

# HOTEL HOUSEKEEPING

## Operations and Management

THIRD EDITION

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Oxford University Press is a department of the University of Oxford.  
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Published in India by  
Oxford University Press  
YMCA Library Building, 1 Jai Singh Road, New Delhi 110001, India

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First Edition published in 2007  
Third Edition published in 2015

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ISBN-13: 978-0-19-945174-6  
ISBN-10: 0-19-945174-5

Typeset in Baskerville  
by Ideal Publishing Solutions, Delhi  
Printed in India by Magic International (P) Ltd., Greater Noida

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# Features of

## 1



### The Hotel Industry—An Overview

#### Learning Objectives

- After reading this chapter, you should be able to
- claim an insight into the history of the hotel industry
  - understand the classification of hotels based on different criteria
  - appreciate the placement of housekeeping as an important support department in the organization of hotel departments

#### Learning Objectives

Each chapter begins with learning objectives that focus on learning and the knowledge you should acquire by the end of the chapter.

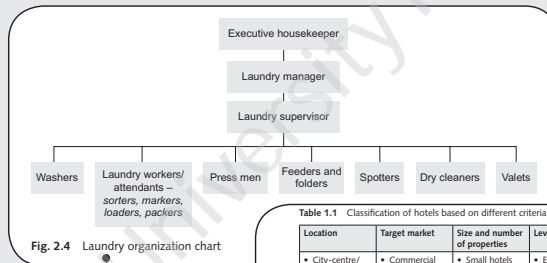


Fig. 2.4 Laundry organization chart

### Figures and Tables

All chapters contain figures and tables to illustrate the topics discussed.

Table 1.1 Classification of hotels based on different criteria

Location	Target market	Size and number of properties	Level of service	Length of stay	Themes
<ul style="list-style-type: none"> <li>• City-centre/downtown hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial hotels</li> <li>• Convention hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Small hotels</li> <li>• Medium sized hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Economy/budget hotels</li> <li>• Mid-scale/mid-market hotels</li> <li>• Luxury hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Transient hotels</li> <li>• Residential hotels/apartotels</li> <li>• Semi-residential hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Heritage hotels</li> <li>• Ecotels</li> </ul>
<ul style="list-style-type: none"> <li>• Suburban hotels</li> <li>• Motels</li> </ul>	<ul style="list-style-type: none"> <li>• Resort hotels</li> <li>• Suite hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Large hotels</li> <li>• Very large hotels</li> </ul>			<ul style="list-style-type: none"> <li>• Boutique hotels</li> <li>• Spas</li> </ul>
<ul style="list-style-type: none"> <li>• Airport hotels</li> <li>• Resort hotels</li> </ul>	<ul style="list-style-type: none"> <li>• B&amp;B hotels</li> <li>• Extended-stay hotels</li> <li>• Casino hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Mega hotels</li> <li>• Chain hotels</li> </ul>			
<ul style="list-style-type: none"> <li>• Forest hotels</li> <li>• Floatels</li> <li>• Boatels</li> <li>• Rotels</li> </ul>	<ul style="list-style-type: none"> <li>• Timeshares</li> <li>• Condominiums</li> <li>• Service apartments/corporate lodgings</li> </ul>				

#### SUMMARY

The housekeeping department has often not been given its due importance in hotels, particularly in the Indian hotel industry. The volume of work undertaken by this department can easily be gauged by the fact that in a commercial hotel, the department easily employs the largest workforce. Just picture the vast expanse of area to be cleaned and maintained, the cartloads of linen to be washed, the huge amount of supplies and amenities to be handled, and one can easily understand why this department is referred to as the backbone of a hotel.

In this chapter, we have defined the term 'housekeeping' and discussed its importance in hotels. We have then chalked out the aims and objectives of the housekeeping department. The organizational hierarchy in the housekeeping department (at small, medium-sized, and large

hotels) has been depicted in orga duties and responsibilities of all hou have been listed. The personal attrib staff have been discussed in detail recruitment process. Ideal layouts h the department; though many other tional and successful. The all-imp nation and cooperation of the hous with the other hotel departments vividly. The section on the profes sers the managerial aspects of a hol the job specifications of the future- r the last section, housekeeping in ir hotels—such as hospitals, hostels, i galleries, and museums—has been

#### Summary

The summary at the end of each chapter draws together the main concepts discussed within the chapter. This will help the readers reflect on and evaluate important concepts.

# the Book

## KEY TERMS

**Amenity** A service or item offered to guests or placed in guestrooms for convenience and comfort, at no extra cost.

**Back of the house** The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry, and so on.

**Back-to-back** Heavy rate of check-outs and check-in activities on the same day, so that as soon as a room is made up, a new guest checks into it.

**Check-in** The arrival and registration of a guest at the hotel. The term is also used for a guest who has ar-

**Departure ro**  
departed, :  
keys, and l  
room or va

**DND card** A  
room to infi  
does not w

**Double locke**  
deadbolt h.  
corridor. O  
key can op

**Ergonomics**

## Key Terms

All important terms have been explained at the end of each chapter as key terms. This will help the readers retain all the new terms that have been introduced in the chapter.

## Exercises

A series of concept review questions as well as project assignments highlight the major topics covered in the chapter. The questions enhance learning and can be used for review and classroom discussion.

## CONCEPT REVIEW QUESTIONS

1. Discuss the importance of the following documents.  
(a) Job specification (b) Job description  
(c) Job list (d) Job breakdown  
(e) Job assignment (f) Job procedures
2. Differentiate between a job description and a position description.
3. How are job breakdowns developed?
4. What is a staffing guide? What is the procedure of developing a staffing guide for a hotel property?
5. How can a staffing guide be tapped?
9. Discuss the four-step process of training.
10. What is training? Discuss the various heads:  
(a) Steps in training  
(c) Types of training
11. What are the various methods of training?  
(a) Keeping employees motivated  
(b) Keeping employees happy
12. Explain the alternative methods of training.
13. What legal aspects are involved in training?

## PROJECT WORK

1. Write a job description for a GRA in the housekeeping department of Hotel Lakeview International, a five-star deluxe property.
2. Draw out the staffing guide for a 300-room, mid-scale property.
3. (a) Chalk out an orientation programme for a GRA in a five-star deluxe property.  
(b) Chalk out a training programme of a week's duration for a GRA in a five-star deluxe property.
4. Make a monthly duty roster for a GRA in the housekeeping department at Hotel Lakeview International, a five-star deluxe property.
5. Design a format for performance appraisal for a GRA in the housekeeping department. Discuss the methods discussed in the text.
6. Carry out a time and motion study for a GRA in the housekeeping department. Discuss the methods discussed in the text.

## CASE STUDIES

### 1. A Housekeeper's Dilemma

Ms Sheila is the executive housekeeper of Hotel Misty Mountain. The hotel has 150 rooms and, being located in a hill station, has some locals employed in the housekeeping department. John, a local employee, was very hard-working and has been with the company for more than eight years as a floor supervisor. His wife is working in the accounts department in the same hotel. John was nominated for the 'Best Supervisor' award last year. But of late John has been very irregular, comes in late, and has been absent without prior intimation. Sheila has counselled him and mentioned that the good work he has already put in would be ignored if his irregularity continues. She also mentioned that it would affect his increments and promotion prospects.

Sheila now feels that his meals could be boosted by

John attends the 3-day workshop and gets but he does not get back to work and extends by another day, citing personal reasons over. This is at a time when the hotel has high occupancy. Sheila enquires about the information and finds that John has extended his leave as he is going to the accounts department on a picnic. She enquires and finds that the information is correct.

Sheila questions John about this irregular extension of leave and that too at the workshop. He tells her that she feels she made a mistake in not telling him for the workshop. He claims to take the leave and adds that his nomination for the workshop need not be used to blackmail him. Sheila is very angry and has a memo issued to

## Chapter-end Cases

Chapters end with case studies that are designed to consolidate the readers' understanding of the chapter subject and broaden their decision-making skills.

# Preface to the Third Edition

Welcome to the world of hospitality! Working in the housekeeping department of this industry is both fun and challenging. The department is responsible for the cleanliness and upkeep of the front as well as the back of the hotel areas, so that the hotel premises always appear fresh and aesthetically appealing. It plays a major role by engaging a large workforce and handling responsibilities spread over a vast area in the hotel.

Typically called the ‘backbone of the hotel’, the housekeeping department is increasingly being referred to as the ‘heart of the hotel’ because it freshens up and invigorates the entire hotel day in and day out, helps eliminate unwanted waste, and is responsible for the long and healthy life of the hotel.

Housekeepers have proved their mettle and are today a force to reckon with in the hospitality industry. Many of them have gone on to become general managers at various properties around the world. Hotel housekeeping is an area where each day brings a new challenge due to which learning is a ‘work in progress’ for housekeepers.

Since the publication of the last edition, we have received valuable feedback from faculty members regarding the inclusion of certain topics. Based on their feedback, we have appropriately revised the text.

The third edition of this well-accepted textbook continues to provide an exhaustive yet lucid coverage of the various aspects of hotel housekeeping. We sincerely hope that this edition will further aid students in understanding the basic concepts and applications of this subject.

## About the Book

*Hotel Housekeeping: Operations and Management* is specially designed to meet the needs of students of undergraduate and diploma courses in hotel management, certificate courses in housekeeping, and postgraduate courses in accommodation operations. Students of home science will also find the book useful. This book can act as a reference for all issues related to housekeeping for managers and supervisors.

## Key Feature

Discusses all aspects of housekeeping such as the role of housekeeping in hospitality operation, composition, care and cleaning of different surfaces, room layout and guest supplies, area cleaning, routine systems and records, pest and odour control, uniforms, laundry, flower arrangement, interior decoration, indoor plants, lighting, contract services, and more

## New to This Edition

**New chapter** on Facilities Planning and Facilities Management

**New sections** on

- records and formats maintained in floor pantry, contemporary organizational structure, housekeeping in airlines and cruise ships
- training methods, making duty roster, unit of balance score card in performance appraisal, enhanced content on time and motion studies

- service level agreement (SLA) in contracts, new room layouts, issue of privacy in guestrooms, and Internet and Wi-Fi devices in hotels
- contemporary guest amenities such as pillow menu, yoga kit, etc.
- hotel-specific cleaning agents, cleaning of lawns and gardens, composition and cleaning of surfaces such as faux wood and faux stone
- uniform management in hotels and trends in hotel uniforms
- detailed working of a history-based budget
- role of housekeeping in safety and the concept of safeguarding assets
- enhanced content on waste segregation, recycling, sewage treatment plant, effluent treatment plant, biogas plant, composting and vermiculture
- lighting plans, selection of wall coverings, revised content on guestroom accessories, detailed snag list, revised content related to trends in housekeeping, and more

## Online Resource Centre

### *For Faculty*

- PowerPoint Slides

### *For Students*

- Multiple Choice Questions
- Flashcard Glossary
- PowerPoint presentations on modern bed-making procedure (with duvet), flower arrangements, mechanical cleaning equipment, uniforms, laundry equipment, types of windows, sanitary fittings and fixtures, interior design elements, lighting fixtures, types of guestroom accessories

## Coverage and Structure

Chapters 1–4 of the book serve as an introduction to the hotel industry and the housekeeping department. They provide guidelines on managing housekeeping personnel and discuss the concepts of contracts and outsourcing.

Chapters 5, 6, and 7 provide an insight into the systematic planning and daily routine of housekeeping operations, as also a descriptive section on items stocked as inventories in the department.

Chapters 8–12 discuss the technical aspects of the cleaning of various surfaces and hotel areas (guestrooms, public areas, and more).

Chapters 13–15 provide guidelines for supervisors and discuss control desk activities and the important function of budgeting for supervisors/managers.

Chapters 16–19 present discussions on the various types of textiles and their handling, hotel linen and their maintenance, management of staff uniforms, and the functions carried out in the sewing room and the hotel laundry, which is a part of the housekeeping department.

Chapters 20–23 deal with the importance of safety and security in hotel premises, and the role of the housekeeping staff ensuring these. Importance and application of ergonomics in housekeeping is discussed in Chapter 21. Effective pest control and waste management have been discussed in depth in Chapter 22. Maintenance of optimum levels of heat, light, and noise has been described in Chapter 23.

Chapters 24–29 address the aesthetic upkeep of the hotel property. The elements and principles of design and various aspects of interior decoration, such as floor finishes, lighting, and window

treatments, are discussed at length with appropriate illustrations. Chapter 26, the new chapter on facilities planning and facilities management, will be of use to both housekeepers as well as facility managers. Flower arrangement is an important responsibility of the housekeeping department. The art of arranging flowers is detailed with appropriate illustrations in Chapter 28. Horticulture, an integral part of the department, is often overlooked in textbooks. The relevant aspects of horticulture and gardening are presented in Chapter 29.

The last three chapters of the book, Chapters 30–32, deal with the emerging issues in housekeeping operations. With the whole world becoming more and more environmentally sensitive, India is seeing a boom in the ecotel segment. Eco-friendly housekeeping is an emerging trend. Various aspects of ecotels and eco-friendly housekeeping are discussed in Chapter 30. The last chapter presents a discussion on the changing trends in housekeeping. In addition to the above, the chapter on new property operations provides guidelines to be followed by housekeepers for planning and implementing housekeeping operations in soon-to-be opened properties.

**Smritee Raghubalan  
G. Raghubalan**

### **PRAISE FOR PREVIOUS EDITIONS**

*The contents are elaborate and cover the important and core areas of accommodation operations.*

–V. Sudhakar, PSG College of Arts and Science, Coimbatore

*The book is loaded with information that will equip students to start their careers with confidence.*

–Bharati Ulpe, Executive Housekeeper, Kohinoor Continental

*It is a very good book for managers and housekeeping professionals too.*

–Prof. Dhiman Kanti Mridha, NSHM School of Hotel Management, Kolkata

# Preface to the First Edition

Till recently, the Indian hotel industry has been limited to a few hotel chain groups in the country, which have dominated the hospitality business in the luxury segment. Now, with a large number of international chains entering the Indian market, the hotel industry is poised for unprecedented growth. In recent years, there has been rapid growth in budget and mid-market hotels in the country. These changes have made it imperative to upgrade the operating standards in all hotel departments, be it the core departments such as food production, food and beverage service, front office, and housekeeping, or ancillary departments such as accounts, personnel management, marketing, purchase, security, and engineering and maintenance.

The housekeeping department is responsible for providing clean, comfortable, safe, and aesthetic surroundings. In addition to ensuring the efficient functioning of hotel operations, housekeeping personnel are also responsible for the aesthetic aspects such as the maintenance and decoration of the hotel premises. Till a decade back, housekeeping was considered an unskilled and labour-oriented department, but today housekeeping has emerged as the backbone of hotel operations. It has evolved into an organized department where housekeepers utilize the management tools of planning, organizing, directing, and controlling. The department has now become more IT savvy, with many of its functions being controlled by electronic gadgets. Thus, over time, housekeeping has been gaining prominence as a department of preference with hotel management graduates.

In India, housekeeping has been a core subject since the inception of hotel management education in the 1970s. Housekeeping operations is mostly taught at the undergraduate level during the initial years or semesters and as part of accommodation management in the final year. In the recent years, housekeeping as a subject in hotel management courses has also undergone changes in order to keep up with recent developments in the field of housekeeping.

## About the Book

This book has been developed keeping in mind the fact that there is no comprehensive Indian text on housekeeping available as of now. The book discusses the present scenario in housekeeping operations following a consultation process with professional housekeepers. Hoteliering and housekeeping in India had, for a long time, not been given due worth. Now, with the industry getting progressive and being recognized as a major foreign exchange earner, people's perspective of housekeeping is changing for the better. It is getting to be recognized as an area where professional expertise is required. Hence, books such as this are expected to be a catalyst for the growth of experienced professionals in this field.

*Hotel Housekeeping* is specially designed to meet the needs of students in undergraduate courses and diplomas in hotel management, certificate courses in housekeeping, postgraduate courses in accommodation operations, and graduate and postgraduate courses in home science. It would also be a significant tool for managers and supervisors in aiding them in the efficient running of housekeeping operations.

## Pedagogical Features

Each chapter of the book begins with learning objectives, and contains several pictures, diagrams, and case studies to explain various concepts. End-chapter exercises include concept review questions



that test the reader's understanding of the concepts discussed in the chapter, and project assignments that aim to help the students develop further interest and knowledge. In addition to these, a list of key housekeeping terms is also provided in each chapter. An effort has been made to keep the examples current, so that their relevance may be comprehensible to the reader. The instructors' manual provides teaching notes and solutions to the end-chapter questions.

**Smritee Raghubalan**  
**G. Raghubalan**

Oxford University Press

# Acknowledgements

No endeavour achieves success without the advice and cooperation of others.

The authors would like to mention the contribution of people and organizations who have either directly or indirectly contributed towards the conceptualization and compilation of this book. The students of the various hotel management colleges where we have worked deserve special mention. It was their queries that helped in the realization of the fact that there is a need for a quality housekeeping text in India.

We gratefully acknowledge the support of the Management of CGH Earth Group of Hotels, Kochi, for giving consent to use photographs of areas of their beautiful properties in the book.

We are indebted to the management of The Orchid hotel, Mumbai, the first ecotel in Asia for providing us with pictures and a valuable case study. We are thankful to Mr Rakshith Shetty, Rooms Division Manager, The Paul Hotel, Bengaluru, for providing wonderful pictures of bed-making (with duvet) for the Online Resource Centre of the book. We express our gratitude to the team at Karcher Cleaning Systems Pvt. Ltd for helping with pictures of cleaning equipment. Thanks are also due to the team at Roots Multiclean Limited, Kochi, for use of their pictures of cleaning equipment.

We are indebted to the teams at Sealed Air Diversey and Ecolab Food Safety and Hygiene Solutions Pvt. Ltd for providing inputs on cleaning chemicals used in hotels. We would also like to thank Ms Prity Chopra of NIS Management Pvt. Ltd for her valuable advice and inputs on facilities management and contracts. We would like to thank Mr Soban Nair, Manager, Facilities and Operational Compliance at RWL Healthworld Ltd, for contributing ideas to the book.

We would like to offer an appreciative word of thanks also to Ms Namitha Suresh, an exceptional florist based at Bengaluru, who despite her busy schedule helped with the pictures of flower arrangements. We thank Jaquar and Company Pvt. Ltd for allowing us to use pictures of sanitary fittings and lighting fixtures.

We would like to make a special mention of Ms Bharti Ulpe and her team at Hotel Kohinoor Continental, Mumbai, for extending their wholehearted support in developing the videos on the Online Resource Centre. Our sincere thanks are due to Mr Jayesh Mahobia and his team from Sri Krishna Media Solutions for their assistance. We would also like to thank Subhabrata Chakrabarti, Ritika Sarin, and Deepti Tagare for contributing photographs for this edition.

Our thanks would be incomplete without mentioning the academia and reviewers who were instrumental in providing feedback and critical analysis. We would like to thank the editors at Oxford University Press, India for their persistence and support. We would also like to thank all the people at OUP who have contributed in some way or the other in the completion of the book.

Finally, we would like to thank all our well-wishers—housekeepers, housekeeping consultants, academia, and friends—for having in some way influenced the development of this revised edition.

**Smritee Raghubalan  
G. Raghubalan**

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# 1



## The Hotel Industry—An Overview

### Learning Objectives

After reading this chapter, you should be able to

- claim an insight into the history of the hotel industry
- understand the classification of hotels based on different criteria
- appreciate the placement of housekeeping as an important support department in the organization of hotel departments



### INTRODUCTION

The term ‘hospitality’ refers to the cordial and generous reception and entertainment of guests or strangers, either socially or commercially. Indians are known the world over for their hospitality—*atithi devo bhavah* (‘the guest is like a god’) has been our adage from time immemorial. It is because of this heritage that India, with its numerous hotels, is considered one of the world’s leading hospitality venues. With the hospitality industry earning substantial foreign exchange and generating employment for lakhs of people across the country,<sup>1</sup> it has gained popularity as a profession and this popularity is expected to only increase in the future.

In ancient times, travellers relied on roadside homes for meals. Later travellers, mostly pilgrims, were cared for in temples or monasteries. In India, various universities

<sup>1</sup> According to the *Second Annual Report to the People on Employment, 2011*, Ministry of Labour and Employment, Government of India, the hotel sector has generated an estimated employment of 6.05 million in 2009–10.

also provided accommodation to pilgrims and religious scholars. Chandragupta Maurya built inns and guesthouses that were referred to as *sarais* and *dharmashalas*. During the British Raj, circuit houses and *dak banglas* came into being in India.

The first passenger-carrying stagecoach started operating in England in 1658. This was the time when inns started mushrooming along the route of the stagecoach. In the early 1700s, the accommodations available in the form of inns and restrooms were crude, but offered the basic necessities of food, shelter, meeting space, and security. Soon, more demand and competition led to the growth of motels and hotels. The first building especially designed as a hotel was the City Hotel in New York.

In India, the first commercial hotel, the Taj Mahal, Mumbai, was built in 1903. With the growth of transportation—roadways, railways, waterways, and airways—people became even more mobile. Inns, motels, hotels, resorts, and the like have kept pace with the developments, and have been refurbished to meet the quality demands. According to HVS International, the inventory of hotel rooms in the organized sector in India has almost quadrupled from about 25,000 in 2000–01 to about 93,000 at the end of 2012–13. A total supply of 1,44,000 rooms are projected to be added over the next five years.<sup>2</sup> This figure is expected to increase dramatically over the years with a number of hotel chains entering the major cities.

A hotel may be defined as a place that offers accommodation, food, and beverages at a cost that enables it to make a profit.

The *Concise Oxford Dictionary* defines a hotel as a ‘house for accommodation of paying travellers, etc’.

According to the Webster’s Dictionary (1978), ‘a building or institution providing lodging, meals and service for the people’ is termed a hotel.



## CLASSIFICATION OF HOTELS

Classifying hotels into different types is not an easy task. This industry is so diverse that many hotels do not fit into a single well-defined category. Hotels can be classified in various ways, based on the criteria for classification. These criteria could be:

- Location
- Size of property
- Length of stay
- Target market
- Level of service
- Theme

Table 1.1 gives a detailed classification of hotels.

### Based on Location

The classification of hotels on the basis of their location is discussed here.

**City-centre/downtown hotels** These are located in the heart of the city, within a short distance of the shopping areas, theatres, public buildings, business centres, and such. Rates in these hotels are normally high due to their locational advantage. Example: Taj Mahal, Mumbai.

**Suburban hotels** Located in the suburbs, these have the advantage of quieter surroundings. Rates here are moderate to low. Such hotels are ideal for budget travellers.

<sup>2</sup> 2013 Edition of *Hotels in India—Trends and Opportunities*, HVS International.

**Table 1.1** Classification of hotels based on different criteria

Location	Target market	Size and number of properties	Level of service	Length of stay	Themes
<ul style="list-style-type: none"> <li>• City-centre/ downtown hotels</li> <li>• Suburban hotels</li> <li>• Motels</li> <li>• Airport hotels</li> <li>• Resort hotels</li> <li>• Forest hotels</li> <li>• Floatels</li> <li>• Boatels</li> <li>• Rotels</li> </ul>	<ul style="list-style-type: none"> <li>• Commercial hotels</li> <li>• Convention hotels</li> <li>• Resort hotels</li> <li>• Suite hotels</li> <li>• B&amp;B hotels</li> <li>• Extended-stay hotels</li> <li>• Casino hotels</li> <li>• Timeshares</li> <li>• Condominiums</li> <li>• Service apartments/ corporate lodgings</li> </ul>	<ul style="list-style-type: none"> <li>• Small hotels</li> <li>• Medium sized hotels</li> <li>• Large hotels</li> <li>• Very large hotels</li> <li>• Mega hotels</li> <li>• Chain hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Economy/ budget hotels</li> <li>• Mid-scale/ mid-market hotels</li> <li>• Luxury hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Transient hotels</li> <li>• Residential hotels/ apartotels</li> <li>• Semi-residential hotels</li> </ul>	<ul style="list-style-type: none"> <li>• Heritage hotels</li> <li>• Ecotels</li> <li>• Boutique hotels</li> <li>• Spas</li> </ul>

**Motels** This term is derived from the phrase ‘motor hotels’, being located primarily on highways (that is, motor ways). They provide modest lodgings to highway travellers. The length of stay is usually overnight. Most motels provide ample parking space, and may be located near a petrol station. Example: The Kamat Yatri Nivas chain found all over Karnataka.

**Airport hotels** These are hotels set up near airports. They cater to mainly transit guests, who might have to stay over at the hotel between flights.

**Resort hotels** These cater to people who want to relax and enjoy themselves at a hill station, near the seashore, and so on, as well as to people who are looking for a change for health reasons. Therefore, resort hotels may be variously called health resorts, hill resorts, beach resorts, summer resorts, winter resorts, and so on, depending on their location and positioning. Most resorts, particularly those in hill stations, work to full capacity only during the clement seasonal periods and hence undergo fluctuations in sales revenue from season to season. Examples: Bangaram Island Resort (a beach resort in Lakshadweep); Coconut Lagoon (a backwater resort in Kerala); and Spice Village (a wildlife resort).

**Forest hotels** These are located within a forest range and cater to tourists visiting the forest area.

**Floatels (floating hotels)** As the name implies, these are hotel establishments on luxury liners or ships. Rivers, big lakes, and seas are ideal spots for such hotels.

**Cruise ships** These are passenger ships intended as destination holidays. The luxuries aboard the ship as well as the various destinations along the way help create a unique experience for travellers. The furniture onboard such ships is heavier than usual furniture used in hotels and resorts to lend more stability on a moving ship. Figure 1.1 shows a cruise liner of Royal Caribbean International, the pioneers of onboard luxury experience.

**Boatels** A houseboat hotel is referred to as a boatel. The *shikaras* of Kashmir and the *ket-twalams* of Kerala are houseboats that offer small but luxurious accommodations to travellers in midst of lakes and waterways. Figure 1.2 shows a houseboat in Kerala (see Plate 1 in ORC).





**Fig. 1.1** The Royal Caribbean Cruise Liner  
*Source: Royal Caribbean International. Used with permission.  
(See also Plate 1 in ORC)*



**Fig. 1.2** A houseboat in Kerala backwaters  
*(See also Plate 1 in ORC)*

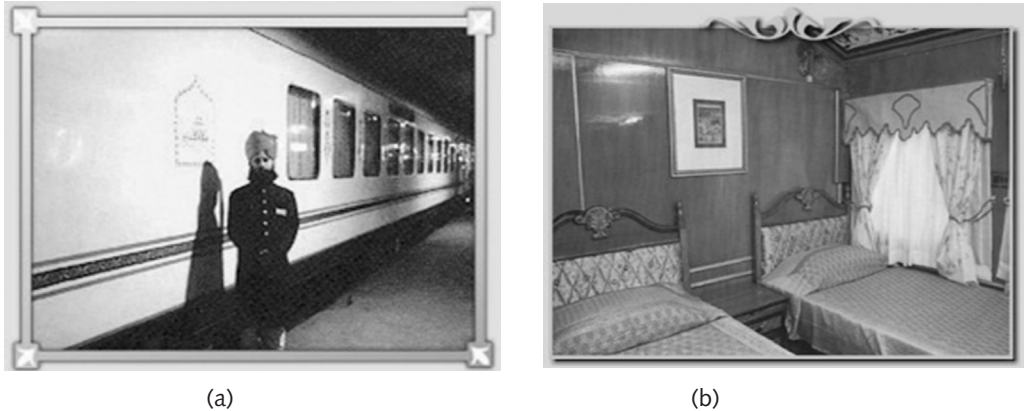


**Rotels** These novel variants are hotels on wheels. Our very own Palace on Wheels, as shown in Figure 1.3 (see Plate 1 in ORC) and Deccan Odyssey are trains providing a luxurious hotel atmosphere. Rotels also include some large trucks with the interiors done up like hotel rooms. They are normally used by a small group of travellers to visit various places by road.

### **Based on Target Market**

The classification of hotels on the basis of their target market is discussed in this section.

**Commercial hotels** These hotels cater mostly to businessmen and are typically designed on the European plan. They are situated in the heart of the city in busy commercial areas so as to get increased business. Example: The Oberoi Towers, Mumbai.



**Fig. 1.3** The Palace on Wheels: (a) one of the 14 coaches; (b) a twin room in the coach  
(See also Plate 1 in ORC)



**Fig. 1.4** A convention centre in a hotel  
(See also Plate 2 in ORC)

**Convention hotels** These hotels have a large convention complex and cater to people attending a convention, conference, or similar event. Figure 1.4 shows a hotel with a large convention centre (see Plate 2 in ORC). Examples: Le Meridien, Cochin, has the distinction of being the hotel with the largest convention centre in south India; The Retreat, in north Mumbai, caters specifically to MICE (meetings, incentives, conventions, and exhibitions) customers.

**Resort hotels** These leisure hotels are mainly patronized by vacationers who want to relax and enjoy themselves. Guests may stay for a week or upto even a month. The numbers vary with the season. There are peak seasons and off seasons. In order to boost business during the off season, special off-season packages are offered. The atmosphere is more relaxed and laidback. Since resorts are usually spread out over a large area, commuting from one room/cottage to another and transporting amenities take more time and effort. Hence, the time taken to clean rooms, for instance, is longer. Many resorts have mechanized, solar-powered carts for the transport of guests, cleaning supplies, and amenities.



**Suite hotels** These hotels offer rooms that may include a compact kitchenette, complete with utensils, refrigerator, and microwave oven, as well as a wet bar. They have fewer guest services than other hotels. They cater to people who are relocating, act as a home away from home for frequent travellers, and are suitable for professionals such as lawyers, accountants, and executives during a longer business stay. Most conventional hotels have a few rooms that can be classified as suites.

**B&B hotels** A European concept, bed-and-breakfast hotels range from houses with a few rooms converted into overnight facilities to small commercial buildings with 20–30 guest-rooms. The owner usually lives on the premises and is responsible for serving breakfast to guests. The breakfast may range from a simple continental to a multi-course meal. Most B&Bs offer only lodgings and limited board, or, as the name implies, only breakfast. Since meeting rooms, laundry and dry-cleaning services, lunch and dinner, and recreational facilities are usually not offered, the price is generally lower than that at a full-service hotel.

**Extended-stay hotels** These hotels are similar to suite hotels, but usually offer kitchenette amenities in the room, which suite hotels usually do not. They are designed for travellers who intend to stay for five days or longer, and require reduced hotel services. Extended-stay hotels usually do not provide uniformed services and often do not provide food, beverages, or guest laundry services. Room rates here are determined by the length of stay.

**Casino hotels** Hotels with predominantly gambling facilities may be categorized as a distinct group. Although the guest rooms and the food and beverages (F&B) operations in these hotels may be quite luxurious, their function is secondary to and supportive of the casino operations. Until recently, guestrooms and F&B facilities at a casino hotel were not expected to earn a profit. These hotels tend to cater to leisure and vacation travellers. Gambling activities at some casino hotels operate 24 hours a day and 365 days a year. They also provide extravagant floor shows and chartered flights for guests. Las Vegas in the United States is famous for casino hotels. Figure 1.5 shows the Sahara hotel and casino in Las Vegas (see Plate 2 in ORC).



**Fig. 1.5** The SLS Las Vegas  
(See also Plate 2 in ORC)

**Timeshares** These are sometimes referred to as ‘vacation-interval hotels’. Timeshare properties involve individuals purchasing the ownership of accommodations for a specific period of time—usually one or two weeks a year. These owners then occupy the unit during that time. Owners may also have the unit rented out by the management company that operates the hotel. Example: Club Mahindra holiday resorts across India.

**Condominiums** Condominium hotels are similar to timeshare hotels. The difference between the two lies in the type of ownership. Units in condominium hotels have only one owner instead of multiple owners, each for a limited amount of time each year. In a condominium hotel, an owner informs the management company of when he or she wants to occupy the unit. The management company is free to rent the unit for the remainder of the year and this revenue goes to the owner. Example: The RCI (Resorts Condominiums & Inns) Group of Singapore.

**Service apartments/corporate lodgings** These are designed for guests wishing to stay for longer periods of time, often up to six months or longer. Guests often include business executives moving from one city to another as well as consultants on temporary assignments, corporate training programmes, and special projects connected with movie or sporting events. Corporate lodgings usually provide fully furnished apartments for guests. Example: The Halcyon, Bengaluru.

### Based on Size of Property

The capacity of a hotel in terms of the number of rooms is the main yardstick for the categorization of hotels by size.

**Small hotels** In India, hotels with 25 rooms and less may be termed small. However abroad, hotels with less than a 100 rooms are considered small.

**Medium-sized hotels** Hotels with 25–100 rooms may be called medium-sized in India. Abroad, hotels with 100–300 rooms are termed medium-sized.

**Large hotels** In India, hotels with 101–300 rooms are called large hotels. Hotels with 400–600 rooms are termed large hotels abroad.

**Very large hotels** These hotels in India have more than 300 rooms. Abroad, hotels with 600–1,000 rooms may be considered very large.

**Mega hotels** Hotels with more than 1,000 rooms are called mega hotels.

**Chain hotels** These are groups that have hotels in a number of locations in India and international venues. In India, there are mainly three hotel chains: The Taj group of hotels (Taj Hotels Resorts and Palaces), the Oberoi group (Oberoi Hotels & Resorts), and the ITC-Welcomgroup hotels. Some of the foreign chains—such as Hyatt, Marriott, Accor, InterContinental, Le Meridien, and Sheraton—have entered India either through tie-ups with local partners or as self-operated properties.

### Based on Level of Service

Hotels may be classified into economy, mid-scale, and luxury hotels on the basis of the level of services they offer.

**Economy/budget hotels** These properties focus on meeting the most basic needs of guests by providing clean, comfortable, and inexpensive rooms. Economy hotels appeal primarily to budget-minded travellers who want rooms with all the amenities required for a comfortable stay, but without the extras they do not really need or want to pay for.

**Mid-scale/mid-market hotels** Hotels offering mid-market services appeal to the largest segment of the travelling public. Mid-market services are modest but sufficient and the staffing level is moderate but not huge.

A fast-growing segment in the mid-market category is that of suite hotels that offer a small living room or parlour area with a grouping of appropriate furniture (often including a sofa bed) and a small bedroom with a king-size bed. Some guest suites include a compact kitchenette, complete with cooking utensils, refrigerator, microwave oven, and wet bar.

**Luxury hotels** These offer world-class services, providing upscale restaurants and lounges, exquisite décor, concierge services, opulent meeting rooms, and dining facilities. Bath linen is replaced twice daily and a nightly turndown service is usually provided. In addition, these guestrooms contain furnishings, décor, and artwork that are more expensive than that of guestrooms in the mid-market service category. Primary markets for these hotels are business executives, celebrities, and high-ranking political figures. Example: The Hyatt Regency, New Delhi.

### Based on Length of Stay

Hotels may be classified into transient, residential, and semi-residential hotels, depending upon the period for which a guest can stay.

**Transient hotels** These are hotels where a guest can register for a day or even less. They are usually situated near airports and seaports. They are usually five-star hotels. They may have travel agencies and offer car rentals. The occupancy rate is usually very high, going up to more than 100 per cent, since each room can sometimes be sold more than once each day! Since room rentals are back to back, the housekeeping department works in teams to clean rooms in the shortest possible time.

**Residential hotels/apartotels** These are hotels where guests can stay for a minimum period of one month and upto two years, and the hotel signs a detailed lease agreement with the customer. The rent is paid either monthly or quarterly, but never on a daily basis. The guestrooms include a sitting room, a bedroom, and a kitchenette. They cater to clients staying away from home for long periods for various purposes.

**Semi-residential hotels** These are hotels that incorporate the features of both transient and residential hotels.

### Based on Theme

Depending on the theme, hotels may be classified into heritage hotels, ecotels, boutique hotels, and spas.

**Heritage hotels** Among tourism's recent gains in India has been the launch of unique heritage hotels. The country's rich and distinguished cultural past has bequeathed on it a number of feudal estates that are in the form of small forts, palaces, or *havelis*, the

**Table 1.2** Heritage hotels

Category	Description
Heritage	This category covers hotels in residences/havelis/hunting lodges/castles/forts/palaces built prior to 1950 but after 1935.
Heritage Classic	This category covers hotels in residences/havelis/hunting lodges/castles/forts/palaces built prior to 1935 but after 1920.
Heritage Grand	This category covers hotels in residences/havelis/hunting lodges/castles/forts/palaces built prior to 1920.

Source: *Guidelines for Classification of Heritage Hotels*, 2012, Department of Tourism, Government of India.

mansions of erstwhile aristocratic families. Further subdivisions of the heritage hotels category are given in Table 1.2.

In a heritage hotel, a visitor can expect to be extended a gracious welcome, to be offered rooms that have their own history, to be served traditional cuisine toned down to the requirements of international palates, to be entertained by folk artistes, to participate in activities that allow a glimpse into the heritage of the region, and to bask in an atmosphere that lives and breathes of the past. Example: Jai Mahal Palace in Jaipur.

**Ecotels** Ecotels are environment-friendly hotels. The phrase ‘environment-friendly’, however, is now being replaced with ‘environmentally sensitive’. This is so because no hotel can be friendly to the environment, since in one way or the other they will be, though in a small way, harming the environment; hence, the use of the term ‘environmentally sensitive’. The Orchid, Mumbai, is Asia’s first and most popular five-star ecotel. Other ecotels are Rhodas, Mumbai and The Raintree, Chennai.

**Boutique hotels** These hotels provide exceptional accommodations, furnished in a themed and stylish manner, along with personalized services and facilities. They cater to corporate travellers and discerning travellers who place high importance on privacy, luxury, and service delivery. Boutique hotels target customers who are in their early twenties to mid-fifties and are in the middle to upper income bracket. In India, The Park, Bengaluru, is a boutique hotel.

**Spas** The word ‘spa’, taken from the name of the famous mineral springs in Spa, Belgium, has become a common noun denoting any place with a medicinal or mineral spring. The term also refers to a tub for relaxation or invigoration, usually including a device for raising whirlpools in the water.

A spa resort is a resort hotel providing therapeutic baths and massages along with other features of a luxury hotel. A medical spa is a facility that operates under the full-time, on-site supervision of a licensed health-care professional. Such a facility operates within the scope of practice of its staff and offers traditional, complementary, and alternative health services and treatments in a spa-like setting. In India, the spa business has caught on extremely well. The Ananda Spa in the Himalayas and Angsana, Bengaluru, are popular spas.

A couple of novel concepts in hotels are lotels and metels. Hotels with helipad facilities are termed lotels. Hotels which are completely mechanized are called metels. These are regular hotels with only the special features mentioned rendering them unique.



## STAR RATING OF HOTELS

The Indian hotel industry follows the star rating system, which indicates the number and standard of facilities offered by the hotel. The Hotel and Restaurant Approval Classification Committee (HRACC), with its headquarters in New Delhi, comprises representatives chosen from the government and the trade. It takes on the task of rating hotels against set criteria of standards. The star rating system includes one-star, two-star, three-star, four-star, five-star, and five-star deluxe categories. The Ministry of Tourism in May 2003 renewed and in June 2012 revised the guidelines for the classification of hotels initiated in 1995. This move was aimed at ensuring that hotels in India meet international standards in services and facilities. There is no real international hotel rating system. Ratings of hotels in different countries, if they exist, come from the government or from quasi-government sources, independent rating agencies, or sometimes the hotel operators themselves.

The star classification of the hotels is a function of the services provided by them.

**One-star hotels** Hotels in this classification are likely to be small and independently owned, with a family atmosphere. Services may be provided by the owner and the owner's family on an informal basis. There may be a limited range of facilities and meals may be fairly simple. Lunch, for example, may not be served. Some bedrooms may not have an en suite bath/shower. Maintenance, cleanliness, and comfort should, however, always be of an acceptable standard.

**Two-star hotels** In this class, hotels will be typically small- to medium-sized and offer more extensive facilities than the one-star level. Some business hotels come into the two-star classification. Guests can expect comfortable, well-equipped overnight accommodation, usually with an en suite bath/shower. Reception and other staff will aim for a more professional presentation than at the one-star level and will offer a wider range of straightforward services, including food and drink.

**Three-star hotels** At this level, hotels are usually of a size to support higher staffing levels as well as a significantly higher quality and range of facilities than at the lower star classifications. Reception and the other public areas will be more spacious and the restaurant will normally also cater to non-residents. All bedrooms will have an en suite bath and shower and will offer a good standard of comfort and equipment, such as a hair dryer, direct-dial telephone, and toiletries in the bathroom. Besides room service, some provisions for business travellers can be expected.

**Four-star hotels** Expectations at this level include a degree of luxury as well as quality in the furnishings, décor, and equipment in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels. They will be well designed, with coordinated furnishings and décor. The en suite bathrooms will have both bath and shower. There will be a high ratio of staff to guests to provide porter service, 24-hour room service, and laundry and dry-cleaning services. The restaurant will demonstrate a serious approach to its cuisine.

**Five-star hotels** These offer spacious and luxurious accommodations throughout the hotel, matching the best international standards. The interior design should impress with its quality

and attention to detail, comfort, and elegance. The furnishings should be immaculate. The service should be formal, well supervised, and flawless in its attention to guests' needs, without being intrusive. The restaurant will demonstrate a high level of technical skill, matching the highest international standards. Staff will be knowledgeable, helpful, and well versed in all aspects of customer care, combining efficiency with courtesy.

A five-star hotel must have a minimum of 25 rooms. The facilities that must be present in a five-star are divided into three categories: *essential*, *necessary*, and *desirable* facilities. The hotel must have all the essential facilities; two failures are allowed in the case of necessary facilities; and desirable facilities need not be all fulfilled. Essential facilities to be offered include:

- A bath tub or shower cubicle, sockets for electric shavers, and 24-hour hot and cold water supply in every bathroom
- A 24-hour coffee shop
- Twenty-four hour room service
- Two or more speciality restaurants
- A bar
- Centrally air-conditioned rooms
- A swimming pool
- Television and channel music
- A health club
- Laundry service
- Conference rooms
- Guestroom telephones with international trunk dialling facilities
- Carpeted floors (not necessary in beach resorts)
- Fire-fighting arrangements



## HOTEL DEPARTMENTS

The number of departments varies from one hotel to the other. All departments may have their own manager, reporting to the general manager and the assistant general manager. Figure 1.6 clearly shows the various departments in a large hotel.

Hotel departments fall under the category of either revenue-earning departments or support departments. Revenue-earning departments are operational departments that sell services or products to guests, thus directly generating revenue for the hotel. Revenue-earning departments include front office, food and beverage, and hotel-operated shops. Support departments, on the other hand, help to generate revenue indirectly by playing a supporting role to the hotel's revenue-earning departments. Support departments include human resources, maintenance, purchase, housekeeping, and so on.

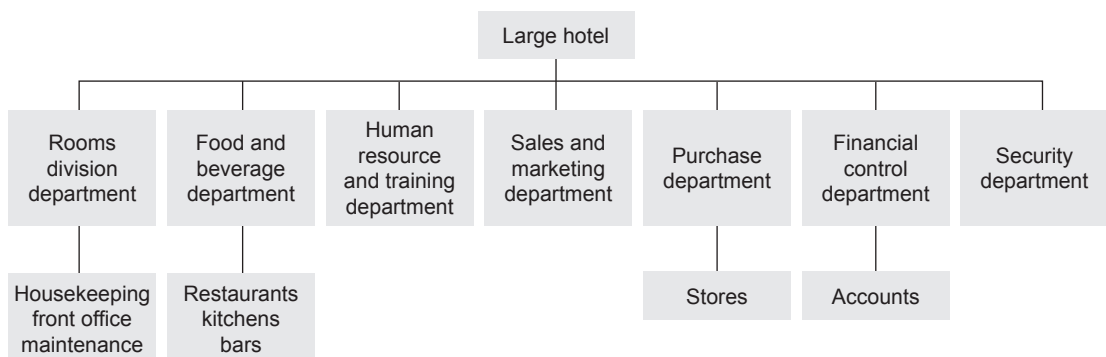


Fig. 1.6 Departments at a large hotel

Housekeeping is a major support department, engaging the largest workforce and handling responsibilities spread over a vast area in the hotel. The various departments in a hotel are discussed here in brief.

**Rooms division department** In a large hotel, the housekeeping, front office, and maintenance departments come under the rooms division. These departments together are responsible for maintaining and selling the rooms in a hotel. In most hotels, these are the departments that directly or indirectly generate more revenue than any other department. This is because the sale of rooms constitutes a minimum of 50 to about 65 per cent of the total revenue of a hotel. A hotel's largest margin of profit comes from room sales because a room, once made, can be sold over and over again. The rooms division is headed by the Rooms Division Manager, to whom the Front Office Manager, Executive Housekeeper, and very often the Chief Engineer report.

**Housekeeping department** This department is responsible for the cleanliness and upkeep of the front of the house areas as well as back of the house areas, so that they appear as fresh and aesthetically appealing as on the first day the hotel property opened for business. This department is headed by the Executive Housekeeper or, in chain hotels, the Director of Housekeeping.

**Front office department** Headed by the Front Office Manager, this is an operational department that is responsible for welcoming and registering guests, allotting them rooms, and helping guests checking out. The concierge, bell desk, EPBAX operators, and other uniformed services are part of the front office department.

**Maintenance department** Also called the engineering and maintenance department, this is headed by the Chief Engineer or the Chief Maintenance Officer. The department is responsible for all kinds of maintenance, repair, and engineering work on equipment, machines, fixtures, and fittings.

**Food and beverage department** The food and beverage (F&B) department includes the restaurants, bars, coffee shops, banquets, room service, kitchen, and bakery. This department is headed by the Director—F&B. While the restaurants, bars, coffee shops, banquets, and room service may be grouped specifically under the F&B service department, headed by the F&B Manager, the kitchen and bakery fall under the F&B production department headed by the Executive Chef.

**Human resource department** The human resource (HR) department—or the personnel department, as it used to be called earlier—is headed by the HR Manager. Recruitments, orientation and training, employee welfare and compensation, labour laws, and safety norms for the hotel come under the purview of the HR department. The training department is an ancillary department of the HR department. This is headed by the Training Manager, who takes on the specific task of orientation and training of new employees as well as existing ones. Many properties now have a learning and development department headed by the Learning and Development Manager.

**Sales and marketing department** This department is headed by the Sales and Marketing Manager. A large hotel may have three or more employees in this department, whereas a small hotel makes do with just one employee. The function of this department is

five-fold—sales, personal relations, advertising, getting MICE business, and market research. All these functions lead to the common goal of selling the product of the hotel, that is, rooms, and the services of the hotel by ‘creating’ customers.

**Purchase department** The purchase department is led by the Purchase Manager, who in some properties may report to the Financial Controller. The procurement of all the departmental inventories is the responsibility of the purchase department. In most hotels, the central stores is part of the purchase department.

**Financial control department** Also called the controls department, this is headed by the Financial Controller, who is responsible for ratifying all the inventory items of the operational departments. Inventory control procedures are the responsibility of this department. The Financial Controller, along with the General Manager, is responsible for finalizing the budgets prepared by the heads of other departments. The hotel’s accounts are also maintained by the controls department. Accounting activities include making payments against invoices, billing, collecting payments, generating statements, handling bank transactions, processing employee payroll data, and preparing the hotel’s financial statements.

**Security department** Headed by the Chief Security Officer, the security department is responsible for safeguarding the assets and employees of the hotel. Their functions include conducting fire drills, monitoring surveillance equipment, and patrolling the property.

## SUMMARY

The hotel industry provides primary support in the development of the country’s economy by providing employment in the food and accommodation sector, which is growing rapidly. The hotel sector not only helps in generating greater employment opportunities, but also in developing remote and industrially backward areas, promoting and developing folk art and culture, and earning foreign exchange for the country. In this chapter, we have briefly traced the origins of the hotel industry. We have then defined the term ‘hotel’. Hotels are classified in various ways and many hotels do not fit into any single, well-defined category. We have tried to give an exhaustive classification of hotels, but as new concepts keep emerging in this ever-changing industry,

certainly a few more types could be added on. We have also discussed the star classification of hotels. The criteria that lead to hotels being classified in the various star categories have been described in brief. This chapter concludes by placing housekeeping as an entity in the complex organization of hotel departments. The functions and responsibilities of each department have been dealt with in brief, so that beginners reading this book may get an insight into the functioning of a hotel property. Readers must understand that the departments discussed in this chapter are the basic, most important ones and that they may come across other names and designations for the same departments across different properties.

## KEY TERMS

**Amenity** A service or item offered to guests or placed in guestrooms for convenience and comfort, at no extra cost.

**Back of the house** The functional areas of the hotel in which employees have little or no guest contact, such as the engineering and maintenance department, laundry room, and so on.

**Back to back** Describes a heavy rate of check-outs and check-ins on the same day, so that as soon as a room is made up, a new guest checks into it.

**Banquet** A term used to describe catering for specific numbers of people at specific times, in a variety of dining layouts.



- Bath linen** Includes bath towels, hand towels, face towels, washcloths, and fabric bath-mats.
- Bell desk** A part of the front office department, responsible for handling the luggage of guests.
- Boutique hotel** A term referring to hotels designed with the same attention to detail that one would find in a specialized store or boutique offering customized services and products.
- Chain hotels** Groups that have hotels in a number of locations in a given country or across international venues.
- Checking out** An American term adopted by hotels in India, meaning the departure of a guest from a hotel.
- Cleaning supplies** Cleaning agents and small cleaning equipment used in the cleaning of guestrooms and public areas in the hotel.
- Coffee shop** A restaurant in a hotel that serves a limited menu to guests, normally functioning round the clock.
- Concierge** French terminology referring to a member of the hotel staff who assists guests by handling the storage of luggage, making reservations, arranging tours, procuring certain articles or services (such as bookings and tickets for plays and operas), and providing information about the city, activities, and experiences in and around the hotel as well as sightseeing options.
- Condominiums** Hotels similar to timeshare hotels. The difference between the two lies in the type of ownership. Units in condominium hotels have only one owner instead of multiple owners, each for a limited amount of time each year.
- Continental breakfast** This is a European breakfast comprising a choice of juices, choice of breads (toast, rolls, croissants, muffins, and so on) served with preserves, jams, honey, marmalade, and butter, plus tea or coffee.
- Convention** A formal assembly of representatives sharing a common field of interest, coming together to air their views.
- Cuisine** A country's, region's, or establishment's particular style of cooking.
- EPABX operators** Electronic private automatic branch exchange operators. These are the hotel switchboard operators who answer calls and connect them to the appropriate extensions. These operators also relay telephone charges incurred by guests to the front office cashier.
- Floatels** Hotel establishments being operated on large water bodies such as seas and lakes. Cruise liners and some houseboats are typical examples of these.
- Front of the house** The functional areas of the hotel in which employees have extensive guest contact, such as food and beverage outlets and front office areas.
- Hospitality** The cordial and generous reception and entertainment of guests or strangers, either socially or commercially.
- Hotel** A place that offers accommodation, food, and beverages at a cost that enables it to make a profit.
- Inventory** Stocks of merchandise, operating supplies, and other items held for future use in a hotel. For example, linen, cleaning supplies, and so on are important housekeeping inventories.
- King-size bed** The largest size of bed available, with dimensions of 78 inches x 80 inches (Eastern king) or 72 x 80 inches (California king).
- Lounge** A place in a hotel where guests can sit back and relax. It is a public area, suitably furnished for relaxation.
- MICE** Meetings, incentives, conventions, and exhibitions. This segment is now a big revenue generator for the hotels. Certain hotels cater specifically to the MICE customer.
- Mid-market service** A modest but sufficient level of service. Properties offering this may provide uniformed service, room service, a speciality restaurant, a coffee shop, lounge, and special rates for certain guests.
- Motels** Hotels that are located primarily on highways. They provide modest lodgings to highway travellers. Most motels provide ample parking space and may be located near a petrol station.
- Operational departments** These are departments where actual guest interaction takes place or products and services are put together in a hands-on manner for guests. These departments have a very short cycle, in the sense that a room or dish made up on a particular day has to be sold on that day itself. The operational departments in a hotel are the front office, housekeeping, and food and beverage departments.
- Orientation** Orientation is the guided adjustment of a new employee to the organization, his or her work environment, and the job.
- Parlour** A sitting room usually having a concealed bed.
- Refurbish** To give a 'new' look to a room by redecorating, renewing soft furnishings, and possibly changing the carpet and 'touching up' the furniture.

**Sofa bed** Furniture that converts from a sofa into a bed, usually after the removal of cushions. A small handle in the centre of the seat unit releases the bed, which unfolds to reveal a double-size mattress.

**Speciality restaurant** A restaurant that serves a specific cuisine; has the entire interiors, uniforms, music and other accoutrements reflecting the same; and offers a formal style of service.

**Surveillance equipment** Equipment such as CCTVs (closed-circuit televisions) that help to closely observe suspicious activities and persons.

**Timeshares** 'Vacation-interval hotels'. These involve individuals purchasing the ownership of accommodations for a specific period of time, usually one or two weeks a year. These owners then occupy the unit during that time. Owners may also have the unit rented out by the management company that operates the hotel.

**Turndown service** A special service provided by the housekeeping department in which a room attendant enters the guestroom early in the evening to re-stock supplies, tidy the room, and turn down the covers on the bed in preparation for the night.

**Uniformed service** A hotel's uniformed service staff includes hotel cab drivers, parking attendants, door attendants, and bellboys. Uniformed service staff meet and greet guests and assist them on their arrival and departure.

**Wet bar** A bar where the sale of alcoholic liquor is allowed.

**World-class service** A level of service that stresses the personal attention given to guests. Hotels offering this kind of service provide upscale restaurants and lounges, exquisite décor, concierge service, opulent rooms, and abundant amenities.

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## CONCEPT REVIEW QUESTIONS

- Define the following terms:  
(a) Hospitality (b) Hotel (c) Floatel  
(d) Motel (e) Spa
- Discuss the classification of hotels.
- Explain the star classification of hotels.
- How does a timeshare property differ from a condominium?
- List the various departments and their functions in a hotel.
- What is the rooms division department in a hotel?

## PROJECT WORK

- Visit the hotels in your city and classify them under the categories you have studied in this chapter. Justify your classifications.
- Find out from websites, hotel news magazines, and so on how the star classification in the United Kingdom differs from the one followed in India. Browse for information on the AAA (American Automobiles Association) classification followed by the United States of America.