DEPARTMENT OF TOURISM & HOSPITALITY MANAGEMENT

JAMIA MILLIA ISLAMIA, NEW DELHI

Guest Lecture by Mr. Jaiprakash Pandey

International Housekeepers Week 2026 • Housekeeping Operations and Industry Exposure



EVENT REPORT

Event Details

Event	Guest Lecture by Mr. Jaiprakash Pandey, Housekeeping Executive, The Surya (5-Star Hotel)
Programme	International Housekeepers Week 2026
Institution	Department of Tourism & Hospitality Management, Jamia Millia Islamia, New Delhi
Period	8 September – 16 September 2026 (within the Housekeepers Week observance)
Coordinator	Mr. Sidheshwar Kumar Rai
Supporting Members	Dr. Mohd Wasif, Chef Jaya, Ms. Rishu Ranjan
Resource Person	Mr. Jaiprakash Pandey, Housekeeping Executive, The Surya Hotel

1. Introduction and Event Overview

The Department of Tourism and Hospitality Management (DTHM), Jamia Millia Islamia, organized a guest lecture as part of International Housekeepers Week 2026. The session was designed to connect classroom learning with the realities of professional hotel operations, with particular emphasis on the Housekeeping Department.

Mr. Jaiprakash Pandey brought extensive professional experience to the interaction—33 years in the hospitality industry, including 22 years at The Surya Hotel. His experience enabled the students to engage with practical examples rather than relying only on theoretical descriptions of housekeeping work.

2. Opening and Industry Perspective

The session formally commenced with Prof. Dr. Sarah Hussain welcoming and honouring the guest speaker with a sapling, followed by motivating remarks for the students.

Mr. Pandey introduced students to the hospitality industry, emerging operational trends, and the central role of housekeeping in maintaining the standards expected from a hotel.

3. Housekeeping Functions and Service Standards

The lecture highlighted the wide-ranging responsibilities of housekeeping and its direct contribution to guest satisfaction, cleanliness, hygiene, safety and the overall quality standards of a hotel.

The discussion helped students understand that housekeeping is not limited to room cleaning; it is an operational function closely connected with the guest experience and the reputation of a hotel.

4. Practical Challenges, Skills and Professionalism

Drawing from his career, Mr. Pandey shared real-life situations and challenging incidents encountered in professional housekeeping operations. These examples gave students a clearer understanding of the complexity of day-to-day hotel work.

The session emphasized professionalism, effective communication, teamwork, problem-solving, adaptability and attention to detail as essential competencies for hospitality professionals.

5. Technology and Career Opportunities

The resource person also discussed technological developments that have transformed hospitality operations. Real-time examples illustrated how technology can improve operational efficiency, communication, service delivery and guest experience.

The lecture further introduced students to career pathways, professional roles and growth opportunities available within housekeeping and wider hospitality operations.

6. Key Learning and Professional Outcomes

- Improved understanding of the operational importance of the Housekeeping Department.
- Greater awareness of the relationship between cleanliness, hygiene, safety and guest satisfaction.
- Exposure to real workplace situations and practical problem-solving.
- Recognition of communication, teamwork, adaptability and attention to detail as professional skills.
- Awareness of technology-enabled hotel operations and contemporary service practices.
- Better understanding of career pathways within housekeeping and hospitality operations.

7. Conclusion

The guest lecture served as an effective bridge between academic learning and industry practice. The interaction with an experienced Housekeeping Executive gave students a practical view of hotel operations, contemporary technology, professional expectations and career possibilities. It therefore contributed meaningfully to the experiential learning objectives of International Housekeepers Week 2026.

Photographic Record

The photographs below are reproduced from the supplied departmental report and retained as the original event images. They have only been resized to fit the Word page layout.





Event photograph 2

Event photograph 1

