

UNIT 5

Lobby and Its Layout

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5.0 Unit Overview and Description

Overview:

This unit will provide the student information about the location of a lobby in the hotel, its significance in the hotel and the layout of the hotel lobby.

Knowledge and Skill Outcomes:

- ❖ Location of lobby in the hotel
- ❖ Role of lobby area
- ❖ Layout of lobby

Resource Material:

Hotel Front Office Operations & Management : Jatashankar R. Tiwari
Front Office Operations : Colin Dix, Chris Baird
Front Office Management : Sushil Kumar Bhatnagar
Front Office Management & Operations : Sudhir Andrews
Front Office Operations & Management : Rakesh Puri
Check-in Check-Out Managing Hotel Operations : Gary K. Vallen, Jerome J. Vallen
Principles of Hotel Front-Office Operations : Sue Baker, Jeremy Huyton, Pam Bradley

Learning Outcomes:

Unit 5: Lobby and its Layout	Outcomes
5.1 Introduction	General Overview
5.2 Lobby Layout	Student will be able to draw a lobby layout with relative positioning of different sections

Assessment Plan: (For the Teachers)

Unit-5	Topic	Assessment Method	Time Plan	Remarks
5.1	Introduction	Exercise : Question & Answer		
5.2	Lobby Layout	Exercise : Question & Answer		

5.1 Introduction

A hotel lobby is the place where you check into or out of a hotel. It's on the main floor, and usually it's a very open area with many seating places. The focus point of the hotel lobby is the registration desk, behind which a few employees stand. The person who plans to stay at the hotel approaches the desk to make payments, check in, get the keys to their hotel room, and eventually return here to check out and return the keys.

Lobby usually serves as gathering point for guest & their visitors in a hotel first pass through this area, it must be well planned, designed, decorated from inside and outside to give the first impression to the guest.

Features of Lobby:

1. It should be spacious but useful.
2. Natural flow of guest should be towards the reception or information counter on his arrival in the hotel.
3. There should be enough space in lobby for short time keeping of luggage before either sending to room or to the car.
4. The porch sitting should be at least 10 feet high from the road.
5. Lobby should be such as to allow access, the activities in the lobby, entrance, exit etc.
6. Avoid pillars as far as possible they obstructs the view and creates problems in the movement.
7. Various factors such as cost, safety, noise, colour, decor etc should be considered.



Illustration: Different types of Lobby

Sections of lobby

- ❖ Reception
- ❖ Information Desk
- ❖ Cash and Bills
- ❖ Travel Desk
- ❖ Uniformed Services
 - ✓ Bell Desk
 - ✓ Concierge
- ❖ **Reception**

This section of the front office receives and welcomes guests on their arrival in the hotel. The personnel of this section procure all the necessary information about the guest to complete the registration process.

❖ **Information desk**

As the name suggests, the information desk provides information to guests. It is manned by an information assistant. In a small hotel, the same function may be performed by the receptionist. The need of a separate information desk is felt in large hotels where the traffic of guests is higher.

❖ **Cashier desk**

The cash and bills section records all the monetary transactions of guests. It maintains guest folios and prepares the guest bills to be settled by the guest at the time of departure. This section is headed by a cashier.

❖ **Travel desk**

The travel desk takes care of travel arrangements of guests, like air-ticketing, railway reservations, sightseeing tours, airport or railway station pick up or drop, etc. The hotel may operate the travel desk or it may be outsourced to an external travel agency.

❖ **Bell desk**

The bell desk is located very close to the main entrance of the hotel. This section is headed by a bell captain, who leads a team of bell boys and page boys.

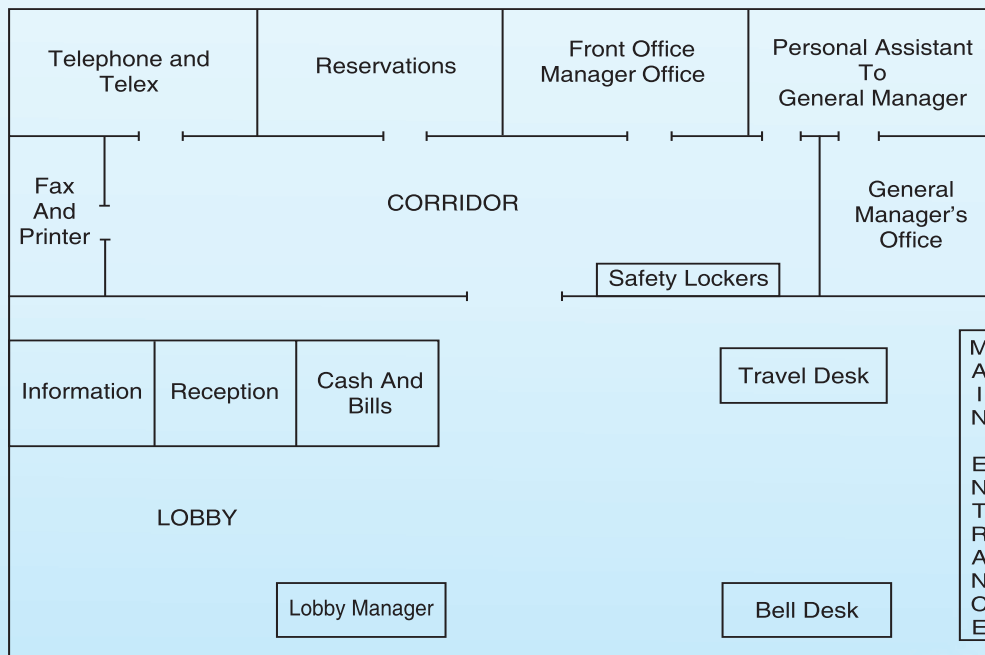
❖ **Concierge**

The concept of concierge came from the days of European royalty. The concierge was the castle doorkeeper in those times. His duty was to ensure that all castle occupants were safe in their rooms at night. A concierge is often expected to achieve the impossible.

Review Question

Q. 1 What are the essential features in the planning of a Hotel lobby ?

5.2 Lobby Layout



Review Questions

- Q. 1. State True or False:
- (a) Lobby should be spacious but useful.
 - (b) Telephone operator is a part of Lobby area.
 - (c) Reservation Manager is in charge of the lobby operations.
 - (d) Bell desk operates from Lobby of a hotel.
 - (e) Interior design is not particularly important for the lobby area.
- Q. 2. Write a short note on the importance of lobby in a hotel.
- Q. 3. Draw a neat diagram of the sample layout of a hotel lobby.

5.3 Let us Sum Up

Lobby creates the first impression of the hotel. This may be considered as the hub of activity in a hotel. All guests enter through a lobby when they are checking-in and also while checking-out. Lobbies are usually designed in an aesthetically appealing manner. The functional areas which are a part of Lobby includes Reception, cashier, Bell Desk, Concierge, Travel Desk etc. Lobby Manager is the manager in charge of this area.

5.4 Practical Activities

Activity I:	Students to draw the layout of lobby in their chart papers with use of different colour sketch pens to demarcate functional areas of front office department.
Activity II :	Students should collect pictures of lobby of different hotels and prepare a collage out of it for display in the practical class room.
Activity III :	Students should individually, visit the lobby of a nearby hotel and share their experiences in the class room.