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HOSPITALITY MANAGEMENT FOR NON-PROFIT ORGANISATIONS

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Abstract

The concept of hospitality is known since ancient times, the meaning of the term hospitality refers to welcome, warmth, kindness and generosity; in the ancient times, people considered hospitality to be very significant for their religious well being. Religion is regarded to be the primary encouraging strength in the concept of hospitality. In historic as well as in ancient times, priests, missionaries and pilgrims formed the large part of the travelling public, their journeys included travelling to religious, holy places, and temples that had a governing position in their religion; besides priests and pilgrims, the other people who were engaged into travelling were the military travelers, or for the purpose of diplomacy or political. People travel to religious places, historical places, tourist and local attractions for some reason or for vacation, leisure, business and recreational activities. When people travel, they require accommodation and hospitality, therefore, hotels, resorts, motels or houses of friends and relatives in different areas were considered to be the places where people reside overnight while travelling or visiting. The main purpose of this research paper is to understand the meaning and significance of hospitality management, the main areas that have been taken into account are characteristics of the hospitality industry, hospitality industry in India, eco-friendly practices in hospitality management, skills required for satisfactory hospitality management, and role of hospitality industry in tourism. In understanding of this concept, hotels and accommodations can be outlined back to many centuries and its evolution through the ages has been brought about by the Britain's economical and industrial transformations and progressions. With the emergence of vehicles such as motor cars, also the importance of hospitality management became more recognized as people even travelled to distant places and other cities in their cars when those places could not be reached by railways. The establishment of hotels, guest houses and accommodations are available at every tourist destinations so that people can obtain appropriate hospitality.

Keywords: Hospitality Management, Individuals, Industry, Skills, Tourism, Eco-friendly

Introduction

This is the fifth and last unit of this particular training. You will gain an understanding of the concept of Non-commercial Hospitality Management as well as how it is being organised through the course of this section. You will also gain knowledge on the various sorts of hospitality management that are not commercial in nature. Keep in mind that the prior lesson covered the management of commercial hospitality businesses.

OBJECTIVES

1. You should be able to do the following by the time you finish this section: Understand what the meaning of non-commercial hospitality management is. Gain an understanding of how to handle the hospitality sector that is not commercial. A knowledgeable understanding of the distinctions between commercial and non-commercial hospitality management is essential.

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2. Noncommercial hospitality management MEANING

These are welfare services industries that have been founded by the government and, in some cases, by philanthropists to offer reliefs to certain individuals in our society who suffer and pass away and who are still spending vast sums of money on shelter bills in the private sector of the hospitality industry. These industries provide reliefs to those individuals in our society who are still spending money on accommodation bills. It is an essential component of the roles and responsibilities of every responsible government to provide a free health delivery system to the populace. The objective of intentionally establishing institutions such as hospitals and welfare homes, rather than for the purpose of making a profit, is to tend to the health and happiness of the society to which you and I both belong.

Allow me to once more bring to your attention the various non-commercial hospitality management options that are available in our modern culture. The medical facilities, including hospitals and clinics. The military or armed forces Residence halls and other types of university housing Hostels for students in secondary education The orphanages and institutions for troubled youths The history of development in non-commercial industry is quite similar to the history of development in commercial hospitality in the same ways and in the same ways. Building hospitals all around the nation was one of the most significant ways in which the missionaries contributed. Some of them are still operating extremely effectively up to this day.

Examples are: The ECWA Eye Hospital in Kano and The ECWA Hospital, Egbe in Kogi state.

And in other locations, these early missionaries established their homes and communities. The rapid development in the sector has pushed the commercialization of the hospital industry, despite the fact that the hospital industry is classified as non-commercial hospitality. At this time, we have medical practitioners who are starting their own private hospitals and clinics and making money from doing so. We have private individuals that view the management of hospitals as a means of making money, and as a result, we have numerous large hospitals.

On the other hand, the historical context enables us to defend hospitals as publicly funded, non-profit institutions. We continue to uphold a tradition whereby birth deliveries in rural areas, as well as in certain churches located in urban centres, are provided at no cost to the parents. These missionaries initially made their homes in areas that had a high

level of commitment and cooperation from private individuals in the process of commercialising regions. The rapid development in the sector has pushed the commercialization of the hospital industry, despite the fact that the hospital industry is classified as non-commercial hospitality. At this time, we have medical practitioners who are starting their own private hospitals and clinics and making money from doing so. We have private individuals that view the management of hospitals as a means of making money, and as a result, we have numerous large hospitals. On the other hand, the historical context enables us to defend hospitals as publicly funded, non-profit institutions. We continue to uphold a tradition whereby birth deliveries in rural areas, as well as in certain churches located in urban centres, are provided at no cost to the parents. The current government was unable to meet the needs of the free health care programme by constructing additional hospitals, which led to the active involvement and participation of private individuals in the process of commercialising the non-commercial hospitality business. This is the primary reason for the active involvement and participation of private individuals in this process. In a nutshell, the employees working in the hospitality business, whether they are employed by private companies or by the government, have an obligation and a strong feeling of responsibility to deliver effective hospitality services in an upbeat, courteous, and satisfying manner. It needs to be maintained in mind that keep in mind that hospitals are considered to be part of the service business. The service industry has already been mentioned by me. Self Assessment Question

Organization of non-commercial hospitality management

Human endeavours and initiatives that make use of both human and material assets deserve to have good and efficient organisation in order to prevent failure, disappointment, and complete collapse. Someone in the management structure is in charge of the housekeeping services at residence halls, hostels, welfare homes, and hospitals. This person is responsible for ensuring that the facilities are clean. In health care facilities, we have patients who are willing to be patient and these are the visitors who come to the wardrooms. Students are considered to be the residents of a school or university's hall of residence or hostel when they are there. In some welfare homes, there are disabled people who stay in the dormitory as guests. The bed textiles (bed sheets, pillow cases for the use of the patients, and staff uniforms) have to be changed regularly, and all of these locations need to be kept clean, properly maintained, and any necessary repairs must be completed.

be given the appropriate attention and care. In addition to this, they require services related to catering. It is necessary to give the patient with foods and beverages that adhere to the dietary requirements. Even if the government will not provide food for undergraduate students at the university anymore, those students must still be provided with food regardless of whether or not their parents have paid for it. Typically, financial assistance is provided for the cost of the students' meals. In the same way that we have large, medium, and small hotels, we also possess hospitals that are broken up into various categories. The size of a property is directly proportional to the number of bedrooms it has, despite the fact that some are more qualified in a particular medical profession than others. An example of this would be the Nationals Orthopaedic Hospital, which specialises in the treatment of bones and bone fixings. Eye Specialist facility that focuses exclusively on treating eye conditions.

There may be fifty rooms in a university building, and each of those rooms may house two or three students who are enrolled in the undergraduate programme. There is a large hall in the secondary school that has beds lined up along the wall in a side-by-side configuration.

The small name for staff in hospital and educational housekeeping varies from hospital to hospital. Sometimes the word 'Officer' is commonly used like the household officer, or madam to mean the head of the housekeeping department, under whose jurisdiction we discover catering service.

There are many departments in the hospital sector, just like there are in the hotel industry, and there is a need for appropriate coordination and understanding among the many departments. The following are some prominent departments that genuinely participate in the management of the industry that Arte is a part of.

The preceding description applies to the organisation for the large hospital. In some more modest medical facilities, there is no separate catering section. Patients are forced to rely on food that is brought in from the outside or that is provided by relatives when this occurs. Therefore, the upkeep of both the equipment and the facilities is done on a contractual basis. It's possible that the secretary or the office clerk will be in charge of the account department or personnel.

House-Keeping Department

This department headed by either a Matron, senior domestic officer or a house-keeper performs all the functions of hotel house-keeper to avoid repetition.

The Catering Department

This section serves patients in their ward with specific and particular dietary recommendations, including foods. As a result of following precise instructions, different types of cooking and combinations of ingredients are utilised. It's possible that certain patients don't need any salt or sugar in their food. For example:

The Laundry Department

These provide services for cleaning the linens used in hospitals, similar to those offered by the hostel sector. This can be done by contract, manually, or with a washing machine.

The Store Department

It distributes both provision and food products to the catering department as well as things that are to be used in the house-keeping department within the patient ward or within the theatre.

The Maintenance Department

Function in the same way as the hotel maintenance time.

Personnel Department

It deals with matters pertaining to staff, including staff welfare, employment, termination, training, and promotion, in addition to other administrative functions

The Account Department

Maintains a record of each and every transaction, including both expenditures and revenues. The hospital industry relies on the security services provided by the security department to protect lives, properties, and the environment.

University Halls Of Residence And Hostel

In the past, university students ate their meals in the cafeteria that was located on campus. Both self serve and tray service were a part of my operation. Students arranged themselves in a queue with their trays, and staff members plated the meal on the service plate. Students paid for their meals by giving the cooks their tickets. These kinds of facilities have been shut down at this point in time. There will be no more dry cleaning service. What is the available right now in the dorm is maintenance work performed by the engineering department on the various room facilities. Fixes like these include roof leaks and repairs, broken toilets, keeping the campus, hallways and window glasses clean and other tasks that fall under the housekeeping umbrella.

Tree planting and other aspects of the landscaping system are often done through contracted services. Flowers and plants in containers to be planted.

In the past, students in elementary schools were given access to a catering service, where they had breakfast, lunch, and dinner on a daily basis for the duration of each school term. The Matron of the school is in charge of both the school's dining services and the dormitory. The number of people working here is really low. Students in secondary schools are responsible for keeping their immediate environment clean, with only a small number of cleaners being recruited by the school administration to assist with the laborious task. The student is responsible for sweeping their dorm room, making their beds, and cleaning their bathrooms and toilets.

The administration of the school is responsible for doing a limited number of maintenance tasks, including repairs to a leaking roof, broken doors, and broken windows.

Windows and the replacement of iron beds of various types, including single-type and double-type models.

Question for Personal Evaluation Please make a list of all the departments you are familiar with in a large hospital.

The Welfare/Juvenile Homes

The head of the school, also known as the principal, as well as the welfare officers are the ones who are responsible for looking after pupils who have disabilities or who are less privileged. Someone who is a competence in handling children with disabilities and children from disadvantaged backgrounds is required to serve as the principal of the school. It is the responsibility of the welfare officers to instruct these children in a variety of practical and demonstrative ways. Additionally, there can be social welfare officers who are there to aid and instruct them technically. The welfare attendants are responsible for upholding the orderly environment of the entire premises as well as the sanitation of the hostel. They aid the youngsters in organizing all of their technological instruments, which are intended to help the children function effectively. There are a lot of charitable people and organizations out there.

organizations that supplement the efforts of the government by supporting the children and offering them with food and various forms of technical assistance. In the hotel industry, welfare homes are considered the non-commercial sector.

Another type of school that falls under the non-commercial hospitality sector is the juvenile home. These are minors who are either unable to be convicted of a crime because of their age or because they are unable to be controlled by their parents at home because they are too stubborn. They are not allowed to leave this institution until they have received their diplomas and moved on to further reading. These two

categories of welfare homes offer comprehensive services, including lodging, food preparation, medical care, and a variety of other technical assistance, in order to compensate for their shortcomings.

Self Assessment Question

How many welfare homes are there, and which ones have you visited? What was your impression of the atmosphere there?

What are the differences between an hospital and welfare home?

Conclusion

You have now gained an understanding of the meaning of non-commercial hospitality management, as well as the several forms of management and organisations that fall under this category.

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