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Injury Trends Among Maid and Housekeeping Personnel in the Leisure and Hospitality Industry

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Abstract: Changes in the business model within the leisure and hospitality industry over the past decade have resulted in increased workload and stress among the maid and housekeeping personnel. The tasks performed by these personnel are frequently done under time pressure to turn around the rooms and get them ready for occupancy. Hotel housekeepers are exposed to serious occupational risks in the course of their normal work duties. The occupational injury rate and severe injuries rate among maids and housekeeping personnel are much higher compared to most other service workers. These injuries decrease employee productivity and increase workers compensation costs for employers. This paper discusses the current trends in injuries among the maids and housekeeping personnel and aims to provide viable techniques to effectively reduce the injuries and days away from work among this workforce group.

Keywords: Hospitality industry, Housekeeping, MSD Injuries