

UNIT 2

Hotel Rooms

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2.0 Unit Overview and Description

Overview:

This unit will provide the student information about the basis of classifying rooms in a hotel, different types of hotel rooms and their features.

Knowledge and Skill Outcomes:

- ❖ Basis of classifying hotel rooms
- ❖ Different types of rooms in accommodation industry
- ❖ Identification features of different types of rooms

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 2: Hotel Rooms	Outcomes
2.1 Introduction	General Overview
2.2 Classification of Guest Rooms	You will be able to understand the basis of classifying rooms in hotels
2.3 Types of Hotel Rooms	You will be able to <ul style="list-style-type: none"> ❖ List different types of hotel rooms ❖ Differentiate among hotel rooms ❖ Will be able to rationalize the need for a specific type of room in a hotel

Assessment Plan: (For the Teachers)

Unit	Topic	Assessment Method	Time Plan	Remarks
2.1	Introduction	Exercise : Question & Answer		
2.2	Classification of Guest Rooms	Exercise : Question & Answer		
2.3	Types of Hotel Rooms	Exercise : Question & Answer		

2.1 Introduction

The accommodation product does not just consist of a guest room - single or double, but also the additional facilities and services, which are applicable to that room. For example, does the room have a sea view? Is there mini-bar? Are there in-house movies? Can a guest dial direct from the room? Is there room service? Can the guest have access to the Internet? All these services, facilities and amenities may be included in the accommodation product of a hotel.

Since the accommodation product normally cannot be examined before purchase, guests are reliant upon the front office staff to describe the product to them accurately. It is, therefore, particularly important for the front office staff to have full knowledge of what is included in the accommodation package of a hotel.

Review Question

Q. 1 Why is it important for the front office staff to have full knowledge of what is included in the accommodation package of a hotel.

2.2 Classification of Guest Rooms

To cater to the different needs of their customers, hotels usually provide a variety of accommodation. In other words, a hotel offers different types of guest-rooms for sale.

Hotel guest-rooms can be classified in a number of ways depending on the following:

- ❖ According to the number or size of beds in the room

- ❖ The room size, the decor and the view
- ❖ Special accommodation such as the executive floor for business people, non smoking rooms, and presidential suites for VIPs

Review Question

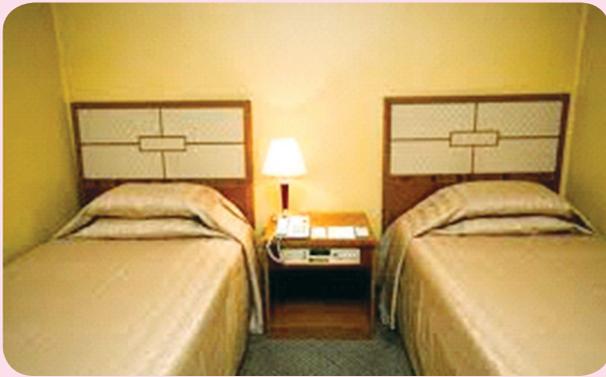
Q. 1 What are the number of ways Hotel Guest-Rooms can be classified ?

2.3 Types of Hotel Rooms

Some of the commonly found rooms in accommodation industry are listed as below:

- ❖ **Single Room:** It is the room which provides single occupancy. This room only has single bed. The size of the bed is normally 3ft x 6 ½ft. Most hotels have twin or double rooms and charge for single room of occupied by one person.
- ❖ **Double Room:** It is the room which provides double occupancy. This room has double bed. The size of the double bed is 5 feet by 6 feet.
- ❖ **Triple Room:** It is the room which provides occupancy for 3 people. Either it has 2 double & 1 single bed or 3 single beds. This type of rooms is suitable for groups and delegates of meetings and conferences.
- ❖ **Quad Room:** It is the room which provides occupancy for four guests. Either it has four single beds or two singles & one double bed.
- ❖ **Twin Room:** It is the room which is meant for double occupancy. These rooms have two single beds separated by a bed - side table.
- ❖ **Hollywood Room:** It is the room which provides double occupancy. It has two single beds close to each other with a common head - board.
- ❖ **Studio Room:** It is a living or sitting room. It has a sofa-cum-bed.
- ❖ **Parlor Room:** It is designed with the minimum basic requirement to live. It does not have the facilities of a bed room and hence used only for day use purpose.
- ❖ **Cabana Room:** It is the room which is situated near swimming pool or sea beach. This room is used for changing purpose. It has facilities for a shower, lockers, wooden benches, etc.
- ❖ **Suite Room:** Suite Room is a combination of one or more bedrooms & a drawing room. It may also contain a bar & small kitchen. The decor of such units is of very high standards, aimed to please the affluent guests who can afford the high tariffs of the room category. According to the design and market segment hotels give different names to suites like honeymoon suite, Executive suite, Deluxe suite, Maharaja suite etc.
- ❖ **Penthouse:** A room that opens onto the roof & may be accompanied by a swimming pool, patio, a tennis court, & other facilities & amenities. It has very opulent decor and furnishings and is among the costliest rooms in the hotels, preferred by celebrities and affluent people.

- ❖ **Executive Room:** A room that has a large bedroom with a sitting area provided with chairs & usually a sofa & coffee table. This is really a combination bedroom-cum-sitting room. Sometimes, a temporary wooden partition may be provided between the sitting area and bed room space. They are also known as junior suites.
- ❖ **Lanai Room:** It provides a large balcony attached with the room. From the balcony one gets a view of natural scenic beauty likes sea beach, mountain, valley etc. They are usually found in resort hotels.
- ❖ **Duplex Room:** They are two rooms at different levels inter connected through internal staircase. Usually one room is used as drawing room and other as bed room. This room is generally used by business men who wish to use the lower level as an office and meeting place and the upper level room as a bedroom.
- ❖ **Hospitality Room:** It is used by the guest to entertain his or her guests. It is hired on hourly basis and has facilities such as sofa sets, dining table, T.V, mini bar etc.
- ❖ **Interconnecting Rooms:** These are two rooms connected to each other by one interconnecting door. These rooms are preferred by groups and families.
- ❖ **Adjoining Room:** These rooms are situated next to each other sharing a common wall between them. These rooms may be given to the groups.
- ❖ **Queen Room:** A room has a queen size bed. The size of the bed is 5 feet by 6 & ½ feet. An extra bed may be added to this room on the request of a guest and charged accordingly.
- ❖ **King Room:** A king room has king size bed. The size of the bed is 6 feet by 6 & ½ feet. An extra bed may be added to this room on the request of a guest and charged accordingly.
- ❖ **Double-Double Room:** A double- double room has two double beds and is normally preferred by a family or group as it can accommodate four persons together. This room is usually preferred by families and is also known as family room and twin double room.
- ❖ **Efficiency Room:** Efficiency room is a room with a pantry/kitchen for basic cooking facility



Twin Room



Double Room



Hollywood Twin Room



Suite Room



Lanai Room



Penthouse Room



Hospitality Room



Duplex Room



Single Room



Double - Double Room

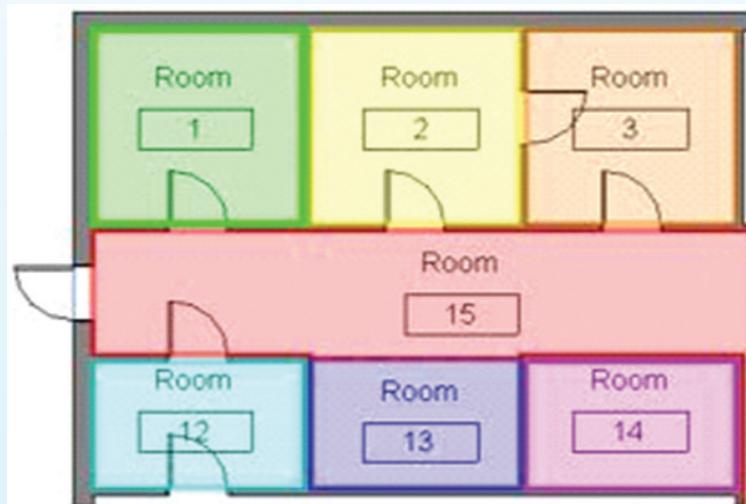


Fig : Interconnected and Adjoining /Adjacent Rooms

Room number 2 and 3 are interconnected while room number 13 and 14 are adjoining rooms.

Review Questions

Q. 1. Fill in the blanks:-

- (a) Room situated near swimming pool is known as _____.
- (b) Lanai Room has an attached _____.
- (c) Quad Room has _____ beds.
- (d) _____ Rooms have common wall between them.
- (e) _____ Room has an attached kitchen.

Q. 2. Match the following:

- | | |
|--------------------|----------------------|
| (i) Hollywood Twin | a. Resort |
| (ii) Duplex Room | b. Roof Top |
| (iii) Penthouse | c. Common Head Board |
| (iv) Twin Double | d. Staircase |
| (v) Lanai | e. Family Room |

Q. 3. Answer the following questions:

- Q. 1. Write the different ways in which Hotel Rooms can be classified.
- Q. 2. List any ten types of Rooms you will find in a hotel.
- Q. 3. What is the difference between a Lanai Room and an Efficiency Room?
- Q. 4. What do you understand by Suite?
- Q. 5. Differentiate between Adjoining Rooms and Interconnecting Rooms?

2.4 Let us Sum up

Room is the main product of a hotel as they are primarily in the business of selling accommodation in addition to Food and Beverage. Front office personnel must be familiar with the types of rooms in the hotel and their features. Depending upon the target market of the hotel, a room mix is planned at the project stage. Receptionist should be able to suggest the room to the guest after assessing his requirement and his paying capacity. Common types of rooms offered by five star hotels include Single, Double, Twin, Suite, Pent house, Duplex, Lanai, Inter connecting room, etc.

2.5 Practical Activities

Activity I:	Each student to prepare a model of any one type of guest room in a hotel and present it to the rest of class with explanation of its unique features.
Activity II:	In a group of four students to prepare a chart depicting four different types of rooms keeping in view the dimensions of beds and other facilities.
Activity III:	Group discussion on the relationship between type of hotel and the type of rooms offered by that type of hotel.
Activity IV:	Discussion on alternative type of room which may be offered to the guest if his desired type of room is not available in the hotel.