



## Guest Services

by William D. Frye, Ph.D., CHE

### Innovative doorstops make tasks easier for hotel personnel

*Another great article from The Rooms Chronicle, the #1 journal for hotel rooms management! \*\*\*Important notice: This article may not be reproduced without permission of the publisher or the author.\*\*\* College of Hospitality and Tourism Management, Niagara University, P.O. Box 2036, Niagara University, NY 14109-2036. Phone: 866-Read TRC. E-mail: editor@roomschronicle.com*

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As the January/February '05 issue of TRC conveyed to readers, back injuries remain the nation's number one workplace safety problem. More than one million workers in the U.S. suffer back injuries each year, accounting for one of five workplace injuries or illnesses. Back-related injuries cost hotels millions of dollars in lost productivity, workers compensation claims, and health insurance premiums each year.

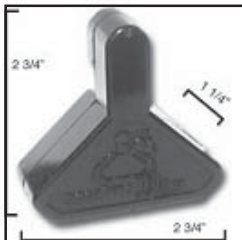
Perhaps the easiest way for a hotel employee to incur a back-related injury is by bending over at the waist to retrieve an item from the floor instead of bending at the knees and maintaining a straight back. Bellpersons, housekeeping attendants, maintenance personnel and even in-room-dining servers frequently prop guestroom doors open with luggage, vacuum cleaners, toolboxes, beanbags on a leash, or even traditional wedge-style doorstops while servicing guests and delivering to hotel rooms. And each time guestroom service is rendered, that hotel employee must bend, stoop, or squat to retrieve the conveyance that propped the door open, thus subjecting the employee to possible injury and the hotel to potential financial loss.

#### A new kind of doorstop

Realizing the need to eliminate this potentially dangerous practice, two entrepreneurs based out of Las Vegas have introduced a unique product known as the Door-Pro™. A revolutionary breakthrough in doorstop technology, the Door-Pro™ doorstop was designed by actual bellman in the "Entertainment Resort Capital of the World," Las Vegas, to make propping guestroom doors open easier and safer by using a brightly colored polymer wedge that is intended to be inserted between the door and door frame.

With its inexpensive compact design, simplicity is the key advantage of the Door-Pro™ doorstop. It is designed for use with either a swivel belt clip or can be mounted on a housekeeper's cart for immediate access by the user. With the door open to a 90-degree angle, the employee places the Door-Pro™ doorstop over the middle hinge between the door and doorframe. Using it on the middle hinge balances the weight of the door and prevents marring of the contact surfaces or misalignment of the door. The doorstop is constructed to slide over the top of the hinge pin and down alongside the hinge plates. The doorway is now easily accessible with the door held open at a 90-degree angle. After use, the hotel employee can simply remove the Door-Pro™ doorstop from the doorframe and easily slide it back onto his or her belt clip or housekeeping cart for future use.

Pictured below: Simplicity is the key advantage of the Door-Pro™ doorstop. The Door-Pro™ is designed for use with a swivel belt clip and therefore will always be readily accessible to the user.



## **Advantages**

The Door-Pro™ doorstop will save expenses associated with countless hours in maintenance on doors associated with broken and misaligned doorframes, scratched and chipped paint and wood finishes, as well as eliminate the unsightly use of and wear and tear on towels and hangers by room attendants to wedge open guestroom doors. It also avoids creating “worn spots” on the carpet under the doorway’s entry where conventional rubber and wooden doorstops meet the carpeting. Also gone will be the banging of the spring-loaded door closing on deadbolts or flip latches as housekeepers service the guestroom.

Finally, the Door-Pro™ doorstop can help minimize workers compensation and liability claims by reducing the risk of back injury for employees. Just think; each housekeeper or bellperson will bend over approximately 32 times less each work shift! The final result is fewer back-related injuries, no compromising situations from bending over in front of guests, no damage to the door or frame, and a more professional and consistent guest-service image is conveyed to guests.

Retailing for \$12.95 each, the Door-Pro™ doorstop comes with either a swivel belt clip or adhesive wall clip which can also be used for mounting on housekeepers’ carts. Doorstops are available in four colors (red, green, black, and yellow) and may be ordered online at: [www.vegasdoorstops.com](http://www.vegasdoorstops.com).

## **Related articles from the TRC<sup>SM</sup> archives:**

- Back injuries remain the nation’s number one workplace safety problem. Vol. 13, No. 1.
- The door question continues: Open or closed? Vol. 11, No. 3.
- Bellstaff: How to create perfect visits. Vol. 7, No. 3.

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