2 for MOU with Four Points

Audience Count: 14 Mode of Conduct: Offline

Place of Conduction: G-007 Event Timings: 9:10 am onwards

Financial Requirement, If any(Amount in Rs.): —

Material Requirements: Banner and Certificates

Transport Requirements: ☒ IT Requirements: ☒ Security Requirements: ☒

Shreya Chauhan
Name and Signature
(Event. Coordinator)

Name and Signature
(Dean of School/ ~~DSW~~)

(Note: Dean Students Welfare in case of cultural activity only)

Approved/Not Approved
Vice-Chancellor

For Office Use

Signature
(Administrative Officer)

NA
Signature
(Finance Officer)

Signature
(Registrar)

K.R. MANGALAM UNIVERSITY

THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

In collaboration with

FOUR POINTS BY SHERATON

Organize

Effective Room Cleaning

&

Towel Art Competition

DATE: 17th April, 2025

TIME: 9:10a.m. Onwards

VENUE: C-007 (Guest Room)

TARGET GROUP: 1st Year Students of SOHMCT

EVENT COORDINATOR: - Ms. Shriya Chauhan (Asst. Prof. SOHMCT)

School of Hotel Management & Catering Technology

Academic Session 2024-25

KRMU/SOHMCT/Notice/2024-25/29 **10th April 2025**

NOTICE

Effective Room Cleaning & Towel Art Competition in collaboration Four Points by Sheraton, Samalkha, New Delhi

This is to announce that School of Hotel Management and Catering Technology will be organising a competition Effective Room Cleaning & Towel Art Competition in collaboration Four Points by Sheraton, Samalkha, New Delhi on 17th April 2025. The event will enhance the students learning based on their learning for bed making and inspecting the room as they will be motivated to participate and compete for the towel art competition that are the skills for accommodation operations will be showcased.

Schedule of the Event:

Venue:	**Date:**	**Time:**
SOHMCT Block C-007 (Guest Room)	17th April 2025	09:30 AM onwards

Coordinator:

Ms. Shriya Chauhan (Asst. Prof. SOHMCT)

Dean SOHMCT

Dr. Anjana Singh (Professor & Dean SOHMCT)

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

School of Hotel Management & Catering Technology

DATE: 17/04/2025	SEMESTER: 2nd	VENUE: Room-C007

Effective room cleaning and Towel Art (MOU Acitvity -2)

S.no	Roll Number	Name of the student	Mobile Number	Signature
1	2414760001	Prateek Lochav	9873082972	
2	2414760002	Yash Chuauhan	8209307005	
3	2414760003	Simran Jena	7982479910	
4	2414760004	Aakash Kumar	8090491853	
5	2414760005	Piyush Gola	9999641239	
6	2414760006	Ayush Tomar	9058139090	
7	2414760008	Prince Tanwar	9953670707	
8	2414760009	Chyeshta	9306852725	
9	2414760010	Parvej Khan	9991661072	AB
10	2414760011	Aditya Sehrawat	9582224639	AB
11	2414760012	Jiya Shankar	8287705535	
12	2414760013	Vinay Boora	7404623270	
13	2414760015	Ragini	8384065336	
14	2414760016	Anmol Yadav	8447794188	Absent
15	2414760017	Mahesh Joon	7027908070	
16	241476001	Aryaman Gupta	9501369364	

Verified By:	Ms. Shreeja Chauhan
Signature:	
Date:	17/04/2025

Project Report

On

Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping

In Collaboration With

FOUR POINTS BY SHERATON

Four Points by Sheraton, Samalkha, New Delhi

Duration of the Project:

18th February to 21st March 2025

Project Guide: **Ms. Shriya Chauhan**

(Assistant Professor, SOHMCT)

Project Co-Guide: **Mr. Abhishek Roy**

(Learning & Development and Quality Manager, Four Points by Sheraton, Smalkha, New Delhi)

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I. DECLARATION

We, the undersigned, hereby declare that the project report entitled "Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping" is an authentic and original work carried out by the undersigned students of BHMCT. This project was undertaken under the Memorandum of Undertaking (MOU) signed between the School of Hotel Management and Catering Technology (SOHMCT) at K.R. Mangalam University and Four Points by Sheraton, New Delhi Airport Highway-110037. The project was conducted as part of our academic curriculum for the Bachelor of Hotel Management and Catering Technology (BHMCT) program during the 2nd semester of our studies.

The project involved detailed research, practical exposure, and hands-on experience at Four Points by Sheraton, where we were able to closely observe and analyse their housekeeping operations, specifically related to room cleaning and inspection protocols. We collected data, participated in workshops, and practiced the skills during a competition for room cleaning and towel art after the gathered valuable insights that helped shape the content of this report.

We confirm that the work presented in this report is entirely our own and has been completed independently. No part of the report has been plagiarized or copied from any other source except for those that have been duly cited in the reference section.

We take this opportunity to express our sincere gratitude to Ms. Shriya Chauhan, Assistant Professor at SOHMCT, for her guidance and support throughout the duration of this project. Her feedback and expertise were invaluable in enhancing the quality and depth of this report.

We also wish to extend our heartfelt appreciation to the management and staff of Four Points by Sheraton, particularly those in the housekeeping department, for providing us with the opportunity to work alongside them and learn from their expertise in the field. Their cooperation and practical insights into the operations of hotel housekeeping significantly contributed to the success of this project.

Through this project, we gained practical experience and learned the importance of maintaining high standards of cleanliness and inspection in the hospitality industry, which will undoubtedly be beneficial in our future careers.

We hereby declare that the information and facts presented in this report are true to the best of our knowledge and belief.

S. No.	Name of the Student	Roll Number	Program Name	Signature
1.	Jiya Shankar	2414760012	BHMCT	
2.	Vinay Boora	2414760013	BHMCT	
3.	Ragini	2414760015	BHMCT	
4.	Anmol Yadav	2414760016	BHMCT	
5.	Aryaman Gupta	2414760018	BHMCT	

II. CERTIFICATE

This is to certify that the following students, enrolled in the **Bachelor of Hotel Management and Catering Technology (BHMCT)** program, have successfully completed the project titled:

"Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping"

This project was conducted in collaboration with our MoU partner **Four Points by Sheraton, Samalkha**, and **K. R. Mangalam University**. The project was carried out from **18th February 2025 to 21st March 2025**, under the guidance and supervision of:

- **Mr. Abhishek Roy**, Learning & Development and Quality Manager, Four Points by Sheraton, New Delhi
- **Ms. Shriya Chauhan**, Assistant Professor, SOHMCT, K. R. Mangalam University

Over the course of **31 days**, the students actively participated in a structured learning experience that included:

- A **hands-on workshop** on effective room cleaning practices at **Four Points by Sheraton, Samalkha**
- A **competition** on room cleaning and towel art organized at **K. R. Mangalam University**

The work submitted by the students is a result of their **original efforts**, and all references used in the accompanying project report are **authentic and verifiable**. We commend the students for their dedication and professionalism throughout the duration of this project.

S. No.	Name of the Student	Roll Number	Program Name	Collaboration with Four points
1.	Jiya Shankar	2414760012	BHMCT	Four Points by Sheraton
2.	Vinay Boora	2414760013	BHMCT	Four Points by Sheraton
3.	Ragini	2414760015	BHMCT	Four Points by Sheraton
4.	Anmol Yadav	2414760016	BHMCT	Four Points by Sheraton
5.	Aryaman Gupta	2414760018	BHMCT	Four Points by Sheraton

Abhishek

Ms. Shriya Chauhan
Assistant Professor
SOHMCT
K.R. Mangalam University

Mr. Abhishek Roy
Learning & Development and Quality Manager
Four Points, Sheraton
New Delhi

III. Introduction

The "Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping", conducted from 18th February to 21st March 2025, was a collaborative initiative between K.R. Mangalam University (KRMU) and Four Points by Sheraton, Smalkha, New Delhi. Organized under a signed Memorandum of Understanding (MoU), the project was designed to provide first-year students of the School of Hotel Management and Catering Technology (SOHMCT) with experiential exposure to real-world hospitality operations, aligning practical learning with professional industry standards.

The project focused primarily on accommodation operations, including room cleaning, bed making, and towel art—core competencies required in the housekeeping departments of modern hotels. These learning opportunities were delivered through two flagship activities:

- **Activity I:** A hands-on workshop on Effective Room Cleaning & Inspection hosted at Four Points by Sheraton, where students were trained by in-house professionals on guestroom standards, bed-making techniques, linen handling, and SOPs in room presentation.

- **Activity II:** An Effective Room Cleaning & Towel Art Competition, held on 17th April 2025 at the KRMU campus, where students applied their newly acquired skills in a competitive, industry-evaluated format.

This initiative was spearheaded by Ms. Shriya Chauhan, faculty coordinator from SOHMCT, and was evaluated by both academic and industry professionals, including the Learning & Development Manager of Four Points by Sheraton. The project aimed to nurture students' technical acumen and creativity, simulating authentic housekeeping operations within a hotel-like environment.

Importantly, the project aligned with the ethos of the United Nations Sustainable Development Goals, particularly:

- SDG 4: Quality Education, by integrating skill-based, outcome-oriented learning with academic curricula.

- SDG 8: Decent Work and Economic Growth, by fostering hospitality-specific competencies that enhance students' employability and career readiness.

About Four Points by Sheraton

Four Points by Sheraton is a globally recognized hotel brand that originated in 1995 under the umbrella of Sheraton Hotels and Resorts. The concept was to provide a comfortable and reliable mid-scale lodging experience, catering to business and leisure travelers seeking consistency and quality at an accessible price point. In 1998, the brand became part of Starwood Hotels & Resorts, which further expanded its reach and refined its service offerings.

With the acquisition of Starwood by Marriott International in 2016, Four Points was integrated into one of the largest hospitality portfolios in the world. As of today, the brand has expanded its global footprint, offering more than 200 properties across major cities, airport hubs, and business destinations.

Known for its straightforward, value-driven approach, Four Points by Sheraton offers:

- Spacious, well-appointed rooms
- Free high-speed internet
- Functional meeting spaces
- Signature "Best Brews" local craft beer program
- Reliable, standardized service

Its positioning as a comfortable yet practical brand makes it an ideal learning partner for hospitality students aiming to understand the balance between quality service and operational efficiency.

Relevance to Hospitality Education

The collaboration with Four Points by Sheraton allowed students to:

- Engage with real-life hotel environments

- Observe and learn from hospitality professionals
- Understand global housekeeping standards
- Practice guestroom aesthetics, hygiene protocols, and towel art creativity

Through this integration of industry experience with academic training, the project bridged the gap between theory and practice—equipping students with the competencies needed to excel in India's growing hospitality sector and beyond.

In conclusion, this consolidated project introduction sets the tone for a comprehensive understanding of the objectives, structure, and industry context that shaped the students' learning experience during the one-month engagement. The following sections will elaborate on the activities conducted, methodologies used, and outcomes achieved during this impactful initiative.

IV. Objectives of the Project

The one-month Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping Project, conducted from 18th February to 21st March 2025, was structured to bridge the gap between academic knowledge and professional industry practices for first-year students of the School of Hotel Management and Catering Technology (SOHMCT) at K.R. Mangalam University. This project was implemented through two key activities: a practical workshop at Four Points by Sheraton, Smalkha, and an Effective Room Cleaning & Towel Art Competition held on campus.

The following are the consolidated objectives of the project:

1. To enhance students' practical understanding of professional housekeeping operations, including effective room cleaning, bed making, linen handling, towel folding, and inspection protocols.
2. To provide firsthand exposure to hotel industry standards and practices through a guided workshop at Four Points by Sheraton, allowing students to observe and learn from experienced housekeeping professionals in a real-world setting.

3. To develop efficiency and attention to detail by training students in time-managed cleaning processes, guestroom presentation, and hygiene protocols in line with modern hotel SOPs.
4. To encourage creativity and innovation in hospitality service delivery, especially through artistic towel folding and aesthetic room setup, reflecting personalized guest experiences.
5. To give students an opportunity to apply their learning through a competitive, performance-based format where their technical skills, teamwork, and presentation abilities were evaluated by faculty and industry experts.
6. To align the training and learning outcomes with global standards, particularly with UN Sustainable Development Goals:
    - SDG 4: Quality Education, by promoting inclusive, practical, and career-oriented learning experiences.
    - SDG 8: Decent Work and Economic Growth, by cultivating industry-relevant competencies and work-readiness in students.
7. To foster interpersonal, managerial, and soft skills, such as teamwork, time management, communication, and problem-solving, essential for success in hospitality careers.
8. To inspire professional confidence and industry engagement among students by involving them in live hotel settings and collaborative activities that simulate real-time workplace scenarios.

This combination of technical training, hands-on practice, and creative application made the project a holistic learning experience, equipping students with the tools and mindset necessary to excel in the dynamic hospitality sector.

V. Description

Activity -I

During the visit to Four Points by Sheraton, New Delhi, the signing of memorandum of undertaking between Four points by Sheraton and K.R. Mangalam University took place with the General Manager Mr. Manoj Thapa. There was a guided hotel tour offered a behind-the-scenes look into the hotel's key departments, including housekeeping, front office, food and beverage, and guest services. One of the major highlights was the interactive session with **Mr.**

Manoj Thapa, the **General Manager,** who shared valuable insights about the evolving trends in the hospitality industry, the importance of service excellence, and strategies for maintaining high guest satisfaction. An enriching discussion with the **Front Office Manager** who shared her valuable insights into the crucial role of the front office in shaping the guest experience. She emphasized that the front desk serves as the face of the hotel, being the first and last point of contact for guests. Key topics discussed included the importance of maintaining a professional and welcoming demeanour, effective communication, handling guest queries and complaints with empathy, and ensuring smooth check-in and check-out procedures. She also highlighted the use of property management systems for efficient room allocation and guest information management. Her insights underscored the significance of coordination, attention to detail, and a guest-centric approach in maintaining high levels of guest satisfaction and loyalty, along with this we had an interactive session with **The Marketing Manager, and the Training and Hiring Manager.** Each of them provided a unique perspective—from guest handling and brand positioning to staff development and recruitment practices.

These sessions helped us better understand the operational dynamics of the hotel industry and emphasized the importance of teamwork, communication, and adaptability in delivering exceptional hospitality services.

Step-by-Step Procedure for Room Cleaning, Bed Making and Room Inspection (shared by Mr. Umesh, the guest room attendant at Four points by Sheraton, New Delhi)

Room Cleaning

1. Preparation: Wear appropriate uniform and protective gloves. Gather all necessary cleaning supplies and equipment, including cleaning agents, dusters, vacuum cleaner, mop, fresh linen, and toiletries. Knock on the door, announce housekeeping, and ensure the room is vacant before entering.

2. Initial Inspection: Open curtains and windows (if applicable) to ventilate the room. Check for any damages, lost items, or maintenance issues and report them to the concerned department.

3. Remove Used Items: Collect used linen, towels, and trash. Empty all bins and replace with fresh liners. Remove used glasses, crockery, and bathroom items for cleaning or replacement.

4. Dusting and Surface Cleaning: Dust all surfaces including furniture, shelves, light fixtures, headboards, and lamps. Clean mirrors and glass surfaces using appropriate cleaners to remove smudges and fingerprints.

5. Clean the Bathroom: Scrub and disinfect the toilet, sink, shower area, and bathtub. Clean the bathroom walls, mirrors, and floor. Replace used towels, toiletries, toilet paper, and bathroom mats with fresh supplies.

6. Vacuuming and Floor Cleaning: Vacuum carpets thoroughly or sweep and mop hard floors. Pay attention to corners and under furniture for hidden dust and debris.

7. Bed Making: Make the bed following the hotel's standard bed-making procedure using fresh linen. Ensure the bed looks neat and inviting.

8. Restocking Supplies: Refill items such as water bottles, tea/coffee kits, stationery, laundry bags, and room service menus. Ensure everything is in place and aligned neatly.

9. Final Check and Inspection: Do a final inspection of the room to ensure cleanliness, proper arrangement, and working condition of appliances. Close windows, draw curtains, and spray air freshener if needed.

10. Exit and Record: Switch off lights (if required), close the door securely, and update the cleaning status in the housekeeping log or system.

Bed Making

1. Preparation and Hygiene: Begin by washing hands and wearing clean gloves if necessary. Gather all required linen and supplies, including a mattress protector, fitted sheet, flat sheet, blanket or duvet, pillowcases, and decorative items.
2. Remove Used Linen: Strip the bed of all used linens including sheets, pillowcases, and blankets. Check the mattress for any stains or damage and report if necessary.
3. Place the Mattress Protector: Spread a clean mattress protector over the mattress to safeguard it from spills and maintain hygiene.
4. Spread the Fitted Sheet: Place the fitted sheet over the mattress, ensuring it is tucked tightly and smoothly at all corners with no wrinkles.
5. Add the Flat Sheet: Lay the flat sheet evenly over the fitted sheet, leaving enough length at the head of the bed to fold back over the blanket later. Tuck the sheet neatly at the foot of the bed using hospital corners.
6. Position the Blanket or Duvet: Place the blanket or duvet over the flat sheet. Align it evenly and fold the top of the flat sheet over the blanket for a neat, layered appearance. Tuck in both at the foot of the bed.
7. Arrange the Pillows: Insert pillows into fresh pillowcases and fluff them. Place them upright or flat at the head of the bed, depending on the hotel standard.
8. Final Touches: Smooth out any wrinkles, adjust the sides evenly, and add decorative items such as cushions or bed runners as per the room standard.

This systematic approach ensures a clean, comfortable, and visually appealing bed that meets professional hospitality standards.

Room Inspection

1. Preparation: Begin by reviewing the housekeeping report or room status list to identify rooms that are ready for inspection. Carry a room inspection checklist, pen, and mobile device (if using a digital checklist).

2. Initial Entry Check: Knock on the door, announce "Housekeeping Inspection," and ensure the room is vacant. Enter and close the door quietly to avoid disturbing nearby guests.
3. General Cleanliness Check: Observe the overall appearance of the room. Ensure it is clean, tidy, and free of any unpleasant odors. Check for proper ventilation and lighting.
4. Bed Inspection: Examine the bed for cleanliness, correct linen placement, wrinkle-free bedding, and proper arrangement of pillows and decorative items. Ensure the bed is made according to hotel standards.
5. Furniture and Fixtures: Inspect all furniture, including tables, chairs, and wardrobes for cleanliness, polish, and stability. Check that lamps and light fixtures are working properly and dust-free.
6. Bathroom Check: Enter the bathroom and inspect the toilet, shower, sink, mirror, and tiles for cleanliness. Confirm that all toiletries are restocked, towels are neatly arranged, and there are no leaks or stains.
7. Floor and Carpet: Check the flooring or carpets for any spots, dust, or debris. Ensure that vacuuming or mopping has been done thoroughly, especially in corners and under furniture.
8. Appliances and Electronics: Test all in-room appliances such as the TV, air conditioning, mini-fridge, lights, and kettle to ensure they are in working order. Report any malfunctions immediately.
9. Amenities and Supplies: Confirm that all guest amenities such as water bottles, tea/coffee kits, stationery, and room service menus are properly placed and stocked.
10. Final Touches: Ensure curtains are neatly arranged, room temperature is comfortable, and room is vacuum.

Towel Art Making

A practical demonstration of Lotus towel art was shown by the guestroom attendant. The Lotus towel art is a decorative folding technique used in hotels to enhance room presentation and create a welcoming atmosphere for guests. Here is a step-by-step guide to creating a lotus flower using towels:

Materials Needed:

•One large bath towel or bath sheet

•A flat and clean surface for folding

Step 1: Lay the Towel Flat

Spread the towel fully on a flat surface with the shorter edges at the top and bottom.

Step 2: Fold the Corners

Fold all four corners of the towel toward the center, forming a square shape.

Step 3: Repeat the Fold

Again, fold all four new corners toward the center, just like the previous step. The towel should now resemble a smaller square with multiple folded layers.

Step 4: Flip the Towel

Carefully flip the entire folded towel over, keeping the folds intact.

Step 5: Fold the Corners Again

Once flipped, fold all four corners toward the center once more.

Step 6: Create the Petals

Gently pull out the flaps from underneath (from the previous folds) to form lotus petals. Do this from all four corners and then from the sides, pulling out a total of eight petals.

Step 7: Final Touch

Adjust the petals to give them a symmetrical and flower-like shape. Ensure the folds are neat and the towel is firmly shaped.

This elegant towel art can be placed on the bed or bathroom counter to create a luxurious and thoughtful impression for guests.

Industrial Relevance and Application of Knowledge for the Future

The workshop conducted at Four Points by Sheraton, New Delhi, held significant industrial relevance and provided valuable practical exposure to real-world hotel operations. It bridged the gap between academic learning and industry practices, particularly in areas such as housekeeping, front office management, and guest service standards. The hands-on experience in bed making, room cleaning, and room inspection helped enhance our technical skills and attention to detail. Interactions with key hotel professionals, including the General Manager and department heads, offered deeper insights into operational efficiency, customer satisfaction, and hospitality trends. This exposure has not only broadened our understanding of the hotel industry but also equipped us with essential knowledge and skills that will be directly applicable in our future careers in hospitality and hotel management.

Description of Activity-II

Bed making is one of the most crucial and visible tasks in hotel room preparation. It creates the first impression for guests as they enter the room, often setting the tone for their entire stay. A well-made bed signifies cleanliness, comfort, luxury, and professionalism. In the Room Cleaning & Towel Art Competition, bed making was treated as a core performance parameter, combining speed, technique, presentation, and attention to detail.

The task began with the removal of used linens, including fitted sheets, top sheets, pillow covers, blankets, duvets, and bedspreads. Students had to demonstrate proper hygiene standards while handling soiled linen—folding them inward to avoid dust and ensuring they were not placed on clean surfaces. This step emphasized infection control and guest safety, especially post-pandemic, where hygiene has taken on added significance.

Once the bed was stripped, students began the process of making the bed from scratch. They started by placing the fitted sheet, ensuring it was stretched smoothly over the corners of the mattress, with no visible wrinkles or sagging. If a flat sheet was used as a bottom sheet, hospital corners were made. This professional folding technique ensures the sheet remains taut and secure, providing a neat and luxurious appearance.

Next, a top sheet was added, carefully aligned with the headboard and draped evenly on both sides. Students folded back the top edge neatly, creating a crisp line that would later support the blanket or duvet fold. Following this, the blanket

or duvet was added. Teams were instructed to ensure that the duvet was inserted evenly into the cover (if applicable) and laid out flat with symmetrical overhangs. Precision was key—creases or uneven placement could impact scoring.

Pillow arrangement followed next. Participants fluffed and arranged pillows in an aesthetically pleasing and structured layout. A standard luxury format includes two sleeping pillows placed vertically against the headboard, followed by two decorative pillows or cushions in front. Some teams added neck rolls or bolsters, depending on the availability of accessories. The positioning of pillows must be symmetrical and consistent across all participating beds.

To enhance the bed's visual appeal, many teams creatively used bed runners or folded throws, placed horizontally at the foot of the bed. These decorative elements added a pop of color and texture and were expected to align perfectly with the width and centreline of the bed. Final touches also included smoothing the bed surface with flat palms or a linen beater to remove lint or marks.

The judging panel assessed multiple criteria, including technique (such as use of hospital corners), cleanliness, symmetry, time management, creativity, and overall presentation. Judges also evaluated how well the students adapted hotel-standard operating procedures under time constraints, demonstrating both competence and confidence in a real-world simulation.

This task tested not only technical skill but also the students' eye for detail, discipline, and understanding of guest expectations. A well-made bed is more than just a functional element—it reflects the pride, training, and professionalism of the housekeeping staff. In this competition, it became a canvas for showcasing hospitality excellence.

1. Time Management & Coordination:

- Each team had to complete bed making within a fixed timeframe (typically 15–20 minutes as part of the 1-hour challenge). This required **delegation of roles**, such as one student handling linens while another arranged pillows and decor.
- Judges monitored **efficiency**, **workflow**, and the ability to maintain quality under pressure.

2. Linen Handling & Fabric Care Awareness:

- Students were evaluated on their knowledge of **linen care**, such as recognizing the fabric type (cotton, polyester blends) and using appropriate handling techniques to avoid wrinkles and damage.
- Emphasis was placed on **correct folding**, **storage of extra linens**, and **minimizing wastage** of resources.

3. Guest Comfort & Ergonomics:

- Teams had to consider **guest comfort**, ensuring the linen was not just aesthetically appealing but also functionally appropriate. For example, pillows needed to be firm but fluffed, and blanket layers should be breathable.
- Bed height, pillow alignment, and ease of tucking were observed from a guest's perspective.

4. Aesthetic Sense & Theme Matching:

- Some teams incorporated **thematic bed arrangements**, using color-coordinated linens and decorative accents to reflect seasonal or cultural themes (e.g., spring freshness, festive red-gold tones).
- Use of **symmetry and balance** in pillow and cushion arrangement was judged as part of visual appeal.

5. Health & Safety Compliance:

- Students followed proper safety guidelines—bending knees while lifting mattresses, avoiding climbing on beds, and using sanitizers or gloves while handling linen.
- Cleanliness was not just visual but hygienic students sanitized bed headboards, remote controls, bedside tables as part of integrated room hygiene.

6. Professional Etiquette:

- Participants practiced **hotel housekeeping protocols**, such as knocking before entering, saying "Housekeeping," and maintaining quiet and calm behaviour while working—replicating a live hotel scenario.

- Uniform grooming, professional posture, and teamwork etiquette were also noted by observers.

7. Reflection of SOPs (Standard Operating Procedures):

- Students were expected to follow established hotel **SOPs for bed making**, which included linen change frequency, documentation of service (e.g., bed card slips), and final room inspection.
- Deviations from SOPs were gently corrected by mentors as a learning experience.

8. Use of Eco-Friendly Practices:

- Where possible, students were encouraged to use **eco-friendly bed making practices**, such as minimizing linen change unless necessary (mock "green stay" policy), using natural fresheners instead of chemical sprays.

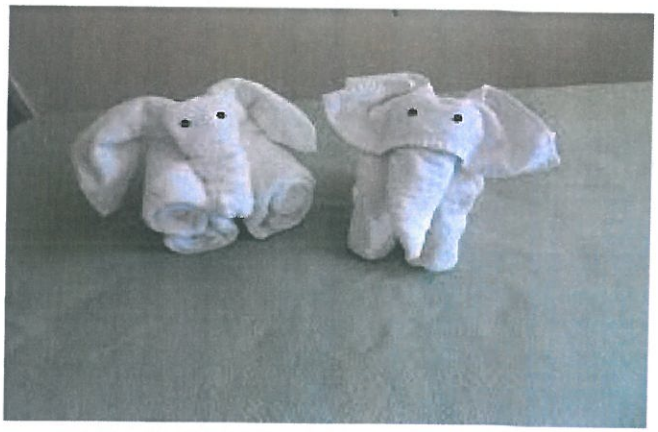
3. Towel Art Creation:

- Towel art is a distinctive and imaginative element of room presentation that enhances guest satisfaction and elevates the overall guestroom ambiance. Commonly seen in luxury hotels and cruise lines, towel art involves folding bath towels, hand towels, and face cloths into artistic shapes such as swans, elephants, flowers, or even human-like figures. The purpose of this practice is to delight guests, showcase personalized service, and create memorable visual impressions.
- In the competition, each team was instructed to create at least one elaborate towel figure within a designated time limit. The students were allowed to use different sizes of towels and optional accessories such as artificial eyes, flowers, or ribbons to accentuate their creations.
- The process required step-by-step folding, rolling, and twisting of towels, with careful consideration to symmetry, proportion, and stability. Teams showcased a variety of creative towel sculptures, including:
- Twin swans forming a heart shape, symbolizing romantic decor for honeymoon suites.
- Towel elephants and bunnies, often used in family or kid-friendly setups.

- Floral towel arrangements, mimicking lotus or rose shapes for an elegant touch.
- Judging was based on originality, craftsmanship, neatness, symmetry, and overall presentation. Teams were encouraged to name their creations and explain the context or theme, which added a storytelling aspect to the competition.
- Students not only demonstrated creativity but also team coordination, as some designs required multiple towels and synchronized folding. The task helped participants enhance their fine motor skills, aesthetic sense, and understanding of guest experience design in hospitality.
- Overall, the towel art segment was a vibrant, joyful part of the competition that allowed students to express individuality while maintaining hotel-level standards of service and presentation.

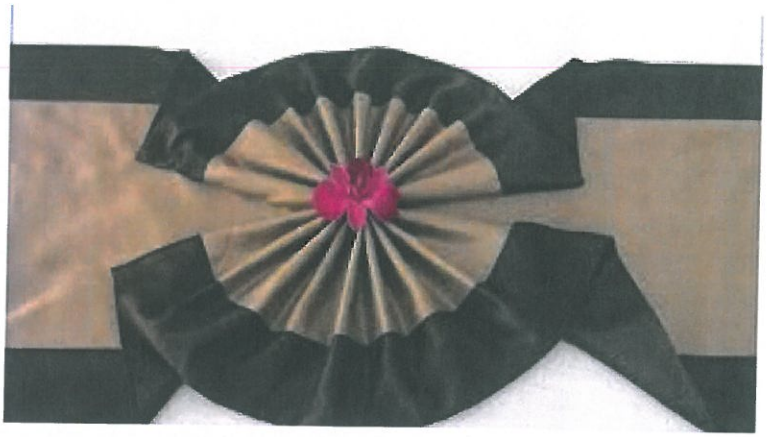
Team 3 :

- **Towel Art Designs: Elephant, Flower with Runner, and Dinosaur**
  - **Elephant:** Creating an elephant with towels involved folding them to form the large body, trunk, and ears of an elephant. This design required the students to ensure that the proportions were accurate, with the trunk extending from the towel and large ears on either side.

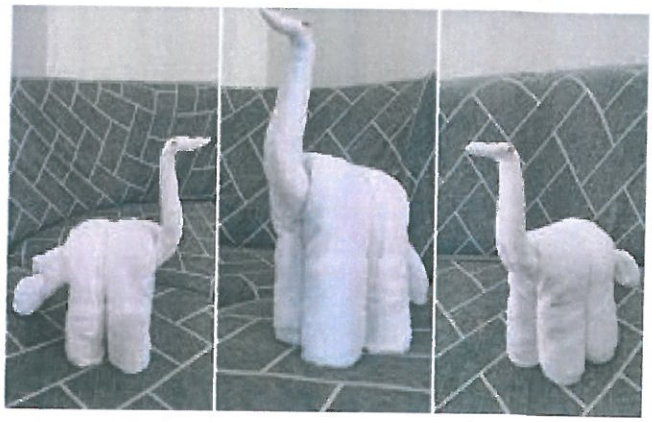


  - **Flower with Runner:** This design combined two towel art techniques—creating a flower and placing it on a towel runner. The flower was crafted by folding towels into

symmetrical petals, while the runner was made by folding a long towel into a narrow, neat strip, showcasing how towels can be creatively used for room decoration.



- **Dinosaur:** The dinosaur towel art involved folding the towel to create the body, tail, and head of a dinosaur. This design required the students to use their creativity to shape the towel in a way that resembled a dinosaur, with clear features like legs, tail, and a distinct head.



VI. Methodology

The one-month Project on effective room cleaning and towel art making was designed using a comprehensive, blended learning methodology that effectively combined industry exposure, experiential learning, team collaboration, and skill-based evaluation. The project unfolded in two integrated phases, each contributing uniquely to the development of students' technical competencies, soft skills, and understanding of professional hospitality operations.

Phase 1: Industry Workshop at Four Points by Sheraton, Smalkha

This phase focused on **direct industry interaction and live observation**. Students were given the opportunity to observe real-time hotel operations under the supervision of departmental heads. The methodology for this phase included:

- **Guided Observation:** Students shadowed housekeeping staff, front office teams, and food & beverage professionals to understand standard operating procedures (SOPs), work ethics, grooming standards, guest handling techniques, and hygiene practices.
- **Hands-on Training:** Students participated in practical activities such as bed making, guestroom inspection, linen management, guest check-in simulations, and public area upkeep.
- **Expert Demonstrations:** Hospitality professionals conducted interactive sessions on service excellence, daily briefing formats, eco-friendly practices, and departmental coordination.
- **Reflection and Documentation:** Students were required to maintain reflective journals capturing their daily learning, challenges observed, and SOPs followed by hotel staff.

Phase 2: On-Campus Room Cleaning & Towel Art Competition

This phase offered a **performance-driven learning environment**, simulating hotel operations within the institutional setting. The methodology included:

- **Team-Based Task Execution:** Students were grouped into teams and assigned tasks involving full room setup, cleaning, bed making, and creative towel art preparation under time-bound conditions.
- **Standard Protocols:** Tasks were conducted using real hotel linen, cleaning agents, and tools, adhering strictly to hospitality standards.
- **Peer Collaboration:** Each group was assessed not only on individual technical skill but also on teamwork, time management, division of responsibilities, and creative input.
- **Performance Assessment:** A structured rubric evaluated students on parameters like cleanliness, aesthetics, SOP compliance, creativity, and

overall presentation. Faculty members and guest judges from the hospitality industry were invited to provide feedback.

- **Skill Recap and Review:** Post-event reflection and a review session were conducted to help students identify their strengths, areas for improvement, and how the learnings can be applied in real hotel scenarios.

Overall Pedagogical Approach:

The entire project was rooted in experiential learning theory, promoting "learning by doing." The blend of industry immersion and controlled practice environments ensured:

- Reinforcement of classroom knowledge through application.
- Development of practical housekeeping and aesthetic service skills.
- Strengthening of professional behaviors, such as discipline, grooming, punctuality, and communication.

This methodology empowered students with a holistic skill set, preparing them to transition confidently into professional hotel environments.

VII. Conclusion

The one-month collaborative project between KRMU and Four Points by Sheraton, Smalkha, has been a significant milestone in bridging the gap between academic learning and practical industry exposure for the students of the School of Hotel Management and Catering Technology (SOHMCT). Through the well-structured workshop on effective room cleaning and the subsequent Room Cleaning & Towel Art Competition, students experienced a holistic learning journey that combined theoretical knowledge, professional insights, and hands-on practice.

The workshop provided a rich blend of conceptual understanding and real-world application. Under the guidance of experienced housekeeping professionals, students developed a strong foundation in essential hospitality operations such as room cleaning, bed making, and systematic room inspection. This immersive experience not only enhanced their technical skills but also instilled a sense of discipline, attention to detail, and adherence to industry standards—qualities that

are critical for ensuring guest satisfaction and operational excellence in hotel management.

Interaction with the hotel's management and departmental heads offered invaluable perspectives on teamwork, guest-centric service, and operational challenges. These engagements motivated students to appreciate the importance of collaboration, time management, and effective communication in a dynamic hospitality environment.

The Room Cleaning & Towel Art Competition further reinforced these learnings by providing a platform for students to apply their acquired skills in a competitive and creative setting. The event encouraged innovation, precision, and teamwork, fostering confidence and a spirit of healthy competition among participants. It also highlighted the significance of combining creativity with technical expertise—an essential trait for hospitality professionals aiming to deliver memorable guest experiences.

The project's alignment with Sustainable Development Goals such as Quality Education and Decent Work underlined the commitment to nurturing industry-ready professionals equipped with relevant skills and ethical values. The collaboration with Four Points by Sheraton enriched the academic curriculum by integrating real-world standards and expectations, thus enhancing the employability and professional readiness of the students.

In conclusion, the project was a resounding success in promoting experiential learning, skill enhancement, and professional development. The students emerged better prepared for future challenges in the hospitality industry, motivated to continuously improve their competencies and contribute effectively to the evolving landscape of hotel operations. This initiative sets a valuable precedent for future collaborations between academia and industry, fostering a culture of practical learning and excellence in hospitality education.

VIII. Reference

Reference books for the project *"Effective Room Cleaning and Inspection"*:

1. Hotel Housekeeping: Operations and Management – G. Raghubalan & Smritee Raghubalan
2. Professional Housekeeping – Robert J. Martin

3. Managing Housekeeping Operations – Aleta Nitschke & Thomas J.A. Jones (AHLEI)
4. Housekeeping Management – Matt A. Casado
5. Housekeeping Operations, Design and Management – Malini Singh & Jaya B. George
6. Housekeeping Training Manual – Sudhir Andrews

YouTube link of bedmaking

- https://youtu.be/xqtmT_xVqhM?si=_Lpvvfb2zxuhldMG

YouTube link of inspection

- https://youtu.be/OpF9C2xIl04?si=jYxmRCtRDaS8V4aV

YouTube link for towel art

- https://youtu.be/W52ojZ4ar8s?si=Bvz_3vTlBKnVT4o0

IX. Appendix

Photo 1: ACTIVIT-1 Laundry visit along with the learning and development manager



Photo 2: - Welcoming of the students at four points by Sheraton



Photo 3: - Bed Making by the Guest Room Attendant



Photo 4: - General Manager interacting with the students of SOHMCT



Photo 5: - First-year BHMCT students at the reception with the General Manager, Marketing Manager, Rooms Division Manager, and Learning & Development Manager of Four Points by Sheraton.



Photo 6: - Non geotag images at Four Points by Sheraton guestroom while the houskeeper demonstares the room cleaning and towel art for students understanding.





Photo-7: Students visiting the gym and thanking the G.M at Four points.

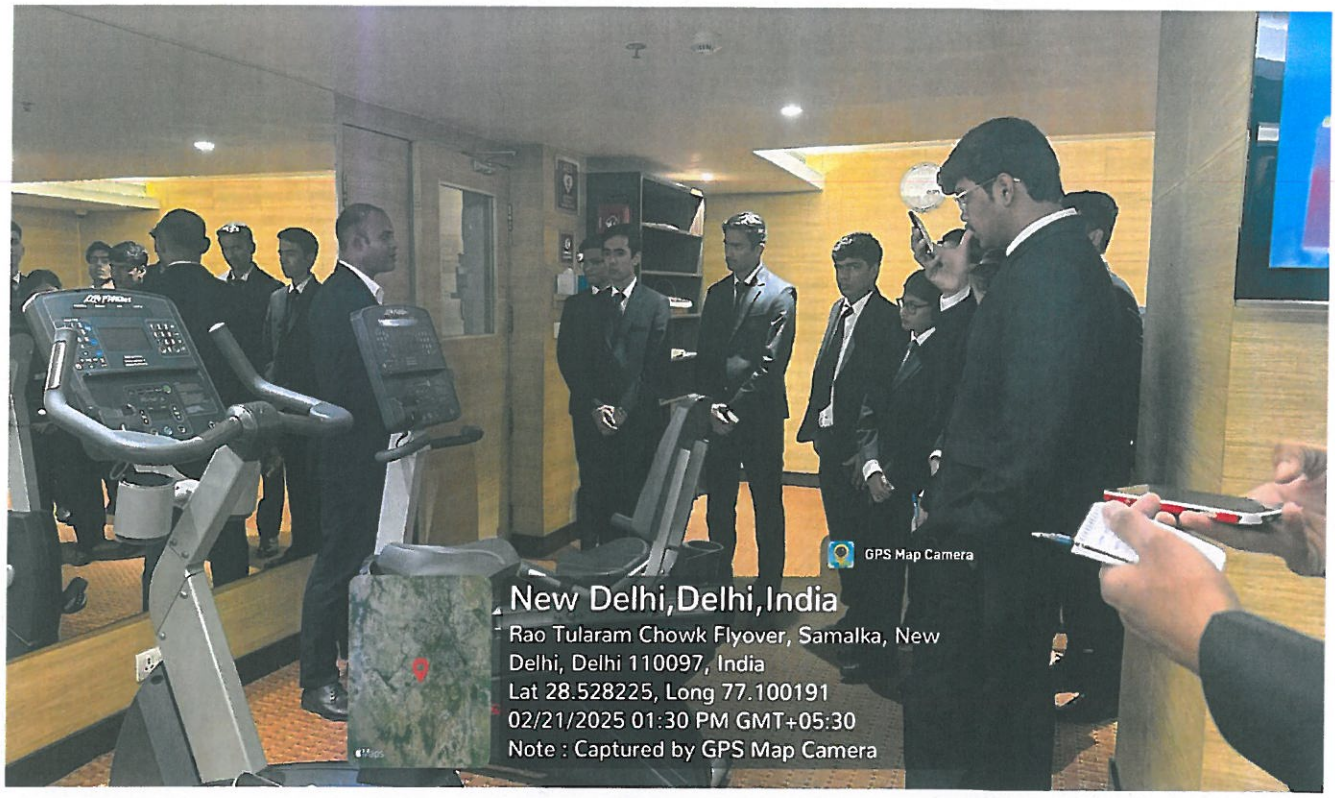




Photo – 8: image of team 3 showcasing there skills of towel art made by them for the competition.



Photo 10: Geo tag image of Team 3 with towel art made by them.



Photo 11: Geo tag image while students are practicing room cleaning.



Photo 12: Received certificates from Dean SOHMCT for participating in the competition of room cleaning and towel art competition.





FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./Ms. Tiya Shankar

has secured 3rd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

CERTIFICATE

OF COMPLETION

This certificate is presnted to :

- **Ms. Jiya Shankar**
- **Mr. Vinay Boora**
- **Ms. Ragini**
- **Mr. Anmol Yadav**
- **Mr. Aryaman Gupta**

for actively participating and completeing the Project on:

EFFECTIVE ROOM CLEANING AND INSPECTION: BEST PRACTICES FOR HOTEL HOUSEKEEPING

Duration from 18th February to 21st March 2025

Done in collaboration with Four Points by Sheraton & K.R. Mangalam. This certificate is awarded in recognition of the student's dedication and active participation in the one-month professional development project.

Ms. Shriya Chauhan
(Assistant Professor SOHMCT)

Dr. Anjana Singh
(Dean SOHMCT)

Abhishek

Mr. Abhishek Roy
(L & D Manager)



FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./Ms. Ragini

has secured 3rd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)



FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Vinay Boora

has secured 3rd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Prateek Lochar

has secured 1st Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

Abhishek

Project Report
On

Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping

In Collaboration With

FOUR POINTS BY SHERATON

Four Points by Sheraton, Samalkha, New Delhi

Duration of the Project:
18th February to 21st March 2025

Project Guide: **Ms. Shriya Chauhan**
(Assistant Professor, SOHMCT)

Project Co-Guide: **Mr. Abhishek Roy**
(Learning & Development and Quality Manager, Four Points by Sheraton, Smalkha, New Delhi)

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I. DECLARATION

We, the undersigned, hereby declare that the project report entitled "Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping" is an authentic and original work carried out by the undersigned students of BHMCT. This project was undertaken under the Memorandum of Undertaking (MOU) signed between the School of Hotel Management and Catering Technology (SOHMCT) at K.R. Mangalam University and Four Points by Sheraton, New Delhi Airport Highway-110037. The project was conducted as part of our academic curriculum for the Bachelor of Hotel Management and Catering Technology (BHMCT) program during the 2nd semester of our studies.

The project involved detailed research, practical exposure, and hands-on experience at Four Points by Sheraton, where we were able to closely observe and analyse their housekeeping operations, specifically related to room cleaning and inspection protocols. We collected data, participated in workshops, and practiced the skills during a competition for room cleaning and towel art after gathering valuable insights that helped shape the content of this report.

We confirm that the work presented in this report is entirely our own and has been completed independently. No part of the report has been plagiarized or copied from any other source except for those that have been duly cited in the reference section.

We take this opportunity to express our sincere gratitude to Ms. Shriya Chauhan, Assistant Professor at SOHMCT, for her guidance and support throughout the duration of this project. Her feedback and expertise were invaluable in enhancing the quality and depth of this report.

We also wish to extend our heartfelt appreciation to the management and staff of Four Points by Sheraton, particularly those in the housekeeping department, for providing us with the opportunity to work alongside them and learn from their expertise in the field. Their cooperation and practical insights into the operations of hotel housekeeping significantly contributed to the success of this project.

Through this project, we gained practical experience and learned the importance of maintaining high standards of cleanliness and inspection in the hospitality industry, which will undoubtedly be beneficial in our future careers.

We hereby declare that the information and facts presented in this report are true to the best of our knowledge and belief.

S. No.	Name of the Student	Roll Number	Programme Name	Signature
1.	Akash Kr. Srivastava	2414760004	BHMCT	
2.	Simran Jena	2414760003	BHMCT	
3.	Yash Chouhan	2414760002	BHMCT	
4.	Prateek Lochav	2414760001	BHMCT	
5.	Mahesh Joon	2414760017	BHMCT	

II. CERTIFICATE

This is to certify that the following students, enrolled in the **Bachelor of Hotel Management and Catering Technology (BHMCT)** program, have successfully completed the project titled:

"Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping"

This project was conducted in collaboration with our MoU partner **Four Points by Sheraton, Samalkha**, and **K. R. Mangalam University**. The project was carried out from **18th February 2025 to 21st March 2025**, under the guidance and supervision of:

- **Mr. Abhishek Roy**, Learning & Development and Quality Manager, Four Points by Sheraton, New Delhi
- **Ms. Shriya Chauhan**, Assistant Professor, SOHMCT, K. R. Mangalam University

Over the course of **31 days**, the students actively participated in a structured learning experience that included:

- A **hands-on workshop** on effective room cleaning practices at **Four Points by Sheraton, Samalkha**
- A **competition** on room cleaning and towel art organized at **K. R. Mangalam University**

The work submitted by the students is a result of their **original efforts**, and all references used in the accompanying project report are **authentic and verifiable**. We commend the students for their dedication and professionalism throughout the duration of this project.

S. No.	Name of the Student	Roll Number	Program Name	Collaboration with Four points
1.	Akash Kr. Srivastava	2414760004	BHMCT	Four Points by Sheraton
2.	Simran Jena	2414760003	BHMCT	Four Points by Sheraton
3.	Yash Chouhan	2414760002	BHMCT	Four Points by Sheraton
4.	Prateek Lochav	2414760001	BHMCT	Four Points by Sheraton
5.	Mahesh Joon	2414760017	BHMCT	Four Points by Sheraton

Abhishek

Ms. Shriya Chauhan
Assistant Professor
SOHMCT
K.R. Mangalam University

Mr. Abhishek Roy
Learning & Development and Quality Manager
Four Points, Sheraton
New Delhi

III. INTRODUCTION

To bridge the gap between academic instruction and real-world industry exposure, the School of Hotel Management and Catering Technology (SOHMCT) at K.R. Mangalam University collaborated with *Four Points by Sheraton, Smalkha*, a globally recognized hospitality brand, to initiate a structured skill enhancement project for 1st-year BHMCT students. This project comprised two major integrated components: a professional **Workshop on Room Cleaning Operations** conducted on-site at Four Points by Sheraton and a follow-up **Effective Room Cleaning & Towel Art Competition** held on the university campus. These twin activities were designed to strengthen foundational competencies in housekeeping operations while also fostering creativity, discipline, and industry-aligned learning.

Held in March and April 2025, this collaborative venture was organized under the expert guidance of Ms. Shriya Chauhan, Assistant Professor, SOHMCT. The project aimed to expose students to the operational standards of a reputed hospitality chain and provide a platform to practically demonstrate and apply their learning. The initiative was not only aligned with the professional curriculum of hotel management education but also supported the larger vision of **UN Sustainable Development Goals**, specifically **SDG 4: Quality Education** and **SDG 8: Decent Work and Economic Growth**. By equipping students with practical skills early in their academic journey, the project ensured that they are well-prepared for future employment opportunities in the dynamic hospitality industry.

Industry Background: Four Points by Sheraton

Four Points by Sheraton, a distinguished brand under the Marriott International umbrella, was the industry partner for this project. Established in 1995, Four Points emerged as a mid-scale hotel brand designed to provide a balance of comfort, functionality, and affordability, particularly catering to business and leisure travelers. The brand focuses on delivering high standards of service with an uncomplicated experience, appealing especially to modern travelers who value essential comforts without the extravagance.

Notable features of the brand include:

- **Modern and streamlined design** in guestrooms with emphasis on comfort and utility.
- **Value-added amenities** such as complimentary Wi-Fi, in-room workspaces, well-equipped fitness centers, and efficient meeting facilities.

- **Strategic locations** near major transport hubs, business districts, and tourist areas.
- **Warm and welcoming service**, built on Marriott's commitment to guest satisfaction.

The presence of Four Points by Sheraton in Smalkha, Delhi-NCR, made it an ideal venue for student engagement. The property exemplifies best practices in accommodation operations and adheres to international housekeeping standards, providing a real-time learning laboratory for students of hospitality.

Activity 1: Workshop on Housekeeping Operations at Four Points by Sheraton

The first phase of the project involved a detailed **industry workshop**, wherein students were hosted at Four Points by Sheraton for a one-day immersive training workshop. Conducted by the professional housekeeping team of the hotel, the workshop introduced students to the nuances of:

- Guestroom cleaning procedures,
- Bed making techniques,
- Linen handling and inspection methods,
- Room setup for arrivals,
- Safety and hygiene protocols,
- Towel folding and presentation art.

The workshop emphasized *observational learning*, *hands-on experience*, and *interactive demonstrations*, giving students the opportunity to explore real hotel rooms, work with professional equipment, and observe the workflow of trained housekeeping staff. It also introduced students to standard operating procedures (SOPs) used in the industry, instilling a sense of discipline and precision that is expected in professional hotel operations.

The interaction with hotel professionals and the behind-the-scenes exposure helped students understand the expectations, challenges, and performance benchmarks of the hospitality sector. This practical engagement was vital in enhancing their comprehension of theoretical concepts taught in classrooms and building a positive attitude toward their chosen career path.

Activity 2: Effective Room Cleaning & Towel Art Competition

Building upon the knowledge acquired during the workshop, the second phase of the project featured the **"Effective Room Cleaning & Towel Art Competition"** held on 17th April 2025 at the university campus. This event was structured as a

skill demonstration and assessment platform for 1st-year students, encouraging them to apply and showcase their learning in a competitive, yet supportive, academic environment.

Students were divided into small teams and assigned mock guestrooms for cleaning and decorating. They were judged based on:

- Room cleaning standards and technique adherence,
- Time management and task execution,
- Creativity and aesthetic sense in towel art,
- Teamwork and professionalism.

This competition allowed students to take initiative, demonstrate creativity through towel folding techniques (including swans and a flower), and appreciate the importance of visual presentation in enhancing guest experiences. Faculty members and visiting professionals evaluated the performances, giving constructive feedback and recognizing exemplary work with awards and certificates.

By simulating a professional hotel housekeeping environment, the event helped participants gain confidence in operating independently and applying professional etiquette. It also fostered a sense of accountability, teamwork, and attention to detail—qualities vital for success in hospitality.

Educational and Professional Impact

Both the workshop and the competition were strategically aligned with the academic objectives of the BHMCT program. These activities bridged classroom theory and field practice, encouraged experiential learning, and ignited students' enthusiasm for practical skill-building. The real-time exposure and subsequent evaluation reinforced core hospitality values such as guest-centricity, precision, hygiene, and creativity.

Moreover, this collaborative project with a globally reputed hotel brand offered students a glimpse into the professional world, reinforcing their career aspirations and enhancing their industry readiness. The structured feedback provided by faculty and hotel mentors served as a critical component of reflective learning, allowing students to identify their strengths and work on areas needing improvement.

IV. Objectives of the Project

The purpose of the workshop on effective room cleaning at Four Points by Sheraton Samalkha would likely be to improve the standards of housekeeping,

enhance guest satisfaction, and promote efficiency in maintaining clean, comfortable, and hygienic rooms. Here's a breakdown of what such a workshop might aim to achieve:

1. Improving Cleaning Techniques:

The workshop would teach hotel staff about the most effective and efficient cleaning methods. This could include:

- Best practices for cleaning different types of surfaces and materials in the rooms (e.g., carpets, furniture, and linens).
- Proper use of cleaning products and tools to ensure thorough sanitation and avoid damaging furniture or fixtures.

2. Boosting Hygiene Standards:

The focus would likely be on ensuring rooms meet the highest hygiene standards, especially in the wake of heightened awareness about cleanliness due to the COVID-19 pandemic. This could involve:

- Teaching staff how to disinfect high-touch areas like doorknobs, light switches, and remote controls.
- Techniques for ensuring bed linens, towels, and other guest-facing items are impeccably clean.

3. Enhancing Efficiency and Productivity:

The workshop would aim to teach housekeepers and other staff members time-saving techniques, allowing them to clean rooms quickly and efficiently while maintaining high standards. This could help reduce room turnover times, particularly in busy hotel settings like Four Points by Sheraton.

4. Guest Experience:

The primary goal of any cleaning effort is to ensure a positive guest experience. The workshop would focus on:

- Understanding the role of cleanliness in guest satisfaction and how it impacts reviews and return business.
- Training staff to be meticulous and attentive to detail in every room to ensure that guests have a consistently high-quality stay.

5. Professional Development and Team Collaboration:

A workshop like this would also offer an opportunity for staff to enhance their skills, improve teamwork, and share experiences and best practices with colleagues. It would help them understand the importance of their role in the

overall guest experience.

6. Sustainability and Eco-Friendly Practices:

As part of the modern hospitality industry's shift towards sustainability, the workshop might introduce eco-friendly cleaning solutions and processes. This could include:

- Using biodegradable cleaning agents.
- Promoting energy-efficient practices like turning off lights when rooms aren't being cleaned or used
  water-saving techniques.

Overall, the goal would be to create a more efficient, hygienic, and guest-friendly environment through effective room cleaning practices, ensuring that Four Points by Sheraton Samalkha provides an excellent experience for its visitors.

V. Description of Activity

The **hotel tour and interactive workshop** at **Four Points by Sheraton Samalkha** with key staff members, such as the **General Manager (Mr. Shubhankar Jyoti)**, **L&D and Quality Manager (Mr. Abhishek Roy)**, and **Housekeeper (Mr. Dinesh)**, offers a unique opportunity to gain deep insights into the daily operations and the high standards upheld at the hotel. Here's an outline of the key activities and their relevance:

1. Hotel Tour and Interactive workshop with Key Personnel:

- **General Manager (Mr. Shubhankar Jyoti)**: The GM will likely provide a comprehensive overview of the hotel's operations, vision, and standards. This could include insights into guest service philosophy, operational challenges, and how the hotel adapts to industry trends.
- **L&D and Quality Manager (Mr. Abhishek Roy)**: The L&D (Learning and Development) and Quality Manager will share the training programs, performance evaluation metrics, and quality control processes that ensure every staff member maintains high standards. This would also cover how the hotel manages guest feedback and implements improvements.
- **Housekeeper (Mr. Dinesh)**: The Housekeeper will walk participants through the daily processes of room cleaning and bed-making, emphasizing attention to detail and guest satisfaction.

2. Step-by-Step Procedure of Bed Making, Room Cleaning, and Inspection:

The **bed-making process** is one of the most fundamental tasks in hotel housekeeping, and learning it step- by-step is crucial for ensuring the hotel's standards. Here's what would likely be covered:

Step-by-Step Bed Making:

- **Preparation**: Gathering fresh linens, including fitted sheets, flat sheets, pillows, and blankets.
- **Fitted Sheet Placement**: Properly fitting the fitted sheet over the corners of the mattress.
- **Flat Sheet and Blanket Placement**: Smoothly placing the flat sheet over the fitted sheet and making sure the blanket is evenly placed on top, ensuring no wrinkles or uneven folds.
- **Tucking and Folding**: Tucking in the flat sheet tightly around the mattress, ensuring neatness and crispness.
- **Pillow Placement**: Fluffing and placing pillows at the head of the bed, ensuring they are arranged symmetrically and attractively.

Room Cleaning Procedure:

- **Dusting and Surface Cleaning**: Ensuring all surfaces (tables, shelves, counters) are wiped down and free of dust, using appropriate cleaning agents.
- **Bathroom Cleaning**: Scrubbing toilets, sinks, and shower areas with disinfectants, ensuring a spotless and hygienic environment.
- **Floor Care**: Vacuuming or sweeping floors, followed by mopping for a clean and polished look.
- **Final Touches**: Checking for cleanliness and organization, adjusting curtains, arranging furniture neatly, and ensuring all guest amenities are in place.

Inspection Procedure:

- **Visual Check**: The inspector (often the housekeeping supervisor or manager) walks through the room to visually inspect cleanliness, organization, and adherence to hotel standards.
- **Functional Checks**: Ensuring all equipment in the room (TV, lights, AC, faucets) is working properly.
- **Attention to Detail**: Inspecting small details such as the placement of toiletries, absence of dust in corners, and the overall presentation of the room.
- **Feedback Loop**: The inspector will note any areas for improvement, which will then be communicated to the housekeeping team for correction.

3. Towel Art Making – Flower Towel Art:

Towel art is a hallmark of excellent hospitality, adding a touch of creativity and luxury to a guest's
experience. The **flower towel art** making would likely include:

- **Selecting the Right Towels**: Using large bath towels for the petals and smaller hand towels for the stems and leaves.
- **Folding Techniques**: Demonstrating the specific folding techniques required to create the shape of flower petals and arranging them aesthetically.
- **Final Touches**: Adding extra details like rolled towels for stems, arranging them on the bed or in the bathroom in a way that mimics a blooming flower, and ensuring they are visually appealing.
- **Application**: This skill can enhance the guest experience, contributing to the hotel's image of luxury
and attention to detail.

4. Industry Relevance and Application for the Future:

This workshop has significant relevance for the hospitality industry and can serve as a great foundation for
future roles in hotel management and housekeeping. Here's how the knowledge can be applied:

Professional Development in the Industry:

- The workshop will help participants understand the importance of **standardized procedures** and quality checks in the hotel industry, crucial for any successful career in hospitality management or operations.
- **Skill development** in bed-making, room cleaning, and towel art fosters both technical abilities and creativity—important for roles in **housekeeping management** or **guest services**.

Guest Experience Focus:

- Learning how to keep a room immaculate and how to enhance the guest experience with thoughtful touches (like towel art) is essential for ensuring high guest satisfaction.
- The ability to maintain high standards of hygiene and impeccable attention to detail is crucial as customer expectations continue to rise in the hospitality industry.

Sustainability and Innovation:

- Modern hospitality emphasizes **sustainability**, and learning efficient methods of room cleaning using eco-friendly products is likely a part of future housekeeping practices.

- The hotel industry is increasingly incorporating **technology** (e.g., automated cleaning systems, digital check-ins), so staying updated on both traditional and modern practices will be essential for future employees.

Detailed Explanation of the Tasks for the Room Cleaning & Towel Art Competition:

The Room Cleaning & Towel Art Competition was designed to assess the students' competence in key ,students to showcase their practical skills and creativity within a specific time limit of 1 hour. Here's a detailed breakdown of each task and how they were approached by the teams:

1. Room Cleaning:

Room cleaning is a critical skill in the hospitality industry, ensuring a clean, sanitary, and welcoming environment for guests. In this competition, students were required to follow the standard procedures for **room cleaning**. This process includes the following steps:

- **Initial Preparation:** The team began by assessing the room to determine the cleaning tasks required. They would gather necessary cleaning supplies, such as dusters, mops, cleaning solutions, and towels.
- **Surface Cleaning:** They wiped down all surfaces, including furniture, countertops, windowsills, and shelves, to ensure they were free of dust and dirt. This task involved careful attention to detail, as even small areas could be overlooked.
- **Floor Cleaning:** The floors were vacuumed (or swept, depending on the surface type), followed by mopping to remove stains or spills. Teams needed to ensure that no spots were left behind and that the floor was pristine.
- **Sanitation of Restroom Area:** Restrooms were cleaned and sanitized. This includes cleaning toilets, sinks, mirrors, and replenishing supplies such as soap and toilet paper.
- **Final Inspection:** After completing the cleaning, the team would do a final inspection to ensure that all areas were thoroughly cleaned and met the hospitality standards.

This task tested the students' ability to work efficiently, follow proper procedures, and ensure hygiene standards.

2. Bed Making:

Bed making is a vital aspect of room presentation in the hospitality industry, as it is one of the first things guests notice upon entering a room. The bed-making procedure usually follows a standard, professional process:

- **Removing and Replacing Linen:** The team would first remove the old sheets, pillowcases, and blankets from the bed. The new linens were placed neatly and centred, ensuring there were no wrinkles or creases. Teams had to ensure that the sheets were tucked tightly around the mattress for a smooth finish.
- **Placing Pillows and Cushions:** The team arranged the pillows in a way that was both aesthetically pleasing and functional. For instance, pillow arrangements may include placing larger pillows at the back with smaller ones in front, and decorative cushions may also be added as part of the design.
- **Tucking the Bedspread:** The bedspread or blanket was tucked tightly around the edges of the bed to give a clean, polished look. The corners were folded neatly to add a professional touch.
- **Final Touches:** Finally, teams ensured the bed was centred and that no part of the bed looked untidy or out of place. This task tested the students' ability to follow precise instructions and maintain consistency in presentation.

3. Towel Art Creation:

Towel art is a creative task that adds an extra level of hospitality and charm to a guest room. Towel art involves folding towels into shapes or figures, often for aesthetic purposes or to create a welcoming atmosphere. It requires precision and creativity, as each towel art figure should look neat and professional. Here's how each team approached their towel art:

- **Team 1 (5 members):**
  - **Towel Art Designs: Lotus and Duck**
    - **Lotus:** The lotus flower is a beautiful and intricate design created by folding a towel in a way that it forms petals, creating a delicate flower shape. This design required careful

folding and attention to detail to ensure the petals were symmetrical and balanced.

- **Duck:** The duck design is a popular towel art creation, involving the folding of towels to resemble the shape of a duck with a round body, neck, and head. This required strategic folding to shape the towel into the distinctive features of the duck, including the wings and beak.





Students create towel art for the competition.

VI. Methodology

The project adopted a structured, experiential learning methodology combining industry immersion with skill-based academic application. This dual-phase approach provided 1st-year hospitality students with both observational and hands-on learning opportunities, aiming to bridge theoretical knowledge with real-world hotel operations. The methodology was executed in two

interconnected stages:

Phase 1: Industry Exposure at Four Points by Sheraton, Samalkha

As part of the first stage of the project, students were taken on an educational industry visit-cum-internship-style workshop at Four Points by Sheraton. The goal was to provide first-hand exposure to the functioning of a reputed hotel brand and offer students the opportunity to observe, interact, and learn from professionals in real operational settings.

Key Methodological Components:

1. Hands-on Learning in Core Departments
   - Housekeeping Operations: Students actively participated in bed making and towel art exercises, practicing hospital corners, and creatively folding towels into swans, fans, and elephants to enhance room presentation aesthetics.
   - Laundry & Kitchen: Students observed the professional laundry workflow, including linen handling, sorting, washing, drying, and pressing. In the kitchen, they learned about hygiene protocols, workstation organization, and observed basic food preparation activities.

2. Front Office Training
   - Participants were given an overview of front office operations including guest check-in/check-out procedures, reservation handling, and customer service protocols. They practiced soft skills such as greeting guests, handling queries, and understanding interdepartmental coordination for smooth guest experiences.

3. Interactive Learning with Hotel Professionals
   - Mr. Shubhankar Jyoti (General Manager): Delivered a session on leadership in hospitality, guest satisfaction, and the importance of professionalism.
   - Mr. Abhishek Roy (L&D Quality Manager): Explained hotel quality control systems, service standards, and the value of continuous improvement and attention to detail.
   - Mr. Dinesh (Housekeeper): Offered live demonstrations of cleaning procedures, bed making, and taught students the importance of hygiene, teamwork, and operational punctuality.

This phase established a strong foundational understanding of professional hospitality operations and motivated students to apply their learnings in the next

phase.

Phase 2: Effective Room Cleaning & Towel Art Competition

To reinforce the learning from the industry visit, a practical skill-based competition was conducted on 17th April 2025 at the university campus. This event was designed as an experiential reinforcement exercise that allowed students to implement their acquired knowledge in a controlled, competitive environment.

Key Methodological Steps:

1. Planning and Preparation
   - The event was designed by faculty members of SOHMCT in academic collaboration with the Learning & Development team at Four Points by Sheraton.
   - The competition themes and evaluation criteria were directly aligned with the skills covered during the workshop (room cleaning, bed making, and towel art).

2. Team Formation and Role Assignment
   - Students were divided into three teams. Each team was assigned a mock guestroom setup in Room C007.
   - Roles were distributed among team members to ensure collaborative engagement in cleaning tasks, bed making with hospital corners, and creative towel decoration.

3. Execution of Tasks
   - Each team was allotted 1 hour to complete the entire room setup process.
   - Tasks included systematic cleaning, linen management, bed arrangement, surface dusting, and themed towel presentations.

4. Evaluation and Judging
   - A panel of judges including Dr. Anjana Singh (Academic Expert) and a Learning & Development Manager from Four Points by Sheraton assessed team performances.
   - Judging criteria included cleanliness, attention to detail, creativity in towel art, accuracy of bed making, and team coordination.

5. Recognition and Reflection
   - Team 1 was declared the winner based on highest scores across judging parameters.

- All participants were awarded certificates of participation, reinforcing a sense of achievement.
- Feedback was collected from students and judges to help participants reflect on their performance and identify areas for improvement.

Integration of Learning and Practice

This combined methodology emphasized experiential pedagogy, where learning was not limited to observation but extended to skill demonstration, team-based execution, and professional mentoring. It fostered:

- Confidence in applying hotel operational knowledge,
- An understanding of real-world guest expectations,
- Development of interpersonal and communication skills,
- Motivation to pursue excellence in hospitality services.

The two-phased methodology successfully aligned academic learning objectives with practical hospitality standards, ensuring that students are better prepared for internships and professional roles in the hospitality sector.

VII. Conclusion

The collaborative hospitality skill enhancement project between K.R. Mangalam University and Four Points by Sheraton, Smalkha stands as a successful model of integrating industry exposure with academic learning. Conceived with the vision of aligning first-year hotel management students with the realities of professional operations, this two-phase project bridged the gap between classroom-based theory and experiential practice. The initiative not only cultivated essential technical competencies but also instilled a deeper understanding of service standards, guest satisfaction, and the multidimensional nature of hotel operations.

The first phase of the project involved a structured workshop conducted at Four Points by Sheraton, which introduced students to real-time hotel environments. This exposure was instrumental in fostering a practical mindset among learners who were previously limited to theoretical knowledge. By observing and engaging with key departments such as housekeeping, front office, laundry, and kitchen operations, students gained insight into the day-to-day responsibilities of hotel staff and understood how each function contributes to the overall guest experience.

One of the most enriching elements of the workshop was the hands-on training in bed making and towel art. Students were not only guided on the technicalities of hospital corners and room aesthetics but also taught the importance of attention to detail—a skill fundamental to hospitality excellence. The opportunity to observe and interact with professionals like Mr. Shubhankar Jyoti (General

Manager), Mr. Abhishek Roy (L&D Manager), and Mr. Dinesh (Housekeeper) further inspired students and added immense value to their understanding. These interactions offered a rare glimpse into leadership practices, quality management, and the role of frontline employees in delivering exceptional service.

Additionally, exposure to front office operations broadened the students' learning spectrum. Understanding the nuances of guest communication, check-in and check-out procedures, and the importance of interdepartmental coordination highlighted the value of soft skills, hospitality etiquette, and customer-centric behavior. These learnings enhanced not only their technical knowledge but also their professional attitudes, interpersonal confidence, and communication abilities.

The second phase of the project—the Effective Room Cleaning & Towel Art Competition—was a seamless extension of the knowledge gained during the workshop. Held on 17th April 2025 on campus, this competition was not merely an academic activity but a platform for students to demonstrate practical competency, creativity, and teamwork in a controlled and evaluative environment. Organized under the guidance of faculty members and in collaboration with the Four Points team, the event showcased student capabilities in replicating hotel-level room cleaning standards within an academic setting.

Students were divided into teams, provided with defined tasks, and challenged to complete room cleaning, bed making, and towel art within a fixed time limit. This time-bound execution mirrored real-world hotel pressures and enabled students to think critically, manage time efficiently, and work collaboratively—skills that are vital in the hospitality profession. The judging process, led by Dr. Anjana Singh and an expert from Four Points, ensured that the assessments were rigorous and industry-relevant, focusing on hygiene, neatness, creativity, and accuracy.

The impact of this two-part project was holistic and multifaceted. Academically, it strengthened students' grasp over the core housekeeping syllabus, turning theory into visible, tangible experience. Professionally, it laid the foundation for building workplace readiness. Students learned how hotels maintain operational standards, how staff members work under real-time constraints, and how essential qualities like discipline, punctuality, cleanliness, and communication play an irreplaceable role in the hospitality business.

Moreover, the integration of UN Sustainable Development Goals (SDGs)—particularly SDG 4: Quality Education and SDG 8: Decent Work and Economic Growth—added further significance to the project. By promoting skill-based education and emphasizing sustainable housekeeping practices, including energy

conservation and eco-friendly cleaning methods, the initiative encouraged students to think about their responsibilities not just as service providers but as contributors to a more sustainable industry.

From a developmental perspective, the project reinforced the importance of experiential learning methodologies in hotel management education. The seamless transition from industry exposure to academic demonstration allowed students to engage in deep learning, reflective thinking, and performance-based application. It also promoted values such as team spirit, confidence, and a service-oriented mindset, which are central to success in the hospitality sector.

Furthermore, the project served as a motivational platform for students to take pride in their work, celebrate creativity, and engage in healthy competition. The use of towel art as a judged element not only encouraged artistic expression but also taught students how small touches can significantly enhance guest satisfaction and perception of luxury.

In conclusion, the project has successfully achieved its objectives of exposing students to real-world hotel operations, enhancing their technical and soft skills, and preparing them for future roles in the hospitality industry. It stands as a best-practice example of industry-academia collaboration, where student learning is supported through structured training, guided mentorship, competitive practice, and critical feedback.

The outcomes of this initiative go beyond skill development—they reflect a transformation in mindset, a maturing of professional attitude, and a strengthening of academic identity as future hoteliers. It is initiatives like these that not only enrich academic programs but also ensure that students graduate not just with knowledge, but with competence, confidence, and character.

This project reaffirms the commitment of K.R. Mangalam University and the School of Hotel Management & Catering Technology to nurturing industry-ready professionals through meaningful, relevant, and impactful learning experiences.

VIII. Reference

Video links:

https://youtu.be/dLoCG5ai7Fs?si=9Y6bEfRTYV19Nq7R
https://youtu.be/Aw8fKXhBnUs?si=Evko-vo9pAP1ZM3u
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IX. Appendix

Photo-1: Students attending a briefing workshop on hotel operations in a conference room.







Photo -2: Students attending a hotel briefing workshop and observing professional bed-making during an industrial visit.

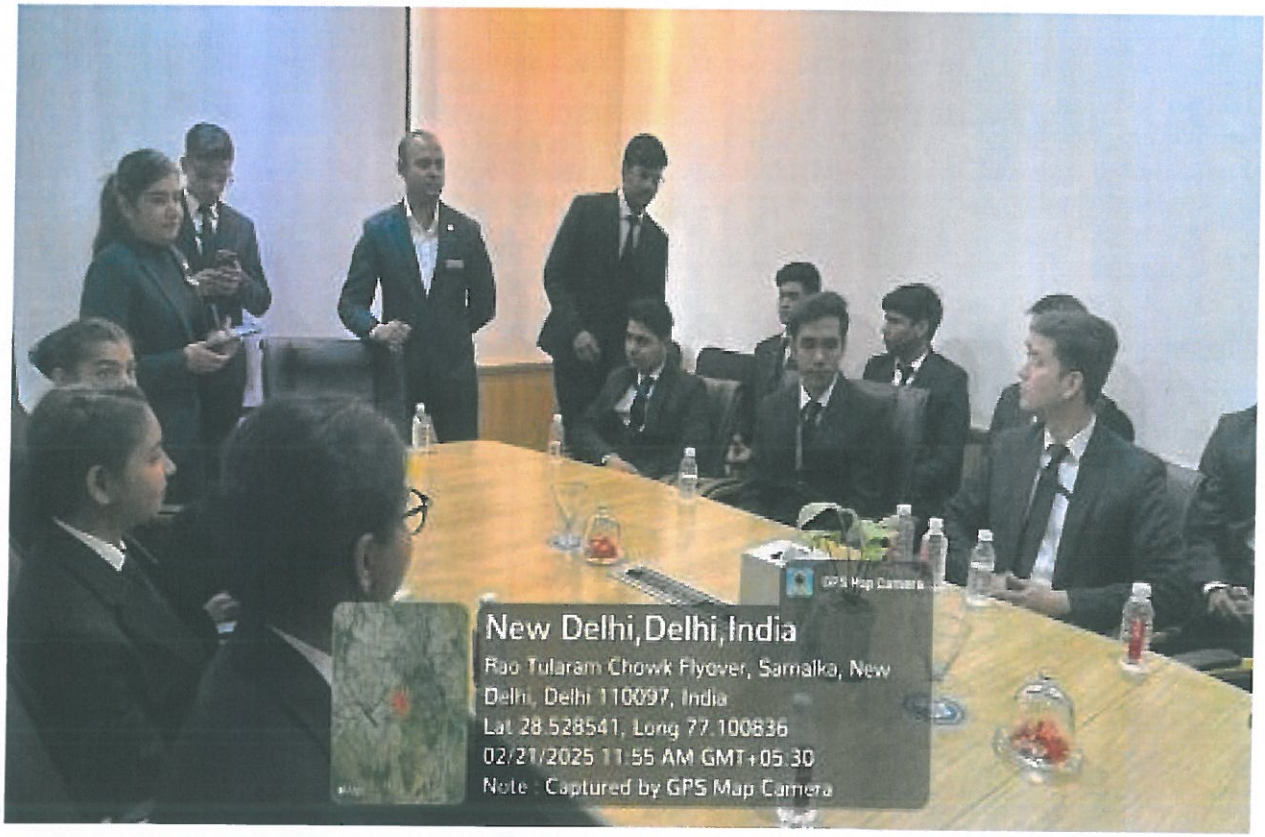


Photo-3: Students learning hotel laundry operations during field visit.

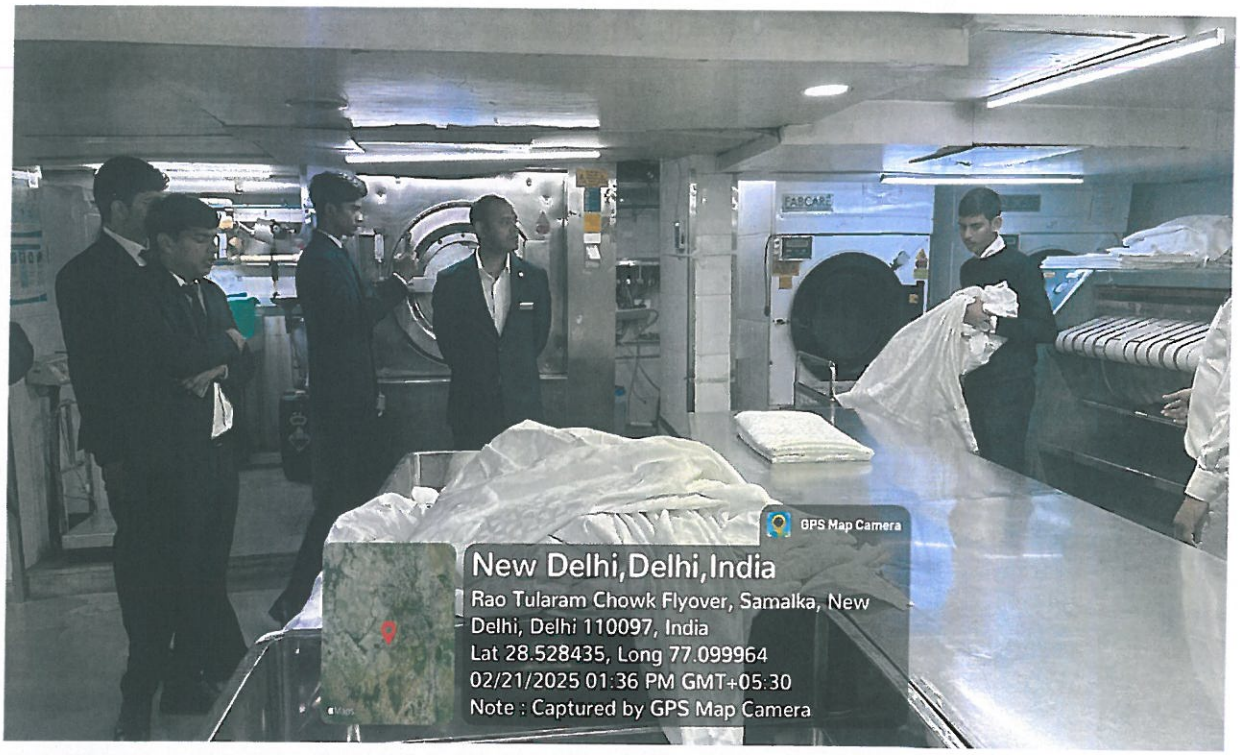


Photo-4: Students observing professional bed-making techniques during room demonstration.



Photo-5: Students exploring fitness center operations as part of their hotel facilities orientation during an industrial visit.



Photo: 6: Activity-2 of effective room cleaning and towel art competition.



Photo – 7: Group image of towel art competition.

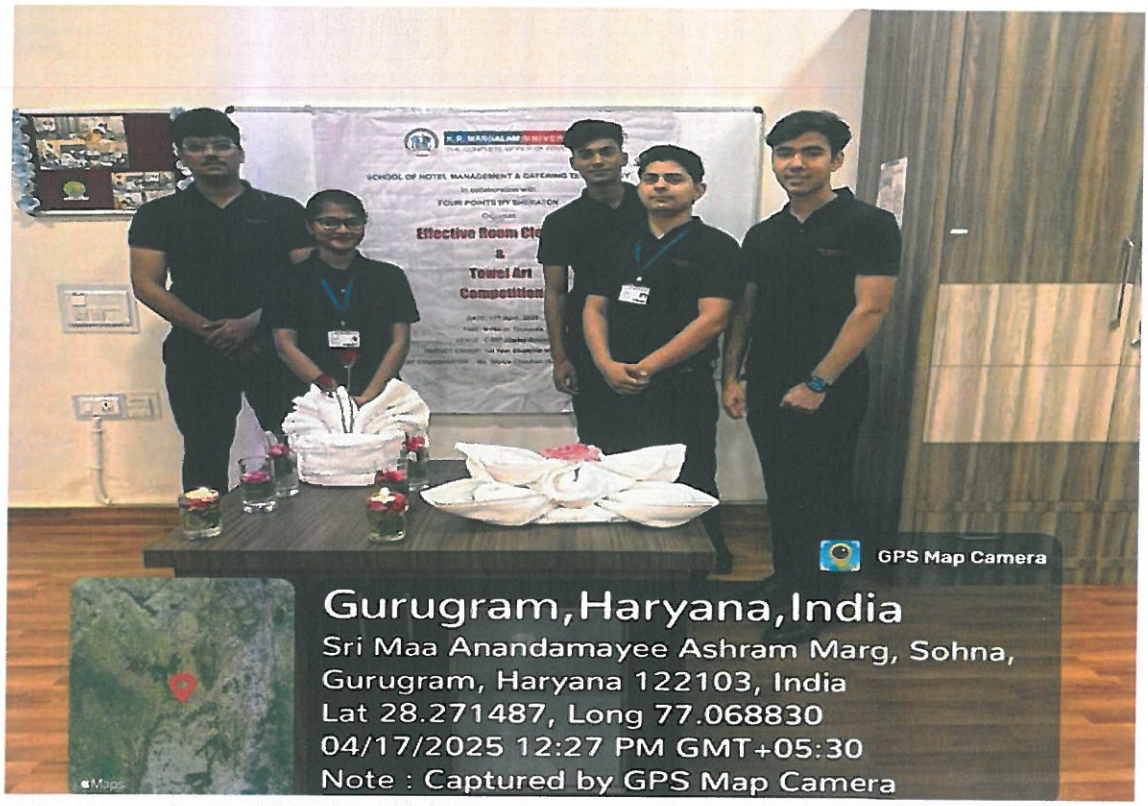


Photo – 8: Non-geotag Group image of towel art competition and certificate of winning the first prize in towel art competition.



FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

CERTIFICATE

OF COMPLETION

This certificate is presented to :

- **Mr. Akash Kr. Srivastava**
- **Ms. Simran Jena**
- **Mr. Yash Chouhan**
- **Mr. Prateek Lochav**
- **Mr. Mahesh Joon**

for actively participating and completeing the Project on:

EFFECTIVE ROOM CLEANING AND INSPECTION: BEST PRACTICES FOR HOTEL HOUSEKEEPING

Duration from 18th February to 21st March 2025

Done in collaboration with Four Points by Sheraton & K.R. Mangalam. This certificate is awarded in recognition of the student's dedication and active participation in the one-month professional development project.

Ms. Shriya Chauhan
(Assistant Professor SOHMCT)

Dr. Anjana Singh
(Dean SOHMCT)

Abhishek

Mr. Abhishek Roy
(L & D Manager)

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT &
CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Akash Kumar

has secured 1st Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Yash Chouhan

has secured 1st Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

Abhishek

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Mahesh Joon

has secured 1st Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

~~Mr./~~ Ms. Simran Jena

has secured 1st Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

Project Report

On

Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping

In Collaboration With

FOUR POINTS BY SHERATON

Four Points by Sheraton, Samalkha, New Delhi

Duration of the Project:

18th February to 21st March 2025

Project Guide: **Ms. Shriya Chauhan**

(Assistant Professor, SOHMCT)

Project Co-Guide: **Mr. Abhishek Roy**

(Learning & Development and Quality Manager, Four Points by Sheraton, Smalkha, New Delhi)

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I. DECLARATION

We, the undersigned, hereby declare that the project report entitled "Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping" is an authentic and original work carried out by the undersigned students of BHMCT. This project was undertaken under the Memorandum of Undertaking (MOU) signed between the School of Hotel Management and Catering Technology (SOHMCT) at K.R. Mangalam University and Four Points by Sheraton, New Delhi Airport Highway-110037. The project was conducted as part of our academic curriculum for the Bachelor of Hotel Management and Catering Technology (BHMCT) program during the 2nd semester of our studies.

The project involved detailed research, practical exposure, and hands-on experience at Four Points by Sheraton, where we were able to closely observe and analyse their housekeeping operations, specifically related to room cleaning and inspection protocols. We collected data, participated in workshops, and practiced the skills during a competition for room cleaning and towel art after the gathered valuable insights that helped shape the content of this report.

We confirm that the work presented in this report is entirely our own and has been completed independently. No part of the report has been plagiarized or copied from any other source except for those that have been duly cited in the reference section.

We take this opportunity to express our sincere gratitude to Ms. Shriya Chauhan, Assistant Professor at SOHMCT, for her guidance and support throughout the duration of this project. Her feedback and expertise were invaluable in enhancing the quality and depth of this report.

We also wish to extend our heartfelt appreciation to the management and staff of Four Points by Sheraton, particularly those in the housekeeping department, for providing us with the opportunity to work alongside them and learn from their expertise in the field. Their cooperation and practical insights into the operations of hotel housekeeping significantly contributed to the success of this project.

Through this project, we gained practical experience and learned the importance of maintaining high standards of cleanliness and inspection in the hospitality industry, which will undoubtedly be beneficial in our future careers.

We hereby declare that the information and facts presented in this report are true to the best of our knowledge and belief.

S. No.	Name of the Student	Roll Number	Programme Name	Signature
1.	Piyush Gola	2414760005	BHMCT	
2.	Prince Tanwar	2414760008	BHMCT	
3.	Ayush Tomar	2414760006	BHMCT	
4.	Chyeshta Verma	2414760009	BHMCT	

II. CERTIFICATE

This is to certify that the following students, enrolled in the Bachelor of Hotel Management and Catering Technology (BHMCT) program, have successfully completed the project titled:

"Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping"

This project was conducted in collaboration with our MoU partner Four Points by Sheraton, Samalkha, and K. R. Mangalam University. The project was carried out from 18th February 2025 to 21st March 2025, under the guidance and supervision of:

- Mr. Abhishek Roy, Learning & Development and Quality Manager, Four Points by Sheraton, New Delhi
- Ms. Shriya Chauhan, Assistant Professor, SOHMCT, K. R. Mangalam University

Over the course of 31 days, the students actively participated in a structured learning experience that included:

- A hands-on workshop on effective room cleaning practices at Four Points by Sheraton, Samalkha
- A competition on room cleaning and towel art organized at the School of Hotel Management and Catering Technology at K. R. Mangalam University

The work submitted by the students is a result of their original efforts, and all references used in the accompanying project report are authentic and verifiable. We commend the students for their dedication and professionalism throughout the duration of this project.

S. No.	Name of the Student	Roll Number	Program Name	Collaboration with Four points
1.	Piyush Gola	2414760005	BHMCT	Four Points by Sheraton
2.	Prince Tanwar	2414760008	BHMCT	Four Points by Sheraton
3.	Ayush Tomar	2414760006	BHMCT	Four Points by Sheraton
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Ms. Shriya Chauhan

Assistant Professor

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III. INTRODUCTION

The hospitality industry thrives on exceptional guest experiences, where attention to detail, cleanliness, and presentation play a pivotal role in defining service quality. Among the many functions in hotel operations, housekeeping is one of the most crucial departments, as it directly contributes to guest satisfaction, brand loyalty, and the overall reputation of the establishment. To bridge the gap between academic knowledge and practical application, the School of Hotel Management and Catering Technology (SOHMCT), K.R. Mangalam University, in collaboration with its MoU partner Four Points by Sheraton, Samalkha, undertook a structured training and experiential learning project titled:

"Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping"

This project aimed at delivering holistic, industry-relevant learning through two interconnected activities:

1. A Professional Workshop on Effective Room Cleaning and Inspection
2. A Room Cleaning & Towel Art Competition held on campus post-training

Origin & Brand Background: Four Points by Sheraton

Four Points by Sheraton, a trusted mid-scale brand under the Marriott International portfolio, was originally launched in 1995 by Starwood Hotels & Resorts. It was envisioned to offer business and leisure travelers a comfortable, practical, and value-oriented stay experience. The brand quickly distinguished itself with hallmark offerings such as clean and functional rooms, free Wi-Fi, comfortable bedding, and the iconic Best Brews™ program. Following Marriott's acquisition of Starwood in 2016, Four Points became part of the Marriott Bonvoy loyalty program, expanding its global footprint to over 300 properties across 40+ countries.

Designed to meet the expectations of modern travelers without excessive frills, Four Points focuses on reliable comfort, efficiency, and consistent service standards, making it an ideal industry partner for skill-based academic collaborations in hotel operations.

Rationale of the Project

In a world where cleanliness and hygiene standards have gained heightened importance — especially in the post-pandemic hospitality scenario — this project was curated to give students practical insights into housekeeping operations, right from bed making and room cleaning to final inspections and creative towel art. These tasks, while fundamental, are essential to maintaining guest satisfaction, especially in competitive hotel markets.

The workshop aimed to equip participants with industry-grade cleaning skills, understanding of inspection protocols, professional conduct, and eco-friendly housekeeping practices as followed by reputed hotel brands like Four Points by Sheraton. Additionally, the Room Cleaning & Towel Art Competition, conducted at the university, served as a culminating activity to test the learned skills in a simulated real-world setting, judged by industry professionals and faculty experts.

Integration of Activities

Both activities were designed to work in tandem:

- **Activity I**, the **on-site workshop**, was hosted at **Four Points by Sheraton, New Delhi**, and included interactive sessions, live demonstrations, hands-on practice in mock rooms, and insights from hotel executives, including Mr. Manoj Thapa, General Manager, and Mr. Abhishek Roy, Learning & Development Manager.
- **Activity II** brought the students back to campus, where they participated in a **time-bound competition** that required them to replicate room-cleaning procedures and exhibit towel-folding artistry — all aligned with real hotel standards.

These learning experiences provided the students a 360-degree understanding of professional housekeeping: from foundational processes like room sanitation and linen management to creative embellishments like towel art, and performance assessment through structured inspections.

Significance in Hospitality Education

This integrated project not only met academic learning outcomes but also strengthened students' operational readiness, professional discipline, creativity,

and industry interaction skills. It gave first-year BHMCT students a chance to internalize service standards early in their journey, helping them align their capabilities with the expectations of branded hotel chains.

Additionally, the project aligned with Sustainable Development Goals (SDG):

- SDG 4: Quality Education, through skill-based, hands-on learning
- SDG 8: Decent Work and Economic Growth, by fostering employability skills for sustainable hospitality careers

IV. OBJECTIVES OF THE PROJECT

The primary objective of the project titled "Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping," jointly conducted by Four Points by Sheraton, Samalkha and K. R. Mangalam University, was to provide hospitality students with a structured platform that integrates academic knowledge with hands-on industry exposure. The initiative was specifically curated to bridge the existing gap between theoretical classroom learning and the practical realities of hotel operations, especially in the domain of housekeeping.

This industry-academia collaborative project was strategically divided into two interconnectedf phases:

- **Activity I:** An immersive workshop hosted on-site at the Four Points by Sheraton
- **Activity II:** A Room Cleaning & Towel Art Competition conducted on-campus at KRMU

Both components were designed to develop operational, creative, and interpersonal competencies that are fundamental to modern hotel housekeeping departments.

A core objective of the project was to expose first-year BHMCT students to real-time standard operating procedures (SOPs) and industry-approved practices. During Activity I, students received live demonstrations and practical training in critical areas such as bed making, room sanitization, efficient handling of cleaning equipment, and the use of eco-friendly and chemical-safe cleaning agents. The session also incorporated insights into inspection protocols,

emphasizing precision and detail orientation in order to maintain five-star cleanliness and presentation standards.

The project went beyond just technical training. A significant emphasis was placed on professional grooming, time management, guest sensitivity, hygiene protocols, and adherence to safety norms, all of which are indispensable in a post-pandemic hospitality environment. By observing professional housekeepers and interacting with hotel supervisors, students gained an in-depth understanding of real-world expectations.

Another critical objective was to evaluate and enhance students' creative and collaborative abilities through Activity II – the on-campus competition. This phase encouraged students to apply their learning in a structured, time-bound environment, simulating live housekeeping scenarios. Students demonstrated their grasp of techniques through room cleaning tasks, coupled with towel art creation, which allowed them to express artistic flair and understand the value of aesthetics in guest satisfaction.

The competition not only provided a performance-based assessment but also fostered:

- Attention to detail and strong observational skills through inspection checklists and evaluation rubrics
- Team coordination, promoting shared responsibilities and mutual problem-solving
- Innovation and guest-centric thinking, especially through creative towel-folding designs

Moreover, the project aimed to enhance career awareness, motivation, and industry readiness by allowing direct interaction with hospitality professionals. This exposure helped students align their academic pursuits with the employability standards and values upheld in top-tier hotels.

The initiative also reflected a commitment to the United Nations Sustainable Development Goals, especially:

- SDG 4: Quality Education, by offering meaningful, skills-based learning

- SDG 8: Decent Work and Economic Growth, by fostering industry-aligned competencies that support employability and sustainable hospitality services

In summary, this project was a holistic learning intervention that nurtured both technical proficiency and emotional intelligence, thereby ensuring students are better prepared for professional roles in the hospitality sector. It underscored the importance of quality-driven service, creative presentation, and guest-focused operations, setting a high benchmark for future academic-industry collaborations.

In addition to its foundational goals, the project was designed to instill a holistic understanding of hospitality housekeeping operations among students in their formative academic years. This early exposure was pivotal in shaping their perspectives toward the standards, precision, and professionalism demanded by the hospitality industry. The partnership between Four Points by Sheraton and K. R. Mangalam University was established not only to train students in operational housekeeping tasks but also to ignite passion, creativity, and discipline in their approach toward guest services.

A major objective of the initiative was to inculcate a service mindset rooted in quality, efficiency, and empathy. Housekeeping is often considered the backbone of hotel operations, and the project aimed to ensure that students recognized the value of this department beyond its traditional perception. By being actively involved in cleaning and inspecting mock guest rooms under professional guidance, the students developed a deeper respect for behind-the-scenes labor and the complex coordination it requires.

Another key component of the project was to strengthen student engagement through experiential learning. While textbooks and lectures provide conceptual knowledge, the hands-on activities allowed students to internalize those concepts through real-world application. For instance, the workshop introduced them to types of linen, layering techniques, towel folding styles, and various cleaning tools and machines like vacuum cleaners, steamers, and mops. Simultaneously, they were trained to understand sustainability measures, such as using water-efficient practices and non-toxic cleaning agents, reinforcing the importance of environmental consciousness in modern hotel operations.

The on-campus competition had multiple objectives apart from skill demonstration. It was intended to be a confidence-building platform, where students could showcase their understanding, receive feedback, and develop self-evaluation skills. By simulating hotel room turnover scenarios, participants learned to manage time constraints, prioritize tasks, and deliver consistent quality, replicating what is expected in a real hotel setting.

Moreover, the competition's focus on towel art had a deeper pedagogical purpose. While it tested creativity and innovation, it also emphasized the emotional component of guest experience. Something as simple as a creatively folded towel can leave a lasting impression on guests, showing care, effort, and attention to detail. This aspect of the competition helped students understand that luxury lies not just in amenities but in presentation and personalization.

From an academic development standpoint, the project also aimed to:

- Foster interpersonal communication by encouraging collaboration among team members
- Enhance decision-making skills during task delegation and time-bound execution
- Build leadership qualities, as students took charge of specific responsibilities during the competition
- Introduce industry-relevant vocabulary, technical jargon, and reporting procedures through live demonstrations and reflective discussion sessions

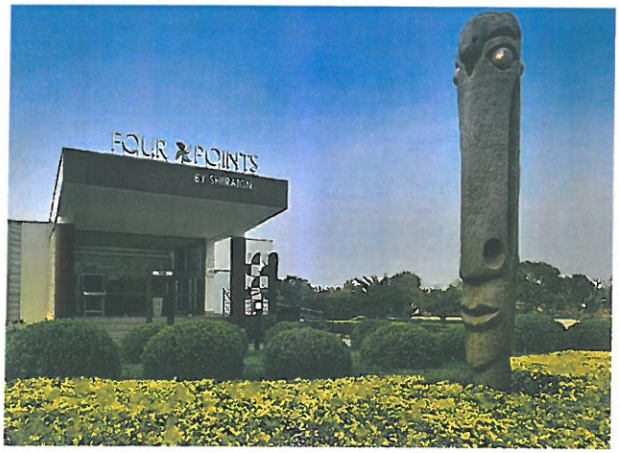
Furthermore, the opportunity to interact directly with senior hotel staff provided mentorship opportunities, offering students insights into career pathways, industry challenges, and the evolving role of technology and sustainability in housekeeping.

Lastly, the integration of academic learning with SDG-aligned practices reiterated the university's commitment to quality education, gender-neutral skill development, and decent work culture. The success of this collaborative project set a benchmark for future initiatives and highlighted the power of education-industry synergy in shaping future-ready hospitality professionals.

V. DESCRIPTION OF ACTIVITIES

Activity I: Workshop on Effective Room Cleaning and Inspection at Four Points by Sheraton

As the first phase of the collaborative hospitality project between K.R. Mangalam University and Four Points by Sheraton, New Delhi, the workshop titled *"Effective Room Cleaning and Inspection"* was a professionally curated and experiential learning opportunity designed to expose first-year BHMCT students to the realities of modern housekeeping operations. Held on-site at the hotel premises, the workshop was executed under the formal framework of a Memorandum of Understanding (MoU) between the university and the hotel, signed and initiated under the leadership of Dr. Anjana Singh, Dean, School of Hotel Management & Catering Technology (SOHMCT), and Mr. Manoj Thapa, General Manager, Four Points by Sheraton.





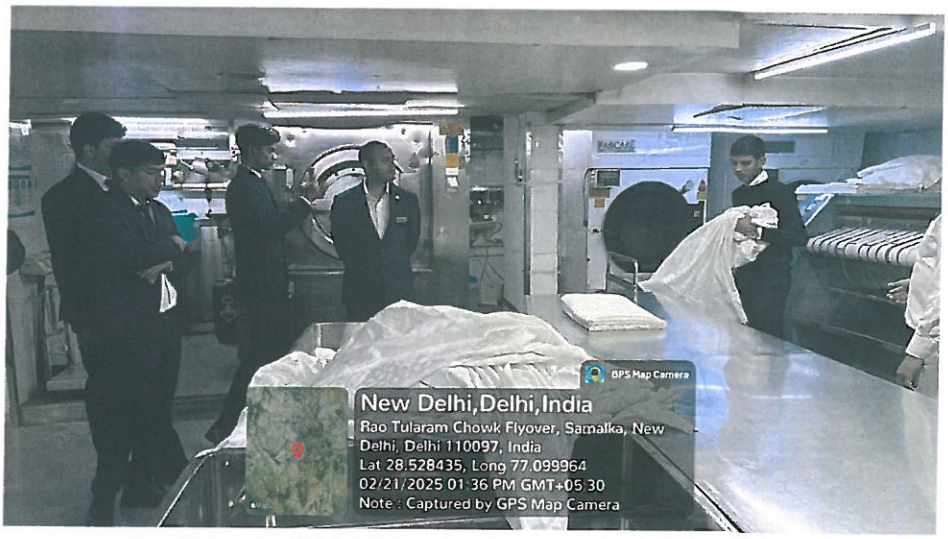
Four points by Sheraton, Samalkha , New Delhi property show round

The workshop aimed to provide immersive exposure to standard operating procedures (SOPs), professional ethics, guest-centric practices, and eco-conscious cleaning strategies essential for effective housekeeping management in a hospitality setting. It was structured to balance theoretical grounding with hands-on experience, allowing students to internalize key operational practices through observation, demonstration, interaction, and application.

1. Hotel Tour and Departmental Exposure

The workshop began with a guided orientation tour of the hotel, led by department representatives, offering students a rare opportunity to witness the behind-the-scenes working of a four-star luxury property. Students explored key operational areas such as:

- Housekeeping Control Room and Linen Room



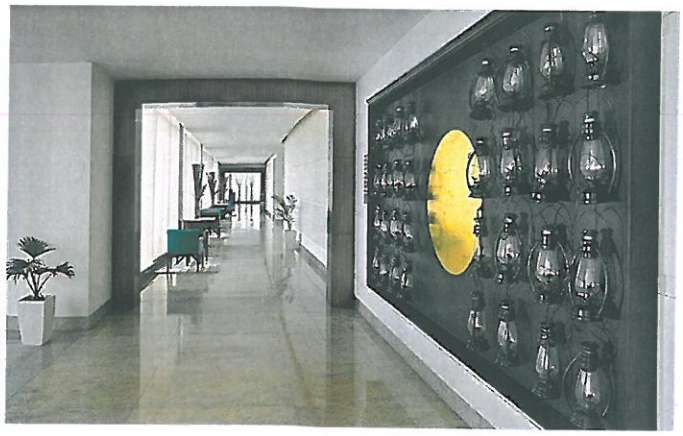
- Guest Rooms (Standard, Deluxe, and Suite categories)







- Front Office and Lobby Management Desk

- Food & Beverage Service and Kitchen Zones






Bar and restaurant of Four points by Sheraton, Samalkha , New Delhi property show round

- Public Area Cleaning and Maintenance Points







Conference hall and swimming pool area of Four points by Sheraton, Samalkha , New Delhi property show round

The tour was not limited to visual walkthroughs; it was accompanied by explanatory sessions by department heads who briefed the students about departmental objectives, job roles, coordination mechanisms, and guest handling protocols. This exposure enabled students to comprehend how cross-departmental collaboration ensures seamless guest experiences and operational success.

2. Interactive Session with the General Manager

Following the tour, the students participated in an interactive knowledge-sharing session conducted by Mr. Manoj Thapa, the hotel's General Manager. Drawing from his extensive industry experience, Mr. Thapa highlighted key trends and transformations within the hospitality sector, including:

- The growing demand for personalized guest experiences
- The influence of technology in housekeeping and operations
- The role of sustainability and hygiene in post-COVID protocols
- Expectations of efficiency, courtesy, and adaptability in new-age professionals.



This session helped students relate their academic curriculum to current industry expectations, instilling in them a clearer vision of their career paths and professional standards.

3. Hands-On Housekeeping Training by L&D Manager

The heart of the workshop was a hands-on training module, curated and led by Mr. Abhishek Roy, Learning & Development Manager at the hotel. Students were grouped and rotated through various skill-development stations to ensure individual attention and participation. The modules covered the following core areas:

- Bed Making Techniques: Students practiced the step-by-step process of professional bed making, including removal and replacement of linen, sheet layering, pillow arrangement, duvet folding, and turndown service. Emphasis was laid on aesthetic appeal, precision, and speed, reflecting real-world expectations in daily room turnovers.

- Room Cleaning Processes: Detailed demonstrations were provided on cleaning guest rooms in a structured and time-bound manner. Tasks included dusting, vacuuming carpets, wiping furniture, cleaning mirrors and glass, and sanitizing bathrooms, as well as replenishing in-room amenities like toiletries, stationery, and minibar items.
- Inspection Protocols: One of the most critical components of professional housekeeping, students were trained to follow inspection checklists covering high-touch surfaces, room odor, alignment of items, and guest personalization touches. The objective was to train them in observation skills, consistency, and attention to minute details that directly impact guest satisfaction.
- Towel Art Techniques: A creative highlight of the workshop, students learned the art of towel folding to create forms teddy, crab, and bird. This component not only promoted fine motor skills and creativity but also taught students how small gestures enhance the emotional value and visual appeal of a room.

4. Emphasis on Eco-Friendly and Post-COVID Practices

In alignment with global hospitality standards and Sustainable Development Goals (SDGs), a special segment was dedicated to green housekeeping methods. Students were introduced to:

- Use of eco-friendly cleaning agents with biodegradable ingredients
- Adoption of microfiber cloths and reusable dusters
- Techniques for conserving water and energy while cleaning
- Proper handling and disposal of hazardous waste
- Hygiene protocols such as wearing PPE kits, sanitization of high-contact zones, and regular disinfection routines

These practices are particularly significant in the post-COVID hospitality landscape, where guests prioritize safety, cleanliness, and visible sanitization efforts.

5. Mock Room Practice and Performance Feedback

To consolidate their learning, students were divided into small teams and tasked with cleaning and preparing mock guest rooms within a set timeframe. They were evaluated on:

- Task sequencing and efficiency
- Quality and consistency
- Cleanliness and room setup standards
- Team coordination and communication

Faculty members from KRMU and supervisors from the hotel provided real-time feedback, helping students identify areas of strength and improvement. This activity simulated the real-life pressures and quality expectations of hotel room preparation, giving students practical confidence and self-assessment capabilities.

Impact of the Workshop

The workshop was an invaluable experience that went beyond conventional classroom teaching. It helped students gain:

- Technical proficiency in cleaning and inspection standards
- Soft skills like communication, professionalism, and adaptability
- A realistic understanding of time management and guest-centric service
- An introduction to hotel work culture, etiquette, and performance benchmarks

The session concluded with a group reflection activity, where students shared their learning takeaways, discussed challenges faced during tasks, and appreciated the opportunity for direct industry mentorship.

This foundational experience prepared them for the subsequent Activity II: Room Cleaning & Towel Art Competition, allowing them to apply, demonstrate, and celebrate the skills acquired during this intensive training session.

Activity II: Room Cleaning and Towel Art Competition at K.R. Mangalam University

Following the successful completion of the workshop at Four Points by Sheraton, the second phase of the collaborative hospitality project was executed through a

dynamic and hands-on Room Cleaning and Towel Art Competition, held on 17th April 2025, at Room C007, SOHMCT Block, K.R. Mangalam University. This in-campus event served as a practical assessment platform where students were able to apply the skills, protocols, and knowledge they had acquired during the professional workshop. The competition not only emphasized operational excellence but also encouraged creativity, time management, teamwork, and attention to detail—all critical qualities in the hospitality industry.

The event was meticulously organized under the guidance of Ms. Shriya Chauhan, Assistant Professor, SOHMCT, and was evaluated by a panel comprising Dr. Anjana Singh, Dean SOHMCT, and a representative from Four Points by Sheraton, ensuring an industry-aligned assessment structure.

Structure and Organization of the Competition

The students, all first-year BHMCT participants, were grouped into three competitive teams, each consisting of 4 to 5 members. The goal was to simulate a professional room turnover scenario, where teams were required to complete a full room setup, including room cleaning, bed making, and creative towel art, within a strict 1-hour timeframe. The rules were clearly communicated in advance, and students were expected to adhere to hotel-standard SOPs (Standard Operating Procedures) while showcasing efficiency, accuracy, and innovation.

Each team was allotted identical workstations representing mock guest rooms, complete with basic linen, cleaning equipment, and amenities. The environment was carefully curated to reflect real-world housekeeping conditions, allowing the students to feel the pressure and expectations associated with live operational responsibilities.

Tasks Performed During the Competition

1. Room Cleaning and Sanitation

All teams began with thorough room cleaning, following the structured procedures demonstrated during the workshop. Their tasks included:

- Dusting of furniture, shelves, and fixtures
- Vacuuming and mopping the floor area
- Cleaning mirrors, windows, and glass surfaces

- Sanitizing bathrooms, including sinks, faucets, toilet seats, and taps
- Replacing amenities and toiletries in the designated guest zones
- Managing waste disposal in line with hygiene standards

Students paid close attention to high-touch surfaces such as doorknobs, switchboards, and remote controls—an essential focus in the post-pandemic hospitality environment. The final touch involved air freshening, proper alignment of furnishings, and a final self-inspection to ensure spotless, well-organized room presentation.

2. **Bed Making**

Bed making was a critical aspect of the competition. Teams were judged on:

- The symmetry of bed linen placement
- Tucking techniques for a tight and professional finish
- Pillow placement and arrangement
- Use of bed runners or throws to enhance aesthetics

Students demonstrated strong recall of hospitality-grade layering, including fitting sheets, flat sheets, blankets, and duvets. The emphasis was on neatness, wrinkle-free finishes, and clean presentation, replicating what a guest would experience upon check-in at a premium hotel.

3. **Towel Art Creation**

Towel art is a creative task that adds an extra level of hospitality and charm to a guest room. Towel art involves folding towels into shapes or figures, often for aesthetic purposes or to create a welcoming atmosphere. It requires precision and creativity, as each towel art figure should look neat and professional. Here's how each team approached their towel art:

- **Team 2 (4 members):**
    - **Towel Art Designs: Bird and Teddy**
        - **Bird:** The bird design required students to fold towels into the shape of a bird, with wings and a beak. This involves creating

smooth, flowing lines with the towel to form the bird's shape, making sure the folds were tight and the structure was stable.

- **Teddy:** The teddy bear towel art is a fun and cute design that requires a series of folds to form the body, arms, legs, and face of a teddy bear. This design needed precise folding and rolling of towels to give the figure a soft, cuddly appearance, just like a plush toy.



Evaluation Criteria and Judging Process

The teams were evaluated based on a comprehensive rubric that included:

- Execution of SOPs (cleaning sequence, methods, and hygiene)
- Creativity and innovation (towel art designs, room aesthetics)
- Teamwork and communication (division of labor, collaboration)
- Time management (completion within the allotted 60 minutes)

- Overall presentation and guest readiness of the room

The evaluation was performed live, with judges observing both the process and the final output. Constructive feedback was provided to each team, allowing them to reflect on their strengths and improvement areas.

Results and Outcome

At the conclusion of the competition, Team 1 was declared the winner, having demonstrated exceptional precision in bed making, consistent adherence to cleaning SOPs, and visually impressive towel art. However, all participants were acknowledged for their effort, and Certificates of Participation were distributed to celebrate the learning journey rather than just the competitive result.

The activity succeeded in building:

- Confidence among students, who performed tasks independently without instructor intervention
- A deeper understanding of how coordination impacts room readiness
- The value of creative expression in guestroom aesthetics
- A simulated experience of time-bound real-world housekeeping operations

Relevance and Educational Value

This competition acted as a live lab-based assessment, bridging the workshop phase and curriculum learning. It empowered students to:

- Apply practical knowledge in a simulated but realistic environment
- Understand the expectation of professional housekeeping roles
- Experience the importance of presentation in shaping a guest's first impression
- Sharpen teamwork, leadership, and coordination skills under pressure

The event also reinforced the principle that hospitality is both a science and an art—blending systematic procedures with personalized, thoughtful touches like towel art. Overall, Activity II served as a culminating experience, turning knowledge into skill, and skill into performance.

Industrial Relevance and Application of Knowledge for the Future

The workshop conducted at Four Points by Sheraton, New Delhi, held significant industrial relevance and provided valuable practical exposure to real-world hotel operations. It bridged the gap between academic learning and industry practices, particularly in areas such as housekeeping, front office management, and guest service standards. The hands-on experience in bed making, room cleaning, and room inspection helped enhance our technical skills and attention to detail. Interactions with key hotel professionals, including the General Manager and department heads, offered deeper insights into operational efficiency, customer satisfaction, and hospitality trends. This exposure has not only broadened our understanding of the hotel industry but also equipped us with essential knowledge and skills that will be directly applicable in our future careers in hospitality and hotel management.

VI. METHODOLOGY

The methodology adopted for this experiential learning project was **qualitative, observational, and participatory**, integrating real-time hotel practices with structured academic learning. This blended approach allowed students to gain **practical exposure, skill development, and industry interaction**, forming a robust foundation for hospitality operations, especially in housekeeping.

1. Industry-Based Observational Learning

The workshop component at **Four Points by Sheraton, New Delhi**, involved **on-site observation** of daily hotel operations. Students visited various departments, including **housekeeping, front office, F&B, and guest services**, and observed how these units function interdependently to ensure a smooth guest experience.

2. Hands-on Practical Training

The core learning methodology revolved around **demonstration-based training** led by hospitality professionals. Under the supervision of **Mr. Abhishek Roy**, students participated in:

- **Bed making** exercises with standard layering techniques.
- **Room cleaning** following hotel SOPs, including sanitation of high-touch areas.

- **Inspection practices**, using real-world checklists and performance standards.
- **Towel art creation**, combining technical precision and creativity.

3. Simulation-Based Competitive Application

The second activity—the **Room Cleaning & Towel Art Competition**—followed a structured execution format in a simulated hotel room setting. Students were grouped into teams and given a **time-bound task** to replicate hotel-standard room cleaning, bed-making, and towel art.

Evaluation was done based on:

- Execution accuracy
- Creative presentation
- Hygiene maintenance
- Team coordination
- Time and resource management

4. Documentation & Reflection

Throughout the project, participants recorded:

- Notes, photographs, and observations
- Personal reflections and team strategies
- Faculty and industry feedback

These inputs were consolidated to analyze learning outcomes and generate this final report.

VII. CONCLUSION

The collaborative project between K.R. Mangalam University and Four Points by Sheraton, Samalkha, titled *"Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping,"* proved to be a comprehensive and transformative educational experience that successfully bridged the theoretical learning of hospitality students with real-world industry practices. Designed as a

two-phased engagement—comprising a professional workshop and a competitive skill-based activity—the initiative served as an exemplary model of industry-academia integration. It provided students with the rare opportunity to observe, learn, apply, and reflect on the standards and expectations of the modern hospitality industry, particularly in the context of housekeeping operations, one of the most essential and detail-oriented departments within hotel management.

The first phase of the project—a workshop conducted on-site at Four Points by Sheraton—offered students a structured immersion into professional housekeeping. Through expert-led sessions, interactive department tours, and live demonstrations, students learned the technical processes and protocols associated with bed making, room cleaning, deep sanitization, room inspection techniques, and towel art creation. Under the mentorship of hospitality professionals like Mr. Manoj Thapa (General Manager) and Mr. Abhishek Roy (L&D Manager), students not only observed but practiced core competencies essential to daily hotel operations. This phase focused not only on developing hands-on technical proficiency but also emphasized critical soft skills such as discipline, teamwork, hygiene consciousness, and service-oriented behavior.

Equally important was the workshop's focus on sustainable housekeeping practices and post-COVID hygiene protocols. Students learned about eco-friendly alternatives, green cleaning products, water-saving techniques, and the use of PPEs and disinfectants. These components underscored the evolving demands of the hospitality sector, where health, hygiene, and environmental sustainability are no longer optional but integral to service delivery. The workshop, therefore, aligned perfectly with modern hospitality values and trained students to become responsible and conscious service professionals.

The second phase, the Room Cleaning and Towel Art Competition, served as a practical performance-based evaluation. Conducted on-campus, this activity allowed students to simulate the hotel room turnover process in a timed, supervised setting. Divided into teams, students were tasked with executing a full cleaning, bed making, and towel art setup within a one-hour timeframe. They were judged on their adherence to SOPs, teamwork, time management, attention to detail, and creativity. This structured competition transformed their workshop knowledge into applicable skills, helping them perform under pressure, coordinate tasks, and reflect professional behaviour.

The inclusion of towel art was particularly notable, as it elevated the competition from being just a mechanical exercise to one that emphasized guest experience and emotional engagement. Each team showcased imaginative towel folding designs— from crab, birds and teddy, bears—demonstrating their ability to blend creativity with technical know-how. It reinforced the idea that small decorative gestures can significantly enhance a guest's perception of service and attention.

Beyond skill development, the competition also served as a confidence-building exercise. Students displayed enthusiasm, leadership, and innovation, encouraging peer learning and mutual support. The real-time feedback provided by faculty members and hotel representatives enriched the learning process, making it both reflective and aspirational. The event proved instrumental in enhancing the students' self-efficacy, adaptability, and motivation to pursue excellence in hospitality careers.

Furthermore, the entire project aligned with broader educational and developmental goals, particularly the United Nations Sustainable Development Goals (SDGs):

- SDG 4: Quality Education was fulfilled through hands-on, experiential learning that transcended textbook theory and brought knowledge to life in a contextual and applied setting.

- SDG 8: Decent Work and Economic Growth was addressed by nurturing employable skills, promoting workplace readiness, and exposing students to the professional standards required by the hospitality industry.

The collaborative nature of the project also demonstrated the power of strategic partnerships between academic institutions and industry stakeholders. By working together, K.R. Mangalam University and Four Points by Sheraton created a model of educational engagement that is forward-thinking, skill-oriented, and aligned with global service standards. Such initiatives enhance the relevance of hospitality curricula, ensure students are better prepared for real-world challenges, and encourage a culture of continuous improvement and learning.

In retrospect, the project not only succeeded in achieving its stated objectives but also added long-term value to the students' academic journey. It instilled in them a deeper appreciation for the housekeeping profession, trained them in both basic

and advanced operations, and gave them a competitive edge in understanding industry etiquette, work culture, and guest expectations. From learning how to make a hospital-grade bed to understanding the psychology behind guest room aesthetics, the students emerged as more informed, skilled, and confident individuals.

In conclusion, the project *"Effective Room Cleaning and Inspection: Best Practices for Hotel Housekeeping"* stands as a benchmark for experiential learning in hospitality education. It is a testimony to what can be achieved when academic learning is paired with professional mentorship, when theory is translated into practice, and when creativity is given space to flourish alongside discipline. This initiative has not only prepared students for their upcoming internships and placements but also inspired them to pursue hospitality as a craft that blends technical rigor with heartfelt service. As such, it is recommended that similar collaborative models be integrated into regular hospitality programs to ensure all-round, industry-aligned student development.

IX. REFERENCES

- YouTube Link of Bed Making
  https://www.youtube.com/watch?v=fh9UdqQ42sg
- YouTube Link Of Room Cleaning
  https://www.youtube.com/watch?v=fh9UdqQ42sg
- YouTube link of Towel Art
  https://www.youtube.com/watch?v=2c7eNBhwisg

Books: -

- Hotel Housekeeping: Operations and Management
  Authors Name: G. Raghubalan & Smritee Raghubalan
- Hotel Housekeeping Management: An International Perspective
  Authors Name: Jayanti Jayanti
- Front Office Management (2024 Edition)
  Authors Name: Akhilesh Shukla Lucky
- Hotel Front Office: Operations and Management (2nd Edition)
  Authors Name: Jatashankar R. Tewari

VIII. APPENDIX

Photo-1: Geo tag and Non geotag images while signing of the MOU between Four Points by Sheraton and K.R. Managalam University.







Photo -2: Visit to the Laundry while the laundry assistant was briefing about laundry equipments.



Photo 3: - Welcoming of the students at four points by Sheraton



Photo 4: - Bed Making by the Guest Room Attendant.



Photo 5: Group photograph at the reception of Four points by Sheraton.



Photo-6: Students visiting the gym at Four points.

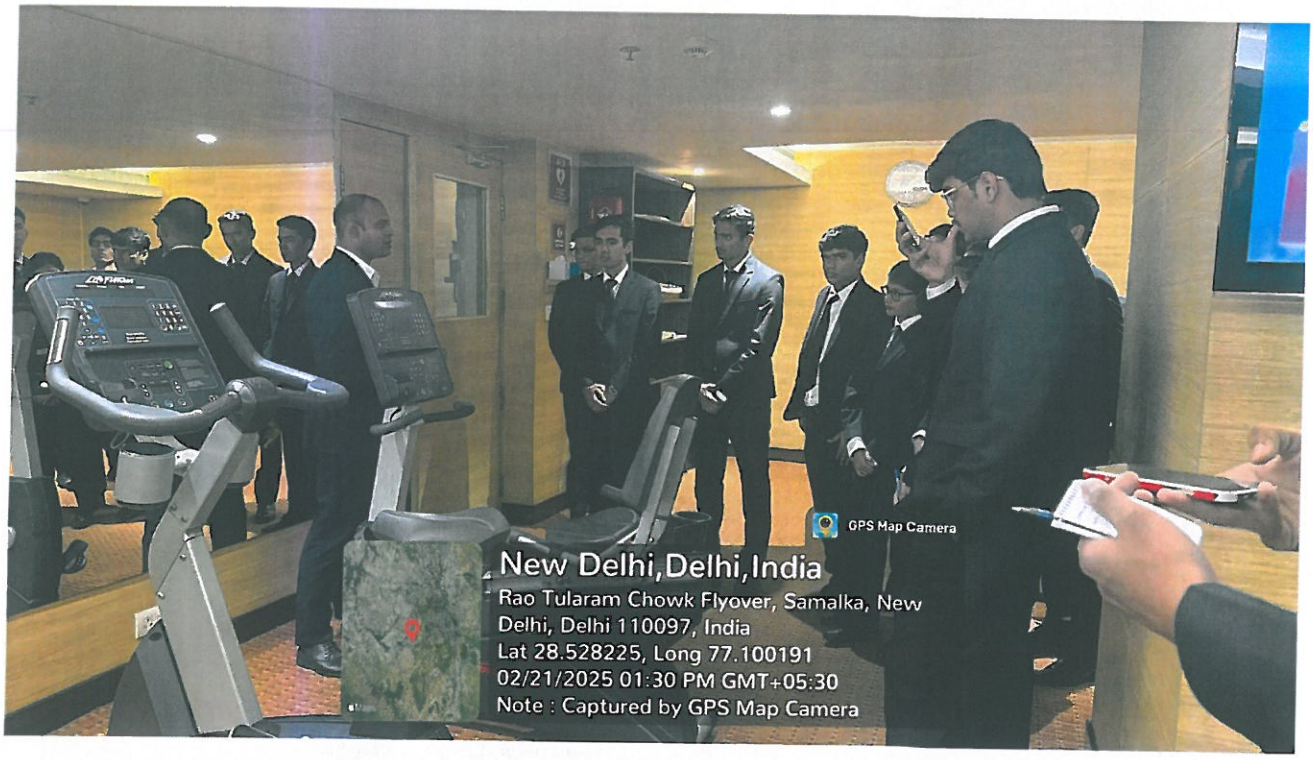


Photo - 7: Students present a professionally set bed with towel art during activity-2 of effective room cleaning and towel Art competition.



Photo – 8: Students preparing bed making and towel art arrangement.



Photo - 9: Students present professionally towel art.



FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

CERTIFICATE

OF COMPLETION

This certificate is presnted to :

- **Mr. Piyush Gola**
- **Mr. Prince Tanwar**
- **Mr. Ayush Tomar**
- **Ms. Chyeshta Verma**

for actively participating and completeing the Project on:

EFFECTIVE ROOM CLEANING AND INSPECTION: BEST PRACTICES FOR HOTEL HOUSEKEEPING

Duration from 18th February to 21st March 2025

Done in collaboration with Four Points by Sheraton & K.R. Mangalam. This certificate is awarded in recognition of the student's dedication and active participation in the one-month professional development project.

Ms. Shriya Chauhan
(Assistant Professor SOHMCT)

Dr. Anjana Singh
(Dean SOHMCT)

Mr. Abhishek Roy
(L & D Manager)

FOUR POINTS BY SHERATON

K.R. MANGALAM UNIVERSITY
THE COMPLETE WORLD OF EDUCATION

SCHOOL OF HOTEL MANAGEMENT &
CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./Ms. Prince

has secured 2nd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Abhishek
(Event Coordinator)	(Dean SOHMCT)	Mr. Abhishek Roy (L & D Manager)

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SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./Ms. Chyeshta Verma

has secured 2nd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

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SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Piyush Gola

has secured 2nd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)

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SCHOOL OF HOTEL MANAGEMENT & CATERING TECHNOLOGY

CERTIFICATE

OF ACHIEVEMENT

THIS IS TO CERTIFY THAT

Mr./~~Ms.~~ Ayush Tomar

has secured 2nd Position in "Effective Room Cleaning and Towel Art" competition, held in collaboration with Four Points by Sheraton on 17th April 2025 at K.R. Mangalam University, Gurugram.

Your creativity and excellence in hospitality are truly commendable.

Congratulations on your achievement!

Ms. Shriya Chauhan	Dr. Anjana Singh	Mr. Abhishek Roy
(Event Coordinator)	(Dean SOHMCT)	(L & D Manager)