STUDY ON EMPLOYEE SAFETY & MEASURES TOWARDS NAKSHATRA REGENCY

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ABSTRACT

Hotel is an establishment providing accommodation, meals and services for peoples and travellers. Providing quality of food and beverages services has become one of the critical issues in the hospitality industry and several studies have been playing attention to it. On the other hand, there seems to Abe a paucity of data on service quality. Now a days, hotel industry has turned out to be famous among individuals, they have moved faster and faster. So, hotel has turned into pattern that is the reason it is important to make a study of hotel whether they are attending the employee perception.

The primary point of this research is to study about the impression of the employees towards hotel on segregation to upon gender for this reason, with the help of fifty respondence were chosen and information was gathered through a structured questionnaire. Based on information of research it is revealed that the majority of the employees were seen that hotel is a best place to work for them by NAKSHATRA REGENCY PVT.LTD. To great extent and survey, it is clear that many employees prefer for NAKSHATRA REGENCY PVT.LTD.

INDUSTRY PROFILE:

The Hospitality Industry in India is segmented by Type (Chain Hotels and Independent Hotels), and by Segment (Service Apartments, Budget and Economy Hotels, Mid and Upper Midscale Hotels, and Luxury Hotels)

Market Overview:

➢ The hospitality industry in India has been scoring a moderate growth number from the past few years and has great potential to score an even greater number in the future. The nation which is rich in culture and diversity has been attracting a large number of tourists from all over the globe. India has also been recognized as a destination for spiritual tourism for international and domestic tourists. India is showing continuous growth in position moving from 65th in 2013 to 34th position in 2019 in the World Economic Forum's travel and tourism competitiveness index. On the other side, the consistently growing middle class, rising levels of their disposable income, increasing interest among millennial to travel in their home country are a few major reasons that are making the domestic travel industry a profitable one.

➢ To attract millennial ventures like Airbnb, Oyo rooms have changed hospitality scenarios on a global level and are offering price-sensitive stays in most of the prime locations with flexible check-in and check-out options to attract the increasing number of travellers. The hospitality and tourism industry has been witnessing a healthy growth number and accounted for 7.5% of the GDP. India is a part of the top 100 clubs on Ease of Doing Business (Eo DB) and ranks 1st in the greenfield FDI ranking globally and to strengthen the cruise tourism sector, the Government of India (GOI)has selected Chennai, Goa, Kochi, Mangalore, and Mumbai ports to develop them as cruise tourism hubs. These terminals will have facilities like hospitality, retail, shopping, and restaurants.

➢ Less than three million foreign tourists visited India in 2020, a dip of around 75 per centas compared to the previous year, due to travel restrictions imposed to control the coronavirus pandemic. "To incentivize stakeholders in the tourism industry, the guidelines for the scheme

Market Development Assistance (MDA) for providing financial support to stakeholders for the promotion of domestic tourism have been modified to enhance the scope and reach of the scheme, to provide maximum benefits to the stakeholders. In addition, promotional activities have been incorporated including online promotions and the extent of financial assistance permissible has been enhanced.

➢ The hospitality industry is a large umbrella industry contains several divisions of businesses:
- Air and land travel
- Hotel

- Food and beverage
- Tourist attractions

➢ Due to the variety of businesses, the hospitality industry is usually one of the largest revenue producers for countries. Hospitality usually focuses on extra money that people have to spend on pleasurable things and leisure, though not always.

➢ Business conventions, trainings, and meetings in different countries can also affect the hospitality industry greatly. While the hospitality industry can be influenced by a type of visitor, it can also be influenced by domestic and internationals travellers.

➢ India is a fast growing; however, recently in the last several years the Indian economy has expanded considerably. The economy has started to grow as well as the personal wealth of its people.

➢ Due to the COVID-19 pandemic, India's hotel sector is one of the worst-hit segments of the economy, contracted by 47% in April-June 2020, as per data released by the National Statistical Office (NSO) on August 31, 2020. The hotel industry, in May 2020, experienced an occupancy decline of 77% over the same time last year. The domestic hospitality industry, which has been severely affected by the COVID-19 related disruptions, is likely to witness a decline of over 65% in 2021.

Brief about Tourism & Hospitality in India: Pre – 1990:

➢ The National tourism policy was announced in 1982

➢ The government formulated a comprehensive plan in 1988 to promote tourism 1990- 2000

➢ The government stressed on private public partnership in the sector. 2000-2005

➢ A national policy on tourism was announced in 2002, focusing on developing a robust infrastructure

➢ Online travel portals and low – cost carrier airlines gave a boost to domestic tourism 2015 onwards.

➢ The government has undertaken various marketing initiatives to attract tourists.

➢ The national Medical and wellness tourism promotions board formed in 2015.

➢ 12 institutes of hospitality management sanctioned in north east in august 2016. Hotel industry in India has witnessed tremendous boom in recent years. Hotel industry is inextricably linked to the tourism and the growth in the Indian tourism industry has fuelled the growth of Indian hotel industry. The thriving economy and increased business opportunities in India have acted as a boon for Indian hotel industry.

The arrival of low-cost airlines and the associated price wars have given domestic tourist a host of options. Historically, hotel classification systems were developed to ensure safe and reliable lodging and food for

travellers at a time when few such trustworthy establishments existed with the unprecedented growth of international tourism in the past five years, during which hospitality has reach the status of a mature industry.

Tourism in India has significant potential considering that rich culture and historical heritage, variety in technology, terrains and places of natural beauty spread across the country. Tourism also a potentially large employment generator besides being a significant source of foreign exchange for the country. Tourism in India has generated immense employment opportunities and is a vital source of foreign exchange of the country. The travel and tourism industry contributes Rs2.17 trillion or 2 percent to the country's GDP in 2013.

The figures are expected to raise to Rs4.35 trillion by 2004. Tourism can be a major tool for economic development.

Tourism industry has contributed immensely to the Indian economy in the following ways:

1. **Growth in the number of tourists:**

   ➢ Tourism is a fastest growing industry. Tourism in India has seen exponential growth in the recent years. India tourism industry has acquired a significant place all over the world. Tourism leads to arrival of tourist in the country.

2. **Source of earnings foreign currency:**

   ➢ Tourism plays a crucial role in the economic development of a country. It is a big foreign exchange earner. Tourism has credited with contributing a sustainable amount of foreign exchange. The revenue comes from transportation, hospitality, accommodation, entertainment etc.

KEY PLAYERS OF HOTEL INDUSTRY INDIA:

It plays a key role in achieving socio-economic goals of the nation. Growth in the number of foreign tourist results into inflow of foreign exchange earnings Recent trends in Hotel Industry.

➢ One of the biggest trends within hotel marketing is linked to the increased need to highlight safety measures and hygiene within your marketing content and guest communications. After all, travellers need reassurances that you take the threat of COVID seriously and are taking steps to keep them as safe as possible.

➢ Hygiene measures and safety policies are at the very forefront of customers' minds when making booking decisions and how well you communicate the steps you have taken can easily be the difference between generating sales and failing to do so.

Key players of the hotel industry in India:

➢ Hyatt Hotels Corporation is an American multinational operator, owner, and franchiser of resorts, hotels, and vacation properties. It is headquartered in Hyatt Center, Chicago, Illinois.

Its different brands are Park Hyatt, Andaz, Hyatt Centric, Ziva, Hyatt Hotels, and Residence Club etc. One of its popular hotels is located in Mumbai, India.

➢ Leela Palaces, Hotels and Resorts is managed by Hotel Leela Venture Ltd. The company was established in Mumbai, India in 1983. It was founded by Late Capt. C.P Krishnan Nair. It is one of the top 10 Hospitality Companies in India. Currently, The Leela group operates nine luxury palaces and hotels.

➢ Radisson Blu Hotels are one of the top 10 hospitality companies in India. It is a group of hotels located nationally and internationally. It has more than 280 hotels operating throughout the world. It was founded in the year 1960. Its hotels are found in major cities, key airport gateways and leisure destinations.

➢ Taj Hotels Resorts & Places was founded in the year 1903. It is headquartered in Nariman Point, Mumbai, and Maharashtra. It was founded by Jamshedji Tata. It is one of India's largest business conglomerates and top 10 Hospitality Companies in India. Jamshedji Nusser Anji Tata, the founder of the Tata Group, opened the Taj Mahal Palace, a hotel in Mumbai overlooking the Arabian Sea, on 16 December 1903. It was the first Taj property and the first Taj hotel. The company operates 100 hotels and hotel-resorts, with 84 across India and 16 in other countries, including Bhutan, Malaysia, Maldives, Nepal, South Africa, Sri Lanka, UAE, UK, USA and Zambia.

➢ Lalit Suri Hospitality Group is India's leading hotel company. The company is headquartered in New Delhi. Its first hotel was founded in the year 1988 by Mr Lalit Suri. The branches of leading hospitality company are located in all top Indian cities including New Delhi, Mumbai, Chandigarh, Udaipur, Kolkata, Khajuraho, Udaipur, Bangalore etc. It is one of the top hospitality companies in India.

➢ Shangri La Hotels & Resorts was founded in the year 1971. It is one of the best hospitality companies in India. It is Hong Kong based multinational hospitality company. It has hotels in different countries like the Middle East, North America, Australia, Asia, and Europe. The company has over 100 luxury hotels and resorts across the world.

COMPANY PROFILE:

Company profile Background of the Nakshatra:

    ➢ Hotel Nakshatra LR, is established in the year 2015, hotel Nakshatra in Bellary Gandhinagar.

    ➢ This company is registered under registrar of companies (ROC-Bangalore) and it is classified as

the Indian Non-Government Company.

➢ It was incorporated in 18/04/2011.

➢ NAKSHATRA REGENCY PRIVATE LIMITED corporate identification Number (CIN)is

U55100KA2011PTC058180 and its registration No. is 058180.

➢ It is a top player in the category 3star hotel in Bellary

DIRECTORS OF NAKSHATRA REGENCY -LR PVT LTD:

➢ Govinda Reddy Korla gundi Lakshmi Reddy.

➢ Anitha Gaddam

➢ Lakshmi Reddy Anjanappa

FACILITIES AND SERVICES:

The conferencing facilities are located at lobby and mezzanine level. Meeting room 1 at the lobby level can accommodate 75 covers and 100 covers buffet / cocktail style. Meeting room 2 at the mezzanine level can hold 100 covers in theatre style and 150 covers in buffet and cocktail style

Entire Hotel is Wi-fi enabled. Room services, laundry, safe deposit locker in rooms, travel Desk, Banquet Halls, Fitness Centre with all modern equipment, Airport transport, Doctor on call, Net centre.

PUBLISHED ROOM TARIFF:

➢　　　　　Premium　　　Rs. 1990/-

➢　　　　　Club suit　　　Rs. 2500/-

➢　　　　　King suit　　　Rs. 4400/-

TERMS AND CONDITIONS:

➢ The above rate is inclusive of buffet breakfast in flavours

➢ VAT on food & beverages will be as applicable

➢ Any charges in the tax structure would be levied as applicable

➢ We do not levy any service charges

➢ Our Check – In and Check out time is 12 Noon

➢ Reservation with Check In prior to 9 hours will be charged the previous evening

COMPETITORS OF THE COMPANY

➢ Hotel Bala Regency

➢ Hotel Pola Paradise

➢ Hotel Pavan

➢ Hotel Dwaraka Residency

➢ Hotel Royal Fort

➢ Hotel Vaishali Residency

LOGO

QUALITY POLICY:

In order to provide the continuity of guest satisfaction and food safety.

➢ Specify the expectations and needs of the guests in advance to maximize guest satisfaction.

➢ Produces trustable food under hygiene conditions, all the levels of productions starting from raw materials to presentation.

➢ Declares to obey the legislations and obligations related to hotel industry.

SERVICES AT NAKSHATRA HOTEL:

The hotel is easily to prominent landmark of the city, simple accommodation and provision of necessary facilities like to travel desk. It provides Wi-Fi internet access, room services, Bar, cafe, newspaper, Reception, meeting rooms, business centre, function hall, laundry, power backup, doctor on call and ensure a relaxed and comfortable stay. A restaurant business that prepares and service food and drinks to customers; it is very greatly in appearance and includes wide variety of services like fast food breakfast lunch dinner. In this restaurant they provide celebrating those on business tour can host meetings, conferences facilities making it a perfect base for business travellers. In addition, a perfect arrangement for social gathering can be made at the hotel available in the well-appointed rooms. Have a fun filled and relaxing stay at the hotel Nakshatra and the taste of the food is also very healthy and hygiene

ORGANISATIONAL STRUCTURE:
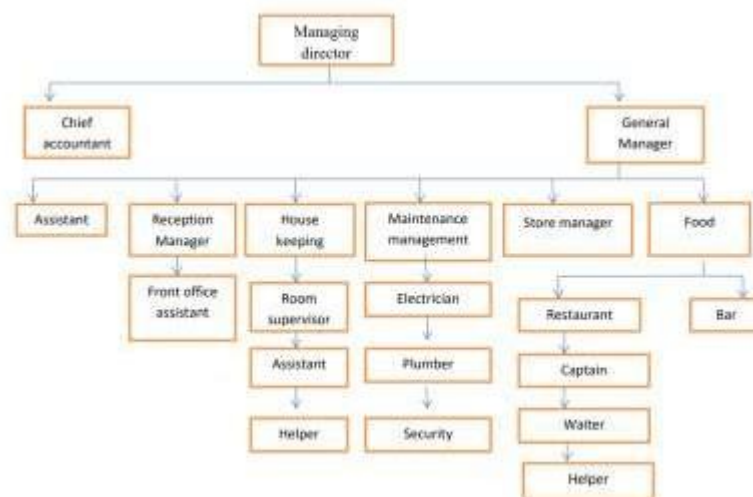
LEGAL RULES FOLLOWED BY NAKSHATRA:

➢ FSL LICENSE [Food safety license]

➢ Labour law registration

➢ GST registration

➢ Signage registration

➢ Trade registration

➢ FSSAI [Food safety standard authority Indies]

FSL license: Registration of food license online in 1 day with the best portal with experts. Online process no need to visit departmental office. It ensures the food product undergo quality checks there by curtailing the food adulteration and sale of substandard products it lay down the rules and regulations for running food business in India.

Labour law registration: - A registration certificate for the labour act contains the following. The name and address of the establishment. The minimum number of contract labours that the organization can contract. The type of business being hands GST: - GST registration is a process by which a tax payer gets himself register under GST. Once a business is successfully registered, a unique registration number is assigned to them known as the goods and services tax identification number.

Signage registration: These are the license required to open a restaurant in India and these are the papers that will legally permit you to the carry on with your restaurant business without getting involved in the legal hindrances. Trade registration: - A trade license is a document that gives to the permission to applicant to commence a particular trade or business in a particular area. However, the license does not allow the holder to any other trade or business that for it is issued. Tax registration: - Income tax, every business includes food industry shall have a pan and tan in the name of the business or in the name of the individual in whole name transaction are made pan and tan are two-digit number of unique alphameric issued by income tax department

"A Study on Employee Safety measures in Hotel Industry" with special reference to Nakshatra LR, SHREE MEDHA DEGREE COLLEGE every person who collect tax at source has to apply for the allotment of tan as per recent changes Aadhar can be used in place of pan for filling it returns but pan is still essential.

Infrastructure Licence: - An infrastructure license authority the license to construct and operate infrastructure facilities is an offshore area common example of when an infrastructure license is needed include: floating LNG or conversion to methanol, if the production facility is located outside of the production license area.

Remuneration plan practiced by Nakshatra:

➢ The remuneration is given based on their performance.

➢ The remuneration is given based on their experience.

➢ Starting remuneration will be 10,000 rupees

KEY PLAYERS IN BALLARI:

➢ **HOTEL ROYAL FORT:**

Fort is a good choice for travellers looking for a budget accommodation in Bellary. It is located in Siddartha Nagar. Hotel is rated 3.4 out of 5, which is considered as average. The property enjoys a great location advantage and provides easy and fast connectivity to the major transit points of the city.

➢ **BALA REGENCY:**

Established in the year 2006, Hotel Bala Regency in Parvathi Nagar, Bellary. It is a top player in the category Hotels in the Bellary. This well-known establishment acts as a one-stop destination servicing customers both local and from has established a firm foothold in its industry.

➢ **HOTEL ALLUM:** Hotel Allum is a luxurious stay. The property offers an irresistible and comprehensive range of world-class services and facilities that satisfies the needs of most discerning guests. Bellary Railway Station and Bellary City Bus Stand is 5 km away from the property.

REGIONAL PROFILE:

North Karnataka is a geographical region in Deccan plateau from 300 to 730 metres (980 to 2,400 ft) elevation that constitutes the region of the Karnataka state in India and the region consists of 13 districts. It is drained by the Krishna River and its tributaries the Bhima, Ghataprabha, Malaprabha, and Tungabhadra. North Karnataka lies within the Deccan thorn scrub forests ecoregion, which extends north into eastern Maharashtra.

Train:

➢ Hubli is a main junction and the headquarter of South Western Railway (SWR).

Bus:

➢ North Western Karnataka Road Transport Corporation NWKRTC, serves the north western part of Karnataka, with headquarters at Hubli

➢ Kalyana Karnataka Road Transport Corporation KKRTC, serves the north eastern part of Karnataka, with headquarters at Gulbarga

Air: Airports in the region are

➢ Belgaum Airport

➢ Hubli Airport

➢ Jindal Vijaynagar Airport

➤ Bidar Airport

➤ Gulbarga Airport

Some of the airports in detail

Belgaum Airport

(IATA: **IXG**, ICAO: **VOBM**) is an airport in Belgaum, a city in the Indian state of Karnataka. Built in 1942 by the Royal Air Force (RAF), Belgaum Airport is the oldest airport in North Karnataka. The RAF used the airport as a training site during World War II, providing support to the South East Asia Command. Because of its location in the village of Sambra, 10 kilometres (6.2 mi) east of Belgaum, the airport is also known as the Sambra airport. The new terminal building was inaugurated by Civil aviation minister Ashok Gajapathi Raju on 14 September 2017.[2] The airport is also home to an Indian Air Force station at which new recruits to the military receive basic training.

THEORETICAL BACKDROP:

➢ Human resource management (HRM OR HR) is the strategic approach to the effective and efficient management of people in a company or organization such that they help their business gain a competitive advantage. Human resource management is primarily concerned with the management of people within organization, focusing on policies and systems.

➢ HR departments are responsible for overseeing employee-benefits design, employee recruitment, training and development, performance appraisal, and reward management, such as managing pay and employee benefits.

➢ Human resource professionals play an important role in ensuring employee safety, as they know the workplace, the employees and their job demand. While human resources professionals are not expected to know the technical aspects of work place health and hygiene, they should know when and how to use existing resources to respond to employee concerns. In many organizations, health and hygiene responsibilities are within the human resources department. In order to meet these responsibilities, human resources professionals must understand the health and hygiene responsibilities of employers, managers, supervisors and employees within the organization;

➢ personnel management policies to ensure that everyone in the workplace is aware of his/her responsibilities.

➢ Ensure that employees fulfil their health and hygiene responsibilities/requirements as outlined in the organizational policies and programs. Health is the state of well-being. It not only includes physical well-being, but also mental and emotional well-being.

➢ It is the responsibility of every employer to provide healthy work environment to his employees. If he is careful about their health, cost of disability payments, replace-meant of employees who are injured or killed could be avoided. Through employee safety "A Study on Employee Safety measures in Hotel Industry" with special reference to HOTEL NAKSHTRA, Ballari SRI MEDHA DEGREE COLLEGE and health programs the company can enhance the emotional and physical well-being of the employees. Industrial health and safety are needed to:

➢ Improve productivity of employees and the quality of their work. Healthy employees   are more productive and give quality performance.

➤ Protect workers against any health hazard arising out of work conditions.

➤ Preserve physical and mental health of all employees.

➤ Reduce absenteeism, turnover, injuries and accidents.

➤ To improve the confidence of employees in their work environment. Industrial health improves the morale of employees. Government is committed to regulate all economic activities for management of safety and health risks at workplaces and to provide measures so as to ensure safe and healthy working conditions for every working man and woman in the nation. Government recognizes that safety and health of workers has a positive impact on productivity and economic and social development. Prevention is an integral part of economic activities as high safety and health standard at work is as important as good business performance for new as well as existing industries. Hygiene factors refer to those motivation factors for an employee which if not present in an organization, can demotivate the individual & reduce their performance. Hygiene factors may include a salary, job profile, benefits, company sponsored vacations etc. Washing hands before handling, preparing or serving food. Using tissue paper to cover your mouth and nose while sneezing and coughing, after using the toilet, after touching public installations or equipment, such as escalator handrails, elevator control panels or doorknobs.

Health workers are at the front line of the COVID-19 outbreak response and as such are exposed to different hazards that put them at risk. Occupational hazards include exposure to SARS-CoV2 and other pathogens, violence, harassment, stigma, discrimination, heavy workload and prolonged use of personal protective equipment (PPE).

2.1   MEANING:

Employee safety refers to providing a safe working environment for employees by incorporating safe equipment and safe procedures at the workplace to ensure worker safety. Employee safety is safe work environment to improve morale and efficiency, which in turn contribute to the growth and profitability of the

company. Lack of safety procedures for employees could have legal and financial repercussions. Safety training, periodic safety training, periodic safety inspections, and the provision of proper safety inspections and the producers for employees could have legal and financial repercussions.

DEFINITION:

safety of workers refers to the provision of a safe environment, safe equipment and safe procedures in the workplace in order to ensure workers' health and safety. While organizations certainly have a moral obligation to ensure the safety of workers, an unsafe workplace can also have serious legal and financial consequences for employers.

Safety of workers may also be known as worker safety or occupational health and safety.

2.2   OBJECTIVES:

➢   Preservation of and assistance for employee or workers health and well-being.

➢   Enhancing workability of employees by ensuring a safe and congenial work environment

➢   Growth of the organisation that remains free from prospective hazards and mishaps.

➢   Secure the health and safety of workers and work place by eliminating by minimising risks.

➢   Achieve higher productivity among the employees by proving safe and secure environment.

2.3   MERITS AND DEMERITS:

MERITS:

2.3.1   Improved health safety and wellness.

2.3.2   Fever Expenses.

2.3.3   Better relationships with your employees.

2.3.4   Increased productivity.

2.3.5   Happy employees.

DEMERITS:

2.3.6   Companies that ignore safety put employees in unfavourable circumstances that increases the likelihood of accidents, injuries and illness.

2.3.7   This can affect a company's bottom line when workers end up injured or ill because of the increased cause of workers compensation insurance and injured employees missing work.

RESEARCH METHODOLOGY:

➢ Research can be described as an organized, systematic, data based, critical, objective, scientific inquiry, or investigation into a specific problem undertaken with the purpose of finding answers or solutions to it.

➢ In this study the objective is to study the employee safety measures taken in work environment of the hotel. Descriptive research:

➢ Descriptive research is used to describe characteristics of a population or phenomenon being studied. It does not answer questions about how/when/why the characteristics occurred. Rather it addresses the "what" question (what are the characteristics of the population or situation being studied. The characteristics used to describe the situation or population are usually some kind of categorical scheme also known as descriptive categories.

STATEMENT OF THE PROBLEM:

Work place safety affects efficiency negatively when safety practices and requirements are developed by those who have never done the work at hand and positively through less down time and fewer casualties when developed by those who actually do the work.

OBJECTIVE OF THE STUDY:

➢ To understand the various safety measures taken at hotel nakshatra during pandemic.

➢ To know the steps taken at Hotel Nakshatra to maintain health and hygiene of employees to ensure their safety during pandemic.

➢ To know the roles and responsibilities of employees in maintaining safety.

➢ To find out if the authority gave any appraisal based on the level of adherence to the covid-19 protocol.

SCOPE OF THE STUDY:

➢ The area of the study is confined to Employee safety measure (Karnataka), Bellary.

➢ The analysis is based on the Employee safety measures carried out in the hotel nakshatra.

LIMITATIONS OF THE STUDY:

➢ The study is limited only to the city of Ballari.

➢ Due to the time constraint the collection of the information was limited.

➢ The information disclosed by the respondent may not be complete

RESEARCH DESIGN:

Research design is the framework of research methods and techniques chosen by a researcher to conduct a study. The design allows researchers to sharpen the research methods suitable for the subject matter and set up their studies for success.

Creating a research topic explains the type of research (experimental, survey

research, correlational, semi-experimental, review) and its sub-type (experimental design, research problem, descriptive case-study).

There are three main types of designs for research:

- Data-collection
- Measurement
- Analysis

DATA COLLECTION:

➢ They are two sources of data
• Primary data
• Secondary data

PRIMARY DATA:

➢ Primary data is a type of data that is collected by researchers directly from main sources through interviews, surveys, experiments, etc., is known as primary data.

➢ The primary data collection method used in this study is structured questioner to gather the information regarding employee safety measures by creating google forums. "A Study on Employee Safety measures in Hotel Industry" with special reference to HOTEL NAKSHTRA, Ballari SRI MEDHA COLLEGE.

➢

SECONDARY DATA:

➢ Secondary data refers to data that is collected by someone other than the primary user. Common sources of secondary data for social science include censuses, information collected by government departments, organizational records and data that was originally collected for other research purposes.

➢ The secondary data methods are various well portals India brand equity foundation SII etc., and various online journals.

FINDINGS:

➢ The training was given by the HR Department based on Standard Operating procedures received by the ministry of Health and Family welfare. All the employees were made to follow Covid-19 appropriate behaviour such as wearing personal protection equipment, frequent sanitization, Face masks, Face shields and maintaining the physical distance from the guest/ patients.

➢ Health and hygiene steps were ensured to customers through division of staff. i.e., two teams were made. One for Covid positive patients and the other team for the guests who were in quarantine due to cross border restrictions as directed by the State Government.

➢ Employees who were the part of Covid-19 Service operations were appraised through salary hikes up to 20%. Employees, who were the part of Covid-19 Service received Monetary benefits such as an increase in their basic salary up to 20%, Bonus, Incentives and Nonmonetary benefits Health Insurance, Food, Accommodation etc. were provided.

➢ Employee productivity was high during Covid-19 Service Operations. They accepted additional responsibilities to ensure the guest/ patient safety, Health and Hygiene.

➢ Employees were Self Motivated during Covid-19 Service operations and they worked as a team to help the people to come out of this crisis.

➢ If any employee is symptomatic, they were quarantined and complete medical care, food was provided to the employees and all the staff were vaccinated immediately after vaccine rolled out in the market. "A Study on Employee Safety measures in Hotel Industry" with special reference to nakshatra, Ballari shri Medha degree college.

SUGGESTIONS:

➢ Formal training should be provided to employees irrespective of the pandemic and should to ensure to fallow all the types.

➢ There was no formal training provided by any Government official/ Agency during this covid-19 to the service staff. Considering the situations, many medical experts opine that a new mutation to the virus can happen which can lead to an outbreak of Covid-19 again. Under those circumstances, training would add a greater advantage to the staff.

➢ It is advised to follow Covid-19 appropriate behaviour all the times to ensure employee safety.

CONCLUSION:

➢ Key functions of H.R are to ensure employees safety at work place. During pandemic all the business were shut down in this crisis situation government of India came up with new strategies to stop the spread of covid-19 among the people but private quarantine institution was helpful in that situation hotel nakshatra was one of the private quarantine centres. This study aims to study about the employee's safety measures that were taken by hotel nakshatra during the covid-19 service operation. Key findings of this study are there was no formal training by the government or any other authorities apart from that it observed that the employees were highly self-motivated and volunteered themselves for the covid-19 rescue operations. To help the people or patients and guest who were staying at hotel nakshatra due to cross border restriction put by the government.

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