GLOSSARY OF TERMS

**American Plan (AP)**: A type of room rate which includes the price of the room, breakfast, lunch, and dinner. Also known as full pension.

**Bed and Breakfast (B&B)**: A type of room rate which includes the price of the room and breakfast. Also known as Continental Plan.

**Facilities**: Core physical features: accommodation, restaurants, bars, and meeting rooms.

**Free Independent Traveler (FIT)**: Designation which applies to visitors who arrive on their own as opposed to being a part of an organized group.

**Front Office**: An office usually situated in the lobby, always located inside the main entrance, whose primary function is to control the sale of guest rooms, provide keys, mail, information service for guests, maintain guest accounts, render bills, receive payments as well as providing information to other departments within the hotel.

**Guest Account**: An itemized record of a guest’s charges and credits, which is maintained in the front office until departure. Also referred to as a guest bill, guest folio, and/or guest statement.

**Guest House**: A personal residence with a small amount of overnight accommodation sometimes limited by legislation and residence constraints. Typically provides breakfast which is included within the room rate but no other meals. Not licensed to provide alcoholic beverages commercially.

**Limited Service Hotels**: Brand hotels with franchise memberships of recognized hotels, built within limited areas without a restaurant. These hotels are located near business areas such as industrial parks, cities, and airport terminals.

**Package**: The name given to an assembly of components under a one price system. Typically, the core package price would include: return transportation, ground transfers, baggage handling, accommodation, one or more meals per day, and applicable taxes. Car rentals, recreation and entertainment and gratuities may also be included, but are more often supplementary to the core package price.

**Rack Rate**: The full, undiscounted published room rate (price).

**Registration Card (Reg. Card)**: A form on which arriving guests record their names, addresses, and other details including mode of transportation used, nationality, purpose of visit (usually business or pleasure), method of payment,
and length of stay. A space is also provided for signature, room rate and room number. Additional questions may be included as a part of the hotel’s market research platform.

**Star Ratings**

**Five Star Hotel**: Luxury hotels; most expensive hotels/resorts in the world; numerous extras to enhance the quality of the client’s stay (for example: some have private golf courses and even a small private airport).

**Four Star Hotel**: First class hotels; expensive (by middle-class standards); has all of the previously mentioned services; has many “luxury” services (for example: massages or a health spa).

**Three Star Hotel**: Middle class hotels; moderately priced; has daily maid service, room service, and may have dry-cleaning, Internet access, and a swimming pool.

**Two Star Hotel**: Budget hotels; slightly more expensive; usually has maid service daily.

**One Star Hotel**: Low budget hotels; inexpensive; may not have maid service or room service.

**Guaranteed Reservations**: A reservation that is guaranteed by the guest to be paid even if the guest fails to arrive. Often this guarantee is made by a company or with a credit card.

**Guest Room Control Book**: A book used to monitor the number of guestrooms committed to groups. It controls guestroom booking activity by providing the sales office with the maximum number of guestrooms it can sell to groups on a given day. The remaining guestrooms (and any unsold guestrooms allotted to groups) are available for individual guests.

**Guest Room Key**: A key that opens a single guestroom door if it is not double-locked.

**GUESTROOM MAINTENANCE**:

A form of preventive maintenance involving the inspection of a number of items in the guestroom, minor lubrication of doors and other equipment, repair of obvious small problems and, when needed, the initiation of a work order for more substantial problems or needs.
HOTEL GUEST CYCLE:

The sequence of phases that begins with pre-sale events, continues through point-of-sale activities, and concludes with post-sale transactions. The phases identify the physical contacts and financial exchanges that occur between guests and various revenue centers within a lodging operation.

**Housekeeping Department**: A department of the rooms division, responsible for cleaning the hotel’s guestrooms and public areas.

**Linen Room**: Area in a hospitality operation that is often considered the headquarters of the housekeeping department. This is the area where the housekeeping employee typically reports to work, receives room assignments, room status reports, and keys; assembles and organizes cleaning supplies; and checks out at the end of his or her shift.

**Luxury Hotel**: A hotel with high room rates that features exceptional service and amenities.
REFERENCES


2. Bardi A James, “Hotel Front Office Management”, Wiley publishers, 2010


Structure

1.0 Introduction

1.1 Evolution and Growth of Hospitality Industry

1.2 Classification of Hotels

Learning Objectives

After studying this unit, the student will be able

• To know who were the pioneers in the development of Hotel industry.

• To understand the various types of Hotels and their classification.

• To understand star categorization of hotels in India and abroad.

Introduction

Hotel industry is one of the oldest industries. This is an industry that creates maximum job opportunities worldwide. Though hotels are common throughout the world they differ in size, operations and customs. Hotels are further segmented based on their specialty and the type of people they serve. As Hotel industry has passed through decades it acquired new dimension and changed in overall operations and facilities and services changed as per the taste and requirement of the people. Thus emerged various hotel chains which specialize in their service and facility offered.
Unit Preview

The Unit gives an introduction to the Hospitality industry and explains on the growth and Evolution of the hotel industry in the Indian and international context. The need to classify hotels and how and why are hotels classified is discussed, further different types of rooms in hotels are listed out.

1.1 Evolution and Growth of Hospitality Industry

Man is a social animal and he always lived in groups since very old days. But as time passed people spread over to different countries and continents in search of livelihood. People also travelled for the purpose of trade and commerce. This made people to travel and the means of transport available in those days was animals like horse, bullock carts, camels or people just walked. As there were neither well laid roads nor facilities available people had to travel through rough routes passing mountains, forest, water bodies etc. As it used to take days and nights to reach particular destination travelers rested for the night and continued their journey in the day. These travelers rested under huge trees and tied their animals to the tree. But neither the traveler nor the animals were safe as they were open to the attack of wild animals and also rain and storm. As the travelers traveled they passed through several villages.

The thought came to the mind of these travelers, if they could get shelter for themselves and secure their animals for the night. They requested the villagers to provide the facility to rest for the night and few villagers extended the facility of providing shelter in exchange for some goods or product. This practice continued for some time and the traveler requested for food and beverages, it was served by the host family who provided the facility. Later on the travelers demanded entertainment, the host family cooked food and served it and their servants provided entertainment. All these facilities were provided as per the needs and demands of the travelers and they paid for it in terms of goods. Thus what started as night shelter further provided food and beverage, comfort and further entertainment to the travelers. Thus emerged the inns which provided the basic facilities of food and accommodation.

(a) International perspective Inns continued for several hundreds of years, the industrial revolution gave new dimension to the inns. It was the Europeans who took the lead in developing the Hotel industry, and then it was the French who contributed in a major for the expansion of hotels. It was the city hotel in New York built in the year 1794 that formed the landmark for hotel industry. This was the first hotel which was built solely for business purpose. Later on major Hotels and chains of Hotels like Bristol, Waldrof Astoria,
Cesar Ritz, Claridges, Maple, Statler, Hilton, Hyatt, Holiday Inn, Ramada etc, grew up.

(b) Growth of Hotel Industry in India In India, since most of the travel was by walk or use of animals, there were facilities like Choultry, Panchayat, Sarai’s, Dharamshalas, and also shelter was provided in religious places like temples and mosques. It was mandatory for the authorities to provide food and shelter for the way side traveler. The Mughal kings built musafir Khanas and ashurkhanas.

It was in the year 1840 Pallenje Pestonjee opened the first Hotel in Bombay. Later on Auckland Hotel was started in Calcutta. In the year 1903 Tata built the Taj Mahal Hotel which was the first hotel of international standards in India. It was during this period that India Tourism and development corporation (ITDC) set up Ashok group of hotels. Later on

(a) Oberoi started East Indian hotels ltd in Calcutta in the year 1946
(b) Hotel Ambassador was opened in New Delhi in the year 1946
(c) In the year 1961 Clark’s group of hotels was set up.
(d) Welcom group opened Chola Sheraton in the year 1975

Then followed Ritz, Sinclairs, ITC, Leela group, Apeejay group, Jp Hotels

1.2 Classification of Hotels

Hotels have been classified based on various criteria. They are

1.2.1 Based on Size: Based on size hotels have been classified into

(i) Small Hotel: A hotel having up to 25 rooms. Ex: small lodges.

(ii) Medium Sized Hotel: A hotel having room count ranging from 26-100. Ex: 2 star and 3 star hotels.

(iii) Large Hotels: Hotels having 101-300 rooms. Ex: 4 star and 5 star hotels.

(iv) Very Large Hotels: Hotels with more than 300 rooms. Ex: 5 star deluxe and Luxury hotels.

1.2.2 Based on Target Market or Clientele:

Based on the clientele targeted by the hotel they have been classified into
(i) **Group Hotels**: These are the hotels that cater to the groups. At least 15 people traveling together is considered as a group. The groups have the advantage of getting discounted rates for the rooms. Ex: Hotels located in the tourist places.

(ii) **Family Hotel**: These are the type of hotels that provide family accommodation. The hotels have cottages which will have living room, bedroom, and a kitchen attached. A family can comfortably stay and cook food to their own taste. Ex: Resorts.

(iii) **Business Hotel**: These are the type of hotels that cater to the business clientele. Business men generally require the latest facilities such as business centre, internet, fax, gym, coffee shop, 24hrs room service, concierge service, etc.

(iv) **Corporate Hotels**: These are the hotels that specially target the corporate clients. Corporate companies will enter into a contract with the hotels, where in the companies give regular volume business and the hotels extend special discounted rate. Corporate accounts are settled once in a fortnight.

### 1.2.3 Levels of Service

Based on level of service provided hotels are classified as

(i) **Full service Hotel**: These are the hotels that provide all the facilities and services that are required by the guest such as Restaurants, room service, meeting spaces, business centre health club, bell staff etc. Ex: Marriott, westin, Hilton, Hyatt.

(ii) **Limited Service**: These are hotels that offer comfortable accommodation and pleasant atmosphere, but food and beverage facilities and meeting space may be absent.

(iii) **Mid Market**: Here the level of service is a combination of both the limited and full service hotel. As the classifications vary from one country to another as a full service brand hotel in a place may be a limited service in another place.

### 1.2.4 Management and Affiliation

Some of the hotel chains which have been in the business for a very long period develop expertise and these chain of hotels offer to manage independent hotels. As independent hotels lack technology, trained managers, professional skills and technology they seek the help of established hotel chains in managing
their hotels. In order to avail this facility independent hotels have to affiliate themselves with the management company. The managing company will depute the managers, technology and marketing skills thus increase revenue and profit percentage for such hotels. Examples of hotel management companies are: Marriott, Hyatt, Ambassador, Taj group, Le Meredian, etc.

1.2.5 Star Categorization

Depending on the facilities, services and the luxury offered hotels have been categorized into different stars or grades.

(i) **India**: In India there is a committee called as HRACC – Hotels and restaurants approval and classification committee, this committee comprises of expertise from the Hotel industry, Ministry of tourism govt of India, Authorities of Hotel management colleges. It is this committee that approves and awards the category to Hotels. Existing or newly built hotels have to apply to the ministry of tourism government of India for star classification in a prescribed format available on the website of ministry of tourism. The applying hotel has to fill in the existing facilities of the hotel and submit it. The committee inspects the property and on the satisfactory report of the committee members the hotel is awarded star category. A certificate is issued stating what category the hotel/resort/restaurant falls into and the hotel has to preserve it securely. This categorization is given for a period of 2-3 yrs, later the hotel has to apply for re-affiliation and renew the status.

The star categories awarded to the hotel and the facilities they must offer are listed under

(i) **2 Star**: Comfortable rooms, attached bath, food service optional.
Ex: Asrani international, Taj Tristar, Anmol continental, Inner circle

(ii) **3 Star**: Comfortable rooms with attached bath, centralized air conditioning, food and beverage service, coffee shop
Ex: Aditya park, Katriya De royal, comfort inn wood bridge.

![Fig. 1.1 Hotel Comfort inn wood bridge (3 Star) Hyderabad](image)
(iii) **4 Star** : Good rooms with above facilities, swimming pool, specialty restaurant, trained and qualified staff. Ex : Green park, Raddison.

![Fig. 1.2 Hotel Best Western – 4 star Hotel, Hyderabad](image)

(iv) **5 Star** : all the above facilities, more than 300 rooms travel desk, concierge, pastry shop, gift shop. Ex: Novotel, Westin, Ista.

![Fig. 1.3 Hotel Marriott Hyderabad – 5 star Hotel](image)

(v) **5 star deluxe, 5 star deluxe luxury** : There facilities are same as 5 star hotel but the there is a touch of class and luxury. Ex: Taj Krishna, ITC Kakatiya.

![Fig. 1.4 Hotel Taj Krishna – 5 Star Deluxe Luxury Hotel](image)
Others: In the America and Canada the classification for hotels is given by American Automobile Association (AAA). Where AAA stands for highest category and A modest hotel.

Summary

Hotel Industry is one of the oldest industries in the world. Though early hotels date back to 16th century, it was in the 17th century that the industry made massive progress. It was the “City Hotel” built on broadway newyork in the year 1791 that was built for the purpose of hotel business and it stood as a landmark in the history of hotels.

In this unit, the evolution of hotel industry is described in the Indian as well as world scenario. Further to that classification of hotels is explained, the need, importance and who classifies hotels is discussed.

Short Answer Type Questions

1. Define INN.
2. Classify hotels based on target market.
3. How are hotels classified based on size.
4. Write short notes on HRACC.
5. What is AAA classification, discuss.

Long Answer Type Questions

1. Write a note on the evolution of Hotel industry in India.
2. Give the history of growth of hotels in India with examples
3. What is Management company, explain the management affiliation of hotels.
4. What are the features of Full service hotel, explain
5. Explain the procedure to obtain star categorization to hotels. Give examples in each category

On Job Training / Project Work

• Visit 5 hotels and observe the facilities and services offered, thus understand the star categories of hotels.
• Collect pictures of famous hoteliers, stick them and write the names of the hotels belonging to that chain of hotels, below that.
Structure

2.0 Introduction

2.1 Functional organization of an All service hotel

2.2 Difference in facilities / services among star category hotels

2.3 Job description

2.4 Attributes of House keeping staff

Learning Objectives

After reading this unit, the students will be able to

- Understand the organization structure of the rooms division department in a hotel.

- Hierarchy of front office and house keeping department.

- Job description of front office and house keeping department.

- Inter departmental coordination between front office and other departments.

Unit Preview

In this unit, an introduction is given to the rooms division department, it’s importance and it’s contribution to the hotel in terms of operations is highlighted.
Hierarchy of housekeeping and front office is discussed. Attributes of the staff in rooms division is mentioned. Job description of the staff in front office and housekeeping is listed.

**2.0 Introduction**

Rooms division is a department which takes into purview all the activities relating to rooms. As room is the prime product of the hotel and this generates maximum revenue to the hotel, lot of importance is given in the functioning and delivering the best in terms of room product. Hence Front office and Housekeeping both the departments come under the umbrella of rooms division. All the activities right from cleaning the rooms, assuring that they are ready to be offered to the guest, checking in the guest, rooming the guest and post departure procedures are the prime responsibilities of rooms division. It requires a great amount of coordination and cooperation among housekeeping – front office and also various other departments for successful functioning of the hotel.

**2.1 Functional Organization of an All Service Hotel**

Organizing: It is the process of structuring human and physical resources in order to accomplish organizational objectives, involves dividing tasks into jobs, specifying the appropriate department for each job, determining the optimum number of jobs in each department, and delegating authority within and among departments. One of the most critical challenges facing lodging managers today is the development of a responsive organizational structure that is committed to quality.

**2.2 Difference in Facilities/Services among various star category Hotels**

**One Star Hotels**

Hotels in this classification are likely to be small and independently owned, with a family atmosphere. Services may be provided by the owner and family on an informal basis.

There may be a limited range of facilities and meals may be fairly simple. Lunch, for example, may not be served. Some bedrooms may not have suite bath/shower rooms. Maintenance, cleanliness and comfort should, however, always be of an acceptable standard.
FUNCTIONAL ORGANIZATION OF AN ALL SERVICE HOTEL

- Food Production
  - House Keeping
    - Front office
      - Food and Beverage Service
  - Purchase
    - Stores
      - Sales and Marketing
  - Human resource & Personnel
  - IT and Systems
    - Engineering and maintenance

a - These departments are called as operational departments
b - These departments are ancillary or support departments
Two Star Hotels

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

Three Star Hotels

At this level, hotels are usually of a size to support higher staffing levels, and a significantly greater quality and range of facilities than at the lower star classifications. Reception and the other public rooms will be more spacious and the restaurant will normally also cater for nonresidents. All bedrooms will have fully en suite bath and shower rooms and offer a good standard of comfort and equipment, such as a hair dryer, direct dial telephone, toiletries in the bathroom.

Some room service can be expected, and some provision for business travelers.

Four Star Hotels

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

Five Star Hotels

Here you should find spacious and luxurious accommodation throughout the hotel, matching the best international standards. Interior design should impress with its quality and attention to detail, comfort and elegance. Furnishings should be immaculate. Services should be formal, well supervised and flawless in attention to guests’ needs, without being intrusive. The restaurant will demonstrate a high level of technical skill, producing dishes to the highest international standards. Staff will be knowledgeable, helpful, well versed in all aspects of customer care, combining efficiency with courtesy.
HIERARCHY OF FRONT OFFICE DEPARTMENT IN A LARGE HOTEL

FRONT OFFICE MANAGER
- Secretary

ASSISTANT FRONT OFFICE MANAGER

LOBBY MANAGER

- Front office Supervisor
  - Receptionist
  - Trainee
  - Bell boys

- Bell Captain

- Reservation Manager
  - Valet Parking Supervisor
  - Door man Assistant

- Chief Cashier
  - Assistant

- Telephone supervisor
  - Assistant

- Guest relations Executive
  - Assistant

- Travel desk supervisor
  - Assistant
Hierarchy of House Keeping Department in a large hotel

EXECUTIVE HOUSEKEEPER

SENIOR SUPERVISOR

Floor Supervisor
- Room boy
  - Trainee
- House man
  - Trainee

Public area Supervisor

Linen room Supervisor
- Assistant

Night Supervisor
- Houseman

Control Desk Supervisor
- Assistant

Laundry Manager
- Supervisor
  - Valet
  - Head Garden
    - Supervisor
      - Gardeners

Horticulturist
2.3 Job Description

Definition: It is a written description of what exactly has to be performed in a particular job position. It gives the parameters within which a job has to be performed. It mentions

i. The reporting relations,
ii. The area of work,
iii. Number of hours of work
iv. Authority and responsibility
v. Job to be performed.

Job Description of Housekeeping Staff

(a) Job Description of Executive House Keeper

• Supervise and be responsible for cleanliness, order and appearance of the hotel
• Recruit, train and recommend hiring of staff.
• Prepare reports as required
• Attend all department head meetings
• Prepare sop and see that all the staff follow them
• Personally inspect the rooms, floors, public areas and guide on standards of cleaning
• Work closely with General amanager for day to day requirements in House keeping
• Develop and maintain the procedure for lost and found items strictly
• Prepare the annual housekeeping budget.
• Plan supervise and control horticulture requirements.
• Identify reliable suppliers housekeeping material and recommend them to the purchase department.

(b) **Public Area Sup**

• Inspect staff turnout
• Brief the housemen and allot them their area of duty.
• Train new recruits on te job
• Check all the public areas against area checklist and see that they are up to standards.
• Maintain a schedule for renovating public area after the permission of the executive H/K.
• Prepare schedule for the chandleir cleaning crew.
• Account for furniture movements if any.
• Supervise the cleaning of lobby, lockers, employee rest rooms, staff offices etc.

![Fig. 2.2 Public area cleaning in a hotel](image)

(c) **Floor Supervisor**

• Inspect staff turn out and assign them the duties
• Check for the grooming of the housemen under him/her
Inspect each room cleaned by the room attendants and mark the check list

Check par stock of linen, guest room supplies, amenities

Train housemen and room boys in the routine work.

Check all the safety systems on the floors.

Submit performance appraisal of the room boys periodically.

Liase with security with the security aspects on guest floors.

Check for the proper functioning of all the cleaning equipments on the guest floors.

Call the room service to clear the food trays.

Record lost and found items as per the procedures

Undertake staff scheduling.

(d) **Linen Room Supervisor**

- Schedule the linen room/uniform room staff.
- Coordinate with the laundry to ensure timely supply of fresh linen and uniforms.
- Devise an effective control system to issue clean linen and uniforms.
- Conduct periodic inventory of linen and uniforms.
- Assign daily work to tailors.
- Check periodically the condition of uniform and hotel linen.
• Ensure that all linen uniform needing stitching, mending is done before it goes to the laundry.

• Maintain all relevant records regarding stock and issue of linen and uniforms.

• Train the staff to perform their duties effectively and efficiently.

![Fig. 2.5 Linen room in a hotel](image)

(e) Night Supervisor

• Conduct briefing at the beginning of the shift and check for proper grooming of the staff.

• Ensure safety and hygiene of the housekeeping staff at night.

• Inspect VIP rooms and ensure that the room attendant has followed the procedures set in case of VIP arrivals at night.

• Liaise with the security for security matters on the floor.

• Prepare housekeepers report for the Front office.

• Man the housekeeping control and coordinate all cleaning activities on the floors and the public areas.

• Record all lost and found items and follow the procedure.

• Check the log book and follow up on any special instructions left by the evening shift.

• Maintain discipline and conduct performance appraisal of the personnel under his control.
(f) **Room Attendant**

- Attend daily briefing at the beginning of a shift.
- Stock the maids cart with the linen and supplies to service the allotted rooms.
- Note the room no allotted for VIP and take special care to make the room.
- Clean guest bedrooms as per the hotel standards and replenish supplies as per the check list.
- Clean guest bathrooms as per hotel standards and replenish the supplies.

![Fig. 2.6 Room attendant on the job](image)

- Count and hand over soiled linen to the floor supervisor.
- Check physically room occupancy and prepare floor supervisor's occupancy report.
- Count and hand over soiled linen to the floor supervisor.
- Check all the maintenance requirements in the room and notify the control desk for further action.
- Turn down beds in the evening service.
- Dispose garbage in prescribed areas.
- Return floor key to the supervisor upon completion of the shift.
- Maintain polite and dignified attitude towards the guest.
(g) **Houseman**

- Attend daily briefings at the beginning of the shift.
- Assist in stocking the maids cart with linen and supplies to service the allotted rooms.
- Assist the floor supervisor in the guest room in any difficult task such as window pane cleaning, carpet hovering, shifting of furniture etc.
- Collect fresh linen from the linen room in exchange for soiled one’s.
- Handover lost and found articles to the floor supervisor.
- Vacuum floor corridors, foyers, stairwells and landings.
- When required do the physical checking for room occupancy
- Report all the maintenance requirements in the corridor and notify the control desk and follow up for the same.
- Clean the swimming pool deck areas.
- Beat the carpets and replace them.
- Check for any safety systems on the floor and report defects if any.

![Fig. 2.7 Houseman at work in the hotel](image)

(h) **Head Gardener**

- Conduct morning briefing and instruct the gardeners on the day’s activities.
- Plan the trimming of the plants and lawn.
- Ensure the optimum watering of the indoor and outdoor plants.
- Apply manure to the plants as and when required.
Qualities and attributes required for Front office staff

• **Grooming**: As Front office staff are the first point of contact of the guest with the hotel, a well-groomed and good-looking staff creates a good impression on the mind of the guest.

• **Good physique and personality**: The staff should have good height and build and should be well-behaved.

• **Communication skills**: The staff should have good communication skills, and preferably knowledgeable of local language and one foreign language.

• **Ability to handle mental pressure**: As the work involves handling guest queries and complaints, ability to solve the complaints instantly is a quality required.

• **People’s person**: Staff working in Front office should be ready to offer service and help to the guest in need, hence always a people-oriented person.

• **Reference point**: As front office is a reference point for all the guests coming to the hotel, they should be knowledgeable and have updated knowledge on the facilities and services.

• **Salesperson**: As front office has maximum opportunity to interact with the guest, they can sell the products to the guest with their interpersonal skills.

• **Ready Smile**: The staff should have a smiling face, so as to create good impression on the guest.
• **Social Nature**: Front office staff should have social nature, so that they can move friendly with the guest and hence serve them efficiently.

• **Physically fit**: Should be physically fit so as to perform long hours of duty.

### 2.4 Attributes of Housekeeping Staff

![Image of housekeeping staff](image.png)

- **Grooming**: As the floor supervisor and the room boys come in contact with the guest they are required to be well groomed and well behaved.

- **Personal hygiene**: It is the room boys who service the guest room, cleaning the room and making the bed, hence guests expect the staff to be clean- take bath every day, well manicured nails, no bad odor from the mouth, well trimmed hair.

- **Honesty**: As housekeeping staff have access to the guest rooms, guest belongings sometimes invaluable are found lying in the room, its the quality of discipline and integrity that prevents them from the temptation to steal guest belongings. Tact and diplomacy: Often guests request for services that are much beyond the management policy and also sometimes room attendants are Confronted with embracing situations, in all these cases it is tact that diffuses the situations.

- **Eye for detail**: It is a special quality of the housekeeping staff, which helps them to reach the minutes areas of cleaning, thus giving a perfectly clean and hygiene hotel.

- **Physical fitness**: Most of the housekeeping job is manual and require the staff to be on their feet continuously through the shift, hence staff should be physically fit to carry on the activities effectively.
Summary

The first section of the chapter deals with functional organization of an all service hotel - various deport merits in a hotel are listed. Functional organization of rooms division department is shown.

This section evaluates and differentiates between various star category hotels. The organization chart of front office and housekeeping department is discussed.

The third section gives a detail of job description of all the staff of housekeeping department.

Short Answer Type Questions

1. Write at least three differences between three star, four star and five star hotels.

2. Define Job description.

3. What are the attributes of Housekeeping staff.

4. Write the qualities required for Front office staff.

Long Answer Type Questions

1. Draw the diagram of functional chart of a full service hotel.

2. Write a note on the functions of rooms division department in a hotel.

3. Draw the diagram of Front office department in a large Hotel.

4. Write the job description of (a) Executive Housekeeper (b) Floor supervisor.

On Job Training / Project Work

- Visit one hotel in each category of 3 star, 4 star and 5 star hotel, observe the departments of housekeeping and front office, draw the hierarchy of staff there.

- Speak to hotel employees working in housekeeping and front office department and record the nature of duties performed by them.
Structure

3.0 Introduction

3.1 Layout of Hotel Lobby

3.2 Layout of Housekeeping department

3.3 Linen Room

3.4 The Functions of Lenin room

Learning Objectives

After reading this unit, the students will understand

- Layout of hotel Lobby.
- What is the essence of proper planning and designing a department.
- Layout of Housekeeping department.
- Understand the functions and layout of linen department.

3.0 Introduction

Housekeeping and Front Office comprises Rooms divisions department. These two departments need very spacious area. Housekeeping has a very huge Laundry, which requires large area, as the equipments occupy volume area. Hence a lot of thought has to be given in planning the housekeeping department, while preparing the design of the Hotel.
Unit Preview

The unit gives a brief of Housekeeping and Front Office layouts. The design and functions of the different areas in the department are explained. This gives a comprehensive idea of the working of rooms division department.

Fig. 3.1 Hotel Lobby

3.1 Layout of Hotel Lobby

Lobby in a hotel is the first and the last point of contact of the guest with the hotel. Hotels spend a lot of money in designing and construction of lobby. Lobby is also called as the front of the house and the following departments are located in it.

(a) Reception Desk: Receptionist will welcome and receive the guest.

(b) Cash Counter: Cashier settles the guest bills.

(c) Information Desk: This desk provides information to the guest on the hotel and also the city.

(d) Lobby Manager’s Desk: Lobby manager is the sole incharge of the lobby sits here.

(e) Bell Desk: Bell boys who assist the guest with their baggage operate from bell desk.
Lobby is a common place for all the guests, whether it is inhouse guest or any guest coming from outside. Lobby has spacious area and adorned with decorative pieces, furniture and high quality comfortable furniture. This is used as a common meeting point for all the people transacting in the hotel.

### 3.2 Layout of Housekeeping Department in a Five Star hotel

![Layout Diagram]

### 3.3 Linen Room

The linen room is the centrestage 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. 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 fibre derived from the stem of the flax plant, linen in this context means all launderable articles and often includes pillows, mattresses, shower curtains, fabric lampshades and upholstery that are also handled by the linen room.
3.4 The Functions of linen Room

Checking & inspection, distribution to units storage deliveries dispatch linen room, collection & transportation, packaging sorting & counting stock-taking & records security repairs & alterations monogramming

Collection and Transportation

This is facilitated through chutes, canvas bags, trolleys, collapsible wire carts, skips. It is an essential activity when laundry services are on contract. Guest laundry may also be collected, and billing and marking undertaken, should the laundry be off-premises.

Sorting and Counting

Sorting is carried out primarily to make counting possible as well as for streamlining laundry procedures. Linen is counted in order to make a record so that issuing to departments may be accurate and it is possible to tally the exchange of linen between the linen room and the laundry and a basis for billing exists.

Packaging

Linen is packed in canvas bags to prevent damage to the linen articles. Those articles that need mending and those, which are heavily stained, may be segregated and put into separate canvas bags. The use of colour coding in this respect is useful.

Despatch

This obviously refers to the off-premises laundry. The time for despatch is usually anytime between 1300 hrs and 1600 hrs so that servicing of rooms is over by then and guest laundry will have been collected. It is possible that soiled linen from the F&B outlets will also have been collected.

Deliveries

Clean linen is delivered in the morning hours and evening deliveries are usually for guest laundry

Checking and Inspection

Checking the quantity to ensure that the amount of laundered linen tallies with the amount of soiled linen articles sent. Inspection of the quality of wash i.e. stains and dirt removed, no damages, no loss of shape or colour, no blue streaks or patches from the optical brightener, properly ironed. It is also possible that articles belonging to other hotels have been inadvertently delivered, so checking for this is essential.
Storage

The amount of space to be allocated for storage depends on the size and type of operation and the

Linen Coverage

When designing the storage space for linen it is necessary to consider the type of shelves required, the method of storage as well as hygiene and safety factors.

Distribution to Units

This is generally done on a clean-for-dirty basis. Some hotels use other systems of exchange such as stopping up or a fixed issue based on expected occupancy. Still others may use a package system. Linen may be colour-coded for convenience. Whatever the system, it must be practical and serve the purpose of control. In some hotels specific timings are fixed for issue of linen.

Monogramming

The name or logo of the establishment is put onto the linen item for identification. The supplier may do this or the establishment, by embroidering, printing or embossing either directly on the fabric or on labels which are attached to the linen article. In special cases, the logo/name may actually be incorporated in the weave by the manufacturer. To judge the life span of an article, the date that it was first put into circulation may also be indicated on the article.

Repairs and Alteration

Damaged items are mended by stitching or darning. Alteration of uniforms is usual and condemned linen is converted into useful items called cut-downs/makeovers. It is important to maintain a record of the condemned articles and the makeovers, so that they can be adjusted in the stock records.

Stock - Taking and Records

Many records are entered on a day-to-day basis for the exchange of linen between the linen room, laundry and floors/departments. Purchase records are essential and records of condemned linen and makeovers are usually maintained. Periodical stocktaking is carried out and the annual stocktaking is recorded in the stock register, thereby providing the value of linen as an asset.

Security

It is important that the access to the linen room is restricted so as to prevent misuse and pilferage. Also, linen is prone to fire breakouts so precautionary
measures are taken to prevent this and the linen room is strictly a non-smoking area.
Uniforms

Usually there is a section in the linen room for this purpose. However in large organizations, where each uniform is specially designed, there is need for a separate uniform room.

Summary

In this chapter, the layout of various departments is studied. The need to properly design a department and the flow of work is described. Further to that the functions of linen room are explained. Lenin plays an important role in hotel rooms, hence collecting, sorting, sending to laundry, pressing and storing are important activities.

Short Answer Type Questions

1. Define lobby.
2. What is bell desk?
3. Mention the uses of lobby.
4. What is reception desk.
5. Mention the various areas in house keeping department.

Long Answer Type Questions

1. Draw the layout of lobby in a hotel.
2. What are the functions of linen room.
3. Mention the various desks in front office department.
4. Write the functions of linen room.
5. Explain the layout of the house keeping department.

On Job Training / Project

- Visit a hotel, observe the functions of housekeeping department and list them.
- Visit a laundry in a 5 star hotel and explain the procedure of receiving the spoiled linen and delivery of fresh linen.
UNIT 4

Front Office Operations

Structure

4.0 Introduction
4.1 Front office operations
4.2 Formats used in front office
4.3 Equipment used in front office
4.4 Categorization of Guest
4.5 Basis of Charging room tariff
4.6 Different types of Tariff
4.7 Food plants
4.8 Basis of Pricing room

Learning Objectives

After reading this unit, student will understand

- Various stages of guest cycle in a Hotel.
- Various categories of guests.
- Different types of Tariff and discounted rates.
- Various food plans offered in a Hotel.
4.0 Introduction

Front Office is a department of the hotel, which is called as the face of the hotel. It is the first and last point of contact of the guest with the hotel. Hence Front office takes care of the guest right from the time of check in, stay in the room and check out. For the same reason Front office is called as nerve centre of the Hotel.

Unit Preview

This unit gives a brief process of guest cycle in the Hotel. Different types of guests as classified by Hotels are discussed. Types of Tariff charged to the guest and discounts offered are mentioned.

4.1 Front Office Operations

Guest cycle: Guest cycle consists of all the phases through which the guest passes from the time he enters the hotel to the time he checks out. The various stages of guest cycle are:

A- Pre-arrival activities

· Under this stage, the reservation department is equipped with a software package, which is interfaced and connected with one or more central reservation office(s). Moreover, the reservation department can automatically generate letters of confirmation, produce requests for guest deposits and handle pre-
registration activities for all types of guests and generate daily expected arrival lists, occupancy and revenue forecast lists…

**B- Arrival activities**

At this stage, various reservation records can be transferred to front office department. Moreover, hotels might be equipped with an on-line credit authorization terminals for timely Credit Card Approval, self check-in / check-out terminals. Lastly, all guest charges and payments are saved in electronic guest folios.

As far as walk-ins are concerned, all registration activities should be initiated from the very beginning.

**C- Occupancy activities**

Under this very stage, guest purchases at different revenue outlets are electronically transferred and posted to appropriate guest accounts. Moreover, the front office department can run and process continuous trial balances and, therefore, eliminate the tedious work for the Night Auditor.

**D- Departure activities**

At this very stage, cashiers can automatically produce bills to be sent to various guests with direct billing privileges and create electronic guest history records.

### 4.2 Formats used in Front Office

1. **Reservation Form** : This is a form used to take down the details of the guest when he makes a reservation request.

2. **Registration Form** : This is a form used for registering the guest during check in.

3. **C form** : This is a form in which details of a foreign guest are filled at the time of check in. Passport and visa details are entered in it.

4. **Room Change Slip** : This slip is filled up to record the details when a guest room is changed from one room to another.

5. **VIP Amenities Voucher** : This is a voucher used to communicate to house keeping and food and beverage service department for the placement of special amenities in the room meant to be alloted for VIP guest.

6. **Paid out Voucher** : This voucher is filled up when the hotel pays any amount on behalf of the guest, later on the amount is added to the main bill of the guest.
4.3 Equipments used in Front office

There are various equipments used in hotels, they are

1. **Room rack**: This is a rack where the guest folio is stored according to the room number.

2. **Mail, message, and key racks**: It consists of spaces similar to pigeon holes with room number written on it, guest room keys, mails and messages are stored in it.

3. **Reservation racks**: After receiving guest reservation the details of the reservation are recorded and placed in the reservation rack according to room numbers.

4. **Information racks**: Any information waiting for the guest is placed in this rack.

5. **Folio trays or folio buckets**: It is a tray in which guest folios (pre registration cards) are placed before the guest checks in.

6. **Account posting machine**: This machine is used to post charges to the individual rooms respectively.

7. **Voucher racks**: This rack stores any vouchers that are signed by the guest. The charges are posted and vouchers retained if guest asks to produce them.

8. **Cash registers**: This is a register in which the cash transactions at the cash counter are recorded.

9. **Telephone equipment**: The EAPBX (Electronic Automatic private branch exchange) helps in receiving and connecting several calls at one time.

4.4 Categorization of Guest

i. **FIT – Free independent traveler**: It is a kind of guest who makes his booking directly, these guests makes their travel plan, stay, food and other activities by their own. Hence they are travel independently as opposed to group travel.

ii. **Groups**: Atleast 15 people travelling together is termed as a group in hotel industry. Groups occupy many rooms hence they are extended discounted rates by the hotel.
iii. Crew: These are crew members that may be representing an Airline. The Airlines have a contract with the hotel and the crews check in every day. The rooms are sold on special rate and allowances fixed.

iv. Tariff: It is the technical term used to indicate the amount charged towards the room rent.

4.5 Basis of Charging Room Tariff

(i) Check in check out basis: Here hotels consider 12.00 noon as the reference for guest check in and check out. Whatever the time the guest checks in he has to check out at 12.00 noon for 1 days tariff. Ex: if a guest checks in at 7.00 am on 10 march, he has to check out at 12.00 noon on 10 march. If the guest continues to stay after 12.00 noon he is liable to pay for 2 days tariff.

(ii) 24hrs basis: In this method irrespective of the time the guest checks in he can stay for 24hrs for 1 days tariff. Ex: If the guest checks in at 7.00 am on 10th March, he can check out at 7.00 am on 11th March for 1 days tariff.

(iii) Day rate: Here rooms are let only on day basis and the guest does not stay for the night. Hence guest can stay between 6.00 am and 6.00 pm. Day rates are generally published on the tariff card. Ex: Airport hotels offer this service.

(iv) Hourly basis: Here the guest is charged based on hourly basis, hence based on the number of hours the guest stays he is charged. Ex capsule hotels and airport hotels offer this kind of service.

4.6 Different Types of Tariff

i. Rack rate: This is published tariff and is printed on the tariff card. This rate is normally offered to any guest coming to the hotel.

ii. Discounted rates: Based on the customer’s profile special discounted rates are offered. They are

(a) Group rate: Special discounted rates are offered to groups occupying more rooms.

(b) Government rate: A special discounted rate is offered to the government officials.

(c) Hospitality membership: There are various hospitality organizations, members of these organizations get special discounts on room and food. Ex of organizations: FHRAI, SIHRA, IATA, TAAI, etc.
(d) **CVGR**: Company volume guarantee rate. In order to have long term business hotels will enter into agreement with corporate companies, these companies agree to give volume business and the hotels offer special rates.

### 4.7 Food Plans

A plan is a package proposal of room and meals. Hence rooms in a hotel are offered in different combination with meals. The different types of plans are

- **(i) European Plan**: In this plan tariff includes room tariff only.
- **(ii) Continental Plan**: Here the tariff includes room rent and a complimentary continental breakfast.
- **(iii) American Plan**: Tariff includes room rent, breakfast, lunch and dinner.
- **(iv) Modified American Plan**: Tariff includes room rent, breakfast and one major meal (Lunch or dinner)

**Bermud Plan**: In this plan tariff includes room rent and brunch (Heavy breakfast), which is often a combination of breakfast and lunch.

### 4.8 Basis of Pricing A Room

- **(a) Rule of Thumb**: This formula is used to calculate room tariff. The technique followed is for every 1000 Rs. spent on the hotel 1 rupee will be the tariff. Hence if the hotel spends 1,00,000 on building a room, then the tariff charge will be Rs. 100.

### Summary

In this unit various stages in guest cycle in a hotel are discussed. The various equipment used in day to day operations of front office are listed and their uses are explained.

The second section deals with the ways and means of classifying guest based on their needs. The basis of fixing tariff is listed and discussed. The different types of tariffs existing in the market are listed. Food plans are a part of the package along with rooms that are offered. They vary and as per the suitability guests choose them.

### Short Answer Type Question

1. Define Crew.

2. Define Tariff.
3. What is room change slip.
4. Define C form.

**Long Answer Type Questions**

1. What are the various stages of guest cycle in a hotel.
2. What is the basis of charging tariff, explain.
3. List the various types of discounted rates offered in a Hotel.
4. What are the different types of food plans offered in a Hotel?
5. What are the equipment used in front office?
6. Write a note of Hubbart’s formulae.

**On Job Training / Project**

- Visit a nearby 5 star hotels and observe the various equipments used in front office. Make a list of them.
- Visit one hotel in each category of 3 star, 4 star, and 5 star. Collect tariff cards, compare the tariff and give reason for the difference in tariff.
Structure

5.0 Introduction
5.1 Reservations
5.2 Handling Reservation of the phone
5.3 Credit Policy of the hotel

Learning Objectives

After reading this unit, student will understand

- The need and importance of reservation.
- Different modes of reservation.
- Various sources from where the hotel receives reservation.

Introduction

In olden days facilities used were in abundance and utility factor was less, but now a days any service or facility has to be reserved to ensure the availability, this is because of the growth in population and high demand. Hence Hotel products which are in high demand need to be reserved in order to avail them.
Unit Preview

This unit gives the meaning and need for reservation in Hotels. Various formats and procedures of reservation are discussed. The modes and sources of receiving reservation are listed.

5.1 Reservations

(a) Importance of Reservations: The prime products of hotel are rooms and food. In these products rooms are in high demand, and hence are not available if directly taken a chance. By reserving a guest makes sure that a particular room is available when the guest reaches the hotel.

(b) Formats and Reports used at reservations

Forms

(i) Reservation Form: This is a form which is used to fill in the details when a guest is requesting a reservation.

Reports

(i) Expected Arrivals Report: This is a report that consists of the names of all the guests that have made a reservation for that day, and hence expected to arrive.

(ii) No Show Report: This is a report that consists of details of the guest who have reserved a room but failed to check in for the day.

(iii) Vouchers: Letters sent by corporate companies guaranteeing a reservation and confirming the mode of settlement of the bills.

(c) Modes of handling Reservations

Modes are the various ways in which reservations can be made at a hotel. They are

(i) Telephone
(ii) Internet
(iii) Letters
(iv) Fax
(v) In person (FIT)
(d) Sources of reservations

These are the various channels through which a hotel gets reservations. They are

(i) Travel agents.

(ii) Wholesale tour operators.

(iii) In person (FIT).

(iv) Embassies.

(v) Government offices.

(vi) Airlines.

(vii) Corporate companies.

5.2 Handling Reservations on the phone

Always keep a pen and the reservation form handy and when a request for reservation is received follow the following procedure

If a reservation request is received via Telephone take the following details

1. Obtaining guest details

When creating a reservation, the more information obtained, the better it is for accuracy purposes (Ensure that the guest is always addressed by his name at all times.

- At first obtain the name, telephone number and the company name of the caller.

- Obtain the arrival and departure dates. Once obtained, check the room availability in the system.

- Obtain the room type requested from guest and check for detailed.

- Obtain guest name and company name. Inquire if the guest has been here before or if it is first time staying with the hotel.

- Obtain the expected time of arrival of guest and preferably the flight time if applicable.

- Inquiry of the method of payment and try to guarantee the reservation if possible. For this, either a prepayment or the guest’s credit card details are necessary.
• Confirm the total number of persons who would be occupying the room.
• Obtain guest’s contact number just in case guest needs to be contacted.

Inquire if there are any requirements or if any other arrangements would be necessary.

2. Confirming the room rate

Several room rates might apply for the guest depending on the type of guest he is.

If guest is a returnee, search for his personal profile in the system.

If guest is a first timer and do not have a corporate rate with the hotel, then the rack rate or any promotional rate could be offered.

Always confirm the room rate with the guest upon confirming the reservation.

Use Phrases such as:

“Mr. Brown, your reservation for a deluxe room is confirmed for the 4th of December for three nights. Your room rate is confirmed at USD 200 Net per night. You will be arriving at 3.00pm with your wife and will require a king Size Bed. Would that be alright?”

3. Confirming the reservation

Once all details have been verified, assure the guest that his reservation has been confirmed and reiterate all details again. Thank the guest for choosing the hotel. Wish him a pleasant day.

4. Creating the reservation

After all the necessary details have been obtained, create the reservation in the system.

5.3 Credit Policy of the Hotel

(a) CVGR - Stands for company volume guaranteed rate. This is a rate contract agreed upon between the hotel and a corporate company for long term volume business. The hotel benefits by getting regular business and the company gets huge discounted rate.

(b) Credit Lists: The company is listed on the CGR are extended credit and they settle the hotel bills once every fortnight or every month.
Summary

The chapter gives a brief description of the need and importance of reservations in a hotel. The various formats maintained at reservation are listed. The various modes and sources of reservation are also discussed.

In the second section a simulation exercise on how to receive reservation on the phone is discussed.

Short Answer Type Questions

1. Define Reservation.
2. What is No show.
3. Write a note on 6 pm release.

Long Answer Type Questions

1. How do you confirm a reservation.
2. What are the modes of reservation.
3. What are the sources of receiving reservations.
4. What are the formats maintained in reservation department.

On Job Training / Project Work

Make prices planning and after preparation, call up few hotels, and try giving a reservation. Observe and record the details asked and the procedure followed.
UNIT 6

Cleaning Agents and Equipments

Structure

6.0 Introduction

6.1 Cleaning Equipments and its uses

6.2 Classification of Equipments

6.3 Classifications and Types of Cleaning Agents

6.4 Guest Supplies

6.5 Bed Making

6.6 Format used in house keeping

Learning Objectives

After reading this chapter students will learn the following

• Various cleaning equipments used in the Housekeeping department in a Hotel and their uses.

• Classification of equipments.

• Cleaning agents and how are they classified.

Introduction

Housekeeping is a department in the Hotel which takes care of cleanliness and esthetic upkeep of the hotel. It is a department that involves lot of manual
work hence the staff number is also high in this department. Various specialized equipment help in making the cleaning process easy and efficient.

### Unit Preview

The unit gives details of cleaning equipments used in the Housekeeping department in a hotel. Various cleaning agents used and their uses are discussed.

#### 6.1 Cleaning Equipments and its Uses

**Uses:** To keep the hotel clean and hygienic, various equipments and supplies are used. No work can be done without proper equipment. It is important that the housekeeper makes a careful selection of equipment based on necessity and suitability for use in a hotel industry, appropriate design and required size, rugged construction and finish, ease and availability of maintenance, low initial and operating costs, on-the-job tested performance, safety.

![Fig. 6.1 Cleaning Equipments](image)

There are mainly two types of cleaning equipments. They are

#### 6.2 Classification of Equipments

##### 6.2.1 Manual Cleaning Equipments

(i) **Brushes**

The brushes are devices with bristles, wire or other filaments, used for cleaning. Brushes used for cleaning come in various sizes, such as very small brushes for cleaning a fine instrument, toothbrushes, the household version that usually comes with a dustpan, or the broomstick.
There are mainly three types of brushes: Hard brush, Soft brush, Scrubbing brush

(ii) Mops

A mop is a tool generally used for cleaning floors, although when possible it is also used for cleaning other surfaces, for example tiled walls, to avoid unhygienic working conditions.

The following are the different types of mops:

(a) **Dry mop, dust mop**: A dry mop or dust mop is designed to pick up dry, loose contamination like dust, earth and sand from the floor surface.

(b) **Wet mop, moist mop**: A wet mop or moist mop is, in professional cleaning, used as a second step in the cleaning of a surface. The wet mop is swept over the surface to dissolve and absorb fat, mud and dried-in liquid contaminations.

(c) **Yarn mop**: In daily usage, a mop is usually equal to a yarn mop. The mop (eye) consists of thick strings of long yarn (about 25 cm) or, in newer models, soft strands of water absorbing fabric.

(d) **Hot mop**: Wet mop is also called the hot mop, which works on a similar concept to a steam iron. After adding water, it is heated to make the water exude on top of a floor, which can then be cleaned without using a cleaning solvent.

(iii) Broom

A broom is a cleaning tool consisting of stiff fibres attached to, and roughly parallel to, a cylindrical handle, the broomstick. A smaller whisk broom or brush is sometimes called a duster.

(iv) Squeegees

A squeegee is a cleaning tool with a flat, smooth and thick rubber blade, used to remove or control the flow of liquid on a flat surface. It is used for cleaning floors and small thin and flexible squeegee is used for cleaning windows.

6.2.2 Mechanical Cleaning Equipments

(i) Vacuum Cleaners

(ii) Scrubbing / Polishing Machines

(iii) Hot Water Extraction machine
Cleaning Agents and their uses: These are substances, usually in liquid form, that are used to remove dirt, including dusts, stains, bad smells and clutter in solid surfaces. Purposes of using cleaning agents include health, beauty, elimination of offensive odor, and to avoid the spreading of dirt and contaminants to oneself and others. Some cleaning agents can kill bacteria & other microbes and clean at the same time.

Cleanliness is a basic need that a hotel must fulfill and industrial cleaning agents are often the easiest, most efficient and economical option available.

6.3 Classification and Types of Cleaning Agents

Various types of cleaning agents are used for cleaning the guest rooms, bathroom, toilets and other public areas. Typical cleaning agents include aqueous and semi-aqueous cleaning agents, solvents, acids, alkalis and abrasives. The different types of cleaning agents used are discussed below:

(i) Solvents: A solvent is a liquid that dissolves a solid or liquid solute, resulting in a solution.

(ii) Detergents and soaps: These are used for cleaning because pure water can’t remove oily, organic soiling. Soap cleans by acting as an emulsifier.

(iii) Abrasives: Abrasive cleaners generally use some kind of grit to boost their cleaning ability, along with detergents, acids, alkalis and other compounds.
(iv) **Liquid Cleaning Agents**: Liquid cleaning agents can be either diluted in a little water or used directly with a dry cloth.

### 6.4 Guest Supplies

The guest supplies in a hotel room is divided into bed room supplies and ball room supplies.

(a) **Bed Room** - Hangers, shoe shine, laundry bag, DND tag, business folder

(b) **Bathroom Supplies**: Bath towel, hand towel, face towel, water tumbler, soap, moisturiser, face talc, kit, shampoo, bubble squeeze, shaving kit, disposable bag, bath robe.

### 6.5 Bed Making

In a hotel room bed is the most important facility. The guest can tolerate deficiency in other facilities and services, but a badly maintained bed leaves a bed remark on the hotel. Hence the bed has to be perfectly made.

The following steps have to be followed for bed making.

1. On the mattress lay the mattress protector.
2. Lay the bed sheet with right side up tuck it at the bottom.
3. Lay 2nd bed sheet with wrong side on the top.
4. Lay the blanket and pull it down by leaving 5 finger space at the top.
5. Lay the 3rd bed sheet and adjust it to the level of blanket. Tuck it at the bottom.
6. Fold the 2nd bed sheet over the blanket and give another fold. Tuck it beneath the bed. This is called bed fold.
7. At the bottom mitre the corners.
8. Tuck on all the sides of the bed.
9. Arrange the pillows with pillow covers.
10. Cover the bed with bed cover.

### 6.6 Formats used in House Keeping

The following formats are used in house keeping.

(a) **House Keeper report**: This report is prepared by floor supervisor and gives the room status of all the rooms.
(b) **Job Card**: When housekeeping receives any complaint from the guest, job work is issued to the respective department by raising job card.

(c) **Duty Roaster**: This gives the details of the various shifts on which the staff in housekeeping are deputed.

---

**Summary**

The unit deals with basic forms of cleaning agents and equipments used in cleaning of hotels. The care and upkeep of the equipment are being discussed in detail. Major cleaning equipments like scissor mops, squeeze, vacuum cleaner - dry and wet are being discussed.

---

**Short Answer Type Questions**

1. List out atleast five cleaning equipments used in Housekeeping department in a hotel.

2. Write a note on mops and brooms.

3. List out guest supplied placed in guest bed room.

---

**Long Answer Type Questions**

1. What are the mechanical cleaning equipments used in housekeeping.

2. How are cleaning agents classified.

3. What is the procedure for bed making. Explain.?

4. Mention the various formats used in house keeping.
Hotel Operations

UNIT 7

Computerization of Hotels

Structure

7.0 Introduction

7.1 Names of computer softwares used in hotels

7.2 Advantages of computers in hotels

Learning Objectives

After reading this chapter students will be able to understand

• Application of computers in hotels.

• Different softwares and their application in hotels.

• Advantages and disadvantages of computers in Hotels.

• Equipment in IT department.

Introduction

In the earlier days hotels used manual procedures which were tedious and time consuming. With the advent of computers work procedures have changed and become easy to operate. Computers help in storing data, documenting, calculations and retrieving data as and when required.
Unit Preview

The unit explains the importance of computers in Hotels, the different types of software used are listed. Advantages and disadvantages of computers are discussed.

Fig. 7.1 Computerization

In the past as computers were not existing, Hence all the information was maintained manually by writing in records, Bounded books were maintained to record reservations and coloured slips maintained to indicate availability of rooms. All that was complicated and took lot of time and it was difficult to store and safeguarding the records.

Now a days with the use of computers work has become quick and accurate.

7.1 Names of the Computer software’s used in Hotels

(i) Fidelio
(ii) Holidex
(iii) Opera
(iv) ITT
(v) Hotel management system
(vi) IDS
7.2 Advantages of computers in hotels

A majority of hotels now use computers in the areas of reservations, registration, guest history, guest accounting audit, and back office accounting. Similarly, most restaurants are using computerized point-of-sale terminals and registers that control guest checks, kitchen orders, and guest payments. In addition, such a system stores a great amount of data.

Disadvantages of computers are: Though computer help in storing vast amount of data, there is a threat losing data at the strike of a second in cases such as

(i) Computer crash
(ii) Fire
(iii) Floods
(iv) Earthquake etc.

As the hotel completely depends on the computer for day today operations and planning for the future. In case of data loss there is no hope left to recover.

Summary

This unit introduces students to the basics of computers and its applications in hotels. The various advantages and disadvantages are being discussed.

Short Answer Type Questions

1. What is a computer?
2. What are the parts of computer?
3. What is backup, mention its uses?

Long Answer Type Questions

1. How does computer help in hotel operations, discuss.
2. Name atleast three softwares used in hotels.
3. What are the disadvantages of computers in Hotels.

On Job Training / Project

- Training to be issued to students in the computer lab.
- Hands on knowledge of working on hotel software to be imparted to the students.