

## ABSTRACT

Sustainability is a trend that has increased tremendously in today's society. It is especially important in finding ways to go green, and to help the environment be cleaner and healthier. This comes to show in the hospitality industry especially in the lodging industry. The study consists of two surveys: one that is sent out to the different hotel managers in the Nacogdoches area and another that students in a hospitality course take based on their previous stay in a hotel.

## INTRODUCTION

Sustainability has become a huge increase in today's society. Individuals are continually wanting to find ways to help the environment such as reusing and recycling items. In the hospitality and tourism industry, there is an increase in the amount of sustainability that is used within the industry. From the amount of water that is used throughout the establishment to the huge amount of waste that is being thrown out (Stottler 2018), there needs to be something to change through the impact of the environment. Focusing specifically on lodging properties, there is a big need for sustainability within hotel businesses. From the massive amount of laundry that is done daily to the different cleaning products that are used, it's very important to fully understand how much this will benefit the environment as well as a hotel if sustainability was involved in this business.

## METHOD

We conducted a five question survey that took place in the HMS 485 – Management of the Diverse Hospitality Workforce class. The purpose of this survey was to see if the students would feel encouraged to stay in a lodging facility if eco-friendly and/or green practices would be involved in the day-to-day practices in the housekeeping department.

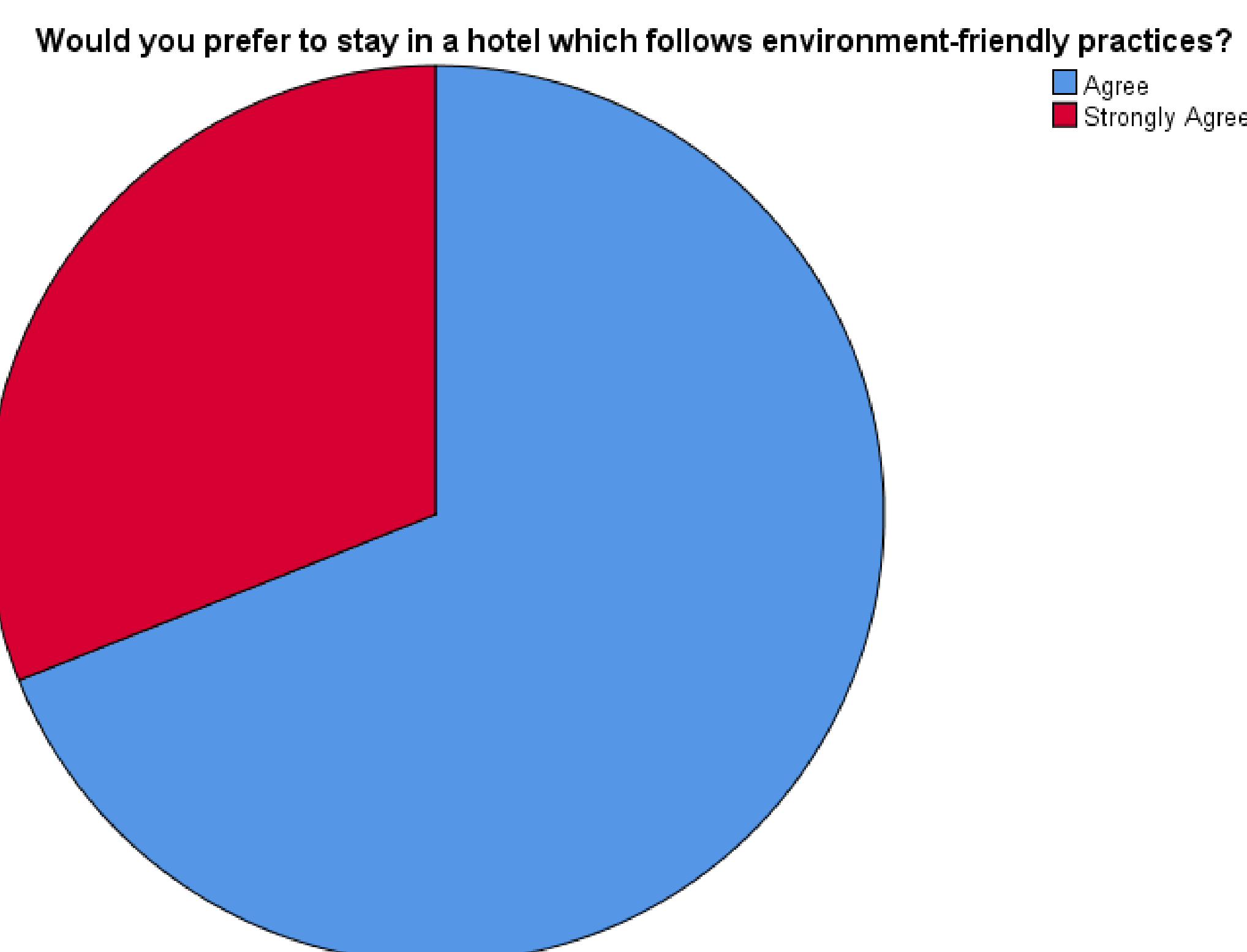
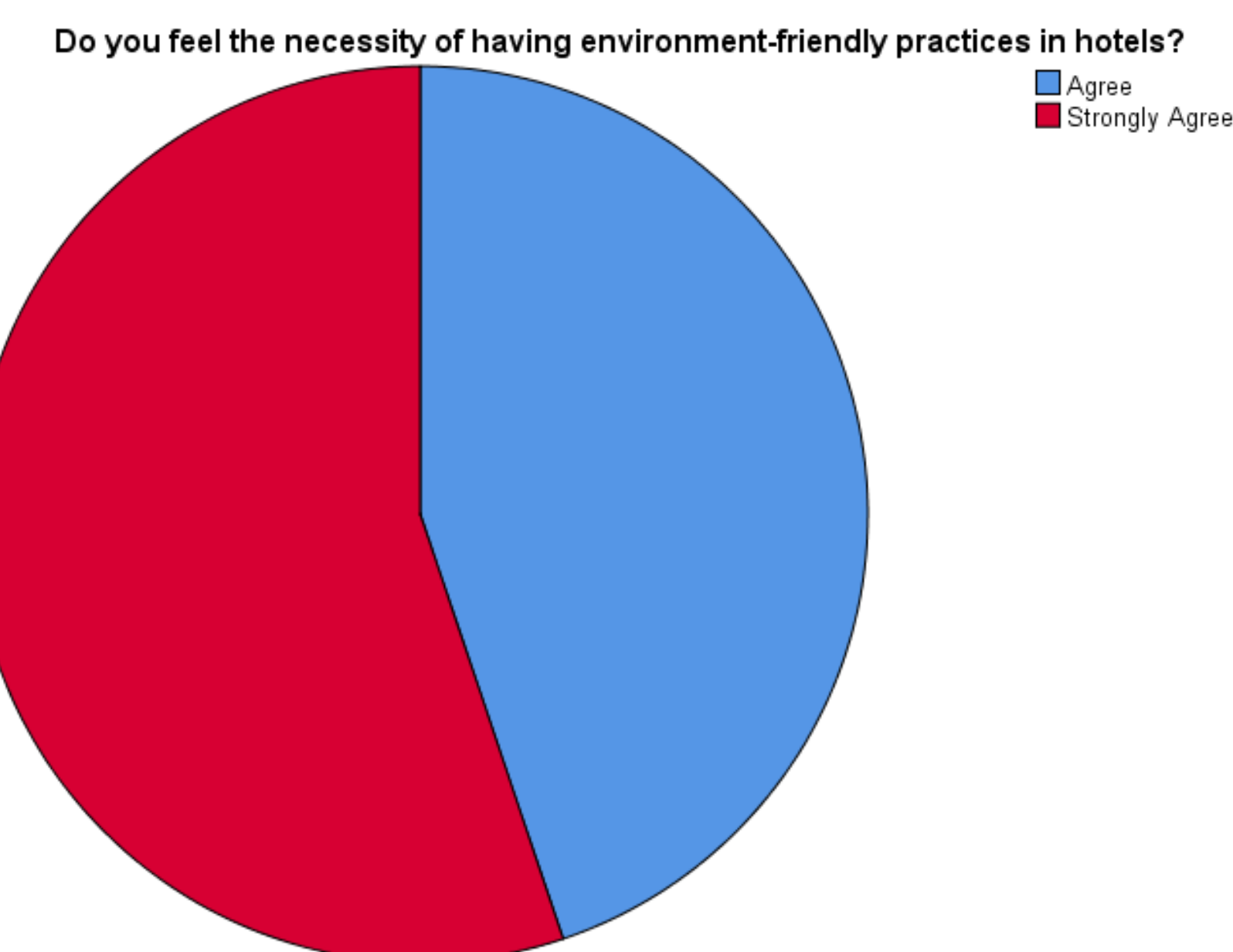
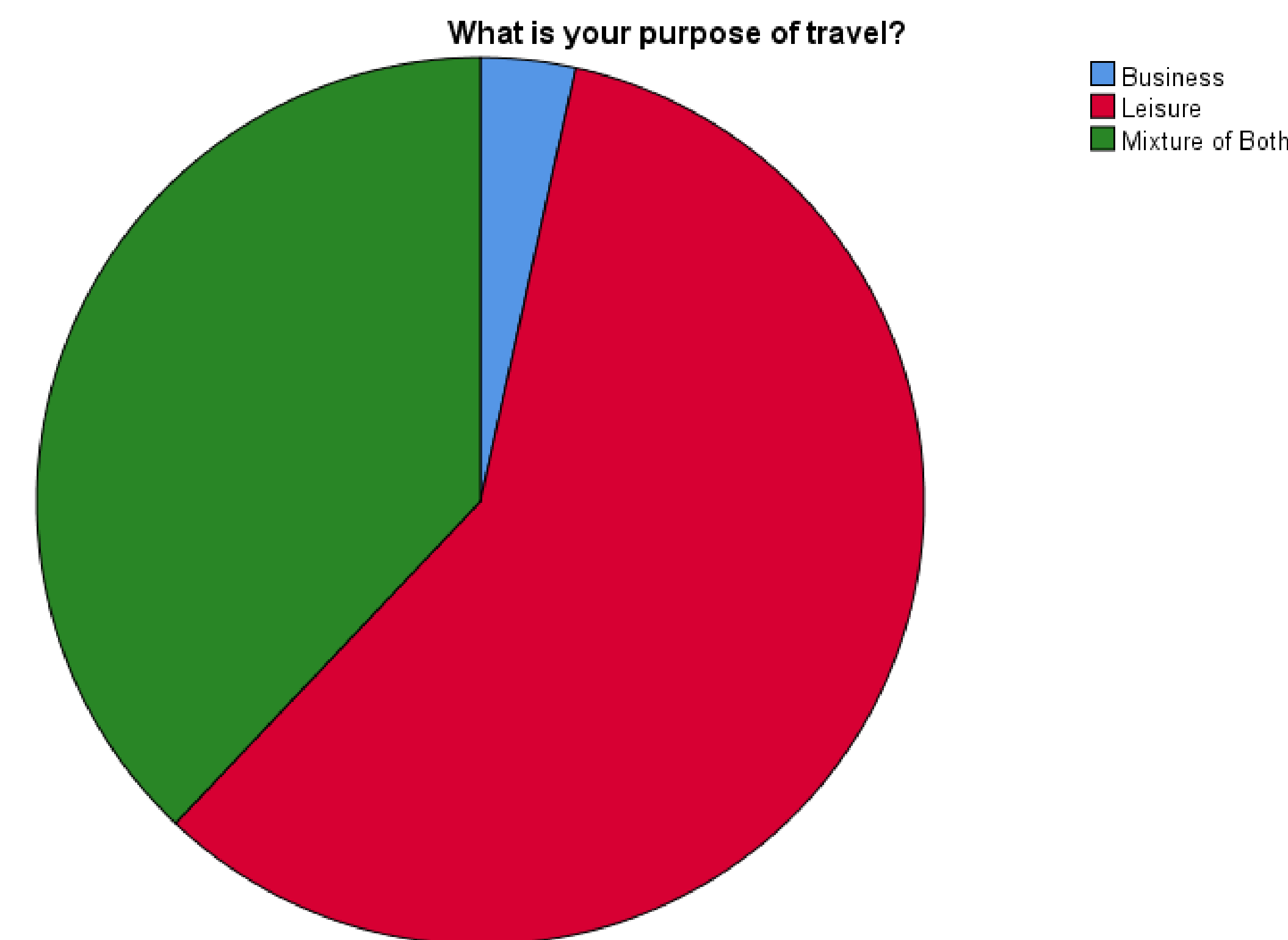
# Sustainability in the Housekeeping Department of a Lodging Facility



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## RESULTS



## CONCLUSION

All of the guests preferred to stay in a lodging facility that utilizes eco-friendly or green practices in the housekeeping department. Today, a huge majority of hotels are offering more services that are sustainable to guests. The efforts of sustainability are being added to the core practices daily of most lodging facilities (Matthews, 2013). In addition, hotels such as Fairmont Hotels and Resorts, Rezidor Hotel Group, Accor, Marriott International, InterContinental hotels Group, Hyatt Hotels & Resorts, Las Vegas Sands Corporation, Peninsula Hotels, The Hongkong and Shanghai Hotels, HEI Hotels & Resorts, Marriott Courtyard in Racho Bernardo, California and The Cove at Yarmouth Resort in Cape Cod, Massachusetts have included ways to improve sustainability within their lodging facilities such as corporate social responsibility and adopting different tools for monitoring and communicating eco-friendly practices and performance at each property.



## REFERENCES

- Matthews, R. (2013, October 24). *Ten Sustainability Initiatives in the Hotel Industry*. Retrieved from <http://www.thegreenmarketoracle.com/2013/10/ten-sustainability-initiatives-in-hotel.html>
- Stottler, T. (2018, June 11). *Importance of Sustainability in Hospitality*. Retrieved from <https://www.danacomcommunications.com/importance-of-sustainability-in-the-hospitality-industry/>