

Subject: Tourism & Hospitality

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Paper:07 Front Office Operations & Management

Module:07 Types of Rooms



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Items	Description of Module
Subject Name	Tourism & Hotel Management
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Pre- Requisites	Basic knowledge about tourism and hospitality
Objectives	To study the types & features of hotel guest rooms
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QUADRANT-I

MODULE 7: TYPES OF ROOMS
1. LEARNING OUTCOME
2. INTRODUCTION
3. FEATURES OF A GUEST ROOM
4. TYPES OF ROOMS
5. ROOM & BATH ROOM SUPPLIES
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6. VIP AMENITIES
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1. LEARNING OUTCOME

After completing this module students will be able to:

- Develop an Understanding about various types of Rooms
- Features of each rooms.
- Develop an Understanding of different room supplies placed in rooms.
- Understand the placement of these room supplies.
- VIP amenities of a VIP room

2. INTRODUCTION

The guest room is the core product of a hotel as it contributes approximately more than 50 per cent of total hotel sale. So sale of rooms forms a major component of a hotel's profits. Therefore rooms have to be kept ready for sale most of the time and cannot be allowed to remain non-available for sale. The sale of rooms means leasing the room for occupation for 24 hours at a pre-determined cost. If a hotel room goes unsold that loss can never be recovered, because a room sold on a particular day earns revenue for that day and rooms not sold for a day lose out on the revenue for that day that is why rooms are referred to as highly perishable commodities.

Hotel guest rooms offer a feeling of home away from home. Room layout is very important for providing comfortable and convenient stay for guests. Rooms are the core product of the hotel and a highly perishable product. A hotel has a limit on the number of rooms it can sell (space allowing). Therefore hotel managers continually strive to maintain a high level of quality for rooms. To maintain high standards and to meet the high expectations of the guest, frequent renovations and repairs are conducted regularly in all hotels.

The knowledge of different rooms, different features associated with the room are the most vital factor for offering the right product to the right customer. Guests may stay in a room for different reasons ranging from pleasure to necessity. For example, a single guest would like to stay in a single room which is more cost-effective for the guest. A couple would find a double room with adequate facilities. A family may choose a suite or interconnected room or adjacent room or cottage rooms to have more space for children to play around. Business travelers may want a special suite to entertain privately or show off their financial status to their clients. Hence it is essential to understand the types of rooms a hotel offers to its guests to enhance guest satisfaction. Hotel rooms are classified by the number of beds in them, the size and the amenities that they offer, and their rates vary accordingly. There are three basic room categories for a hotel: the standard, family room and the suite. The various types of rooms in hotels are discussed in this unit.

3. FEATURES OF A GUEST ROOM

To achieve 100 per cent satisfaction for guest, it is extremely important to understand the need and expectations of a guest from the hotel room. Their expectation should get matched with the actual delivery of services. Today's environment is highly competitive; expectations of guests are constantly rising. In such scenario continuous feedback of expectations becomes necessary. It is imperative to understand what does room means to a guest. In another term hotelier must recognize the features of a guest room.

Features of a Hotel guest Room

1. Room should be neat and hygienically cleaned. A neat room is the basic minimum expectation of any guest. Guest expects no impression of earlier guest who was staying in that room. Hotel guests expect a high degree of cleanliness in his/ her room.
2. Comfort-ability is another important feature of a guest room - Rooms should not only be cleaned but also comfortable and functional. Many room supplies and amenities explains the comfort in the room such as quality of bed, mattresses, weather control system, channel music, hot & cold water supply, attached bathroom and so on.
3. Privacy should be maintained in hotel room. Room windows with curtains give the feeling of privacy. Superior hotel use two curtains for window of room. Sheer are used for day which are also referred as day light curtains, heavy curtains are recommended for night. Guideline to enter in guest room also ensures the guest privacy. Attached bathroom is also a measure towards guest privacy.
4. Hotel room should be safe and secure to stay. Many features of rooms could ignore but safety & security is crucial for guest satisfaction. Many features explain the safety & security in the room such as one door entry in room enhance safety of the guest. Double locking system from inside, strict control on room keys, pipe hole in door, chain locking at the door, fire safety rules at back of room door, emergency exit signs. All these features ensure safety of a guest.

5. Room should be convenient. Every room supply and amenities should be placed as per convenience of the guest. For example light switches should be near to the beds so that guest can switch off the light from the bed in night. Room Service also enhances the convenience of guest. Room should offer entertainment, food & beverage and telephone services for convenient stay of the guest.
6. Room should be attractive. Apart from above discussed features hotel room should be attractive & beautiful. The interior and color scheme of the room should match with the theme of the hotel.

4 TYPES OF ROOMS

Single Room

A single room has one single bed for single occupancy. The Room (meant for stay of one person). It provides accommodation for single person. Generally Single room has a standard bed and the size of the bed is normally 3 feet by 6feet. Apart from bed other furniture pieces also offered to the guest to increase functionality of the room such as a small dressing table, a small bedside table, and a small writing table with single chair and attached. Bathroom is often offered to the guest.

Image:1 Single Room



Image:2 Single Room



Source for Image 1 https://commons.wikimedia.org/wiki/File:Osaka_Dai-ichi_Hotel_Moderate_Single_Room_20100211-001.jpg

Source for Image 2 <http://www.myweb.16mb.com/single.html>

Twin Room

A twin room has two single beds with separate headboards meant for double occupancy. It also has a single bedside table in between the two beds. This type of room may be offered to people travelling in group.

Double Room

A double room has one double bed for double occupancy. The size of double bed is 5 feet to 6.5 feet. There are two variants in this type, depending upon the size of the bed such as King Double Room (with king size double bed), Queen Double Room (with queen size double bed). Room is equipped with adequate furniture such as dressing table and a writing table and chair, a TV, luggage rack, mini fridge.

Image :3 *Double Room*



Image :4 *Twin Room*



Source for image 3: https://www.iha.com/guest-house-bed-and-breakfast-charming-house-krugersdorp_19799

Source for image 4: https://www.ryumeikan-tokyo.jp/english/guestroom03_02.html

Triple

A triple room consist of three separate single beds. Three guests can occupy this room. This category of room is suitable for people travelling in groups to attend meeting and conferences.

Quad

A quad room has meant for 4 persons. This room consist four separate single beds or two double beds for four persons. This type of room can be offered to guest who is travelling in group.

Image 5 Triple Room



Image 6 Quad Room at hotel Washington



Source for image 5 <https://www.iha.com/guest-house-bed-and-breakfast-traditional-accommodation-gros-islet> 3514

Source for image 6 <http://www.hotelwashington.nl/accommodation/quad/>

Deluxe Room

They are available in Single Deluxe and Double Deluxe variant. The main differences between standard room and deluxe rooms are of price and size. Deluxe rooms are more spacious and offer a good view. Basic and standard rooms are compact so are the bathroom facilities. Modern day hotel Deluxe room, offer a city view & full sized bathroom with a bathtub & shower cubical area, LED's with wide range of channels, telephone, Wi-Fi, dressing table, bedside tables, small writing table, chair, mini fridge and so on.

Hollywood Twin Room

This room is meant for double occupancy provides two single beds with a common headboard. If required the two beds can be brought together to form a double bed.

Image 7 Hollywood Twin Room



Image 8 Deluxe Room



Source for image 7 <https://pixabay.com/en/hotel-room-twin-beds-2037166/>

Source for image 8 <https://www.flickr.com/photos/theinnatkeywest/4207866375>

Double-Double Room

A double –double room has two double beds with separate headboards and is normally preferred by a family or group as it can accommodate four persons together. This type of room is ideal for a family with two children below 12 years.

Interconnecting Rooms

Interconnected rooms have a common wall and a door that connects the two rooms to go from one room to another, allows guest to access any of the two rooms without using corridor. This type of rooms is a deal for families or for guests who are travelling in a group and want to stay connected.

Image 9 *Double Double Room*



Image 10 *Interconnected Room*



Source for image 9th <https://www.flickr.com/photos/prayitnophotography/13426215803>

Source for image 10 <http://hotelmanagementcateringtourism.blogspot.in/2013/06/types-of-rooms-in-hotel.html>

Adjoining Room

An adjoining room shares a wall with another hotel room but is not connected by a door.

Adjacent Room

An adjacent room is very close to another room but does not share a common wall with it. Two nearby rooms are called adjacent rooms.

image 11 The Hotel Fullerton Adjoining Room



image 12 Adjacent Room



Source for image 11 <http://davidiofrans.blogspot.in/2013/02/jenis-jenis-kamar-hotel.html>

Source for image 12 <http://www.enterpriseelectric.net/inland-hospital/>

Parlour

A parlour has a living room without bed and may have sofa and chair for sittings. It is generally not used as a bedroom.

Studio

A studio has convertible furniture such as a sofa –cum-bed. This room is generally used as a living room in day and as bed room in night. The furniture in this is often compact.

Image 13 Parlour Room



Image 14 Studio Room



Image 13

https://www.google.co.in/search?q=hollywood+twin+room&site=webhp&source=lnms&tbn=isch&sa=X&ved=0ahUKEwj3yc_Vz-PUAhWltI8KHRVwCisQ_AUIBigB&biw=1821&bih=889#q=parlour+room&tbn=isch&tbas=0&imgsrc=hh&anCGtRwMaLiM:

Image 14 <https://www.youtube.com/watch?v=r44vq6H2U84>

Cabana

A cabana is suited away from the main hotel building, in the vicinity of a swimming pool or sea beach. It may or may not have beds and is generally used as a changing room and not as a bedroom. This type of room faces water body, beach, or a swimming pool.

Image 15 Cabana Room

Image 16 Cabana Room



Source for Image 15 <https://www.oyster.com/phuket/hotels/millennium-resort-patong-phuket/photos/cabana-room/>

Source for Image 16 <https://www.oyster.com/japan/hotels/the-ritz-carlton-okinawa/photos/cabana-room/>

Suite

A suite comprises more than one room, occasionally; it can also be a single large room with clearly defined sleeping and sitting areas. The decor of such type of room is of very high standards, aimed to please the affluent guest who can afford the high tariffs of the room category. It is composed of one or more bedrooms, a living room, and a dining area. It is excellent for the guests who prefer more space, wish to entertain their guests without interruption and giving up privacy. There are various types of suites.

Regular Suite

Best for business travelers.

Presidential Suite

The presidential suite are offered to the president of any country.

Image 17 Suite Room



Image 18 Four Seasons Boston Presidential Suite



Source for image 17

https://www.google.co.in/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&ved=&url=http%3A%2F%2Fwww.wynnlasvegas.com%2FRooms%2FEncoreResorts%2FResortSuite&psig=AFQjCNERM3R6Tf8MhUx5_XNHsoEPwZ9ngQ&ust=1498896831509451

Source for image 18 <http://andrewwhy.de/four-seasons-boston-presidential-suite/>

Efficiency Room

An efficiency room has an attached kitchen facilities for guest preferring longer duration of stay. Generally, this type of room is found in holidays and health resorts where guests stay for a longer time.

Hospitality Rooms

A hospitality room is designed for hotel guest who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis.

Image 20 Efficiency Room at Atlantis Inn



Image 21 Hospitality Room at Loews Denver Hotel



Source for Image 20 <http://www.panoramio.com/photo/31074209>

Source for Image 21 <http://www.designersraum.com/luxury-hospitality-hotel-interior-design-of-loews-denver-hotel-colorado/luxury-hospitality-hotel-interior-design-of-loews-denver-hotel->

Penthouse Suite

Pent House is more luxurious than the regular suite. It is provided with the access to terrace space above the suite. A penthouse is generally located on the topmost floor of hotel and has an attached open terrace or open sky space. It is aloof from crowd and provides a bird's eye view of the city. It has wide range of amenities for the guest. It has very opulent decor and furnishings, and is among the costliest rooms in the hotels, preferred by celebrities and major political personalities.

Image 22 Pent House Suite

Image 23 Pent House



Source for Image 22 <https://www.pinterest.com/explore/garden-suite-hotel/>

Source for Image 23 <http://www.regentcruisedestinations.com/regent-seven-seas-explorer-penthouse-suite.html>

Duplex

A duplex comprises two rooms situated on different floors, which are connected by an internal staircase. The suite is generally used by business guests who wish to use the lower level as a living area for sitting purposes and meeting places and the upper level room as a bedroom or vice-versa. This type of room is quite expensive.

Image 24 Duplex room at THE HOTEL DE LA PAIX, SIEM REAP, CAMBODIA



Source for Image 24 <http://travel.allwomenstalk.com/hotel-rooms-so-good-youll-want-to-move-in-permanently/28>

Lanai

A lanai has a veranda or roofed patio or a balcony overlooking a water body or any scenic beauty and is often furnished and used for sitting purpose. This room should face a landscape, a waterfall, or a garden.

Sico /Murphy Bedded Room

Murphy bedded room is a room that have special beds called Murphy Bed that can be folded entirely against a wall where the bed is hinged at the base of the head board and swing up into the wall for storage. During the day room can be used a sitting /living room and at night the bed can be laid for the guest to sleep. This is a kind of multipurpose room, which can be used as a meeting room during the day and as a bedroom during the night. The lower face of the bed which becomes visible after folding or placing upright has a decorative wall paper mirror, or a painting. After folding the bed, the room can accommodate sitting for five to ten people.

Image 25 Lanai Room at of The Kahala Hotels & Resorts

Image 26Sico/ Murphy Bedded Room



Source for Image 25 <http://ultimatejetvacations.com/destinations/hawaii/the-ka-hala-hotel-and-resort/rooms-and-suites/ocean-front-lanai>

Source for image 26 <http://www.sico-europe.com/wallbeds.php>

5. ROOM AND BATHROOM SUPPLIES

Bed Room Supplies	Bath Room Supplies
Fire Exit Plan	A sewing kit
Rule Chart	Soap
Do not Disturb Card	Shampoo
Make my Room Card	Foam Bath/ Bath Gel
Breakfast Knob Card	Mouth Freshener
Tent Card	Moisturizer
Laundry Bag/ List	Dental Kit (Tooth brush, Tooth paste)
Hangers	A face tissue box
Hotel Directory	A shower cap
Stationary Folder	A “Quick aid”
News paper	Two gargle glasses
Magazines	Two rolls of toilet paper
Water Bottle	Face towel
Water Tumbler	Hand towel
Hot water Flask	Bath Towel
Shoes Mitts/ Shoe Shiners	One bath mat
Room Service Menu	One Sanibin
Gita/Bible	One disposable bag
Cloth Brush	One WC Band
Polish my Shoe Card	Slippers
Fruit Basket	Combs
Candle	Shaving Kit
Match Box	LoofahBathrobes

Room supplies and amenities includes all the items that are important to the guest comfort and convenience. Every supply and amenity should be placed at appropriate place.

5.1 PLACEMENT OF ROOM SUPPLIES AND AMENITIES

On Door of Guest Bed Room

1. A D.N.D. Card and the reverse of which may be " please make up my room" card should be placed on the door knob from the inside.
2. A detailed map of fire exit is ideally affixed at back of the door of guest room.

On & around Writing Table

1. A guest stationary folder with monogrammed note pads, envelopes post card with hotel picture and guest comment forms are placed on the table. A pen and a pencil is also placed alongside.
2. Tent card (hotel publicity card) which gives the information about the special events in the hotel are also placed on the desk.
3. An ashtray is also put on it.
4. A candle along with the candle holder and match box is placed on the writing table.
5. A waste paper basket next to the writing table on the floor.
6. A Chair with the backrest is placed

On Bed Side Table

1. The telephone and the service directory are placed on the table. A Small scribbling pad along with the pen is placed on the bed side table.
2. A Breakfast knob card is usually kept on the 1st shelf or in the drawer of beside table.

3. Side table lamp is also placed on bed side tables.

On the Coffee Table

1. An ashtray along with the match box is placed on the coffee table.
2. The house-magazine or some tourist magazine and newspaper.
3. The room service menu card is also a housekeeping supplies and amenities and placed on the coffee table
4. A letter of greetings sign by the general manager is also placed on coffee table.

In the Drawer and cupboard

1. Swing or mending kit are kept on the drawer.
2. Laundry bags and a laundry rate sheet are kept.
3. A few plastic utility bags may also been placed on the wardrobe for the guest for keeping of shoes.
4. Clothes hangers are hang on hanging rod inside the wardrobe.

Luggage Rack and below the luggage rack

The luggage rack usually have the lower shelf for guest to keep their shoes on. The shoe mitts or shoe kit may also be placed on their shelf.

On Dressing Table

1. A mirror is mounted on the wall with enough lighting facilities.

In Bathroom

1. Mirror
2. A Bath tub with a bath mat or shower area
3. A water closet
4. A tissue holder with tissue roll affix on the wall near the W.C.

On Or Near Vanity Unit

1. Soaps, shampoo bottles, moisturizers etc.
2. Shower cap, gurgle glass, tissue box, dental kit, shaving kit.
3. A sanitary bin beside W.C. under the vanity corner.

On Towel Rack

1. Bath towel
2. Hand towel
3. Face towel
4. Bath mat

6 VIP AMENITIES

VIPs are very important for any hotel. The VIPs are treated with extra attention, pamper, and care. Hotels provide the following amenities to the VIPs depending upon their policies:

- Managerial level employee of the hotel may be given responsibility to escort the guest up to the room.
- A welcome kit containing note from a General Manager (GM) of the hotel, spa card, and a hotel map.

- Full Housekeeping service with daily linen change.
- Mini bar contains packed snacks, assorted nuts, fruits, cheese, or cookies, and beverages (Alcoholic and Non Alcoholic).
- A vanity kit containing cotton balls, moisturizer, lip balm, talc and au-de-cologne.
- A bathroom kit with soap dispenser, upgraded robe, tissue box, face mist, after-shower gel, cotton slippers, bath mat.
- In special cases bottle of wine or Champaign, paired with bite size chocolates are also placed.

7 GUEST LOAN ITEMS

The items provided on request are given to the guests when they ask for. These are the supplies apart from regular supplies required by some guests. These are considered as the guest expendables. Some of them are:

- Alarm clock
- Comb
- Crib or Cradle
- Disposable Diapers
- Disposable razor
- Electric blanket
- Electric fan
- Extra blankets
- First aid medical kit

- Handheld shower attachment

Image 27 Guest Room Supplies & Amenities



Source for Image 27 <https://dir.indiamart.com/pune/guest-room-amenities.html>

Image-28 Bath Room Supplies



Source for image 28: <http://www.tradekey.com/product-free/Hotel-Amenities-Hotel-Supplies-Hotel-Products-Guest-Room-Amenities-952466.html>

Image 29 Electric Kettle



Image 30 Hair Dryer



Source for image 29 https://www.alibaba.com/product-detail/hotel-supply-item-hotel-room-tea_1740629670.html

Source for image 30 <https://www.webstaurantstore.com/hotel-supplies.html>

8 SUMMARY

A hotel offer different category of rooms on the basis of room size, location, view, décor, furnishings, amenities, etc. Therefore the front office generally has more than one room tariff for different category depending on the type of room. Front office employees should be aware of different category of the rooms, hotel is offering. Not only about the category, they should have detailed knowledge about features of each category of the room so that right room could be offered to right guest. Front office employees should have detailed product knowledge that hotel offers to the guest. So it becomes imperative for front office staff to understand types of rooms and their features.