

Hotel industry

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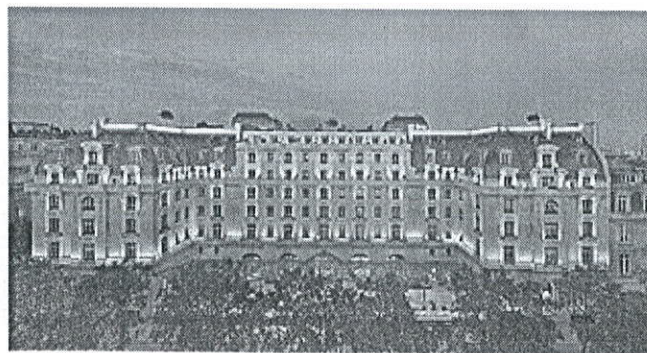
This article is about lodging establishments. For shared-room lodging, see [Hostel](#). For hotels designed for motorists, see [Motel](#). For other uses, see [Hotel \(disambiguation\)](#).

"Hotel room" redirects here. For the 1993 HBO television series, see [Hotel Room](#).



A typical hotel room with a bed, desk and television

A **hotel** is an establishment that provides paid lodging on a short-term basis. Facilities provided may range from a modest-quality mattress in a small room to large suites with bigger, higher-quality beds, a dresser, a refrigerator and other kitchen facilities, upholstered chairs, a flatscreen television and en-suite bathrooms. Small, lower-priced hotels may offer only the most basic guest services and facilities. Larger, higher-priced hotels may provide additional guest facilities such as a swimming pool, business centre (with computers, printers and other office equipment), childcare, conference and event facilities, tennis or basketball courts, gymnasium, restaurants, day spa and social function services. Hotel rooms are usually numbered (or named in some smaller hotels and B&Bs) to allow guests to identify their room. Some boutique, high-end hotels have custom decorated rooms. Some hotels offer meals as part of a room and board arrangement. In the United Kingdom, a hotel is required by law to serve food and drinks to all guests within certain stated hours. In Japan, capsule hotels provide a tiny room suitable only for sleeping and shared bathroom facilities.



The Peninsula Paris hotel

The precursor to the modern hotel was the inn of medieval Europe. For a period of about 200 years from the mid-17th century, coaching inns served as a place for lodging for coach travelers. Inns began to cater to richer clients in the mid-18th century. One of the first hotels in a modern sense was opened in Exeter in 1768. Hotels proliferated throughout Western Europe and North America in the early 19th century, and luxury hotels began to spring up in the later part of the 19th century.

Hotel operations vary in size, function, and cost. Most hotels and major hospitality companies have set industry standards to classify hotel types. An upscale full-service hotel facility offers luxury amenities, full service accommodations, an on-site restaurant, and the highest level of personalized service, such as a concierge, room service and clothes pressing staff. Full service hotels often contain upscale full-service facilities with a large number of full service accommodations, an on-site full service restaurant, and a variety of on-site amenities. Boutique hotels are smaller independent, non-branded hotels that often contain upscale facilities. Small to medium-sized hotel establishments offer a limited amount of on-site amenities. Economy hotels are small to medium-sized hotel establishments that offer basic accommodations with little to no services. Extended stay hotels are small to medium-sized hotels that offer longer-term full service accommodations compared to a traditional hotel.

Timeshare and destination clubs are a form of property ownership involving ownership of an individual unit of accommodation for seasonal usage. A motel is a small-sized low-rise lodging with direct access to individual rooms from the car park. Boutique hotels are typically hotels with a unique environment or intimate setting. A number of hotels have entered the public consciousness through popular culture, such as the Ritz Hotel in London. Some hotels are built specifically as a destination in itself, for example at casinos and holiday resorts.

Most hotel establishments are run by a General Manager who serves as the head executive (often referred to as the "Hotel Manager"), department heads who oversee various departments within a hotel (e.g., food service), middle managers, administrative staff, and line-level supervisors. The organizational chart and volume of job positions and hierarchy varies by hotel size, function and class, and is often determined by hotel ownership and managing companies.

Contents

Hotels

A Brief History - By Jacques Levy-Bonvin

13 min 1 Comment



The history of hotels is intimately connected to that of civilisations. Or rather, it is a part of that history. Facilities offering guests hospitality have been in evidence since early biblical times. The Greeks developed thermal baths in villages designed for rest and recuperation. Later, the Romans built mansions to provide accommodation for travellers on government business. The Romans were the first to develop thermal baths in England, Switzerland and the Middle East. Later still, caravanserais appeared, providing a resting place for caravans along Middle Eastern routes. In the Middle Ages, monasteries and abbeys were the first establishments to offer refuge to travellers on a regular basis. Religious orders built inns, hospices and hospitals to cater for those on the move.

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Inns multiplied, but they did not yet offer meals. Staging posts were established for governmental transports and as rest stops. They provided shelter and allowed horses to be changed more easily. Numerous refuges then sprang up for pilgrims and crusaders on their way to the Holy Land.

Travelling then became progressively more hazardous. At the same time, inns gradually appeared in most of Europe. Some of them have remained famous, for example, l' Auberge des Trois Rois in Basle, which dates from the Middle Ages.

Around 1200, staging posts for travellers and stations for couriers were set up in China and Mongolia.

In Europe, or more precisely in Belgium, l' Auberge Cour Saint Georges opened in Gant, while the Angel Inn was built at Grantham in Lincolnshire, England.

The start of the hotel industry - In France, at the beginning of the fifteenth century, the law required that hotels keep a register. English law also introduced rules for inns at that time. At the same time, around 1500 thermal spas were developed at Carlsbad and Marienbad.

During this epoch, more than 600 inns were registered in England. Their architecture often consisted of a paved interior court with access through an arched porch. The bedrooms were situated on the two sides of the courtyard, the kitchen and the public rooms at the front, and the stables and storehouses at the back. The first guide books for travellers were published in France during this period.

An embryonic hotel industry began to develop in Europe. Distinctive signs were hung outside establishments renowned for their refined cuisine. At the end of the 1600s, the first stage coaches following a regular timetable started operating in England. Half a century later, clubs similar to English gentlemen's clubs and masonic lodges began to appear in America.

In Paris in the time of Louis XIV, the Place Vendôme offered the first example of a multiple-use architectural complex, where the classical façades accommodated boutiques, offices, apartments and also hotels.

In the nineteenth century, hotels take over the town -The industrial revolution, which started in the 1760s, facilitated the construction of hotels everywhere, in mainland Europe, in England and in America.

In New York first of all, and then in Copenhagen, hotels were established in city centres.

At the beginning of the 1800s, the Royal Hotel was built in London. Holiday resorts began to flourish along the French and Italian rivieras.

In Japan, Ryokan guest houses sprang up. In India, the government-run Dak bungalows provided reliable accommodation for travellers. The Tremont House in Boston was the first deluxe hotel in a city centre. It offered inside toilets, locks on the doors and an "à la carte" menu.

The Holt Hotel in New York City was the first to provide its guests with a lift for their luggage.

In 1822, in Venice, a certain Giuseppe Dal Niel transformed an old palace into a hotel and gave it his name, "Le Danieli". As trains began to replace horse-drawn transport, highway inns for stage coaches started to decline.

During this period, the Shepheards Hotel in Cairo was founded, the result of a complete transformation of an ancient city-centre harem.

L'Hôtel des Bergues was built in the spring of 1834 on the shore of the Lake of Geneva. One of its founders, Guillaume Henri Dufour, became a famous Swiss general. In 1840, l'Hôtel des Trois Couronnes was established in Vevey in Switzerland and the Baur au Lac in Zurich, fully refurbished since 1995.

In New York, the New York Hotel was the first to be equipped with private bathrooms.

The "Bayerischer Hof" was built in Munich in 1841, followed in 1852 by the "Vier Jahreszeiten". These two famous establishments were completely renovated after the Second World War.

Le Grand Hôtel Paris -The inauguration of the Grand Hôtel in Paris took place on 5 May 1862 in the presence of the Empress Eugénie. The orchestra, directed by Jacques Offenbach, played the Traviata. This building was designed by the architect Alfred Armand, in order to "show the élite of travellers from all over the world the progress made under the Second Empire by the sciences, arts and industry".

The exterior façades with their high arched doors and their Louis XIV windows were in the style required for the surroundings of the Opéra. The greatest names in painting and decoration participated in the completion of this hotel, the grandest in Europe in its dimensions, luxury and installations. The first hydraulic lift was installed in this hotel. "Lighting was supplied by 4000 gas jets; heating by 18 stoves and 354 hot air vents.

In 1890, the entire hotel was equipped with electric lighting.

Due to the installation of steam central heating in 1901, baskets of wood were no longer sold on the floors. Some years later the hotel was renovated. Further renovation took place in 1970 and 1985.

In 1982, it became a member of the Intercontinental chain.

Since 1992 the hotel has been equipped with a central Building Management System.

In June 2003, Le Grand Hôtel Paris has re-opened its doors following an eighteen-month multi-million dollar renovation.

The Fifth Avenue Hotel in New York City was the first in that period to provide lifts for its guests. 1869 saw the inauguration, near Cairo, of the Mena House, an oasis of calm and luxury, at the foot of the famous pyramids of Cheops, Chephren and Mikerinos.

In 1870, the Palmer House Hotel in Chicago was the grandest of all hotels. Its structure, the first of its kind, was fire-resistant.

In 1873, the Palais de Wurtemberg in Vienna was transformed into a superb luxury residence for the notables of the epoch, l'Hôtel Impérial. Kings and queens became regular visitors to what is without doubt the finest example of the refined architecture of the Ringstrasse in Vienna. It is said that Richard Wagner directed the first productions of "Tannhäuser" and "Lohengrin" there. Two years later in 1875, the Grand Hotel Europe opened its doors in St Petersburg. This prestigious place where Tchaikowsky spent his honeymoon and where Shostakovich played a sonata for Prokofiev in his suite.

In 1880, the Sagamore Hotel on Lake George in the state of New York was the very first to provide electricity in all its rooms.

The first school for hoteliers was founded in Lausanne, Switzerland in 1890 by J. Tschumi, Director of the Beau Rivage in Lausanne, and A.R. Armleder, the "father" of the Richemond in Genève.

In Monte Carlo, l'Hôtel Hermitage opened its doors in 1896, offering its guests the refined and luxurious atmosphere enjoyed by the rich at the close of the nineteenth century. Shortly afterwards, the Victoria Hotel in Kansas City offered bathrooms with every room. The Netherland Hotel in New York City then became the first to provide all its guests with their own telephone.

In Athens in 1874, Stathis Lampsas, a chef by profession, realised his dream by building l'Hôtel Grande Bretagne. Athens was suffering at that time from a shortage of water. It is said that the personnel bought water from carriers in the street to bring to the 80 bedrooms and ... the two bathrooms. Of course, the establishment has undergone several renovations since that time.

In 1894, the Grand Hôtel became the first Italian hotel to boast an electricity supply.

The Swiss hotelier Caspar Badrutt opened the famous Palace de Saint Moritz in 1896. In 1898, César Ritz, from the Valais in Switzerland, who became, to quote the famous phrase of King Edward VII, the "king of hoteliers and hotelier to kings", opened the hotel which bears his famous name in the Place Vendôme in Paris.

The twentieth century: the age of prosperity -The early years of the twentieth century were rich in new hotels which rapidly became prestigious.

Edouard Niermans, the "architect of palaces", transformed the Villa "Eugenie", the summer residence of the Emperor Napoléon III and his wife Eugénie de Montijo, in 1900. In 1905, he

built l'Hôtel du Palais in Biarritz. In 1913 his "Négresco" was opened in Nice, in the presence of seven kings!

In Madrid, King Alphonse XIII was anxious that the capital should have a luxurious and prestigious hotel, and as a result the Ritz was inaugurated in 1910. Seville paid its own homage to the king by opening a splendid establishment, constructed by the architect José Espiau, the Alphonso XIII. Not to be outdone, Barcelona inaugurated its own Ritz in 1919. This was equipped with an unheard of luxury at that time, bathrooms with hot as well as cold water!

We could also cite, among many other hotels built in the same period, the Ritz and Savoy in London, the Beau Rivage Palace in Lausanne, le Négresco in Nice, the Plaza in New York, the Métropole in Brussels, the Plaza-Athenée and l'Hôtel de Crillon in Paris, the Taj Mahal in Bombay and so on. The latter was renovated in 1972 by the Inter-Continental chain.

The prosperous nineteen-twenties saw a veritable boom in the hotel industry. Numerous hotels were established in this decade. In 1923, the architects Marchisio and Prost constructed a hotel in some wonderful gardens in the heart of Marrakech in Morocco, and for decades it was considered the most beautiful hotel in the world: La Mamounia. Winston Churchill helped to forge its reputation by becoming a frequent guest.

Hotels were built not only in cities, but also in the mountains. The first ski resorts in Switzerland (Saint-Moritz, Gstaad, Montana, etc.) welcomed tourists (often English ones) to some very comfortable establishments.

The worldwide depression which followed in 1929 did not prevent the construction of the famous Waldorf Astoria in New York. This was the greatest hotel edifice of those troubled times.

After the war, the fifties saw the second boom in the hotel industry. The Club Méditerranée (G. Trigano) created the now famous, but then revolutionary concept of the club village. These years were also notable for the construction of the first casino hotels. This was also the time when the airline companies began to develop their own hotels.

In the sixties, new tourist resorts flourished around the Mediterranean. From Spain to Greece and from the Balearics to Yugoslavia, numerous city and beach hotels opened their doors to summer guests hungry for relaxation and a good dose of sunshine. Portugal and the Scandinavian countries soon followed their lead.

Hotels for business people1970 saw the beginning of the construction of hotels for business people. This movement was supported by several factors. First of all, there was the will of the airline companies to extend their efforts in the domain of hotels.

Then there was the sudden prosperity, due to black gold, of Middle Eastern countries which attracted business people from the entire world. This engendered an important business travel trend - not limited to this region alone - which initiated the development of hotels primarily designed for business people in Middle-Eastern cities like Dubai, Abu Dhabi, Riyadh and Jeddah, to mention only the most important.

Hotel chains, attentive to their customers' wishes, started to offer an increasingly varied range of services. Their rooms became more spacious and the cuisine more refined.

Gradually, too, various first class hotels (among them former palaces and city centre hotels) which had fallen into disrepair began systematic renovation programmes.

The end of the seventies, when China opened its doors to foreign tourists, also saw the first congresses of international hotel experts.

The third hotel industry boom -The third boom in the hotel industry began in 1980, marked by more inventive marketing and the development of hotels increasingly adapted to a particular type of clientele.

This trend prompted the construction of hotels near airports, hotels for conferences, health hotels, ski holiday hotels, holiday villages and marina hotels. The first Property Management Systems (Fidelio, Hogatex, etc.) appear in the hospitality market.

In Istanbul in 1984, work began on the renovation and transformation into a hotel of the prestigious sultans' residence, the Ciragan Palace in Istanbul. The resulting hotel is no less prestigious than the Ciragan Palace was. Managed by the Kempinski chain, it opened its 322 rooms to guests in 1991.

The first administrative hotel management systems, offering hotels greater independence from human resources, then appeared on the market. The hotel industry was becoming more and more competitive. Business travellers and retired people became important target customers.

In the eighties, too, the Far East began to prepare itself to welcome both business people and the tourists who were beginning to discover the countries of the rising sun, such as China, South Korea, Thailand and Japan. The international chains (American for the most part) prepared expansion plans for Europe, the Middle and Far East which were mainly aimed at congress participants and business people.

The nineties: technology starts to make an impact -The early nineties were characterised by a recession in the hotel business, without doubt caused by reductions in multinationals' travel budgets and the growing crisis in the Gulf.

The Gulf War helped to create great insecurity for both individuals and business. 1991 is considered to be the black year of the hotel trade. It forced hoteliers to become more creative in finding ways of attracting guests (special programmes, offers for "frequent travellers", high performance reservation systems) and thus emerge from the crisis with the minimum damage.

For the first time, the environment and energy conservation played an important role in the marketing activities of numerous chains (thanks in part to the green movement) and even helped to win the loyalty of numerous clients while safeguarding assets at the same time.

Reservation systems became more efficient and offered the hotelier a new dimension in the creation of customer loyalty, the database. The records of each guest's individual history have helped create individualised marketing programmes and have enabled hotels to satisfy a guest's personal needs from the moment of his arrival.

Hotel Adlon Berlin is a legend reborn. From its opening in 1907, until it was destroyed in 1945, it was a symbol of Berlin, a lavish host for royalty, heads of government, stage and screen stars, and the greats of literature and science. Now, it has been rebuilt (1997) on its original site, the corner of Unter den Linden and Pariser Platz, facing the Brandenburg Gate. Outside, it is a virtual replica of the original; inside it is testimony to what smart hotel operators (in this case the Kempinski group) can accomplish with an investment of \$260 million. The hotel's 337 rooms and suites are the ultimate in luxury. Interiors, designed by England's Ezra Attia and Sweden's Lars Malmquist, dazzle with marble, sandstone, stained glass, gold leaf, stuccowork, cherry wood panelling, and damask draperies. This hotel is today equipped with the most advanced technology with regards to the Room Management System communicating with the Property Management System.

Since 1992, the most important international chains have been vying with each other in ever greater imaginative feats related to the vital process of renovating their establishments worldwide. Technology has started to take its rightful place in hotel administration (simplification of check-in and check-out procedures, global reservation systems, marketing management etc.). In 1995, the first Hotel Room Management System is launched at the European level. It is linked to the most popular Property Management Systems to make the front desk more efficient and near to the guests.

At International Technology Forums, speakers unanimously, underlined the impact of technology on hotel rooms.

Hotel chains have been searching for alliances and some of them. For example: Holiday Inn, Intercontinental, and Crown Plaza have merged to form Six continents hotels Chain; Marriot absorbed Renaissance and Ramada International; Sol Melia opened a new line of Boutique hotels, Accor signed several joint ventures in the East and the Far East, etc.) Forte acquired Méri-dien to reinforce its global position. Starwoods (Sheraton) absorbed the Italian Ciga chain and Westin.

The main expansion zones for the hotel industry in 1994 remained Asia (particularly China and India), the Middle East (above all, the United Arab Emirates and Egypt) and Latin America.

In Europe, hotel enterprises in the eastern countries (Russia, Croatia, Slovakia, etc.) decided to renovate dilapidated palaces built at the turn of the century. All the European capitals started to invest in preparations for the major event of this fin de siècle period, that is, the celebration of our entry into the third millennium.

The 3 star hotel Millennium enjoying top level of On-line Room Management System is situated at the best site in Opatija at the Mediterranean coast. Opatija in Croatia corresponds, in terms of reputation, to the level of St. Moritz in Switzerland.

Capitals throughout the world were busy developing the necessary infrastructure to welcome the millions of tourists for the celebration of this event.

Major hotel chains are drawing up development plans in almost all parts of Europe. These plans primarily involve the renovation of numerous prestigious hotels in both western and eastern European countries. Gradually, the great capitals of Europe have been endowed with hotels boasting three, four and five stars, offering quality services, innovative architecture,

style, charm, and interior design (city Boutique hotels). Specialised hotels offer wellness programs including health and beauty centres, personalised services and treatments, anti-stress, revitalising, regenerating programs, etc.

Extravaganza - In 1995 construction began in Dubai of one of the most ambitious and prestigious tourist complexes in the region, the Jumeirah Beach Hotels (Jumeirah Beach hotel, Burj Al Arab, etc.). These comprise several establishments capable of satisfying the needs of average tourists, business people and those who can afford real luxury. The talk now is of six- and seven-star hotels, a surprising designation which is nevertheless perfectly justified by the luxury of the bedrooms and the facilities they offer, the impeccable service, the high degree of modern technology, as well as the beauty of the surroundings and the high-quality environment.

In 2004, another Emirate, Abu Dhabi, will welcome the delegates of the Gulf Council Countries in the new Conference Palace Hotel (CPH). This superior construction has been specified "to offer the most outstanding services with a challenging 9 star definition"... We will, of course, report on it on a later stage.

On-line in seconds, work surf, communicate -everywhere -Today in 2003, travellers, mostly businessmen, carry their personal PC to make presentations, communicate with their office, via e-mails, etc. One possibility offered to them today consists in the use of so-called Pad offering, in particular,

- Cable-free and universal access to Internet or intranet, wherever you happen to be
- Brilliant colour touch screen
- Ready to go in seconds (instant on)
- Freedom in the selection of transmission standards by interchangeable PC cards
- Unlimited flexibility by open platform Windows CE 3.0
- Comprehensive office software package
- Virtual keyboard and handwriting recognition

For sure, new technologies are continuously offering innovative and more comfortable ways to the traveller.

The 160 rooms 5 star Palafitte Hotel in Monruz Neuchatel(CH) offers the visitors of the Swiss Expo 2002 a vision of so called in-room available technologies.

Conclusion - Lodging facilities are not anymore corresponding only to the truly definition: "A lodging accommodation for travellers". Nowadays, architects, designers, developers, engineers, managers, more and more are conscious that taste of guests could be different, according to their wishes or needs. Hotel specialists permanently analyse new trends, define better criteria, present modern standards in order to improve quality of life in hotels. In the third millennium, the permanent competitive hospitality market of suppliers is definitely more and more able, combining "savoir faire" and the good use of technology to offer their guests an "A la carte" environment.

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Hospitality industry

From Wikipedia, the free encyclopedia



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(September 2017) ([Learn how and when to remove this template message](#))

The **hospitality industry** is a broad category of fields within service industry that includes lodging, event planning, theme parks, transportation, cruise line, and additional fields within the tourism industry.^[1]

The hospitality industry is a multibillion-dollar industry that depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or an amusement park consists of multiple groups such as facility maintenance and direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc.).

Usage rate, or its inverse "vacancy rate", is an important variable for the hospitality industry. Just as a factory owner would wish a productive asset to be in use as much as possible (as opposed to having to pay fixed costs while the factory is not producing), so do restaurants, hotels, and theme parks seek to maximize the number of customers they "process" in all sectors. This led to formation of services with the aim to increase usage rate provided by hotel consolidators. Information about required or offered products are brokered on business networks used by vendors as well as purchasers.

In looking at various industries, "barriers to entry" by newcomers and competitive advantages between current players are very important. Among other things, hospitality industry players find advantage in old classics (location), initial and ongoing investment support (reflected in

the material upkeep of facilities and the luxuries located therein), and particular themes adopted by the marketing arm of the organization in question (for example at theme restaurants). Also very important are the characteristics of the personnel working in direct contact with the customers. The authenticity, professionalism, and actual concern for the happiness and well-being of the customers that is communicated by successful organizations is a clear competitive advantage.

[hide]

Front office sub departments

The major sub department of front office in hotel industry are listed in the 5 categories are :-

1. Reservation
2. Registration
3. Concierge
4. Bell service
5. Cashier

Note on Front Office, Its Functions and Co ordinations with Various Departments

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- Note
- Things to remember

Front office

The front office department is the most visible department in a hotel. The focal point of activity within the front office is the reception desk. The reception desk is usually the place in which guest make the first impression of the hotel. It is also the communication center of the hotel. Since it is the first and last point of guest contact with the hotel the hotel spends a lump sum amount of money to make it look more luxurious and beautiful. We can see in most of the hotel's front office or the entrance point of the hotel is decorated and made luxurious in every way. It is also the communication centre for the hotel operation. Front office department plays an important role in image building of a hotel.



Front Office Department
(Source: www.salayapavillion)

The reception desk includes front office cashier, information, and registration section. The other section of the front office is telephone operator, reservation and business centre. Every section of the front office has their own functions.

The functions of different front office sections are as follows:

♦ Reservation



(Source: travelvisabookings.com)

A request for accommodation by the guest in a hotel for any particular period is called reservation. Reservationists are the employees responsible for accepting or rejecting the reservations made by the guests from different modes such as telephone, e-mail, fax, letters, etc

♦ Registration



Guest Registration (source: www.hospitalityschool.com)

This section of the front office is responsible for the warm and friendly reception of all guest. Staffs working in this section are known as a receptionist. Receptionist are the staff who have a direct contact with the guest, thus they should pose an amiable personality with high-level o grooming at all the times.

♦ Telephone Operator

Telephone Operator



(source: www.slideshare.net)

This is the separate section under front office department which is located on the back side of the hotel. They are connected to the front desk and cannot be seen by the guest. A telephone operator is an employee in this section, responsible for handling all incoming and outgoing guest call and hotel calls. Telephone operator is responsible for posting of all charges incurred by the guests and the hotel employees while making out calls.

♦ Information Section



(source: www.bis.gov.com)

This is another section under front office department, which is located at the visible part of lobby separately within the lobby area or joined together with the front desk. This section is responsible for providing information related to the hotel, rooms, and facilities and about the city or towns where the hotel is located. Information centre of the front office is also responsible for handling guest mails and messages.

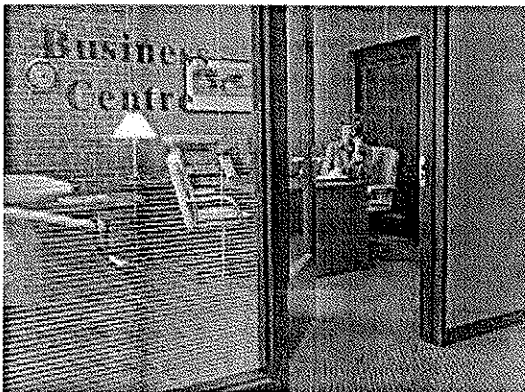
♦ Front Office Cashier



(source: www.pinterest.com)

This section of the front office is located at the front desk. Front office cashier, working in this section is responsible for updating guest bills, keeping up to date cash and credit transactions of the guest and get them settled before the guest departure. Front office cashier should ensure the timely collection of all guest bills from different outlets and posts them in respective folios in case if the Front Office is not computerized.

♦ Business centre

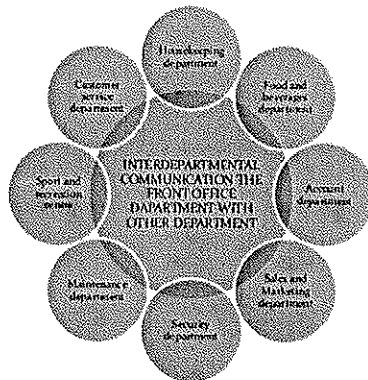


(source: secureprincegeorgehotel.com)

Modern technology has changed the pace of information system. People can do their job in a home country from far countries. The role of fax, photocopying and secretarial work is deemed important to provide these types of services to the guest. There may be demand for guest to translate and interpret services as well as the hire of laptops, computers, and portable telephones in their rooms. The responsibility of such type of services comes under business services. The arrangement of meeting rooms, conferences, is also one of the duties of business centre staff. If the hotel has many non-English speaking guests, then bilingual secretaries may be required in the business centre.

Departments that front office coordinates with

INTERDEPARTMENTAL COMMUNICATION



5 (source www.slideshare.net)

♣ Lobby

Lobby is the place where front office sections are located. Front office is the part of lobby but lobby is not the part of front office;

♣ Arrival

The bellboy escorts the guest from the main door to the front office. After the guest has registered, the front office informs the bell boy the room assigned, so that the guest may be escorted to his room and the luggage placed thereafter.

♣ Departure

In most of the hotels the guest wishing to check out of the hotel informs the bell desk for their luggage down. The bell desk informs the front office of the intention of the guest to check out so that the cashier can prepare the bill. Only after the front office is satisfied regarding the payments of bills and retrieval of the room key, then they would they allow the bellboy to remove the luggage outside the premises of the hotel.

♣ Shifting

Often the guest requests the front office for a change of room the front office intimates the belly desks to send bellboys to help in shifting of luggage. Immediately they prepare room – shifting format and which is sent to housekeeping, telephone and room service for information regarding alternation.

♣ Message

The information section of the front office alerts the bellboys to deliver guest mails and messages to their rooms.

♣ Paging

It is the system of displaying the name of the guest on a small board with a long handle. The board is held above the head of the bellboy and has small bells, which are rung to draw the attention of the guest to the board. When a phone call is received for a specified location, a paging system is used. The bell boy does the paging in public areas, especially in lobby.

♣ Housekeeping

1. Housekeeping room report

To keep a tight control over rooms, the housekeeping and front office have to coordinate closely. One way is through the room report, whereby, the housekeeping staffs checks each room of every floor and advice their staff by maintaining small room report form.

2. Discrepancy report

A discrepancy report is prepared by the front desk on receiving the room report from housekeeping. Front office compares it with the room and for a reconciliation of room status. Discrepancies noticed between room rack and housekeeping room report and noticed down on a separate report called "discrepancy report" which is then handed over to the bellboy for a physical check and to report back to the room under discrepancy.

3. Room clearance arrangements

When a guest checks out, front office immediately informs to the housekeeping desk to clean the room so that to resale it. This information is controlled on departure information control sheet. Housekeeping in return would have to inform the Front Office immediately after the room has been cleaned and prepared for sale to the guest. The checked out room handed over to the housekeeping is called Departure Room and cleared room handed over to the front office is known as "cleared Room".

4. Occupancy status

After reconciling the room rack with housekeeping room report, the front office reception compiles data on the "occupancy" position of the hotel for the day in the form of a report. This completion and analysis of occupancy data is referred to as "night room report" and is invariably prepared by the night receptionist.

5. Special arrangement of groups and VIP's

The front office informs the Housekeeping to be alert to attend to rooms occupied by groups or Vips . Service has to be quicker and efficient. Housekeeping provides "flowers" for VIPs in the room on receipt of amenities voucher issued by the front desk. Guest amenities to be supplied may be flower bunch, cookies Basket / welcome back cake (From Room Service) , slippers and bathroom amenities.

♣ Accounts

1. Front office cashier

Front office cashier receives payments for guest stay in the hotel. This is the point where all the charge vouchers (bills) generated by the guests are received to be included in the overall bill. Close relation between lobby manager and front office cashier is imperative. The bell captain must inform the cashier about the intended check out of the guest so that guest bills are updated and kept ready for presentation. Also, a cashier is informed of a new arrival by the reception by opening and forwarding new folio in the guest name, giving room number

and check in time with defined billing instructions which the cashier places in the bill tray against the appropriate room.

2. Night auditor

The night auditor audits all the guest bill received from the front office cashier. He prepares and proves all the transaction for clarity and accuracy.

3. City ledger

Credit section receives a bill from Front Office that has extended credit as per previous agreements between the hotel and guests. This department follows up with the individual or company for payment of bills.

♣ Room Service

1. Arrivals Departures

For the service of Food and Beverages to the occupied rooms.

2. VIP procedures

Front office extends a relation with Room service for the guest amenities to be supplied (only for VIPs). The information from the front office is through amenities voucher.

♣ Sales and marketing

There is very close coordination between the front office and sales; especially in soliciting their help in improving room sales on lean occupancy days. The front office also informs sales and marketing department whenever a guest who influences the business of hotel "check in" so that especial attention can be given to him or her. Sales keep the Front office updated with the new contracts made with travel agents, airlines crews, etc.

♣ Stores

For the supply of relevant forms, formats and stationary, the front office and other departments have to keep in contact with the store and purchasing department.



Interdepartmental communication of front office with various departments (source ihmnotesblogspot.com)

References:

Oli Gopal Singh et.al., Hotel Management Principles and Practices-XI, Buddha Prakashan, Kathmandu.

Bhandari, Saroj Sing et.al., Principles of Hotel Management-XI, Asmita Books Publication, Kathmandu.

DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF

1) Executive Housekeeper/Director of Housekeeping:-

The executive housekeeper reports to the General Manager or the Resident Manager or the rooms division manager. He/she is responsible for the overall cleanliness and aesthetic upkeep of the hotel. His/her duties are:-

1. Organize, supervise and coordinate the work of housekeeping staff on day- to day basis.
2. Ensure excellence in housekeeping sanitation, safety, comfort and aesthetics for hotel guests.
3. Prepare duty rosters and supervise the discipline and conduct of her staff.
4. Ensure proper communication within the department by conducting regular meeting with the staff.
5. Recruit new employees and train them for the housekeeping jobs.
6. Counsel and motivate employees on various duties.
7. Establish and maintain standard operating procedures for cleaning and develop new procedures to increase efficiency of labor and product use.
8. Search and test new techniques and products in the market.

9. Maintain regular inventory and checking of furniture, linen, uniform, equipments in the hotel.
10. Evaluate employee performance for promotions and transfers.
11. Approval of supply requisitions for the housekeeping and to maintain minimum stock and cost control procedures for all materials.
12. Check the reports, files, registers maintained in the department.
13. Provide budget to the management and control of budgets

2) Deputy Housekeeper

The deputy housekeeper reports to the executive housekeeper. His/her duties are:-

1. Check and ensure that all guestrooms, public areas, back of the house areas are clean and well maintained.
2. Inspect the work done by contractors- pest control, laundry, window cleaning, etc.
3. Prepare staff schedules and duty rotas.
4. Check periodical stocktaking and maintaining of stock records for linen, uniform, equipment.
5. Provide necessary information to assist executive housekeeper in staff evaluation, disciplining, termination and promotion.
6. Develop and implement training programs within the department in consultation with the executive housekeeper.
7. Assist executive housekeeper in forecasting and budgeting for operating and capital expenditure.
8. Take charge of housekeeping department in absence of executive housekeeper.

3) Assistant Housekeeper/Housekeeping Manager:-

The assistant housekeeper reports to the executive housekeeper. In large hotels, where an deputy housekeeper exists, assistant housekeeper reports to deputy housekeeper. In large hotels the responsibilities of floors, public area are divided among assistant housekeepers. In the absence of deputy housekeeper, all the above mentioned duties and responsibilities are taken over by the assistant housekeeper. His/her duties are:-

1. Be responsible for efficient and orderly management of cleaning, servicing and repairing of guest rooms.
2. Be responsible for hotel linen and check its movement and distribution to room attendants.
3. Keep an inventory of all housekeeping supplies and check it regularly.
4. Provide front office list of ready rooms for allotment to guests.
5. Organize flower arrangements
6. Arrange training of staff within the department
7. Update records/ files/ registers etc.
8. Compile the maids roster.
9. Check the VIP and OOO rooms

4) Floor supervisor/Floor Housekeeper:-

The floor supervisor reports to the assistant housekeeper. They are responsible for the final condition of the guestrooms on the floors allocated to them. His/her duties are:-

1. Issue floor keys to room attendants
2. Supervise cleaning on the allotted floors and areas- including guestrooms, corridors, staircases, floor pantries of the allotted floors

3. Inspection of cleaning in rooms and coordination of the work in floors
4. Supervise handling of soiled linen to laundry and requisitioning of fresh ones from housekeeping
5. Report maintenance work on the floor
6. Supervise spring cleaning.
7. Coordinate with room service for tray clearance.
8. Maintain par stock for the respective floors.
9. Facilitate provision of extra services to guests such as baby sitters, hot water bottles, other guest requests.
10. Report any safety or security hazard to the security department.
11. Check on scanty baggage
12. Prepare housekeeping status reports.
13. Inform the front office about ready rooms
14. Ensure services offered to VIPs are of highest standards.

5) Public Area Supervisor:-

The public area supervisor reports to the assistant housekeeper. He/ she is responsible for cleaning and inspection of the front of the house areas such as entrance, lobby, guest corridors and so on. His/her duties are:-

1. Ensure that all public areas and other functional areas are kept clean at all times.
2. Ensure all maintenance jobs are attended in coordination with the maintenance department.
3. Ensure all flower arrangements are placed in appropriate places in public areas.
4. Ensure banquet halls and conference halls are kept ready for functions and conferences.

6) Night Supervisor:-

The night supervisor reports to the assistant housekeeper. He supervises all night staff engaged in the cleaning of public areas and guestrooms in hotel. His/her duties are:-

1. Ensure all public areas are thoroughly cleaned at night when the traffic is low.
2. Plan order of work and direct staff accordingly.
3. Ensure submission of room attendants reports and room status reports.
4. Provide guest supplies and attend guest requests in the night like providing water bottles, extra beds, towels etc.
5. Report safety and security hazards.

7) Linen Room Supervisor/ Linen Keeper:-

The linen room supervisor reports to assistant housekeeper. His/her duties are:-

1. Responsible for entire hotels linen.
2. Send dirty linen from laundry after checking.
3. Check laundered linen before giving it for ironing.
4. Provide linen to the various departments
5. Maintain register of linen movements and check linen regularly
6. Supervise ironing and laundering of linen of the hotel
7. Supervise work of linen room attendants and tailors

8. Make suggestions related to replacement purchases and give requirements of linen to executive housekeepers.

8) Uniform Room Supervisor:-

The uniform room supervisor reports to the assistant housekeeper. He/ she is responsible for maintenance of hotel staff uniforms. His/her duties are:-

1. Responsible for providing clean, serviceable uniforms to the staff.
2. Keep an inventory control of various uniforms in various stages of use
3. Set budget for procurement of uniforms and materials required for uniform

9) Linen Room attendant/ Linen Room Maid:-

Linen room attendants report to linen room supervisor. His/her duties are:-

1. Stacking sheets, pillowcases, towels, tablecloths, napkins in different stacks.
2. Issue clean linen on clean- for- soiled basis.
3. Place soiled linen in containers and send these to laundry.
4. Examine and count each linen item when send to laundry and again on return.
5. Send torn articles to seamstress for repair.
6. Maintain proper records of discards and determine percentage of discards.

10) Uniform Room attendant:-

A uniform room attendant reports to uniform room supervisor. His/her duties are:-i) Issue clean uniforms while receiving soiled onesii) Send soiled uniforms for laundering.

1. Send torn uniforms to seamstress for mending.
2. Keep count of uniforms.
3. Shelve laundered uniforms after verifying types of articles.
4. Count and record linen.

11) Storekeeper:-

A storekeeper reports to senior floor or linen room supervisor. His/her duties are:-i) Control the stock of equipment.ii) Issue equipment and cleaning materials as per demand.

1. Prepare requisitions for materials required.
2. Coordinate with purchase department for procurement of approved materials.

12) Desk Control Supervisor:-The control desk supervisor reports to the assistant housekeeper. It is the nerve centre of housekeeping department and is manned 24 hours a day. His/her duties are:-

1. Coordination with front office for information on departure rooms and handing of clean rooms.
2. Receive complaints on maintenance and housekeeping.
3. Maintain registers kept at control desk.
4. Receive special requests from guests.
5. Maintain latest reports regarding room occupancy, VIPs, status of rooms etc.

6. Delegation of work to attendants and supervisors.
7. Attend to phone calls received at control desk
8. Responsible for issuing guestroom keys and maintaining key register

13) Guest room attendant/ Room maids/ Chamber maids/GRA:-

Guest room attendant(GRA) report to the floor supervisor. His/her duties are:-

1. Cleans the rooms
2. Change guestroom and bathroom linen.
3. Make guest room beds.
4. Replenish guest supplies.
5. Answer guest requests promptly on the floor.
6. Responsible for collecting guest laundry.
7. Servicing of rooms in the evening(turndown service) and also provide second service.
8. Handover lost and found articles if any found in the room
9. Replenish maids cart with supplies for the next shift
10. Arrange and stock the pantry with linen and supplies.

14) Head House person:-

He /she reports to the public area supervisor. His/her duties are:-

1. Supervises work allotted to the housemen in public areas.
2. Supervise work of people who clean carpets, wall washers, window washers.
3. Supervise work of chandelier cleaners, vaccum cleaning machine operators

15) House persons:-

They report to the head house persons or the public area supervisor. His/her duties are:-

1. Shift furniture in public areas.
2. Clear the garbages
3. Polish all brassware in public areas
4. Clean all doors, windows and ventilators.
5. Clean fire fighting equipments.
6. Clean the shafts and terraces.
7. Clean chandeliers, draperies and other hard to reach areas in public areas.

16) Tailors, seamstress and upholsterers:-They report to the Linen Room Supervisor. His/her duties are:-

1. Mending and stitching uniforms, linen, upholstery etc.
2. Alteration of uniforms if required.
3. Refurnish all damaged upholstery.
4. Repair guest clothes if required.
5. Calculate materials required for uniforms and upholstery and purchase accordingly.

17) Horticulturist:-

Many large hotels have their own horticulturist, who report to assistant housekeeper. He / she leads a team of gardener in maintaining landscaped gardens of the hotel as well as in supplying flowers from gardens for flower arrangements in the hotels. Flowers are used largely to enhance aesthetic appeal of various areas of the hotel.

18) Head Gardener:-

He reports to the horticulturist and maintains landscaped areas and gardens in the hotel. His/her duties are:-

1. Brief, schedule, allot duties
2. Purchase plant seeds, plantings
3. Purchase and supervise usage of manure and fertilizers.
4. Maintain watering schedules of plants and attend problems regarding watering schedules.
5. Maintain and prepare indoor plants for the hotel.
6. Supervise and maintaining the lawns.
7. Ensure gardeners are handling equipments and tools efficiently.

19) Gardeners:-Gardeners report to the head gardener or the horticulturist. They keep landscaped areas, lawns and gardens clean and aesthetically beautiful. His/her duties are:-

1. Dig landscaped areas and maintain them.
2. Plant saplings and seeds
3. Water gardens as per schedules.
4. Maintain plant nursery and green house.
5. Prepare potted flowers and potted plants.

20) Florist:-

Florists employ their own florist. Providing attractive flower arrangements for the entire hotel is their responsibility. They report to the horticulturist . His/her duties are:-

1. Collect fresh flowers from gardeners every day.
2. Purchase flowers from dealers
3. Prepare different flower arrangements for different areas- lobbies, front office, restaurants, guestrooms, banquet halls etc.
4. Treat cut flowers so that they last longer.
5. Maintain flower arrangements by changing water, etc .
6. Responsible for flower arranging equipments and equipments, accessories etc.
7. Train the assistant florist.

21) Laundry Manager:-

He/she is in charge of the laundry and Laundry Manager reports to the Director of housekeeping. He/she is responsible for entire functioning of laundry and dry cleaning unit. He /she should have good knowledge of fabrics and chemicals and laundry machines.

22) Laundry Supervisor:-

He/she is in charge of the functioning of the laundry in the absence of laundry manager. He must have the knowledge of all the aspects of the laundry equipment, chemicals and fabrics.

23) Dry cleaner and washers:-

He/ she is in charge of dry cleaning of the hotel linen and guest clothing and washer does the laundering of the linen, uniforms and guest clothing.

24) Laundry workers:-

They are the staff of laundry who perform following duties:-

1. Spot stained fabrics before loading them into washing machines.
2. Load soiled linen into washing machines, feed in the right amount of detergent and other laundering chemicals.
3. Load washed linen into dryers.
4. Clean equipments after use.
5. Sort soiled linen according to fabric types, colors, degree of soiling.
6. Transport soiled linen from linen room to laundry and fresh linen from laundry to linen room.

25) Valet/ Runners:-

“Valet service” means that they take care of guest laundry. They report to the linen room supervisor. They are responsible for collecting soiled guest laundry and delivering fresh guest laundry.

PERSONALITY ATTRIBUTES OF HOUSEKEEPING STAFF:-

There are certain qualities which a housekeeping staff should possess in order to perform the housekeeping functions which are sometimes more important than the skill too.

1. **Pleasant personality-** The staff should have a good presentation of ones own self when interacting with guests. This reflect the quality of service and standards in an establishment.
1. **Physical fitness-** The housekeeping staff should go through a thorough medical examination and should be fit to perform the housekeeping functions.
1. **Personal Hygiene-** The housekeeping staff should have healthy skin, clean hair, eyes, teeth, nose, nails and fingers etc.
1. **Eye for detail-** The staff should possess power of critical observation to make a flawless room and keen sense to inspect rooms for perfection.
1. **Cooperation-** The staff must cooperate with staff of other departments for team work and more efficiency.
1. **Adaptability-** The staff should be able to adopt to new ideas and accept changing situations willingly
1. **Honesty-** The housekeeping staff need to have this quality as they have access to all the rooms and guest belongings are left lying around. They also deal with various kinds of guest amenities that are very expensive. So they should have inherent discipline and integrity.
1. **Tactful and diplomatic-** The housekeeping staff have to handle guest requests and complaints. The guests are fussy and can make unusual requests. The staff have to be tactful and diplomatic to handle these requests.

1. **Right attitude**- The staff should have a right attitude which displays an even temper, courtesy and good humor and optimistic in nature.
1. **Calm Behavior**- Should be able to handle situations with composed personality and humbleness and politeness.
1. **Courteous**- Should be courteous to both guests and colleagues
1. **Punctuality**- Should have respect for time during working hours as this reflects on his/her sincerity.
1. **Good memory**- Should have good memory to remember staff likes, dislikes, needs and wishes of guests and especially repeat guests.

Layout of the housekeeping Department:-

The layout of the department indicates the different areas and subdivisions in the department. The layout of the department depends on following factors:-

#Total number of Guestrooms# No. of outlets and banquets# Amount of manpower required.

Following are the areas of the department:-

Executive Housekeepers Office- This is the Executive housekeepers office where the administrative work of the department is performed.

Housekeeping Desk- This is the control centre of the housekeeping and is manned 24 hrs a day. This is the area where housekeeping staff report for duty and sign out at the end of the shift. Notice boards, telephones, computers, storage shelves (for registers and files), lost and found cupboard, key racks etc. are present here.

Laundry- The place in the hotel where washing, pressing, dry cleaning, folding of linen and uniform of the hotel takes place.

Linen Room- The linen room is the place where the linen of the hotel are stored, collected & circulated throughout the hotel. Eg. of linen-bed sheets, towels, table covers etc.

Uniform Room- The place from where uniforms are collected, stored and distributed to the staff of the hotel.

Sewing room- The place in the department where stitching and repair of linen and uniforms takes place.

Housekeeping Stores- This is the storage area in the department where the cleaning agents, cleaning equipments, guest supplies are stored for the daily housekeeping functions and are securely locked.

Flower Room- Ideally should be an air-conditioned room to keep flowers fresh for arrangements in the hotel. It should have work tables, counters, sink, water supply, cupboards to store vases, stones etc.

Lost and found- The lost and found section in the department stores all the articles left by the guest and is stored for a specific period.

Floor Pantry- Located on each guest floor to stock the linen, cleaning supplies and guest supplies required for operations of the floor and should be securely locked.

Hotel Housekeeping – Introduction

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I consider housekeeping to be the heart of hotels and it is only when something goes wrong that it is recognized – just like our hearts.

– Sheila Perera FIH Glenmor Manager, Gleneagles Hotel.

The housekeeping department, in any hotel business, contributes to major amount of profit though it is considered as an ancillary service. The simple reason being, a customer demands a clean, tidy, and pleasing ambience.

Housekeeping generates the first impression on a guest's mind. The housekeeping efforts clearly show how the hotel will take care of its guests.

What is Housekeeping?

Housekeeping means performing all the duties towards cleaning, maintaining orderliness, and running a house or a business property. In case of hotels, the housekeeping duties involve maintaining the hotel to the best possible state in terms of cleanliness, and keeping it at highly desirable ambience.

Objectives of Hotel Housekeeping

The main objectives of hotel housekeeping are –

- To maintain overall cleanliness of the entire hotel at all times.
- To perform cleanliness duties most efficiently and effectively.
- To use good quality, safe cleaning equipment and chemicals.
- To manage laundry and linen.
- To control pests.
- To keep up the hotel with classy interior decoration.
- To take care of the furniture, fittings, and fixtures of the entire hotel.

To understand the expanse or scope of housekeeping, it is better to understand the divisions of hotel a hotel, first.

Divisions of a Hotel

There are various divisions (or departments) of a hotel. They are given below.

Front Office

It is responsible for guest check-in and check-out, mail and information services, and concierge services such as tour booking, reserving theatre and restaurants, providing airport taxi service, etc.

Food and Beverage

Food and Beverage department is responsible for preparing menus, foods, and managing inventory of food and beverage items. It includes food and beverage preparation and service for restaurant, lounge, coffee shops, bars, parties, and room service.

Uniformed Service Department

It includes parking and door attendants, drivers, porters, and bell attendants.

Housekeeping

Housekeeping includes the duties of keeping the areas of the hotel clean, tidy, hygienic, and pleasant. It also performs the duties pertaining to decoration of hotel premises.

Sales and Marketing

All sales, services, advertising, promotions, and public relations are taken care of by this team.

Security

Security manager and security workers work to keep the property safe and secured from external hazards.

Accounts

It conducts all financial activities like producing bills and receiving payments, computing employees' compensations and delivering payments. They also carry out the activities such as compiling monthly and annual income statements, depositing and securing cash, and controlling and monitoring assets.

Maintenance

The Maintenance department is responsible for the maintenance of the property. It takes care of repairing furniture and fixtures, and painting the required area. When the hotel is small, these works are contracted from an outside agency.

Engineering and Technology

It is responsible for keeping all of its equipment operational. The duties include maintaining telephone, hotel management software, internet etc. It is also responsible for implementing any new changes required such as upgrading the software and hardware.

Human Resource Department

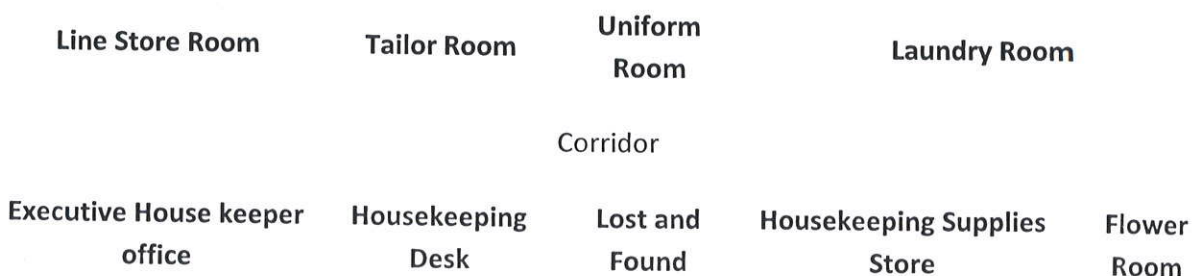
Human Resource department is responsible for interviewing and recruiting qualified staff to be placed at appropriate positions. They also conduct exit interviews for the employees who wish to quit the work. HRD works to set wages and salaries based on regional market rates and ensures that the hotel business meets safety and health administration standards.

In all these departments, the efforts of housekeeping department are overt. They are directly visible to the guests even before they try food or avail other amenities. Housekeeping creates the first impression about the hotel in the guests' minds. Hence this department can be said as the heart of the hotel business.

Housekeeping Department Layout in Hotel

The layout of the housekeeping department depends on the total number of Guestrooms, Outlets, and Required Staff. The following areas of the department are the most prominent ones –

- **Office of the Executive Housekeeper** – The administrative work of the department is carried out here.
- **Housekeeping Control Desk** – It is accessible and operational 24 hours a day. The housekeeping staff reports at the start and end of the shift here. There are notice boards, storage shelves, registers, lost and found cupboard, and key-hanger matrix.
- **Laundry Area** – Washing, ironing, dry cleaning, folding of linen and staff uniform takes place here.
- **Linen Room** – Here, the linen of the hotel such as bed-sheets, towels, pillow cases, etc., are stored, collected, and carried to the required places in the hotel.
- **Uniform Room** – The staff uniforms are collected, stored, and distributed from here.
- **Tailor Room** – Here, stitching and repairing of linen and uniforms takes place.
- **Housekeeping Stores** – It is a storage area where the cleaning equipment and items, and guest supplies are securely stored.
- **Flower Room** – It is an air-conditioned room with worktables, sink and water supply, cupboards to store vases and stones, and a counter.
- **Lost and found** – stores all the items left by the guests. It directly communicates with the front office desk, as there the guests tend to first enquire about their lost articles.



Housekeeping – Areas of Responsibility

The housekeeping department is responsible to keep the following areas clean and tidy.

- Guest Rooms

- Guest Bathrooms
- Public Areas such as Lobby and Lifts
- Banquets and Conference Halls
- Parking Area
- Sales and Admin Offices
- Garden

Apart from the cleaning task, the housekeeping is also responsible for handling keys of each floor. In addition, it manages the laundry, which is often at some places considered as a sub-department of housekeeping.

Terms Used in Hotel Housekeeping

Here are some commonly used terms in housekeeping –

Abbreviations Used in Housekeeping

The following table lists a few common abbreviations used in housekeeping –

The housekeeping also practices general abbreviations such as *As Soon As Possible (ASAP)*, *Not Yet (NY)*, *Follow Up (FU)*, and *For Your Information (FYI)*, which are also used commonly in the industry.

Food and beverage sections in hotels

1. **1. FOOD AND BEVARAGE SECTIONS IN HOTELS DESINGED BY, MR.P.SURESH, LECTURER**
SECTIONS OF FOOD AND BEVARAGE SECTIONS IN HOTELS
2. **2. A. Coffee shop B. Restaurant C. Room service D. Banquets E. Bar F. Roof top bar-be-cue G.**
Out door catering H. Lounge service I. Speciality restaurants, J. Discotheque, K. Night
club/pub.
3. **3. COFFEE SHOP** It is the main dinning room of lodging properties It is perhaps the largest
restaurant also All popular international food is being served.
Italian,American,Mexican,Chineese,cuisines are served.
4. **4. Main concepts of coffee shop** 1. It is open for 24 Hours.all 7 days a week,and 365 days in a
year. 2. It attracts guest from in house and walk in guest. 3. Breakfast,lunch,dinner,evening
tea,Snacks,Mid night snacks menu are served. 4. It takes the maximum load of guest during
breakfast service, next to room service 5. Coffee shop elaborate staffing and planning. 6. .It
is a non stop operational area for guest food and beverage service with specific timings. 7.
The service has to be prompt and food should be the main consideration for the guest as
there is no entertainment or any oter attraction. 8. The table turn over or repeat guest on
the same table is often so rapid that the large number of covers be ready for replenishment.
9. The cutlery and crockery inventory should be fairly high.
5. **5. Restaurants**☐ Restaurants are public premises where meals or☐ refreshments are served
example breakfast,lunch,and dinner and evening tea ,high tea,beverageslike soft drinks,
wines and spirits. They also have entertainment facility like live music gahzals,dance floor,
live band, spot singer, casino games, food festivals, cultural evenings, fashion shows etc.
Restaurant has specific timings for each sessions. It can be open from 11.00 am to 11.00 pm.
6. **6. ROOM SERVICE**

7. 7. IN-ROOM DINNING. This is an important branch of catering in a hotel which handles the food and beverage requirements of the guest in his own room. This section is normally situated near the main kitchen. The menu is multi-cuisine and service is carried out round the clock. The guest will place the food orders via telephone. The order taker will note down the food and beverage orders in ROOM SERVICE CONTROL SHEET. K.O.T. will be raised as per the items ordered by the guest.
8. 8. The waiter will place the order in the kitchen, meanwhile the food is ready the waiter will set the tray with all necessary cutlery and crockery. Once the food is ready the waiter will carry all the food items along with the bill. Knock the guest room gently by announcing ROOM SERVICE SIR/MADAM. Seek the permission of the guest before entering the room. Check with the guest for the service of food, normally guest don't ASK FOR ANY ASSISTANCE. ASK THE GUEST FOR CLEARANCE OF THE TRAY AND TIME. GET THE BILL SIGNED BY THE GUEST NAME AND SIGNATURE. Deposit the bill to room service cashier, for necessary posting. Do not forget to clear the tray if not it will lead to bad impression of the hotel QUALITY SERVICES.
9. 9. BANQUETS •In a hotel this section caters for large PARTIES, CONFERENCES, • WEDDING PARTIES BIRTH DAY PARTIES, GET TOGETHERS, •Catering for large groups. •Minimum no of PAX NOT LESS THAN 15 nos. •Usually BUFFET ARRANGEMENTS. •So that it can cater for GROUPS. •The MENU will be decided by the guest. •Fixed menu, the charges will depend on veg, non-veg items in the menu •The guest must pay for no of pax confirmed.
10. 10. PERMIT ROOM (BAR) •All big hotels will have independent bar with sufficient comfortable seating arrangements. •The bar will have counter, •With high stools. •Thai bar will handle other services as lounge services, swimming pool service, dispense bar, disco-theque etc.
11. 11. The bar man acts as a host. He is not only showman but also friendly, well mannered, skillful. The kind of liqueur available must be meticulously displayed. Sufficient safety and security measures available as this is most vulnerable when the guest in inebriated condition play a double role and spoil the show. All hotels provide SALADS AND PAPPADS, OTHER SNACKS AS COMPIMENTARY.
12. 12. ROOF TOP BAR-BE-CUE
13. 13. ROOF GARDEN RESTAURENT This section opens in the evening till the late night. The timing is usually 07.00 pm to or early morning 03.00 am. All kind of liquor, cocktails, tandoori snack items and dinner will be served. The roof is open to the sky. The table arrangements will be very casual, relaxing with scenic beauties and attractions. Candle light dinner with live bands.
14. 14. OUT DOOR CATERING This sections caters for clients at their own places like house, offices, any private parties, etc. The hotel will provide all the facility to satisfy customer for the arrangements of the party. It could be formal or informal setup. The staff will carry all the cutlery and crockery, table and chairs, linen, equipments for the function. The menu will be decided by the guest. The rates are 20% high comparatively to meet the transportation charges labour cost etc.
15. 15. LOUNGE SERVICE All beverages served to guest in the lounge. Relaxed environment. Evening tea and snacks are being served. Lounge manager supported with waiters for guest services.
16. 16. SPECIALITY RESTAURANTS •These restaurants are based on a particular theme. •Example mughalai, chinese, indian restaurants. •The menu is based on the theme of restaurant. •The prices will be moderately expensive. •The ambience should be as per the theme. •It will attract mainly foreign tourist, •The furniture's, fixtures, •Cutlery, crockery, glassware should resemble the theme. •The staff uniform will also resemble the theme. •The menu will also a

replica on the theme. •The ideal timings are 12 noon to 03.00pm and 07.00 pm to midnight for dinner

17. 17. DISCOTHEQUE

18. 18. Discotheque is a place where men and women of younger age group go to relax by workouts. Fast dancing and loud music with lighting effects. Often colorful anchor called disc jockey who would continuously entertain the audience by his lucid comments. The liquor flows freely, they dance more. Food menu is nominal. Bouncers are necessary to avoid unwanted guests or who create nuisance.

19. 19. NIGHT CLUB/PUB Successful industrialist professionals of middle age are the clients. Candle light dinner with live music, dancing floor, and beverages are the main attractions. Plenty of expensive wines and spirits are stored. The sommelier (bar waiter) will produce exclusive cocktails for couples, during romantic atmosphere. Floor shows by celebrated artists are also organized.

20. 20. THANK YOU ALL

ote on Introduction of Kitchen and Types of kitchen and Kitchen Planning

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- Note
- Things to remember

Introduction to Kitchen

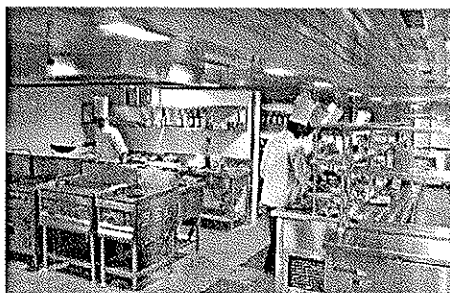


Fig: Kitchen (morgandafantasyfreak.blogspot.com)

Food production in catering term simply refers to the food preparation and control. This is a sub-department of food and beverage department in a large hotel comprises of various kitchens concerning mainly with the continental, Chinese and Indian cuisine. In the food

production cycle, these kitchens receive the core or readymade ingredients, processing them through the preparing and cooking methods, and deliver them via various service outlets to the customer's table. This sub-department is designed providing the several sections include preparation area, cooking area, storage area, cleaning area, etc. Hence, these sections play a vital role in preparing dishes in order to the acquired recipes mentioned in different menus.

In culinary terminology, the term food preparation and control refers to make the ingredients ready for preparation and cooking at the required quantity and quality simultaneously. This is a vital unit, which is structurally defined as the sub-department of F&B department in the hotel industry. From the commercial viewpoint, it contributes major revenue in any catering business.

It is one of the largest areas of food and beverage department comprising of various kitchens and their sections. The number of kitchens, manpower and work efficiency depend on the size and type of the hotel, and the types of meal and service to be catered. There may be Continental, Oriental, Indian, Italian, Mexican, etc. kitchens including ancillary sections, e.g. Cold kitchen, butchery, still room, service areas, etc. However, this sub-department produces the food that adopts the system of preparation and control, from the receipt of food supply to service of prepared food to the customers.

Kitchen is a well-designed area in which food is prepared and cooked for customers' service. The word kitchen comes from the French word 'Cuisine' means 'art of cooking or food preparation in the kitchen'. The varieties of meals that are prepared and cooked by the skilled and semi-skilled culinary crafts are the key person, and the food is served in specific areas of the catering establishment. The purpose of kitchen organization is to produce the right quantity and quality of food in its best standard for required number of people by the most effective use of staff, equipment and materials.

The requirement of the kitchen has to be clearly identified with regard to the type of food that is to be prepared, cooked and served. The space and types of equipment's available must be fully justified. At the same time, the organization of the kitchen personnel must also be well-planned.

Types of kitchen

The kitchens are known by different names as per their functions and style of management. Types of kitchen depend on upon following points.

1. Main Kitchen



Fig: Main kitchen (Source: www.humblearmold.com)

The main kitchen is probably located in the central part of the hotel where the overall sequence of food receiving, storing, preparing, cooking, serving and clearing areas are properly designed and managed. Technically, it is known as central kitchen having many

sections. Hence, it may occupy a large space. This kitchen provides a wide range of food varieties e.g. Indian, Continental, Oriental, Mexican, Italian, etc. through its respective sections with the help of skilled/ semi-skilled culinary crafts persons called chef-de-parties and commie cooks.

The main kitchen is usually located adjacent to room service, service bar, store, Pantry/ stillroom, bakery, butchery etc. for efficient workflow. It may have both a' la carte and table d' hote menu for breakfast, Lunch and dinner. This kitchen may serve up to three or four fine dining restaurants simultaneously. There is often a separate kitchen for the banquet and other activities.

Basically, the main kitchen is divided into the following sections:

- The hot sections (the main cooking areas) Still rooms.
- The vegetable preparation area
- The cold section
- The pastry/ bakery section
- The butchery section
- The larder
- Temporary kitchen

2. Satellite Kitchen



Fig: Satellite kitchen (Source: www.tripadvisor.com)

Satellite kitchen is constructed and established to cater to a particular outlet where the main kitchen cannot cater due to its location disadvantage. Largely, this kitchen can organize most of the preparation work in its own kitchen. However, it may depend on upon the main kitchen for various other things such as sauce, stocks, gravies, pasta, etc. Usually, a sous chef commands over this kitchen. This kitchen becomes a must for specialty restaurants such as Indian, Continental, Chinese, Mexican, Nepalese, etc. which are located away from the main kitchen.

3. Fast Food Kitchen



Fig: Fast Food Kitchen (Source: www.latimes.com)

Fast food kitchen is influenced by American catering technology, i.e., 'fast food to lead a fast life'. Fast food was developed from original 'fish and chips' concept at that time. But modern catering mostly provides dry and light food. It is independently established to meet the pace of customers' busy life. It is specially located at the public area (lobby level) of a hotel, or out of the hotel where either food is taken away or consumed at the fast food lounge area. Most of the fast food establishments may be found in retail and leisure areas and in roadside service complexes, airport lounge, railway stations, and at some events where mobile hamburger and hot dogs stalls are traditionally seen.

It provides varieties of dry and light meals like a burger, sandwich, fish and chips, pizza, snacks, grilled meat/ fish/ shellfish, cold and hot beverages, etc. The characteristics of fast food kitchen are as follows:

- Highly equipped with standard equipment.
- Fully skilled employees.
- Pre-cooked food at reasonable price range.
- Established anywhere to cater to the fashionable customers.
- Products offered can be cooked quickly and held in the short-term without deteriorating.

4. Display Kitchen

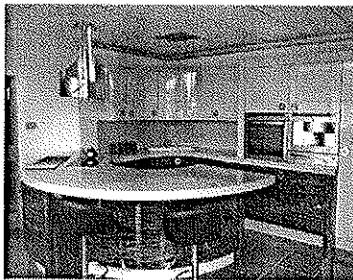
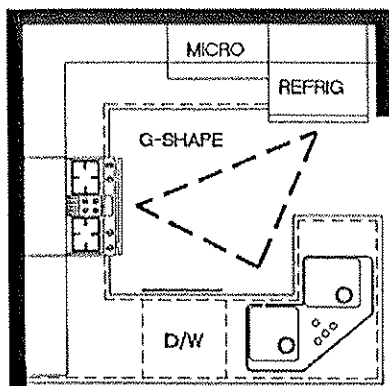


Fig: Display kitchen (Source: www.depotkitchen.com)

In this kitchen, food is prepared and cooked in full open view of customers, which appeals to the eyes, palate and dining experience of the consumers. At the same time, the sizzle and aroma of food item add to the pleasure of eating e.g. Grill Room. It is also termed as theatre kitchen. The hygiene, Sanitation and decor of the kitchen, as well as the skill and showmanship of the staff, in particular, may determine the sale of such kitchens. This kitchen also seeks the support of the main kitchen for various items. It is headed by sous chef/chef de parties.

Kitchen Planning and Layout



(Source: www.depotkitchen.com)

The layout of the kitchen should be so planned that raw food stuff arrives at one point, processed in the cooking section and are dispatched to the servers.

The cooking section should contain no through traffic lanes used by other staff to travel from one section to another. The cooking section should be designed with a view to making maximum use of the available area and to provide economy of effort in use.

Mainly the kitchen space is divided into five major area. They are:

1) Storage area:

The area used to store particular goods, either dry or moist, in large quantity for quick and smooth operation. Equipment located in this area include the cool room, deep freezer, cold Store and dry store.

2) Food preparation area:

Equipment should be positioned in those preparation or cooking areas where it is used frequently.

3) Cooking area:

This area is the actual cooking, where cooking gas and equipment are fixed, such as deep fat fryer, hot plate, stockpots pressure steamers etc.

4) Cleaning and washing area:

Dishes and glasses are washed in an area conveniently close to the serving sections. Pots and pans are washed in separate areas or in areas near their use, depending on the size of the kitchen.

5) Service area:

Equipment's used to hold food hot or cold services are positioned near the dining room entrance. Beverage and toast making facilities are located near the service section for quick and easy access by waiters.

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