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HOSPITALITY MANAGEMENT FOR NON-PROFIT ORGANIZATIONS

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Abstract

Since ancient times, people have understood the importance of hospitality to their spiritual well-being. The term "hospitality" alludes to feelings of welcome, warmth, friendliness, and generosity. Many people believe that religion is the most important motivating factor in the idea of hospitality. Priests, missionaries, and pilgrims made up the bulk of the traveling public in both historic and ancient times; their journeys typically involved visiting sacred sites and temples with important administrative roles within their respective religions. Aside from religious and political leaders, military personnel and diplomatic envoys also traveled extensively. People go on holiday, leisure, business, and recreational trips to historical sites, tourist attractions, and religious landmarks for a variety of reasons. Hotels, resorts, motels, and even the homes of friends and family in other locations were traditionally thought of as the places where travelers slept the night as they were passing through. Examining the hospitality industry's characteristics, the hospitality industry in India, eco-friendly practices in hospitality management, the skills necessary for satisfactory hospitality management, and the role of the hospitality industry in tourism, this research paper seeks to illuminate the meaning and significance of hospitality management. British economic and industrial advancements over the centuries have been instrumental in shaping the development of the hotel and lodging industry, the history of which can be traced back many centuries. Automobiles and other forms of transportation allowed people to go to previously inaccessible locations and cities, thereby elevating the status of hospitality management. In order to ensure that visitors to these locations get the proper hospitality, hotels, guest houses, and other accommodations have been established.

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

Introduction

This lesson is the sixth in the series. Find out what "Non-commercial Hospitality Management" is and how it's structured in this lesson. You will also gain knowledge about hospitality management in the non-profit sector. Keep in mind that the prior lesson focused on the administration of commercial hospitality.

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OBJECTIVES

1. At the completion of this lesson, you should be able to: Recognize the differences between commercial and non-commercial hospitality management. Get a handle on the non-profit hospitality sector. Learn the distinctions between for-profit and non-profit hotel management.

2. Noncommercial (welfare) hospitality management

MEANING

The government and private benefactors have created these service sectors to alleviate the hardships of some members of our society.

private segment of the hospitality industry, where they are spending big amounts while ultimately dying. Free public health care is an essential aspect of any responsible government's duties and promises to its citizens. Institutions like hospitals and welfare homes are set up not for profit but to serve the needs of the community to which you and I belong. Let's review the many forms of hospitality management that are not for profit in our culture once more. The various medical facilities. The military Housing for college students Hostels for secondary school students. Places for disadvantaged youth and those in need of assistance. The evolution of the non-profit sector mirrors that of the for-profit hotel sector. The construction of hospitals across the country was substantially aided by the missionaries. Some are still going strong to this day.

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

And other places are where these missionaries first settled down. Even though hospital industry falls

under the non-commercial hospitality, the rapid development in the industry had encouraged its commercialization. We now have medical doctors establishing their private hospitals and clinics and are making money. We have individual people who consider hospital management as profit making and thereby established big hospitals.

On the other hand, we can justify hospital as non-commercial from the historical background. Traditionally, we still experience where birth deliveries are free of charge in the villages and also some churches in the urban centres. The active involvement and participation by the private individuals to commercialise the non-commercial hospitality industry is mainly due to the fact that the government of the day could not cope with the demands of free health delivery programmed by building new hospitals. In a nutshell, the personnel in hospitality

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industry either private or government owe it a duty and sense of responsibility to provide efficient hospitable services in a friendly, cheerful and satisfying manners. It is to be borne in mind that hospitals fall under service industry. I have already cited service industry. Self Assessment Question

The ECWA Eye Hospital in Kano and the ECWA Hospital in Egbe, Kogi state, are just two such facilities.

These early missionaries established themselves in other locations as well. Despite the fact that the healthcare sector is part of the not-for-profit hospitality sector, its rapid growth has prompted commercialization. Now, medical professionals can go into business for themselves by opening their own clinics and hospitals. Large hospitals were founded by private citizens who saw potential for financial gain in the field of hospital administration.

However, given its historical context, a hospital can be defended as a non-profit institution. We still have the practice of providing free childbirth services in the rural areas and in some metropolitan churches. These early missionaries established themselves in areas where private citizens were actively engaged in commercializing formerly undeveloped areas. While the healthcare sector is included in the non-profit hospitality sector, the fast

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However, given its historical context, a hospital can be defended as a non-profit institution. We still have the practice of providing free childbirth services in the rural areas and in some metropolitan churches. Because the government at the time was unable to meet the needs of the free health delivery program by constructing new hospitals, private individuals became actively involved and participated in the process of commercializing the non-commercial hospitality industry. Those who work in the hospitality business, whether for a private company or the government, have a moral obligation to serve customers in a warm and welcoming manner. Remember that the medical field is considered a service industry while thinking about hospitals. The service sector is already one example I gave.

Self What are ten service sectors in which you have experience? Non-Profit Hospitality Management Planning Proper and efficient organization is essential to preventing failure, disappointment, and total collapse in human undertakings and endeavors that employ individuals and material resources. Someone in charge is responsible for overseeing the housekeeping staff at dorms, hostels, welfare homes, and hospitals. Patients requiring a great deal of restraint are the honored visitors of hospital wards. Student

visitors are common in dormitories and residential halls at schools and universities. There are always disabled people staying in the dorms at welfare houses. Bed linens (patient sheets, pillowcases, staff uniforms) must be washed and pressed on a regular basis, and all areas must be kept clean, maintained, and repaired as needed. Cared for in an appropriate manner. Furthermore, catering services are required. Patients must be offered food and drink consistent with dietary guidelines. Although the federal government no longer provides free meals to college freshmen, all undergraduates are nonetheless required to eat, regardless of whether or not their parents can afford to do so. Typically, schools offer subsidized meal plans for students. Just as there are motels of varying sizes, hospitals can be divided into small, medium, and big facilities. The size of a business is proportional to the number of guest rooms it offers. Although some doctors have more experience or training in a particular area of medicine. Hospitals that focus solely on treating and fitting bones are one such example. A medical facility devoted exclusively to treating eye conditions.

At a typical university, a single building may house hundreds of students, but each room may only accommodate two or three. Beds are typically lined up in rows along the walls of a large room in secondary schools.

Hospitals and schools often use variations of the word "officer," as in "domestic officer" or "matron," to refer to the person in charge of housekeeping, under whose purview the catering department falls.

Similar to the hospitality sector, hospitals have a

number of different divisions that need to work together and communicate with one another. Some of the most important areas of industrial management that arte contributes to are listed below.

All of the following applies to a large hospital. A hospital's catering services may not exist in smaller facilities. The patients have to rely on the meals that their friends and family bring them. In the same way, contracts are used for equipment and building upkeep. A secretary or office clerk could be responsible for dealing with the accounts department or its employees. Division of Housekeeping All the tasks associated with keeping a hotel clean are handled by this division, which is managed by a Matron, senior domestic officer, or house-keeper.

The Catering Department

Patients in the ward may count on receiving the department's carefully curated dietary recommendations. Because it is done according to particular instructions, the type of cooking and ingredients used can differ. Food salt and sugar may not be necessary for some patients.

The Laundry Department

Similar to the hosteling sector, these are designed to clean hospital linens. The agreement may be automatic, manual, or contractual.

The Store Department

It distributes supplies for use by the housekeeping staff in the patient unit or in the theater to the culinary staff.

The Maintenance Department

Function in the same way as the hotel maintenance time.

Personnel Department

Employee benefits, hiring, firing, training, promotion, and other administrative tasks are all taken care of.

The Account Department

Maintains a running tally of all purchases and sales
The hospital's people, facilities, and surroundings are all protected by the security staff

University Halls Of Residence And Hostel

In the old days, college kids would eat at the dining hall. Tray service and self-service were both available. Students wait in line with their trays, as a server brings out plates of food. Students used meal coupons to pay the kitchen staff. These kinds of amenities are banned today. We are discontinuing our laundry service. How come

The engineering staff has completed renovations to the rooms and they are now available to guests of the hostel. Examples of maintenance issues that fall under housekeeping include roof leaks and repairs, broken toilets, and keeping the campus, corridors, and window glasses clean.

Tree planting and other aspects of good landscaping are typically outsourced. Flowers and planters need to be planted.

Breakfast, lunch, and dinner were traditionally served to elementary school students every day of the school year. The school's dining hall and dorm are under the Matron's jurisdiction. Staffing levels are extremely low. With only a small number of cleaners engaged by the school administration, secondary school students must pitch in to maintain the campus clean. The student is responsible for sweeping, making beds, and cleaning the bathroom and showers in the dorm.

Repairs to the school's leaking roof, broken doors, and other such issues are among the few that the administration will take on. windows and new iron beds (both single and double) to replace the old ones.

Assess Yourself Here
Make a list of all the different areas you're familiar with in a large hospital.

The Welfare/Juvenile Homes

Care for children with special needs and those from lower socioeconomic backgrounds falls within the purview of the school's principal and welfare officers. The principal of the school must have experience working with students from disadvantaged backgrounds. The youngsters in the care of the welfare officers will be trained in a variety of hands-on and theoretical ways. They may also have access to social welfare officers who provide aid and technical training. The welfare staff is responsible for keeping the dorm and surrounding areas clean. They help kids find a place for all the tech gear that will help them succeed in school. In addition to government aid, many private donors and nonprofits are feeding and providing other forms of assistance to children in need. The hospitality industry in welfare homes is non-profit. Juvenile detention facilities are under the category of non-profit hotels. These are minors who are either unable to be rehabilitated at home because of their age or whose parents find them too difficult to manage. They stay here until they reach the appropriate reading level and are then released. Accommodation, food, medical care, and other forms of technical assistance are all provided by these two types of welfare homes.

Assess Yourself Exercise

How many welfare homes are familiar to you, and if you've been inside any of them, what did you think?

What are the differences between an hospital and welfare home?

Conclusion

You have completed this lesson with a better understanding of the meaning, varieties, and available structures of non-commercial hospitality management.

Summary

This lesson has revealed to you the key distinctions between commercial and non-commercial hospitality management in our society, with the former being established for monetary and profit-making (commercial) purposes and the latter being established for welfare and charitable (non-commercial) purposes.

Tutor Marked Assignment

Question 1

Explain 5 important departments in non-commercial hospitality industry

Question 2

Explain welfare home?

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