**Introduction to Hotel**

**Hotel definitions**

1. an establishment that provides lodging and usually meals, entertainment, and various personal services for the public.

(Merriam-webster.com)

1. a commercial establishment offering lodging to travelers and sometimes to permanent residents, and often having restaurants, meeting rooms, stores, etc., that are available to the general public.

(Dictionary.com)

**Brief description of hotel**

The word hotel is derived from the French***hôtel***, which refers to a French version of the townhouse. The term hotel was used for the first time by the fifth Duke of Devonshire to name a lodging property in London sometime in AD 1760. Historically, in the United Kingdom, Ireland, and several other countries, a townhouse was the residence of a peer or an aristocrat in the capital of major cities. The word hotel could have also derived from the ***hostel***, which means ‘**a place to stay for travelers**‘.

Hotels often provide a number of additional guest services, such as restaurants, bars, swimming pools, healthcare, retail shops; business facilities like conference halls, banquet halls, boardrooms; and space for private parties like birthdays, marriages, kitty parties, etc.

Most of the modern hotels nowadays provide the basic facilities in a room- a bed, a cupboard, a small table, weather control (air conditioner or heater), and a bathroom- along with other features like a telephone with STD/ISD facilities, a television set with cable channel, broadband Internet connectivity. There might also be a mini-bar containing snacks and drinks (the consumption of the same is added to the guest’s bill), and tea and coffee making unit having an electric kettle, cups, spoons, and sachets containing instant coffee, tea bags, sugar, and creamer.

**Hotel classifications**

Hotel can be classified into certain purposes and needs. There are seven classifications of the hotel, they are: the star classification system, the size, the location, the clients’ purposes, the duration of the stay, the services, and the ownership.

1. star classification system

**One-star Hotels.** These properties are generally small and independently owned, with a family atmosphere. There may be a limited range of facilities the meals may be fairly simple. For example, lunch may not be served or some bedrooms may not have an en-suite bath or shower.

### Two-star Hotels. In this class, hotels will typically be small to medium-sized and offer more expensive facilities than one-star hotels. Guests can expect comfortable, well equipped overnight accommodation, usually with an en-suite bath and shower.

### Three-star Hotels. At this level, hotels are usually of a size to support higher staffing levels as well as significantly higher quality and range of facilities than at the lower star classifications. Reception and other public areas will be more spacious, and the restaurant will normally also cater to non-residents.

**Four-star Hotels.** Expectations of this level include a degree of luxury as well as quality in the furnishing, décor, and equipment in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels. They will be well designed with coordinated furnishing and décor.

**Five-star Hotels.** Five-star hotels offer spacious and luxurious accommodation throughout the hotel, matching the best international standards. The interior design should impress with its quality and attention to detail, comfort, and elegance. The furnishing should be immaculate.

### Heritage Hotels. In a heritage hotel, a visitor is offered rooms that have their own history, is served traditional cuisine toned down to the requirements of international palates, is entertained by folk artists, can participate in activities that allow a glimpse into the heritage of the region and can bask in an atmosphere that lives and breathes of the past.

1. The size of the hotel

### Small Hotel. In India, hotels with twenty-five or less are classified as small hotels. However, in the developed countries of Europe and America, hotels with less than 100 rooms are considered small. These hotels provide clean and comfortable accommodation but may not provide upmarket facilities, such as swimming pool, restaurant, bar etc.

### Medium Hotel. Hotels with twenty-six to a hundred rooms are called medium hotels. However, in developed nations, hotels with up to 300 rooms are termed medium-sized.

### Large Hotel. In India, hotels with 101 to 300 guest rooms are regarded as large hotels. Whereas, hotels with 400 to 600 rooms are termed as large hotels in the developed world.

**Very Large Hotel.** Hotels, with more than 300 guest rooms are known as very large hotels in our country. In developed nations, hotels with 600 to 1,000 rooms may be considered very large.

1. The location of the hotel

**Downtown Hotel.** A downtown hotel is **located in the center of the city** within a short distance from the business center, shopping areas, theatre, public offices, etc. The center of the city may not necessarily be the geographical center, but it refers to an area that is considered to be the commercial hub of the city.

**Sub-Urban Hotel.** As the land cost in the city center is higher and space is limited, some entrepreneurs build their hotel near the outskirts of the city. Providing similar facilities to the downtown hotels, these hotels are **set in suburban areas** and have the advantage of quieter surroundings. Such hotels are **ideal for people who prefer to stay away from the hustle and bustle of a city**.

**Resort Hotel.** Hotels that are **located at a tourist destination such as hill stations, sea beaches, and countryside are referred to as resort hotels**. These hotels have a very calm and natural ambiance. They are mostly away from cities and are located in the pollution-free environment.

**Airport Hotel.** Airport hotel is **situated in the vicinity and other ports of entry**. Offering all the services of the commercial hotel, these hotels are generally patronized by the passengers who need a stopover *en-route* journey.

**Motel.** The word ‘***motel***‘ is formed by the merging of two words ‘**motor**‘ and ‘**hotel**‘. They are **located primarily in the highways** and provide modest lodgings to highway travelers.

**Floatel.** As the name suggests, floatels are types of lodging properties that **float on the water**. This category consists of all lodging properties that are built on the top of rafts or semi-submersible platforms and includes **cruise liners and houseboats**.

1. The Clients’ purposes

**Business or Commercial Hotel.** Designed to **cater to the business traveler**, commercial hotels are generally **situated in the city center**. These hotels provide high standard rooms and amenities, along with high-speed Internet connectivity, business centers, and conference halls. They also provide in-house secretarial services, as well as facilities such as letter drafting, typing, fax, and photocopy of documents for the convenience of their guests.

**Transient Hotel.** Transient hotels **cater to the need of people who are on the move and need a stopover *en route* their journey**. Located in the close proximity of ports of entry, such as seaport, airport, and major railway stations, these hotels are normally patronized by the transient traveler.

**Suite Hotel.** Suite Hotels provide the**highest level of personalized service**s to guests. The guest rooms generally comprise a living area, a compact kitchenette, complete with refrigerator and a microwave, a bedroom attached with bathroom, and sometimes even a dance floor.

**Residential Hotel.** As the name suggests, residential hotels **provide accommodation for a longer duration**. These hotels are generally patronized by people who are on a temporary official deputation to a city where they do not have their own residential accommodation. Guest stay for a minimum period of one month and up to two years.

**Bed and Breakfast Hotel.** A **European concept**, bed, and breakfast (B&B) hotels are lodging establishments, generally operated in large family residences. These range from houses with few rooms converted into overnight facilities to small commercial building with twenty to thirty guest rooms. The owner usually lives on the premises and is responsible for serving breakfast to guests.

**Casino Hotel.** Casino hotels **provide gambling facilities**, such as Luxor Hotel and Casino in Las Vegas. These hotels attract the clients by promoting gambling, arranging extravagant floor shows, and some may provide charter flight services to its clients. They have state-of-the-art gambling facilities, along with the especially restaurant, bars, round the clock room service, well-appointed and furnished rooms for its guests.

**Conference Centers.** The word conference means ‘**a meeting, sometimes lasting for several days, in which people with a common interest participate in discussions or listen to lectures to obtained information**‘. Thus, a conference center is a hotel which caters to the needs of a conference delegation.

**Convention Hotels.** The convention is defined as ‘**a formal assembly or meeting of members, representatives, or delegates of a group for general agreement on or acceptance of certain practices or attitudes**‘. This type of meeting involves a large number of participants.  The hotel catering to the needs of this segment is known as **convention hotels**.

1. The duration of the guest stay

**Commercial Hotel.** The duration of guest stay in these hotels is short, ranging from a few days to a week.

**Transient Hotel.** Mostly occupied by travelers as stopovers *en route* their journey, the duration of stay at transient hotels are very short, a day or even less.

**Semi-residential Hotel.** These hotels are generally patronized by people who are staying at a location while in transit to another place. The duration of stay may range from a few weeks to some months. They incorporated the feature of both transient and residential hotels.

**Residential/Apartment Hotel.** As the name suggests, residential hotels **provide accommodation for long duration** and are patronized by the people who stay for a long time. The duration of stay may range from a few months to a few years.

**Extended Stay Hotel.** In today’s age of downsizing, outsourcing and mobility business executive are often away from their hometowns for extended periods of time and require more than a hotel room.

1. The services

**Upmarket/World Class Luxuries Hotels.** Targeting the affluent segment of society, hotels in the upmarket category offer world-class products with personalized services to the higher standard. The emphasis is on excellence and class. These hotels provide upscale restaurants and lounges, exquisite décor, concierge service, opulent rooms, and abundant amenities.

**Mid-Market/Mid-range Services Hotels.** These hotels offer modest services without the frills and personalized attention of luxury hotels, and appeal to the largest segment of travelers. They may offer services such as room service, round-the-clock coffee shop, airport and railway station pick-up and drop facilities; multi-cuisine restaurant with bar.

**Budget/Economy Hotels.** Budget hotels focus on meeting the most basic needs of guests by providing clean, comfortable, and inexpensive rooms. These are **also known as economy or limited services hotels**, they appeal primarily to budget-minded traveler groups.

1. The ownership

**Proprietary Ownership.** Proprietary ownership is the**direct ownership** of one or more properties by a person or company. Small lodging properties by the person or company. Small lodging properties that are owned and operated by a couple or family are common of proprietary ownership.

**Franchise.** It is authorization given by a company to another company individual to sell its unique products/services and use its trademark according to the guidelines given by the former, for a specified time, and at a specified place.

In the hospitality industry, we often come across many big chains that are operating on a franchise basis. In this kind of contract, which is mutually beneficial to both parties, the franchisor allows the franchisee to use the company’s ideal methods, trademarks, as well as the brand logo to do business.

**Management Contract.** Managing a hotel requires professional expertise. A new entrepreneur with little or no experience in the business may safely choose to become the franchisee of any well-established hotel chain.

There could still be a problem in operating the business because the franchisor provides a well-established image, a tested and successful operating system, training programme, marketing, advertising, and reservation system, but does not provide the cadre of an experienced manager and the employees necessary to run the business on a day to day basis.

To bridge the gap, management contract companies came into existence. These companies have the required expertise to manage hotels. They operate on the basis of management fee and the sometimes on a percentage of gross revenue.

**Time-share Hotels.** also **referred to as vacation-interval hotels**, are a new concept in the hospitality industry. As the name suggests, it entails purchasing a tourist accommodation at a popular destination for a particular time slot in a year.

The buyer can then occupy the property for the appointed time or rent the unit to other vacationers if they cannot avail the facilities. They have to make a one-time payment for the time slot and a yearly fee to cover the maintenance costs and related expenses and take a share in the profit from the income generated if they are not utilizing their time slot.

**Condominium Hotels.** Condominium hotels are similar to timeshare hotels, expect that condominium hotels have a single owner instead of multiple owners sharing a hotel. In a condominium hotel, the owner informs the management company when they would occupy the unit.

(<https://tourismnotes.com/hotels/>)