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# UNIT: 1

## ACCOMMODATION SECTOR

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### Structure

- 1.1 Introduction
- 1.2 Objectives
- 1.3 Organisation Structure of Hotel
- 1.4 Classification of Hotels
  - 1.4.1 Star Classification
  - 1.4.2 Classification on the basis of location of hotel
  - 1.4.3 Classification on the basis of clientele
  - 1.4.4 Classification on the basis of length of guest stay
  - 1.4.5 Classification on the basis of size
  - 1.4.6 Classification on the basis of plan
  - 1.4.7 Classification on the basis of ownership & affiliation
  - 1.4.8. Other types of hotels
- 1.5 Leading Hotel Chains
  - 1.5.1 Indian Hotel Chain
  - 1.5.2 Foreign Hotel Chains
- 1.7 Summary
- 1.8 Key Terms
- 1.9 Bibliography
- 1.10 Terminal Questions

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## 1.1 Introduction

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The hospitality industry is part of a larger enterprise known as the travel and tourism industry. The travel and tourism industry is vast group of businesses with one goal in common: providing necessary or desired products and services to travelers. Hospitality can be termed as a deliberate, planned and sustained effort to establish and maintain mutual understanding between an organization and the public i.e., the business of making and keeping friends, and promoting an atmosphere of better understanding. As per the Oxford Dictionary Hospitality is defined as: ‘\_Reception and entertainment of guest, visitors or strangers with liberality and goodwill.’ The word hospitality is derived from the Latin word ‘Hospitalitias’. The travel and tourism industry can be segregated into five main parts and further it shows the various sub components of each part. The hospitality industry consist of lodging and food and beverage operations – plus institutional food and beverage services which do not cater to the travelling public. Lodging operations stand apart from other travel and tourism businesses since they offer overnight accommodations to their guests. Many lodging properties provide food and beverage service, recreational activities and more.

For many, the hospitality industry holds a certain glamour and sophistication. This is partly due to the image most hotels choose, refine, and project to the public. Much of this image is created through architecture and design. Yet a building is really only bricks, mortar, steel, glass and furnishing. The property’s architecture and style may be important in setting the theme, but other factors are also important in differentiating

one hotel from another. These factors can include the property location, variety and quality of food service, special features and amenities, and perhaps most important, a staff that puts all of this together with service to create the overall image and competitive position. Front office personnel are literally on the front line in creating that image. Reservations agents are often the first to have contact with the guest, while front desk agents, Concierges, bell attendants, and door attendants are among the first needed to satisfy guest needs make front office work interesting and rewarding. And since no two guest, two hotels, or – for that matter – two days are even the same, front office work can't help but be exciting and challenging. This chapter will outline some basics about the hospitality industry, as well as show how hotels can be classified by size, market, level of service, and ownership.

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## 1.2 Objectives

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After reading this chapter you will be able to understand:

- Origin and Growth of Hospitality Industry
- Organisation Structure of Hotel
- Classification of Hotels
  - Star Classification
  - Classification on the basis of location of hotel
  - Classification on the basis of clientele
  - Classification on the basis of length of guest stay
  - Classification on the basis of size
  - Classification on the basis of plan
  - Classification on the basis of ownership & affiliation
  - Other types of hotels
- Leading Hotel Chains
  - Indian Hotel Chain
  - Foreign Hotel Chains

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## 1.3 Organisation Structure of Hotel

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The people authorized by a hotel's owner to represent his or her interests are called hotel management. In small properties, hotel management may be represented by one person. Management guides the operation of the hotel and regularly reports the general state of the hotel's financial health to its owner. The major duties of a hotel management team include planning, organizing, coordinating, staffing, directing, controlling, and evaluating hotel activities and /or personnel. Management performs its duties to reach specific objectives and goals. These duties involve the activities of various hotel division and departments.

The top executive of a property is usually called the managing director, general manger or innkeeper. For discussion purpose, the top executive is referred to as the general manager in this text. The general manager of an independent hotel manager supervises all hotel divisions, either through a resident or assistant manger, or through division heads. Chain organizations usually have a district, area, or regional executive supervising the general managers located at the properties within his or her jurisdiction.

An organization requires a formal structure to carry out its mission and goals. A common way to represent that structure is the organization chart. An organization chart is a schematic representation of the relationship between positions within an organization. It shows where each position fits in the overall organization, as well as where division of responsibility and lines of authority lie. Solid lines on the chart indicate direct-line accountability. Dotted lines indicate relationships that involve a high degree of cooperation and communication, but not a direct reporting relationship. An organization chart should be flexible. It should be reviewed and revised yearly or more often if business conditions significantly change. Employee responsibilities may change as individuals assume more duties, depending on their qualifications and strengths. Some organizations list each employee's name on the chart along with his or her title. A copy of the property's organization chart should be included in the employee handbook distributed to all employees.

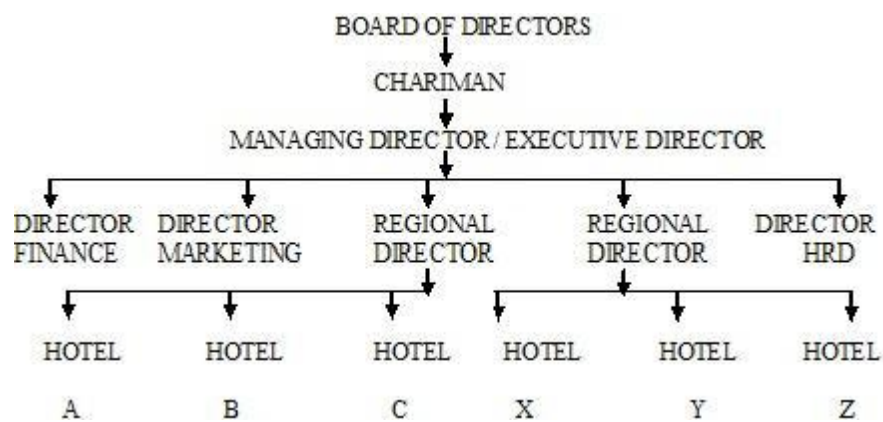


Figure: 1.1 Organizational Chart of Chain Hotel

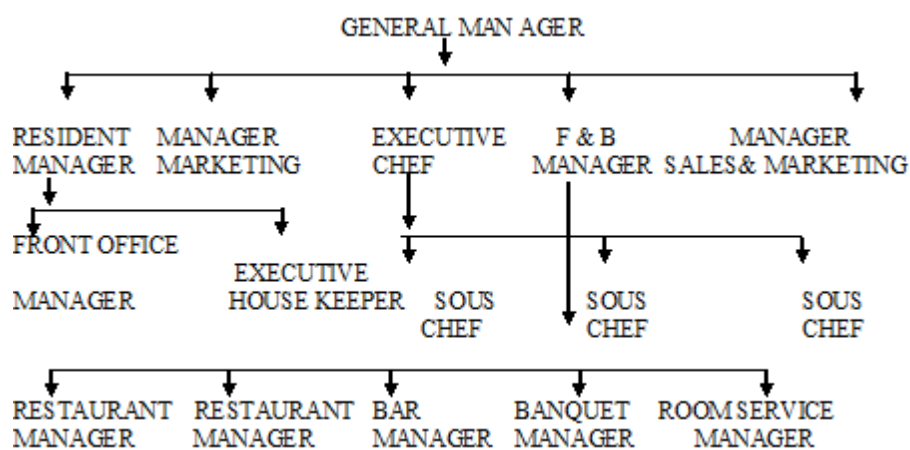
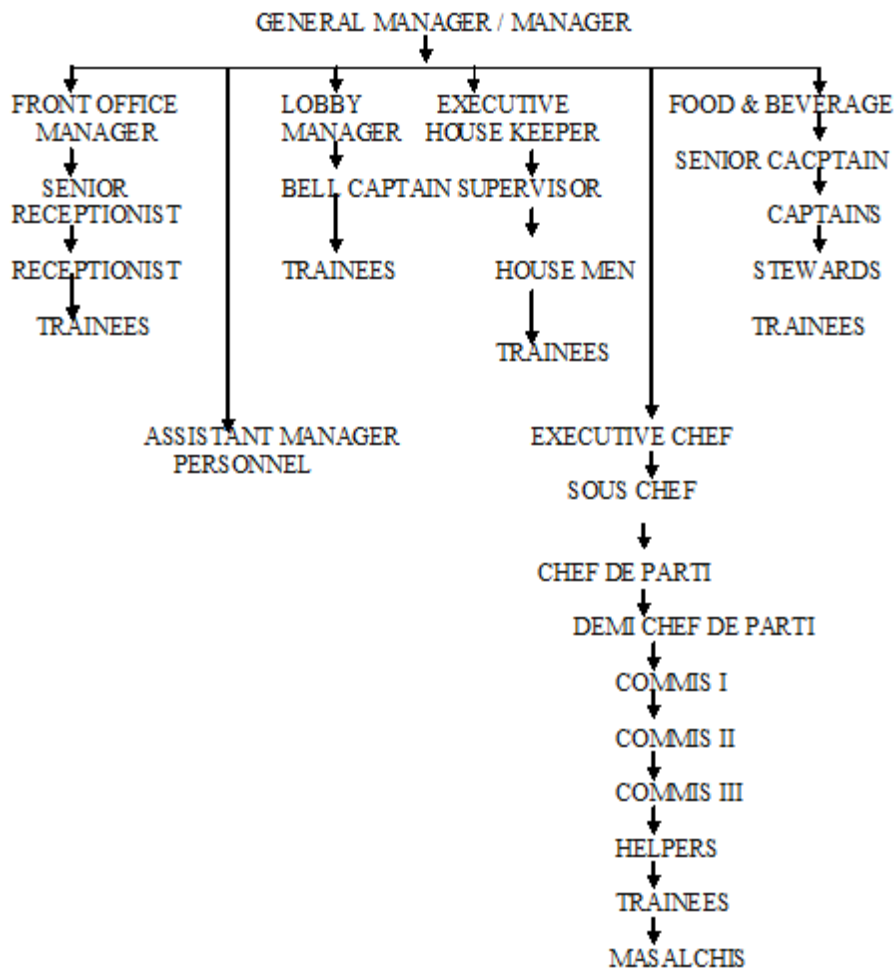


Figure: 1.2 Organizational Chart of Five-Star Hotel with 500 Rooms



**Figure: 1.3 Organization Chart of Three – Star Hotel with 150 Rooms**

A full-service property that offers both lodging and food and beverage service will probably have an extensive organizational structure. Figure 1.1 shows an organization chart outlining the management-level positions in a large full-service property. All but two of the lines on the chart are solid, indicating reporting relationships. The dotted lines connecting the sales director to the catering director and the reservations manager represent the close working relationship needed among these positions.

Some hotels may lease food and beverage outlets to another company. This means that the food and beverage operations and guestroom operations are separately owned and managed. When another company operates food and beverage, it is essential the both companies communicate closely, as their goals may not be shared at all times. Figure 1.2 shows a typical organization chart for a hotel with leased food and beverage operations. In this example, informal consulting relations exist between the managers and owners of the two businesses. The restaurant manger and the hotel’s sales department manager must also work closely together. These relationships are indicated by dotted lines.

Figure 1.3 present a possible organizational structure for a hotel without a restaurant. These organization charts illustrate some of the many organizational variations that are possible among lodging properties.



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### 1.4.1 Star Classification

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This is a customary in these days for hotels to get themselves graded. The star grading is given depending upon the amenities, the hotel is providing or will be providing. Just by knowing the grading of the hotel the guest can come to know about the facilities, comforts, etc. the hotel is offering and can even has a rough idea that how much will be the tariff. In India hotels are classified by HRACC and are graded from one to five-star and five-star deluxe and heritage hotels. Like this in other countries also hotels are graded but these are not awarded stars. In Europe the Automobile Association inspects the hotels and offer AA grade to the best of the hotel \_AA Rosette‘is offered to the restaurant owners or to the restaurant/food of the hotels. If three Rosettes are awarded to the restaurant that means the food served is of the best standard. Two Rosettes and one Rosette is allotted to the restaurant/food of the less standard comparatively.

In some European countries the hotels are also graded as deluxe, first class, second class, third class, fourth class also and yet some other countries grade as deluxe, first class, middle class, moderate class and fifth grade hotels.

No matter what ever system of grading a country may adopt but the motive is that a prospective guest or travel agent should understand, without seeing the hotel, that what standard of amenities hotel will be providing and approximately what will be the tariff. Hotels are an Integral part of a tourists visit to a place and the services offered by them make or mar a visit completely. With the aim of providing standardized, world class services to the tourists, the Department of Tourism, Government of India has a voluntary scheme for classification of full operational hotels in the following categories.

- Star Hotels:
  - Five-Star Deluxe,
  - Five-Star,
  - Four Star,
  - Three-Star,
  - Two Star and
  - One-Star.
- Heritage Hotels
  - Heritage Grand
  - Heritage Classic and
  - Heritage.

The Hotel and Restaurant Approval and Classification Committee (HRACC) inspect and assess the hotels based on facilities (amenities) and services offered. Project approvals are also given in all the above mentioned categories at the project implementation stage as well. Classified hotels/approved projects are eligible for various concessions and facilities that are announced by the Government from time to time besides, getting worldwide publicity through the India tourism Offices located in India and abroad.

For the classification and project approvals in the five star deluxe, five star, four star, and all the three heritage categories the application in a prescribed format with requisite fees should be send to

Member Secretary (HRACC) and Restaurants Division,  
Department of Tourism, Government of India,

C- 1, Hutments, Dalhousie Road, New Delhi 110001

Whereas for the project approvals in the three stars, two stars and one star category the application in a prescribed format with requisite fees should be send to the Regional Director, India – tourism Office. The general features facilities and services expected of hotels in the different star. Categories are broadly described below.

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**FEATURES, FACILITIES AND SERVICES OF FIVE-STAR CATEGORIES**

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Generally, the locality, including the immediate approach and environs should be suitable for a luxury hotel of this category, and there should be adequate parking space for cars. The front elevation, architectural features and general construction of the hotel building should have the distinctive qualities of a luxury hotel of this category. The hotels should have at least 25 lettable rooms, all with attached bathrooms with long baths or the most modern shower chambers. All public rooms and private rooms should be fully Air-conditioned and should be well equipped with superior quality carpets, curtains, furniture, fittings, etc. in good taste. There should be an adequate number of efficient lifts in the building of more than two stories (including the ground floor) with 24 hour service. It would be advisable to employ the services of professionally qualified and experienced interior designers of repute for this purpose. There should be a well-appointed lobby and ladies and gentlemen’s cloakroom equipped with fittings and furniture of the highest standard.

The facilities provided in the five star hotels should be of high standard for example, a reception, cash and information counter should be attended by highly qualified, trained and professional personnel and conference facilities in the form of one or more of the conference rooms, banquet halls and private dining rooms. There should be a telephone in each room and telephone for the use of guests and visitors and provision for a radio or relayed music in each room. There should be a well equipped and well furnished dining room/restaurant on the premises and wherever permissible by law, there should be an elegant, well equipped bar/permit room. There should be book stall, a beauty parlor; a barber shop, recognized travel agency, money changing and safe deposit facilities, left luggage room, a florist and a shop for toilet requisites and medicines on the premises. The pantry and cold storage should be professionally designed to ensure efficiency of operation and should be well equipped.

Apart from the facilities the service offered should be of international level. The availability of Multi cuisine with their specialty restaurant should be of high quality standard. There should be professionally qualified, extremely trained, experienced, efficient and well-mannered staff in smart, with clean uniforms and the staff who is in direct contact with the guest should be well versed with English and local language. The supervisory and senior staff should be fluent with English language and at any moment of duty at least one person should be present with knowledge of foreign language. The services of the reception, information and telephones should be rounds o’clock. The hotel should also provide a valet service for laundering and dry cleaning of the guest cloths. The standard of Housekeeping department should of highest possible standard with sufficient supply of linen, blankets, towels, etc. which should be of the highest quality available at the hotel. Each guest room should be provided with a goodvacuum jug/thermos flask with ice cold, boiled drinking water except where centrally chilled purified drinking water is provided. Facilities for dancing, orchestra should be provided at the restaurant/dining room.

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**FEATURES, FACILITIES AND SERVICES OF FOUR-STAR CATEGORIES**

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Generally the frontage, architectural features and general construction of the building should be distinctive and the locality including the immediate approach and the environment should be suitable for a hotel of this category. The hotels should have at least 25 lettable rooms all with attached bathrooms, and at least 50% of the bathrooms should have long baths or the most modern shower chambers, with 24 hours service of hot and cold running water. There should be adequate parking facilities for cars. All public rooms and private rooms should be fully air-conditioned and should be well furnished with carpets, curtains, furniture, fittings etc. in good taste. It would be advisable to employ the services of professionally qualified and experienced interior designer of repute for this purpose. There should be an adequate number of high-quality lifts in buildings of more than two stories (including the ground floor). There should be a well-furnished lobby and ladies and gentlemen cloak equipped with fittings of a standard befitting a hotel of this category.

The facilities such as reception, cash and information counter should be attended by skilled and experienced personnel. There should be a book stall, recognized travel agency, money changing and safe-deposit facilities and a left luggage room on the premises. There should be telephone in each room and telephone for the use of guest and visitors and provision for a radio or relayed music in each room. There should be a well-equipped, well-furnished and well-maintained dining room / restaurant on the premises and wherever permissible by law, there should be an elegant, well equipped bar / permit room. The kitchen, pantry, cold storage should be professionally designed to ensure efficiency of operation and should be well equipped.

A hotel should offer services of both international and Indian cuisine and food and beverage service should be of the highest standards. There should be professionally qualified, highly trained, experienced, efficient and courteous staff in smart, clean uniform and the staff coming in contact with the guest should possess good knowledge of English. The supervisory and senior staff should be fluent with English language and at any moment of duty at least one person should be present with knowledge of foreign language. There should be 24 hour service for reception, information and telephones. The hotel should also provide a valet service for laundering and dry cleaning of the guest cloths. Housekeeping at the hotel should be of the highest possible standard and there should be plentiful supply of linen, blankets, towels etc. which should be of the highest quality available. Similarly, the crockery, cutlery and glassware should be of the highest quality available. Each bedroom should be provided with a vacuum jug / flask with ice cold, boiled drinking water. There should be a special restaurant / dining room where facilities for dancing, orchestra are provided.

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**FEATURES, FACILITIES AND SERVICES OF THREE - STAR CATEGORIES**

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The architectural features and general construction of the building should be of a very good standard and the locality, including the immediate approach and environment should be suitable for a very good hotel and there should be adequate parking facilities for cars. The hotel should have at least 20 lettable rooms, all with attached bath rooms with bath tubs and / or showers and should be modern in design and equipped with fittings of a good standard with hot and cold running water. At least 50% of the rooms should be Air-conditioned and the furniture and furnishings such as carpets, curtains, etc. should be of a very good standard and design. There should be adequate number



of lifts in buildings with more than two stories (including the ground floor). There should be a well-furnished lounge and separate ladies and gentlemen's cloak rooms equipped with fittings of a good standard.

Facilities such as round o'clock reception and information counter attended by qualified and experienced staff and a bookstall, recognized travel agency, money changing and safe deposit facilities on the premises. There should be a telephone in each room (except in seasonal hotels where there should be a call bell in each room and a telephone on each floor for the use of hotel guest's) and a telephone for the use of guests and visitors to the hotel. There should be a well-equipped and well-maintained air-conditioned dining room/restaurant and wherever permissible by law, there should be a bar / permit room. The kitchen, pantry and cold storage should be clean and hygienic.

A hotel should offer services of both international and Indian cuisine and food and beverage service should be of the highest standards. There should be professionally qualified, highly trained, experienced, efficient and courteous staff in smart, clean uniform and the staff coming in contact with the guest should possess good knowledge of English. The supervisory and senior staff should be fluent with English language and at any moment of duty at least one person should be present with knowledge of foreign language. There should be 24 hour service for reception, information and telephones. The hotel should also provide a valet service for laundering and dry cleaning of the guest cloths. Housekeeping at the hotel should be of the highest possible standard and there should be plentiful supply of linen, blankets, towels etc. which should be of the highest quality available. Similarly, the crockery, cutlery and glassware should be of the highest quality available. Each bedroom should be provided with a vacuum jug / flask with ice cold, boiled drinking water. There should be a special restaurant / dining room where facilities for dancing, orchestra are provided.

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**FEATURES, FACILITIES AND SERVICES OF TWO - STAR CATEGORIES**

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Generally the building should be well constructed and the locality and environments including the approach should be suitable for a good hotel. The hotel should have at least 10 lettable rooms of which at least 75% should have attached bathrooms with showers and a bathroom for every four of the remaining rooms with modern sanitation and running cold water with adequate supply of hot water, soap and toilet paper. 25% of the rooms should be air-conditioned (except where there should be heating arrangement in all the rooms) and all rooms must be properly ventilated clean and comfortable with all the necessary items of furniture. The lounge should be well furnished.

There should be facilities of reception counter with a telephone. There should be a telephone or call bell in each room and there should be a telephone on each floor unless each room has a separate telephone. There should be a well-maintained and well equipped dining room / restaurant servicing good clean wholesome food and a clean, hygienic and well-equipped kitchen and pantry. There should be service of an experience, courteous and efficient staff in smart and clean uniforms. The supervisory staff coming in contact with guest should understand English. The hotel should provide provision for laundry and dry cleaning services. Housekeeping at the hotel should be of a good standard and clean and good quality linen, blankets towels etc.

should be provided. Similarly, crockery, cutlery and glassware should be of good quality.

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**FEATURES, FACILITIES AND SERVICES OF ONE - STAR CATEGORIES**

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The general construction of the building should be good and locality and environs, including immediate approach should be suitable. The hotel should have at least 10 lettable rooms of which at least 25% should have attached bathrooms with a bathroom for every four of the remaining rooms. At least 25% of the bathrooms should have western style W.C's. All bathrooms should have modern sanitation and running cold water with adequate supply of hot water, soap and toilet paper. The rooms should be properly ventilated and should have clean and comfortable bed and furniture.

There should be a facility of reception counter with a telephone and a telephone for the use of guests and visitors. There should be a clean and moderately well equipped dining room/restaurant servicing clean wholesome food, and there should be clean, well equipped kitchen and pantry.

The service of an experience, courteous and efficient staff in smart and clean uniforms and the senior staff coming in contact with guests should possess a working knowledge of English. Housekeeping at the hotel should be of a good standard and clean and good quality linen, blankets, towel, etc. should be supplied. Similarly crockery, cutlery and glassware should be of good quality.

**CHECK YOUR PROGRESS-II**

Q. 1 What do you understand by star classification?

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Q. 2 What are the features, facilities and services of a five star hotel?

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Q. 3 How heritage hotels are classified?

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### 1.4.2 Classification on the Basis of Location of Hotel

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On the basis of location hotels can be classified as under:

- Commercial hotels
- Suburban hotels
- Resort
- Motels
- Rotels
- Floatels
- Boatel
- Transient hotels

**COMMERCIAL HOTELS:** These hotels are situated in the heart of the city i.e. downtown busy commercial areas and urban areas. Mainly businessmen and commercial executives patronize these hotels. Generally duration of stay is a few days only and weekend business is slack. Best possible of high standard are provided in commercial hotels. These days business centre in a commercial hotel is a must. They must have services like facilities to meet the basic business demands, swimming pool, specialty restaurant, bar, disco, 24 hours room service, health club etc. Commercial hotels are sometimes also called downtown hotels. In addition to businessmen these hotels also accommodate tour groups, small conference groups, and individual guest.

**SUBURBAN HOTELS:** Suburban hotels are situated in suburbs, with quiet surroundings. They have moderate to low tariff and are generally patronized by budget guests.

**RESORT HOTELS:** Resort hotels are located at resort places such as islands, exotic locations, hill- stations, beaches and health resorts and spas i.e. Summer - resorts, winter sports resorts and all season resorts etc. with breathtaking beauty and typical scenery. People go to these places for relaxation, to enjoy them, and to get away from hectic city or for health reasons away from hectic city life or to pursue a specific interest/activity. Depending upon the location specially designed activity programmes is made. In order to get close to or communicate better with guests the Resort Hotel Manager must —Throw off the uniform and join in the fun!, for example eating in the same dining room is one way of making sure that management and guests are likely to meet, share food and appreciate the old hotel cliché of ‘\_being there’ for the guest. This should be reinterpreted as ‘\_being with’ as opposed to simply there. In Resort hotels guests develop patterns of behavior and it is for the management to organize the staffing schedule to concede with those patterns. The manager who is sitting with guest in lobby for say half an hour is in fact not wasting his time but is also working as hard as another manager who is sitting in office and doing other organizational job. A resort manager should along with other office job should focus upon meeting and greeting guests Getting close to the guest can be achieved by arranging formal get together parties may be once a week with all managers in attendance. The focus should be on practical communication methods to enhance the guest stay in the hope that they will become a much appreciated ‘\_Repeat Guest’. Creativity is critical to the success of the hotel. An entertainment menu that is sensitive to the needs of various market segments coupled with ideas to reinforce the status of a repeater e.g. the planting of

small trees with the guest name and address printed on a plaque beside it can provide final touch.

Generally a guest stay is long such as a week or more and normally holidaymakers, sportsmen and patients who have been advised by doctors etc. go to the resort hotels. In resort hotels such as hill resort hotel, business is dependent on season and they have off season and full season tariff. Resort hotels have homely and informal atmosphere. No dress code is required; more social contact with guests, lot of entertainment items such as housie, beauty contest, floor shows, cabarets, fancy dress parties and stage shows etc. are popular. In addition recreational facilities like table tennis, badminton, golf, water games etc. can be there. Growth of resort hotel in U.S. took place due to vast highway construction programmes, as more people started traveling by cars. Many resort properties are at Florida, California, Arizona, Michigan, Wisconsin and Carolina etc. Resort hotels are not very popular in India because of various causes, the main reason being highways are not very well developed in India. Fuel for cars are very costly, automobile industry is not as developed as in Europe and America and, most important, people are not so rich and don't have as much spare and leisure time to enjoy. Resort hotels have facilities like:

- Extensive entertainment program
- Tennis court, golf course with trainer
- Saddled horses with trainer
- Car parking and garaging and service facilities
- Mini golf course, squash, billiards, etc.

**MOTELS:** Motels, motor hotels and motor courts are designed to serve the needs of motorists. They must provide car parking, garage, accommodation, rest facilities and recreational facilities and hence motels are generally equipped with filling stations, motor garage, service stations, accessories, elevator service to automobile entrants, restaurants etc. The tariff is very low as compared to city hotels. They have easy access from highways, being located on highways or at road junctions. Motel accommodation is ranked with hotels in general in many countries.

Specific legislations laid down in some countries like France, Norway, Ireland, Iraq, Portugal and Turkey are regarding approval of plans, easy access for cars, minimum capacity, provision of restaurant, minimum standard of facilities and in Turkey provision of a petrol pump or service station.

In U.S.A. (original concept) motels/motor hotels/motor lodges originally provided simple accommodation with minimum service and formalities. Evolution of motor hotel stemmed from the need for more elaborate facilities. Rising Cost of land in an around urban areas caused the development of motor hotels by substituting horizontal building with multi storey car parking centre, sophisticated restaurants, banqueting and convention facility like that of a hotel. In general motel classification standards are similar to hotels.

**ROTELS:** The hotels which rotate on wheels are called Rotets. It is also called Motel on Wheels. The best example of Rotel in India is Palace on Wheels. It is a luxurious train, fully air-conditioned, well- furnished, with attached restaurant and bar; the fare is inclusive of train ticket, food, alcoholic beverages and sightseeing. This train starts from Delhi and covers the tourist interest places of Rajasthan and Uttar Pradesh

including Taj Mahal, Agra and Mathura. Earlier one was required to pay only in foreign currency and for the entire journey but now the Government accepts fare in Indian Rupees and one can also buy one or two days ticket to enjoy the ride of Palace on Wheel. The Government has a plan to start many more trains, in the country, on the similar terms and conditions.

In Japan the Rotel hotels are parked in the specifically marked parking slot in the late evening and during day the Rotel hotel is towed away. The guests can occupy these Rotel hotels. These are air conditioned and have very small but luxury bed rooms with television set, refrigerator, etc. These hotels may or may not have attached bathroom. These are more economical. Guest vacates the room in the morning and if he wants to rent on the next day as well then can leave his luggage and other belongings in the room itself.

**FLOATELS:** This type of hotels are located on the surface of water such as sea, lake etc. Such hotels provide exclusive and exotic atmosphere. All the facilities of a first class hotel are there in this category of hotels. In many countries old luxury ships have been converted in to floating hotels. In India in Kashmir valley, houseboats are used as first class luxury hotels. They provide wonderful experience to a tourist. The First Floating Hotel of India, was Rs. 31 crore hotel with four storey’s will be operational in Kolkata very soon. The hotel with a coffee shop and 73 rooms and three suites can be called as the First Floating Hotel of India.

**BOATEL:** These are luxury boats/yachts which can ferry you from one place to other. The best examples of yachts are in Mediterranean or Caribbean, they can ferry guest through to canal-based narrow boat or Broad-based cabin cruiser. In Srinagar and, Punjab, there is a restaurant, in water, which looks like floating. One can have normal meals, snacks etc. and is called boatel.

**TRANSIENT / TRANSIT HOTELS:** Hotel guests who fall under the category of transient guests are those who are en route guest i.e. who are in the process of moving from one destination to another and stop at the hotel for a short period of time as against a terminal guest who has reached his final destination. Hence hotels, which cater to a Transient / Transit guest, are called transient hotels. They find their origin in olden days inns. Examples of transient hotels are motels, motor hotels, airport hotels etc. The rates of rooms are fixed on —per diem basis. Transient hotels such as airport hotels attract its clientele from layover passengers and crew members of the airlines. Such hotels are situated generally near port of entry i.e. airport or seaport, or international bus terminal etc. Generally the length of stay is short i.e. few hours to few days.

**CHECK YOUR PROGRESS-III**

Q. 1 What are the various types of hotels on the basis of location?

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Q. 2 What is resort?

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Q. 3 what is transient hotel?

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### 1.4.3 Classification on the Basis of Clientele

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The hotels can also be classified depending upon the type of clientele it caters for as under:

- YMCA/YWCA Hostels
- Old Homes
- Hostels
- Hospital Homes/Hotels

**YMCA/YWCA HOSTELS:** Cater for Christian travelers, but in case rooms are available then they are also offered to non Christians. Usually these hotels offer accommodation to ladies/girls only but at times if gentlemen are accompanying the ladies than accommodation is offered to gentlemen as well.

**OLD HOMES:** In the modern days the need for old homes is being felt by all walks of life. In India also one can see old homes almost in all the major cities. These homes offer accommodation, on residential basis, to old people, who do not want to stay with their children or who do not have any one to look after them. These homes provide various facilities like recreational room, room service, elegantly decorated restaurant, nutritive food, a doctor and nurse on call or a permanently stationed doctor in the home, a regular medical checkup, telephone in the room, a beautiful garden for walk and exercise and may be a small work for the residents so that they can pass their time and also earn for their living. Usually these homes charge either on monthly basis or on yearly basis. They arrange for the trip of children to the home so children can give some company to the residents. This not only gives grand children to the guests but children also get grandparents.

**HOSTELS:** The student hostels are very common both in schools and colleges. As the name says, these can only be patronized by the students of a particular school or

college. The hostels can also be attached to offices, banks, etc. These are also called residential hotels as they charge on monthly, half yearly or yearly basis. These hostels provide nutritive food keeping in view the needs of the residents.

**HOSPITAL HOMES / HOTELS:** These days hospital tourism is picking up throughout the world. India is also not lacking behind in this business. Good Hospitals have mushroomed throughout the country and people from all over the world come with their patients for medical checkup and/or treatment at these hospitals. Good hospitals have got hotels attached to the hospitals which only cater for the relatives/friends of the patients admitted in their hospitals. Usually they charge on European Plan or they offer a package for the treatment as well as for the stay at the hotel.

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#### 1.4.4 Classification on the Basis of Length of Guest Stay

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Some hotels cater for a specific length of stay. These hotels can be classified in the following ways:

- Residential Hotels
- Transit Hotels
- Transient Hotels
- Semi-Residential Hotels

**RESIDENTIAL HOTELS:** These hotels offer rooms/apartments on monthly basis and even if a guest stays for a part of the month, is normally charged for the full month. The best examples for these hotels are hostels, paying guest houses for students, trainees, working people, etc. Some big companies also hire them for months/years for their company executives for pleasure, business, training, etc. These can be located in any part of the country, it may be a hill station, beach, etc. for pleasure or a big city or an industrial town for business.

**TRANSIT HOTELS:** Motels and Airport Hotels are the best example of these hotels. These hotels are patronized by those guests who are in transit and will be travelling further to their destination. Sometimes these hotels also charge room rent for half a day as guests would like to stay just for a few hours. At times these hotels have much more than 100% occupancy. In India the motels have not become very popular as people do not travel very long distances by their own vehicles. But in U.S.A. and Europe the motels are very popular as due to comfortable high ways and vehicles the long distance traveling is not only convenient but very economical as well.

**TRANSIENT HOTELS:** Public Works Department (P.W.D.) Rest Houses, Bank Homes, Government Guest Houses, etc. are the best examples of transient hotels. In these hotels one is not allowed to stay for a very long time as these hotels are very economical and are usually patronized by the employees either on transfer (till they arrange their accommodation) or on tour or on vacations.

**SEMI RESIDENTIAL HOTELS:** Most of the hotels in present days are Semi Residential Hotels and are located throughout the country. The guests, staying in these hotels, are required to pay room rent on daily basis. He may hire the accommodation for months or years together but the rent charged will be on daily basis. The hotel may

offer a special allowance on room rent to these guests. Usually these hotels operate on European-Plan but other plans are offered to groups.

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### 1.4.5 Classification on the Basis of Size

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The hotels are divided into five categories depending upon the number of lettable rooms.

Small Hotels	:	From 1 To 25 Lettable Rooms
Medium Hotels	:	From 26 To 100 Lettable Rooms
Large Hotels	:	From 101 To 300 Lettable Rooms
Extra Large Hotels	:	From 301 To 999 Lettable Rooms
Mega Hotels	:	Above 1000 Lettable Rooms

In India, there is no Mega Hotel, as on today. Las Vegas, the U.S.A. has the maximum number of Mega Hotels

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### 1.4.6 Classification on the Basis of Plan

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Here plan means Meal Plan. The hotels offer various types of plan depending upon the guest's requirements. Most of the hotels offer more than one plan to the guests. The City Hotels offer usually European-Plan (E.P.) to Free individual Travelers (F.IT.) but offer all the plans to Groups, Air lines crews and lay-over passengers who are staying on airlines account. The resort hotels, motels, etc. offer Modified American Plan or American Plan to its guests as they must know in advance as to for how many guests the food has to be cooked. In peak season or during weekends, especially when rooms are in scarcity in resort hotels, they offer accommodation only on American-Plan. To encourage the family business, the hotels especially the resort hotels, offer complementary stay to two children, under the age of twelve, in the parents room without extra bed on European Plan, but if the guests are staying on any plan other than the European plan than either the nominal price for the meals is charged or a special discount is offered on normal a la carte or fixed meals. The following are the plans offered to guests.

- European Plan (E.P.)
- Continental Plan (C.P.)
- Modified American Plan (M.A.P.)
- American Plan (A.P.)
- Bermuda Plan
- Inclusive Plan

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### 1.4.7 Classification on the Basis of Ownership and Affiliation

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On the basis of ownership and affiliation hotels are classified as under:

- Time share
- Condominium
- Apartotel

**TIME SHARE:** This is a new concept in India but is picking up very fast. This is also known as vacation ownership or holiday ownership' concept. These properties are mushrooming up in resort areas like hills, beaches, forests, etc. Time-share properties typically involve individuals who purchase the ownership of accommodation for a specific week or weeks. The price of the property will depend on the week, one intends to buy. The guest can choose a peak season, semi peak season or a lean season. The owner pays a fixed price for certain number of years say 20 to 30 years and has a



right to stay at the hotel during the rented week, he is also required to pay an annual contribution towards the maintenance of apartment and public areas, electricity, gas, water, safety, insurance, etc. The owner has to pay a nominal per day rent for the services like telephone, kitchenette, cable, etc. The owner can also rent out the unit through management. Time Share concept started as early as 1960 by Alexander Nelte, a German who was the manager of a hotel in Switzerland. The most common Times Share in India are Mahindra and Mahindra, Nanda Tourist Corporation, Sterling Holiday Resorts, Avelot Resort, etc. The owners can also exchange their resort with any other resort either directly owned by your company or through exchange contract signed with any other company! Management by paying, a nominal fee. The owners are also allowed to exchange the week for which they are booked any other subject to availability and off-course for some nominal price.

**CONDOMINIUM HOTELS:** Condominium development involves a joint ownership of a complex. Each owner purchases and has full benefit of an unit such as a guestroom, suite, apartment or a villa and shares the cost common to the whole complex such as taxes, maintenance and upkeep of buildings and grounds, parks, tennis court, swimming pools, provision of services such as security, letting and management, etc. Each owner can occupy or sell his unit independently but is obliged under the terms of contract to contribute towards the pool of common facilities and services. Condominiums have many advantages over simply leased property. In a condominium the capital appreciates with rising value particularly on coast or lake sides. It relieves the owner of maintenance and upkeep worries. The owner can enjoy extensive recreational facilities exclusive to the complex. Condominium management looks after the unit in the absence of the owner and if required, let it to provide income. In some instances letting or lease-back conditions may be written into the contract, particularly where the condominium unit in a complex may be used as a back up to a hotel operation, for example, to provide additional accommodation for conventions.

**APARTOTEL:** It is an apartment building also used as a residential hotel. Purchase of the apartment entitles full services of the hotel and during the period it is not occupied it can be added to the hotel pool for getting income. The concept was initially developed by Melia Coy of Spain in 1970

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### 1.4.8 Other Types of Hotels

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There are still some types of hotels which cannot be classified under any one of the above categories. These hotels are listed below:

- Heritage hotels
- Boutique hotels
- Auberge, gasthof, herberge
- Casion hhotels
- Bed and Breakfast Hotels
- Convention hotels

**HERITAGE HOTELS:** India is known as a country of Palaces, Castles, Forts, Havelies, etc. During pre--partition days India had many princely states. Each state had its own king and kings had made various palaces for their and their family members' residence. These were not only built in the state capital but also at various

tourist resorts and business hubs. Both domestic and foreign tourists have inclination to visit these old palaces, forts, etc. The Government of India, to boost up tourism and to preserve the Indian heritage, has started a scheme, where these old buildings can be converted in to hotels and are christened as Heritage Hotels. The only condition was that the building has been built prior to 1950 and there should be no exterior change in the original building plan. The rooms, bathrooms, interior, etc. can be modified to make it comfortable for the guests. Now the Government of India has modified this rule and now only the building built prior to 1935 can be converted to heritage hotel. Hotels, which have been classified / re-classified under Heritage categories, prior to issue of these Guidelines, will continue under Heritage categories even if they were built between the years 1935-50. Heritage Hotels can be further classified into three categories: and these are

- a) **Heritage Grand** The buildings which were built prior to 1920 and converted into hotels are termed as Heritage Grand
- b) **Heritage Classic:** The buildings which were built prior to 1935 and converted into hotels are termed as Heritage Classic.
- c) **C) Heritage:** The buildings which were built prior to 1950 and converted into hotels are termed as Heritage.

**ALL SUITES:** The all-suites concept, a new addition to the hotel industry, developed in the 1980s as a separate marketing concept, offers guests a wide range of services. These suites provide living room, bedroom, kitchenette, etc. The guests can cook their own food, but if they so desire they can also order from room service or can dine at public dining room. They also provide cable television, channel music, pick up and drop from and to airport/railway station.

**BOUTIQUE HOTELS:** These are very small and very expensive hotels and mainly cater for elite class. The staff of these hotels is well qualified, experienced and is specialized in courteous service. Though the hotel is small but still it has more number of restaurants. Each restaurant is decorated keeping in view a theme and the food served, the uniform of the staff, the menu, even the way of welcoming the guest commemorates with the theme.

**AUBERGE, GASTHOF, HERBERGE:** These are the counterpart of inn in various countries. They represent a smaller unit which may have complimentary bar, restaurant and bedrooms for travelers. Here emphasis is given to eating and drinking facilities.

**CASINO HOTELS:** Casinos mean gambling houses. These hotels are mainly patronized by those guests who would like to spend most of their time at gambling - casinos. Since the gambling in India is not allowed so the casino hotels or casinos do not exist here. Normally tourists go to Kathmandu, Nepal to get the feeling of casinos. Las Vegas-Nevada, in U.S.A. is the most known city in the world for casino hotels. In these hotels, the guests are entertained by the best artistes of the world and one can enjoy the best of the food and drinks but of-course at a price.

**BED AND BREAKFAST HOTEL:** These hotels are more common in Europe. Practically all the hotels offer accommodation on bed and breakfast basis, The breakfast served may be from a simple continental breakfast to elaborate inclusive of eggs to order, fresh fruits. fresh juices, cereals, cold cuts, yoghurt, breakfast rolls,

cheese platter, preserves, butter, tea, coffee, chocolate, etc. Usually an elaborate buffet is spread and the guest is free to eat as much as he desires.

**CONVENTION HOTELS:** These years, very large conventions are organized to promote business or to educate the general public or a special type of people regarding your industry. These conventions are attended by as many as 1,000 to 5,000 persons. In India when a convention is held then the guests have to be accommodated in various hotels. A convention hotel should have a minimum of 2000 rooms with a very large convention hall to accommodate 3,000 to 5,000 persons. The convention hall must have around 50,000 square feet or more of exhibit halls along with ball rooms, meeting rooms. The banquet hall should be large enough to arrange a buffet for large number of guests. For conventions rooms as well as convention hall, exhibition halls. Etc. is booked two to ten years in advance. These conventions can be organized by private sector, public sector or by Government.

**CHECK YOUR PROGRESS-IV**

Q. 1 What are the various types of hotels on the basis of length of guest stay?

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Q. 2 What is boutique hotels?

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Q. 3 What is condominium hotel?

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## 1.5 Leading Hotel Chains

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The hotels which fall under this category had to follow certain guide lines regarding standards, rules, policies, procedures of affiliations, etc. Reputed chains impose the stronger control on the individual properties. Chains with less reputed central organizations allow individual hotel management to excise more and solve most of their problems themselves. Some chains own their properties, but most of them have other properties affiliated to them. Few chains insist on a specific architecture, management, standards of their member hotels but some others concentrate on advertising, marketing, purchasing, human resource development, etc. A chain is usually classified as operating under a management contract, a franchise referral group etc.

**MANAGEMENT CONTRACT:** Management companies are organizations that operate properties owned by others. These other hotel may be owned by individual persons, partnerships or private limited companies. The individual hotel, under construction, may contract with a professional hotel management company to Assuming the hotel and the management company, some management companies, when feel that they must have a hotel in a particular location than they approach prospective individual to build a hotel and operate under their management's contract. The management contract can even be signed before the construction starts. After paying the management fees, operating expenses, the owners keep the balance cash for paying their debts, taxes, etc. and the balance is their net profit.

Management contracts have been successful for many major hotel chains like Hyatt, Westin, etc. the management companies only take over the management of the company, whereas the franchising companies provide the financial assistance, advertising, central reservation facilities, marketing, etc.

**FRANCHISE:** Some of the best hotels belong to franchise groups. The hotels first established the quality of their products and make a name in the market in developing parent owned company hotels. The franchisor usually offer national and international central reservation services (CRS), advertising camping's, management training programs, central purchasing facilities and if desired some may also provide architectural, construction, interior design services, etc. These organizations have a set standard for design, décor, equipment, operating procedures, etc. to which all its properties must adhere. This uniformity helps organization to grow and maintain a level of service. The best known franchising companies are Holiday Inn, choice international, Quality Hotels and Inns, Ramada, Days Inns, etc. The franchisee looks upon the franchisor for a strong brand name which helps in marketing the hotel. Some franchisor may also offer management services along with franchising contract. For example Sheraton, Hilton offer both franchising and management contract, such as Quality Hotels and Inns, Ramada, Days Inns, etc. The franchisee looks upon the franchisor for a strong brand name, which helps in marketing the hotel. Some franchisors may also offer management services along with franchising contract. For example Sheraton, Hilton offer both franchising and management contract.

**REFERRAL GROUPS:** Referral groups consist of independent hotels which have grouped together for some common purpose. Though the properties in the referral group may be different from each other but there is sufficient consistency in the quality of service to satisfy guest expectations. The member hotels recommend guests

to other member hotels. Best Western International, one of the largest hotel chains, is the best example of referral groups. The referral groups also extend benefit of more extensive reservation and expanded advertising through pooled resources.

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### 1.5.1 Indian Hotel Chain

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In India in early period, hospitality as an industry was not organized but was provided either on individual or village bases. Later on Buddhist monasteries provided boarding and lodging to travelers. During Chandra Gupta Maurya's Reign, inns and guest houses were established. Then some universities like Taxila also provided accommodation to Buddhist monks and such places were called Chaityas.

In India too the development of hotel industry is closely linked to travel. In India travel was mainly on animals (mule, horse and camel) and for rest during their travel at strategic points Dharamshalas, Sarais, Chaupals of Panchayatas, Chowltry (in South India) and temples and religious places were provided by rich people such as Rajas, Kings, Zamindars etc. Usually free accommodation and food for travelers was given. During medieval period it was mandatory for the state authorities to provide food and shelter to the wayside traveler. Gradually there was a set up of hotel chains in India which laid more stress on the precise architectural features, organization, standards of their member hotels but some others focused on advertising, marketing, purchasing, human resource development, etc. The first luxurious hotel by Pallanjee Pestonjee (1840) was started in Bombay. It was famous for its excellent cuisine, beers and wines and its excellent management. Later on he opened another hotel at Fort in Bombay. Few of the hotel chains are discussed below:

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#### THE TATA GROUP

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The Tata Group is India's best-known multinational in private sector with a turnover crossing US\$ 18 billion (equivalent to 3.1% of India's GDP). Long known for its adherence to business ethics, it is India's most respected private business group. With 250,000 employees across 105 companies, it is also India's most respected private business group. Tata group was founded by Jamsetji Tata in the 1860's the Group's early years were inspired by the spirit of nationalism. In numerous occasions Tata Group pioneered the way as firsts in Indian industry. To leverage the value of the Tata brand, the thrust of the group's business has shifted from a product-driven to a brand driven portfolio. The group's stable of brands and services includes Tata. Tata Indica, Tata Safari, Titan, Tanishq, Taj Hotels, Tata Tea, Tetley, Tata Salt, Westside and VSNL.

#### JAMSETJI NUSSERWANJI TATA Commencement of Taj Group of Hotels

In 1903 there was a significant event in hotel business. The Indian Hotel Company. Mumbai was incorporated on 1st April, 1902 with an authorized capital of Rs. 30 lakh. Mr. Jamsetji Tata opened the Taj Mahal Hotel in Mumbai. The idea was born as long ago as 1888, because of a friend's disparaging remark that Mumbai could not boast of a single decent hotel. Jamsetji Tata searched the capitals of Europe and bought the best. As far back as 1888, he made sure the Taj would have its own laundry, aerated water-bottling plant, electroplating for its silverware, a Mora silver burnishing machine, crockery, washing plant and elevators, fellowship and trade and industry and there by to enhance the prosperity of the nation was the objective underlying the project undertaken by him. He knew that the hotel would have to be maintained for years as a losing concern, but the spirit of patriotism and consciousness of duty to the

country demanded that he should not count the cost of providing what he regarded as a pre-requisite for the future growth of the country and development of her commerce as well as cultural relations and co-operation with the advanced countries of the world. Accordingly, foundation was laid in 1888 and the construction of the building completed in 1903. Fronting the harbor and commanding a magnificent view, open to sea breeze and valued service, the hotel rendered the country proud as being one of the largest by hotels in the East. It is so well known over the world that nothing more remains to be said about it.

According to legend, the architect of the Taj, a Frenchman, spent long hours finalizing his conceptual drawings, then shipped off to France to recuperate. On his return he found the hotel completed in every detail with one small exception: it was located back to front. So the Frenchman did what any artistic soul would do. He did away with his body by shooting himself in the head. The hotel was completed at a cost of Rs. 5,00,000 in 1904, but he did not live to preside at the opening ceremony. In its over 100 years since then, the old gracious building has accommodated some of the best-known persons in modern history. Fronting the Mumbai harbor and over-looking the Gate Way of India, it was until recently the largest hotel in the east. It is rated amongst the top ten hotels in the world by the Fortune Magazine. India's great industrialist, Jamsetji Tata, felt that it was essential for advancement of Mumbai city in particular and India in general, that it should have an up to-date hotel to provide facilities and comforts to visitors from all parts of the world. Not to make a profitable investment, but to attract visitors from overseas with a view to promoting.

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**EAST INDIA HOTELS LTD (OBEROI)**

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Mr. M.S. Oberol was born in Chakwal, a hamlet of Punjab. He lost his father Sardar Attar Singh when just six months old. Mother Bhagwati took him to Bhaun and brought him up with lots of care and discipline. After 14 years of age he joined Dayanand Anglo Vedic (DAV) School in Rawalpindi which was eminently suited to provide a young man with a balanced mix of tradition and modernity. After passing matriculation from here he went to Lahore and the college managed by the DAV missionaries. When he was 16 he caught up with his father's sides of business. His uncle owned a flourishing shoe factory and seeing that his nephew upon to help out with maintaining discipline, he was asked to supervise.

Due to all this Mr. M. S. Oberol went back to Bhaun. There he was married to Ms. Ishrani Devi. His wife gave birth to a baby girl named Rajrani. In 1922, leaving behind his wife and daughter, he arrived in Shimla for an interview in PWD. He failed, after putting in a lot of efforts he started his career in Shimla's Cecil hotel as a clerk at As. 50/- per month, staying in one room tenement called bond quarter. His first son named Mr. Tilak Raj (Tikki) was born in 1924. His second son Mr. Prithvi Raj (Biki) was born in 1929 next came in this world another daughter named Swaraj and finally a baby girl, Prem. In 1930 Mr. M. S. Oberoi became the partner of the Clarks. Later he managed to buy it by tapping the wealth associates of his mother and mortgaging the property in the name of the loaner's son. Under the deed of dissolution dated 14th August, 1934, Mr. M. S. Oberoi became the sole absolute and exclusive owner of the Clarks Hotel, Shimla. In 1938 Hotel Pvt. Ltd. was formed to take management lease for Stephen Chowringhee properties from Mercantile Bank, for this Mr. M. S. Oberoi and Mr. Shiv Nath became partners in 1950. Ms. Swaraj Oberoi married Mr. Gautam Khanna. Today he is Biki's right hand man. In 1940, Aajrani wed Colonel J. C.

Kapoor. In 1957. Ms. Prem married Captain K. K. Mehta. Tikki began laundry business of his own serving all the sprawling American bases in Calcutta. In 1943 Associated Hotels of India (AHI) was formed holding aloft the most prestigious hotels in the country: Cecil, Faletti's in Lahore, Flash man in Rawalpindi, Deans in Peshawar and another Cecil in the hills of Muree (now in Pakistan). Besides they took over the lease of the Imperial Hotel. Mr. Oberoi bought over the property of Grand in Calcutta in 1947 by taking loan. But due to the death of Mr. Tikki in 1984 Cecil was closed and later opened in 90's. The travel agency, first of its kind in India called Mercury Travels was started by Mr. M. S. Oberoi on 31st March, 1948 and later on taken over by Gautam Khanna. On 26th May, 1949, East India Hotels Ltd. (EIH) was formed and registered with an authorized capital of Rs. 20 million. Oberoi Palm Beach in Gopalpur-on-sea was built in 1947. The Oberoi Mount Everest in Darjeeling was bought in 1951. In 1957 Mr. Biki married Ms. Goodie, daughter of Punjabi landowners of Lyalpur. Two kids Natasha in January 1962 and Vikram in 1963 were born. Ms. Swaraj gave birth to Ashok and Rajiv. In 1955 Palace Hotel in Kashmir was bought but the troubled valley lost all its tourists and the hotel has been closed since 1990. Mr. Tikki married Ms. Leela Naidu in 1956. He began Northern India caterers which became the holding company of the swiss hotel and later on took over the management of a Chandigarh hotel. He was a Joint Managing Director of EIH Ltd. Along with his brother Mr. Biki and Director of all associate companies Mr. Tikki was internationally known and this helped the Oberoi name internationally known. Mr. Oberoi took over the Imperial in 1944. He also introduced flame, charcoal grill and French food at Imperial. The Oberoi Intercontinental in New Delhi was India's first modern luxury hotel, set up in 1965. A loan of forty five million Rupees was taken, to construct this hotel but in four days the hotel made enough profits to pay back. Wake up call facility, health club, housemaids were introduced into hotelier by Oberoi Intercontinental. In 1962 East India Hotels became one of the first non-financial Indian companies to receive fixed deposits from public. In 1972, Oberoi Sheraton was ready and was formally opened in 1973. It was renamed Oberoi Towers in 1978. In 1945, Shrimati Bhagwanti passed away, in 1988, Mrs. Ishrani Devi passed away. When she was alive, she continued to remain in the material world by passing on several of her house keeping skills. She had also set up Bhagwanti Oberoi Charitable Trust. Mr. M. S. Oberoi's daughter Rajrani runs the country's first boutique Imperial, Rani Sarees, Swaraj runs ritika's Bookshops and Prem runs 'silhouette' beauty parlours. The Oberoi group laid down its standard rule 'NO EFFORT IS TOO BIG, NO DETAIL TOO SMALL' and still sticks to it.

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### **ITC Limited**

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ITC was incorporated on August 24, 1910 under the name of 'imperial tobacco company India ltd. Its beginning was humble. A leased office on radha bazaar lane, Kolkata, was the center of the company's existence. The company's ownership progressively indianized, and the name of the company was changed to i.t.c. Limited in 1974. In recognition of the company's multi-business portfolio encompassing a wide range of businesses - cigarettes and tobacco, hotels, information technology, packaging, specialty papers, paper boards, agriculture - exports and lifestyle retailing the full stops in the company's name were removed effective September 18, 2001. The company now stands rechristened 'ITC limited'.

In 1975 the company launched its hotels business with the acquisition of a hotel in Chennai which was rechristened 'ITC – Welcom group hotel chola'. Since then its

hotel business has grown to occupy a position of leadership, with 44 owned and managed properties spread across India. It also has marketing and the reservation arrangements with the Sheraton corporation, the reputed international hotel chain. In 1979, ITC entered the paperboard business by promoting ITC bhadrachalam paperboards ltd. Today, it has become the market leader in India. In 1985, ITC set up Surya Tobacco Company in Nepal as a joint venture with the reputed soalte group. In August 2002, Surya Tobacco became a subsidiary of ITC ltd. Its name was changed to Surya Nepal Private Ltd. In 1990, ITC acquired Tribeni Tissues Limited, a specialty paper manufacturing company and a major supplier of tissue paper to the cigarette industry. In 1990, ITC leverage its agriculture-sourcing competency, ITC set up the international business division for export of agriculture-commodities. The division is today one of India's largest exports. Recently, ITC's packaging and printing business has launched a line of high quality greeting cards under the brand name 'expressions'. ITC has also entered the lifestyle retailing business with the wills sport range of international quality relaxed wear for men and women. ITC has spun off its information technology business into a wholly owned subsidiary. ITC InfoTech India Ltd., pursue emerging opportunities in this area.

**ITC Hotel:** ITC entered the hotels business in 1975 with the acquisition of a hotel in Chennai, which was rechristened ITC – welcome group hotel chola. The ITC – welcome group is India's finest and fastest growing hotel chain. It consists of 44 hotels across India, which includes five-star deluxe business hotels, heritage palaces and havelis and full service budget hotels. These hotels are managed by ITC's subsidiary, ITC hotels ltd. ITC – welcome group hotels are marketed worldwide by the Sheraton corporation, which is a part of Starwood hotels and resorts, the well-known global hospitality chain. ITC pioneered the concept of branding hospitality services including cuisine. ITC –welcome group was the first to launch the powerful idea of a 'hotel within a hotel' by segmenting and branding the hotel services. It created the 'exclusive ITC one', 'ITC towers' and the 'executive club' to pamper the global business traveler with unmatched quality and range of services. Similarly, ITC – welcome group created the welcome heritage brand of hotels, which are rooted in the rich Indian cultural inheritance of palaces, havelis and resorts. Welcome heritage hotels have succeeded in preserving the royal ambience of magnificent palaces, legendary castles and romantic resorts, even as it operates a fine range of hotel services inside these architectural legacies. ITC was also the first to brand its cuisines. The bukhara, the dakshin and the dum pukht are today powerful cuisine brands which delight connoisseurs in restaurants in several ITC - welcome group hotels. ITC hotel Maurya Sheraton was the first hotel in India to be accorded the ISO 14001 certification for its environment management systems.

Maurya has also become the first hotel in India to be awarded the golden peacock environment management award for 2001 by the world environment foundation. It has also won the British safety councils sword of honor thrice. It has twice won the international hotels and restaurants association environmental award. Mughal Sheraton, Agra, was Asia's first winner of the agha khan award for architecture. Bay Island at Port Blair, Andaman was presented 'the tourism for tomorrow' award by British Airways. The prestigious golden fork award', was also bestowed, by the International Food and Wine Writers Guild, to Bukhara and Dum Pukht Restaurants at the Maurya Sheraton.



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**AMBASSADOR GROUP OF HOTELS**


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Narangs International Hotels Private Limited and its subsidiaries is a family owned company having interests in hotels, flight catering units, fast food outlets and windmill power generation. The shareholders of the company are family members, namely, Mr. Rama Narang, along with his three sons Mr. Ramesh Narang, Mr. Rajesh (Bobby) Narang and Mr. Rakesh (Rico) Narang. Mr. Ramesh Narang is the single largest shareholder of the company, who along with his other two brothers, Mr. Rajesh Narang and Mr. Rakesh Narang are the majority shareholders.

The only Directors of the company as appointed on 4th May, 1999 are as follows:

1. Mr. Rama Narang, Chairman and Managing Director for life. 2. Mr. Ramesh Narang, Joint Managing Director for life. 3. Mr. Rajesh Narang, Whole Time Director for life. After Mr. Rama Narang, Mr. Ramesh Narang reverts back to being the Chairman and Managing Director of the company as was the position held by him prior to May 1999.

- The Company owns and operates hotels under the ‘**Ambassador**’ brand which are centrally located in the city of Mumbai, Aurangabad and Chennai with sales offices in Delhi, Bangalore, Mumbai, Aurangabad and Chennai.
- The Company is the pioneer in the field of in-flight catering since 1942 and own and operates the largest catering units at Mumbai and Delhi under the brand name ‘**The Ambassador's Sky Chef**’. The Ambassador's Sky Chef has won numerous awards / trophies and appreciations for their innovative and catering expertise.
- The Company is also in the fast food retail business under the brand name ‘**Croissants etc**’ operating numerous outlets in and around Mumbai.
- As a major diversification launch and to show growing concern towards environment, the Company ventured into harnessing wind for generating electric power through 25 windmills on 110 acres of land installed in the state of Tamil Nadu.
- The Company directly and indirectly employees over 5000 employees in its various units across the country.
- The company is looking at diversifying into Infrastructure development on the real estate projects held by the company and is also considering joint ventures with overseas partners.

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**BEST WESTERN INDIA**


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Best Western International is THE WORLD'S LARGEST HOTEL CHAIN, providing marketing, reservations and operational support to over 4,000 independently owned and operated member hotels in 80 countries and territories worldwide. An industry pioneer since 1946, Best Western has grown into an iconic brand that hosts 400,000 worldwide guests each night. Best Western's diverse property portfolio, its greatest strength, stems from a business model designed to give owners maximum flexibility to address market-specific needs. Equally committed to the business and leisure traveler, Best Western recently embarked on a five-year mission to lead the hotel industry in customer care. Since 2004, Best Western has served as the Official Hotel of NASCAR.

Best Western India, a part of the world’s largest hotel chain Best Western International (BWI) is on an impressive expansion spree and has grown from a portfolio of six

hotels, to 20 hotels. Of these, seven are fully operational while the rest are fast nearing completion. The Best Western India footprint now includes BW Capitol Hotel, located in the heart of Bangalore, extending its presence in the fast growing city.

Best Western India is part of THE WORLD'S LARGEST HOTEL CHAIN. Best Western India is expanding from 7 properties now to 12 properties by second quarter, 2009. With an active pipeline in place, the expected footprint is 20 properties by 2009 year-end and 100 hotels in the next decade. By the end of the year, BW Marickar Hotels & Suites, Nedumbassery in Cochin will be operational after renovation, while new properties in Neral and Ratnagiri will follow soon thereafter. 2009 is expected to be an important year for the Best Western brand, as a Signet Hotels 4-star, 100 room property in Navi Mumbai will be launched towards the latter half of the year. 2009 will also see the opening of another Signet Hotels property in Electronic City, Bangalore. Sudhir Sinha was appointed as Head of Best Western India in 2008. He was designated as President and Chief Operating Officer of hotel chain Best Western India

In 2007 Best Western International, Inc. entered the Indian market through master licensee Cabana Hotel Management Pvt. Ltd. The collaboration will add more than 100 hotels and 10,000 rooms to the burgeoning Indian hospitality market over the next decade. Cabana Hotels is planning a major investment of more than \$1.2 billion in Best Western-branded hotels, including the building or converting hotels at 3, 4, and 5-star levels in markets including Mumbai, Delhi, Bangalore, Bhubaneswar, Ooty, Rameshwaram, Hyderabad and Kanyakumari.

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**U.P HOTELS LTD (CLARKS HOTEL)**

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The Clarks Group of Hotels (U. P. Hotels) which is a well established name in Hospitality Industry in India, which was started by late Shri. Brijpal Das Ji way back in 1949, having more than 100 years of experience of trading Jeweler, Textile and International trading. To expand its business of Hotels a new company was incorporated in February 1961 in the name of U. P. Hotels Limited. The first five star hotel of India was registered by U. P. Hotels Limited in 1962--Hotel Clarks Shiraz of 237 rooms, near the Taj Mahal in Agra.

Thereafter 2 five star hotels were opened in Jaipur of 216 rooms and in Lucknow of 100 rooms in the year 1973. For example Hotel Clarks Khajuraho of 105 rooms came up in 1998 at Khajuraho. As on date the company owns and manages 5 five star hotels in Agra, Lucknow, Jaipur and Khajuraho & Varanasi under the brand "Clarks" which is also owned by U.P Hotels Limited. Company also promoted a new company in the name of Great Value Hotels Ltd. on the concept of taking hotels on license basis and running it with its own team of experts and experienced people. Besides this the company also started two companies in the name and style of CLARKS BRIJ HOTEL INDIA (P) LIMITED & CLARKS INN which takes hotels on management contract basis and has already hotels in Sahibabad, Gorakhpur, Goa, Bangalore, Delhi NCR, New Delhi, and Alwar in its fold, while 12 others are currently in the pipeline. The Clarks Group of Hotels has also launched a home-stay programme, 'Jaipur Pride Project' in Jaipur and Delhi with an objective of helping inclusive growth by distributing the wealth of tourism to larger scheme of society. It is the first branded, standardized home stay.

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**ITDC HOTELS**

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The ITDC Ashok Group of hotel chains manages some of the best 5-star and luxury tour hotels in the Indian hospitality industry, including 33 hotels in 26 different tourist destinations all over India. The hotels run by the ITDC Ashok Group of hotel chains may be divided into different categories, namely, elite hotels, comfort hotels and classic hotels. This includes Hotel Ashok, New Delhi, Kovalam Ashok Beach Resort in Kovalam, Kerala, Agra Ashok in Agra, Lalitha Mahal Palace Hotel, Mysore, etc. Most of the ITDC hotels have had the privilege of playing host to several international and national dignitaries. The accommodation provided in ITDC Group of Hotels feature the best of the modern and the traditional, with the centrally air-conditioned guestrooms being decorated with elegant interiors, and provision for state-of-the-art modern amenities like satellite television, percolators and wireless Internet Connections. Along with dining at ITDC it offers cuisines ranging from Continental to Chinese and local Indian dishes that would make your dining experience unforgettable. Enjoy an enchanting rendezvous of glistening crystal and glass at The Garden Bar in Hotel Ashok, New Delhi.

Conference & Banqueting Facilities at ITDC hotels have provision for exquisite business conference facilities, aided with the latest audio-visual equipments.

And also other facilities offer to suit your entire family, as well as the business traveler; ITDC hotels have special packages to make your stay at the hotels memorable. Besides, there are amenities like childcare, foreign currency exchange, travel desk, and so on.

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**Jaypee Group Hotels**

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Formerly known as the Jayprakash Associates, the Jaypee group began its journey in 1972. After three decades of growth and diversification the group has forayed into a wide spectrum of industries ranging from; hydro power to cement manufacture to education to IT to civil engineering. The Jaypee Group entered the hospitality industry in 1981. The Jaypee group owns four 5 star deluxe hotels at New Delhi, Agra and Mussoorie. Jaypee group hotels are the other name for comfort, luxury and hospitality.

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**Man Singh Group Hotels**

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Man Singh group, the name assigned by the first hotel of the group, Hotel Man Singh Jaipur, commenced its foray into hotels back in the early 1980s, when Indo-Continental Hotels & Resorts Ltd, owners of Hotel Man Singh was taken over by the family. Since then, keeping alive the age old Indian traditions including its Rajas & Maharajas, wild fantasies, diverse cultures and legendary hospitality, Man Singh Group Hotels has been bringing to you luxurious comfort at the royal, historic cities of Agra, Ajmer and Jaipur, namely, Man Singh Palace Agra, Hotel Man Singh Jaipur, Man Singh Palace Ajmer, and Man Singh Towers Jaipur. The Man Singh Group of Hotels offers accommodation which features to the best of the modern and the traditional, with the centrally air-conditioned guestrooms having elegant interiors that have immaculately blended the traditional Indian architecture of temples, mausoleums and homes, and state-of-the-art modern amenities like satellite television, percolators and wireless Internet Connections. The Man Singh hotels offer you cuisines ranging from Continental to Chinese and local Indian dishes that would make your dining experience unforgettable. Work out your taste buds with the Continental, Chinese, Mughlai & Rajasthani delicacies offered at the Sheesh Mahal restaurant at Man Singh Palace, Ajmer.

**Conference & Banqueting Facilities:** The Man Singh hotels have provision for business conference and banqueting facilities, aided with the latest audio-visual equipments.

**Other facilities:** To suit your entire family, the Man Singh hotels have special packages to make your stay at the hotels memorable. That apart, there are amenities like childcare, foreign currency exchange desk, etc.

### **Neemrana Hotels**

Neemrana Hotels which is located 122 km from New Delhi, Neemrana derived its name from the brave local chieftain Nimola Meo, who when defeated by the Chauhans, pleaded that his name be given to his lost kingdom. Nestled in the Aravalli Hills of Rajasthan's Alwar district, Neemrana is a nothing short of a paradise during the winter months. Located in Neemrana are the heritage hotels of the Neemrana Group, offering a unique blend of royal experience and rich hospitality. There are 11 Neemrana hotels i.e., The Hill Fort Kesroli, Neemrana Fort Palace, Bungalow on the Beach, Hotel De L'Orient, The Ramgarh Bungalows, The Verandah in the Forest, Villa Potipatti, Wallwood Garden, The Piralal Haveli, The Pataudi Place, and The Glasshouse of the Ganges.

The Neemrana Group of Hotels feature the best of the modern and the traditional, with the centrally air-conditioned guestrooms being decorated with elegant interiors, and provision for state-of-the-art modern amenities like satellite television, percolators and wireless Internet Connections. The Neemrana hotels offer you cuisines ranging from Continental to Chinese and local Indian dishes that would make your dining experience unforgettable. At the Neemrana FortPalace alone there are 8 eat-outs, specializing either in Breakfast or Lunch/Dinner or Snacks.

**Conference & Banqueting Facilities:** The Neemrana hotels have provision for exquisite business conference facilities, aided with the latest audio-visual equipments.

**Other facilities:** To suit your entire family, as well as the business traveler, Neemrana hotels have special packages to make your stay at the hotels memorable. Besides, there are amenities like childcare, foreign currency exchange, travel desk, and so on.

### **Peerless Group of Hotels**

The Peerless Group of Hotels is just the perfect address you would wish to have if you are in search of the legendary Indian hospitality. At the height of luxury, this famous chain of hotels provides comfort that is guaranteed to satisfy. The accommodation facilities provided at the Peerless group of Hotels provides travelers with comfort at rates that are extremely affordable. The Peerless Group of Hotels offer world class dining facilities. These include multi-cuisine as well as specialty cuisine restaurants in addition to other eating joints such as bars, coffee shops and confectioneries. Banquet and conference facilities are also available at the Peerless Group of Hotels. The facilities are accompanied by hi tech gadgets that can really make the difference in your event. It also provides other facilities such as Wake Up Service / Concierge / Business Center / Business Services / Airport Shuttle / Restaurant / Health Club / Massage Room / Room Service / Complimentary Breakfast / High Speed Internet Access / Meeting Facilities / Audio/Visual Equipment / ATM/Banking / Broadband Internet Access / Cable / Satellite Television / Ensuite Bathroom / IDD Telephone / In Room Safe / Mini Bar / Voicemail / Currency exchange / Doctor on call / Laundry / Safety deposit box / Tour desk / Banqueting / Business centre / Meeting facilities / Secretarial services / Florist / Gymnasium / Shopping arcade etc.

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### **Sarovar Park Plaza Hotels**

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India is a tourist's paradise, possessing within herself almost everything that encourages visitors. Whether it is the majestic beauty of her mountains or the magnetic attraction of her seas, India is a land of never-ending mysteries. Coupled to these are the inviting options of accommodation that surrounds almost all the nooks and corners of the country. An important role in the provision of these accommodation facilities is provided by chains of hotels like the Sarovar Park Plaza Hotels. Owned by the Sarovar Hotels & Resorts, the group consists of 28 hotels scattered all across India and also overseas. The world-class luxuries of the Sarovar Park Plaza Hotels are available at the cities like Agra, Ahmedabad, Amritsar, Bangalore, Chennai etc.

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### **Sinclair Group of Hotels**

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With its commitment to provide —The good life! to its guests, the four Sinclairs hotels and a resort top the accommodation choice of leisure and business travelers alike. The informal and relaxed air of the Sinclair Group of Hotels is as therapeutic for the jaded vacationer as the efficient Conference and corporate specific facilities ensure smooth operation of business for its Executive guests.

While the Hotel's Conference and Banquet halls are prime choice of venue for meetings, conferences, seminars, social gatherings and private functions, the specialty cuisine served at its restaurants are a rage with tourists and locals alike.

Located amidst the spoilt stretches Nature in Darjeeling, Siliguri, Port Blair, Ooty and Chalsa, each Sinclairs hotel is a holidaymaker's paradise.

The Hospitality team at the Sinclair Group of Hotels caters to every specific need of their valued guests from the moment they book themselves in one of the hotels. For an experience of lifetime check in at the Sinclair Group of Hotels and let nature heal your mind, body and soul as they recuperate from the bruises of a hectic lifestyle- the side effect of over development.

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## **1.5.2 Foreign Hotel Chains (Hilton, Marriott, Hyatt)**

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**INTER-CONTINENTAL HOTELS GROUP:** InterContinental Hotels Group (**IHG**) is a global hotels company headquartered in Denham, United Kingdom. It is the largest hotels company in the world measured by number of rooms (with 646,000 as of January 2010), and has over 4,500 hotels in over 100 countries. Its brands include InterContinental, Holiday Inn and Crowne Plaza. Around 3,800 of the company's hotels operate under franchise agreements, around 630 are managed by the company and 16 are owned.

**BASS HOTELS:** InterContinental Hotels Group can be traced back to 1777 when William Bass established the Bass Brewery in Burton-upon-Trent. In 1876, their red triangle trademark was the first registered in the United Kingdom. In 1989, the British Government limited the number of pubs brewers could directly own, so Bass began to grow their small line of hotels. In 1990, they purchased Holiday Inn International from Kemmons Wilson, expanding themselves into North America. The InterContinental brand began in 1946 as part of Pan American Airways under Juan Trippe, when the first hotel opened in Belem, Brazil. In 1981, holding company InterContinental Hotels Corporation was sold to UK-based company Grand Metropolitan. As Grand Met focused its core business and expanded into fast food through the purchase of Burger King, ICH was sold to fund the restructure in 1988 to Japanese based Saison Group.

**Operations:** IHG is primarily engaged in managing hotels owned by other parties and in franchising its hotel brands. That is, it sells its expertise in hotel management, systems, and marketing, while leaving investment in real property, which is far more capital intensive, requires different skills, and has a different risk profile, primarily to its partners. This is not an unusual arrangement in the hotel industry. As of 2007 it franchises over 3,200 hotels, manages over 510 and owns only 18. The owned hotels do however include many of the key properties of company's flagship InterContinental brand.

**WYNDHAM HOTEL GROUP:** Wyndham Worldwide is the holding company for Wyndham Hotels & Resorts, Group RCI and other lodging brands. It was spun off from Cendant Corporation in July 2006. Wyndham Worldwide, headquartered in Parsippany-Troy Hills, New Jersey, operates several hotel brands across the world. Wyndham Hotel Group is the world's largest provider and franchisor of a diverse field of travel-related products and services for businesses and individual consumers, with brands in lodging franchising, vacation ownership, vacation rentals and vacation exchange. It is composed of nearly 6900 hotels under 12 brands spanning 50 countries and 6 continents, competing in brand markets ranging from economy to upscale. Wyndham Worldwide is headquartered in Parsippany, New Jersey, with more than 25,000 employees around the world. Wyndham Hotel Group's Wyndham Rewards loyalty program is the largest in the lodging industry as measured by the number of participating hotels. Lodging management services are provided to upscale properties through Wyndham Hotel Management.

**Wyndham Franchisee Association:** Wyndham World wide's franchisees have formed an independent association to present their concerns and grievances to Wyndham Worldwide. Owners 8 Association has argued that individual franchisees have currently limited role in Wyndham's decision making.

Wyndham Hotel Group's CEO Eric A. Danziger in an interview with Asian Indian Hotel Owners magazine Hotel Vikas emphasized that Wyndham maintains cordial relationship with franchisees. He also stated that each of Wyndham brands maintain an advisory board. The advisory board members are the individual property owners.

**MARRIOTT INTERNATIONAL:** Marriott International, **Inc.** is a worldwide operator and franchisor of a broad portfolio of hotels and related lodging facilities. Founded by J. Willard Marriott, the company is now led by son J.W. (Bill) Marriott, Jr. Today, Marriott International has about 3,150 lodging properties located in the United States and 67 other countries and territories.

Marriott's operations are grouped into the following five business segments:

- Full-service lodging - 65%
- Select-service lodging - 11%
- Extended-stay lodging - 5%
- Timeshare - 15%
- Synthetic fuel - 4% (primarily a tax shelter)

**History:** Marriott was founded by J. Willard Marriott in 1927 when he and his wife opened a root beer stand in Washington D.C. As a Mormon missionary in the sweltering, humid summers in Washington D.C, Marriott was convinced that what the city needed was such a place to get a cool drink. They later expanded their enterprises into a chain of restaurants and hotels. The Key Bridge Marriott in Arlington, Virginia

is Marriott International's longest operating hotel, and celebrated its 50th anniversary in 2009. Their son and current Chairman and Chief Executive Officer, J.W. (Bill) Marriott, Jr. has led the company to spectacular worldwide growth. Today, Marriott International has about 3,150 lodging properties located in the United States and 67 other countries and territories. Marriott International was formed in 1992 when Marriott Corporation split into two companies, Marriott International and Host Marriott Corporation.

The Ritz began expansion into the lucrative timeshare market among other new initiatives made financially possible by the deep pockets of Marriott, which also lent its own in-house expertise in certain areas. There were other benefits for Ritz-Carlton flowing from its relationship with Marriott, such as being able to take advantage of the parent company's reservation system and buying power. The partnership was solidified in 1998 when Marriott boosted its interest in Ritz-Carlton to 99 percent. By 1999 revenues from the 35 hotels it operated around the world totaled about \$1.4 billion.

Marriott International owned Ramada International Hotels & Resorts until its sale on September 15, 2004 to Cendant. It is the first hotel chain to serve food that is completely free of Tran's fats at all of its North American properties.

**Terrorist attacks:** Several Marriott hotels around the world have been the target of bombings.

- Marriott World Trade Center, indirectly destroyed during the September 11, 2001 attacks
- 2003 Marriott Hotel bombing
- 2008 Islamabad Marriott bombing
- 2009 Jakarta bombings

**HILTON HOTELS CORPORATION:** Hilton Worldwide (formerly, **Hilton Hotels Corporation**) is a global hospitality company. It is owned by the Blackstone Group, a private equity firm. As of January 2009 Hilton brands encompass 3,200 hotels with 545,000 rooms in 77 countries. Hilton is ranked as the 43rd largest private company in the United States by Forbes. The company owns, manages or franchises a portfolio of brands, including Hilton Hotels & Resorts, Conrad Hotels, Doubletree, Embassy Suites Hotels, Hampton Inn, Hampton Inn & Suites, Hilton Garden Inn, Hilton Grand Vacations Company, Homewood Suites by Hilton, Home2 Suites by Hilton and The Waldorf-Astoria Collection. It was founded by Conrad Hilton in Cisco, Texas and was headquartered in Beverly Hills, California from 1969 until 2009. The company moved to Tysons Corner, unincorporated Fairfax County, Virginia, near McLean in August 2009.

**HISTORY:** Conrad Hilton founded the original company in 1919 with one hotel in Cisco, Texas. The Hotels name is Mobley Hotel. The company separated its international operations into a separate traded company on December 1, 1964, known as Hilton International Co. In 1967 Trans World Corp., the holding company for Trans World Airlines, acquired the separated company. In 1986 it was sold to UAL Corp., the holding company for United Airlines, who became Allegis Corp. in an attempt to re-incarnate itself as a full service travel company encompassing Westin Hotels and Hertz rental cars in addition to Hilton International and United Airlines. In 1987 after a corporate putsch, the renamed UAL Corp. sold Hilton International to Ladbroke Group plc, a British leisure and gambling company, which in May 1999 adopted the name Hilton Group plc.

As a result, there were two separate, fully independent companies operating hotels under the Hilton name. Those Hilton Hotels outside the US were, until recently, styled as Hilton International hotels. In addition, for many years hotels run by the Hilton Group in the US were called Vista International Hotels, while hotels operated by the American arm of Hilton outside the US were named Conrad Hotels. The Vista chain has been phased out, while Conrad is now restyled as one of the luxury brands of Hilton (along with The Waldorf-Astoria Collection) and operates hotels within the US, as well as abroad. To minimize consumer confusion, the American and British Hilton companies, from the 1990s onwards, had a joint marketing agreement under which they shared the same logos, promoted each others' brands and maintained joint reservation systems.

In 1971, Hilton acquired International Leisure Company, including the Las Vegas Hilton and Flamingo Hilton. On December 29, 2005, Hilton Hotels Corporation agreed to re-acquire the Hilton International chain from its British owner, Hilton Group plc, for GBP 3.3 billion (or \$5.71 billion). As well as bringing the two Hilton companies back together as a single entity, this deal also included Hilton plc properties operating as Conrad Hotels, Scandic Hotels and Living Well Health Clubs. On February 23, 2006, the deal closed, making Hilton Hotels the world's fifth largest hotel operator in number of rooms. Hilton Group PLC (headquartered in the UK) then renamed itself Ladbroke's plc. In February 2009, Hilton Hotels Corp., announced that its headquarters were moving from its three buildings on Civic Center Drive in Beverly Hills to Fairfax County, Virginia, located between Washington, D.C. and Dulles International Airport. Just across the Potomac River is Montgomery County, Maryland, home to a number of Hilton's competitors including Marriott International, Ritz-Carlton, Host Hotels & Resorts, and Choice Hotels, and was also considered for the relocation along with Washington. The move was expected following to the 2007 acquisition, in order for the headquarters to be nearer to The Blackstone Group's New York headquarters.

**ACCOR:** Accor is a French multinational corporation, part of the CAC 40 index, operating in nearly 100 countries. Headquartered in Courcouronnes, Essonne, France, near Évry, Accor is the European leader in hotels (Accor Hospitality) and a global leader in corporate services (Accor Services). Accor Hospitality, the Accor hotels branch, has more than 4,000 hotels worldwide, ranging from economy to luxury. Through Accor Services, Accor also runs service vouchers to over 430,000 companies and institutions and 30 million users in 40 countries: Ticket Restaurant, Luncheon Vouchers, Ticket Alimentação, Clean Way, Ticket Service, Childcare Vouchers, Eyecare Vouchers, Bien-Etre à la Carte, Worklife Benefits, EAR, Accentiv', Académie du Service, Tesorus, Ticket Compliments. The company intends to demerge its Accor Services unit in 2010.

**HISTORY:** In the 1960s, the travel industry in France was booming, but many new hotels were concentrated only in major urban areas such as Paris. At the time, Paul Dubrule and Gérard Péliçon were both living in the United States, working for major computer firms. They went into business together, and in 1967, founded the SIEH (Société d'investissement et d'exploitation hôteliers) hotel group. Having seen the success of American lodging properties in suburban areas and along major highways, Dubrule and Péliçon opened their first American-style Novotel hotel outside of Lille in northern France. In 1974, they launched the Ibis brand with the opening of the Ibis Bordeaux. The following year, SIEH acquired the Courtepaille and Mercure brands,



and in 1980 the Sofitel hotel brand, which then consisted of 43 hotels. Two years later, in 1982, the SIEH bought out Jacques Borel International, the then world-leading brand offering restaurant vouchers.

**Sustainable development:** In October 2009, Accor was ranked number one for sustainability among the world's 10 largest hotel groups. The London-based sustainability consultancy Two Tomorrows, which produced the rating, recognized Accor's efforts to tackle —key sustainability challenges facing the hotels sector|| and for designing —a comprehensive approach to managing them.||

**CHOICE HOTELS:** Choice Hotels International is a hospitality holding corporation which owns several hotel brands and is based in Silver Spring, Maryland. In 2008, Choice Hotels' total revenue was \$642 million, of which \$637 million was from Franchise and \$4.94 million was from Corporate Items.

**History:** The company was started in 1939 in Maryland as Quality Courts United, a referral chain consisting of about seven motel owners. Later, the motel chain operated simply under the name Quality Motels (1969–71) and Quality Inns (since 1972). Quality Courts United accepted franchise hotels without strict norms or guidelines from the company. This is different from Holiday Inn which from their early beginnings implemented numerous mandatory standards and guidelines (e.g. room size and amenities) at every one of their locations. Also, Quality Inn accepted franchisees with existing hotels. During its early years, Quality Courts' operations were entirely in areas of the U.S. east of the Mississippi River and portions of Canada. From 1946 to 1964, Quality had a marketing partnership with Best Western, whose properties were located mostly west of the Mississippi River, and thus not in direct competition with Quality. While this partnership made sense geographically, it did not work well in the long run, and was abandoned in 1964 as Best Western expanded into the Eastern U.S. with its Best Eastern operation (which was replaced by a nationwide Best Western operation in 1967). Quality Courts began its efforts toward national coverage in 1966 when it opened a motel in St. Louis, Missouri and two in Texas at Houston and Arlington.

The company became Quality International as the company switched to franchising in 1972. A few years later, the franchising well on its way, about 300 hotels were independently owned and only about 38 were still company-owned. In 1982, Quality Inns pioneered segmentation in the lodging industry by introducing Comfort Inns and Quality Royale. Comfort Inn competes with such chains such as America Inn Hotels, Baymont Inn & Suites, and Fairfield Inn by Marriott; Quality Royale was meant to compete with upper mid-priced chains like Red Lion and Four Points by Sheraton. Comfort Inn experienced impressive growth in the 1980s and 1990s. Quality Royale was converted to Clarion Hotels in 1987. It represented a line of full-service hotels that offer travelers a variety of hotel styles and locations, from city centers, airport, and resorts. Clarion provides a full spectrum of services - including full service restaurants, lounges, room service, and banquet and conference centers. Clarion's boutique line, Clarion Collection (now Ascend Collection), is an extension of the brand. Ascend Collection is designed for high-end, boutique and historic hotels that have an established local identity. Clarions compete with hotel chains like Red Lion, Radisson, and Four Points by Sheraton. Internationally, over 300 Clarion Hotels are open with several more under development.

In 1989, the company introduced Sleep Inn, an economy brand utilizing a consistent interior corridor design prototype and all-new construction, designed by Rob Spurr. Sleep Inn and Sleep Inn and Suites are lower mid-priced and can be compared to Marriott's Fairfield Inn, Wyndham's Microtel, Hilton's Hampton Inn, or I.H.G's Holiday Inn Express. The first location opened in the United Kingdom in 1989. Since then, over 320 locations are open. All offer a "Morning Medley" deluxe continental breakfast, swimming pools at most locations, free local calls, and a consistent exterior/interior design. The brand is receiving its first major facelift in history with its "Brand Refresh". This is essentially a modernization of all properties by 2012 with new boutique-inspired guest rooms and public spaces.

In 1992 Choice Hotels became the largest franchise hotel chain in the world.

In January 2005 Choice Hotels introduced a new upscale, all-suite hotel designed in contemporary style called Cambria Suites. The first Cambria Suites opened in Boise, Idaho on April 17, 2007. Approximately 20 Cambria Suites hotels are planned, with locations such as Bloomington, Minnesota and Savannah, Georgia scheduled to open in 2007. In September 2005 Choice Hotels acquired the Suburban Extended-Stay Hotel chain, which consists of 67 extended stay hotels. In 2008 the company introduced the Ascend Collection (formerly Clarion Collection), an elite upscale membership collection of historic, boutique and unique hotels.

**BEST WESTERN:** Best Western International, Inc. is the world's largest hotel chain, with over 4,000 hotels in nearly 80 countries. The chain, with its corporate headquarters in Phoenix, Arizona, operates more than 2,000 hotels in North America alone. Best Western has a marketing program involving placement of free Wi-Fi access hotspots in its hotels. Since 2002, Best Western International has begun creating an upscale brand for some properties located in Europe and Asia: Best Western Premier. Unlike other chains, which are often a mix of company-owned and franchised units, each Best Western hotel is an independently owned and operated franchise. Best Western does not offer franchises in the traditional sense (where both franchisee and franchisor are operating for-profit), however. Instead, Best Western operates as a nonprofit membership association, with each franchisee acting and voting as a member of the association.

**History:** Best Western began in the years following World War II. At the time, most hotels were either large urban properties, or smaller family owned roadside hotels. In California, a network of independent hotel operators began making referrals of each other to travelers. This small and informal network eventually grew into the modern Best Western hotel chain founded by M.K. Guertin in 1946.

The name "Best Western" was a result of most of their properties originally being located in the Western part of the United States west of the Mississippi River. From 1946 to 1964, Best Western had a marketing partnership with Quality Courts, the forerunner of the chain known today as Quality Inns, whose properties were located mostly east of the Mississippi River, and thus not in direct competition with Best Western. While this partnership made sense geographically, it did not go over well in the long run, and was abandoned. In 1964, Best Western launched an expansion effort of its own operations east of the Mississippi by using the moniker "Best Eastern" for those properties with the same typestyle and Gold Crown logo as "Best Western." By 1967, the "Best Eastern" name was dropped and all motels from coast-to-coast got the

"Best Western" name and Gold Crown, a move that would further enhance an already successful marketing brand into the "World's Largest Hotel Chain" by the 1970s. Best Western's "Gold Crown" logo was introduced in 1964 and would continue with a few minor revisions over the next 30 years until it was replaced by the current blue and yellow logo in 1994.



**Figure: 1.3 Corporate logos of Best Western**

**Best Western Australia and New Zealand:** In 1981, Homestead Motor Inns of Australia affiliated with Best Western. This move put 'International' after the Best Western name. The company has been known as Best Western International ever since. In early 2007, Best Western Australasia took over the rights to operate Best Western properties in New Zealand from the previous company, the Motel Federation of New Zealand. This was a bold but beneficial move for the brand as it made way for better quality properties to be brought into the brand. Currently, Best Western Australasia has 205 properties in the group (11 in New Zealand and 194 in Australia).

**STARWOOD HOTELS & RESORTS WORLDWIDE:** Starwood Hotels & Resorts Worldwide, Inc. is a hospitality ownership and management organization, headquartered in White Plains, New York. One of the world's largest hotel companies, it owns, operates, franchises and manages hotels, resorts, spas, residences, and vacation ownership properties under its nine owned brands. As of December 31, 2008, Starwood Hotels & Resorts Worldwide, Inc. owned, managed, or franchised 942 properties employing over 145,000 people, of whom approximately 36% were employed in the United States.

**HISTORY:** Starwood Hotels and Resorts were originally formed by the real estate investment firm Starwood Capital to take advantage of a tax break; at the time the company was known as Starwood Lodging. Initially, Starwood Lodging owned a number of hotels throughout North America, all under different brand names. The Westin Hotel Company was purchased in 1994 from Aoki Corporation of Japan. Starwood acquired the Sheraton, Four Points by Sheraton, and The Luxury Collection brands from ITT Sheraton in 1998.

In 1999, Starwood launched their "W" Hotels brand. In September 2005, Starwood announced the launch of aloft, a new hotel brand based on W. aloft Hotels catered toward business travelers. Starwood intends to have 500 aloft hotels worldwide by 2012. In 2005, Starwood purchased the Le Méridien brand, which greatly increased the company's operations in Europe.

**Westin:** The Westin Hotels and Resorts brand is Starwood's largest upscale hotels and resorts brand, and it is the oldest brand within Starwood. Apart from its stylized font, Westin's official logo is seldom used. It is either red or black, which usually depends on what the respective text color of "Westin" is.

**Four Points by Sheraton:** Four Points by Sheraton was launched in 1995 as a mid-scale hotel brand. Originally the brand was created by re-naming existing Sheraton "Inns" (a smaller, limited service version of Sheraton Hotels). The new name avoided the confusion some guests found in having two hotel categories (full service and mid-scale) with the same name (Sheraton).

**W Hotels:** W Hotels is Starwood's luxury boutique hotel brand. The hotel brand, which generally markets towards a younger crowd, was launched in 1998 with its first property, W New York, at 541 Lexington Avenue in Manhattan. The brand has expanded internationally with properties opening first in Mexico City, Seoul, and Istanbul. The brand's first resort property is W Maldives Retreat & Spa.

The W Barcelona hotel was the W's first in Western Europe and opened in October 2009. It features a futuristic design by architect Ricardo Bofill in the shape of a sail. Standing 26 stories tall, it can be seen from all over the city. The property is located next to the beach and boasts private access to it. It also includes a Bliss spa, gym and conference facilities.

**CARLSON HOTELS:** Carlson (often referred to by its previous name **Carlson Companies**) is a privately held international corporation in the hotel, restaurant, and travel industries. Headquartered in the suburbs of Minneapolis, Minnesota, in the United States, Carlson brands and services, including franchised operations, employ about 150,000 people in more than 150 countries and territories. The company's 2008 sales, including those from franchised operations, totaled \$38 billion. It is one of the largest family-held corporations in the country.

**History:** Carlson was founded in 1938 as the Gold Bond Stamp Company by Curt Carlson, who used a \$55 loan to start his venture. Founded during the Great Depression, Mr. Carlson used "Gold Bond Stamps", a consumer loyalty program based on trading stamps, to provide consumer incentive for grocery stores.

Revenue from this business was brisk until the late 1960s, at which time trading stamps began to lose popularity and the company was renamed "Carlson Companies" in 1973 as it diversified into various hospitality and travel industries. In 1962, Carlson purchased its first Radisson Hotel in Minneapolis. It then went on to purchase T.G.I. Friday's in 1975 and Country Kitchen International in 1977, in 1987 it purchased Comfort Suites, and started Country Inns & Suites by Carlson. Carlson's economy brand, Park Inn/Suites, was launched in 1986, and a new upscale brand, Park Plaza, in 1988. In a return to its roots, the Carlson Companies started an electronic consumer incentive program named Gold Points.com in 1996. The program later was modified and became gold points plus, the incentive program of Carlson Hotels. Curt Carlson died in 1999, and the position of CEO was soon taken up by his daughter, Marilyn Carlson Nelson. Hubert Joly became Carlson's president and chief executive officer in 2008, and Nelson continues to serve as chairman of the board. Carlson's hotel business is one of the world's leading, most innovative, hotel companies with more than 1,075 locations in 77 countries and a vibrant portfolio of great brands including Radisson, Country Inns and Suites By Carlson, Park Inn and Park Plaza. Carlson's success in the hotel space is deeply rooted in our Carlson Credo and our entrepreneurial spirit. We have seen significant global growth in recent years and we have the necessary momentum, strategies, quality, brands and resources to accelerate this expansion: we plan to increase our number of hotels by at least 50 percent in the next five years and

to establish all our brands as the leaders of their segments. Carlson has a great history as a hotel industry leader.

**HYATT CORPORATION:** Hyatt Corporation is one of the leading hotel companies in North America. Owned by the Pritzker family of Chicago, Hyatt manages or licenses the management of 87 hotels and 16 resorts (with a total of 55,000 rooms) in 83 cities in the United States, Canada, and the Caribbean. In addition to its resorts, Hyatt has also developed other special hotel concepts--the Grand Hyatt, the Park Hyatt, and Classic Residence by Hyatt. Grand Hyatts are large-scale, higher priced hotels located in culturally rich cities, with three in the United States (New York, San Francisco, and Washington, D.C.). Park Hyatts are modeled after small European hotels and are located in Chicago, Los Angeles, San Francisco, and Washington, D.C. The Classic Residence by Hyatt properties offers luxury retirement apartments for rental. Starting in the mid-1990s, the company has also sought growth opportunities in franchising, time-share properties, free-standing golf courses, and casinos.

**The Founding Family:** While Hyatt's history as a corporate entity dates from 1957, the Pritzker family, who built and controls Hyatt, has been active significantly longer. In the late 19th century, the Pritzkers immigrated to the United States from the Ukraine. Patriarch Nicholas Pritzker led them to Chicago, and in 1902 he founded Pritzker & Pritzker (P&P), the law firm that was to evolve into a management company and the center of the Pritzkers' many and varied investments. P&P grew, and by the late 1920s it had become a respected local firm. At that time, the Pritzkers' best client was Goldblatt Brothers, the low-priced Chicago department store chain. Through the Goldblatts, Abram (A.N.) Pritzker, Nicholas Pritzker's son, met Walter M. Heymann, then a leading Chicago commercial banker and an officer at the First National Bank of Chicago. In succeeding years A.N. Pritzker and Walter Heymann became business associates, and the powerful First National Bank of Chicago became the financial cornerstone of the Pritzker family empire.

**Hyatt Emerges in the 1950s:** The story of Hyatt Corporation begins with the succeeding generation of Pritzkers. By the early 1950s, Pritzker's oldest son, Jay, had become active in the family business. Something of a prodigy, Jay Pritzker had graduated high school at 14. He finished college soon thereafter and then took a law degree from Northwestern University. During World War II he worked first as a flight instructor and later for the U.S. government agency that managed German-owned companies. In that position, he sat on corporate boards with men many years his senior. An accomplished deal-maker even in his earliest years, Jay would later become well known for his quickness at sizing up balance sheets and offering deals. Jay, beginning in 1957, made the initial deals that formed the basis for Hyatt. Jay's youngest brother, Donald Pritzker, finished law school in 1959, whereupon he joined P&P. Meanwhile, the middle brother, Robert Pritzker, earned an industrial engineering degree at the Illinois Institute of Technology in Chicago and later he and Jay would found and manage the Marmon Group.

In 1957 Jay Pritzker bought a small Los Angeles International Airport motel named Hyatt House after its original owner, Hyatt von Dehn. Within four years, Jay expanded the single property into a chain of six hotels and brought Donald Pritzker to California as manager of operations, reporting to Jay. The two made a good team, with Jay's deal-making skills and Donald's managerial ability and gregarious personality. Hyatt grew

rapidly during its first decade, opening small motor inns on the West Coast and one outside Chicago. The fledgling company went public in 1967, but the more important event of that watershed year was the opening in Atlanta of its first hotel with an atrium tower lobby, designed by the architect John Portman. The Portman atrium was a 21-storey interior courtyard, designed so that each hotel room entered off the high-rise open space, set off with a central glass elevator leading to all floors, and hanging green vines growing from each floor's balcony. The overall effect was revolutionary, because the Portman interior eliminated the impersonal hallway with rows of doors and brought to the hotel interior an open-air congeniality, with the spin-off of greater safety, feeling of security, and warmth. The Portman lobby became the hotel's signature and brought Hyatt to widespread notice for the first time, as well as advancing the concept of public space in buildings.

What became the Hyatt Regency Atlanta was part of the 15-building Peachtree Center. The developers of the large hotel property were in financial trouble and both Hilton and Marriott passed up opportunities to purchase the property before Hyatt did and finished construction. Soon after the hotel opened, its occupancy rate reached 94.6 percent. Hyatt grew to a chain of 13 hotels by 1969. That year, the Pritzkers set up a separate company called Hyatt International Corporation to expand the chain overseas, with its first hotel the Hyatt Regency Hong Kong. In 1972, Donald died of a heart attack at the age of 39. Jay installed his brother-in-law, Hugh M. "Skip" Friend, Jr., as the new president.

**Growth in the 1970s:** The company grew rapidly during the 1970s aided by the signature Hyatt design and the innovations that a young staff was able to devise. Management went wrong, however, when it was discovered in 1977 that Friend had spent \$300,000 of company money on personal expenses.

**The 1980s:** In 1980, Thomas Jay Pritzker, Jay's son, became president, with Jay remaining chairman and CEO. The decade started promisingly with three significant firsts in 1980: the openings of the first Park Hyatt, the first Grand Hyatt, and the first Hyatt resort. Park Hyatts were designed as smaller luxury hotels with a European style, featuring personalized service, privacy, and elegance; the first one opened in Chicago near the Water Tower. Grand Hyatts were designed for the high-end market in culturally rich destinations, and featured sophisticated leisure, banquet, and conference facilities utilizing the latest technology. Hyatt Resorts were especially designed to reflect the local area of location and offered numerous activities and facilities for their guests; the first Hyatt resort was the Hyatt Regency Maui in Hawaii. Then in 1981, two skywalks at the Kansas City Hyatt Regency Hotel collapsed, killing 114 people and injuring 229 in what the National Bureau of Standards called the most devastating structural collapse ever to take place in the United States. Between 1981 and 1986, more than 2,000 resulting lawsuits were settled for a total of \$120 million. In June 1986, 900 individuals remaining in a federal class action suit against the hotel settled all claims for \$1,000 each. Ultimately, "gross negligence and misconduct" were attributed to engineers Daniel Duncan, Jack Gillum, and their former company, G.C.E. International Inc., whose "hurry-up" design system caused them to be pouring concrete on one part of the building while finishing the design on the rest of the building. As was the case with most Hyatt hotels at this time, Hyatt was managing the hotel for its owner and builder, Hallmark Properties, so Hyatt was not held liable. Still it did not help to have the Hyatt name associated with such a disaster.

During the decade, Hyatt Corporation also became involved in an indirect way in some of the Pritzkers' nonlodging activities. Most notable was the 1983 purchase of the troubled Braniff airline through Dalfort, a Hyatt subsidiary. Under Dalfort, and with Jay Pritzker taking the lead, Braniff's losses were cut. But after a proposed merger with the also troubled Pan Am Corp. failed in 1987, Braniff was sold the following year.

Also in 1989, Hyatt introduced the Camp Hyatt program to attempt to attract more families to its somewhat business-oriented facilities. Under the program, Hyatt hotels began to offer numerous activities geared toward the toddler to preteen set, gave parents the option of taking a half-priced second room for their kids, and added menus and room service tailored for children.

**1990s and Beyond:** As the 1990s began, Hyatt's growth was somewhat challenged by what analysts regarded as the reluctance of some owners of new hotels to hire Hyatt as managers, given the relatively high cost of running a glitzy Hyatt hotel. In fact, Hyatt was beginning to run the risk of losing existing contracts. Seeking to streamline operations, the company laid off more than 1,000 of its work force and then embarked on a detailed appraisal of the services it was offering at its hotels. By 1994, Hyatt's gross operating profits had increased 45 percent from 1990 and the company was hearing fewer complaints from hotel owners about costs. Starting in 1994, the company moved cautiously into franchising for the first time. The first two franchised Hyatts were older hotels--the Hyatt Sainte Claire in downtown San Jose and the Hyatt Regency Pier Sixty Six in Fort Lauderdale. Scheduled to open in 1997 was a third franchised Hyatt, the Hyatt Regency Wichita, and a new downtown convention hotel. Hyatt also entered, again cautiously, the crowded time-share property market with the opening in June 1995 of a resort known as Hyatt's Sunset Harbor Key West. Hyatt was reportedly also looking for a site to move into the lucrative Las Vegas gambling mecca. In addition to its pursuit of these growth opportunities, Hyatt also strived through innovation to retain its role at the forefront of the industry. In 1994 the company tested automated check-in kiosks in a number of its hotels. The kiosks, which allowed guests to check themselves in less than one minute and even dispensed room keys, proved a success and were subsequently expanded to other Hyatts. The company also successfully introduced a telephone check-in system.

**CHECK YOUR PROGRESS-V**

Q. 1 Write a brief note on leading hotel chains in India?

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Q. 2 Write a brief note on leading international hotel chains in India?

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## 1.6 Summary

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The hotel industry is part of a larger enterprise known as the travel and tourism industry. The travel and tourism industry, one of the world's largest industries, is composed of a vast group of business oriented toward providing necessary or desired products and services to travellers. While a hotel property's architecture and style may be important in setting it's them, front office personnel play an integral role in defining its image. The variety of talents and skills needed to satisfy guest needs makes front office work interesting and rewarding.

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## 1.7 Key Terms

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**Hotel:** A place where a bonafied traveller can get boarding and lodging facility against payment for the services received.

**Commercial Hotels:** These hotels are situated in the heart of the city i.e. downtown busy commercial areas and urban areas. Mainly businessmen and commercial executives patronize these hotels.

**Suburban Hotels:** Suburban hotels are situated in suburbs, with quiet surroundings. They have moderate to low tariff and are generally patronized by budget guests.

**RESORT HOTELS:** Resort hotels are located at resort places such as islands, exotic locations, hill- stations, beaches and health resorts and spas i.e. Summer - resorts, winter sports resorts and all season resorts etc. with breathtaking beauty and typical scenery.

**Motels:** Motels, motor hotels and motor courts are designed to serve the needs of motorists. They must provide car parking, garage, accommodation, rest facilities and recreational facilities and hence motels are generally equipped with filling stations,



motor garage, service stations, accessories, elevator service to automobile entrants, restaurants etc.

**Rotels:** The hotels which rotate on wheels are called Rotets. It is also called Motel on Wheels. The best example of Rotel in India is Palace on Wheels. It is a luxurious train, fully air-conditioned, well- furnished, with attached restaurant and bar; the fare is inclusive of train ticket, food, alcoholic beverages and sightseeing.

**Floatels:** This type of hotels are located on the surface of water such as sea, lake etc. Such hotels provide exclusive and exotic atmosphere. All the facilities of a first class hotel are there in this category of hotels.

**Boatel:** These are luxury boats/yachts which can ferry you from one place to other. The best examples of yachts are in Mediterranean or Caribbean, they can ferry guest through to canal-based narrow boat or Broad-based cabin cruiser. In Srinagar and, Punjab, there is a restaurant, in water, which looks like floating. One can have normal meals, snacks etc. and is called boatel.

**Transient / Transit Hotels:** A hotel situated near port of entry and catering the needs of transient passengers is known as Transient Hotel.

**Meal plan:** The room tariff includes room rent and meals.

**Room Rate:** The rate charged daily for hotel room.

**AL (All Inclusive):** Taxes are included in the rate.

**Casino:** A hotel that provide gambling facilities.

**Organization Chart:** A graphic representation the structure of an organization.

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## 1.8 Bibliography

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## 1.9 Terminal Questions

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1. Write in brief the history on Indian Hotel industry.
2. Hotel is a —Home away from home| justify this statement.
3. What are the basic facilities necessary for a five star hotel?
4. What do understand by Condominium hotels?
5. Write short note on the following:

- Resort hotels
  - Rotels
6. Name the various hotel chains in India. Explain, in detail, the history of any one of the hotel chains in India and international.
  7. Who was Mr. Jamshedji Nusserwanji Tata? Write short note on the history of Taj Group of hotels.
  8. Enlist any five international chains and write short note on each of them.
  9. What are chains hotels? Name six International Hotel Chains operating in India.
  10. Briefly explain Refferal groups and Apartotel.

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## UNIT: 2

# THE GUEST ACCOMMODATION

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### Structure

- 2.1 Introduction
- 2.2 Objectives
- 2.3 Importance of Guest Rooms
- 2.4 Guest Room Types and Layout
  - 2.4.1 Types of Guest Rooms
  - 2.4.2 Layout of Guest rooms
- 2.5 Guest Room Status
- 2.6 Guest Room Supplies and Amenities
- 2.7 Guest Services
- 2.8 Guest Safety
  - 2.8.1 Room Key Safety
  - 2.8.2 Fire Safety
  - 2.8.3 Accidents
  - 2.8.4 Unusual Events
  - 2.8.5 First Aid
- 2.9 Summary
- 2.10 Key Terms
- 2.11 Bibliography
- 2.12 Terminal Questions

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## 2.1 Introduction

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Housekeeping department is one of the major departments of any hotel which is responsible to provide a clean, hygienic, comfortable & safe environment to the hotel. It is responsible to generate a considerable amount of revenue (i.e. more than 50%) to the organization, by room sale. It is thus responsible to clean, maintain & up keep the guestrooms, public areas, back areas & other surroundings. Though, cleaning is considered as major responsibility of housekeeping department, apart from cleaning it is also responsible for many other important activities. These are-

1. To provide fresh & clean linen to all department of the hotel including restaurants, rooms, conferences venues, health clubs and so on.
2. To provide clean uniforms to all employees
3. To monitor lost & found procedures
4. Flower arrangements and special decorations in guestrooms and public areas
5. Safety and security of guests by having efficient key control systems & other security systems.

However; rooms are considered the major work area of any hotel housekeeping department. In this unit we shall discuss about the different types of rooms, cleaning of rooms and guest floor rules.

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## 2.2 Objectives

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The objectives to study this unit are:

- To understand the importance of guest room in hotels
- To list down and explain the different types of guestrooms.
- Familiarize with guestroom status codes
- To understand the various guest floor rules and guidelines.
- To learn about various guestroom services and cleaning of guestroom.

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## 2.3 Importance of Guest Rooms

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Guest rooms are the ultimate product of any hotel. Guest stays in a hotel for various reasons and durations but his /her criteria for selecting a hotel / room is usually the same. Unless, the decor of the room is attractive, spot free, odour free and secure the hotel would lose its potential guests & repeat business. This could be done only after understanding the needs and expectations of a guest when he/she pays to stay in a room. Thus, it is necessary to provide highest level of satisfaction to the guest during his stay. The major considerations of any guest while selecting a guest room are:

**Security-**Guest staying in an unfamiliar place expects for a secure, non- disturbing room which must include in room safety measures for guest and his/her belongings. Rooms must be fitted with double locking systems, safety lockers and alarms

**Cleanliness -**A neat and hygienic room is the basic minimum expectation of a guest. The room must be cleaned daily with fresh bed and bath linen. The toilet should be sanitized and spotlessly cleaned daily.

**Comfort-** With the changing expectation and varying demands of the guests it becomes primarily important for hotels to upgrade themselves in terms of supplies and amenities. The hotel does not only need to give a comfortable and attractive atmosphere in the room but also functional aspects with the need of the guest. The rooms should be fully equipped with Wi-Fi connectivity, TV channels, temperature control, & special concerns for single lady traveler. Special considerations are taken to design the guest rooms and amenities for disabled guest. Irrespective of its location, a guest rooms should also offer easy access to other guest service areas such as restaurants, swimming pools and so on. The various services such room service and valet service should be clearly indicated with intercom numbers and information kits placed in each guestroom.

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## 2.4 Guest Room Types and Layout

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Hotels usually have rooms with more or less the some basic standards within a property but to offer a choice to guest, more expensive rooms with upgraded facilities and amenities are offered.

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### 2.4.1 Types of Guestrooms

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The various types of guest rooms are as under:

- Double Room

- Twin Room
- Hollywood
- Triple
- Quad Room
- Family Room
- Studio Room / Extension room
- Suit Room
- Connecting Rooms
- Adjoining rooms
- Adjacent Rooms
- Cabana
- Duplex
- Efficiency room
- Lanai room
- Parlour /
- Penthouse
- Executive Room
- Disabled Room

**Double Room** – A room with a double bed for two persons

**Twin Room** – A room with two single beds meant for one person each separated by a side table

**Hollywood Room** – A room with two twin beds but a common headboard, meant for two people.

**Triple Room** – A room meant for three people with either 3 single beds or one double bed & a single bed.

**Quad Room** – A room meant for four people which may have two double beds or 4 single beds.

**Family Room** – A room with two double beds, meant for two, three, or four persons.

**Studio Room / Extension room** – A room with a studio bed.

**Suit Room** – It consists of a living and a dining room. It may also contain small kitchenette and other facilities.

**Connecting Rooms** – Rooms with individual entrance doors with a connecting door between, so that guests can move between rooms

**Adjoining rooms** – Room with a common wall but no connecting door.

**Adjacent Rooms** – Rooms close to each other, but not necessarily adjoining- perhaps across the hall or corridor from each other.

**Cabana-** A room near to the swimming pool area, it is meant for changing and relaxing purpose.

**Duplex-** A two story suite, with bedrooms connected by a stairway.

**Efficiency room** – A room containing some kitchen facilities.

**Lanai room** – A room overlooking landscaped areas, a scenic view, a water-body, or a garden. It may have a balcony. This type of room is commonly found in resorts.

**Parlour / Saloon** – A living or sitting room; a room not used as a bedroom.

**Penthouse** – A room which is situated at the top most floor of the building. It usually have a separate service staff and separate elevator. Usually occupied by high profile guest who require personalized service.

**Executive Room** – A room that has a large bedroom with a sitting area, provided with chairs and usually a sofa and coffee table. This type of room typically has a workstation / lounge near the window. This is really a combination bedroom-cum-sitting room.

**Disabled Room-** A room constructed especially for physically challenged guests. The furniture, fixtures and fittings are modified in such a manner that the guest feels comfortable and relaxed stay.

## 2.4.2 Layout of Guest Rooms

Though not attached to the department physically but it is the most important section of housekeeping, as it contributes 50 percent of the total sales, making the profit rate percentage from room sales very high. The sale of room means leasing the room for 24 hours for predetermined cost. Thus, a room old on a particular day earns revenue for that day, and it can be sold again, and again. Rooms are sometimes

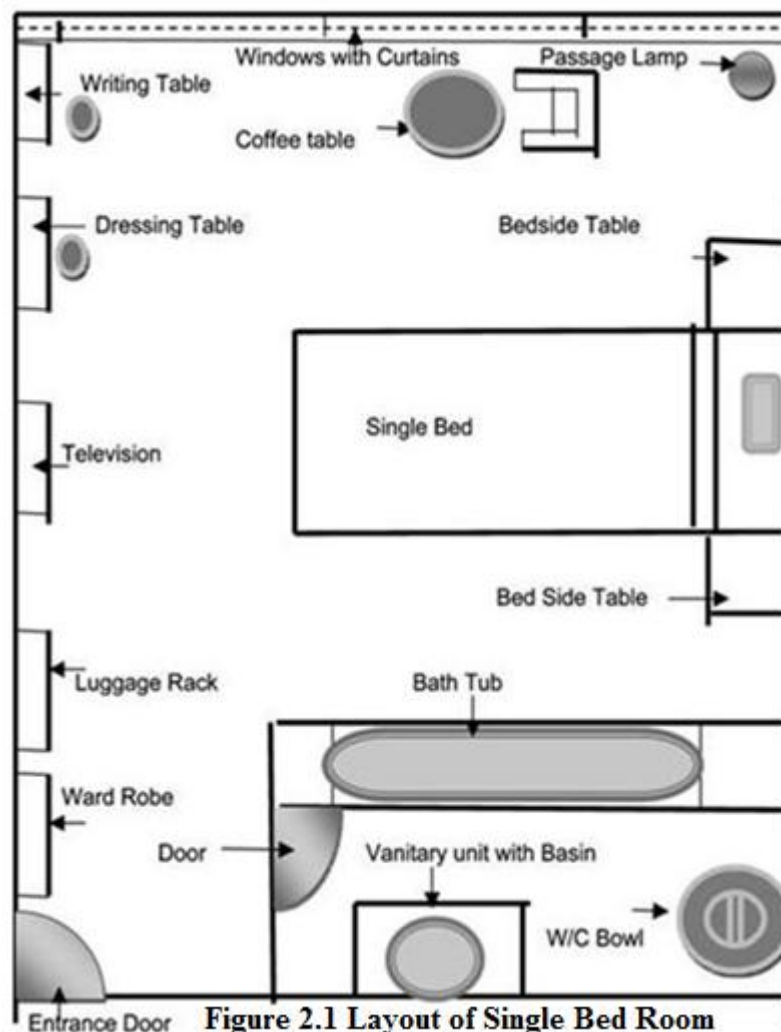


Figure 2.1 Layout of Single Bed Room

also referred as highly perishable commodities „as room not sold for the day lose out on the revenue for that day. In addition to earning revenues, guestrooms also have a role in the image building of the hotel. Guest may stay in a hotel for pleasure, convenience, or for necessity. Whatever the reason for the stay, they will always expect a certain standard of service and comfort. Guest is now being offered a choice of more expensive rooms with upgraded facilities, as well as the establishment’s standard options. Hotels now offer a wide range of rooms catering to the needs of different types of travellers. In this section, you will examine the layouts of different guest rooms.

### **The Layout of Single Bed Room**

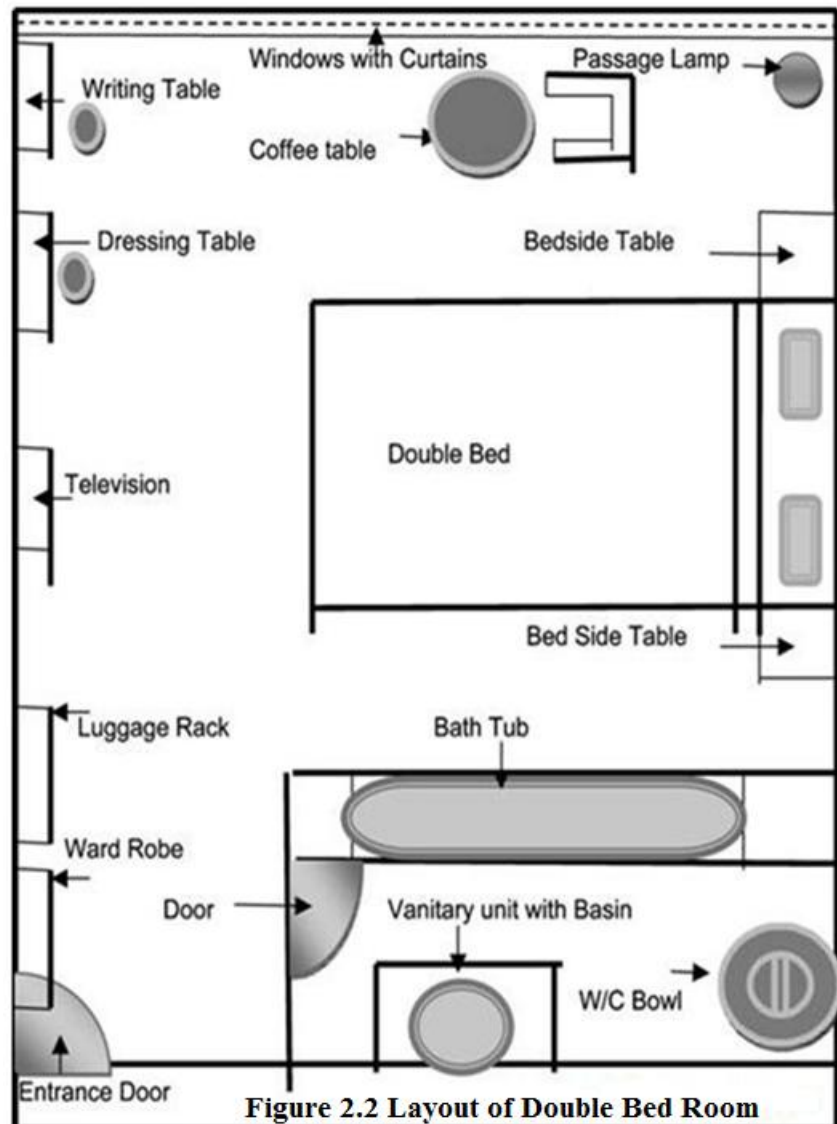
A room with a single bed is called single bed room. Fig 2.1 shows the layout of single room.

### **The Layout of Double bed Room**

A room with a double bed is called as double bed room. Fig 2.2 shows the layout of double room.

### **Layout of Suite Room**

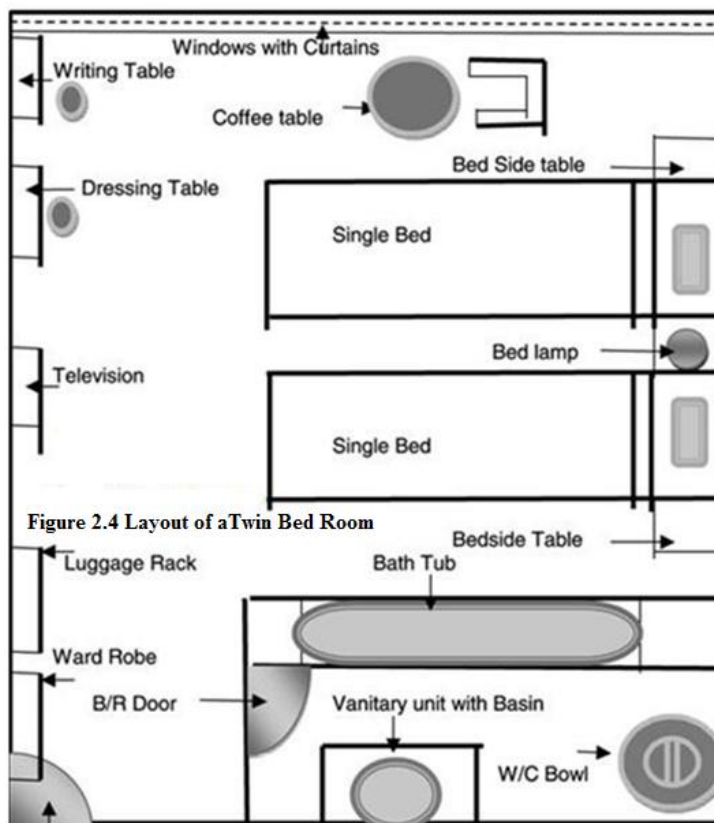
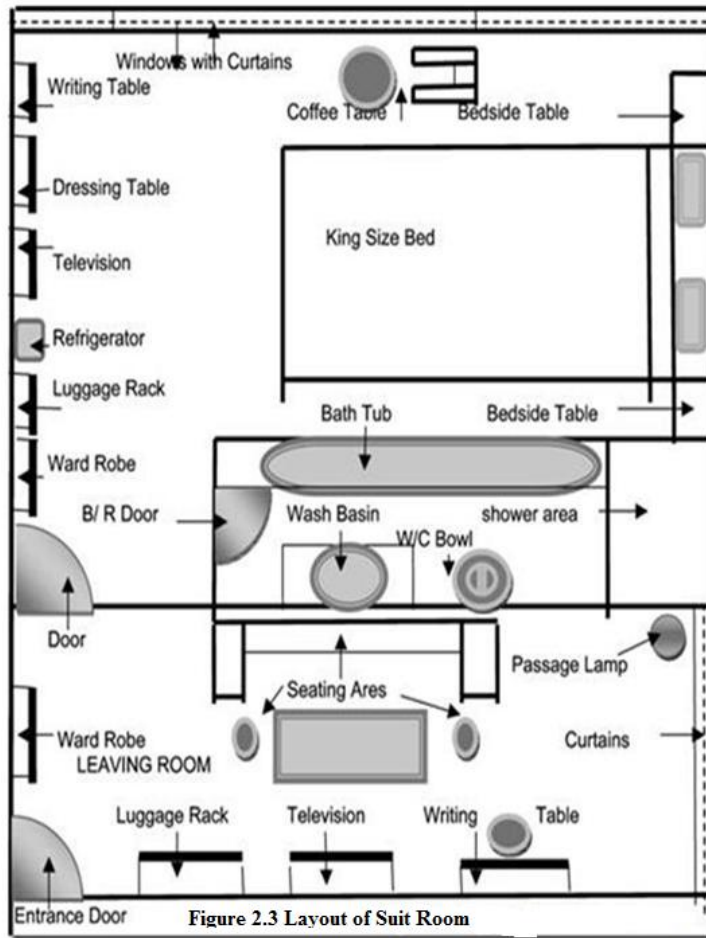
A room with double bed and a living room is called as suite room. Fig 2.3 shows the layout of suite room.



**Figure 2.2 Layout of Double Bed Room**

### **The Layout of Twin bed Room**

A room with a two single beds is called as twin bed room. Fig 2.4 shows the layout of twin bedded room.





**CHECK YOUR PROGRESS-I**

Q. 1 Write a brief note on importance of guest room?

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Q. 2 Write a brief note on types of guest room?

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Q. 3 Draw the layout of a single guest room?

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## 2.5 Guest Room Status

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The various room codes represent the different room status. These are meant to simplify the operations of the department as well as to universalize codes in the industry. Various codes are -

Room Status	Code	Definition
Occupied Room	O or OCC	A room in which a guest is staying.
Complimentary Room	Comp.	The room is occupied but the guest is not to be charged for its use

Vacant	V		The room has been cleaned, inspected, ready for sale but not occupied for past last night
Vacant & Clean	VC		A room which is vacant and clean, inspected and is ready to sale.
On-change room	O/C		The guest has departed, but the room has not yet been cleaned and readied for sale.
Do not disturb	DND		The guest has requested not to be disturbed.
Out-of-order room	OOO		The room cannot be assigned to a guest. It may need maintenance work to be done,.
Scanty Baggage	SB		When a guest carries very light baggage / luggage which can be easily taken out.
Did not check out	DNCO		The guest made arrangements to settle his / her account but has left without informing the front office.
Check-out/vacated departure room	CO C/O	OR	The guest has settled his/her account, returned the room keys and left the hotel.
Luggage in	L		The guest's luggage is in the room but the bed has not been slept in.
Under repair room	UR		The guestroom is not to be assigned to any guest as repair work is being carried out.
No luggage / no baggage	NL NB	OR	The guest is staying in the room with no luggage.
Double – lock room	DL		A room which has been double-locked. No other key can open this door except the grandmaster key or the emergency key.

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## 2.6 Guest Room Supplies and Amenities

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These include all the items that are necessary to be in be a guest room for the comfort and convenience of the guest. They are placed in various areas of the guest bedroom and bathroom. They are non-chargeable. The quality of guest supplies remains the same throughout the organization. However, the quality may vary from one room to

another depending upon the type of guest & type of room. There may be categorized as –

- **Guest Amenities** – There are the items which are placed in guestroom for extra luxury and comfort. Amenities may vary from room to room.
- **Guest expendables** – Those guest supplies that are expected to be used up or taken away by the guest on leaving the property.
- **Guest Essentials** – Items that are essential to the guestroom but are not used up or expected to be taken away by guests.
- **Guest loan items** – Supplies that are not normally found in the guestroom, but are available to the guest on request.

**Categorize of guest supplies –**

**Guest amenities**

- \* Coffee maker
- \* Chocolates
- \* Bathrobes
- \* Flowers
- \* Free beverages in minibar
- \* Free snacks
- \* Business kit – pins, small stapler,

**Guest expendables**

- \* Laundry bags and laundry forms
- \* Match boxes
- \* Guest stationery
- \* Magazines
- \* Sewing kit / Dutch wife
- \* Shoe mits
- \* Tent cards Paper clips

**Guest essentials**

- \* Cloth hangers
- \* Drinking glasses
- \* Plastic trays
- \* Room service menu card
- \* Make my room card
- \* Linen- bed and bath linen

**Guest Loan Items**

- \* Ironing boards
- \* Irons
- \* Hair dryers
- \* Hot water bottles
- \* Guest house rules

Accessories to any guestrooms are the items which bring charm and individuality to a room. These help to enhance to beauty of the room and also help to comply with the decorative theme of the room. These are termed as additional furnishings which are though not compulsory to a room but their presence definitely make a room viable. Accessories includes the small objects like pictures, lamps, vases, decorative items etc. they differ in size, height, colour, texture and cost. They should be selected to scale with the size of the room. Though, their main purpose is decoration some accessories are of useful purpose also. Lamps are the most common type in this category. The useful accessories must comply with the need and practicality of the purpose.

**CHECK YOUR PROGRESS-II**

Q. 1 Write a brief note on guest room status?

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Q. 2 Write a brief note on of guest room supplies and amenities?

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## 2.7 Guest Services

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For the upkeep, cleanliness and maintenance of guest rooms regular housekeeping services are provided to guest rooms. These services are free of cost and given to each and every room of the hotel. The various services given to guest rooms are –

- Morning Service
- Evening Service / Turn Down Service
- Second Service
- Freshen Up service
- Valet Service

**1. Morning service** -This is one of the major house keeping activity / service in which routine cleaning of occupied guest rooms and bathrooms is done. A fresh bed with clean bed linen is made and replenishing of supplies is done. It is done in the morning time and a fresh and neat look is given back to the occupied rooms. It also includes sanitizing guest bathroom and replenishing bathroom supplies.

**2. Evening Service / Turn down Service** -It is a service given in the evening time to guestrooms when guest beds are prepared to sleep. Following are the procedures to be done for evening service:

1. Knock the door and enter the room by standard procedure.
2. Draw heavy curtains
3. Arrange guest belongings
4. Prepare bed by making a 90<sup>0</sup> turn down angles with one corner of bed. This enables guest to slip inside the bed.
5. Place breakfast knob card on guest pillow.
6. Remove soiled glasses & replenish fresh one.
7. Empty and clean ashtray.
8. Replenish supplies in guest room and bathroom.
9. Clean bathroom, sanitize WC.
10. Replenish bathroom linen
11. Switch off the lights
12. Lock the door and exit.

**3. Second Service** - This is a non-paid service and given to guest on his/her special request. In this service the guest room cleaning is again done. Second service is

normally asked between the routine morning service and evening service. It could be asked for many reasons. Sometimes the guest is not satisfied by his morning service or guest had some meeting or party in his/ her room. The following things are taken in consideration while doing second service:

1. Removal of soiled glasses, cutlery & bottles.
2. Replenishing guest supplies
3. Change of linen if soiled
4. Any spot marks on tables or floor.
5. Refilling of water flask
6. Refreshing room with air freshener.

**4. Freshen up Service** -This is also known as touch up service and is given in vacant rooms and VIP arrivals. Vacant room is a room which is vacant and clean, ready for sale but is not occupied by guest for past night. Thus, to make it OK for sale or for VIP arrivals touch ups are done in the room. The major activities in this service are:

1. Thorough dusting of the room.
2. Refreshing room with room freshener.
3. A quick inspection for supplies and cleanliness.

**5. Valet Service** -Valet is a person who receives soiled linen from guestroom and delivers back fresh linen to the guest room. Valet service is given to guestrooms with no extra charge and the activities performed by valet are:

1. Valet counts and collects guest laundry.
2. Takes Laundry specifications if any.
3. Transfer soiled guest clothes to laundry.
4. Returns back fresh laundry to guestrooms.
5. Takes guest initials for charging laundry cost on guest folio.

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## 2.8 Guest Safety

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The act of delivering hospitality is thought to occur naturally. However, throughout this text, delivering hospitality has been discussed as a planned concept, complete with research on guests' needs, policy and program development, establishment and delivery of training programs, and follow-up information systems. Hospitality also includes providing a safe environment for guests, which requires a well-organized department to oversee and implement safety programs. The security department of a hotel is vital to delivering hospitality to guests. This department is responsible for establishing the details of the following systems:

- Guest and employee safety
- Room key security
- Fire safety systems
- Bomb threat action
- Emergency evacuation plans
- Employee safety training plans
- Emergency communication plans

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### 2.8.1 Room Key Safety

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The access to the room is controlled by placing lock at the door. Hotel has a strict control over the room keys. People who possess the key can access the room. Hotel

may have hard key system or electronic key system. If hotel is using hard key system following security measures can be followed:

- Ask the guest to deposit room keys at reception while moving out of the hotel premises.
- Discourage guest to carry room key along with them while going out of the hotel premises. This is mostly done by putting heavy and large key tags which is inconvenient to carry.
- In an event of loss of keys the lock should be replaced immediately.

The electronic key system is an investment in guest safety and security. As each new guest registers, a fresh plastic, metallic or hard-pressed paper key is produced. The room door lock combination can be changed as and when required by option available through master computer, hence if a guest carries away the electronic key with them will not pose any security threat.

**Types of Room Keys:** Hotel, for security reason may use three types of room keys:

- Emergency / Grand Master Key
- Master Key
- Guestroom Key

**Emergency Key / Grand Master Key:** An emergency/grand master key opens all guest room door lock even if they are double locked (Double lock is an internal safety locking device, if locked from inside the room, it cannot be opened from outside by its own keys and master key). Emergency key should be highly protected and should only be used in an event of emergency. A strict key control is maintained for the same. It should not be taken out of the premises. Generally emergency key is under control of the head of the property.

**Master Key:** A master key opens all guest room lock which is not double locked. This key may be such that it can unlock all guest room lock or may open only specific floor's guest room locks. The master key is under control of executive housekeeper of the hotel. There may be several floor master keys used by room attendant for cleaning guest room. These keys are strictly controlled and issued only to the staff on duty. They have to sign before taking the key and at the time of submitting.

**Guestroom Key:** These are individual room keys for each room. A guestroom key opens the lock of the individual guestrooms. These keys are under control of front desk. These are issued to guest who has registered and collected back when they depart from the hotel.

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## 2.8.2 Fire Safety

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Fire is among the potential hazards associated with the hotel. Hotel must be equipped to safeguard guest and its property from the fire. All the employees must be aware of any specific procedure laid down for the establishment and be ready to comply with them at all the time.

The three basic elements if present at a place will result in outbreak of fire. They are:

- Fuel (a combustible substance)
- Oxygen (necessary as fire is an oxidation reaction)
- Heat (ignition temperature)

If any one of them is absent the fire cannot outbreak. Therefore fire can be extinguished by following three principles:

- Starving
- Smothering
- Cooling

**Starving:** Starving is the removal of the fuel from the vicinity of fire so that there is nothing to burn. Suppose fire outbreaks in the area where wood is stored, it can be extinguished by removing all the wood from that area. This will lead to elimination of one major element necessary for fire.

**Smothering:** Fire can be extinguished by cutting off supply of air (oxygen) which is necessary for existence of fire. Removal of air is known as smothering.

**Cooling:** Heat (ignition temperature) is another essential for the existence of fire. Cooling can be achieved by putting water.

**Classification of Fire:** Depending upon combustible material that caught fire, it is classified in to following five groups:

- Class A fire
- Class B fire
- Class C fire
- Class D fire
- Class E fire

**Class A:** Wood, paper, textile, grass, garbage, and materials composed of cellulose

**Class B:** Oils, petroleum products, varnishes, paints, non-ionic solvents

**Class C:** Fire of electrical origin involving electrical short-circuits

**Class D:** Fire caused in metals e.g. Magnesium, Aluminium, Zinc, Potassium etc.

**Class E:** Outbreak of fire in gases e.g. Liquefied Petroleum Gases (LPG), Methane, Compressed Natural Gases (CNG) etc.

**Procedure in the Event of Fire:** Most of the hotels follow the following procedure in an event of fire:

- The person concerned must be informed immediately on detection of fire.
- Do not panic
- Warn other people on the vicinity and sound the fire alarm
- Do not jeopardize your own safety or that of others
- Follow the procedure laid down by your establishment
- Fire brigade must be informed immediately
- Do not try to extinguish fire if you are not trained for the same otherwise your faulty procedure may lead to spread of fire.
- If you are trained for fire fighting, use appropriate fire extinguisher to extinguish fire, if the fire is small.
- Close doors and windows; turn off supply of electricity and gas.
- Do not wait for the fire to get out of control before calling fire brigade.

It is important that all the passageways are kept clear and doors should open outwards. Fire exits are marked properly and should remain visible in darkness too. The fire extinguishers should be placed at proper places and should be in working conditions. Periodic fire drills should occur and should be taken sincerely since lives may be endangered if fire outbreaks. Fire detecting systems, sprinkling system, smoke detecting system, fire fighting equipments, fire houses etcetera should be inspected and tested at regular intervals to ensure that they remain functional in the event of fire.

**2.8.3 Accidents**

According to oxford dictionary, ‘an unpleasant event that happens unexpectedly and causes damage, injury or death’. The accident may occur due to one of the following reasons:

- Excessive haste
- Carelessness
- Anxiety
- Lack of interest
- Lack of concentration
- Failure to apply safety rules

**Excessive haste:** Excessive haste is one of the prime causes of accident because person in haste may overlook the safety rules or obstacles in the way. Therefore the golden rule should be never run to avoid an accident.

**Carelessness:** Carelessness is another root cause of accidents. A careless handling of the equipments may eventually lead to accidents.

**Anxiety:** Anxiety is a feeling of worry or fear. An anxious person will not be able to concentrate on the task that is carried out by them and will lead to accidents.

**Lack of interest:** Lack of interest in the work leads to carelessness in the person and ultimately the person will not be able to follow the correct procedure for carrying out the task and accidents may occur.

**Lack of concentration:** there may be several reasons why an employee may not be able to concentrate on their work. The possible reason for lack in concentration are personal worries, lack of interest,

HOTEL ABC Accident Report			
Sr. #: 0123788			
Name of the injured Person:.....			
Occupation:.....			
Supervisor:.....			
Time of Accident	of	Date of Accident	Time of Report
			Date of Report
Nature of Injury or Condition:.....			
Extent of Injury (after medical attention):.....			
Place of Accident or Dangerous Occurrence:.....			
Injured Person's evidence of what happened:.....			
(Use separate sheet if required):.....			
Witness of evidence (I)		Witness of evidence (II)	
Supervisor's Recommendations:.....			
Date:.....			Authorized Signatory

**Figure 2.5 Accident Report Form**



distractions etc. When someone is not able to concentrate on their work may eventually meet with accidents.

**Failure to apply safety rules:** Safety rules, if followed will prevent the occurrence of accidents. Operating procedures of any equipment that are mentioned in the manuals of equipments should be followed to eliminate the chances of accidents. A failure in applying safety rule will cause accident.

**Accident Report:** The organizations take all possible precautions to avoid accident but in spite of all care the accidents may occur. An accident occurring on the premises where the employee works must be reported to the employer and a record of the accident must be entered in the accident book as shown in figure 2.5. Proper reporting of accidents may help the management in following ways:

- Identification and spotting the accident prone area so that appropriate signals may be place to avoid any future accidents.
- Assessment of loss due to accident
- Requirement of ambulance
- First aid to be given

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### 2.8.4 Unusual Events

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Hotel employee may face following unusual event:

- Terrorist activities and Bomb threat
- Robbery

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#### Terrorist activities and Bomb threat

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A lodging property that caters the VIPs may face the possible threat of terrorist activity and bomb threat. The hotel should take these threats seriously. The hotel in such situation should liaise with the local police authority and follow the instruction from them. The bomb threat may come by telephone. The person receiving such call should follow the below mentioned points:

- Do not interrupt the caller
- Write the exact words of the caller
- If possible find out :
  - Time due to explode
  - Where the device is placed
  - Description of device
  - Why he has done it
  - Whom they represents
  - Write everything as soon

HOTEL ABC Bomb Threat Form	
Sr. #:.....	
Date:.....	
Time of Call started:.....	Time Call ended:.....
Caller's exact words: _____	
<b>Questions that may be asked:</b>	
When is bomb due to explode?-----	
Where the device is placed?-----	
How does device look like?-----	
What is the type of device? Time bomb / remote operated bomb	
Why you have placed the device?-----	
Whom you represent?-----	
<b>Details of caller (Fill as soon as call ends)</b>	
Age:-----	
Sex:-----	
Voice :-----	
Accent: local/foreigner/ educated/ other (specify)	
Language used:-----	
Manner:-----	
Any background sounds:-----	
Type of call: Local/ Long distance	
Telephone/ Mobile No. from which call was received :-----	
<b>Action Taken</b>	
Information to management:.....Time.....	
Information to local Police station:.....Time:.....	
Date	&
Time:.....	Signature.....

**Figure 2.6 Sample Bomb Threat Form**

as call is disconnected (a bomb threat form may be used for the same if used in hotel. A sample format is shown in figure 2.6 such as:

- Callers voice
- Mannerism
- Determination
- Age and sex
- Accent
- Any background noise etc.
- Do not alter the exact talk that has occurred between you and caller while re-telling to the authorities.
- Inform the competent authority immediately.
- Do not spread the rumours.
- Do not attempt to diffuse device if you are able to locate the same.

**Robbery**

Robbery is a possibility in hotel as there may be a large sum at the front desk cash and bills sections and also at the point of sales. In an event of armed robbery hotel employees should normally follows the below mentioned procedures:

- Comply with the robbers demand
- Do not make sudden movement to provoke the robbers to use weapons or fire arms.
- Remain quiet unless directed to talk by robbers
- Do not attempt to disarm the robber, as this may jeopardize the life of person doing the act and other people in the vicinity.

The cashier may switch the secret alarm that might be installed in the cash drawer while following the direction of robbers without being suspicious to be noticed by them.

- Observe the person carefully noting the physical characteristics like height, built, eye colour, hair colour, mannerism, complexion, clothing, scar marks or any thing that can be helpful to identification of the robbers.
- The employees may also note the direction of escape, type and registration number of vehicle used by the robbers.
- The employees should refrain themselves for touching any objects that might be touched by the robbers and restrict the movement of the people in the area so that the possible evidences are saved till the policemen comes to the

HOTEL ABC	
<b>Crime Report Form</b>	
Sr. #:.....	
Area of the incident: .....	
Number of People involved in robbery: .....	
Weapons used: Knife/Fire arms (type) Gun/Revolver/Pistol/others	
Description of the arms	
Description of robbers:	
Age:.....	Age:.....
Height:.....	Height:.....
Built:.....	Built:.....
Complexion:.....	Complexion:.....
Identification mark:.....	Identification mark:.....
Name (if used):.....	Name (if used):.....
Colour of eyes:.....	Colour of eyes:.....
Colour of Cloths:.....	Colour of Cloths:.....
Mannerism : .....	Mannerism : .....
Language used:.....	Language used:.....
Modes opperendi:.....	Modes opperendi:.....
Description of vehicle(s) used:	
Type and make:.....Registration No.:.....Colour of Vehicle.....	
Any other relevant thing:.....	
Authorized Signatory	

**Figure 2.7 Sample Crime Report Form**

premises.

- The hotel may have a format to record the details of the robber that is gathered from the people who have witnessed the event. The format of crime report form is shown in figure 2.7.

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### 2.8.5 First Aid

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According to oxford dictionary, first aid is the medical help that one gives to somebody who is hurt or ill before the doctor arrives. It is mandatory for the establishment that they should have adequate first aid equipment, facilities, and trained personal to provide first aid at the work area. If the injury is serious, the injured person should be treated by a doctor or qualified nurse as soon as possible.

**First Aid Equipments:** There should be a first aid box in the work area. First-aid box should be easily identifiable and accessible in the work area. It should be in the charge of a responsible person. A regular replenishment of the first-aid box is necessary so that first-aid may be given in case of requirement. A first aid box must contain at a least following things:

- A card giving general first-aid guidance
- 20 individually wrapped, sterile, adhesive, waterproof dressings of various sizes
- An antiseptic lotion and antiseptic cream
- 4 X 25 g. cotton wool packets
- 1 dozen safety pins
- 2 triangular bandages
- 2 sterile eye pads, with attachment
- 4 medium-sized sterile un-medicated dressings
- 2 large size sterile un-medicated dressings
- 2 extra large size sterile un-medicated dressings
- Scissors
- A report book to record all injuries.

#### FIRST-AID FOR SOME COMMON PROBLEMS

**Shock:** the signs of shock are faintness, sickness, clammy skin and pale face. Shock should be treated by keeping the person comfortable, lying down and warm. Cover the person with blanket or clothing, but do not apply hot water bottles.

**Cuts:** All cuts should be washed with the antiseptic lotion and should be covered with waterproof dressing. When there is considerable bleeding it should be stopped as soon as possible. If bleeding persists it may be stopped by bandaging firmly or pressing the artery with the thumbs and immediate medical assistance is necessary.

**Nose Bleeding:** In case of nose bleeding, sit the person down with the head forward, and loosen clothing round the neck and chest. Warn the person not to blow the nose for several hours. If bleeding persists seek the medical assistance.

**Fainting:** Fainting may occur after a long period of standing in a hot, badly ventilated area. The signs of an impending faint are whiteness, giddiness and sweating. A faint should be treated by raising the legs slightly above the level of the head and, when the

person recovers the consciousness, putting in the fresh air for a while and making sure that the person has not incurred any injury in fainting

**Fractures:** The best treatment for fracture is to make the affected part immobile before doing anything. Immediately seek the assistance of doctor.

**Burns and Scalds:** Burn is caused by dry heat source like flame or hot articles whereas scalds are caused by wet heat source like steam or boiling liquids. The burnt part should be placed under running cold water or immerse in cold water till pain ceases. Seek the assistance of doctor if required.

**CHECK YOUR PROGRESS-III**

Q. 1 Write a brief note on guest services?

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Q. 2 Write a brief note on guest safety?

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Q. 3 Write a brief note on first aid?

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## 2.9 Summary

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The chapter explains the importance of house keeping department and its working in the entire operation of the hotel. Guestrooms are termed as the major product to generate revenue and analyses of guest expectation are reviewed to select a room for staying. Further, the various types of guestrooms are listed and explained. These are the most commonly found rooms. All efforts are made to include all types of rooms but there may be some individually specifically designed rooms from one property to another. Layouts of standard guestrooms are depicted. Though, they are not to scale with standard dimensions and are meant to be sampled only. Guestroom status codes are discussed with general floor rules or guidelines are mentioned which may have some additional rules from one hotel to another. Lastly various housekeeping services for guestrooms are discussed and detailed study for steps included in second service, evening service, freshen up service, valet service and bed making are explained.

The safety and security of resident guest, non-resident guests, and hotel employees is the major responsibility of the hotel. Hotel is opened to the public yet it is a private property. The hotel employees must have an eye on suspicious peoples and should take necessary action to remove the trespassers. The hotel uses various types of room keys like emergency/grand master key, master key, and guestroom key for security reasons. Each type of keys is controlled for safety and security of guest. All the care is taken to minimize accidents and fire outbreak. The fire alarm system is installed in the hotel so that it is detected at earliest and controlled before it spread and goes out of control. There are pre-determined standard operating procedure for handling events like terrorist activity, robbery, vandalism, theft so on and so forth.

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## 2.10 Key Terms

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**Complimentary Room** – A room given to a guest on complimentary basis where no charge is levied on guest for his stay.

**Floor rules** – The guidelines & rules made by Hotel Management for employees to work on the guest floors.

**Kitchenette** – A small cooking area with a small fridge, sink and oven. It is not a full fledged kitchen.

**Key control Systems** – Various steps and methods adopted for efficient handling of keys.

**Room Status** – The situation and the condition of the room.

**Refused service** – When a guest does not want his / her room to be cleaned at that moment.

**Second service-** A re-cleaning of guestroom on guests special request

**SICO Bed** – A bed that folds up into the wall giving an impression of a cabinet or wardrobe.

**Status codes** – Abbreviations used to communicate room status.

**Twin room** – A room with two single beds separated by a side table.

**Valet**-A person who is responsible to collect soiled guest laundry and deliver back fresh guest laundry to guestrooms.

**Wi Fi** – Wireless fidelity. It enables guest to access to internet without connectivity problem.

**Double Room** – A room with a double bed for two persons

**Twin Room** – A room with two single beds meant for one person each separated by a side table

**Hollywood Room** – A room with two twin beds but a common headboard, meant for two people.

**Triple Room** – A room meant for three people with either 3 single beds or one double bed & a single bed.

**Quad Room** – A room meant for four people which may have two double beds or 4 single beds.

**Family Room** – A room with two double beds, meant for two, three, or four persons.

**Studio Room / Extension room** – A room with a studio bed.

**Suit Room** – It consists of a living and a dining room. It may also contain small kitchenette and other facilities.

**Connecting Rooms** – Rooms with individual entrance doors with a connecting door between, so that guests can move between rooms

**Adjoining rooms** – Room with a common wall but no connecting door.

**Adjacent Rooms** – Rooms close to each other, but not necessarily adjoining- perhaps across the hall or corridor from each other.

**Cabana**- A room near to the swimming pool area, it is meant for changing and relaxing purpose.

**Duplex**– A two story suite, with bedrooms connected by a stairway.

**Efficiency room** – A room containing some kitchen facilities.

**Lanai room** – A room overlooking landscaped areas, a scenic view, a water-body, or a garden. It may have a balcony. This type of room is commonly found in resorts.

**Parlour / Saloon** – A living or sitting room; a room not used as a bedroom.

**Penthouse** – A room which is situated at the top most floor of the building. It usually have a separate service staff and separate elevator. Usually occupied by high profile guest who require personalized service.

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## 2.12 Terminal Questions

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### Short Answer type questions

1. Define the following
  - (a) Cabana (b) Quad (c) Lanai (d) Adjoining Rooms
  - (e) Duplex (f) Efficiency Room (g) parlour Room
2. Elaborate the following codes and define
  - (a) NB / NL (b) C/O (c) OCC (d) SB (e) UR (f) OOO (g) DL
3. Draw the Layouts of
  1. Double Room
  2. Suite Room

### Long Answer type questions

1. Discuss the various activities performed by housekeeping department.
2. What are the basic criteria to select a room by any guest?
3. List down the general guidelines & rules to be followed by housekeeping employees on guest floor.
4. Write down step by step cleaning procedure of a guest room
5. Explain the various types of guest room services proved by Housekeeping department
6. What is the reason for having different types of room keys?
11. Explain the various types of room keys you may find in a hotel.
12. What are the causes of fire? Explain the basic elements of fire.
13. Classify fire? Explain the principals involved in extinguishing fire.
14. What do you understand by accident? What are the root causes of occurrence of accident? Explain.
15. What are the advantages of reporting accidents? Explain the accident report form with format of the same.
16. What is first-aid? What equipment and articles one can find in a first-aid box?

17. As a front desk employee how you will deal with terrorist activity of bomb threat?
18. Suppose you are a cashier at front desk and a group of people comes with fire arms to rob the cash. How you will handle the situation?

**Fill in the blanks**

1. Room with a common wall but no connecting doors are called \_\_\_\_\_.
2. Single lady traveler room is usually located near to the \_\_\_\_\_.
3. A guest carrying very light luggage is termed as \_\_\_\_\_.
4. Never ever knock the guestroom with a \_\_\_\_\_ message displayed.
5. For turn down service bed is made by making an angle of \_\_\_\_\_ degree.
6. Breakfast knob card is placed on \_\_\_\_\_ during evening service of guestrooms.
7. A re-cleaning of guestroom after morning service is known as \_\_\_\_\_ service.
8. \_\_\_\_\_ is a person who collects and delivers back guest laundry to guestrooms.
9. Telephone is disinfected by \_\_\_\_\_.
10. Second sheet in making bed is placed \_\_\_\_\_ side up.



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## UNIT: 3

# HOTEL FRONT OFFICE

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### Structure

- 3.1 Introduction
- 3.2 Objectives
- 3.3 Functions and Importance of Front office Department
- 3.4 Sections of Front Office Department
  - 3.4.1 Reservation
  - 3.4.2 Reception
  - 3.4.3 Information
  - 3.4.4 Cash & bills
  - 3.4.5 Travel desk
  - 3.4.6 Communication
  - 3.4.7 Bell Desk
  - 3.4.8 Concierges
- 3.5 Layout of Front Office
- 3.6 Attributes of Front Office Personnel
- 3.7 Organisation Structure of Front Office
- 3.8 Duties and Responsibilities of Front Office Staff
- 3.9 Inter and Intra- department coordination
  - 3.9.1 Intra-departmental coordination
  - 3.9.2 Inter-departmental coordination
- 3.10 Summary
- 3.11 Key Terms
- 4.12 Bibliography
- 4.13 Terminal Questions

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### 3.1 Introduction

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Front office is the first department of hotel which comes in guest contact, at the time of guest arrival and the last department when they depart from the hotel. This department performs the various functions like reservation, reception, registration, room assignment and bills settlement of a resident guest. The guest remains in contact of front desk for information and any kind of help. Thus we can say that the Front Office is the hub of hotel operations.

This chapter is aimed to provide a good understanding on the part of the organization of the front office department. In this chapter we will study the functional organization of the front office department, sections of front office, front office staff organisation, qualities and attributes of front office staff, and job description & job specification of few front office personnel.

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### 3.2 Objectives

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After reading this chapter you will be able to understand:

- Sections of front office
- Organization chart of front office

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### 3.3 Functions and Importance of Front office Department

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Front office is the department of a hotel where the guest interacts with the hotel staff first time and develops the first impression about the level of services, standard, facilities and hospitality. The front office department is also known as front of the house. This is the department whose employees are frequently indirect contact with the guest. The front desk should be located at a prominent point in the lobby. The hotel guests come to the front desk for registration; rate and room assignments; inquire about hotel services, facilities, and the city or surrounding area; and to check out. Apart from these services the front desk also provides the services like handling guests mail, message, maintaining guest accounts, paging (locating the guest within hotel), arranging the travel services, and various other services as per guests requirement. Thus the front office department performs following functions:

- Selling of the hotel rooms to guests
- Accepts advance booking of the rooms
- Receiving and registering the guests when they arrive at the hotel and assign them room
- Coordinate guest services
  - Mail and message handling
  - Locating guest within hotel premises(paging)
  - Connecting guest telephone calls
  - Keeping valuables in safety deposit lockers
  - Room keys handling
  - Sundry payments on behalf of guest
- Provide information about:
  - The facilities and services provided by the hotel
  - The City
  - Happening of any events or attractions of interest to guests
  - Places of tourist interest
- Maintaining accurate room status information
- Maintaining guest accounts and monitor credit
- Preparation of guest account statements
- Settlement of guest account at the time of departure

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### 3.4 Sections of Front Office Department

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Division of labor is the guiding principle for dividing the entire unit into small section on the basis of tasks performed by the employees of the department. The front office department can be divided in to following sections for effective and efficient discharge of the duties of its employees:

- Reservation
- Reception
- Information
- Cash & bills
- Travel desk
- Communication
- Uniformed services
  - Bell Desk

- Concierges

**Lobby:** According to Oxford dictionary, ‘\_lobby is an area just inside a large building, where people can meet and wait’. The hotel lobby is an area furnished with seating arrangements and is used as common place for meeting and waiting by the hotel guests. Lobby is located immediately upon entry into the hotel building. The front office is located within the premises of the lobby. The lobby is an important place in the hotel as it is the first and last point of guest contact with hotel. Hence, a considerable amount of fund is invested by the owner to make the lobby aesthetically appealing to the guest. A well appointed lobby creates the impression about the overall standard of the hotel in the eyes of the guest. The lobby is managed by the lobby manager.

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### 3.4.1 Reservation

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Travelling to a place other than home town urge the need of a safe and comfortable place to stay. Now-a -days peoples are travelling too frequently due to advent of safer and faster modes of transport. Peoples while planning their trips to other places prefer to be sure that they will have a suitable accommodation when they reach at destination. This can be achieved by making an advance booking of the hotel room.

Reservation section of front office department of the hotel is responsible for receiving and processing the reservation queries. Depending upon the level of automation, volume of business, and house customs the procedure of processing reservation queries may differ from hotel to hotel in terms reservations handling, maintenance of reservation records, confirmation, amendments, and cancellation of reservation.

**Layout of reservation section:** The location of the reservation section depends upon the size of hotel and volume of business. In a very small hotel the same function can be performed by the front desk. In a large hotel a separate section is needed. If a separate section of reservation is needed then it should be located preferably behind the reception counter and should have a communication door between reception and reservation section.

**Function of reservation section:** The reservation section of front office department of hotel performs the function of processing reservation request of the future guest. This section is headed by a Reservation Manager, who is assisted by reservation supervisor and a team of reservation clerks/ assistants. Following are the functions performed by the reservation section:

- Receiving the reservation request
- Processing the reservation request
- Depending upon the availability of desired room type reservation request may be confirmed, waitlisted or denied.
- Updating the room availability status after each reservation transaction like confirmation, amendments and cancellation.
- Maintaining and updating the reservation records
- Preparing reservation reports

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### 3.4.2 Reception

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According to oxford dictionary, ‘—reception is a place inside the entrance of a hotel or office building where guests or visitors go when they first arrive’. This section of front office receives and welcomes the guests at their arrival in the hotel. The personnel of

this section receive all necessary information about the guest to complete the registration formality. After completing the registration formalities, room is assigned to the guest and bell boy carries the guest luggage and escorts the guest to his room. The entire process should be carried out in professional way in a warmth and friendly atmosphere to create a positive guest impression.

**Layout of reception section:** The reception section of the front office of a hotel is located in close proximity of entrance gate of the hotel. The layout of the reception section depends upon the size of hotel and volume of business. The front desk assistant carries out many tasks; hence, the front desk should be designed in a way to assist them in performing those tasks. The front desk may be circular, L-shape, curved or straight depending upon the requirement.

**Function of reception section:** The reception section of front office department of hotel performs the function of welcoming the hotel guest. This section is headed by a supervisor and a team of receptionists/ front desk assistants. Following are the functions performed by the reception section:

- Receiving the guests
- Completing the registration formalities
- Assigning the room.
- Sending Arrival notification slips to concerned departments

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### 3.4.3 Information

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As the name suggests this section of the front office provides information to guests. This section is manned by information assistant. In a small hotel the same function may be provided by the receptionist. The need of a separate information desk is felt in hotels having large number of rooms and the traffic of guest is higher.

**Function of Information section:** The information section of front office department performs a variety of functions. Some of them are as under:

- Maintaining resident guest rack
- Handling guest room keys
- Handling guest mails, telegrams, fax, courier, parcels etc.
- Provide information to guest regarding hotel facilities, services, city information etc.
- Handling guests messages
- Handling paging

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### 3.4.4 Cash and Bills

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Cash and bills section of front office department records all guests' monetary transactions. This section maintains guest's folios and prepares the guest bills at the time of departure of the guest. This section is headed by cashier. This section performs the following tasks:

- Opening and maintaining guest folios
- Posting room charges in the guest folio
- Posting all credit charges in the guest folio
- Posting all cash received from the guest
- Preparing bills at the time of check-out

Receives the cash, travelers cheques, demand draft for account settlement

- Handles credit cards for settlement of guest account
- Foreign currency exchange

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### 3.4.5 Travel Desk

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The travel desk deals with the guest's needs of transportation, air-ticketing, railway reservations etcetera. The hotel may operate the travel desk or it may be outsourced to an external travel agency. The travel desk performs the following tasks:

- Air-port/ railway station pick-up and drop
- Providing vehicles to guest if demanded on the basis of pre-determined charges
- Making railway reservations/cancellations and amendments for guest
- Purchasing air-tickets for the guest
- Arranging the sightseeing tours

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### 3.4.6 Communication

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The communication section maintains a complex communications network. The hotel may have its own private branch exchange along with Post & Telegraph lines. In olden days all outgoing calls were routed through operator. This was done to make proper accounting of the outgoing calls. Switchboard operators may also place wake-up calls and coordinate emergency communications. Now-a-days due to advancement in technology the guest are able to make outgoing calls without routing the operator. There is computerized call accounting system which charges the guest account if he makes an outgoing call. The wake-up calls may also be registered on the system which dials the guest extension at registered time and plays pre-recorded message when answered. The telephone operators may also protect guests' privacy and thereby contribute to the hotel's security program by not revealing guestroom numbers to any other person. Many hotels also provide guest paging services over the public address system. These systems generally operate through communications section. Recent technological advancement in equipment have considerably decreased the responsibilities and workload of telephone operators

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### 3.4.7 Bell Desk

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Bell desk is located in a very close proximity of the entrance gate of the hotel. This section is headed by a bell captain. Bell boys and page boys are the team members of the bell desk. They handle the guest luggage from their entry in hotel porch to their rooms at the time of arrival and from their rooms to lobby and then to the guest vehicle at the time of their departure. The bell desk person is the last front desk employee who comes in guest contact at the time of departure of guest. The bell desk performs the following tasks:

- Handling guest luggage
- Locating guest in a specified area of the hotel (paging)
- Posting guest mails.
- Making sundry purchase for the guest

Keeping guest luggage in left luggage room

- Escorting guest to their rooms
- Educating guest about functions of weather control, using in-house telephone directory.

- Providing information to guest about hotel facilities and services when asked by guest

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### 3.4.8 Concierges

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The concept of concierges came from the European royalty days; the concierge was the castle doorkeeper. His duty was to ensure that all castle occupants are safely locked in their rooms at night. When the royal families were traveling they often took their concierges with them for security and food and lodging arrangements. As hotel industry grew they became a part of the hotel staff to provide personalized services to the hotel guest. The concierge provides following services to hotel guest:

- Making reservations for dining in famous restaurants
- Obtaining tickets for theater and sporting events
- Arranging for transportation by limousine, car, couches, busses, airplane, or train
- Providing information on cultural and social events and local points of tourist interest

### CHECK YOUR PROGRESS-I

Q. 1 What are the functions of front office department in hotel?

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Q. 2 Write a brief note on sections of Front Office department?

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## 3.5 Layout of Front Office

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Layout is the physical demarcation of the sections of the department. The layout of the front office department should be carefully done to improve the efficiency and control of the front office personnel. A properly designed layout of the department results in proper space utilization. The front office layout includes the area of the department

like Lobby, Reservation, Reception, Information, Cash & bills, Travel desk, Communication , and Uniformed services

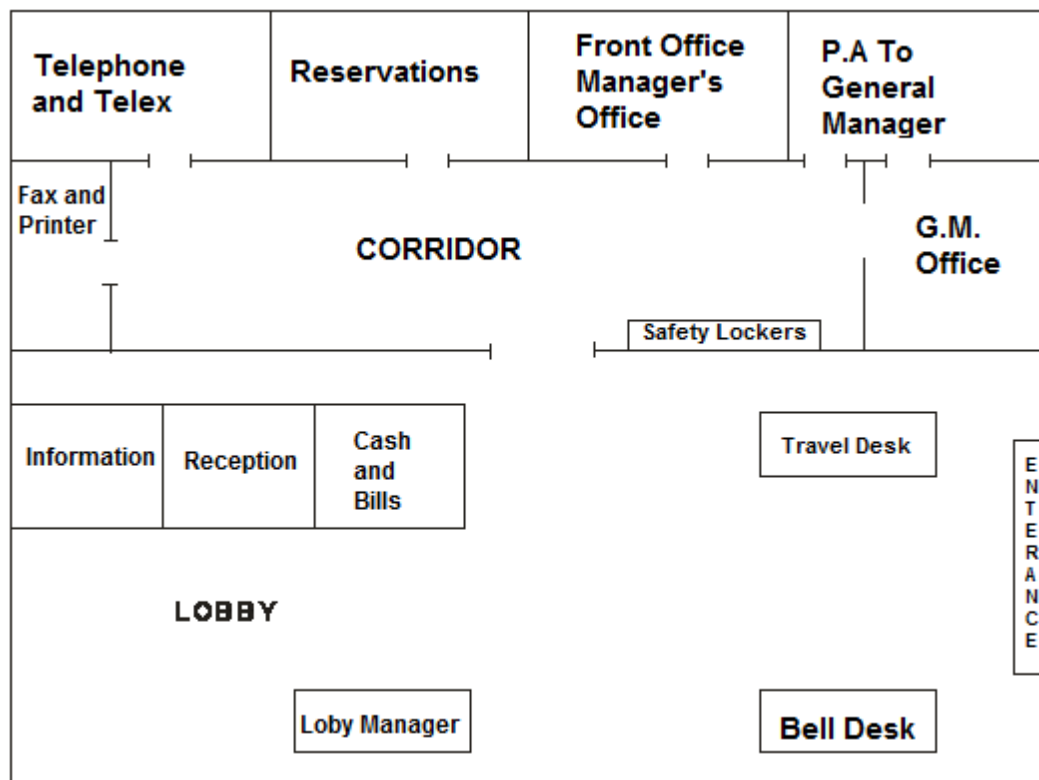


Figure 3.1 Layout of Front Office Department

### 3.6 Attributes of Front Office Personnel

It has been rightly said that a smiling face always catches the attention of its on lookers. The smiling faces help others in refreshing their agony and attention. In this competitive era, it becomes more important to retain the guest for a long time and hence the man power requirement in hospitality sector is much emphasized. In this competitive era, a guest has a lot of similar options available for stay. Here a basic question arises that what are the things which attract a guest towards a particular hotel? Why does a hotel get a good business at a particular destination besides tough competition? The answers to such questions are, it is the dedicated employees and the environment of the hotel which make some difference and attract the guests. Front office department of a hotel, being the first and last point of interaction for every guest has certain additional responsibility. Apart from their specific set of knowledge and skills related to their core job, they are also required to possess a certain set of behavioural skills that complete their professional profile. These behavioural skills include smile, etiquette, team work, listening, patience, grooming & personal hygiene, physical fitness etc. which will be discussed in this unit one by one.

**SMILE:** As discussed in the introduction that in this competitive era a guest who is coming for stay to a particular hotel, though he is having lot of other options available because of the following reasons:

- Want to get maximum Satisfaction from the money which he is spending for his stay.
- Want to be treated in a good Manner.
- Want to give a feel that how much Important he is for the hotel.
- Want to be Listened properly for any requirement or for any complaint.
- Want to get something Extra from others.

The front office being the first interaction point can provide him all these things with a SMILE. Meaning thereby, if a front office personal treats the guest with a SMILE the guest will feel Satisfied, he will feel that he is treated in a good Manner and how much Important his business is for the hotel, he is Listened to properly and get something Extra from others. Therefore, SMILE is an important attribute for the front office personal. We don't realize this but a smile does make us look far more pleasant than when we do not. Besides, it does not cost us anything! The service industry considers this competency perhaps the most important one, throughout all levels of hierarchy. A smile is thus the most enduring competency required of a front office professional. As simple as it may seem, it is the most effective way of dealing with guests. A smile almost always gets a smile back in response. It immediately breaks down several barriers of the guest including fatigue, low spirits, doubt, anxiety and dissatisfaction. Recruitment personnel see it as the first sign of front office professionalism at the time of interview. It is recommended that professionals smile in front of the mirror and assess their competency in it. It is recommended to smile while speaking on the telephone because it is a powerful way to convey tone and intention to the customer who judges the caller by his/her voice.

**ETIQUETTE:** The first interaction of a guest in the hotel is with front office personal, and on the basis of this interaction he makes an image of the hotel in his mind, now this image may be good or bad and this depends upon how the front office person has interacted and behaved with the guest. To make a positive image in the mind of the guest the front office personal must behave with the guest in good manner and this behaving in good manner is called as Etiquette. The Etiquette may be defined as code of behavior among people within an organization, group or society. The basic etiquettes that a front office staff should exhibit with the guests are as follows.

- Welcome the guest, wishing a customer the time of the day and saying 'Thank You' is the basic etiquettes that must be shown by the front office personal
- Smile and attend to guests as soon as they approach the front desk. If busy, acknowledge their presence in words assuring them that they will be attended to shortly.
- Talk softly and politely.
- Recognize guests, recognition is a powerful tool that plays a great role in retaining regular guests. The use of their name gives them importance and a feeling of belonging.
- Stand erect at all the times.
- The special needs of the guest like choice of room like smoking room or non smoking room must be taken due attention.
- Help the guest in filling the registration form or by providing them information as requested by them.
- Don't argue with the guest also don't argue with your colleagues in front of the other guests.



- Anticipate the guest needs for example hand him a pen, light his cigarette, reach out for the bag he is carrying.
- Do not get familiar with the guest even if he treats you like a friend remember your relationship with the guest is professional.
- Be aware about offensive habits you have like biting nails, picking hair, nose, ear, yawning, Sneezing/coughing without covering your mouth. Refrain at least, when you are in guest's view.
- Do not speak poorly about other guests, staff or departments.
- Speak softly and politely and do not use much of slang and frequently use the terms such as 'thank you', 'May I help you', 'Excuse me', 'Pardon me' etc.
- Carry pencils in the trouser pockets and not behind ears or clipped in front of the jacket.
- Do not chew gum.
- Present the bill to the host discretely so as to avoid embarrassing him/her and give sufficient time to check him his or her bill.
- Use service doors only for entering and exit at the front office.
- If you are on phone beware of your conversation on the telephone guest may be watching or hearing you so avoid things like shouting on the telephone, long conversation, personal calls at work etc.
- Never shouts on the telephone

**TEAM WORK:** Another attribute which a front office personal must have is team work. Without proper teamwork nothing can be done successfully in this world especially in the service industry. Teams play a very prominent role in hospitality industry. A poor team performance surely damages the reputation of an establishment, while a superior team performance directly increases its reputation. Teamwork can be seen only once the person has been recruited, though it is an essential attribute. Team dynamics have changed over the years. Let us discuss the dynamics of teamwork.

**Team:** A Team comprises a group of people linked in common purpose, a team is a small inter-dependent group of people with complementary skills who work committed towards a common purpose, performance goals and approach for which they hold themselves mutually accountable. The key works are interdependence (depending on each other), complementary skills (essential yet different skills that are needed to complete a given task well) and accountability (ownership of results). No one person can deliver any goals on his own. It takes a team to deliver results with complementary specializations with the desire to accomplish objectives and hold themselves responsible for a success or failure.

**Need for Team:** Teams can meet significant performance challenges together. They have a common purpose and move together towards it. Team members understand each other's strengths and drawbacks well and are able to assist or motivate a weaker team member. They harness complementary skills of other team members and trust their own competency at the same time. They can be a positive influence on each other with regard to ethics and discipline.

**Team in Front Office Operation:** Being the centre department of the hotel, front office needs to coordinate with almost each and every department of the

hotel but still in the direct teams of front office operation are the telecommunications, the people working at guest relation desk, lobby staff, cashier. Each has distinct skills to make a guest's stay comfortable. The indirect teams in the front office operations are purchase, stores, IT, food and beverages, and engineering who work towards making the operations system strong enough to deliver good service. The respond to guest needs expressed to the front office as also keep the front desk functional.

**Team Leader's Role:** The team leader's role is to build commitment to the common purpose by example. He uses leadership as a means to an end and not as a weapon to show superiority. The leaders fills in gaps in competencies, delegates work, is hands-on performers with the team, makes key decisions, manage external relationships including the management, guests, and the government and lends support in a crisis.

**Team Member's Quality:** Team members are performers who take joy in working together. They take responsibility for the job and understand its objectives in a larger perspective. They hold themselves accountable together, for success or failure. They have a sense of urgency with youthful enthusiasm and energy. They are result-oriented and respect each other. Below are few of the qualities of team members.

**Attitude:** An attitude can be defined as an outlook towards life. In other words, attitude is something that we own and are responsible for. It comes from within and can be positive or negative, based on one's experiences as well as the environment in which one lives. Few of the attitudes of front office personal are as follows:

- In hospitality industry people give business to those who give better service so the front office personal must feel **joy in serving the people**. A good service not only gets better pay cheques and tips but also promotes customer loyalty.
- Every single employee must have an **attitude of ownership** of the hotel. Only then he will show commitment, maintain the quality of service and take pride in the hotels appearance.
- **Co-operation** is vital in team performances. It brings about positivity in work.
- **Initiative** is a valuable competency in today's world. The only way to beat competition is to innovate and bring in new ideas. The front office personal must always look for new ideas and introduce them.
- **Honesty** is a precious attribute. There are opportunities for theft of property and guest belongings, misleading guests with information, giving secrets to competition etc. Organizations value and reward employees who have shown uprightness and honesty in situations where they could have been otherwise.

**Self- Discipline:** The front office professional is the face of the organization and thus has to be disciplined in order to project a professional image. Some tips to ensure discipline are as follows.

- Keep updated with the house rules and regulations
- Amend mistakes immediately
- Be an example to others
- Improve skill by training

- Avoid mistakes that may be viewed as indiscipline

**LISTENING:** "We were given two ears but only one mouth, because listening is twice as hard as talking." Especially for front office personal, as the guests hates having to repeat a request or instruction. While the guest is talking about his problem or giving any information the front office person must use the LISTEN meaning thereby is.

<b>L</b>	—	Look
<b>I</b>	—	Inquire
<b>S</b>	—	Summarize
<b>T</b>	—	Take Notes
<b>E</b>	—	Encourage
<b>N</b>	—	Neutralize

**Look:** look at the guest you are speaking to, with a good eye contact and the eyes must stand quiet.

**Inquire:** ask good questions to clarify like what, which, who, why, when, how etc. all this reflects that you are interested in listening to the guest and ask him to tell you more.

**Summarize:** frequently summarize your understanding about what the guest is saying, use the worlds like —Let me just summarize my understanding|.

**Take Note:** take notes of important point on a piece of paper because human memory is limited and can not remember all the things.

**Encourage:** stay calm and smile, and encourage the guest to say more.

**Neutralize:** neutralize your feeling, what you think on this complaint or on suggestion avoid biasness at this stage.

Front office personal must show the effective listening skills to make the guest satisfied. Don't avoid the guest just because he is having a slow or monotonous voice or he is not very good in expressing himself.

**PATIENCE :** Patience is another attribute which is required in front office personal. Sometimes because of the systems and procedures of the hotel the guest become frustrated and start shouting on the front office executive or because of certain break down his work get hampered and he is annoyed. Front office must handle these situations with patience; means he need to remain cool and calm. The following things can be taken care off if these kind of situations arise:

**APOLOGIZE:** Apologize to the guest. An apology is the least that a guest expects

**GIVE DIRECTIONS:** Give directions if it seems a problem that can be handled by the guest. For example the guest may complain that the television not working. It could be simple thing that the main electrical socket is switched off or the cord to the television is not connected. These directions must be given politely but clearly.

**EXACT ACTION:** Tell the guest the exact action that will be taken. For example the front office personal can say —I inform the maintenance immediately, who will be in touch with you shortly.|

**FOLLOW-UP:** Follow up with the servicing department and the guest if action has been taken Even if action is not taken, guests like to know that someone is following

up the matter. The front office personal should not lose temper, which can create a big problem. If the executive at the front office is unable to handle the customer immediately, he must call his supervisor to handle the guest.

### PERSONAL HYGIENE AND GROOMING:

In personal hygiene & grooming we will discuss the following things which the front office personal must take care of.

- Hair
- Nails
- Ornaments
- Footwear
- Make Up
- Uniform



**HAIR:** Well kept hairs are indicator of proper grooming. It makes front desk personnel presentable to the guest and enhances the first impression of the hotel in view of guest.

#### Grooming standards for Hair for male

- The hairs should not fall on the forehead and should not touch either ear or collars.
- Must be neatly combed and should not be oily.
- Conservative and well maintained hair style must be used.
- The hair should be clean, odour free and must be free from dandruff.
- The hair should not extend more than the nape of the neck
- The hair should be trimmed above the colour.
- Moustaches should be neatly trimmed and should not cover upper lips.
- The face must be clean shaved.
- The sideburns must be well trimmed and cut straight at the tip and should not exceed half the length of ear.
- Beards are only permitted for religious reasons and must be suitable maintained.



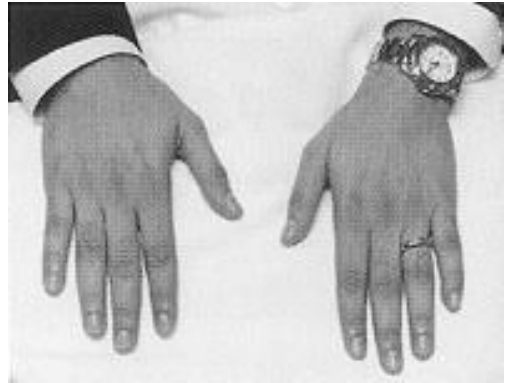
#### Grooming Standards for hair for female

- The hairs should be trimmed regularly and must be styled away from the face.
- Black accessories like black pin can be used if required to keep hair neat and in place.
- French knot can be used to keep the hair away from the face.
- The coloured or plastic bands should not be used.
- Ponytail can be made but should not be longer than nine inches
- Like man the hair should be clean, odour free and must be free from dandruff.



**Nails**

- In case of both male and female the nails should be well maintained neatly cut, clean and must be dirt free
- There should not be any stains of nicotine or carbon or any ink stains.
- In case of female the nails should not be excessively long.
- Only prescribed nail polish should be used which must cover the entire nail with no gaps or cracks.
- In case of female the toe nail polish should match the finger nail polish

**Ornaments**

- For male, only one single ring on any of the one hand can be used and for female one ring on each hand can be used but that must be conservative and sober.
- The males should not use any bracelets or bands in any of the hands only for religious reasons the bracelets can be used while female can use two thin bangles either of gold or silver in any of the hand or one in each hand.
- The females can also wear one thin chain either of gold or silver and they can also wear a small nose stud.
- The watches if used should be of conservative in style should not be too large and flashy.
- If leather strap is used it must be in black or in brown colour and if metallic strap is used it must be either in gold or in silver colour.
- The females can wear one set of earrings but those should not be flashy or too large.

**Footwear**

- Males must wear black or brown shoes which should be of oxford styles and must be polished and in good repair, females must wear closed shoes or sandals which should be polished and must be in good repair.
- Females shoes should not be flat and minimum heel should be ½ inch.
- The socks should be clear and odourless, should not have any patterns and there elastic must be intact.



**Makeup:** Makeup is used by female personal in the hotel and they should take care of the following things.

- The foundation must be used to avoid the oily look.
- The colour of lipstick should be of matte finish, sober, and must match with the uniform and matching lip liner must be used.
- For eye shadow darker shade over the eyelids and lighter shades below the eyebrow can be used.
- Start by applying the mascara to the upper eyelashes brush downward and then upward.
- The bindis should be small, round or tear shaped and single shade of sober colour the matches the uniform must be used.



**Uniform:** Uniform plays many roles like identification of department of hotel employee, protective covering for employee and many more. It enhances confidence in the employee.

**Uniform male**

- The uniform must be immaculate, spotless well ironed and should not have unnecessary creases.
- The uniform should be of perfect fit, should not be faded and must appear fresh.
- There should not be loose threads or broken buttons.
- The cuffs and collars must be clean and stain free.
- A simple belt can be worn but the buckle should not be too flashy and should not be wide more than 1.5 inches.
- The name tag should be shining and must be visible



**Uniform female:** The sarees are being weared by the female personal in the hotel and the following things should be considered while wearing a saree.

- The saree should be pinned neatly and the pins should not be visible.
- The saree must be immaculate, smooth, clean no creases or stains.
- The high neck blouse must be weared and the sleeves of the blouse must be till elbows.
- The name tag should be shining and must be prominently displayed.



**Physical Fitness:** For serving the guests the front office person have to stand on his feet with a smiling face for the entire day and the guests also want to see person who is physically fit and well dressed. This is also rightly said a health body makes a health mind'. If a person is physically fit it translates into energy, enthusiasm, ability to cope with stress, lightness, youthfulness and joy. Front office personal must bring in

physical fitness regimes into their personal lives. It may be just an hour’s walk in the neighbourhood or a workout in a gymnasium.

**Pleasant Personality:** Most often, a front desk employee is the first person with whom a guest comes in contact. The guest starts building the image of the hotel from the physical appearance and personality of the front office personal. The gestures, grooming, and personal presentation of a front desk employee are very important in leaving a good impression in the mind of the guest. The front desk personnel should be well turned out; they should have a pleasant personality, greeting guests with a smiling face and showing interest in their concerns.

**CHECK YOUR PROGRESS-II**

Q. 1 Draw the layout of Front office.

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Q. 2 what are the attributes of a front office personnel?

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Q. 3 Write a brief note on grooming standard of front office personnel?

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**3.7 Organisation Structure of Front Office**

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The front office staff organization is deliberately designed to achieve objectives of the organization. It refers to the structure of well defined jobs, each bearing a definite authority, responsibility, and accountability. The organization structure is built upon the following pillars:

- Division of labor

- Span of control

The front office staff organization will depend upon the size of the hotel. A medium size/small hotel may have the organization structure as depicted in figure 3.2a and 3.2b.

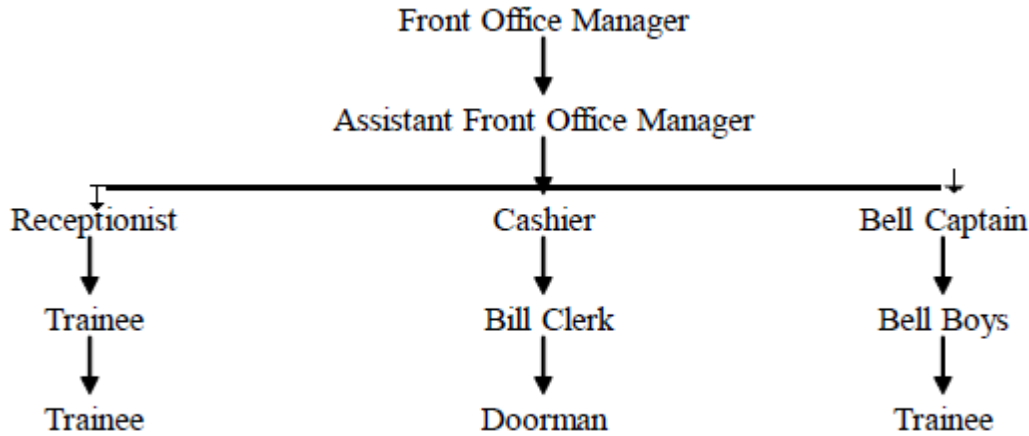


Figure 3.1a Organization structure of front office department of a small hotel

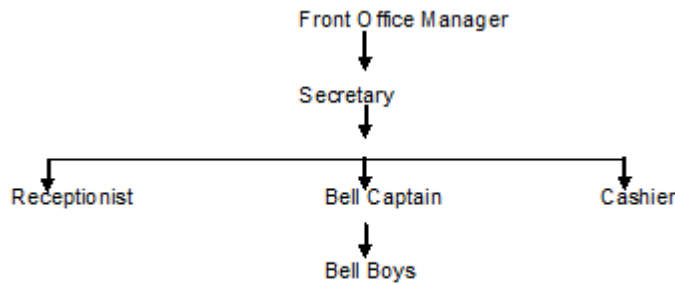


Figure 3.1b Organization structure of front office department of a small hotel

The staff organization of a large hotel will feature more complex hierarchy. For efficient operation of the department it may have more section. The organization chart will have more lateral and vertical positions. The staff organization chart of a large hotel is illustrated in figure 3.2.

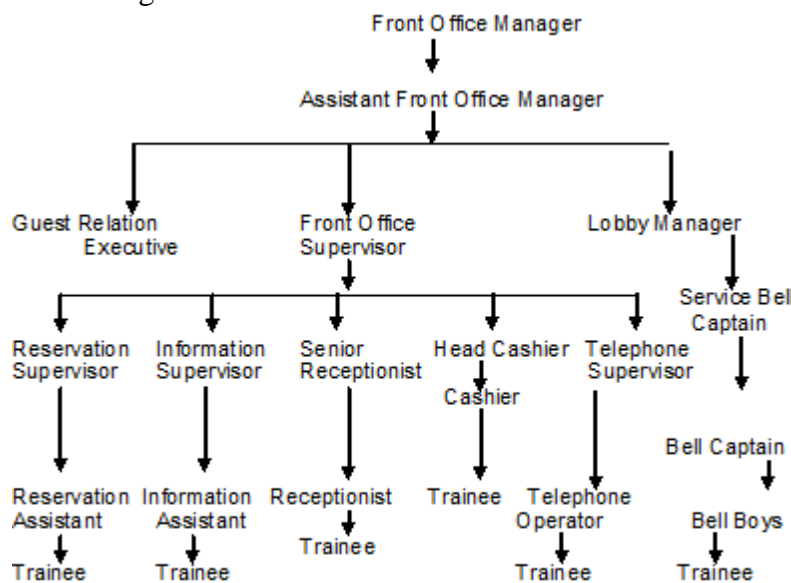


Figure 3.2 Front Office Organization of a Large Hotel



### **3.8 Duties and Responsibilities of Front Office Staff**

He is the in charge of the front office department and allocates the available resources of the department to achieve the required goals of the department and the organization. His main function is to supervise all the front office staff and to ensure proper and smooth functioning.

**Assistant Manager:** He reports to front office manager. He organize supervise and train all front office staff, so that they can provide quick and personalized services to the guests, which help the establishment in maximizing the revenue.

**Front Office Supervisor:** He reports to Assistant front Office manager the is responsible for organizing and supervising a shift and providing fast and efficient front desk service.

**Receptionist:** The main function of a receptionist is to receive guests and answer their queries.

**Reservation Assistant:** He process the reservation requests that reach the hotel by any mode i.e. written, telephone, online; depending on the availability of desired room type, they confirm, wait list or deny the reservation request of the quest.

**Information Assistant:** Provide information to guest about the hotel. They also handle guests mails and messages and provide other services.

**Cashier:** He posts guest jobs accurately and promptly from reservation outlet. Settle guests account either by cash or credit when they departure.

**Bell Boy:** He transport guest's luggage at the time of check in and check out. Escort guests to their rooms and tell them about room facilities and other hotel services.

**Night Auditor:** He audit daily income from hotel operation and prepare reports for readers.

**Door Attendant:** He opens the door of the guest's vehicles on their arrival. Also opens the hotel's main entrance for him.

#### **JOB DESCRIPTION & JOB SPECIFICATION OF FRONT OFFICE STAFF**

Job description is a written description of the duties and responsibilities performed by employees. The job description could include working hours, work place limits, equipment handling and salary grade etc. This is essential and useful in the regular functioning of all organization

**Benefits of Job Description:** The major benefits of job description is as under:

- The employee knows what his job entails and can perform to those requirements.
- It acts as an important part of orientation performs.
- It acts as a legal document journey disputes.
- It protects employee from unreasonable superior wanting to victimize his subordinate by overburdening.

- It is the basis of expectations of the organization from the individual.
- Acts a basic foundation to set standards of performance for staff.

**Job Specification**

Job Title	: Indicates Job by Name
Category	: Entry should be Management or Non-management
Educational Qualification	: Tell about Educational Requirement
Physical Qualification	: Indicate if job requires special physical traits
Age Limits	: Give a range of age, taking into consideration minimum age permissible.
Equipment Skill	: Illustrate if job requires equipment handling
Mental Qualification	: Indicate any mental requirement as simple accounting etc.
Language Skills	: Note the language that the potential candidate must know.
	: Illustrate minimum experience required.
Previous Experience Required	

**FRONT OFFICE MANAGER:** He directs and coordinates the activities of the front office department; which includes room reservations, mail and information etc. He directly supervises all the front office staff and insures proper and smoother functioning.

**Job Description**

Title of Position	: Front Office Manager
Reports to	: General Manager
Supervises	: All Front Office Staff
Coordinates with	: Executive Housekeeper, Food and Beverage Manager, Night Manager, Chief Engineer, Human Resource Manager, Sales and Marketing Manager, Accounts Manager, Banquet Manager
Housekeeping	: for cleaning of rooms
Accounts	: for budgets and depositing daily sales
security and safety	: for Security
Marketing	: for room sales and promotions

**Supervisor:** Assistant Manager, Front Office Supervisor, Reservation Agents, Lobby Manager, Guests Relation Executives.

**Authority Limits:** Discipline of Staff, Can Provide complimentary rooms

**Job Responsibilities**

1. Directs and coordinates the activities of the front office department.
2. Maintain discipline and conduct staff appraisals regularly or as per policy.

3. Conduct daily department meetings to ensure two way communication, training and policy information.
4. Must understand the functions of and be able to cooperate with closely related departments such as housekeeping, sales, food and beverage service etc.
5. Ensure the safety and hygiene of the front office and its staff.
6. Resolve guest and staff complaints as smoothly as possible.
7. Prepare the budget for the front office department.
8. Coordinate with housekeeping and engineering to ensure room availability for sale.
9. Evaluate the job / performance of each front office employee.
10. Responsible for hiring, training, supervising and disciplinary all front desk reservation and guest services staff members in order to maintain the desired standards of service.

### Job Specification

Job Title	: Front Office Manager
Category	: Management
Age Limit	: 30 to 45 years. Higher age will be considered on individual merits
Physical Qualifications	: Healthy and Sturdy
Mental Qualifications	: Able to prepare budget
Personality Consideration	: Must display leadership skills
Language Skill	: Written and Spoken English and Hindi and the local language
Special Requirement	: Should be good at managing resources of money, materials, space, time, me and equipment.
Minimum Educational Qualification	: Diploma in Hotel Management
Experience	: Minimum 10 years experience

**ASSISTANT FRONT OFFICE MANAGER:** He is responsible for organizing, supervising and training all front office staff, to provide quick and personalized guest service which help establishment in maximizing room service.

### Job Description

Title of Position	: Assistant Front Office Manager
Reports to	: Front Office Manager
Supervises	: Front Office Supervisors, reservation agents and concierge.

### Coordinates with

Housekeeping	: for preparation of rooms for sale
Engineering	: for maintenance of front office
Lobby Bell Desk	: for quest baggage movement

Accounts : for depositing room sales  
Telecommunications : for services to the department and guest's rooms  
Information : On all front office hardware, software etc.  
Technology

**Supervisor:** Front Office Supervisor, Front Office Agents, Reservation Agents and Concierge

**Authority Limits:** Initiates the performance appraisals of staff for the final approval of the manager

### **Job Responsibilities**

1. He assists front office manager in supervising and coordinating front office operations.
2. Perform responsibilities of front office manager in his absence.
3. Conduct daily briefing using it as a vehicle for a two way communication, training.
4. Allot daily duties to subordinate staff to meet work exigencies.
5. Motivate Staff.
6. Ensure proper coordination with other department for effective functioning.
7. Organize the training of staff for meeting the standards of service.
8. Represent management in the important area of guest relation.
9. May correspond with guest concerning special reservations.
10. Must be thoroughly familiar with hotel procedures and policy.
  
11. Check the daily arrivals and departures at the hotel and tally with room position.
12. Control costs of supplies.
13. Motivate staff.
14. Attend guest's complaints and ensure guest satisfaction through immediate and correct action.
15. Develop room sales through up selling.

### **Job Specification**

Job Title : Assistant Manager

Category : Management

Physical : Healthy and Sturdy

Qualifications : Diploma in Hotel Management

Educational Qualification : Diploma in Hotel Management

Personality : Should display leadership skills

Consideration

Language Skill : Written and Spoken English and Hindi and the local language

Special Requirement : Thorough knowledge of front office system and procedure.

Experience : Minimum 3 years experience

**FRONT OFFICE SUPERVISOR:** He organizes and supervises the shift, in such a manner so that can provide fast and efficient front desk service.

**Job Description**

Title of Position : Front Office Supervisor

Reports to : Front Office Manager/Assistant FO Manager

Supervises : Front Office agents

**Coordinates with**

Housekeeping : for preparation of rooms for sale

Engineering : for front desk fittings and equipment maintenance

Lobby Bell Desk : for quest baggage movement

Store : for requisition of supplies

Telephones : for rooms updates

**Supervisor:** Front Office Agents

**Authority Limits:** Only advisory to Assistant Manager

**Job Responsibilities**

1. Ensure that all staff report on time in proper uniform and well gloomed.
2. Check arrivals and departures.
3. Check statistical data such as occupancy, Room report, Guest Folios, Daily room revenue, VIP list etc.
4. Assist in registering guests during busy periods.
5. Take over the previous shift and check the log book for follow up actions.
6. Check all equipments, whether working correctly or not.
7. Check guest mail and packages.
8. Assign duties ensuring equal distribution of work load during a shift.
9. Ensure staff meets hygiene and discipline standards.

**Job Specification**

Job Title : Front Office Supervisor

Educational Qualification : Diploma in Hotel Management

Physical Qualifications : Healthy and Sturdy

Experience : Direct recruit from IHM with 6 month orientation

Language Skill	: Written and Spoken English and Hindi and the local language
Special Requirement	: Thorough knowledge of front office system and procedure, Guest Complaint Handling Skills.

**RECEPTIONIST:** The basis function of receptionist is to receive guests and answer guests queries.

### Job Description

Title of Position	: Receptionist
Reports to	: Front Office Supervisor

### Job Responsibilities

1. Greet guests on their arrival.
2. Confirm guest's details with confirmed reservation.
3. Complete guest's registration formalities.
4. Check room availability for walk in guest.
5. Assign rooms and call the bell boy to escort guests to their rooms.
6. Post all the credit charges to the guests folio.
7. Notify housekeeping department of all check-outs, late check out, early check in and special requests.
8. Process reservation requests of guests if directed by the reservation section.

### Job Specification

Job Title	: Receptionist
Educational Qualification	: Diploma in Hotel Management
Category	: Non-Management
Physical Qualifications	: Sturdy
Experience	: One month training
Language Skill	: Hindi, English and local language

**RESERVATION ASSISTANT:** He receives room reservation requests and records them accurately for future reference, as per the procedures laid down by management.

### Job Description

Title of Position	: Reservation Assistant
Reports to	: Assistant FO Manager
Supervises	: Trainee assigned

### Coordinates with

Travel Agencies	: Travel agents, airlines etc. for room bookings
Housekeeping	: For cleaning reservation area
Store	: for requisition of supplies

**Job Responsibilities:** Handle reservation requests from various media and sources as per standards procedures.

1. Attend briefings at the beginning of the shift.
2. Maintain guest history sheets.

3. Up sell rooms to generate revenue.
4. Keep room status board and database update at all times.
5. Carry out amendments and cancellations of reservations accurately.
6. Keep availability status chart updated.

**Limit of Authority:** Can take reservation and confirm bookings as per procedures.

#### **Job Specification**

Job Title	: Reservation Assistant
Educational Qualification	: Diploma in Hotel Management
Category	: Non-Management
Physical Qualifications	: Sturdy
Experience	: One month training
Language Skill	: Hindi, English and local language

**FRONT OFFICE CASHIER:** He prepares bills and presents the same for settlement at the time of departure. He posts guest charges into guest folios accurately from various revenue outlets.

#### **Job Description**

Title of Position	: Front Office Cashier
Reports to	: General Cashier
Supervises	: None

#### **Coordinates with**

Lobby	: For clearance of Baggage from lobby
FO Agent	: For guest arrival to open guest folio
F&B Out-lets	: for receive cash & credit sales

**Limit of Authority:** Can refuse to accept credit cards not accepted by the hotel. Give final clearance to bell boys to remove guest's baggage for departure guests.

#### **Job Responsibilities**

1. Handle paid out vouchers of guests.
2. Balance the cash and close the shift.
3. Open guest folio accurately for new arrivals.
4. Prepare front office cashier's report and other reports.
5. Coordinate with night auditor for the day audit.
6. Take over a shift and note any special instructions for a shift.
7. Issue safely deposits lockers to guest according to procedures.
8. Maintain guest's weekly bills.
9. Check the cash bank at the beginning of each shift.
10. Settle guest bills ensuring that accurate cash is received.
11. Handle credit card payments through proper procedures.

#### **Job Specification**

Job Title	: Front Office Cashier
Physical Qualifications	: Sturdy
Experience	: Six month departmental training

Educational Qualification : Bachelor of Commerce  
 Language Skill : Hindi, English  
 Special requirement : Good at accounting, socially confident.

**NIGHT AUDITOR:** He audit daily income from hotel corporations and prepare reports for review and discussion making.

**Job Description**

Title of Position : Night Auditor

Reports to : Financial Controller

Supervises : None

**Coordinates with**

Front Office Cashier : For all transactions at the front office cash desk

Revenue Outlet Cashier : For all financial transactions during their watch

F&B Out-lets : for receive cash & credit sales

**Limit of Authority:** May clarify with revenue outlet cashiers any discrepancies and ensure they are tallied.

**Job Responsibilities**

1. Verify and validate front office cashiers vouchers.
2. Prepare daily transcript
3. Tally all sales summaries of revenue outlets with bills.
4. Prepare account statements.
5. Audit night receptionist room report
6. Verify front office cashiers report.

**Job Specification**

Job Title : Night Auditor  
 Educational Qualification : Bachelor of Commerce  
 Physical Qualifications : Sturdy  
 Language Skill : Hindi, English  
 Experience : Five years in Front Office audit  
 Special requirement : Good at hotel accounting processes.

**LOBBY MANAGER:** He represents the hotel management in the lobby and organizes; supervise all uniformed services in a shift.

**Job Description**

**Title of Position** : Lobby Manager

**Reports to** : Front Office Manager

**Supervises** : All uniformed Service Staff

**Coordination with :**



**Front Office** : support on all arrivals and departures  
**Cashier** : guests billing matters

**Authority Limits:** Can make policy, decision on behalf of the management may converse with guest for proper coordination between them and hotel.

### Job Responsibilities

1. Manage the discipline of the uniformed services.
2. Manage all guest complaints.
3. Train uniformed service staff.
4. Manage scanty baggage procedures.
5. Take staff briefing and ensure the lobby in clean and tidy.
6. Oversee the left luggage procedures and the safety of the left luggage room.
7. Take over shift from previous lobby manager.
8. Ensure the group and clean arrival and baggage movement is conducted efficiently.

### Job Specification

Job Title : Lobby Manager  
 Educational Qualification : Diploma in Hotel Management  
 Experience : Two years as management trainee  
 Physical Qualifications : Sturdy  
 Language Skill : Hindi, English, Local Language  
 Special requirement : knowledge of FO systems & processes.

**SENIOR BELL CAPTAIN:** Organize, supervise and control all uniformed services in the lobby.

### Job Description

Title of Position : Senior Bell Captain  
 Reports to : Lobby Manager  
 Supervises : Bell Captain, Bell Boys, Doormen, Parking Attendants, Transport In charge

### Coordinates with

Front Office : Luggage transfer while arrival and departure  
 Lobby Manager : For management instruction  
 Security : Protect hotel properly

**Authority Limits:** Can communicate with guests for the purpose of uniformed services. Maintain discipline and recommends any change in behaviour.

### Job Responsibilities

1. Supervise bell captains.
2. Ensure that bell captains follow system procedures.
3. Train bell captain and bell boys.
4. Ensure lobby premises are kept clean at all times.
5. Ensure guest baggage is kept at appropriate designated places and is secure.
6. Assist Lobby Manager in the coordination of wake up calls.
7. Prepare staff schedules to meet the work requirement.
8. Assist bell captains with guest requests within policy.
9. Set daily briefing standards.
10. Attend guest complaints and take corrective actions.

**Job Specification**

Job Title	: Senior Bell Captain
Educational Qualification	: High School with preferably a Craft Course in Front Office
Physical Qualifications	: Healthy
Language Skill	: Hindi, English, Local Language
Experience	: Three years as a bell boy and one year as bell captain
Special requirement	: Thorough knowledge of lobby procedures.

**BELL CAPTAIN:** He organizes, supervise and control all uniformed services in a shift.

**Job Description**

Title of Position : Bell Captain

Reports to : Senior Bell Captain

Supervises : Bell Boys

**Coordinates with**

Front Office : Luggage transfer while arrival and departure

Cashier : For authorization to move guest baggage during departure

Housekeeping : For cleanliness in lobby

**Authority Limits:** Can communicate with a guest directly on matters of baggage movement etc.

**Job Responsibilities**

1. Conduct daily briefings of bell boys.
2. Handle left luggage formalities.
3. Supervise bell boys movement and make a record in lobby control sheet.
4. Attend guest complaints.
5. Arrange luggage neatly and safely in their assigned places.
6. Receive telephone calls at the ball desk.
7. Supervise paging services.
8. Coordinate and control the distribution of daily newspapers.

**Job Specification**

Job Title	: Bell Captain
Educational Qualification	: High School
Physical Qualifications	: Healthy
Language Skill	: Hindi, English, Local Language
Experience	: Three years as a bell boy
Special requirement	: Knowledge of lobby system & procedures.

**BELL BOYS:** Bell boy carry guest luggage at the time of guest arrivals and departures and perform errands for them. Bell boy have to be well groomed, physically sturdy, courtesan and willing to help. Execute the movement of baggage of guests and also perform any other errands of guests.

**Job Description**

Title of Position : Bell Boy

Reports to : Bell Captain

Supervises : None

**Coordinates with**

Front Office Agent : For authorization of room to a guest

Cashier : For authorization to move guest baggage during departure

Housekeeping : For exchange of personal uniforms

**Job Responsibilities**

1. Handle guest arrival by receiving the guest baggage from the porch, escorting the guest with baggage and placing the baggage in rook rack.
2. Store and Handle lobby trolleys etc. carefully.
3. Distribution of daily newspapers to guest rooms.
4. Handle guest departure by bringing down the guest luggage from room and then from lobby to transport vehicle.
5. Report scanty baggage guests to bell captain.
6. Account for postage stamps sold to the guest.
7. Execute errands within and outside the hotel as directed by bell captain.
8. Complete left luggage formalities.

**Authority Limits:** He has the authority to enter guest rooms when directed, can communicate with guests can matters of guest baggage movement.

**Job Specification**

Job Title : Bell Boys

Educational Qualification : High School

Physical Qualifications : Healthy

Language Skill : Hindi, English, Local Language

Experience : One Month on the job training.

Special requirement : Team player, physically sturdy for duties.

**DOORMAN:** He provides welcome, arrival and departure services to the guest at the front entrance.

**Job Description**

Title of Position : Doorman

Reports to : Bell Captain

Supervises : None

**Coordination with**

Bell Desk : to inform about guest arrival

Security : for porch surveillance

**Authority Limits:** Direct traffic at the hotel porch. May keep guest car keys

### Job Responsibilities

1. Welcomes guest at the time of arrival.
2. Assist guest to unload baggage.
3. Escort guests to the registration desk.
4. Control traffic to avoid congestion.
5. Provide valet parking services.
6. Provide information on hotel facilities.

### Job Specification

Job Title : Doorman  
 Physical Qualifications : Healthy and Sturdy  
 Language Skill : Hindi, English & Local Language  
 Experience : One week training.  
 Educational Qualification : High School

**VALET PARKING ATTENDANT:** He provides valet parking services to guests in a courteous manner ensuring car safety.

#### Job Description

Title of Position : Valet Parking Attendant  
 Reports to : Bell Captain  
 Supervises : None

#### Coordination with :

Doorman : for guest parking request

**Authority Limits:** May take possession of guest car keys for safe keeping.

### Job Responsibilities

1. Should have knowledge about various cars and their driving features.
2. Keep car keys in safe custody.
3. Prepare car parking tickets.
4. Hand over keys against valid tickets.
5. Assist doorman in controlling traffic.

### Job Specification

Job Title : Valet Parking Attendant  
 Education Qualification : High School  
 Physical Qualifications : Sturdy  
 Language Skill : Hindi, English  
 Experience : One year driving experience.  
 Special Requirement : Good knowledge about various cars.

**CONCIERGE:** He provides information services and other help to guests as per the standards of the establishment.

#### Job Description

Title of Position : Concierge  
 Reports to : Lobby Manager

Supervises : In some hotels supervise uniformed service staff  
 Coordination with :  
 Bell Desk : for errands on behalf of the guests.

**Job Responsibilities**

1. Provide personal services of guests.
2. Provide confirm airline, bus or train ticket.
3. Receive incoming calls and record messages for guests.
4. Handling guest’s mails, courriers etc.
5. Develop contact with city services to facilitate guests.
6. Coordinate with bell boys to page guests in hotel.

**Authority Limit:** Develop contacts with essential city services to get their cooperation when needed.

**Job Specification**

Job Title	Concierge
Education Qualification	Graduate
Physical Qualifications	Healthy
Language Skill	Hindi, English, Local language and also other foreign languages
Experience	Three months departmental training
Special Requirement	Physically sturdy for active week

**CHECK YOUR PROGRESS – III**

1. What is job description of Front Office Manager?

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2. What is the job specification of Bell boy?

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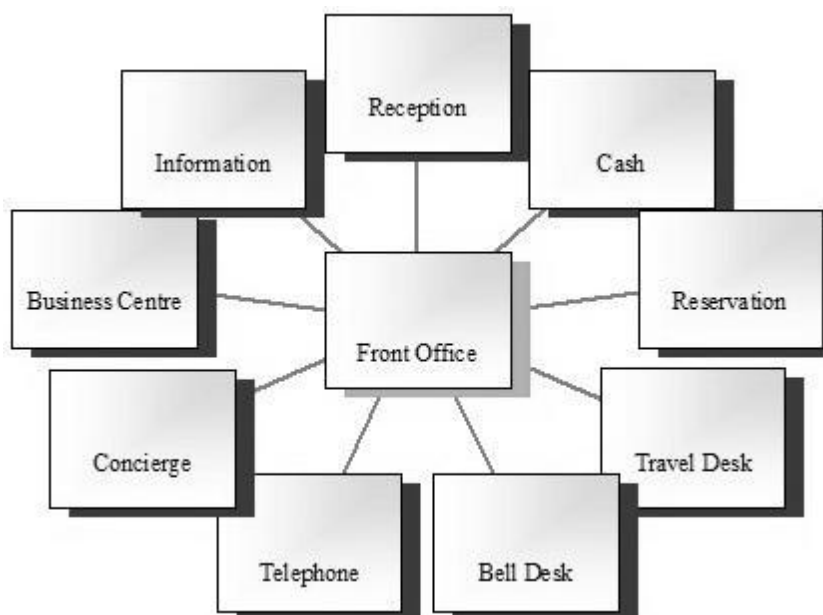
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### 3.9 Inter and Intra- Department Coordination

The front office department is the centre point of the activities that take place between guest and a hotel. The employees of this department are among the first employees of the hotel to interact with the guest. This interaction starts with the processing of the reservation requests and continues through the stages of arrival, stay, departure and even after departure ( when the hotel forwards mails received for the guest). Front office department is organized on the principle of division of labor. It is organized into sections on the basis of the tasks performed by the employees of each section. Sections like reception, information, cash and bills, bell desk, concierge etc. are located in the lobby in the close proximity of the entrances of the hotel. To serve the guest these all sections need to coordinate with each other. In this unit we will learn how these sections of front office coordinate with each other and this also called as Intra Department Coordination.

#### 3.9.1 Intra-departmental Coordination

The coordination of front office within its own section for efficient functioning of the department is known as intra departmental coordination. It is depicted in illustration below.

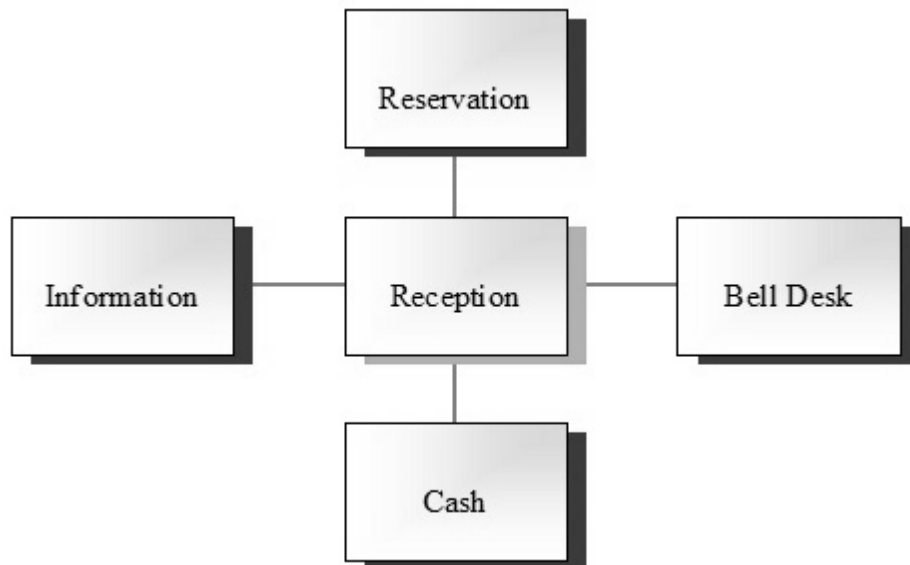


#### RECEPTION

The reception section of the front office welcomes the guest and performs the following functions.

- Receiving & welcoming the guest
- Performing the check in formalities such as registration of the guest.
- Assigning the room key to the guests.
- Receiving the messages on behalf of the guest.

Now to perform the above mentioned tasks reception coordinates with other sections as follows:



**Reception with Reservation for Expected Arrival List:** Reservation section prepares an expected arrival list and hand over the same to reception section, the expected arrival list does have the following information:

- Name of the guest.
- Total number of guests occupying the room.
- Company name/Travel Agency name.
- Room rate offered.
- Billing Instruction means who is going to pay the bill, guest himself, his company or his travel agency who have booked the room on his behalf.
- Special requests like room required on a particular floor, smoking or non smoking room requests, and extra bed requests etc.
- VIP arrivals for the day.

Both group & FIT lists are prepared by the reservation, as the check in is being taken by the reception so they need this arrival list so that they can do the checkin formalities and can allot the room as per the guests requests. Therefore, reception coordinates with reservation for arrival list.

**Reception with Bell Desk:** The bell desk is an important section of front office who need to coordinate mainly with reception. The bell desk staff should keep a note of the following details before starting their shift.

- The Number of arrivals for the day.
- The Number of FITs and their expected time of arrival.
- The group strength and arrival time.
- The VIPs in-house and expected arrival.
- The longstayers names and room number.

For getting the above detail the bell desk need to coordinate with the reception. Apart for the above detail both the sections coordinate with each other as follows.

- a. **For Guest Luggage at the time of Check In and Check Out:** The moment guest arrives in the hotel the bell boy welcome the guest and unloads the luggage of the guest from the vehicle and escort the guest to the reception. By the time guest is completing the check in

formalities the bell boy put the tag on the guest luggage. Once the room key is handed over to the guest the reception inform the bell boy about the room no of the guest, bell boy then escort the guest and drop the luggage of the guest to the guest room. Similarly at the time of check out reception inform the bell desk about the room no of the guest who is going to check out, bell boy then goes and bring the guest luggage in the lobby, and for the very same reason both coordinate with each other.

- b. **For changing the guest room:** If the guest has checked in any room and the room doesn't match the guest preference i.e. the view, the bed type, the floor etc or there is some functional problem with the in-room equipment i.e. air conditioning etc. In that case the guest room needs to be changed, the reception coordinates with bell desk and send bell boy with the new room key, bell boy then change the room and returns the old key to the reception.
- c. **For delivering the guest's messages as well as guests parcel:** Messages are also taken by the reception section. If the key of the guest room is there in the key slot then the reception personal will keep the message with the key but in case the key is not in the key slot then again reception need to coordinate with bell desk, in this case an errand card is filled and reception will hand over the message to the bell desk, bell boy then will go to the guest room and will hand over the message to the guest. Same procedure is followed for parcel handling as well
- d. **For paging the guest:** If reception receives an important call or any visitor looking out for the guest and the guest is not there in his room but he is there in the hotel, in that situation the paging service is being used. Reception coordinates with bell desk for paging the guest. In the absence of paging boards in the hotel, the paging for guests is done through making telephone calls to various public areas in the hotel.

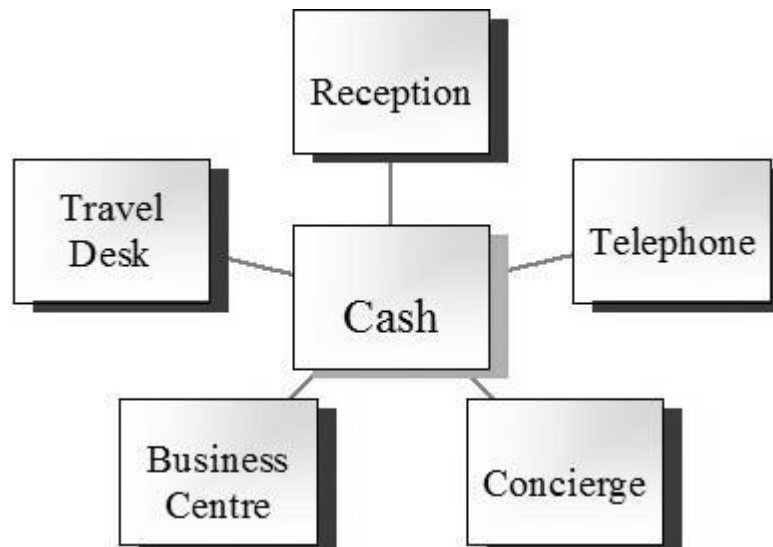
**Reception with Information:** Sometimes reception needs to coordinate with information section also, for example, a group is staying in the hotel and group leader want to distribute some important information between the group members and tour leader has given the important information at the reception. Now reception will coordinate with information section for the delivery of that important information among the group members.

**Reception with Cashier:** During the stay in a hotel, guests may perform various credit and debit transactions with the hotel. At the time of their departure, the hotel has to present them with a consolidated statement of their financial transactions, and raise the bill for the outstanding amount. It is the responsibility of the front desk cashier to keep the guest folio updated by posting all credit and debit transaction and for the very same reason the cashier need to coordinate with various departments of the hotel also within the various sections of front office. The very first coordination of cashier is with the reception, as at the time of Check In reception prepares a registration card, then this registration card is handed over to the cashier so that the guest folio can be opened in which all the transaction during the guest's stay could be made and for the very same reason reception and cashier coordinate with each other.



**CASH**

The cash also coordinate with other section of the front office as follows:



**Cash with Reception:** During the stay in a hotel, guests may perform various credit and debit transactions with the hotel. At the time of their departure, the hotel has to present them with a consolidated statement of their financial transactions, and raise the bill for the outstanding amount. It is the responsibility of the front desk cashier to keep the guest folio updated by posting all credit and debit transaction and for the very same reason the cashier need to coordinate with various departments of the hotel also within the various sections of front office. The very first coordination of cashier is with the reception, as at the time of Check In reception prepares a registration card, then this registration card is handed over to the cashier so that the guest folio can be opened in which all the transaction during the guest's stay could be made and for the very same reason reception and cashier coordinate with each other.

**Cash with Telephone:** The telephone sections play an important role in creating the image of the hotel in minds of guests. Telephone sections perform the various functions such as:

1. Answering all incoming calls.
2. Directing incoming calls to the desired extension.
3. Log all wake up calls on the system.
4. Answer questions about the hotel's services and products.

Apart from performing the above mentioned functions the telephone section prepares bills of gests outgoing calls and sends them to the cashier so that they can be posted in the guest folio and for the same reason both cash and telephone coordinates with each other.

**Cash with Concierge:** Concierge may provide custom services to hotel guests. The duties of concierge include:

- Making reservations for dining
- Securing tickets for theater and sporting events
- Providing information on culture events and local attractions.

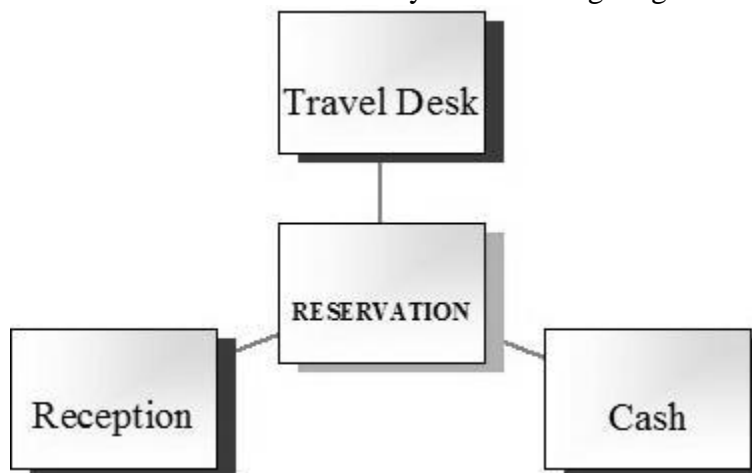
If concierge has arranged any service for the guest then its bill need to be entered in the guest's folio and for the very same reason cash and concierge coordinates with each other.

**Cash with Business Centre:** Business centre is a place in the hotel where the guest can use the internet facility, fax facility or photocopier machine facility etc. if the guest has used anyservice in the business centre then again its bill need to enter in the guest's folio and for the very same reason cash coordinate with Business Centre.

**Cash with Travel Desk:** Travel desk mainly provides the transportation facilities to the guest. Guest can book a cab for pick up or drop or for going some where for meeting or for leisure purpose and travel desk does the same thing for the guest Again its bill need to be added in the guest's folio and that is why cash and travel desk coordinate with each other. Reservation need to coordinate with cashier sometimes. For example any service need to be given complimentary to the guest, reservation will provide this type of information directly to the cashier so that the amount does not include in the guest's folio.

## RESERVATION

Reservation section of the front office also coordinates with some of the other sections of the front office which can be understood by the following diagram.

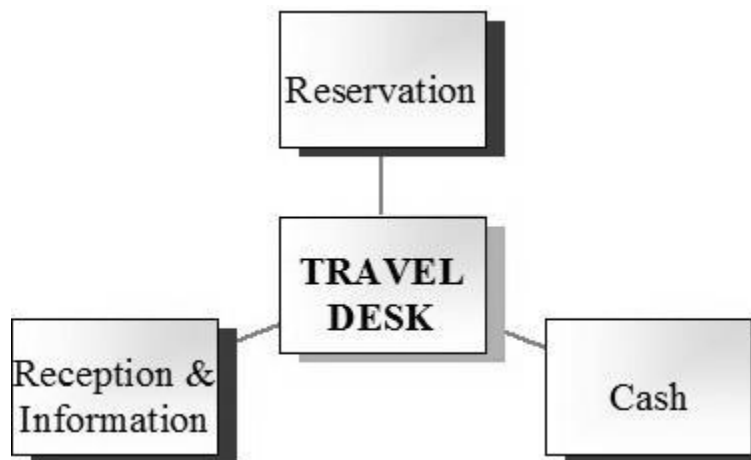


**Reservation with Travel Desk:** At the time of reservation if the guest requests for transfers from airport or from railway station the reservation books the same at the time of reservation only. Then reservation coordinate with travel desk and provide him all the information regarding the pick up and drop of the guest such as type of vehicle need to send for pick up, timing of pick up etc.

**Reservation with Cash:** Reservation need to coordinate with cashier sometimes for example any service if to be given complimentary to the guest, reservation will provide this information.

**Reservation with Reception & Information:** Any walk in who entered in the hotel and interacts with either reception or with information section and enquires about travel services. To serve these kinds of customers reception & information section takes the help of travel desk.

**TRAVEL DESK:** The coordination of travel desk section with the other section of front office can be understood by the following diagram.



**Travel Desk with Reservation:** At the time of reservation if the guest requests for transfers from airport or from railway station the reservation books the same at the time of reservation only. Then reservation coordinate with travel desk and provide him all the information regarding the pick up and drop of the guest such as type of vehicle need to send for pick up, timing of pick up etc.

**Travel Desk with Cash:** Travel desk mainly provides the transportation facilities to the guest. Guest can book a cab for pick up or drop or for going some where for meeting or for leisure purpose and travel desk does the same thing for the guest Again its bill need to be added in the guest's folio and that is why cash and travel desk coordinate with each other. Reservation need to coordinate with cashier sometimes. For example any service need to be given complimentary to the guest, reservation will provide this type of information directly to the cashier so that the amount does not include in the guest's folio.

**Travel Desk with Reception & Information:** Any walk in who entered in the hotel and interacts with either reception or with information section and enquires about travel services. To serve these kind of customers reception & information section takes the help of travel desk.

### **BELL DESK**

Bell desk mainly need to coordinate with reception which is explained in following sections

- For guest luggage at the time of Check in & Check out
- For changing the guest room
- For delivering the guest's messages as well as parcel
- For paging the guest.

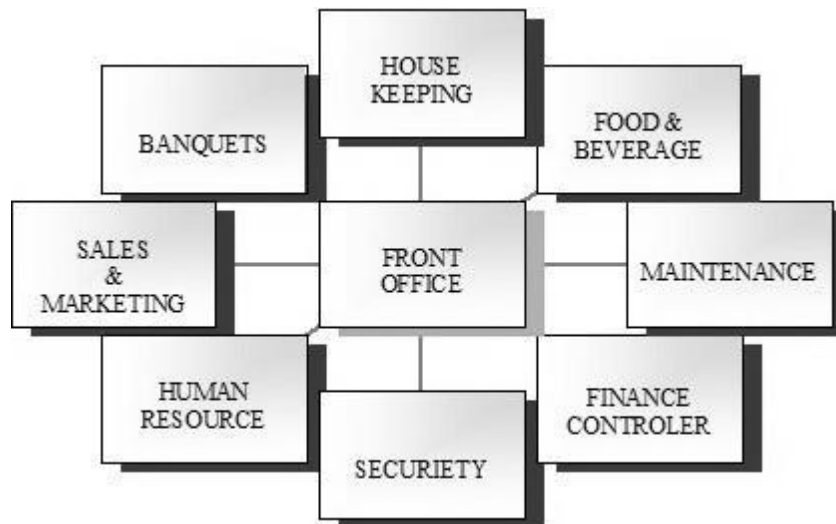
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## **3.9.2 Inter-departmental Coordination**

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As the name suggests, front office means an office which is situated at the front of any hotel, which has been specially carved out to welcome the guests. In fact the guest who has arrived in the hotel after a long and tiresome journey, pleased with a smile which is shown by the personnel at the reception counter thus making him refresh. The

agony regarding the availability of the room for stay goes away as soon as the staff of the front office informs that the room is ready to be occupied. The role of the front office becomes very important because the image, brand, reputation i.e. everything of the hotel is concerned with this department. The indifference and unfriendly behavior of the staff at front office may lose customers. The objective of any hotel is to delight the guest so that he can be a repeat customer for the hotel. For the attainment of same objective Front office need to coordinate with various other department of the hotel like Housekeeping, Food & Beverage, Security, Sales & Marketing, Human Resource, Finance etc.



### FRONT OFFICE & HOUSEKEEPING

Front office and housekeeping departments may be at opposite ends of the hotel but they share the same mission: —creating a return guest! and for the same reason Front office and housekeeping department are linked and coordinate with each other on various aspects such as Room Status, Requests for extra amenities and supplies, lost & found and security concerns.

- **For various lists:** Front office plays the role as a room seller while Housekeeping plays the role of a room supplier. Guest rooms as a property are sold by front office. The front office must know at every moment that which room have been cleaned and are available for occupancy. Housekeeping provides the front desk with a listing of rooms that are ready for occupancy so that guests can be checked in. The front office communicates to Housekeeping department regarding expected arrivals, stay over and departure lists. The room status for each room determines how much effort, time & labor is needed by the Housekeeping department. The Housekeeping department shall first clean rooms for expected arrivals then stay arrivals takes more time to be cleaned to hotel standards again that guests might come any time to requests their rooms even before the pre-determined beginning of check-in time. If the communication between the two departments is poor or breaks down, delay in guest check in will occur or people will be checked into rooms that are thought to be ready but that in fact are occupied or not ready, if this happens the property's reputation will suffer.
- **For discrepancy report:** Apart from this, front office prepares an occupancy report and hand over the same to Housekeeping; Housekeeping then rechecks the room and informs the front office about any discrepancy.

- **For additional amenities requests:** Guest requests for additional or special amenities and guest room supplies may be initiated at the front desk. Front desk then intimates the Housekeeping department to provide these extra amenities or supplies to the guest rooms, for example a honeymoon couple wants flower decoration in the room, and he will intimate the same request at the front desk and front desk at the time of reservation only and front desk then intimate it to Housekeeping and Housekeeping will prepare the room as per guest requirement.
- **For Lost & Found Items:** The Housekeeping department deals with lost and found items also, when a guest want these items back he firstly contact at front office and then front office coordinate with housekeeping department and provide the items back to the guests
- **For Security Concerns:** The front office depends upon housekeeping staff to report any unusual circumstances that may indicate a violation of security for the guests. For example a maid or houseman notices obviously non registered guests on a floor, or sounds of domestic disturbances in a guest room, he or she will inform these potential security violations to the front office, front office then will take some action with the help of security department.

### FRONT OFFICE AND FOOD & BEVERAGE SERVICE

Front office coordinates with F&B Servie department for:

- For Maintaining the Guest's Folio
- House Count
- For Small Cash Requirements
- **For maintaining the guest's folio:** Front office consists of various sub departments such as Reception, Information, Cash, Bell desk, concierge etc. Cash is one of the important part of Front office department the main function of Cashier is to maintain the proper account of the guest and have to post all the entries correctly in the guest's account so that the correct and accurate amount can be collected from the guest at the time of check out and for the same reason Front office and Food & Beverage department coordinate with each other. The F & B department is one of the revenue generating department of a hotel and every hotel now a days have variety of F & B outlets such as a coffee shop, multi specialty restaurant, a pool side snack bar, room service facility, banquet hall, a lounge, night club etc. and all these F & B outlets renders their services to guests. So if a guest has consumed any thing at any of the F & B outlet, the bills are send to the Front office so that it can be added to the customer's account and can be collected from the guest at the time of check out as generally guest settle all his bills while he is checking out from the hotel.
- **For house count:** The front office also prepare a report which is called as house count or occupancy report which indicate how many guests are staying in the hotel, what are their nationality and how many of them are VIP, the F & B personal take the help of this report to predict sales, decide menus and no of staff required on a particular day. For example the restaurant supervisor working during breakfast shift must have information about the no of guests who are staying in the hotel and also the information about their nationality, which will enable him

to predict sales, to decide the menu and no of staff required for service. Thus timely & accurate coordination between the two departments will help each other in labor control and sales predictions.

- **For small cash requirements:** As discussed above Cash is one of the important sub department of Front office and Food & Beverage depart also coordinate with Front office for small cash needs in the form of paid outs, to purchase last minute items for banquets or for a lounge restaurant or other unplanned opportunity to promote hospitality. The General Manager of the hotel issues guideline well in advance to have a control on paid outs in the form of cash limits, authorized signature , purchase receipts, prior approval etc.

### FRONT OFFICE & MAINTENANCE

Guest's requests for maintenance of any kind such as repair of heating equipment, ventilation and air conditioning units, plumbing, television and other room furnishings are entertained by the front desk. Front desk then coordinate with maintenance department for the smooth functioning of those units and equipments. If the maintenance work is of time consuming in nature then it gives the same information to front office so that the guest's room may be changed or they can fix up a time when the guest is out, then the maintenance work can be done. Generally maintenance department checks the guests room well in advance for maintenance work of any kind and if he thinks that a particular room should not be given to the guest for stay, he pass on the same information to front office so that the front office does not sell that particular room to the guest, and once the maintenance work is complete again the information is pass on to the front desk so that front office can sell the room to the guest.

### FRONT OFFICE & SECURITY

Hospitality is defined differently by different people but the general meaning of hospitality is to provide such an environment to the guest that he feel —home away from home therefore hospitality also includes to provide a safe environment to the guest, and for the same reason security department is established in every hotel. This department take care of room key security, fire safety system, safety of the valuable of the guests, handling of suspicious guests, bomb threat action, emergency evacuation plans, employees training plans and emergency communication plans etc. The security department of a hotel is a passive department as the guest who is staying in the hotel doesn't know anything about the security department. He knows only the department with whom he interacted firstly at the time of check in and that is Front Office. The guest calls the front office for assistance because of fire, thefts, for his valuables or any other emergencies. Front office then coordinates with security department to resolve such issues and for the same reason Front office need to coordinate with security department of a hotel.

**For safety plans:** The front office manager with the help of director security develop a fire safety plan and then communicate it to all the employees and guests, as in case of fire the front office will become the centre of communication therefore security department train the front office personal about the fire safety plans. Security department train the front office personal about the locations of fire exits, fire extinguishers and skills to use fire

extinguishers, fire alarms and methods of building evacuation. There are situations when employees and guest must evacuate from the building, these situations may includes a bomb threat, a fire in an adjoining building, a gas leak, or an electronic power outage. The director of security in coordination with front office manager and local civil authorities must develop an emergency communication plan for all departments. The role of front office personal is to communicate with guests and employees that an emergency situation exists and there is need to evacuate the hotel.

**At the time of deposit & withdrawal of cash:** As cash is also one of the important sub departments of front office, the front office coordinate with security department to deposit or withdraw cash from thefrom the bank.

**For guest's valuables :** Front office also coordinates with security department for the security of guest valuables which are put in the safety deposit box at the front office. Now a days the hotel provides a small safe in the guest room only, in which the guest can put his valuables and other documents such as passport and the guest can lock them with a security number. Sometimes the guest doesn't want to use this small safe because of the unreliability of this safe or he is not technology friendly. In that case he uses the Safe Deposit Lockers at the front office. Generally the cashier at the front office is given this duty to manage these security locker, there are two keys of this locker one remain with the cashier and one remain with the guest , the locker opens only when both the keys are being used(Picture given below). When the guest put his valuables and documents in this locker a safe deposit card is being filled in which the guest name, room no, and the detail of valuables which are being put in the safe deposit locker are being filled. When the guest gets his valuables back the cashier takes an undertaking from the guest that he has taken his valuables back. For the security of this Safe Deposit Locker the front officer staff coordinate with the security department and security depart put security guard on duty for the safety of the lockers to avoid any theft of the guest valuables.

## FRONT OFFICE & HUMAN RESOURCE

Front office co-ordinates with Human Resource for:

- Recruitment
- Screening of Candidate
- Training

**For recruitment:** The main functions of human Resource department are to recruit people, train people and to work for the welfare of human resource working in a hotel. For the smooth functioning to perform these functions both front office and human resource department coordinate with each other. Front office manager if required more staff during the peak period to handle the guests then he send these kind of requirements to Human Resource (HR) department. Human Resource then take necessary action on these requirement and recruit people as per the requirement.

**For screening the candidates:** Front office work as a helper to the human resource department. The HR dept. may rely upon the front office staff to act as an initial point of contact for potential employees. Front office screens the candidates on certain parameters at the time of first interaction; these

parameters may be provided by the HR department to the front office. Front office if found suitable short list the candidate and forward his details to the HR department for further necessary action.

**For Training:** To train the human resource is also the job of HR department. Front office manager if found necessary to give training to the front office staff, he send these kinds of requirements to the human resource department, human resource department then take necessary action on these kind of requirements and arrange training schedules for the required staff.

### **FRONT OFFICE AND SALES & MARKETING**

The front office department coordinates with the sales and marketing department for:

- Guest histories.
- Room reservation records.
- Current room availability status.
- Group, corporate and crew bookings.
- Setting the transient and bulk room sales.

At the time of check in to the hotel front office collect lots of information from the guest, this information is useful for sales and marketing department for preparing marketing campaigns, developing promotions, preparing mailing labels and select appropriate advertising media. The front office staff must make every effort to keep the information on room availability status and guest histories current and accurate. The sales and marketing executives may have to check the availability of rooms three; six or even twelve months in future to devise marketing strategies for off season period. This information helps the sales and marketing department to sell hotel products by bundling two or more hospitality products, like room with meals, rooms meals and entertainment. When even a new promotion campaign is developed by sales and marketing department it must be communicated to the front office as front desk also sell the rooms and packages to the guests who reaches direct to the hotel without any booking which are called as walkins.

All the messages for sales and marketing team also comes at the front desk, the switchboard operator is the person who receive all these messages, the front office manager should instruct all new personnel in the front office about the staff in the marketing and sales department and what each person's job involves so that the messages reaches to the accurate person in sales and marketing department. Thus a close coordination between the front office and sales and marketing department is important for hotel profitability.

### **FRONT OFFICE AND BANQUETS**

The front office department coordinates with banquets for putting information on bulletin boards and placing directional signals for particular function areas. Non resident guests, who come to the hotel to attend functions and are unfamiliar with the hotel layout, may ask for directions at the front desk. The banquet department sends function prospectus to the front desk, so that if any communication front the parties hosting the functions reaches the front desk, the same may be transferred or replied promptly. The preparation of marquee with messages of congratulations, welcome, sales promotion, or any other important message is also handled by the front desk



employees. If such an activity is required by the host of the part, it should be informed to the front desk through the banquet manager, so that the same can be handled efficiently.

**FRONT OFFICE AND FINANCE CONTROLLER**

The front desk provides a daily summary of the financial transactions after night auditing to the finance controller. The information provided by the front desk helps the finance controller to make budgets and to allocate resources for the current financial period. The front desk provides the controller the financial data for billing and maintenance of credit card ledgers. High balance reports, etc. enable the controller to formulate policy guidelines and strategies to recover the money form guests and companies.

**CHECK YOUR PROGRESS – IV**

- 1. Write a brief note of Intra-department coordination of front office?

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- 2. Write a brief note of Inter-departmental coordination of front office with other department of hotel?

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**3.10 Summary**

Front office is the department is the hub of activities that takes between guest and hotel. The employees of front office department are probably the first person to interact with the guest. This interaction starts with the processing reservation request and continues from stages of arrival, stay, departure, and even afterdeparture when hotel has to send mails received for the guest. The department is organized in to sections on the basis of task performed by the employees of each section. The sections like reception, information, cash and Bills, Bell Desk, Travel desk etc. are located in

the lobby within the close proximity of the entrance gate. The department is organized on the principle of division of labor. The major sections of front office department are reservation, reception, information, cash & bills, travel desk, bell desk, concierge, telephone exchange are located as per requirement. The department which requires immediate access of the guest like reception, information, cash and bills etc. are located in front of the house and which does not requires the direct access of the guest are located at the back of the house.

The organization of a large hotel with a large number of employees, guests and rooms is very difficult task, it is very important to do a proper planning. Division of work is done on the basis of the size of the organization. Front Office manage to bell boys everyone should be aware of their jobs and their limitations. For the efficient and smooth functioning of the front office department it is important to list out the individual duties and responsibilities of the staff. Internal and external communication is very important for smooth hotel operations. The front office department is vital link in both external and internal communication in this unit we have understood how front office coordinates with other departments of the hotel say housekeeping, sales & marketing, security, maintenance, food & beverages, banquets, human resources and others. Coordination among the various departments of a hotel is very important to provide flawless services and facilities to the guest. Front office is the department is the most visible department to the guest so for any kind of requirement/problem the guest comes to the front office and it is front office that passes on the relative information to the relative department and solves the problem of the guest and makes the guest happy. Therefore, to make the guest happy the front office need to coordinate almost with every department of the hotel.

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### 3.11 Key Terms

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**Reservation Section:** A section of front involved in taking room reservation.

**Reception Section:** A section of front involved in receiving guest, handling guest queries.

**Information Section:** A section of front involved in providing information to guest.

**Cash & bills Section:** A section of front involved in maintaining guest accounts and settlement of guest account.

**Travel desk:** A section in front involved in providing travel assistance to guest.

**Communication Section:** A section of front involved in providing tele-communication facility to guest and maintains the billing of the same.

**Bell Desk:** Bell desk is located in a very close proximity of the entrance gate of the hotel. This section handle the guest luggage from their entry in hotel porch to their rooms at the time of arrival and from their rooms to lobby and then to the guest vehicle at the time of their departure.

**Concierges:** The concept of concierges came from the European royalty days; the concierge was the castle doorkeeper. His duty was to ensure that all castle occupants are safely locked in their rooms at night. When the royal families were travelling they often took their concierges with them for security and food and lodging arrangements.

**Job Description:** A job description is a written account of all the duties and responsibilities involved in a particular job or position.

**Job specification:** A statement of employee characteristics and qualifications required for satisfactory performance of defined duties and tasks comprising a specific job or function. Job specification is derived from job analysis.

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### 3.12 Bibliography

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### 3.13 Terminal Questions

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#### Fill in the blanks

1. Reception coordinate with reservation for \_\_\_\_\_
2. For changing the guest room reception coordinate with \_\_\_\_\_
3. Reception provides \_\_\_\_\_ card to the cashier.
4. Reservation coordinates with travel desk for guest's requests for \_\_\_\_\_ from airport or from railway station.
5. Telephone section prepare bills of guests outgoing calls and send them to the \_\_\_\_\_

#### True/False

1. To take Check In, is the responsibility of reservation.
2. Reception does the pre booking of guests.
3. For any kind of travel relates services guests goes to business centre.
4. Telephone sends the bills/voucher of guests outgoing calls to cashier.
5. Reservation provides the expected arrival list to cashier.

#### Long Answer Question

1. What are the various sections with whom front office need to coordinate?
2. How bell desk & reception coordinate with each other?
3. How receptions coordinate with cashier?

4. How cash coordinate with telephone?
5. How reservation coordinate with travel desk?
1. Discuss the role of front office in a hotel.
2. Discuss the different section of front office department.
3. What role does reservation plays in maximizing revenue of the hotel?
4. What are the functions performed at information desk?
5. What role a cashier plays in front office department?
6. Concierge provides personalized guest services. Comment.
7. Bell boys are the protector of the hotel properties. Comment.
8. Explain the duties and responsibilities of front office manager?
9. What are the duties and responsibilities of Reservation Manager?

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## UNIT: 4

# HOTEL HOUSEKEEPING

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### Structure

- 4.1 Introduction
- 4.2 Objectives
- 4.3 Meaning and Definition of Housekeeping
- 4.4 Importance of Housekeeping
- 4.5 Responsibilities of the Housekeeping Department
- 4.6 Layout and Sections of Housekeeping
  - 4.6.1 Housekeeper's Office
  - 4.6.2 Secretary's Cabin
  - 4.6.3 Housekeeping Desk Control
  - 4.6.4 Lost and Found Section
  - 4.6.5 Linen and Uniform Store
  - 4.6.6 Linen and Uniform Room
  - 4.6.7 Sewing Room
  - 4.6.8 Upholstery and Furniture Yard
  - 4.6.9 Housekeeping Supply Store
  - 4.6.10 Florist's Room
  - 4.6.11 Horticulture Equipment Store
- 4.7 Career in Housekeeping
- 4.8 Attributes of and Qualities of Housekeeping Department
  - 4.8.1 Attributes of Housekeeping Personnel
  - 4.8.2 Qualities of Housekeeping Personnel
- 4.9 Organizational Framework of Department
- 4.10 Job Description and Job Specification of Staff
- 4.11 Interdepartmental Coordination
- 4.12 Summary
- 4.13 Key Terms
- 4.14 Bibliography
- 4.15 Terminal Questions

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### 4.1 Introduction

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You must be thinking of "Keeping of the House" by reading the term Housekeeping. Perhaps you are right. Housekeeping is the department that essentially deals with cleanliness and the ancillary service. Housekeeping may be defined as **“a provision of Clean, comfortable and safe environment”**, and one who does so is commonly known as **Housekeeper**. Also we can say that housekeeping is the basic need of Hospitality Industry. Hotels, Motels, Hospital, and other such establishments in the world can perhaps succeed without ballrooms, meeting room's swimming pools or say even restaurants. But one thing every successful lodging establishment requires regardless of its size, location etc. is Clean Rooms. Room Sales contributes to 70% of the revenue generation in lodging establishments. Thus, we can say that it is a key area of hospitality. This unit discusses the overview of hotel industry and focuses on the

meaning of housekeeping, explains the role of housekeeping in accommodation operation

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## 4.2 Objectives

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After reading this unit, you will:

- Understand meaning and definition of housekeeping
- Understand Importance of Housekeeping
- Know about various Sections of Housekeeping
- Aware about various Career options in Housekeeping
- Understand basic Attributes and Qualities required for being a Housekeeping personnel
- Know about basic Hygiene and Grooming Standards in housekeeping
- Know the Organizational Framework of Department
- Understand Interdepartmental Coordination

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## 4.3 Meaning and Definition of Housekeeping

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Housekeeping may be defined as ‘provision of a clean, comfortable, safe and aesthetically appealing environment’. By another definition, housekeeping is operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of room, public areas, back areas and the surroundings’.

A survey carried out showed 63% travelers rated cleanliness and appearance as their first priority in their choice of hotels. The housekeeping department takes pride in keeping the hotel clean and comfortable so as to create a „home away from home“. Good housekeeping is considered as the backbone of accommodation sector as its main aim is to provide a clean, comfortable, safe and aesthetically appealing environment.

Housekeeping is an operational department of the hotel. It is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas and surroundings.

A hotel survives on the sale of rooms, food, beverage, and other minor services like laundry, health clubs, health spa, sightseeing, shopping arcades etc. The sale of rooms constitutes a minimum of 50% of these sales.

Thus a major part of hotels margin of profit comes from room sales because a room once made can be sold over and over again. However, the days when the room remains unsold there is a total loss of revenue. To this extent, rooms are more perishable than food. The housekeeping budget typically accounts for 20% of the properties total operating expenditure. The largest element of operating cost in the housekeeping department is labour. The effort that the housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest experience in the hotel.

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## 4.4 Importance of Housekeeping

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The housekeeping department is responsible for upkeep of the property.

1. **Comfort:** Achieve the maximum efficiency possible in the care and comfort of the guests and in providing support services for the smooth running of the hotel. Every hotel spends a lot of effort in ensuring the quality of beds, mattresses, channel music, TV, air conditioner if applicable, attached bar etc. The comforts must be regularly maintained and should be properly functioning. It is the duty of the housekeeping department to ensure comfort and a welcoming atmosphere to the guests as well as strive to extend courteous, reliable and satisfactory service from staffs of all departments.

2. **Cleanliness and Hygiene:** Ensure a high standard of cleanliness and general upkeep in all areas. Clean and well maintained areas and equipments create a favorable impression on the guest. Hygiene is maintained especially in the wash rooms, toilets, pool changing room, health club, etc.

3. **Privacy:** The prime concern of any guest, irrespective of whether rich or poor, common man or celebrity, is privacy. Room windows are provided with curtains. Windows could normally overlook good scenic view, away from the prying eyes of others in the hotel or outside public. Housekeeping staffs ensure the privacy of the guests and they should be trained with proper procedures to enter the room.

4. **Safety and Security:** Security is one of the prime concerns of a hotel guest. The housekeeping department staffs should ensure the safety and security of the guests with the help of security services. They should also make sure that fire fighting equipments and emergency alarms are functional at all times. They should also ensure peace, quiet and noise free atmosphere in the area. 5. **Décor:** Creating a pleasant and classy ambience is also one of the major concerns for a guest. This is not easy and requires a good eye for detail. This work is an art and the housekeeping staff is mainly responsible for creating a pleasant atmosphere.

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## 4.5 Responsibilities of the Housekeeping Department

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In order to meet the growing guest demands housekeeping department needs to be efficiency oriented. The task of housekeeping seems to be simpler but tough being bulky in nature. Housekeepers ought to maintain their areas constantly. The functions of Housekeeping depend upon the type of organization & its nature. Below listed are however considered being the main functions of Housekeeping Department.

- Cleaning and Maintenance
- Safety and Security
- Maintaining Inventories
- Interiors Design and Decorations
- Pests and Their Control
- Waste Disposal management
- Baby Sitting
- Flower Arrangements
- Laundry and Linen

**Cleaning and Maintenance:** The primary function of Housekeeping department is the cleaning and daily maintenance of the areas under its supervision routines. Any

establishment has to present an inviting, clean and well cared for appearance at all times, and the cleaning should be arrived out at a time when it will cause as little inconvenience as possible. The cleaning activity is divided in to various areas i.e.

- The guest rooms
- The corridors of each floor
- All restaurants
- The banquet halls
- The lobby
- Lifts and staircase
- The main entrance
- The car parking area
- Offices
- Swimming pool
- Health club
- Hotel linen
- Polishing and painting
- Back area

Each floor is divided into various sections and sub sections. A chambermaid is assigned to one section and is responsible for upkeep of that section. In some establishments housemen are there to assist the chambermaids. A houseman basically cleans bathrooms and takes care of heavy works. It is generally recommended to clean the rooms in late mornings or early afternoons so as to cause minimum disturbance to the guest. Please clean my room request must be given the first priority. A chambermaid works from the pantry, where she keeps her equipment (generally marked with her name, number of the floor or section), cleaning agents and other necessities for her work. The chambermaid like all other members of the housekeeping staff must be instructed in guest relations: how to enter a room and what to say if the guest is still there; how to answer guest requests; when to help and when to refer the guest to a supervisor. Many guests forget to pick up their keys at the front desk and will ask to maid or houseman on the floor to open the door to their room. Unfortunately, a petty thief can make the same request. In most hotels, employee is instructed never to open a door for anyone but to courteously refer the person to a supervisor or back to the desk clerk. Floor supervisors with the help of check list ensure the desirable standards of rooms.

Public areas are also maintained by housekeepers. In a large hotel, thousands of people – room guests; restaurant, bar, banquet, and convention guests; shop and concession customers; employees; visitors; and the general public - all congregate in or pass through the lobby and come across public areas. Without the constant attention of the porter in picking up loose papers, cigarette stubs, and other litter, and cleaning the ashtrays and sand jars, the public areas would be in deplorable condition before the night cleaners came in to clean it thoroughly.

However, many hotels have found it feasible to have this function, in at least some of these areas, performed by an outside contractor rather than by their own staffs. Areas generally included are the lobby, public rooms and restaurants, offices used by the hotel personnel, and window leaning. The expense is listed under "contact cleaning" in the hotels operating statement.



Contact cleaning is a top-management decision, and may be made for several reasons. The firm and most important is cost. Many studies have been made by hotel controllers, as well as by accounting firms, on this phase of hotel operation and most have found that an outside contractor can perform this function at a lower cost to the hotel than the sum of the payroll, taxes, and related expenses of its own employees. Cleaning in all these are except the last, windows must be done at night or very early in the morning, when there are few guests in the lobby and the public rooms and restaurants are closed and before the majority of the hotel's personnel report for duty. It is not only very difficult to recruit a staff for these hours, but almost impossible to properly supervise them. The housekeeper, the principal assistant, and the department supervisors must all be on duty during the daytime hours, and thus they are unable to check on the night staff. The hiring of only one night supervisor is insufficient and therefore, unsatisfactory; hiring several add too much to the cost. Outside firms, with many such contracts, can better afford enough roving supervisors to properly check on and control their employees.

Stores, concessions and offices differ only in that they are not usually the responsibility of the hotel to clean and maintain. Most agreements and leases call for these functions to be performed by the concessionaire or lessee. Nevertheless, as far as the guests are concerned, they are a part of the hotel, so their appearance is just as important to the image of the hotel as that of the lobby or other public areas. The housekeeper or a designated representative must periodically inspect these premises and refer any problems to the resident manager; in some cases, the general manager handles them personally. After all, even though concessionaires and lessees are not employees of the hotel, they and their employees are in direct contact with the guests, and commissions and rentals paid by them are very important to the profitability of the property.

Many managers, to lessen the effect of criticism and to preserve harmony with the operators, will instruct the housekeeper to refer all complaints to them and then take whatever action is deemed necessary. This approach usually promotes cooperation and goodwill between the parties. Recondition and refurbishing usually require top-management decisions. The housekeeper, since he or she bears the primary responsibility for the condition of the guest rooms, makes the request and, unless an interior decorator is hired, supervises the re-decorations, choosing the colour of the paint, upholstery and so on. When a painting schedule is set up, the housemen are responsible for stripping the room and preparing it for the painters. Close cooperation and coordination between the housekeeper and chief engineer is necessary to keep to a minimum the amount of time that the room is out of order. In between paintings, the wall-washers, which are members of the housekeeping staff, are assigned to keep the rooms clean and attractive.

**Security and Safety:** Security is not the prerogative of any one person in an establishment; all staff should be security minded and report anything of a suspicious nature. Staff should realize the necessity of not giving information regarding internal matters to such person as inquiry agents, newspaper reporters, etc. Most large establishments, e.g. hotels, hostels and hospitals, have one or more security officers on their staff to prevent crime and to protect guests and their staff from such dangers as theft, bomb threat, fire or assault. In smaller hotels the responsibility for security will be the manager's, and in other establishments will be that of the manager's equivalent.

Good hall porters, by experience, get to recognize people with a furtive air or remember those who have given trouble in the past. Head hall porters in a hotel may belong to an association through which they exchange information regarding undesirable characters. Entrance halls of all establishments are vulnerable places. In large places, hotels, clubs, etc. there can at certain times be many people about and thieves and terrorists may take advantage of this, e.g. picking up unguarded articles or taking the opportunity of getting further in to the building. In small establishments the entrance hall is often not manned and, unless the door is locked, anyone may enter. The timekeeper keeps an eye on the back door and staff comings and goings, and at times may inspect parcels and cases according to house custom.

There should be as few unattended doors to the street as possible, and at night all outside doors, except fire doors, which should only operate from the inside, should be locked and late staff should enter by the front door. Ground floor windows and French windows should have safety catches, and these should be firmly secured at night. The housekeeper and her staff are about the building perhaps more than many other staff and must be aware of the ways in which they can be security minded. If a mischief wants to get into a room, he may gain admittance by telling the maid he has;

- A repair to carry out;
- Come to collect the television set or other articles;
- Flowers to deliver to a certain room;
- Forgotten his key.

Therefore, a maid should be instructed to keep a look out for, and report as soon as possible, any suspicious characters and be warned against opening doors for strangers; when such requests are made she must say that she cannot unlock the door, but will fetch the housekeeper who should check the name of the guest with reception. Maids should be instructed to lock all doors on leaving a room and to remove all keys left in doors immediately they are seen and hand them to a housekeeper who will return them according to house custom.

**Keys:** Since management has certain responsibilities for the safety of the guests' belongings, the proper care of keys is a very important aspect of security. Individual heads of departments are responsible for all the keys in their areas and the housekeeper probably has control of more keys than any other departmental head. In a hotel there is grandmaster, master, sub-master and individual room keys.

**Keys Theft:** The locks in hotels are generally spring-operated mortise locks but to overcome the problem of key thefts, keyless lock systems have been devised. They are expensive but are in use in some hotels. They may be computerized but there is also a less expensive battery powered lock system, with an infrared device, which reads the guests, cards. A disposable plastic card about the size of a conventional credit card replaces the normal metal room key. One of these cards is given to each guest on checking in. In the computerized system the card is coded by perforations at random from a pool of more than four billion potential codes available from a master computer console at the front desk. The random code is then transmitted electronically to the specific guest's room lock and only this particular card can open that room door. When the guest checks out, the code on that room is changed and a new guest will receive a new code on his new check-in card; the old card automatically becomes useless. Similar cards may be coded as master keys for

the maids and housekeepers and can be changed at frequent intervals at reception' Re-keying lock systems may also help to overcome the problem of key theft and a new system allows the lock to be changed quickly and easily without having to take the tumbler apart, without removing the lock from the door and without entering the room. Using a special key, which instantly changes the tumbler, changes the lock.

**Lost Property:** It is generally practice that any lost property found in rooms should be handed in to the housekeeper's office immediately (or other place according to house system), and the appropriate details should be entered in a lost property book, after which the articles should be labeled and will usually be kept for a period of six months. Great tact should be exercised in dealing with lost property and it is advocated that guests are not notified of articles found in rooms unless they are still in the building. Precautions need to be taken to ensure that articles are only handed over to the rightful owner and not to any would be claimant.

**Valuables:** Hotels have a safe or safe deposit boxes and notices are displayed asking guests not to leave valuables in their rooms but to have them locked away in the safe. Should a maid come into an occupied room and find valuables left there, she should inform the housekeeper who will deal with them according to house custom. It is less likely that guests will leave valuables about when personal safes are provided in their rooms. Peepholes, which allow guests to see who is outside their door, are considered standard security equipment in some hotels.

**Other Security Measures:** The housekeeper is responsible for the reporting of faulty window catches and at night should ensure that all fresh windows and balcony doors are securely locked and that panic bars on fire exit doors are adjusted to enable no entry from outside. In hotels baby sitters may be arranged by the housekeeper and may be members of the staff or from an agency and both should have a written permit from the housekeeper authorizing them to be on the floors; those from an agency will normally collect the permit from the hall porter as they come into the hotel. Inventories, stock lists etc. kept by the housekeeper should help in discovering the loss of items, e.g. linen, cleaning equipment, etc. through pilfering and as a result investigations should take place.

For security reasons the housekeeper selects her staff carefully and prospective new member of staff should be asked for the names and addresses of one or two persons to whom reference can be made, and testimonials should not be relied on. In taking up references, it is wise, if possible, to talk on the telephone rather than to expect former employers to commit them on paper.

**Health and Safety Fire and Personal Injury:** These are hazards in any establishment and their prevention is of tremendous importance. While the management is ultimately responsible for the prevention of accidents, the housekeeper, along with other department heads, should endeavour to see that her staff is safety conscious. Accidents are costly; there may be serious effects on the injured person; time and materials may be lost; a new employee may need to be trained. Employers have to be responsible if defective equipment, due to its design or manufacture, causes an accident; this may

result in compulsory insurance and legal costs. There are a great variety of accidents causing person injury, which may befall guests and staff and while they are normally caused through someone's carelessness they are less likely to occur in a clean, uncluttered and well maintained department'

**First Aid:** Illness, accidents and other emergencies to guests and staff unfortunately occur from time to time in any establishment, and while the housekeeper may or may not be the official first aider she may become involved. The employer must provide sufficient first-aid equipment, and facilitate personnel. First aid personnel should be available at all times and staff should know who they are. While a housekeeper should have knowledge of first aid it is essential that she be levelheaded and able to take command of a situation so that it does not become out of hand and to prevent panic, gossip or consternation spreading throughout the house. In order to stop the spread of disquieting facts or gossip, staff should be asked to cooperate and be discreet with the guests regarding unfortunate incidents. Inevitably there will be the maid who is anxious to tell the guests of an accident or death which occurred in a certain room and, while it may not worry some guests it will others, and in either case it would be better left unsaid. In the case of illness a doctor is normally on call and the housekeeper will contact him when necessary, and after the visit she will ensure that his instructions are carried out, in the case of an emergency, an ambulance maybe called. In large establishments, there may be a resident doctor or qualified nurse in attendance (and always a first aider), and this relieves the housekeeper of much responsibility.

In the case of a death being reported to the housekeeper, she tells the manager and a doctor is called immediately. The central heating or air conditioning should be turned off and, to prevent unauthorized persons entering the room, the door is locked until the body is removed. The removal of the body should be done as unobtrusively as possible, and often takes place at night, or some other quiet time when there are few guests about. In the case of a suspected suicide, any drinking glass, tablets or vomit must be left for the doctor and/or police' as they may be needed as evidence.

**Maintaining Inventories:** The third major function of a housekeeper is the requisitioning storage, and control of the many operating supplies required for the daily routine of the department. Any person who has ever been responsible for the upkeep of a home can appreciate the difficulty of maintaining on hand an adequate supply of the many items - paper, cleaning, and guest supplies - needed for the efficient operation of a multi-room hotel. The items in the guest rooms must be replenished each day to maintain the par, or standard, set by management. The maids and housemates need adequate supplies and proper equipment (rags, pails, carpet sweepers, hand and floor vacuums, and so on) in good working order to clean and service the guest rooms, corridors and other public areas of the hotel. Storeroom clerks should be instructed to reorder any item that falls below the established par, the quantity the housekeeper feels is sufficient to meet the needs of the operation. To ensure adequate inventories of all items, frequent repetition of these instructions is necessary as part of the constant training of the staff, re-enforced by good supervision and even spot checks by a supervisor. Controls, excluding those for equipment are almost impossible to set up. There are too many employees, not to mention guests, handling and using these supplies. Housekeepers, with the assistance of the controller, can establish a pattern of consumption, a ratio between the volume of business and

usage. However, it is not feasible to calculate these ratios for all items used; the time, effort and expense could never offset by reduction of losses. The total expense can be judged only as a percentage of income. Ratio can be established for major items, particularly the more expensive ones - guest stationary, soaps, facial tissues, and postcards. Since all items should be recorded when the storeroom inventory reaches a certain level, it is reasonable to assume that the quantity ordered represents the actual number used. Thus, by keeping a records of each order (a simple work sheet showing the date, quantity, and price is sufficient) any variation from the established pattern can be spotted and an investigation onto ascertain the cause immediately begun.

Effective control of the equipment is easier to set up and maintain. It, too, should be limited to selected items, such as the maid's carts, carpet sweepers, and hand and floor vacuum cleaners. All should be carefully inventoried, kept under lock and key when not in use, and wherever possible assigned to a specific employee, who assumes the responsibility for the safety and condition if the appliance.

**Interior Decoration:** In the past it was thought that the rooms in an hotel should, as far as possible, give the appearance of „home away from home“, but it is now realized that guests, while still wanting to feel at home, expect something different in the way of decoration and that colour and designs suitable for the home often have a cold and unfriendly look in the impersonal atmosphere of an hotel. The trend for simpler architectural exteriors and simpler design in furniture and furnishings has lent itself to the use of bolder and brighter colours. However, there are colours in vogues and there has been some change towards softer tones and the wise use of colour is concerned in good decoration.

**Pest Control:** The most effective method of control is, of course, the employment of well-qualified professional exterminator on a contract basis. However, these exterminators cannot be expected to maintain the premises absolutely insect free without the supplemental support and assistance of hotel personnel. For this reason it is recommended that all maids carry insecticide sprays on their carts and use them routinely when cleaning guest rooms and terraces. Recommended insecticides are harmless to human beings and animals but should be kept away from foodstuffs. These insecticides do not have a residual life and are, therefore, effective against a great many crawling insects, cockroaches in particular, on direct contact. The residual insecticides necessary for a successful campaign against these insects are relatively toxic and must be handled with great care. It is recommended that only professional exterminators use them unless the hotel has in its employment an individual who can be trained in their use. Cleanliness and constant vigilance, particularly in handling food, refuse and garbage is the best defense against rodents. All containers of these items should be clean and tightly covered and should preferably be in metal. Wire enclosures should be used for dry foodstuffs in cartons or bags. This procedure plus periodic campaign by the contract exterminators should keep the hotel free of rats and mice.

**Waste Disposal:** The hygienic disposal of waste materials is extremely important in the control of most pests. The accumulation of food waste and greasy or sticky paper may attract rats and mice and be the breeding place for many insects. The waste should be kept in tightly covered bins or plastic sacks during its immediate accumulation at places inside the building, e.g. maids service rooms. The bins or sacks

should be removed by the house porter to the main waste collection area outside the building from where they will be removed by the local authorities.

Rats and mice make nests in stores of paper, boxes, old linen and similar articles. Any accumulation of these should be moved from time to time to ensure that rodents are not making a nest. The contents of sanitary bins should be disposed of in an incinerator or by chemicals in a special container. The contents of the waste paper bins should be collected in paper or plastic sacks, while those of the ashtrays should be collected separately in bins because of the fire risk. Later both types of waste will be taken to the main waste collection area outside the building. Rubbish chutes for dry waste and waste disposal units for food waste are found in some establishments.

Liquid waste from sinks, baths, lavatory basins, WC pans etc. is taken by a system of pipes into the house drain and so to the sewer. After emptying a sink full of dirty water sufficient clean water should be run so that the trap below the sink contains clean water. Kitchen waste consists of various materials and in large establishments bones, fat; articles made of glass etc. are often kept separate from ordinary food waste and are sometimes sold. Food waste may also be sold for pig food.

**Employee Training:** Numerically, the housekeeping department is the largest in the hotel; in hotels or motels with little or no food service, it will comprise 75 percent or more of the total permanent staff. The housekeeping department also has more unskilled workers on its staff than has any other department in the hotel. Maids, porters, cleaners, housemen and wall washers can be so classified. At one time or another, all come into personal contact with the guests, and all are directly involved in a very important phase of guest relations-servicing the guest rooms. This point up the second major responsibility of the housekeeper: the training of these employees in their duties and in their relationships with each other, with staff members in other departments, and with the guests.

**Paper Work:** The final major area of the housekeeper's responsibility is the volume of paper work assigned with the department. Record keeping for the proper control of payroll, vital in all departments, is more voluminous and probably even more important in the housekeeping department.

There are many reasons for this emphasis on payroll records. The principal ones are the number of employees involved; the area they cover - the whole hotel : the necessity of scheduling the number needed each day (primary the maids) in direct relation to the percentage of occupancy; and finally, the limitation placed on the number of rooms that a maid can service each day. All these reasons emphasize the difficulty and importance of proper scheduling to get maximum productivity at minimum cost. The limitation on the number of rooms a maid can service must be regarded not only as a maximum but in order to achieve total productivity, as a minimum as well. This requires a very close working relationship between the housekeeper and the front office manager.

The front office manager makes a monthly forecast of occupancy, usually updating it weekly for the balance of the month. This enables the housekeeper to closely estimate the number of maids needed on any particular day and to schedule them accordingly. Each day, the two departments are constantly reporting to each other the status of

guestrooms. The room clerks report when a guest checks out, and housekeeping reports back as soon as the room has been serviced, is in order, and can be resold.

Before starting to work, each maid checks the rooms assigned and reports the status to the floor housekeeper. The report is usually made on a simple pre-printed sheet listing the room numbers by section or floor, depending on the size of the hotel, with a space for the code. It provides the basis for the assignment of rooms to the maids and, after being summarized by each floor housekeeper for his or her section, by floor, for the housekeeper's morning report. The length of the housekeeper's report depends on the size of the hotel; it ranges from a single sheet, listing every room in the hotel, to separate sheets for each floor. It is usually prepared in duplicate.

In most large convention hotels, and in the so-called luxury hotels, there is an assistant housekeeper on duty during their shift, which is usually 8.00 to 11 .00 p.m. However, most hotels have no night supervisors on duty and the night maids respond directly to guest requests. Reports prepared by the night maids range from a simple entry in a log book of every call received from a guest and the action taken, to a very detailed and elaborate report. This type of report is usually prepared with multiple copies and, since it in effect gives the status of every room in the hotel, one copy is dropped off at the front desk so that the room clerk on duty can make a final check of the rooms' rack.

**Baby Sitting:** Some of the good hotels provide baby-sitting facility to their guests. If the guests want to go for city tour & do not prefer their young kids as it may be tiring or due to other such reasons. Also the in the dining areas at the time of having the meals or in parties babysitting is required' It is the housekeeping that takes care some provision of toys and other modes of entertaining the young kids. This facility is generally charged on Hourly Basis.

**Flower Arrangements:** All the flower arrangements used in the hotel and maintenance of the horticulture and lawns is taken care by Housekeeping. The budget is prepared for the expenses of the flowers and horticulture that, is based on the banquet forecast, which consume maximum amount of flower in public area, season and health condition of the gardens.

An outside supplier on contract also supplies the flowers used in the department. The flowers are generally placed in the guestrooms. Various kinds of flower arrangements, bouquets, baskets etc are prepared for sake, apart from hotel decoration. Thus provides for some amount of business. They are charged with the variation in size and variety of flower used. The flower room is air-conditioned.

**Laundry and Linen:** The housekeeper's area of responsibility overlaps considerably. Maintenance and control of the linen supply might be thought of as part of the "supplies and equipment" function. The linen room has often been called the heart of the housekeeping department. The executive housekeeper's office is either a part of or adjacent to it, as are the storerooms for reserve linen and guestroom cleaning and other supplies. All are received and issued by linen-room personnel. The day linen room person counts and sorts the soiled linen, preparing it for the laundry. The night person counts and distributes the clean linen and all supplies to the maids' storerooms on each floor. Overstocking can lead to waste and unnecessary expense, under-stocking to loss of time and even guest complaints. Washable uniforms for any employee of the

hotel are issued from the linen room, and minor repairs are made on them by the seamstress, who also repairs drapes, curtains, and other linen products. Many employees wash their own uniforms. Uniforms requiring dry cleaning, although under the control of the housekeeper, are usually cleaned, stored and repaired by the house valet, whether it is a concessionaire or an employee of the hotel. Linen inventory control and laundering are among the housekeeper's major responsibilities. Top management must establish an operating par stock. In respect to room linen, it is ideally five times the daily amount in use as determined by the number of beds and bathrooms in the hotel. This allows one set in the rooms, and one each in the laundry, the maids' floor closet, the linen room, and in transit. Circulating par stock for restaurant linens, also the housekeeper's responsibility is more difficult to set up and maintain. The dining rooms are not the problem. The highest turnover of guests during any one meal is usually in the coffee shop, and most does not use linen tablecloths or napkins. The daily requirements for the regular dining rooms can be estimated and a par established. Banquets pose the real problem. Functions vary greatly in size and requirements, not only in the table setups but also in the colour of the linens requested. Hotels must, therefore, have in stock a sufficient quantity of tablecloths and matching napkins in at least accommodated at any one time in their largest banquet room. The alternative is to rent them from a linen-supply company as needed. Because of the uncertainty of the requirements and the initial investment, many hotels use a combination of the two methods, purchasing a smaller quantity of colored linen and renting when more are needed.

Most hotels, however, do not keep their own colored linens in circulations; rather, they are returned to the permanent storeroom after each use. This storeroom will also hold all guestroom and restaurant linen purchased but never put into use. Because linen represents a major operating expense, bulk buying reduces the unit cost, and since immediate deliveries are almost impossible to obtain, it is normal hotel procedure for the executive housekeeper and the food and beverage manager to estimate their annual requirements in advance and present them to the general manager for approval. When the decision has been made, in order is issued for the full quantity, with partial shipments arranged at convenient intervals. Control of the reserve linen is very important. The storeroom must be securely locked, with access given to only authorize personnel, no items must be removed without a requisition approved by the housekeeper, and a perpetual inventory must be kept reflecting purchases, issues and balance on hand. Frequent spot checks should be made by the linen room supervisor to verify the balance shown. Semi-annually, if possible, but not less than once a year, a physical count of every item in stock should be taken and compared with the perpetual inventory. A representative of the accounting department should be present to assist in and supervise the count. Accounting should also test-check the mathematical accuracy of the calculations in the perpetual inventory book, verifying opening balances and comparing purchases to vendor's bills and issues to approve requisitions'

**CHECK YOUR PROGRESS-I**

1. Define housekeeping.

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2. What are the various types of keys used in housekeeping?

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3. Give any two important functions of housekeeping.

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### 4.6 Layout and Sections of Housekeeping

Housekeeping is one of most vital and essential departments of the hotel in many aspects sections within housekeeping department play an important role to make the operation successful. Designs, space and the number of sections in housekeeping department differs from hotel to hotel, although working style remains more or less the same. The layout of the various sections must be planned in an efficient way ,so that every activity within the department is regulated and monitored by the heads if the respective section at the planning stage of housekeeping sections it is essential to determine the different jobs its perform. The layout of various section and their activities relies upon the following factor.

1. Type of establishment
2. Size of the establishment
3. Space of the establishment
4. Service standard targeted
5. Facilities and supplies offered

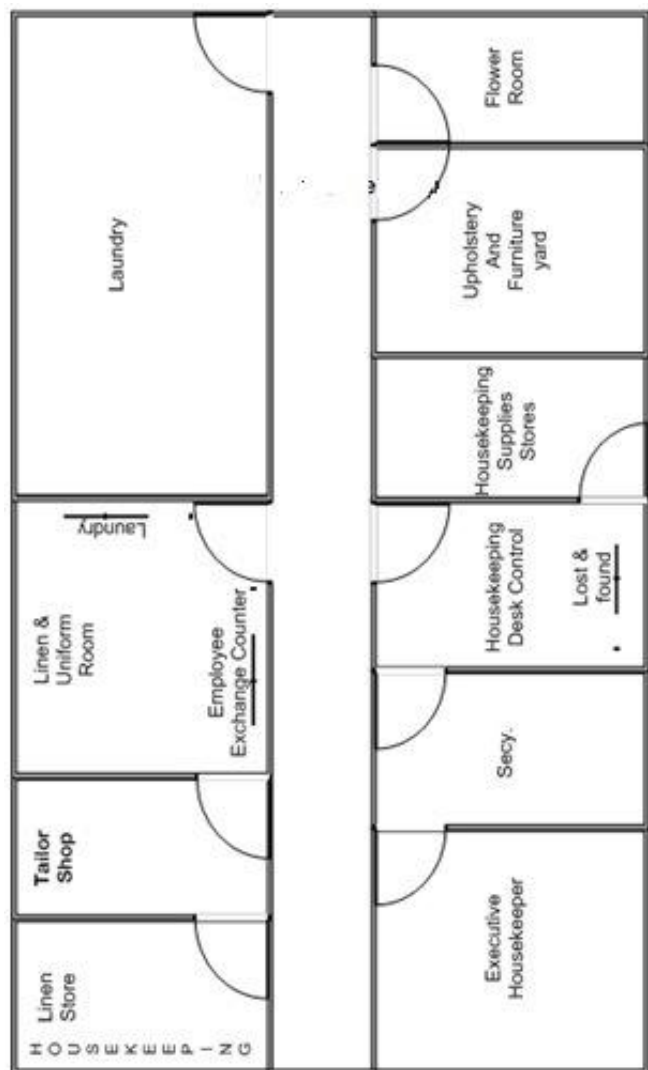


Figure 4.1 Layout of Housekeeping Department

Following factors are taken into considered when deciding on area and layout housekeeping department in the hotel.

- Housekeeping department should be in such place which is accessible to all the employees.
- Housekeeping department should be in that area which is at the back side of the hotel, not disturbing any guests.
- Housekeeping department should be in the ground floor which must be able to hold heavy equipments.
- Housekeeping department should be in such place which is away from general traffic.
- Housekeeping department should be in the convenient place to keep the different equipments used. Fig 4.1 shown the layout of the housekeeping department.
- The following areas constitute the layout of a housekeeping department

#### 4.6.1 Housekeeper's office

The executive housekeeper should have an independent cabin since it is the administrative center of the department. This is the main administration center for the department located within a silent cabin to plan out work for the present and future. Here, he also controls his staffs, conducts meeting, prepares budget, etc. The cabin normally has glass partition to enable the housekeepers to get the view of the various sections.

#### 4.6.2 Secretary's cabin

A smaller cabin should be provided for the secretary, preceding the executive housekeeper's cabin, to enable the secretary to control movement into the housekeeper's cabin. Storage area for documents is essential in the secretary's cabin.

#### 4.6.3 Housekeeping Desk Control

It is the main communication center of housekeeping and this desk is manned 24 h. Here all information is sent out and received concerning the department. It is the nerve center for co-ordination with the front office, banquets and restaurants, etc. The desk should be managed where the guest may also directly contact for

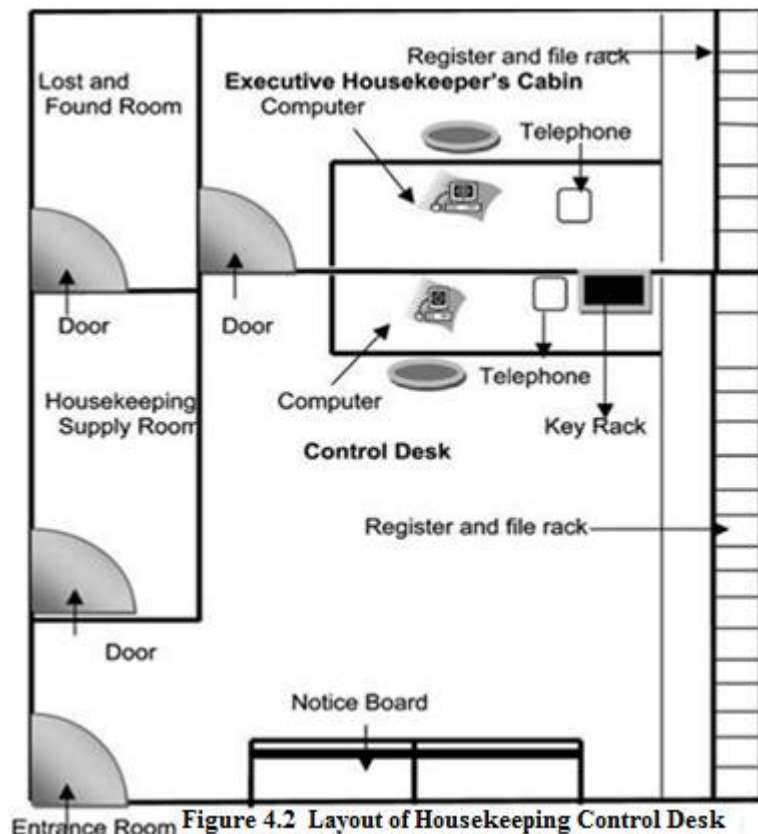


Figure 4.2 Layout of Housekeeping Control Desk

various services. The duty rosters notice, day to day instructions and other information are pinned up on the notice board here. This section is usually spacious as briefings pre conducted and master keys are issued and received. It should also have more than one telephone connection as well as storage shelves for registers and files. Fig4.2 shows the layout of control desk.

#### 4.6.4 Lost and Found Section

This is usually an area set aside in the desk control room, way from high traffic areas. All unclaimed articles found on the hotel premises should be handed over to the housekeeping control desk. Notices should be put up regarding the handing over of any personnel property found so that all staff members are aware of where such property should be handed over.

#### 4.6.5 Linen and Uniform Store

This room stores the stocks of new linen and uniform. It also stocks fabric and material for soft furnishings, linens, and uniform to be stitched. The stock maintained should be enough to replenish the whole hotel once over. Since the stock is used only when the linen in current falls short of par, the area should be provided with shelves and racks to store linen and uniform for longer time. The room should be cool, well ventilated, and free from dampness. Larger hotel may have enough space for an independent uniform store in addition to a linen store.

#### 4.6.6 Linen and Uniform Room

The linen and uniform room is the centre stage for the supporting role that the housekeeping department plays in the hotel. Most linen rooms are centralized and act as a storage point and distribution centre for clean linen and uniform. This is the room where the current linen and uniform is stored for issue and receipt. Usually, a par stock is maintained on each floor or at each unit to suffice immediate requirements. Although the term „linen“ originally referred to those fabrics made from the fiber derived from the stem of the flax plant, linen in this context means all launder able articles and often includes pillows, mattresses, shower curtains, fabric lampshades and upholstery that

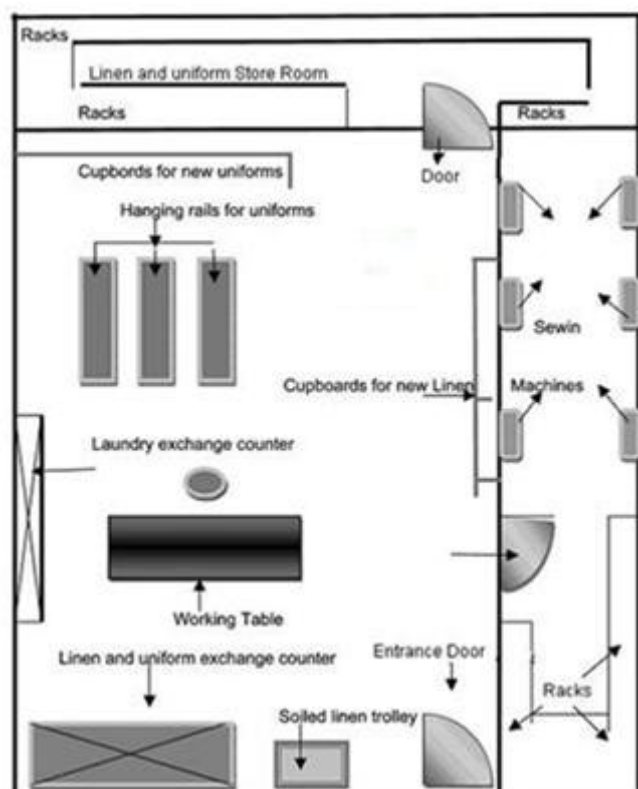


Figure 4.3 Layouts of Linen and Uniform Room

are also handled by the linen room. The room is large airy and free from heat and humidity with adequate shelves to stock all linen. It has a counter where the exchange of linen takes places. It should be secured and offer no

possibilities of pilferage. The linen and uniform room should have a counter across with the exchange of linen and uniform takes place. The linen and uniform room should preferably be adjoining the laundry so that the supply linen and laundry to and from laundry is quick and smooth. Only authorized personnel working in linen and uniform room should be permitted to enter it. Fig 4.3 shows the layout of linen and uniform room.

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#### **4.6.7 Sewing room**

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This room is used for repair work carried out on linen, uniform, and soft furnishings. The space should be allotted in the linen room. The first essential for successful sewing is good work area to accommodate sewing machines, ironing table, and space for items to be repaired. Ideally it should be a small room set apart for the purpose or, in smaller hotels, a well lit corner kept solely for sewing.

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#### **4.6.8 Upholstery and furniture yard**

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It is also an important section of housekeeping department with the prime duties to maintain and replace as and when furniture or any other replacement of furnishing is required in any room as is reported by room attendants.

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#### **4.6.9 Housekeeping supply store**

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This is a room to store items such as cleaning supplies, guest supplies, guest loan items, and so on, which are issued on daily basis. It should ideally be clean, dry, and securely locked.

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#### **4.6.10 Florist's Room**

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In hotels, flowers are used extensively. Today flower arrangement is the art of organizing and grouping together of plant materials to achieve harmony. Now this art is used as a basis of interior decoration. Making up a good flower arrangement requires a lot of creativity on the part of arrangers. So this is also an important section of housekeeping. This should be an air-conditioned room to keep flowers fresh for the flower arrangements required by the hotel. It should have a work table, and cupboard to store equipments, containers, wire cables and other accessories.

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#### **4.6.11 Horticulture Equipment Store**

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This room is used for the storage of gardening equipments such as rakes, spades, lawn mower, pots, pails, water hoses, and seeds. It should be near to garden area and should have its door kept locked. The size of the room depends on the landscape area to be look after.

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### **4.7 Career in Housekeeping**

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The Housekeeping department of Hotel is responsible for upkeep of entire property.

- Executive Housekeeper
- Assistant Executive Housekeeper
- Laundry Manager
- Laundry Supervisor
- Floor Supervisor

- Public area Supervisor
- Linen/Uniform Room Supervisor
- Night Supervisor
- Control Desk Supervisor
- Room Attendant
- Linen/Uniform Room Attendant
- Cloak Room Attendant
- Housemen
- Tailor
- Gardener

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## **4.8 Attributes and Qualities of Housekeeping Personnels**

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A pleasant personality is the result of good grooming and good presentation in front of guests. The way staffs looks is the first impression he/she creates, and this reflects on the quality of service and standards in an establishment. It is good to remember that „your last look in the mirror will be the guest’s first look. All the supervisory housekeeping staff and the guest room attendant should be especially will groom as they come into close contact with the guest. The staff should be turned out in clean and crisp uniforms. After shave and perfume should not be very strong, mild deodorant should be preferred. Most establishments follow minimum jewellery and light makeup policy for female housekeeping staff. Hair must always be clean and, in case of long hair, should be tied up at back. Many hotels have a maid’s cap for attendants. Because of the long hours involved, housekeeping staff should wear comfortable, light, low heeled box shoes and keep them looking clean at all times.

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### **4.8.1 Attributes of Housekeeping Personnel**

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The attributes of the housekeeping personnel are as follows:

- Pleasant Personality
- Physical fitness
- Grooming and personal hygiene
- Basic etiquettes
- Eye for details
- Orderliness
- Courtesy
- Cooperation
- Adaptability
- Honesty
- Tact and diplomacy
- Right attitude
- Calmness
- Punctuality
- Good memory
- Loyalty
- Self discipline

- Smile
- Teamwork

**Pleasant Personality:** A pleasant personality is the result of good grooming and good presentation in front of guests. The way a staff looks is the first impression he/she creates, and this reflects on the quality of service and standards in an establishment. It is good remembered that „your last look in the mirror will be the guest’s first look.“ all supervisory housekeeping staff and the guestroom attendants should be especially well groomed, as they come into close contact with the guests. Aftershave and perfumes used should not be too strong“ mild deodorants should be preferred. Unclean mannerism such as scratching of face or scalp and chewing gum in front of guests should be avoided. Most establishments follow a minimum jewellery and light make-up policy for female housekeeping staff. It should always be remembered that a ready smile on the face wins many a battle.

**Physical Fitness:** Housekeeping is a 24 \* 7 \* 365 operation and the staff work long hours on their feet. Most of their work is manual and may require them to handle heavy equipment. Hence physical fitness is a must to cope with the nature of this work. A thorough medical examination and a medical history of candidates can be used as tools to ascertain their fitness at the time of recruitment. Housekeeping staff must maintain their level of fitness at the optimum to perform to require standards .It is said that ideal housekeeping staff should posses a „strong heart and good feet.

**Grooming and Personal Hygiene:** Grooming is one of the most important features of housekeeping professional. The room attendant, floor supervisor, houseman, public area personal, and clock room attendants have face-to-face contact with guest of the hotel. She/he, therefore, reflect the image of the property. A well groomed housekeeping member represent of hygiene

Personal hygiene deals with matters pertaining to the health of the individual for the maintenance of which the responsibilities lie with him alone. Elements personal hygiene includes:

- Good healthy habits
- Cleanliness of skin
- Cleanliness and care of hair, eyes, ears, teeth and nose
- Cleanliness of the nails and fingers.
- Cleanliness, tidiness and condition of clothes and footwear.

Housekeeping staff must maintain a high standard of personal hygiene, as it reflects on the hygiene standards of the hotel. They must take a bath daily to avoid body odour. Their hair must be well combed, their nails clean and clipped. Their mouths should be free of any offensive odour. Any infections should be reported and attended to immediately. Cuts and burns should be covered with the correct dressings.

**Basic Etiquettes:** The hotel business is alchemy of showmanship, diplomacy and sociability. All personal are required to have the ability to communicate effectively with certain manner and etiquettes associated with being a good host. The basic etiquettes that a housekeeping member should exhibit are:

Smile and attend to guest as soon as they approach them. Acknowledge their presence by wishing them as per the time of the day.

- Recognition is a powerful tool to use for regular guest. The use of their name gives them importance and feeling of belonging.

- Be polite to guests by frequently using term such as “Thank you”, “please”, “May I help you?”, “Excuse me”, “Pardon me” etc.
- Avoid mannerisms such as touching the hair, scratching oneself or picking the nose, etc.
- Stand erect at all time.
- Listen carefully to needs of the guest. Note down their request and their room number.
- Assist guests whenever possible, especially in providing them information about hotel services. This requires thorough knowledge of hotel services. Take action on the request immediately.
- Talk softly
- Avoid arguing with service staff and guests on the floor and public areas.
- Carry pencil in the pockets and not behind ears or clipped in front of the uniform.
- Desist from chewing gum beetle nut.
- Enter and leave the floor through the service door only.
- Shut the door quietly.

**Eye for Details:** This is one of the foremost attributes that housekeeping staff must possess. They must be able take into considerations minute details that a layman may let go unobserved. The power of critical observation is what distinguishes good service from average. Room attendants need to have eye for detail in order to make up a flawless guestroom and housekeeping supervisors need to have a keen sense of observation to inspect these rooms for perfection.

**Orderliness:** Guest evaluates a property by how orderly the hotel personnel are. They observe whether the maid carts are kept clean and in an orderly fashion. Corridors must be kept clean and free from litter.

- Keep all linen and supplies in the maid’s cart in an orderly manner.
- Ensure that flower displays in rooms and floor foyer are fresh and properly arranged.
- Keep the access door to the service landings closed at all times. Most properties install a swing door with a peep window.
- Floor foyer telephone tables must be kept clean at all times. A handy duster is helpful to keep the counter tops clean and polished.
- Garbage hampers are essential features of a maid cart and garbage chutes important in service landing.

**Courtesy:** It is a hallmark of a good housekeeping professional to be courteous on all occasions not only towards guests, but also towards colleagues and other people working in the same unit. A housekeeping employee should extend courtesy to both guest and colleagues. It is essential that while dealing with guests, the staff be humble and polite. Housekeeping staff should never argue with a guest and, if they cannot deal with the situation, it should be referred immediately to a senior member of the team. Guests will always remember pleasant and charming staff, as this adds to the guest’s positive experience in hotel.

Courtesy should be inherent in one's nature and sign of one's desire to please those with whom one comes into contact with. Courtesy should not just be a part of the "technique" of the property but be spontaneous and genuine.

The advantage and necessity of being courteous should be emphasized as it not only smoothes operations, but also ensures better relationships.

Examples of courtesy are given below:

- Each approaching guest must be attended to with a smile and a cheery greeting.
- If the staff member knows the guest's name, it is advisable to address him or her by the name as this is the guest recognition. Do not mispronounce names or call them by somebody else's name.
- If rooms are not ready when a resident guest arrives, ask them if you should return later. If they permit you to continue, complete the task quietly and quickly.
- When a guest is seeking assistance on the floor use the word „assist“, e.g. "May I assist you".
- When listening to requests or complaints of the guest show empathy and tell them what you will do to meet that need or resolve the complaint. Then do it.
- After completing any transaction say, "Thank you, have a pleasant day". It should be said with utmost sincerity.

**Cooperation:** Housekeeping staff must cooperate not only with each other, but also with staff of other departments. This is absolutely essential, since housekeeping involves a lot of team work for efficient functioning. If there is any lack of cooperation and coordination, it indirectly affects the guests and hampers efficiency.

**Adaptability:** This is an important quality in housekeeping staff. They should be willing to try out and experiment with new ideas. The staff should accept and adapt to change willingly and should welcome the innovative methods and materials in housekeeping to meet the global competencies.

**Honesty:** This quality is all important to the staff in dealings with both guests and the management. Housekeeping staff have direct access to guestrooms. Guests' belongings are often left lying around the room and temptations are great. Housekeeping staff also deals with various kinds of guest amenities that may also tempt them. It is inherent discipline and integrity that checks these temptations. If there is trust and respect across the triangle of staff, guests and management relationships, then there will be a work atmosphere that encourages efficiency and a good team spirit.

**Tact and Diplomacy:** Housekeeping staff come into close contact with various kinds of guests. Some guests may make unusual requests or complaints. Sometimes guests may be aggressive and demand services that override the management's policies. It requires a lot of tact and diplomacy on the part of the housekeeping staff to handle such guests at their level, since under no circumstances can they be rude to a guest or hurt his/her amenities. Staff needs to be trained in handling guests who make such requests.

**Right Attitude:** Most managers agree that a candidate with right attitude is more of an asset to them than a candidate who has the skills but wrong attitude. The candidate with good attitude displays an even temper, courtesy and good humor and does not betray displeasure even in the most difficult times. They learn from their mistakes and



are always optimistic. The housekeeping employee with the right attitude is proactive and anticipates the guest's needs and wishes. Attitude is a buzzword in modern operations. We wear an attitude. In other words, attitude is something that we own responsible for. An attitude is the way one communicates a mood to others, who respond accordingly. A happy host will get a happy response just as sour person gets a negative response. It comes from within and can be positive or negative, based on one's experiences.

#### **Positive Attitudes**

- Being optimistic
- Felling good about oneself
- Felling good about others
- Felling good about life
- Seeing the best in others
- Expecting good thing to happen
- Seeing the bright side of all situation
- Being enthusiastic
- Being creative and open
- Anticipating successful encounters
- Each costumer is an exciting challenge

#### **Negative Attitudes**

- I am bored
- I do not have time
- It won't work
- I cannot get organized
- I am too busy
- I don't know what to say I am nervous
- Nobody likes me
- Others are better than me
- I cannot win
- I am scared of costumer

Obviously positive attitudes have a greater range of benefits to the self and to the people he/she interacts with. Lets us take an inventory of key attitudes required in housekeeping operations:

- The joy of serving people. The benefits of service are many. People are giving business to those who have better service. A good service gets better paychecks and tips. It ensures repeat customers. Service is a cutting edge.
- A cheerful attitude is an asset. It is infectious and spreads cheer and goodwill to others. It fosters a pleasant and tension free workplace.
- Cooperation is vital in team performances. Unless one does not cooperate with others, will not cooperate with guest.
- Pride in one's work brings excellence. There is difference between doing routine work and doing work with an aim to make difference. Service can be done with showmanship, sincerity and enthusiasm.
- Initiative is a valued competency in today's world. The only way to beat competition is to innovate and bring in new ideas. Each housekeeping personnel must always look for new ideas and introduce the new ideas.

- Salesmanship is a vital job requirement to motivate the guest to spend extra.

**Calmness:** Housekeeping staff may face with various kinds of emergency situations, and it is essential that they remain calm so as to do their best in coping with the problem in hand. If they panic during an emergency, their anxious behaviors would become serious and be passed on to guests and colleagues calm behaviors helps employees to think rationally themselves and to display their presence of mind

**Punctuality:** This too is crucially important. If an employee is continually late for duty, it shows lack of interest in the work and a lack of respect for the management and guests. Respect for the time during working hours will reflect on the employee's work and help to create an impression worthy of appreciation

**Good Memory:** This is an essential asset in housekeeping staff, particularly when dealings, with regular guests and repeat customers. A housekeeping staff member who remembers a guest's likes, dislikes, needs and wishes will be a tremendous asset to a hotel.

**Loyalty:** An employee's first obligation and loyalty are to the establishment in which they are employed and to its management. A situation should never arise when employees use guests as their sounding board/ secrets of hotel. They should respect the policies and decisions of the management.

**Self Discipline:** Discipline is the hallmark of a good housekeeping professional. This is because the temptation in a hotel is many. Discipline is of two types:

Physical: where grooming and physical conduct play a role.

Mental: This demands sincerity, honesty and perseverance. Here are some tips for housekeeper and supervisor to prevent indiscipline. They are as follows:

- Update one continuously with the house rules and regulations.
- Make discipline behaviour bring reputation, recognition, and better rewards.
- Act professionally at work.
- Amend mistakes immediately.
- Always air grievances in privacy.
- Be an example to others.

**Smile:** Smile is the most important competency required by housekeeping personnel, especially those in guest contact. As simple as it may seem, it is the most effective way of dealing with guest. A smile gets a smile in response. It immediately breaks down several barriers of guest including fatigue, low spirit, doubt and anxiety. Keeping a smile, while speaking on a telephone, is a powerful way to convey tone and intention to customer who judge the caller by the voice. We must not forget that housekeeping personnel are in direct contact with guest in rooms, floor, and public areas.

**Teamwork:** Teams have become the cornerstones of service operations. A poor team performance can severely damage the establishment reputation, while superior team performance directly enhances it. Teamwork is one of the essential competencies at the time of recruitment. Results are the responsibility of the entire team and not the team leader alone. Team dynamics have changed over the years. Let us understand the anatomy of teamwork.

A team is a small interdependent group of people of complementary skills who are committed to a common purpose, performance goal and approach for which they hold themselves mutually accountable.

Teams can meet significant performance challenges. They have a common purpose and are able to assist. They harness the complimentary skill of other team members and have trust in their competency. They can influence each other to be ethical, discipline and motivating.

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### 4.8.2 Qualities of Housekeeping Personnel

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The qualities of the housekeeping personnel are as follows:

- Relational
- Multilingual
- Service-Oriented
- Creative Problem-solvers
- Action-oriented
- Techno-savvy
- Commission-oriented
- Multi Skilled
- Mastery in Functional Area
- Creative in Applications
- Technical Orientation
- Loyalty to their Profession
- Ability to work in various teams

**Relational:** They will be good at customer relations with strong interpersonal skills. Housekeeping personnel will make people interaction a joyful art. They will be adept at remembering faces and names and be able to remember the special needs of regular guests. They shall keep elaborate guest history records to respond to guest special needs in the past and respond to them. Frontline staff will be skilled in handling difficult guests and know exactly what to do in emergency situations.

**Multilingual:** Housekeeping personnel will be strong in the English language. As it will still be a foreign language to many nationalities, frontline staff will also develop skills in other languages. French and German languages were credible alternatives to English in the past. The new world now requires proficiency in Japanese, Russian, Chinese, Arabic, Hindi and Spanish. Frontline teams will be assembled to provide a range of language options to international clientele. Up-country establishments will further need skills in local dialects. With multi-lingual skills, hotel professionals will greatly enhance their job opportunities globally.

**Service-Oriented:** The future housekeeping staff will genuinely enjoy serving people and develop it into an art. They would acquire all the technical, interpersonal, and management skills to give an excellent guest experience. They will use technology to assist them in the process. Guest Histories on common servers will help fine-tune their awareness of needs and preferences of the guests. Computers will help in delivering a mere speedy service to an ever impatient guest on a fast track.

**Pleasant Personality:** A pleasant personality is the result of good grooming and good presentation in front of guests. The way staffs looks is the first impression he/she creates.

**Creative Problem-Solvers:** Housekeeping staff will be skilled in problem-solving and decision-making. Managements will empower them to make on-the-spot decisions to enhance the guest experience. For example, a room attendant may be able to provide a regular guest with an additional vanity set if requested or a second or third service as demanded. Such decisions were earlier only permitted by the supervisor.

**Action-Oriented:** Housekeeping staff of the future will support promises with actions. If a room attendant promises the front office agent a room cleared in twenty minutes for a guest waiting to check in, she will be obliged to honor his promise within that time frame. If the floor supervisor promises to provide a baby-sitter to a guest by an allotted time in the evening. The promise has to be fulfilled to maintain quality service.

**Techno-Savvy:** Frontline personnel of the future will be comfortable with fast changing technologies and environments that affect them. Front office software like the Fidelio already exists. New recruits from hotel schools will come with skills in such software's. Training programmes for the housekeeping personnel will focus on adapting them to new changes in procedures and technologies. A room attendant will be able to deal with multiple tasks from changing fused bulbs in rooms to being able to resolve minor television problems.

**Commission-Oriented:** Service staff will prefer to work on commissions as part of their compensation packages. They have the confidence to generate substantial secondary income through commissions and bonuses. Hotels will provide a salary to cover the cost of living together with incentive packages to motivate direct revenue generating personnel to bring in new customers or generate additional revenues from regular clients by up-selling. Among housekeeping personnel, many housekeepers may be having their own database of regular clients to whom they provide personalized service. Guests prefer to move their business to hotels who hire those professionals who already know their lifestyle and preferences rather than having to cultivate their relationships once again with a new housekeeping staff can get commissions for their repeat guests or they can get bounces for the good feedback given by the guests and the number of times they return to the hotel.

**Multi Skilled:** Service professionals will have management skills, technological skills customer skills and reporting skills. This makes the erstwhile housekeeper a knowledge worker. The titles will also change to accommodate their new roles such as Hosts, Floor Relationship Executives, Customer Service Hostesses, etc Multi skilling is a strategy to reduce staff, pay better wages to those remaining, and have the flexibility to deploy them where there is a need. Housekeepers will learn to prepare guest rooms, take responsibilities in public areas. Deal with laundry tasks, manage the control desk operations or manage floral decoration and landscaping. Housemen may double up as bellboys at resort properties or even the housekeeper man at the reception in smaller hotels.

**Mastery in Functional Area:** The specialists will believe in continuous learning as a way of life to bring the best practices available in their field of mastery. They would not only use their high level of education and experience to give organizations a leading edge but also research and find ways to beat competition with new models of performance. They will act as consultants to the organization rather than just paid employees.

**Creative in Applications:** Specialists would not be bureaucratic and rigid in their approach. Their skills would be to find solutions to existing problems and new models to enhance guest experience. This requires innovation, research, cross-modification skills and candour. Above all, they must be thoroughly aware of systems and procedures.

**Technical Orientation:** Service personnel would be comfortable with technology and may guide software developers in developing new application for their sphere of operations. They will become active members of development teams

**Loyalty to Their Profession:** Backline specialists will believe in their profession and will commit themselves to excellence. They will benchmark themselves with other noted professionals and organization in the field, so as to introduce best practices into the organization.

**Ability to Work in Various Teams:** Problems will be solved in teams that need a variety of specialist input. For example, new guest history software will require IT specialists, guest relations executive lobby manager, front office manager, front desk agents, order-takers, housekeepers , telephone operators, etc. They will have to work in teams each being a resource to the project. This type of working will require interpersonal skills, problem-solving skills, listening skills, assertion and knowledge.

**CHECK YOUR PROGRESS-II**

1. Draw the layout of housekeeping department.

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2. What are the career options in housekeeping?

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3. Write a note on qualities and attributes of housekeeping personnel.

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### 4.9 Organizational Framework of Department

The hierarchy or Organisational Structure of Housekeeping Department depends upon:

- The size of hotel
- On the basis of level of service provided

From the housekeeping point of view, hotels can be classified as small and large hotels. As the size of the establishment increases, the housekeeper requires more supervisory and operational staff and one of his/her assistants may be his/her deputy or first assistant.

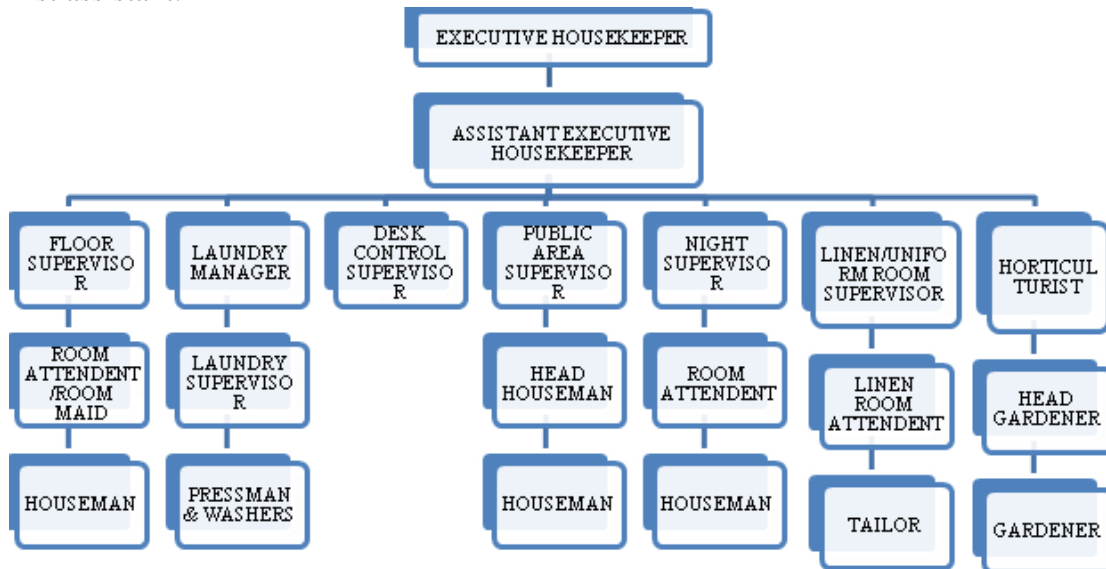


Figure 4.4 Organisation Structure of Housekeeping Department in a large hotel

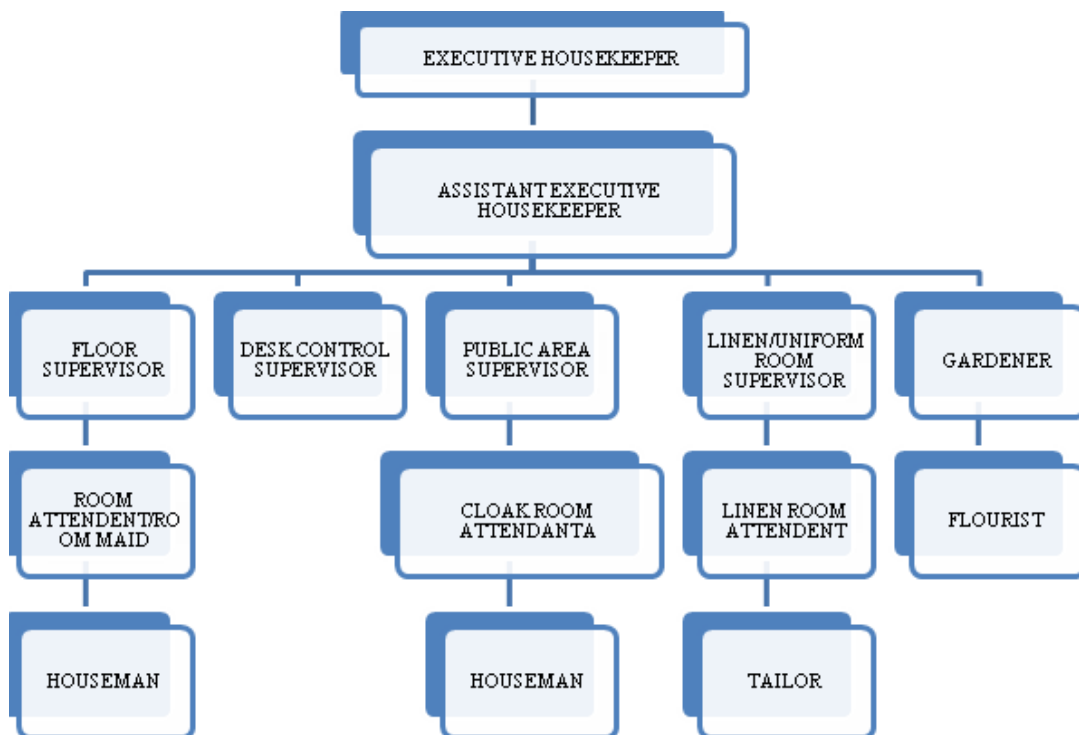
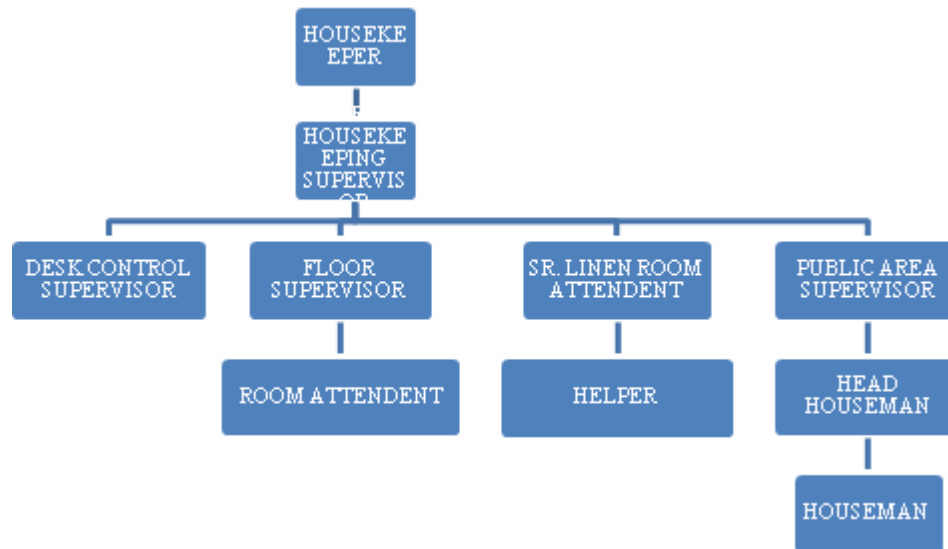


Figure 4.5 Organisation Structure of Housekeeping Department in a Medium Sized hotel



**Figure 4.6 Organisation Structure of Housekeeping Department in a small hotel**

## 4.10 Job Description and Job Specification of Staff

The job description is a written description of the job to be performed in a job position. A job description sets out the purpose of a job, where the job fits into the organisation structure, the main accountabilities and responsibilities of the job and the key tasks to be performed.

Job descriptions help an organisation to manage people and their roles in the following ways:

- Clarifies employer expectations for employee
- Provides basis of measuring job performance
- Provides clear description of role for job candidates
- Provides a structure and discipline for company to understand and structure all jobs and ensure necessary activities, duties and responsibilities are covered by one job or another
- Provides continuity of role parameters irrespective of manager interpretation
- Enables pay and grading systems to be structured fairly and logically
- Prevents arbitrary interpretation of role content and limit by employee and employer and manager
- Essential reference tool in issues of employee/employer dispute
- Essential reference tool for discipline issues
- Provides important reference points for training and development areas
- Provides neutral and objective (as opposed to subjective or arbitrary) reference points for appraisals, performance reviews and counselling
- Enables formulation of skill set and behaviour set requirements per role
- Enables organisation to structure and manage roles in a uniform way, thus increasing efficiency and effectiveness of recruitment, training and development, organisational structure, work flow and activities, customer service, etc
- Enables factual view (as opposed to instinctual) to be taken by employees and managers in career progression and succession planning.

A job specification describes the knowledge, skills, education, experience, and abilities you believe are essential to performing a particular job. It is developed from the job analysis and detailed job description, the job specification describes the person you want to hire for a particular job. A Job specification should include the following points:

- |                     |                            |
|---------------------|----------------------------|
| 1. Name             | 2. Special physical traits |
| 3. Qualification    | 4. Mental ability          |
| 5. Age              | 6. Experience              |
| 7. Equipment skills | 8. Special qualities       |

### **Duties and Responsibilities of Housekeeping Personnel**

Duties and responsibilities of following housekeeping personnel is discussed in this unit:

- Executive Housekeeper
- Assistant Executive Housekeeper
- Laundry Manager
- Laundry Supervisor
- Floor Supervisor
- Public area Supervisor
- Linen/Uniform Room Supervisor
- Night Supervisor
- Control Desk Supervisor
- Room Attendant
- Linen/Uniform Room Attendant
- Cloak Room Attendant
- Housemen
- Tailor
- Gardener

### **EXECUTIVE HOUSEKEEPER**

#### **Job Description:**

Title of position: Executive Housekeeper

Reports to: General Manager

Supervises: All Housekeeping employees

Co-ordinates with: All Departmental Heads of the Hotel

#### **Duties and Responsibilities**

The Executive Housekeeper has to:

1. Coordinate with other departments to ensure delivery of quality services
2. Interview, select, train, evaluate and counsel staff in the hotel housekeeping department
3. Instruct and advise staff on changes in policies, procedures or working standards
4. Listen to the problems if any, of the housekeepers and staff and try to resolve them



5. Conduct meetings with the housekeepers and staff separately to exchange ideas and solve problems
6. Attend to the complaints and queries, if any, from other departments, regarding the housekeeping functions and take necessary action.
7. Go on rounds every morning to inspect the floors of the hotel and to correct any mistake on the part of the housekeepers and to prepare a report as required by the management
8. Train all staff to efficiently perform the standard procedures as applicable to their job positions
9. Work closely with the administrator on day to day housekeeping requirements
10. Monitor departmental activities to ensure that maximum efficiency is maintained in the services being provided
11. Assist in developing, delegating and monitoring departmental goals, objectives and programs to ensure timely completion
12. Monitor the use of supplies and equipment and prepare a monthly request list including purchase.

<b>Job Specification: Job title</b>	: Executive Housekeeper
<b>Category</b>	: Management
<b>Educational qualification</b>	: A graduate, preferably a Diploma/Degree in Hotel Management
<b>Age limit</b>	: 30-40 years
<b>Equipment skills</b>	: Knowledge of housekeeping equipment
<b>Mental qualification</b>	: Should be able to prepare a budget
<b>Language skills</b>	: Should be good in written and spoken English with elementary knowledge of Hindi and local language.
<b>Previous Experience</b>	: Minimum five years as a Deputy House-keeper

#### **ASSISTANT EXECUTIVE HOUSEKEEPER**

##### **Job Description**

**Position:** Assistant Executive Housekeeper

**Reports To:** Assistant General Manager

**Job Purpose:** To complete and assist Executive Housekeeper in all facets of cleanliness and brand quality.

**Job Summary:** Directs staff, assists in implementing organizational and operational procedures, control expenses based on budgetary limitations, assists in inventory management, follows proper OSHA standards.

##### **Duties and Responsibilities:**

- Willingness to accept the most effective role.
- Assists in training new employees and continuation of learning for existing employees.
- Ensures cleanliness of hotel, as reflected by service scores and quality assurance inspections.
- Complete brand required training (especially Hilton's), and Property Management System training, housekeeping portion, to properly understand room statuses and delegation of room assignments for room attendants.

- Oversees lost and found and proper recording, storage, and communication to various departments.
- Completes and ensures guest requests for cleaning times or specifications are met in a timely manner.
- Attends necessary meetings, both departmentally and inter-departmentally, to ensure proper Communication is fostered to ultimately benefit the operation and service of the hotel.
- Conduct interviews for potential new hires, perform coach and counseling sessions and/or disciplinary measures, employee evaluations, and will document and pass all documentation to Executive Housekeeper.
- Review scheduling with Executive Housekeeper, based on demands of hotel, and properly maintain levels of staffing therein.
- Maintains par levels of inventory of cleaning supplies, linens, and brand required room materials and elements, to ensure brand standards and consistency measures are met.
- Provides, fosters, and educates staff on a safe work environment, including proper storage of chemicals and materials needed for daily room cleaning.
- Daily inspection of all rooms to ensure cleanliness and brand standards are consistently being met and room attendants are completing tasks in a timely fashion.
- Must respond to voice mail messages within four business hours, and outgoing voice mail greeting must state that calls will be returned within four business hours.

**Qualifications:**

- Previous hospitality housekeeping supervisory experience a must, minimum 2-3 years.
- Consistent and stable previous employment, with a steady progression of promotions.
- Strong managerial leadership skills, including conflict resolution, coaching, development, and fosters a work environment suitable for learning and growth within the department.

**LAUNDRY MANAGER**

Position Title: Laundry Manager

Department: Laundry

**Purpose:** As a responsible Department Head reports directly to Room Division Manager or Resident Manager. He/ She have direct responsibility for administration and maintenance of an effective training program for all Laundry and dry cleaning employees. Coordinates activities and performs all administrative duties to achieve and maintain operations at the highest degree of efficiency and maximum control of operating cost.

**Relationships:**

1. Reports directly to Room Division Manager or Resident Manager.
2. Interacts and cooperates with subordinates and other Outlet Managers or Department Heads, based on daily operation.
3. Interacts with guests as appropriate.
4. Interacts with Hotel Manager as required.

**Duties and Responsibilities:****Administrative**

1. Recommends employment. Discharge and discipline of Laundry and dry-clean employees through consultation with Personnel Manager. and accordance with local labor regulation.
2. Directly responsible for the administration and maintenance of an effective and continuous program of training for all Laundry employees.
3. Attending the Department Head meeting and open discussion if any operating problems.
4. Develops standard operating procedures for new task or charged conditions through the Manager's approval.
5. Ensuring that all Laundry equipment's are properly maintained and in-efficient operating condition. Using the equipment's check list.
6. Consults with the Housekeeper and F & B Outlet Managers to ensure that there is enough supply of clean linen available at all times, particularly during the peak occupancy periods.
7. Ensuring that the quantities of Laundry and Dr:Cleaning supplies are requested as per monthly estimation.
8. Prepares all necessary operating reports or monthly report and forwards to accounting Department by the end of the month.
9. Makes comparisons of Laundry and Dry-Cleaning price list and costs of products used in his/her Department with prices of comparable products.
10. Schedules Departmental personnel in accordance with projected occupancy and business activity, to ensure utmost operating efficiency and minimum payroll cost consistent with good service and quality.

**SUPERVISORY**

1. Supervises the functions of all Laundry and Dry-Cleaning employees.
2. Issues criticisms and instructions for correction of any practices which deviate from accepted standard practices and procedures.

Regularly checks to ensure that washing formulas are being used in order, maintaining the highest possible quality of works.

4. Makes daily inspections to ensure the quality of guest Laundry and Dry-Cleaning, also house laundry works could be maintained to standard.
5. Sets a high standard of work performance and attendance for all Laundry and Dry Cleaning employees by constant supervision. and ensuring the maintenance of this standard.

**LAUNDRY SUPERVISOR****Job Description**

Position Title: House Laundry Supervisor

Department: Laundry

**Purpose:** House laundry supervisor is responsible for assisting the Laundry Manager in the supervision and coordination of all house laundry staffs / operation, to ensure the optimum quality of works and enough supply of clean lines.

**Relationships:**

1. Reports directly to Asst. Laundry Manager/Laundry Manager.

2. Interacts and cooperates with other Supervisor / sections in guest laundry & dry-cleaning.
3. Interacts with other Departments as required.

**Duties and Responsibilities:**

1. Supervises and coordinates of all washer / folder-feeder staffs and work flow as the daily operation.
2. Participates in activities of washer, folder/feeder in processing lines.
3. Checks the chemicals.
4. Prepares the store requisition.
5. Prepares the maintenance order for malfunctioning of equipment.
6. Ensures the correct washing formulas are used, to have the optimum quality of works.
7. Keeps the cleanliness of work area and laundry equipments.
8. Maintains the daily record of clean linens.
9. Maintain the log book.
10. Estimates the work flow and adds the overtime as necessary.
11. Prepares the monthly list of overtime and submits it to Laundry Manager.
12. Sets the proper schedule of employees to ensure sufficient workforce.
13. Any other duties assigned by laundry manager.

**FLOOR SUPERVISOR****Job Description**

Title of position: Housekeeping Floor Supervisor

Reports to: Assistant Executive Housekeeper

Supervises: Room Attendants and maids

Co-ordinates with: Front Office, Engineering, Laundry and

Room Service Departments

**Duties and Responsibilities**

1. To assign duties to the attendants and maids.
2. To inspect each room completed by room attendants according to specified room checklist.
3. To check par stocks of linen and guest supplies in the floor pantry.
4. To handle guest request as well as guest complaints.
5. To check all safety system on the floor.
6. To inform about any maintenance work to the control desk.
7. To train room attendants and maids for maximum productivity and standard of efficiency.
8. To keep an account of the movement of linen from her/his floor.
9. To prepare room checklist report.
10. To check each of maids carts to ensure that it is well stocked with linen and supplies.
11. To check regularly the working conditions of the equipment.

**PUBLIC AREA SUPERVISOR**

1. Responsible for the cleanliness of all public areas in the hotel.
2. To remove furniture, curtains and other fixtures, from the restaurants which require repairs, mending, washing, etc
3. To prepare schedule for the chandelier cleaning
4. To check and control equipment like vacuum cleaner, scrubbing machines, etc

5. To maintain cleanliness, safety and security systems in public areas.
6. To initiate and follow up maintenance orders for public areas.
7. To undertake daily rostering of staff when required.
8. To train new staff.

**Job Specification:**

Job title: Housekeeping Public Area supervisor

Category: Non-management

Educational qualification: Minimum graduate, preferably in Hotel Management diploma /Degree

Age limit: 25-30 years

Equipment skills: Knowledge of housekeeping equipment

Mental Ability: Should be able to do simple calculation

Language Skills: Written and spoken English and /or Hindi and local languages

Experience: Minimum three years in a similar field

**LINEN/UNIFORM ROOM SUPERVISOR****Job Description:**

Title of position: Uniform/linen room supervisor

Reports to: Assistant Executive Housekeeper

Supervises: Linen room Attendants and helpers

Co-ordinates with: Laundry and other departments

**Duties and Responsibilities:**

1. To check periodically the condition of the uniforms and hotel linen.

To assign daily work to tailors.

3. To maintain the records and registers.
4. To conduct periodic inventories of linen and uniforms
5. To keep a record of discarded linen
6. To ensure that the linen room is kept neat and clean.
7. To ensure that all linen and uniform materials are neatly and systematically stacked and arranged.
8. Ordering a new linen

**Job Specification:**

Job title: Linen/uniform room supervisor

Category: Non-Management

Educational qualification: Minimum graduate, preferably in Hotel Management Diploma / Degree

Age limit: 21-30 years

Equipment skills: Basic handling of sewing machine.

Mental Ability: Should be able to do quick calculation

Language Skills: Should be good in written and spoken English with elementary knowledge Hindi and local language.

Experience: Minimum five years in linen/uniform room.

**NIGHT SUPERVISOR****Job Description:**

Title of position: Night supervisor

Reports to: Assistant Executive Housekeeper

Supervises: All staff working at night in the housekeeping

Co-ordinates with: All departments during night.

**Duties and responsibilities:**

1. To ensure that cleanliness of all major public areas in the hotel during night time
2. Handling the control desk during night time.
3. Handling the keys
4. Handling the requests and complaints of guests
5. Preparing reports on special cleaning done.
6. To inspect all the vacant and departure rooms during night time.

**Job Specification:**

Job title: Night Supervisor

Category: Non-management

Educational qualification: Minimum graduate, preferably in Hotel Management Diploma / Degree

Age limit: 25-30 years

Equipment skills: Knowledge of Housekeeping equipment

Mental Ability: Should be able to do simple calculations

Language Skills: Should be good in written and spoken English with elementary knowledge of Hindi and local language.

Previous Experience: Minimum three years in a similar field.

**CONTROL DESK SUPERVISOR****Job Description:**

Title of position: Control Desk Supervisor

Reports to: Asst Executive Housekeeper.

Supervises: All Housekeeping Attendants

Co-ordinates with: Front office and Engineering Department

**Duties and responsibilities:**

1. Handling guests and staff messages.
2. Providing relevant information about room status Executive.
3. Handling keys
4. Preparing Housekeeping Discrepancy report.
5. Maintaining lost and found articles and keeping a record of these articles.
6. Maintaining other records and registers at the desk.
7. Preparing task sheet for the morning shift attendants.
8. Co-ordinates with the front office and engineering departments.

**Job Specification:**

Job title: Control desk supervisor

Category: Non-management

Educational qualification: A graduate, preferably a Diploma/Degree in Hotel Management

Age limit: 21-30 years

Equipment skills: Knowledge of hotel property management system.

Mental ability: Should be able to prepare reports

Language Skills: Should be good in written and spoken English with elementary knowledge Hindi and local language.

Experience: Minimum three years in a similar field.

**ROOM ATTENDANT****Job Description:**

Title of position: Room Attendant

Reports to: Floor Supervisor

Co-ordinates with: Control Desk, Laundry and Room Services

**Duties and Responsibilities:**

1. Cleans guest bathrooms and replenish supplies
2. Cleans guest bedrooms and replenish supplies as per room check list
3. Reports the missing or broken hotel property to the floor supervisor.
4. Attends daily briefing.
5. Checks if any bulb is fused in the rooms and inform the floor supervisor
6. Provide relevant information about the hotel to the guest.
7. Turns down beds in the evening and draw the curtains
8. Returns keys to the Housekeeping Control desk before going off day
9. Counts the soiled linen and hand it over to the linen room
10. Maintains a polite and helpful attitude towards the guests.

**Job Specification:**

Job title: Room Attendant

Category: Non-management

Educational qualification: High school Age limit: 21-30 years

Equipment skills: Knowledge of simple equipment

Mental Ability: Should do simple counting

Language Skills: Should be able to understand English

Experience: Minimum three years in a similar field.

**LINEN/UNIFORM ROOM ATTENDANT****Job Description:**

Title of position: Linen/Room Room Attendant

Reports to: Linen/Uniform Room Supervisor

Co-ordinates with: Room attendants and Laundry

**Duties and Responsibilities:**

1. Issuing uniforms to all the hotel employees
2. Daily checking the condition of the uniforms.
3. To count the soiled linen /uniforms received and issue the same number of fresh linen/uniforms.
4. To maintain the records and registers for the movement of linen and uniforms
5. To assist the supervisor during inventory time.
6. To check the damages(if any) while receiving soiled uniforms
7. To store the uniforms and linen according to the prescribed methods

**Job Specification:**

Job title: Linen/Uniform Room Attendant

Category: Non-management

Educational qualification: High School

Age limit: 21-35 years

Equipment skills: Nil

Mental Ability: Should be able to do basic counting

Language Skills: Should be able to understand English  
Previous Experience: Minimum one year in a similar field.

**CLOAK ROOM ATTENDANT**

**Job Description:**

Title of position: Clock Room Attendant

Reports to: Public Area Supervisor

Supervises: Helpers/Junior staff

**Duties and responsibilities:**

1. Collecting soiled hand towels from the rest rooms
2. Maintaining adequate stocks of soaps, and towels in public area rest rooms
3. Maintaining a polite and helpful attitude towards the guests.
4. Maintaining a shoe – shine kit and cleaning the shoes of the guests.
5. Maintain all cupboards and fixtures installed in the cloak room.

**Job Specification:**

Job title: Cloak Room Attendant

Category: Non-management

Educational qualification: High School

Age limit: 21-30 years

Equipment skills: Should be able to use manual/mechanical housekeeping equipment.

Mental Ability: Nil

Language Skills: Should be able to understand English

Previous Experience: Minimum six months in a similar field.

**HOUSEMEN**

**Job Description:**

Job title: Housemen

Reports to: Floor supervisor and Public area Supervisor

**Duties and Responsibilities:**

1. Should clean and replenish the linen from floor and pool area.
2. Should clean all windows, doors, and ventilators.
3. Should polish all brassware.
4. Should clean the public areas like swimming pool, garden path.
5. Shift beds, chairs etc for cleaning the carpets beneath them.

**Job Specification:**

Job title: Housemen

Category: Non-management

Educational qualification: High School

Age limit: 21-30years

Equipment skills: Knowledge of handling equipment like vacuum cleaner, floor machines, etc.

Mental Ability: Should be able to do basic counting

Language Skills: Should be able to understand English

Previous Experience: Minimum one year in a similar field.

**TAILOR**

**Job Description:**

Title of Position: Tailor

Reports to: Linen room supervisor



**Duties and Responsibilities:**

1. Mending all damaged linen / uniforms.
2. Keeping the records of the fabric which is used.
3. Preshrink all materials which have a tendency to shrink.
4. Estimate the requirement of material and request the linen room supervisor to present the requisition at the stores.
5. Responsible for the cleaning and maintenance of the equipment.

**Job Specification:**

Job title: Tailor

Category: Non-management

Educational qualification: High School

Age limit: No limit

Equipment skills: Should be able to use sewing machines.

Mental Ability: Should be able to take measurements

Language Skills: Should be able to understand English

Previous Experience: Minimum five years in tailoring

**GARDENER**

**Reports to: Horticulturist Work performed:**

1. To clean and maintain the garden.
2. To take good care of the new plants.
3. To take an interest in adopting new technology in the development of the garden.
4. To water and prune the plants.
5. To be creative in arranging the plants in a garden.
6. To attend work regularly

**CHECK YOUR PROGRESS-III**

1. What do you mean by term ‘job description’?

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2. What do you mean by term ‘job specification’?

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2. Write job description of any two important job position of housekeeping.

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## 4.11 Interdepartmental Coordination

The Housekeeping Department should co-ordinate and ensure maximum co-operation with other departments to provide high quality service. To be successful, a well planned work schedule should be prepared so as to ensure minimum disruption to the guests and work flow of other departments. The senior housekeeper is responsible for ensuring this by supervising a group of staff or working closely with staff from other departments.

Any department in any hotel cannot work in isolation. A willingness to cooperate and coordinate, with the assistance of efficient method of communication, is essential if the establishment is to run smoothly. The housekeeping department in any establishment working towards the satisfaction of guest, and each department is dependent on others for information or services if its work is to be done efficiently. Friction between one department and another kept to a minimum, and the establishment to run as smoothly as possible, there must be close inter-departmental co-operation.

Owing to the many different types of establishments it is not easy to give details of co-operation which would apply in all cases. For this reason, a large hotel has been chosen as an example. All the department depicted need to coordinate with housekeeping. In any establishment there are three departments particularly concerned with accommodation:

- The front office department, whose staff sell and allocate the accommodation,
- The housekeeping department, whose staff plan, provides and services the accommodation.
- The maintenance department, whose staff provide adequate hot and cold water, sanitation, heating, lighting and ventilation as well as maintaining and repairing individual articles and area within the accommodation operation.

The ultimate aim of this trio is to provide the guest with a comfortable room and friendly yet courteous service. This must be provided economically and efficiently because a room that is not sold for a day is loss of revenue that cannot be retrieved.

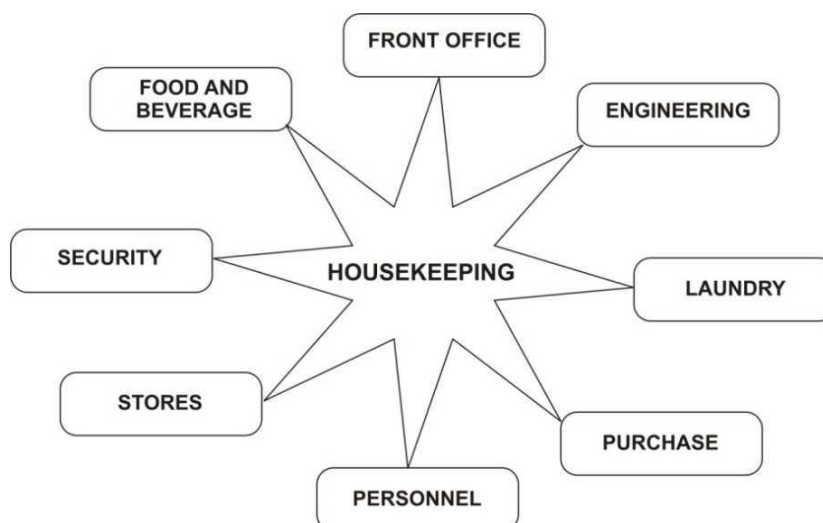


Figure 4.7 Housekeeping Coordination with other Department

### 4.11.1 Coordination with Front Office

Housekeeping and front office are both concerned with rooms- the former with letting and the latter with preparation and later servicing of rooms. For this to be done efficiently there must be a constant exchange of information between the two departments and each must understand the work and possible difficulties of the others. Housekeeping and the front office communicate with each other about housekeeping room status, the report on the availability of the rooms for immediate guest occupancy. Housekeeping room status can be described in the following communication terms:

- Available Clean or Ready-room is ready to be occupied
- Occupied-guest or guests are already occupying a room
- Stay over-guest will not be checking out of a room on the current day
- Dirty or On-Change-guest has checked out of the room, but the housekeeping not released the room for occupancy
- Out-of-Order-room is not available for occupancy because of a mechanical malfunction.

At most properties, the front desk agent is not allowed to assign guest room until the rooms has been cleaned, inspected and released by housekeeping department. Typically, rooms are recycled for sale according to the following process.

**Occupancy report-** each night, a front desk produces an occupancy report. The occupancy report lists rooms occupied that night and indicates those guests expected to check out the following day. The executive housekeeper picks up this list early the next morning and schedules the occupied room for cleaning. As the guest check out of the hotel, the front desk notifies housekeeping. Housekeeping ensures that these rooms are given top priority so that clean rooms are liable for arriving guest. Format of occupancy report is illustrated in figure 4.8

Occupancy Report				
Date-----			Time-----	
Room No.	Status	Name Of The Guest	Intercom No	Remarks
Signature Of Front Desk Attendant-----				

**Figure 4.8 Format of Occupancy Report**

**Housekeeping status report-**at the end of the shift, the housekeeping department prepare this report based on physical check of each room in the property. Format of status report is illustrated in figure 4.9

Room Status Report						
Time-----				Date-----		
Room No.	Status	Number Of Pax	Room No.	Status	Number Of Pax	Remarks
202	V	00	302	Ooo	00	
203	C/O	00	303	Occ	01	

**Figure 4.9 Format of Room Status Report**

**Room Status Discrepancy-** Housekeeping status report compared to front office occupancy report and any discrepancies are brought to the attention of the front office manager. It is the situation in which the housekeeping department’s description of room’s status differs from the room status information being used by the front office to assign guest room. Room status discrepancies can seriously affect a property’s ability to satisfy guest and maximize room revenue. Format of discrepancy report is illustrated in figure 4.10

<b>Discrepancy Report</b>			
Date-----		Time-----	
<b>Room Number</b>	<b>Status From RV Report</b>	<b>Status From Housekeeping Report</b>	<b>Discrepancy And Remarks</b>
<b>Signature of Front Office Manager</b>			

**Figure 4.10 Format of Discrepancy Report**

<b>Room Verification Report</b>			
Date-----		Time-----	
<b>Room No.</b>	<b>Front Office Report</b>	<b>Housekeeping Report</b>	<b>Investigation And Result</b>
<b>Signature Of Front Office Assistant-----</b>			

**Figure 4.11 Format of Room Verification Report**

Keeping room status information up-to-date requires close coordination between front office and housekeeping. The two most common systems for tracking current room status is Mechanical Whitney room rack system and Computerized room status system. Whitney room rack-The front desk may use a Whitney room rack to trace the status of the room. In this system, a room-rack slip containing the guest’s name and other relevant information is prepared during the registration process. This slip is placed in the room-rack slot corresponding to the assigned room number. The presence of a room rack slip indicates that the room is occupied. When the guest checks out, the rack slip is removed and status now indicates ‘on change’, which means the room is in need of housekeeping services before it can registered to an arriving guest.

**Computerized Room Status System-** in computerized room status system, as soon as a guest checkout, the front desk enters the departure into the computer. This information is received by housekeeping via computer terminal located in the housekeeping department. When the housekeeping done with the cleaning and inspection of the room, it enters this information in to its departmental terminal. This information is received on the front office computer terminal and it put the room on sale. This system works when the computer system is directly connected to the guestroom telephone system. With such a network, supervisors can inspect rooms cleaned by attendants and, if they are found ready for occupancy ,enter a code on guestroom telephone to change the room status to ‘cleaned and ready’ in hotel computer system. Within seconds, the updated room status is displayed on the screen of a front desk computer terminal. Housekeeping and the front office also communicate on the details of:

**VIPs in the house** –This information is essential so that that staff can take a little extra care and take precaution in cleaning and supervising VIP room.

**Group in house** – The group rooming list must be provided before the group’s arrivals as group tend to move together in term of arrival, departure, sightseeing, tours and meals. Their rooms need to clean together in view of strict timing. This is particularly crucial when the turnover is high and rooms are experiencing back-to-back occupancy.

**Crew in the house-** Under normal circumstances, airline crews is allotted a given set of rooms on a particular floor. However, sometimes, the arrival of a crew and departure of another crew from the same airlines may overlap. In such circumstances, it is important for the allotted rooms to be cleaned within a short period of time. Also , because of odd timing for international flight.

**Potential house count** (a report of the number of guests registered in the hotel), Security concerns and requests for amenities (personal toiletry items such as shampoo, toothpaste, mouthwash, and electrical equipment). These issues are of immediate concern to the guest as well as to supervisors in the hotel. The housekeeper relies on the room sales projections-a weekly report prepared and distributed by the front office manager that indicates the number of departures, arrivals, walk-ins, stay over, and no-shows-to schedule employees. Timely distribution of the room sales projections assists the executive housekeeper in planning employee personal leaves and vacation days.

The front desk also relies on housekeeping personnel to report any unusual circumstances that may indicate a violation of security for the guests. For example, if a maid or houseman notices obviously non-registered guests on a floor, a fire exit that has been propped open, or sounds of a domestic disturbance in a guest room, he or she must report these potential security violations to the front office. The front office staff, in turn, will relay the problem to the proper in-house or civil authority. The front office manager may want to direct the front desk clerks and switchboard operators to call floor supervisors on a regular basis to check activity on the guest floors.

Guest requests for additional or special amenities and guest room supplies may be

initiated at the front desk. The prompt relay of requests for extra blankets, towels, soap, and shampoo to housekeeping is essential. This is hospitality at its best. The Front office provides the housekeeping with various reports and list. They are:

- VIP list
- Expected arrival and departure list
- Room change list
- Manager's report
- In house guest directory
- Night auditor's report
- Group movement slip
- Discrepancy report
- Inter office report

Now the housekeeping in written provides the front office with following information:

- Housekeeping report
- Room status report
- Room blocking report
- Spring cleaning schedule
- Inter office memo
- Lost and found slip
- Supporting voucher
- Public area cleaning schedule

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### 4.11.2 Coordination with Maintenance Department

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The maintenance department is responsible for the provision of engineering facilities that contribute to the comfort of the guests and increase efficiency of staff. Most non lodging commercial buildings, housekeeping and maintenance personnel generally report to the same department manager. This makes a great deal of sense because these functional areas have similar goals and methods and must have a close relationship. In most midsize and large lodging operations, however, housekeeping reports to the room division manager, while maintenance constitutes a separate division. Different reporting responsibilities can become barrier to effective communication between these important support centers of a hotel. Apart from maintaining cleanliness and arranging the moveable asset in the public area, including guest rooms, clock rooms, swimming pool, lobby, service outlets etc. Other important function of the housekeeping is the maintenance aspect of these areas for the purpose of keeping furniture, fixture and facilities in working order of high standard and for safe use of guest. A close coordination is therefore essential between housekeeping and maintenance department. The later function being carried out, repairs of out of order furniture and fixture. The housekeeping is one of the departments from where maintenance order originated. As personnel of this department are constantly on duty covering a major part of the establishment and they keep check on various things within their justification that may requires attention from maintenance. There are various heads under which maintenance work is done:

**Electrical work**-Air conditioning and heating; fused bulb; lights and lamps that are not functioning; defective plugs and plug point; short circuit; and faulty geysers, refrigerators and mini bars falls under this category.

**Boiler work**- This is necessary to maintain a supply of hot water to guestrooms.

**Mechanical work-** This entails repair replacement of any faulty equipment, such as vacuum cleaners, ice-cube machine, and so on.

**Plumbing work-** This deal with fault faucets, showers, drainage systems, water closets, and so on.

**Civil work-** Any masonry work comes under this head.

**Carpentry work-** Broken and shaky furniture, mirrors and cupboard and fresh wood work.

The housekeeping department often takes the first step in relation to maintenance functions for which engineering is ultimately responsible. There are three kinds of maintenance activities: routine maintenance, preventive maintenance and schedule maintenance.

**Routine maintenance-** These activities are relate to the general upkeep of the property, occurs on regular basis, and require minimal training or skills. These activities do not call for the making out of a formal work order, and no records are maintained for them. Most of these routine maintenance activities are carried out by housekeeping. Proper care of surfaces and materials by the housekeeping personnel is the first step in the overall maintenance program for the property's furniture and fixture.

**Preventive maintenance-** This is systematic approach to maintenance in which situation are identified and corrected in a regular basis to control costs and keep larger problems from occurring. It involves inspections, minor corrections, and initiation of work orders.

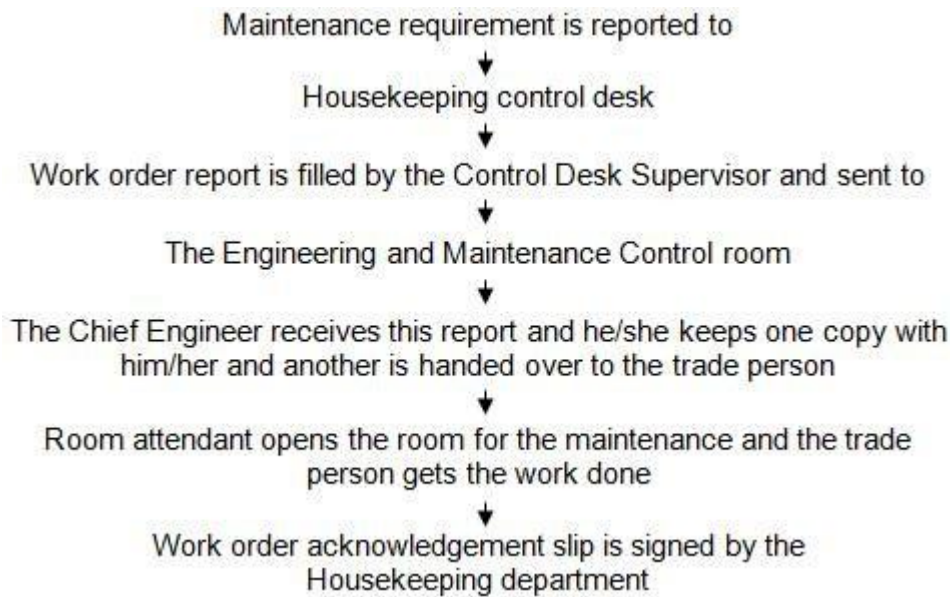
**Inspections-** During the normal course of their duties, housekeeping personnel carry out inspections of most areas. Room attendants and supervisors regularly check for the leaking faucets, chipped caulking around the bathroom fixtures, fused bulbs, AC malfunctions, and so on.

**Minor corrections-** Problems of a greater magnitude are avoided if minor repairs are attended promptly. If communication between housekeeping and maintenance is efficient, minor repairs will be rectified by the maintenance department even as the room attendant is cleaning the guest room.

**Initiation of work order-** Preventive maintenance sometimes identifies problems that are beyond the limited scope of minor corrections. The necessary work is then referred to the maintenance department through a formal work- order system. The chief maintenance officer or chief engineer then schedules this maintenance work to be done.

**Schedule maintenance-** This involves maintenance work initiated by a work order. Work orders are key elements in the communication and coordination between housekeeping and maintenance. A sample work order is shown in figure 4.12. In many properties work orders are numbered three-part forms. Each part of the form is color-coded for its recipient. One copy is sent to the executive housekeeper and two copies to maintenance. The chief engineer keeps one of these and gives the other copy to tradesperson's assigned to do the repair. When the job is completed, a copy of

tradesperson’s work order is sent to the executive housekeeper for acknowledgement of work is satisfactorily completed.



**Figure 4.11 Flow Chart of the Housekeeping Maintenance Requirement**

Engineering and maintenance departments in most of hotels keep data cars and history record of all equipment operated by housekeeping personnel. Equipment data contains basic information about pieces of equipment. This information can be including technical data, manufacturer’s information, cost, special instructions, warranty information and storage location. Equipment history card figure 4.13 is a card which records maintenance work performed on a given piece of equipment.

Work Order							
Room Number .....				Date.....			
Time.....							
Carpenter	Mechanic	Plumber	Electrician	A/C Heating technician	AV/Audio technician	IT	Other
<b>Nature of Complaint</b>							
Name of Technician assigned.....							
Date of Completion.....						Time of Completion.....	
Housekeeping Supervisor Signature.....						Technician’s Signature.....	

**Figure 4.12 Format of Work Order Form**

History Card for Repair							
Date	Equipment type	Tag no.	Description of repair	Starting time	Man hours	Material cost	Monthly inspection control
Signature of Maintenance Supervisor				Signature of Chief Engineer			

**Figure 4.13 Format of Equipment History Card**



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### **4.11.3 Coordination with security Department**

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The coordination here is mainly concerned with the prevention of fire and thefts and the safe keeping of keys and lost property. There are so many security hazard on the floor that this liaison is particularly important and housekeeping cooperating by endeavoring to see that housekeeping staff are aware of the hazard. Housekeeping personnel should also report anything of a suspicious nature immediately to the security staff. However, a guest may take advantage of this privacy and may be engaged in certain illegal activities such as gambling, smuggling and so on. Housekeeping personnel have to be alert to the risk and seek the security department's intervention if necessary. The security department is responsible for conducting training session on handling emergency situation for the staff. For example, they conduct fire drill to train staff to gear up in a fire emergency.

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### **4.11.4 Coordination with Food and Beverage Department**

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The food and beverage department consist of both the service and kitchen staff. The coordination of housekeeping with the restaurant and banquet halls is mainly concerned with the provision of linen and uniform. The linen supervisor, under the supervision of executive housekeeper, needs to have sufficient stock of clean napery to meet the demand of the F&B department's restaurant and banquet function. On his/her part, the restaurant manager should ensure that the time set for the exchange of linen is respected ; that the linen is not lost or misused; and the intimation of forthcoming banquet function is conveyed to housekeeping well in advance. Beside extra/special linen, housekeeping may also have arranged for flower decorations for banquet.

Coordination between two departments becomes particularly necessary in the case of room service, so that friction does not arise over matters such as waiters not collecting trays from guest rooms or room service staff leaving soiled trays in the corridor or extra work through careless spills on the carpet.

In many hotels, housekeeping also looks after pest control in restaurants, kitchens, and store attached to them. Both restaurant and kitchen staff required clean uniforms on a daily basis, for which they need to communicate with housekeeping. Provision of staff meals for housekeeping personnel, on the other hand, is the responsibility of the kitchen staff.

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### **4.11.5 Coordination with Personnel Department**

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Housekeeping coordinates with the personnel department for recruitments of housekeeping staff; managing their salaries and wages; addressing indiscipline; following through grievances procedure; issuing identity cards for employees; running induction programmes; maintaining locker facilities; completing income facilities; effecting transfers ; promotions, appraisals, and exit formalities, procuring trainees and organizing training session.

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### **4.11.6 Coordination with Store Department**

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Coordination with stores ensures the availability of day-to-day necessities of housekeeping. Larger hotels have a store attached to the housekeeping department that stock linen, housekeeping supplies and so on. Smaller hotels may store them in the general store, except for linen, which is sent to the housekeeping department on purchase. Communication with store is by way of a requisition form, which

housekeeping sends to store when it is required certain items. The format shown in figure 4.14 may be used.

<b>STORE REQUISITION FORM</b>								
Date-----			Items required on:-----			Items indented on:-----		
-----								
S. no	Ledger folio no.	Name of item	Unit	Stock in hand	Quantity indented	Quantity issued	Rate	Amount
Signature of housekeeper:-----				Signature of storekeeper:-----				

**Figure 4.14 Format of Store Requisition Form**

#### 4.11.7 Coordination with purchase department

The purchase department procures out-stock items for housekeeping, such as guest supplies and amenities, stationary, linen, cleaning material and equipment and so on. Housekeeping should convey their purchase requirement to purchase by way of advance notice in the form of purchase requisition (Figure 4.15)

<b>PURCHASE REQUISITION FORM</b>							
No. 1120				Date:-----			
S.No.	Items required	Unit	Quantity	Specification	Cost	Quantity in stock	Reason
Signature of HOD-----				Approved by: Financial controller-----			

**Figure 4.15 Format of Purchase Requisition Form.**

#### 4.11.8 Coordination with Laundry

This applies when the laundry is under the supervision and control of a laundry manager. Without clean linen, the room attendant simply cannot operate. During period of full occupancy, the housekeeper needs a fast turnaround of linen from the laundry, but should not always be making an ‘emergency’ demand for them. As far as possible, the housekeeper should stick to the schedule for the laundry. In return, the laundry should provide an acceptable standard of service with regard to laundering. Housekeeping also coordinates with the laundry with regard to housekeeping employee’s uniforms and those of other department as well.

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## 4.12 Summary

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In the traditional literature of India there are many references that hospitality was deeply ingrained in the culture. It was however on an individual or more of not formally organized, later the Buddhist monasteries provided food & lodging for travellers. In the regime of Chandragupta Maurya inns and atithi shala's were developed. In Mughul period sarais became popular near Grand Trunk Road. GT Road/Shershah suri Marg was responsible for great enlargement for the number of Inns/Sarais in India. In northern India caravanserais were established at the time of Akbar. In the British rule Dak-Bungalows came into being as lodges for government officials. The modern India has witnessed the growth of star hospitality. The entire business of any hotel involves around only one aspect-"GUEST". The hygiene is essential. A guest spends more time alone in his room than he spends alone in any part of hotel. Thus the attention goes towards cleanliness. The international traveller are more particular towards cleanliness of areas. They get annoyed if the comfort level is not up to their levels. They also get opportunities to compare the quality standards as they visit many places round the world. Housekeeping is the department which is perhaps responsible to bring back a guest to the hotel again and again this is because guests want personal recognition. House-keeping department has ample scope to pay special attention to all guest, thus making them feel important. Housekeeping is open to general inspection. It has no secrets and cannot hide dust and dirt or poor services. Moreover, this is the department which is indirectly responsible for earning the maximum revenue for the hotel, because the rooms sold by the front office are the rooms made by the House-Keeping. Besides guest rooms, housekeeping has to look after all other areas and is not an easy task to keep the whole hotel sparkling. Thus, justifying the motto "A Hotel is a home away from home". As the name suggests housekeeping emphasis on the overall upkeep of house. However, house in our context is hotel. Depending on the size of hotel, the size of this department & workload can easily be accessed. From small to medium or large to huge. In various star hotels, the criterion has not been to satisfy the guest expectations but to exceed its expectations and in order to do so the back bone (Undoubtedly is Housekeeping) should give constant support 24 hrs a Day, 365 days a year. This in itself speaks about the importance of this Department' Maintaining guest rooms, pest control, waste disposal, looking after laundry are some of the major areas, which need, housekeeping concern. However the area is still expanding. Hence, we can say that housekeeping helps in building the image of property in front of the guest.

Housekeeping can rightly be called soul of a hotel if front office is considered to be the heart of a hotel. It is the housekeeping which gets the room ready for the guest and when guest checks out room is handed over to the housekeeping for up-keeping. Items and gadgets to be checked range from bathroom kits to bedroom gadgets like television, refrigerators, and air conditioners and if any fallacy is found with any of the technical equipments, engineering department may be contacted for repairing of the same. Job of the each player of housekeeping department is clearly mentioned in the organization chart so as to avoid duplication of efforts as well as consequent wastage of energy. It is essential that proper inventory shall be maintained so that guests' requirements can be met at all the. In fact, even other segments of the tourism industry ought to know about these services in order to acquaint their clients of the facilities when they sell the packages tours etc. The housekeeping department has not given its

due importance in hotels, particularly in the Indian In this unit you have studied the layout of all types of hotel rooms, linen room, control desk, floor pantry and.

A housekeeping professional is a package of behaviors called attributes. Being a service industry, the personal projection of staff to guests enhances the image of hotel. It is also essential to the qualities that a housekeeping staff must possess. These attributes sometimes override the importance of skill, as skill can be taught but these personal traits should be inherent in a member of the staff.

The Housekeeping Department is responsible for cleanliness, maintenance and aesthetic upkeep of the entire hotel. In this unit, we discussed the need for an organisational structure of the housekeeping department, the role of executive housekeeper in organizing the department and the hierarchy of both large and small hotels. We also emphasized on the duties and responsibilities of housekeeping personnel along with the qualities and attributes required for smooth functioning.

This lesson, gives a brief introduction to the housekeeping department in hotels. The housekeeping is the department of a hotel charged with cleaning and maintaining rooms and public spaces. The housekeeping department is responsible for the daily cleaning of public rooms (lobbies, corridors, meeting rooms), private bedrooms and public washrooms. In addition, it handles the laundering of linens and in some instances, guest laundry as well. For a pleasant stay, guest expects Comfort, Cleanliness and Hygiene, Privacy, Safety and Security and Décor. Housekeeping department holds the responsibility of cleaning, maintenance and efficient upkeep of the hotel. The main functions of housekeeping is Overall cleanliness, bed making, ensures maintenance of the building and its infrastructure, laundry, linen management, key control, pest control, safety and security of the guests as well as the infrastructure and interior decoration. The housekeeping department should co-ordinate and ensure maximum co-operation with other departments to provide high quality services.

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### 4.13 Key Terms

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**Amenity:** A service or item offered to guest or place in guest rooms for convenience and comfort, at no extra cost.

**Attitude:** It is the way one communicates a mood to others, who respond accordingly.

**Attributes:** A quality or feature regarded as a characteristic or inherent part of someone or something.

**Calmness:** The act of not excited, nervous and upset.

**Clear rooms-** Cleaned rooms by housekeeping ready for sale.

**Complimentary Room** – A room given to a guest on complimentary basis where no charge is levied on guest for his stay.

**Complimentary room-** room is occupied, but the guest is assessed no charge for its use.

**Courtesy:** Polite behavior that shows respect for the people.

**Diplomacy:** Skill in dealing with people in difficult situations without upsetting or offending them.

**Discipline:** the practice of training people to obey rules and punishing them if they do not.

**Etiquette:** The formal rules of correct or polite behavior in society or among members of a particular profession.

**Housekeeping:** Housekeeping means keeping a house clean and tidy. Housekeeping department in a hotel is responsible for the cleanliness, maintenance and aesthetic upkeep of the hotel, rooms and surroundings. The function of a hotel housekeeping department is to organise, control, clean, handle- linen, laundry and service rooms throughout the hotel.

**Job Description:** The job description is a written description of the job to be performed in a job position. A job description sets out the purpose of a job, where the job fits into the organisation structure, the main accountabilities and responsibilities of the job and the key tasks to be performed.

**Job Specification:** A job specification describes the knowledge, skills, education, experience, and abilities you believe are essential to performing a particular job. It is developed from the job analysis and detailed job description, the job specification describes the person you want to hire for a particular job.

**Key control Systems** – Various steps and methods adopted for efficient handling of keys.

**Second service-** A re-cleaning of guestroom on guests special request

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## 4.15 Terminal Questions

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1. What do you understand by Housekeeping? Explain.
2. What are the various functions of Housekeeping?

3. How hotel Housekeeping differs from Hospital Housekeeping?
4. What are the changing functions of Housekeepers over the years?
5. Draw a neat and labeled diagram of housekeeping department
6. Draw the layout format indicating the contents of double bedded room.
7. Draw the layout of control desk.
8. Draw the layout of twin bed room.
9. Draw a layout of suit room.
10. Write a short note on floor pantry.
11. Mention the different section of housekeeping department.
12. Draw a layout of single bedded room.
13. What are the basic etiquettes that should be followed by housekeeping staff?
14. Define the term attitude. List some negative attitude which should not to be followed by housekeeping personal.
15. Enlist the benefits of positive attitude for enhancing customer relationship.
16. “Discipline is the hallmark of a good housekeeping professional”. Comment
17. What is the role of grooming for hospitality industry? Mention some grooming tips for female.
18. Which two attributes in your opinion are absolutely essential in housekeeping staff? Justify your answer.
19. Write short note on qualities which should be followed by housekeeping personnel.
20. What is a team? Why should we have a team?
21. List the main functions of housekeeping department.
22. What is the difference between job description and job specification?
23. Draw the layout of a Housekeeping department.
24. Explain the importance of an organisational chart.
25. List any four qualities and attributes of the housekeeping personnel.
26. Write short notes about the importance of housekeeping.
27. Enumerate the functions of housekeeping department.
28. List out various departments the housekeeping department coordinates with.
29. Draw the following formats:
  - a. Work order form
  - b. Store requisition form
  - c. Purchase requisition form
30. Discuss the three types of maintenance work carried out in a hotel, with example.
31. What important contribution does housekeeping make to a property’s sales effort? How?
32. What is the difference between a revenue center and a support center? What hotel departments fall under each category?
33. Draw a flow diagram of maintenance work procedure.
34. Define housekeeping. How does housekeeping contribute earning profit in a hotel?
35. What important contribution does housekeeping do in enhancing the beauty of hotel?

**True or False**

1. A smile get smile in response.
2. Grooming reflects the image of the property.

3. Recognition gives a guest the feeling of belongings.
4. A cheerful attitude is an asset.
5. Etiquettes associated with being a bad host.
6. A happy host will get a happy response just as sour person gets a negative response.
7. Multi-skilled staff is not an asset for any property.
8. Housekeeping staff should not be courteous towards their colleagues.
9. The hotel business is the alchemy of salesmanship, tact and sociability.
10. Housekeeping personnel can use the guest elevator to reach floor.
11. The housekeeping department is generally considered to be a front-of-the-house functional area.
12. The term checkout refers to a room that is expected to become vacant after the following day checkout time.
13. A room rack utilizes computer technology to track the status of guest-room.
14. The executive housekeeper is responsible for supervising most of the kitchen sanitation and cleaning duties in food and beverage outlets within the hotel.
15. Producing night occupancy report is responsibility of executive housekeeper.

#### Fill in the blanks

1. The executive housekeeper cabin normally has ----- partition to enable housekeepers to get the view of the various sections.
2. -----room is used for the storage of gardening equipments.
3. Rooms are sometimes referred as highly----- commodities.
4. This room is used to carried out for repair work is known as-----
5. Housekeeping control desk is the main-----center of housekeeping department.
6. A room with ----- and a-----is called suit room.
7. Textiles, padding, springs, and other material used for decorating furniture and rendering it more comfortable are known as-----.
8. ----- material is woven from fiber of the flex plant.
9. Flower arrangement is the art of organizing and grouping together of ----- to achieve harmony.
10. Guest may stay in a hotel for pleasure, convenience, or for -----.
11. Housekeeping is a-----within the room division.
12. A room status discrepancy occurs when the housekeeping does not match with the records of the-----.
13. -----is a systematic approach to maintenance in which situations are identified and corrected on a regular basis to control costs and keep larger problems from occurring.
14. A room status indicating a room assigned to a guest with small, light and few pieces of luggage that could be carried away without indicating a departure, should a guest walk out with them is called-----
15. -----guest is registered to the room, but the bed has not been used.