

## FRONT OFFICE OPERATIONS-1

### INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY

## SCOPE

At the end of the session you will understand:

- Definition of tourism
- Basic elements
- Factors affecting tourism
- Importance of tourism
- Forms of tourism



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TO TOURISM & HOTEL INDUSTRY

## WHAT IS TOURISM

“ Temporary movement of people outside their normal places of work and residence, the activities undertaken and the facilities created to cater their need”

So tourism involves:

- Involvement of travel by non-residents
- Temporary stay in the area visited

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## WHO IS A TOURIST

According to WTO

- People who travel and stay at places outside their usual environment.
- For more than 24hrs and not more than one consecutive year
- For leisure, business or other purpose



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## BASIC ELEMENTS OF TOURISM

1. Transport (car, airplane, ship, trains....)
2. Location (holiday destination, scenic beauty, sporting facilities)
3. Accommodation (hotels, motels, restaurants..)



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## FACTORS FOR DEVELOPMENT OF TOURISM

- Pleasing weather
- Scenic beauty
- Historical places
- Cultural factors
- Accessibility
- Amenities
  - Hotels, transport..



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## IMPORTANCE OF TOURISM

- Marketing destinations
  - Underdeveloped areas like North East
  - Home stays in remote villages
- Revenue generation
  - Foreign exchange earnings
  - Contribution to Govt revenue( luxury tax,service tax)
- Infrastructural development
  - Transport facilities(airport,road systems..)
  - Accommodations (homestay,guesthouse,hotel)
  - Regional restaurants (Chowki Dhani in Jaipur)

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## IMPORTANCE OF TOURISM

- Satisfies travel motive and needs
  - Physical motive (monuments,scenic beauty.)
  - Cultural motive (fairs and festivals..)
  - Interpersonal motive (visiting relatives, friends)
- Exchange of information and knowledge
- Employment generation
  - Direct and indirect employment

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## IMPORTANCE OF TOURISM

- Preservation of heritage sites
  - Maintenance of monuments/museums..
  - Conserving living heritage (values,traditions..)
- Facilitates travelling
  - Improve delivery of information (travel desk)
  - Hassle free availability of visas
  - Creation of innovation tourism packages

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## FORMS OF TOURISM

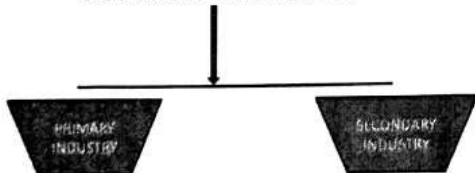
- Adventure tourism
- Agri-tourism
- Arm chair tourism
- Wildlife tourism
- Eco tourism/nature
- Heritage tourism
- Health tourism



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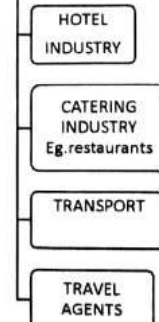
## TOURISM INDUSTRY

### TOURISM INDUSTRY

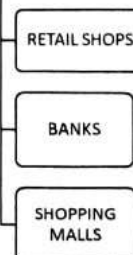


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### PRIMARY INDUSTRY



### SECONDARY INDUSTRY



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## FRONT OFFICE OPERATIONS- SEM 1

### Hospitality and its origin

## SCOPE

- Definition of hospitality
- Origin
- Sectors of hospitality industry
- Scope of hospitality industry
- Features



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HOSPITALITY AND ITS ORIGIN

## HOSPITALITY

**"Way of treating people in the way you want yourself to be treated"**

Hospitality industry may be defined as an organization which provides facilities as

- Accommodation
- Food & beverage
- Transportation



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HOSPITALITY AND ITS ORIGIN

## HOSPITALITY INDUSTRY

- Hotels
- Restaurants
- Airlines/shipping
- Railways
- Amusement park
- Shopping malls
- Hospitals/help desk
- Call centers



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HOSPITALITY AND ITS ORIGIN

## ORIGIN OF HOSPITALITY

- It is direct outcome of travel and tourism.
- People travel he may carry his clothes but he would not be able to carry his home **' this is where hospitality steps in '**
- Before wheel was invented people moved on animals and in night searched for shelter and food.
- To cater their needs **primitive lodging houses** or inns were developed.

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HOSPITALITY AND ITS ORIGIN

## ORIGIN OF HOSPITALITY

- Divided into three periods
- Ancient Era
- Grand Tour Era
- Modern Era



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HOSPITALITY AND ITS ORIGIN

## ANCIENT ERA

- Concept of INN was started.
- Lodging houses where travelers can avail a bed, food and drink on payment.
- Located in countryside or highways
- Provided bed and stables for horses at night
- Provided only basic comforts

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## GRAND TOUR ERA

- Known as "golden era of travel"
- Scions of wealthy families in Europe travelled for education for several days.
- Developed roads and road side lodges with private rooms.
- Construction of hotel imperial
- Rail tour by Thomas cook

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## MODERN ERA

- Set back in hotel industry after the world war II .
- People stopped travelling .
- 19<sup>th</sup> century big hotels started in America which provided various facilities like running water, reception, bellboy,...
- 1950 started the concept of motels due to increase in automobile travel

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HOSPITALITY AND ITS ORIGIN

## NAMES OF INNS IN DIFFERENT PARTS OF THE WORLD

- India – Dharamshala /Sarai
- Japan –Ryokans
- Spain –Paradors
- America –Coffee house
- Europe –Taverns / inns/ chalets
- France –Caberets
- Switzerland –Mansions



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HOSPITALITY AND ITS ORIGIN

## SCOPE OF HOSPITALITY INDUSTRY

- RESTURANTS/RETAILS
- TRAVEL
  - Airline, cruise, railways, car
- LODGING
  - Hotels, motels, resorts
- EVENTS
  - Conference bookings, conventions
- RECREATION
  - Attractions gaming parks



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HOSPITALITY AND ITS ORIGIN

## FEATURES OF HOSPITALITY INDUSTRY

- Product is intangible and perishable
- No business hours
- Characterized by shift work
- Hospitality operations run on a 24x7 all year



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HOSPITALITY AND ITS ORIGIN

# FRONT OFFICE OPERATIONS SEM-1

## HOTEL THEIR EVOLUTION AND GROWTH

### SCOPE

- Definition of hotel
- Evolution and growth of hotel



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EVOLUTION AND ITS GROWTH

### WHAT IS A HOTEL

- Hotel is a public place which provides fooding and lodging to a bonafied customer on payment.
- Rights of permission is reserved with the hotel.



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EVOLUTION AND ITS GROWTH

### WHO IS A GUEST

- Person /customer who purchases the services of the hotel and pays for it.
- Relationship between a guest and hotel is short and formal.



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EVOLUTION AND ITS GROWTH

### EVOLUTION AND GROWTH OF HOTELS

#### Sarai

- Developed during Muslim period to provide comfort to traveler.
- Offered bathing area, stable for horses and dargah for prayer.
- Sarai changed into INNs in modern cities like Delhi ,owned by husband and wife providing food and shelter on payment.

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EVOLUTION AND ITS GROWTH

#### Contd...

- Garni hotels started in Paris and provided rooms with no fooding facility.
- Chalets started in Europe by britishers in the form of small cottages and provided food and lodging.
- Gradually luxury hotels started in India like Esplanade hotel in Calcutta.
- In 1903, Mr.Jamshedji Ratan Tata constructed TAJ MAHAL hotel Mumbai.

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EVOLUTION AND ITS GROWTH

### Contd...

- 1920-50 emerged the chain hotels and motels.
- 1964 : Formation of ITDC when Govt felt the need for more hotels for domestic tourism.Eg.hotel Ashok New Delhi.
- 1975 : Formation of ITC Welcome Group with a welcome note of "NAMASTE"

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EVOLUTION AND ITS GROWTH

### Contd..

- Oberoi hotels : Founded by late Mr.Rai bahadur Singh Oberoi.He was a clerk in hotel Cecil, Shimla who had a vision to open his own hotel.
- Gradually the following properties started
  - U.P group of hotels
  - Leela group
  - J.P hotels..

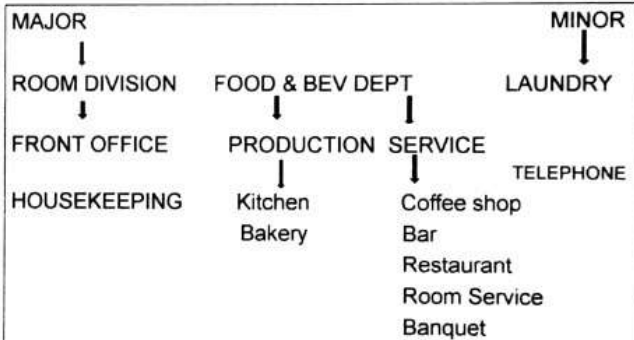
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EVOLUTION AND ITS GROWTH

## INTRODUCTION TO HOTEL CORE AREAS

- Departments of the hotel can be classified under three main categories
  - Operating and Revenue generating
  - Operating and Non-revenue generating
  - Non-operating and Revenue generating

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EVOLUTION AND ITS GROWTH

## OPERATING AND REVENUE GENERATING



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## NON-OPERATING AND REVENUE PRODUCING

- Travel agents
- Florist
- Chemist
- Book stall
- Spa /salon



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## OPERATING AND NON REVENUE PRODUCING

- Human resource department
- Security
- Accounts
- Sales and marketing
- Engineering



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EVOLUTION AND ITS GROWTH

## FRONT OFFICE OPERATIONS-1

### INTRODUCTION TO THE FRONT OFFICE DEPARTMENT

## SCOPE

- RESERVATION
- RECEPTION /FRONT DESK
- INFORMATION DESK
- CASH AND BILLS
- TRAVEL DESK
- UNIFORMED SERVICES
- TELEPHONES

## RESERVATION DEPARTMENT

- Reserves room for the guest
- Prepares reservation charts
- Forecast the room sales
- Calculates the occupancy
- Cancellation
- Amendments



## RECEPTION

- Welcoming the guest
- Registration of guest
- Allotting of rooms
- Issue of guest room key
- Attending guest calls
- Complaint handling
- Record keeping
- Co-ordinate with housekeeping



## INFORMATION DESK

- Information on hotel facilities, events ...
- Receive guest mails, letters, parcels
- Receive telephone messages on behalf of guest
- Handle guest room keys
- Coordinate with bell desk
- Paging
- City map, brochures are also kept



## CASH AND BILLS

- Opening and closing guest bills
- Handling foreign currency
- Issue luggage pass
- Makes daily revenue report
- Take care of safe deposit locker
- Handling cash and credit transactions
- Coordinate with other "point of sale "



## TELEPHONES

- Handling phone calls
- Maintaining records
- Preparing bills of the guest
- Give wake up calls to the guest
- Transfer hotel departmental calls
- Screening of incoming and outgoing calls
- Upkeep of telephone equipments



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## BELLDISK

- Handling guest baggage
- Paging
- Dispatching mails and parcels
- Coordinate with commissionaire
- Keep an eye on 'scanty baggage and skipper"
- Attending guest needs like medicines...



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## CONCIERGE

- Combination of bell desk & information
- Arranging tours for the guest
- Confirming air tickets, movie tickets
- Hiring taxi and small errands



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## DOORMAN

- Also known as commisnaire
- Greet and welcome the guest
- Assist guest for valet parking
- Provide umbrellas if required



FRONT OFFICE SEM-1



## FRONT OFFICE SEM -1

### HOTEL CLASSIFICATION

### SCOPE

- Classification of hotel on the basis of :
- Size
- Heritage
- Location
- Clientele
- Facilities

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HOTEL CLASSIFICATION

### WHAT IS CLASSIFICATION

- Categorization of hotels on the basis of
- Star rating
- Services they offer
- Location
- Number of rooms
- Target audience
- Provide customers an indication of the hotel profile, its services, amenities and rates.



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HOTEL CLASSIFICATION

### WHY CLASSIFICATION

- Provides an idea regarding the range and type of hotels available within a geographical range.



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HOTEL CLASSIFICATION

### CLASSIFICATION

- Classification can be done on the basis of:
- Size
- Heritage
- Location, clientele, facilities
- Star
- Ownership
- Levels of services
- Supplementary accommodation

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HOTEL CLASSIFICATION

### 1. CLASSIFICATION ON THE BASIS OF SIZE

- According to the number of rooms
- Small hotels: less than 100 lettable rooms
- Medium: 100-300 lettable rooms
- Large : 300-500 lettable rooms
- Very large: More than 500 lettable rooms

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HOTEL CLASSIFICATION

## 2. CLASSIFICATION ON THE BASIS OF HERITAGE

- Classification is done by Govt committee
- Forts and palaces of the royal families which has been converted into a hotel after their decline.
- Each room of the hotel has its own history to offer to the guest.
- Guest are served traditional cuisine and décor gives a glimpse of the past.

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HOTEL CLASSIFICATION

Contd...

- Guest are entertained by local artists.
- Condition: no change in the original plan of the building ,interiors can be modified.



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## CLASSIFICATION OF HERITAGE HOTEL AS PER MINISTRY OF TOURISM

- Heritage: Hotels in havelis, palaces between 1935-1950.
- Heritage classic: Hotels built between 1920-1935.
- Heritage grand: Hotels built prior to 1920

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## 3. CLASSIFICATION ON THE BASIS OF LOCATION, CLIENTELE AND FACILITIES

- Commercial hotel
- Transit
- Resort
- Residential
- Motels
- Casino
- Conference
- Convention
- Bed and breakfast

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## COMMERCIAL HOTEL

- Also called Downtown hotel.
- Location: Heart of the city, convenient distance from the market, airport, station.
- Clientele: business guest, high income group
- Length of stay: 2 days - 1 week
- Check out time: 12 noon basis
- Example: The Oberoi, New Delhi

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## COMMERCIAL HOTEL

- Facilities:
- 24hr coffee shop
- Health club
- Swimming pool
- Specialty restaurants
- Conference halls
- Business center
- Well equipped room



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### RESORT HOTEL

- Location: Away from city noise, outskirts of city with lot of scenic beauty
- Clientele: Holiday makers, health conscious segment, leisure trip travellers.
- Length of stay: 1 week - 1 month
- Check out time: 12 noon basis
- Season based: Peak, lean & shoulder
- Example: Club Mahindra, country Inn

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### RESORT HOTEL

- Facilities: Same as commercial hotel along with a range of indoor games.



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HOTEL CLASSIFICATION

### TRANSIT /AIRPORT HOTELS

- Location : Near ports of entry
- Clientele: Layover passengers, transits
- Length of stay: Few hours - 1 day
- Check-out : Day /hourly basis
- Facilities: Same as commercial hotel
- Example: Centaur hotel

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### TRANSIT /AIRPORT HOTELS



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### MOTELS

- Location: Highways, roadways
- Clientele: Highway travellers
- Length of stay: 1 night - 2 days
- Checkout : Night basis
- Facilities: Parking area, garage, gas station, road maps with basic comfortable room facilities.

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### MOTELS

- Concept common in European countries.



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HOTEL CLASSIFICATION

### RESIDENTIAL HOTEL

- Provide long term accommodation
- Location: Heart of the city
- Clientele: FIT, small businessman, students
- Length of stay: 1 month-1 year
- Check out : 12 noon
- Example: Gomti hotel in Lucknow

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### RESIDENTIAL HOTEL

- Facilities: Basic comforts of room and food



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### CASINO

- Provide gambling facilities
- Have state of art gambling facilities, bars, speciality restaurants, round the clock room service, well furnished rooms for its guest.
- Example: Luxor hotel and casino, Vegas  
Majorda Hotel in Goa



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### CONFERENCE CENTRE

- Hotels having 300-400 rooms
- Hotels which caters to the needs of the conference delegation.
- Conference halls are equipped with seating arrangements, food and beverage services and executive amenities like projector.....

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### CONFERENCE CENTRE

- Eg Hotel Ashok



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### CONVENTION HOTELS

- Convention is a formal meeting of large number of people
- Hotel has more than 500 rooms
- Facilities: Technically updated equipments large seating arrangement, flip charts
- Eg. J p Palace Agra , Taj palace New Delhi

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## CONVENTION HOTELS



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## SUITE HOTEL

- All rooms are suites (Set of bedroom, living room, modular kitchen, attached bathroom).
- Provide highest level of personalized service to the guest.
- Facilities: wifi services, microwave, personalized stationary..
- Eg. Burj al Arab, Dubai.

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## SUITE HOTEL



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## BED AND BREAKFAST INNS

- Prevalent in European countries
- Lodging facilities provided to the guest with breakfast only.
- Operated in large family residences
- Comprise of 20-30 guest rooms
- Suitable for budget traveller



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## BED AND BREAKFAST INNS



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## STAR CLASSIFICATION

- Star denotes the available standards of facilities in a hotel.
- Star classification is done by Department of Tourism, Government of India
- Committee known as HRACC (Hotel & restaurant approval & classification committee)
- Once the hotel owners send an application for the classification, committee members visit and grade the hotel.

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## MEMBERS OF THE HRACC

- Secretary Tourism ,GOI
- Regional Director of Tourism
- One Representative of FHRAI
- One Representative of TAAI
- Director of Tourism ,State
- Principal of Regional IHM

- ◆ FHRAI: Federation of Hotel & Restaurant Association of India
- ◆ TAAI: Travel agent Association of India

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## CHECKLIST FOR HOTEL CLASSIFICATION

- ✓ Star category
- ✓ Number of rooms with size
- ✓ Attached bathroom with size
- ✓ Details of public area with size
- ✓ Parking facilities with no. of vehicles
- ✓ Fire fighting measures
- ✓ Types of services and facilities



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## Contd..

- ✓ Facilities for differently abled guest
- ✓ Eco friendly practices on
- ✓ Sewage Treatment Plant
- ✓ Rain water harvesting
- ✓ Waste management
- ✓ Pollution control for air, water and light
- ✓ Introduction of LED bulbs



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## ON THE BASIS OF STAR HOTEL CAN BE CATEGORISED AS

- 5 STAR
- 4 STAR
- 3 STAR
- 2 STAR
- 1 STAR



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## 5 STAR HOTEL

- General Features:
  - Construction should have quality of luxury hotel.
  - Convenient location from important places
  - Minimum 25 lettable rooms
  - Centralized air conditioning
  - Superior quality furnishing
  - 24hr elevator service
  - Swimming pool

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## ▪ Facilities

- Reception, cashier, information
- Highly Professional staff
- Conference & banquet facilities
- Telephone service in room
- Shopping arcade
- Travel agents
- Safe deposit
- Health club ....

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Contd..

- **Services**
- International /Indian cuisine
- High quality F&B service
- 24hr reception information and cashier
- Laundry service
- Good command in English
- Proper room supplies
- Centralized air conditioning

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### FOUR STAR HOTEL

- **General Features:** same as 5 star hotel
- **Facilities:**
- 24 hr reception
- Well qualified staff
- Travel agent
- Foreign Exchange
- Safe deposit box
- Telephone in each room



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- **Services:**
- International and Indian cuisine
- Laundry
- Proper room supplies
- Centralized air condition
- 24 hr room service
- Clean uniform



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### THREE STAR HOTEL

- **General Features:** same as 5 star hotel
- **Facilities:**
- Convenient location
- 24hr hot and cold water supply
- Minimum 20 lettable rooms
- 50% room should be air conditioned
- 24 hr coffee shop
- Specialty restaurant
- Professional staff

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### TWO STAR HOTEL

- **Facilities:**
- Minimum 25 rooms should have ac
- Well furnished lounge
- 24hr hot and cold water supply
- **Services:**
- Phone/call bell in each room
- Adequate parking
- Basic facilities

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### ONE STAR HOTEL

- **Facilities:**
- Minimum 10 lettable rooms
- Proper ventilation
- Comfortable rooms
- Clean bed and furniture
- Services:**
- Reception with phone
- Limited services

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## SCOPE

### Classification on the basis of ownership:

- Time share
- Condominiums
- Independent hotels
- Chain hotels
- Franchise
- Management contract
- Referrals

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## TIMESHARE

- This concept is also known as "vacation ownership" and "holiday ownership."
- In this concept the guest purchases the ownership of accommodation for a specific period of time usually one or two weeks a year for specific number of years and gets the right to stay and enjoy hotel facilities and services.

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- The purchaser has to pay one time capital sum and then an annual contribution fee towards the maintenance of the property.
- Annual fee covers:
  - ✓ Cleaning of public areas
  - ✓ Maintenance
- ◆ Concept familiar in resorts.



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## CONDOMINIUM

- Concept is similar to timeshare but has only one ownership instead of multiple.
- Only one owner purchases the property for a specific period of time and pays the annual maintenance fee.
- Owner can occupy or sell his property but has to follow the management rules.
- Concept is almost obsolete



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## INDEPENDENT HOTEL

- These units are privately owned by an individual or a company.
- Not affiliated with chains
- Either family owned or an individual
- Have no relation with other hotels for the management rules and marketing.



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## INDEPENDENT HOTEL

- Disadvantage:
- No branding
- Less exposure on new technologies

Hence these hotels tie up with local travel agents for their business.



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## CHAIN HOTELS

- These are hotels belonging to one group.
- All properties of the same chain follow the same standards, policies, procedures and architecture.



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## FRANCHISE

- In this concept the owner gives the brand name to the other property.
- Franchise owner grants rights to the other property to merchandise a product.
- Example: Holiday Inn



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## MANAGEMENT BY CONTRACT

- Properties are owned by individuals but are managed by some other firm.
- A contract is entered between an owner and the operator.
- Rights as per contract:
- Owner retains legal and financial rights
- Operator responsible for operational cost
- Owner responsible for paying taxes



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## MANAGEMENT BY CONTRACT

- Example: Hyatt, Park inn, Park plaza



starwood  
Hotels and  
Resorts

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## REFERRAL

- Independent hotels bond together for some common purpose.
- Each property in a referral system is not an exact replica of the other but are consistent in terms of services and facilities.
- Hotel in referral group refers their guest to other hotels in the group.



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## ADVANTAGES IN REFERRAL GROUP

- Expanded advertising through pooled resources
- Centralized purchasing systems: this reduces the load of expenses of the individual property since items are purchased in bulk.



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## CLASSIFICATION ON THE BASIS OF LEVEL OF SERVICES

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## TYPES OF SERVICES

TANGIBLE

TOUCHED  
TASTED  
FELT



FOOD

IN-TANGIBLE

EXPERIENCED  
KEPT IN MIND, LONG LIFE



PERSONALISED SERVICE

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## CLASSIFICATION ON THE BASIS OF LEVEL OF SERVICES

### ○ RATING SERVICES

- I. World class service
- II. Mid range
- III. Economy



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## WORLD CLASS SERVICE

- Emphasis on luxury and excellence
- Target affluent segment of the society
- Offer world class product and personalised service.
- Provide upscale restaurants, lounge, superior quality amenities, luxurious rooms.
- Ex. Amarvillas in Agra

◆ Personalised service: giving a personal touch in the service

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## MID RANGE SERVICES

- Offers modest services
- Target business travellers, groups
- Offers mix of luxury and comfort services
- Offers executive services, 24hr coffee shop multispeciality restaurants..
- Ex. Vivanta by Taj, Lucknow



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## ECONOMY CLASS

- These are found in budget properties
- Offers clean comfortable rooms, multi cuisine restaurants, coffee shop..)
- Target budget travellers and groups (families, vacation group,..)
- Ex: Ginger hotel



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

## SUPPLEMENTARY ACCOMMODATION

Started by the Government of India for budget group travellers with moderate facilities and room rates.  
The objective was to increase movement of domestic tourism.

Also Known As Alternative Accommodation

FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

## SUPPLEMENTARY ACCOMMODATION

- Sarai/dharamshalas
- Dak bungalows
- Boarding houses
- Youth hostel
- Yatri niwas
- Camping grounds
- Paying guest
- Railway/airport retiring rooms
- Rotel
- floatel

FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

## SARAI / DHARAMSHALA

- Lodging properties found at pilgrimage places
- Constructed by welfare trust, state organization, social organization
- Provide basic security and sleeping facilities for a nominal fee



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

## DAK BUNGALOWS

- Prevalent from British raj
- Built as rest houses for colonial officials
- Offer old style of hospitality and cuisine
- Owned by state Government



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

## YOUTH HOSTEL

- Established to cater youth who could not afford high hotel rates for their stay
- Provide dormitory accommodation with common bathing and eating facilities



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

## YATRI NIWAS

- Provide low cost self service accommodation to domestic tourists
- Emphasize on modest comfort & facilities
- Located at historical and natural sites



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

### CAMPING GROUNDS

- Located within cities in open spaces
- Provide water, electricity, toilets, car parking
- Follow rules and regulations regarding the quality of service and cost set by the municipality.



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

### RAILWAY/AIRPORT RETIRING ROOMS

- Built for convenience of transit travellers
- Located at major railways stations/airport
- Provide resting place for transits
- Booking is made through station superintendent



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

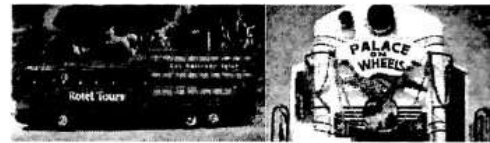
### PAYING GUEST ACCOMMODATION

- Accommodation offered by individual household at various destination
- Popular in large metropolitan cities in students and employed youth.
- Accommodation is offered on nominal fee
- Students and youth are suppose to follow rules and regulations

FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

### ROTEL

- Hotels on wheels
- Provide services quite similar to hotels
- Eg. Palace on wheels



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

### FLOATTEL

- These are Floating hotels on water
- Eg. House boats



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION



FRONT OFFICE SEM1 MODULE:  
HOTEL CLASSIFICATION

**LOTEL : Hotel Having Helipad is Called a Lotel**