



## **JOURNEY AND REST THE BRITISH OF HOSPITALITY**

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### **Introduction to Hotel Industry**

The hospitality industry is part of a larger enterprise known as the travel and tourism industry. It is one of the oldest industries in the World. In early days, traders, explorers, missionaries and pilgrims needed a break in their journeys requiring food, shelter and rest. People opened their homes and kitchens to these weary travelers and an industry was born. Although accommodation today is varied and their services have changed and expanded over the ages, one thing about the hospitality industry has remained the same i.e. guests are always welcome! From a friendly greeting at the door, room service, breakfast, to a host of facilities, the hospitality industry offers travelers a home away from home.

Hospitality is defined as “the friendly reception and treatment of strangers”. For most people, hospitality means entertaining guests with courtesy and warmth. Hospitality is also an industry made up of businesses components that provide lodging, food and other services to travelers. The main components of this industry are hotels, motels, inns, resorts and restaurants. In a broad sense, the hospitality industry might refer to any group engaged in tourism, entertainment, transportation or lodging including cruise lines, airlines, railways, car rental companies and tour operators.

However the two main segments are the lodging industry also called the hotel industry, and the food and beverage industry, also called the restaurant industry. The lodging industry is made up of businesses providing temporary housing, and such a business is called a lodging establishment and the people who stay in it are called guests or clients.

Hotels are classified according to the size, location, target markets, levels of service, facilities, number of rooms,



ownership and affiliation etc

### Related Fields

The hospitality industry offers opportunities, from local pubs and caravan parks right through to the luxury 5 - star hotels in the big cities. There are also many areas of crossover between the hotel industry and other closely related fields. You may start off working in a local restaurant but you could end up in a career in any of the following areas- “Airlines, Bars, Caravan Parks, Casinos, Catering Companies, Conference and Function Centers, Cruise Ships, Guest Houses, Health Resorts, Hotels, from 2- star through 5-star, Incentive Travel companies ,Licensed Clubs ,Motels, Resorts, Restaurants, Serviced Apartments, Tour Companies ,Tourism Attractions, Youth Hostels”

### Welfare Policies & Practices

This paper aims at exploring and enlisting some of the unique welfare facilities offered in the Hotel Industry

“Employee welfare can be described as the ways or processes that are put in place to ensure that the employees

well-being is met. This can take different forms such as funds, safety and security among others”. . Welfare is a comprehensive term and refers to the physical, mental, moral and emotional well- being of the individual. The “Oxford Dictionary” defines welfare as “efforts to make life worth living for worker’.

Welfare is a broad concept referring to a state of living of an individual or a group in a desirable relationship with the total environment, ecological economic and social. Labor Welfare may be viewed as a total concept as a social concept and as a relative concept.

The social concept implies the welfare of man, his family and his community. The relative concept of welfare implies that welfare is relative in time and place. Total concept involves the physical, mental, moral and emotional well-being.

Labor welfare by its nature “must necessarily be elastic bearing a somewhat different interpretation in one country from another, welfare measures can be broadly divided into



2 categories

- (i) Statutory Welfare are composed of those area of welfare work which are stipulated by the Government.
- (ii) Non-Statutory Welfare- includes all those activities which employers undertake for their workers on a voluntary basis.

The Hotel Industry also must provide the Statutory & Non Statutory welfare facilities. While there is no concession in the implementation of the statutory facilities, non-statutory facilities are implemented depending upon size/ economic status of the Hotel

The Committee of Experts on Welfare facilities for Industrial works, constituted by the International Labour Organization in 1963 divided welfare services into the following groups.

Welfare amenities within the establishment like Latrines and Urinals, Washing and bathing

facilities, canteens and Uniform ( Intra mural). There are also welfare amenities outside the establishment viz., Maternity benefit (Extra mural). Besides there are social security nets like Gratuity, Pension, Provident Fund, Family Planning, Education facilities.

### **1. Statutory Welfare Facilities in**

**Hotel Industry:** Sanitary and hygiene facilities, washing facilities, Drinking water, First-aid Box, Ambulance Room, Rest shelter facilities, Feeding facilities (canteen), medical facilities, leave provisions, National holidays

### **2. Non-Statutory Welfare Facilities**

**in Hotel Industry:** Bonus (extra compensation), health facilities, Paid time off, Insurance, Retirement, Children and Family, Education and Development, additional holidays, free on-site food

### **Labor Statutory Laws Applicable to the Hotel Industry**

- 1) Factories Act 1948
- 2) Payment of Wages Act 1936
- 3) Minimum Wages Act 1948
- 4) Payment of Bonus Act 1965
- 5) Equal Remuneration Act 1976



- 6) Industrial Disputes Act 1947
- 7) Trade Union Act 1926
- 8) Employee's Compensation Act 1923
- 9) Employees PF & MP Act 1952 rules  
& schemes framed there under.
- 10) Payment of Gratuity Act 1972
- 11) Contract Labor (Regulation &  
Abolition) Act 1970
- 12) Maternity Benefits Act 1961
- 13) Person with Disabilities Act 1995
- 14) Right to information Act 2005

### **Conclusion**

A satisfied employee is the key factor who acts as the organization's ladder for success. Satisfaction may relate to two aspects i.e. Job Related and facilities oriented.

Any organization must see to it that both these aspects are provided by it so that its employees are fully satisfied and that they join hands with management and together whole heartedly march forward in achieving the organization's objective.