



Excellence In Hospitality

ABSTRACT BOOK

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SUSTAINABLE ACCOMODATION MANAGEMENT - THE WAY
FORWARD

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Sri Lanka Institute of Tourism and Hotel Management

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Message from Chairperson -SLITHM

It has been a pleasure to be part of the impressive strides the SLITHM students, teachers and management are working on; whilst being beacons their field. Since taking office, SLITHM has taken to their growth by the launch of the Research Abstract Book. It gives me much pleasure to know this is a small step for our students, but one large step for the industry. Having completed an independent research into the Hospitality and Tourism Industry, this is relative to our contributions to the industry as a whole. We as leaders in the Tourism Trade find it to be of very impressive thinking. This research will spark conversations which are much required in the industry at a time like now. Sri Lanka is the home of hospitality, the nation which drives people to visit us because we are a people of grace, warmth and diversity. We are also risers to the challenge.

In the foreseeable future, we need to know that fostering critical thinking with hands on learning to ensure that this trade is beyond the generic line and we are able to ensure our students are fast spaced thinkers. It is also my belief that these students must take light to go beyond the norm to create new thinking patterns and dive into areas to enhance their aspirations, to do great things! The SLITHM leadership, student body, lecture panel, and staff have gone on to creating strong and remarkable vocational training programmes with a timely curriculum which will allow them to cultivate and progress in a rewarding career. I am very hopeful that now will be the time that new goals are taking shape and this will be one such initiative which propels us as a nation. I wish everyone every success in all their endeavors.

Kimarli Fernando

Chairperson



Message from Director General -SLITHM

I would like to congratulate all the students who are presenting their research findings and wish them great success in all their future endeavors.

It gives me great pleasure to share this message for the first research education organized by Advance Level – Accommodation Operation students of Sri Lanka Institute of Tourism & Hotel Management (SLITHM).

SLITHM serves as a springboard for those interested in careers in the hospitality industry, being the only government-approved premier training institute in Sri Lanka. Courses are internationally recognized and its certification is a passport for employment in the hospitality industry worldwide.

The SLITHM curricular combine theory and practical in a unique way, make the courses fascinated and gratified for students. There is a great relevance to research in education and apart from ensuring an in-depth knowledge over a topic, research papers also contribute to the world of knowledge. These journals or papers become the helping hands for students in future guiding. Students need to understand the role of research in society and the importance of research in education as it will ultimately reward them in return.

Furthermore. Advance Level students will also be able to get the peer reviews and to validate their research findings from this research education. Their first effort of publishing research education will benefit for the degree awarding status, which is SLITHM's greatest wish. My gratitude goes to the all academics and students for their team effort in initiating and publishing this research abstracts to success this outstanding achievements.

Nadeeka Wataliyadde (Ms)

Director General

Sri Lanka Institute of Tourism and Hotel Management



Message from Duputy Director Genaral (Academic)- SLITHM

It is a matter of pride to pen down the message for the annual “Abstract book” launching of student of Accommodation Operation 2020 at SLITHM. My heart fills with immense pleasure as I perceive the progress being made at SLITHM with the guidance of respective LIC’s of the sector in this pandemic situation.

SLITHM abstract publication is a platform for the students to express their creative pursuit which develops in them originality of thoughts and perception. The contents of the publication reflect the wonderful creativity of thoughts and imagination of SLITHM products.

According to the academic analysis, the youth of the future generation are going to be more prone to violence and deviant behaviour. This is one learning process not limited to college, and ends with the conclusion of one’s entire career path and indeed lifelong process. SLITHM is oriented to the total information of students and to adaptations of various methods suiting the dynamic of changing the world in order to achieve common goals and objectives of the sector. It is further characterized by shared version responsibility of all about.

Besides all of the above, that add to students becoming truly educated. Surprisingly, these experiences develop their creativity and imagination and lead to something that is often thought to be more important than knowledge. Creativity and imagination make children grow up to be productive adults who then arrive as citizens of the world ready to make their own great contribution to mankind.

"I received the fundamentals of my education in school, but that was not enough. My real education, the superstructure, the details, the true architecture, I got out of higher education and industry.

“Imagination is more important than knowledge. For knowledge is limited to all we now know and understand, while imagination embraces the entire world, and all there ever will be to know and understand.” - Albert Einstein

Dear students, it is my message to you all that the people of fine character live by their values. They are honest and are committed to truthfulness in thoughts, words and deeds. True character thus encompasses the capacity for self-discipline. I extend my warm wishes to the lecturers and Students of SLITHM to continue this journey on the road of excellence.

Kanishka Jayatunga

Deputy Director General Academic
SLITHM



Message from the Conference Chair

I am delighted to forward this message as the Chair of **Accommodation Management Research Conference (AMRC)** – Year 2021 organized by the **Faculty of Accommodation Management (FAM) at Sri Lanka Institute of Tourism and Hotel Management (SLITHM)** in collaborating with the stakeholders in tourism and hospitality sector of Sri Lanka Tourism. The contribution of this conference is immensely valuable and should be remarkable, particular at the current worst ever situation of the industry due to the disastrous impact of ongoing COVID Pandemic around the world, which has severely hindered the continuation of impressive growth of Sri Lanka Tourism by blocking its great contribution on three main highpriority goals of our industry: Generation of Income, Employment, and Foreign-Exchange Earnings. At this juncture, Sri Lanka Tourism has two big challenge: (1) Rapid Recovery with Strong Resilience Building and subsequently Enhancing the Sustainability of the Industry. Development of Post-COVID Sri Lanka Tourism addressing such challenges by ensuring the prosperity and sustainability of the industry will be determined through creative decision making, innovative management, effective marketing and responsible leadership. This can be achieved only through the professional excellence of industry professionals and their enhanced decision-making power empowering through analytical skills, on which the evidenced-based research findings must be one of the most important and decisive determinants. Organizing this conference by the FAM of SLITHM as the premier and apex national educational organization for the human resource development in tourism and hospitality management will make a profound contribution for development of Sri Lanka Tourism. The publication of the conference with its evidenced-based research findings will undoubtedly provide instrumental insights to policy makers, marketers, managers and relevant stakeholders of the industry.

Herewith, I wish to congratulate the organizers and contributors of this conference with my best wishes for the great success in their future endeavors as well.

Prof. (Dr). DAC Suranga Silva

Secretary General of Tourism and Hospitality Educators and Researchers Association of Asia (THERAA)

Chief Editor of Journal of Tourism Economics and Applied Research (JTEAR), Sri Lanka

President of International Tourism Leaders' Summit (ITLS), University of Colombo

Chair of International Tourism Research Conference (ITRC), University of Colombo

Table of Content

1. Impact of Front Office Efficiency on Guest Satisfaction: With special references to City Hotels in Colombo

Isuru Yapa.....01

2. Analysis of the Factors That People's Desire to Choose Hotel Housekeeping Operation as Their Preferred Career: With Special Reference to The Sri Lanka Institute of Tourism and Hotel Management, Colombo Intermediate and Certificate Level Readmission Students

A. R.U. Gamage.....02

3. The Effective Solid Waste Management Practices on the Operational Performance of Housekeeping Department: With Special Reference to Five Star City Hotels in Colombo

P. K.K. Sanduni Madhushika.....03

4. Impact of Repeat Guest to Enhance the Business Performance in Resort Hotels: With Special Reference to Kalutara Hotel Association

W.T.D.Mendis.....04

5. Identifying the Potential of Differently Abled Employment in Hotel Front Office Department in Sri Lanka: With Special Reference to Colombo Five-Star City Hotels

U.Kumarasinghe.....05

6. An Analysis of Factors Behind the Outsourcing Housekeeping Public Area

I.U Wijesinghe.....06

7.A Study of Women Empowerment in Housekeeping Department: With Special Reference to Five Star City Hotels in Colombo

M.S.Walker.....07

8. An Analysis of Factors Related to Communication Capacity of Front Office Department: With Special references to hotels in Negambo	
<i>R.P.Rintelen</i>	08
9. An Analysis of Factors Behind the Implementation of the Front Office Standards Operations Procedures: With Special Reference to Kalutara Hotel Associations	
<i>D.A.Pethiyagoda</i>	09
10. Importance of Customer Perception about the Service of Front Office Staff: With Special Reference to Five Star Resorts in Galle District	
<i>H.M.Kottage</i>	10
11.An Analysis of the Work Life Balance of Front Office Non-Executive Staff: With Special Reference to Kalutara Hotel Association.	
<i>G.S.C. Perera</i>	11
12.Factors that Influence the Decision of Housekeeping Students in Selecting Laundry as their Career:With Special Reference to the Sri Lanka Institute of Tourism and Hotel Management	
<i>T.D.Senevirathna</i>	12
13.Accessible Tourism Development in Sri Lanka: With Special Reference to Differently Abled Tourists in Colombo hotels	
<i>Bhanuka Liyanage</i>	13
14. Impact of Front Office Staff Motivation on Organizational Effectiveness: With Reference to Sizeable Hotels in Kandy	
<i>D. C. Jayasena</i>	14
15. An Assessment of Factors that Influencing Career Aspiration of Female in Hospitality Industry	
<i>Dilani Welagedara</i>	15

16. Impact of the Remuneration on the Employee Motivation of Non-Executive Staff in Housekeeping Department: With Reference to Five-Star Hotels in Colombo

Dineth Jinasekare16

17. Assessment of Local Community Perceptions towards Tourism in Sri Lanka: With Special Reference to Meemure village, Kandy District.

Lahiru Jayarathne17

18. Perception of Front Office Department Employees on Adapting a Paperless Concept to Improve Work Efficiency: With Special Reference to Five Star City Hotels in Colombo.

Pasindu Hemasiri18

Impact of Front Office Efficiency on Guest Satisfaction: With Special References to City Hotels in Colombo

Isuru Yapa

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ABSTRACT

The hospitality industry is one of the main sources of income generate to the country which creates a huge competition in the industry. Due to the rising competition each and every hotel mainly focuses on attaining customer satisfaction which is the main goal in every organization. Therefore, front office staff is playing a major role to achive objective of the hotel operations.

Customer satisfaction is the main factor which drives the organization for the betterment and every action of each department in the organization directly impacts on customer satisfaction. The Front Office is one of the main department in the hotel which directly communicates with the customer from the guest arrivals.

In this research focus on the impact of front office efficiency on guest satisfaction in the hotels located in Colombo, Sri Lanka. The main objectives of this study are: a) to identify the main variable which effect the guest satisfaction from the selected variables of front office efficiency; b) to identify the relationship between front office assurance and efficiency on guest satisfaction in hotels; c) to identify relationship between front office responsiveness on guest satisfaction in hotels; d)to identify relationship between front office reliability on guest satisfaction in hotels. Both open and close-ended questions were used and the major source for information was the quantitative tool of in-depth interviews with 80 guests who visited the hotels in Colombo. The collected data has been analyzed with the help of mean score and ranking technique used in Phi coefficient test.

The findings of this research indicate that there is an impact on front office efficiency on guest satisfaction. Assuarance, responsiveness and realiability are the main three variables directly influence to the front office efficiency on guest satisfaction in the hotel industry.

Keywords: Front office efficiency, Guest satisfaction, Reliability,Service quality

Analysis of the Factors That People's Desire to Choose Hotel Housekeeping Operation as Their Preferred Career : With Special Reference to The Sri Lanka Institute of Tourism and Hotel Management, Colombo Intermediate and Certificate Level Re-admission Students.

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Sri Lanka

ABSTRACT

The hotel industry is playing a vital role for development of the tourism industry in Sri Lanka. Housekeeping department has been always stayed back of the house and performed to its never-ending duties in pursuit of providing clean, hygienic, fresh environment and comfort to every individual stepping into the hotel. Career choice has recently become a very sophisticated issue, as it is influenced by a variety of circumstances. The selecting a proper career is critical in ensuring that employees live productive lives, are motivated at work, and can achieve exceptional productivity, hence ensuring organizational effectiveness.

In this study focus on to the analysis of the factors that people's desire to choose hotel housekeeping operation as their preferred career among intermediate and certificate level re-admission students of SLITHM. The main objectives of this study are: a) to identify the factors that people desire to choose Hotel Housekeeping Operation as their career; b) to analyze how the nature of the job affects people in choosing Hotel Housekeeping as their career; c) to examine how the job satisfaction affects people in choosing Hotel Housekeeping as their career; d) to explore how the recognition among other hotel employees affects people in choosing Hotel Housekeeping as their career. the study utilized sixty (60) intermediate and certificate level re-admission students of SLITHM. The Respondents were selected using simple random sampling approaches within the descriptive survey design. They responded to a specially designed questionnaire and the data collected were analyzed descriptively using the Phi coefficients test. The chi-square test describes the relationship between theory and observation. The study concludes that there are positive relationships among Nature of the Job, Job satisfaction and recognition among other staff in determining a career on Housekeeping Operation.

Keywords: Career choice, Satisfaction, Recognition, Housekeeping operation

The Effective Solid Waste Management Practices on the Operational Performance of Housekeeping Department: With Special Reference to Five Star City Hotels in Colombo

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ABSTRACT

Solid Waste management practices have emerged due to environmental degradation and are adopted mainly to reduce negative impacts on the environment. The focus of the study was therefore to examine the effective solid waste management practices effect on hotel housekeeping department operational performance in Five Star city hotels in Colombo. The practices need resources for their implementation thus may result in possible impacts on the hotel operational performance. Therefore, the main objective of this research is to investigate how solid waste management practices affect hotel housekeeping operational performance. To achieve this objective, this study used a structured questionnaire to collect primary data and the questionnaires were administered to the executive housekeepers, housekeeping supervisors, and housekeeping associates consisting altogether of a sample of fifty respondents. Data was then analyzed by use of descriptive statistics and inferential statistics such as mean, standard deviation and used frequency in the analysis. The study also noted that, the model administered had a moderate explanatory power of the effective solid waste management practices effect on hotel housekeeping department operational performance. Based on the findings of the study, the researcher recommended that use waste management practices such as waste collection and depositing, waste reduction, and recycling. The model will instruct hotel employees on how to implement best waste management practices and the impact these activities have on overall hotel efficiency. Hotels should collaborate with external stakeholders, local governments, non-governmental organizations, and other government entities to encourage waste-to-energy technology, waste reuse, recycling, waste-reducing practices and water treatment plant construction. Further, that hotels' top management and government agencies should formulate waste management policies and guiding principles to implement of sensitization to all hotel employees on the need to employ proper waste management practices in their respective work stations.

Keywords: Solid waste, Hotel housekeeping performance, Environment impact

Impact of Repeat Guest to Enhance the Business Performance in Resort Hotels: With Special Reference to Kalutara Hotel Association

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ABSTRACT

The Tourism business is a tremendous class of fields inside the service industry which contains accommodation, food and beverage, security, transportation, banquet and travelling. The service quality can be estimated by the guests' satisfaction. Researchers assume that high quality satisfies the guests and satisfaction may increase their loyalty whilst every guest is significant to the hotel industry, the affirmative economics of repeat guests cannot be ignored. Building customer cordiality is one of the most important steps for a hotel's success. The main purpose of this research is to measure the impact of repeat guests to enhance the business performance in resort hotels because the repeat arrivals in Kalutara area have not been paid due attention by the resort hotels in Kalutara area. The respective authorities are not given much attention to repeat arrivals to enhance the revenue by achieving maximum occupancy. The main objectives of this study are: a) to identify the preferences, demands and special services required; b) to identify factors influencing repeat visits to a destination; c) to determine the impact of social media on competitive advantage in the hotel industry; d) to identify whether the hotel business performance is affected by assured bookings by repeat guests. A self-administered questionnaire was compiled and sent back by nearly 60 respondents employees in Managerial level, Executive level and supervisory level in KHA hotels. The investigation examined the quality awareness, quality perception and repeat guest satisfaction. Therefore, the development of sales, increase friendly atmosphere illustrates a major challenge. The primary aim was to provide them suggestions to improve their quality on the repeat guests' feedback. The message of this research is for hotel managers to increase repeat guests' arrivals. It has been illustrated that satisfaction is closely related to their willingness to return to the hotel, so it is an essential condition of loyalty.

Keywords: Tourism businesses, Business performances, Satisfactions, Perceptions

Identifying the Potential of Differently Abled Employment in Hotel Front Office Department in Sri Lanka: With Special Reference to Colombo Five-Star City Hotels

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ABSTRACT

Differently abled is a topic which is vastly spoken in Sri Lanka as well as in the World. And there are many differently abled people in Sri Lanka who were disabled due to many reasons, such as some are born differently abled and some are due to accidents, natural disasters and terrorist attacks. Even though they are differently abled they have the equal rights as a normal citizen in Sri Lanka as per the Sri Lankan Law. But when it comes to differently abled employment there are not many opportunities created even though the topic is highly discussed.

This study is focused on identifying the potential of differently abled employment in the front office departments. The main objectives of this study are: a) to examine the willingness of differently abled people to work in hotel front office; b) to analyze the training methods available for differently abled persons; 3) to investigate effective motivation strategies for differently abled employment; 4) to identify on creating a working environment for differently abled. In this research both qualitative and quantitative methods have been used for a better finding. Researcher has conducted an analysis on demographic information of the respondents in order to identify the sample and then used IBM SPSS statistics 25 to do the descriptive analysis part to identify the factors which influence differently abled employment in hotel front office. And also the interviewed differently abled peoples' feedback is mentioned as the qualitative data collection. The findings of the study; training methods, working environment, motivation strategies are making a significant impact on differently abled employment. And according to the findings researcher has given the recommendations to implement differently abled employment in hotel front offices.

Keywords: Differently abled, Front office operations, Disabled , Equal rights

An Analysis of Factors Behind the Outsourcing Housekeeping Public Area

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Sri Lanka

ABSTRACT

The majority of the hotels and accommodation sectors are improving their efficiencies to cut down costs as well as increase their revenue sources; therefore relying on outsourced professionals especially in the hotel sector has become a new trend. The housekeeping department is seen as a major expense, outsourcing housekeeping services sustains price effectiveness, saves time and increases guests' satisfaction and efficiency. This study focuses on the factors and the motives behind outsourced housekeeping public area services and its impact on housekeeping operations. The main objectives of this study are: a) to identify the relationship between utilizing skilled resources and outsourcing housekeeping department; b) to identify the relationship between operational cost and outsourcing housekeeping department; c) to identify the relationship between efficiency and outsourcing housekeeping department. This study is conducted in the form of a questionnaire carried out from the executives who have worked in star class hotels in Colombo. Also this study improves the understanding of outsourcing practices as it is perceived in maximum accommodations to preserve value effectiveness, improves overall performance of current workers, saves time, improves efficiency and improves performance of the housekeeping department. According to the findings, this research found a significant impact of skill resources, operational cost, and efficiency on outsourcing housekeeping public area activities of city hotels in Colombo and it showed that the trend of outsourcing housekeeping public areas in the hotel sector is becoming very common.

Keywords: Cost effectiveness, Guest satisfaction, Housekeeping services, Efficiency

A Study of Women Empowerment in Housekeeping Department: With Special Reference to Five Star City Hotels in Colombo

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Sri Lanka

ABSTRACT

The concept of women empowerment comes from the word power by involvement of women. Empowerment of the women would mean encouraging women to be self-respected, economically independent, to be confident enough to face any challenges or difficult situations, to have positive self-esteem and to be actively participating in various social, cultural development endeavors. Women have the potential to become a good leader and direct and guide the correct pathway within the community and beyond. The main objectives of this research are; a) to demonstrate the nature of the job effect in women empowerment; b) to identify the socio-cultural barriers which effect in women empowerment; c) to identify the factors influence in safety and security for women empowerment. The researcher used the quantitative method to identify the relationship between the different variables which are mentioned in the conceptual framework to get the maximum outcome of the objectives. This research study is carried out in reference to five star hotels in Colombo city and exploratory to help in identifying women empowerment and recommend the best way to increase the number of female participation in the workplaces and thereby improve self-confidence by having decision making authority. According to the finding of the research, women are facing many challenges to handle their family life, social norms with so many problems and organizational issues which are conveyed with the empowerment. Empowerment within the organization or company can be achieved through providing appropriate management, training and support to train women. Therefore, five star hotels in Colombo city should create a friendly and safe work environment, increase job satisfaction and job security, appreciate work performance, and provide a necessary platform for females to come up and motivate and guide them in the hotel housekeeping.

Keywords: Housekeeping, Women empowerment, Nature of the job, Safety & Security.

An Analysis of Factors Related to Communication Capacity of Front Office Department: With Special References to Hotels in Negambo

R.P.Rintelen

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ABSTRACT

The purpose of this research is based on the analysis of factors related to communication capacity of the front office. On the focus of employees and the department performances which will be enhanced. The study also aimed to address the performances within and external departments. Communication is an important component in an organization. Most organizations need to accomplish their needs and wants with minimum resources through communication. Communication to stand out to competitiveness and engage in committed employees. Front office in a hotel would be a prominent example for it. Front office department that gathers information and highlights the nerve system of a hotel.

This thesis followed with a quantitative methodology including executive and departmental heads of hotels in Negombo area. Since very limited literature on the topic itself was found, research streams in communicational and inter departmental were reviewed to identify the concepts and conceptual framework. The main objectives of the study are; a) to analyze the factors important of language proficiency within the hotel; b) to study the factors important to skills, knowledge and Technology in communicating to Front office departments performances; c) to explore the communication methods that would perform to other departments referred to front office departments. The results of the study indicated considering gaps between the actual influence of the front staff skills and proficiency toward the communication. Therefore, factors that would impact on communication will be discussed in this research. Moreover, how the front office department would perform and would help the other department to perform in an indirect way by means of communication. The thesis proposes ways to integrate communication practices and benefit in ensuring the performance of other departments.

Keywords: Communication, Employee capacity, Front office, Employee performances

An Analysis of Factors Behind the Implementation of the Front Office Standards Operations Procedures: With Special Reference to Kalutara Hotel Associations

D.A.Pethiyagoda

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Sri Lanka

ABSTRACT

The hotels follows a specific set of standard operations procedures to maximize the efficiency. A standard operation procedure (SOP) is a set of written instructions that document a routine or repetitive activity followed by a Hotel. SOP helps in maintaining quality and consistency of service and standards in your hotel. All staff should follow the instructions as per the standard operations procedure according to their relevant department wise. But there are some instances where the operations requirement does not meet the expectations we need when the standard operations procedures are followed exactly how it is written as per documented. The present research focus to identify factors behind the implementation of standard operations procedure relevant only to the front office department of the hotel. The main objectives of this study are; a) to identify the relationship between level of staff training & work environment; b) to explore the impact on work environment for front office operation; c) to explore the methodology of front office SOP. Self-administrated questionnaire was used to collect data from front office supervisors to management level staff members. A quantitative research method carried out for this particular research. As this research is with regard to the analysis of factors behind the implementation of a hotel front office SOP, the research is conducted in reference to Kalutara Hotel Association hotels. The role of a standard operations procedure in the front office department was also assessed and statistically analyzed by statistical package for the social sciences (SPSS) and its connection to guest satisfaction were identified. As the research findings it is always positive to use a hotel operations expert with hotel industry experience when creating new SOPs or modifying SOPs. Before create the relevant SOP, getting suggestions from staff before implementing a SOP is recommended and it should be in an easily readable manner

Keywords: Hotel operations, SOP's, Guest satisfaction, Learning and development

Importance of Customer Perception about the Service of Front Office Staff: With Special Reference to Five Star Resorts in Galle District

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Sri Lanka

ABSTRACT

Tourism industry has become one of the most profitable industries in the world with providing quality customer services. The government's vision is to make the tourism sector the most innovative and profitable income generating source in Sri Lanka. Customer perception and the services of staff have been identified as key industry indicators. Not like products, service is an emotional factor and the tourism industry is depending on the customers. So, it is essential to understand the customers' needs and wants properly although they are varying from person to person. This study is focused on the importance of customers' perception about the service of the front office in five-star resort hotels which are situated in Galle District. The main objectives of the study is; a).to identify the relationship between the reliability of front office staff and customers perception;b)to identify the relationship between efficiency of front office staff and customers' perception; c)to identify the relationship between behavior, grooming, and appearance of the front office staff and the customers' perception. The data is collected from both International and Sri Lankan customers based on three five-star resort hotels in Galle. The questionnaire has developed based on three dimensions of reliability, efficiency, behavior/grooming and appearance of front office staff. Data gathered from the residential customers using convenience sampling techniques.SPSS statistics 25 has been used for the descriptive analysis part and demographic information part to identify the importance of customers' perception about the services of front office staff. According to the results there is a positive relationship between customers 'perception and independent variables. The study concludes that satisfied customers recommend the hotel for others and they like to revisit these hotels and dissatisfied customers have pointed out some areas which should be improved further in the hotel front office department.

Keywords: Customers' perception, Front office staff, Service quality, Hospitality industry

An Analysis of the Work Life Balance of Front Office Non-Executive Staff: With Special Reference to Kalutara Hotel Association.

G.S.C. Perera

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Sri Lanka.

ABSTRACT

In terms of the services game, the hospitality industry is set apart from all other businesses. Because the hospitality industry is cyclical, it frequently faces staffing shortages. Work-life balance refers to an equilibrium state, where one effectively balances work or career demands and those of their personal life. An individual who lacks a work-life balance has more work and home obligations, works longer hours, and lacks personal time. The purpose of this research is based on the Analysis of the Work Life Balance of Front Office Non-Executive Staff. The issue of work-life balance is not new. The primary issue of the hospitality industry is Front-office staff lack work life balance to decrease the efficiency of employees day to day work. Work-Life Balance aids in improving the quality and consistency of hotel's work environment. The main objectives of this study is; a) to identify the relationship between work load and work life balance; b) to identify the relationship between level of health and work life balance; c) to identify the relationship between family related factors and work life balance. Qualitative research method will be carried out for this research. The primary data is collected from interviewing of key informants, field observations and administration of questionnaires among 92 employees under supervisory level to management level staff. The collected data has been analyzed with the help of mean score and ranking technique used in Phi coefficients test. The chi-square test describes the relationship between theory and observation. The findings of the study suggest three factors discovered by analysis: work load, level of health, family related factors. These are the determinants perceived by hotel employees to accomplish better WLB in the workplace. This study is giving a framework for future research and management implications on the notion of work-life balance.

Keywords: Work life balance, Front office, Non-executive staff, Hospitality industry

Factors that Influence the Decision of Housekeeping Students in Selecting Laundry as their Career: With Special Reference to the Sri Lanka Institute of Tourism and Hotel Management

T.D.Senevirathna

Research Scholar, Sri Lanka Institute of Tourism and Hotel Management, Colombo,
Sri Lanka

ABSTRACT

Housekeeping is a hotel's operating department in charge of the cleanliness, cleaning, and cosmetic upkeep of the suites, public areas, back office areas, and surroundings. The housekeeping department takes pride in keeping the hotel clean and comfortable in order to build a "home away from home" experience for guests in the hospitality industry. The laundry department is in charge of providing an appropriate, clean, and consistent supply of linen to all staff members, visitors, and other users. Sorting, washing, extracting, drying, ironing, folding, mending, and distribution are the most common activities. In addition, the laundry department must deal with a variety of chemicals and equipment on a regular basis. The purpose of study is to identify the factors that influence the decision of housekeeping students in selecting laundry as their career. The students once completion of their industrial training period they have a negative impression towards the laundry department and they reluctant to select laundry as their career. The main objectives of this research is; a) to identify how job satisfaction effect when selecting laundry as career; b) to identify the problems and barriers which they face during their service period; c) to identify the prospects and challenges to promote laundry department. The researcher used quantitative research method and distributed a structured questionnaire among the 60 hotel school students who are successfully completed Housekeeping course. The Researcher has conducted an analysis on demographic information of the respondents in order to identify the sample and then used SPSS statistics to do the descriptive analysis part to identify problems and view towards the laundry department and identify the areas which should be improved and facilitate. The finding of the study is identified, there is a significant relationship between all three independent variables which are inadequate remuneration, Health and safety, social recognition and career choice of laundry department.

Keywords: Housekeeping operation, Laundry operation, Career perception

Accessible Tourism Development in Sri Lanka: With Special Reference to Differently Abled Tourists in Colombo hotels

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ABSTRACT

Accessibility is considered as a human right imperative and a remarkable economic opportunity. It stands for the development of the tourism industry through destinations. This is essentially why accessible tourism is crucial for a country. That is, ensuring that persons with disabilities have access, on an equal basis with others, to the physical environment, transportation, information, communications and public facilities. Based on their previous experiences and information gathered from able-community. It is important to count on disabled tourists who faced bad experiences in their previous journeys that deter them from joining trips organized to visit areas that were not facilitated or equipped to service disabled people. The main purpose of this study focus on an accessible tourism development in Sri Lanka. In analyzing the interview data, two dependent variables have been tested to understand its impact for the hypothesis which will be discussed in this section. The hypothesis of the study shows positive correlation with dependent variables. It is important to elaborate the facts thoroughly to understand the finding of this study. Tourism for differently abled is a new way of employment that requires a positive attitude and large-scale income for the country and each individual. Basic conditions for the attitude towards disabled tourism or accessible tourism include the expertise of tourism sector employees in relation to serve clients with disabilities. This includes incidental knowledge, skills, and personal characteristics.

Keywords: Accessible tourism, Disabilities, Able community, Attitudes

Impact of Front Office Staff Motivation on Organizational Effectiveness: With Reference to Sizeable Hotels in Kandy

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ABSTRACT

Motivation and motivational factors are essential tools for the success of any organization in the long run. On one hand, measuring performance is critical to organization's management, as it highlights the evolution and achievement of the organization. There is a positive relationship between employee motivation and organizational effectiveness, reflected in numerous studies. This study aims to analyze the drivers of employee motivation to high levels of organizational performance. The literature shows that factors such as empowerment, trust and recognition increase employee motivation. If the trust, empowerment and recognition of employees is increased, their motivation to work will also improve, as well as their accomplishments and the organizational performance. Nevertheless, employee dissatisfaction caused by monotonous jobs and pressure from clients, might weaken the organizational effectiveness.

Keywords: Employee motivation, Motivational factors, Organizational effectiveness

An Assessment of Factors that Influencing Career Aspiration of Female in Hospitality Industry

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ABSTRACT

Hospitality industry has become the largest employer of women in the current date. Women can play a major role in the hospitality and tourism industry by connecting and using their feminine strengths in communication, inter-personal skills and conflict management and also breaking their barriers of the surrounding environment.

The various attributes have identified to required for hospitality industry professionals, the aspect of “SHE” (Spirituality, Humanistic & Existential) model of women empowerment was introduced and practiced. Women also should get equal and diverse opportunities with having the right people at the right place in the right job.

The hospitality experience would prove to be quite incomplete, without the charming smile of a woman at its outset. The feminine touch indeed lends grace and elegance to the hospitality industry. In fact, it would only be fair to say that the industry today holds more potential for women than ever before.

In this study focus on factors that influencing career aspiration of female in hospitality industry in Sri Lanka. In each gathered data, the content analysis of the ten transcribed by interviews the female perception about the hospitality industry. According to the analysis most of the students mention positive comments and some mention there are some obstacles among the society in the career development. As a personality, characteristics, communication and leadership skills, and a set of related factors or circumstances including such things as hard work, and personal sacrifice there were also a number of items that were perceived as potential obstacles to women’s career development within researcher’s data ollection.

Keywords: Career aspiration, Women empowerment, Hospitality industry

Impact of the Remuneration on the Employee Motivation of Non-Executive Staff in Housekeeping Department: With reference to Five-Star Hotels in Colombo

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ABSTRACT

Without exception, it was accepted and stipulated that quality has value. This is usually related to the quality of service and also applies to the hospitality industry. Nowadays, HR managers have recognized the need to stay motivated to ensure quality standards in commission delivery. The simplest reason that employees stay motivated is to point out that remuneration and rewards and most organizations do and use this to motivate the simplest of their employees. The nature of human resource practices within the industry and the welcome companies will be reviewed and how rewards and rewards will affect employee performance and the quality of repairs. The literature on HR management and performance is briefly discussed, and its relationship to the quality and performance of business development and repair is addressed itself. The need for further analysis is well known. The aim of this study is to explain the relationship between remuneration and employee motivation, which has a direct impact on the standard of performance. Employee satisfaction and attitude to work measure the square examined to pave the way for studies and analysis.

Keywords:Employee motivation, Employee satisfaction,Quality services,Service Standards

Assessment of Local Community Perceptions towards Tourism in Sri Lanka: With Special Reference to Meemure village, Kandy District.

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ABSTRACT

The study is mainly to assess the community perception and their involvement in the tourism activities. Research was carried out at Meemure, one of the planned tourism sites in Sri Lanka, adopting the mixed methodology. A survey was conducted using in depth interviews with 100 residents of the area and 30 the local community who actively engaged with the tourism industry in the Meemure tourism resort area, which was considered for the survey.

The findings indicate that more benefits have been brought to the area due to the ongoing tourism activities, and the community bear mixed perception about the ongoing activities in the study area. On the other hand, those who get benefits through tourism hold positive perceptions and attitudes while those who have not received any tangible benefits hold negative attitudes about tourism development. The results highlighted that, it is necessary to have a well planned awareness program about the community involvement for the ongoing tourism development activities. Therefore, the authorities should be concerned more about the community awareness and capacity building programs in order to deliver the benefits of tourism development to the local community and also to ensure the long term sustainability of the industry.

Keywords: Community participation, Economic benefits, Tourism impacts, sustainability, Tourism development

Perception of Front Office Department Employees on Adapting a Paperless Concept to Improve Work Efficiency: With Special Reference to Five Star City Hotels in Colombo

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ABSTRACT

The purpose of this research study was to identify the perception of front office employees on adapting a paperless concept to improve work efficiency at the front office department. Technology advancements are constantly being introduced to improve efficiency levels of many businesses, where the service industry is one of the main adaptors of technology innovations. The research highlights how the journey of a paperless concept began in late 1980s but still in 2020 we are struggling to find institutions who have harnessed the complete benefit of the concept. With work efficiency in city hotels being a vital factor, the research aims to identify how perceptions of the front office employees in five star city hotels in Colombo are in terms of a paperless concept to improve their work efficiency. The overall research study has been structured based on the conceptual indicator of the awareness, potential challenges and potential accomplishments of adapting a paperless concept to improve work efficiency. The quantitative research was conducted among 60 participants employed at five star city hotels in Colombo. The hypothesis analysis proved a positive impact between the independent variables of Awareness and Accomplishments when relating to the dependent variable, paperless concept improving work efficiency suggesting that work efficiency is improved with the achievement of the variables. The independent variable “challenges” showed a negative relationship against the dependent variable which clearly states, more the challenges faced by employees, less the work efficiency. Consequently the study concluded with the front office employees’ perception clearly depicting that work efficiency can be improved with the adaptation of a paperless concept.

Keywords: Front office operation, Paperless concept, Work efficiency, Staff perception

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