

HOTELS: A TYPOLOGY OF AMENITIES AND SERVICES

Abstract

Hotels can be classified as high-end luxury, full service, historic inns and boutique hotels, focused or select service, affordable and limited service, extended stay, timeshare and destination clubs, and motels, to name a few. Depending on the type of hotel, different amenities are provided. Some common features, however, include rooms with their own entrances, the option to lock the room door, a spy hole in the room door, additional locking facilities of the room door, provisions to prevent people from looking in, a guest safe in the room, emergency evacuation instructions, a switch for the lighting at the entrance to all rooms, an unused power point next to the bed that is easily reached, daylight in the room, (heavy) curtains or similar provisions, and emergency exit instructions. All hotels must adhere to a number of standards, including having at least one clear window at eye level with daylight in every room, opaque curtains or other comparable features in every room, and individually controllable heating.

Keywords: Types of hotels; Amenities; Guest considerations; Design challenges; Customer service; Space requirements; Hospitality; Comfort.

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I. INTRODUCTION

Hostels offer short-term accommodation with everything from basic beds and storage facilities to luxury amenities like private bathrooms. Luxury hotels can offer guests extra amenities such as swimming pools, offices, childcare, conference rooms and spaces for social events. Hotel rooms are often numbered (or named in small hotels and bed and breakfasts) to help guests find their room. Some hotels offer meals as part of the room and board package. In the United Kingdom, hotels are required by law to serve food and drinks to all guests during certain hours. Capsule hotels in Japan offer plenty of room and shared facilities.

The number of spaces a hotel should open depends on the number of rooms and the type of hotel. For example, a 70-120 unit building generally requires 10,000 to 60,000 square feet. Location requirements also depend on the type of hotel. For example, a 5-star hotel with 100 rooms would need to be less than 100,000 square feet, which means the average size of each room would be between 220 and 280 square feet.

II. DISCUSSION

Hotels come in various sizes, functions, and cost ranges. To categorize hotel types, both individual hotels and prominent hospitality companies have established universally recognized industry standards.

- 1. Upscale Luxury:** A stunning all-inclusive hotel offers luxurious amenities, comprehensive accommodations, full-service restaurants (restaurants), exceptional personal and business service to be considered a luxury hotel. Examples include the Inter Continental, the Waldorf Astoria, the Four Seasons, the Conrad, the Fairmont, and the Presentation. Examples from India are The Taj Mahal Palace, Mumbai, The Oberoi Udai Vilas, Udaipur, The Leela Palace, New Delhi, The Taj Falaknuma Palace, Hyderabad etc. The average size of a standard room in a luxury hotel is between 350 and 500 square feet (32.5 to 46.5 meters approximately). Suites in luxury hotels can be quite large, typically between 600 and 1,000 square feet (55.7 to 92.9 square meters).
- 2. All-Inclusive Hotels:** All-inclusive hotels typically offer high-end amenities, with plenty of all-inclusive accommodations, on-site restaurants, swimming pools, health clubs, children's activities, playgrounds, conference facilities, and more around. Prominent examples of such hotels encompass Starwood's Sheraton and Westin, Hilton, Marriott, and Hyatt hotels. The average size of a typical general hotel room can range from 250 to 400 square feet (23.2 to 37.2 square meters). Suites at full-service hotels can be large, typically ranging from 500 to 1,000 square feet (46.5 to 92.9 square meters).
- 3. Historic Inns and Boutique Hotels:** Boutique hotels are luxury hotels which are small, charming and independent unbranded, usually high-end rooms in a unique and intimate location, offering full-service accommodation and usually large hotels has 100 rooms or less. Some of these historic hotels and boutique hotels can also be classified as boutique hotels. Notable examples worldwide include Hotel Indigo and Kimpton Hotels. There are many good examples of luxury hotels in India: Malabar House, Kochi, Glenburn Tea Estate and Boutique Hotel, Darjeeling, Ahilya Fort, Maheshwar etc. feet (14 to 28 square meters). The average size of a standard room in a luxury hotel can range from 250 to 400 square feet (23 to 37 square meters).

- 4. Focused or Selective Service Hotels:** Focused or selective hotels are smaller and larger establishments that cater to and sell only a certain number of travelers, such as a single business traveler although they may offer all-purpose accommodation and often limited facilities some of these hotels available, especially resorts such as restaurants or swimming pool. Notable global examples include the Crowne Plaza, Courtyard by Marriott and Hilton Garden Inn. There are a few choice hotels that offer services to business travelers in India: Lemon Tree Hotels, Ginger Hotels, Radisson Blu Plaza Delhi Airport, etc. The average size of a standard room in a focused or select-service hotel may range from 200 to 300 square feet (18.6 to 27.9 square meters).

III. ECONOMY AND LIMITED SERVICE

Limited service hotels are small to medium-sized hotels that cater to travellers on a tight budget who want simple lodging with few on-site facilities and services. These hotels frequently cater to a certain traveller demographic. Even while they might not have a restaurant on-site, they frequently offer a few complementary food and drink options, such as continental breakfast service. Hampton Inn, Aloft, Holiday Inn Express, Fairfield Inn, Four Points by Sheraton, and Days Inn are a few examples. Ginger Hotels, Lemon Tree Hotels, Treebo Hotels, Fab Hotels, and OYO Rooms are a few examples of limited service hotels in India. In limited-service and economy hotels, a typical room may be between 150 and 250 square feet (13.9 to 23.2 square metres) in size.

- 1. Extended Stay:** In comparison to regular hotels, extended stay hotels offer longer-term full-service accommodations both in India and abroad. They serve tourists who need short-term lodging over a protracted period of time. To accommodate visitors staying for longer durations, these hotels frequently provide non-standard pricing alternatives, such as weekly rates.

Extended stay hotels typically have fewer on-site amenities than limited and select service hotels, and many lack an on-site restaurant. Instead, they concentrate on giving their visitors warm, practical living environments. Indian hotels that offer extended stays include FabHotel Prime, Treebo Trend, OYO Townhouse, Zo Rooms, and Ginger Hotels. Indian locations of well-known international extended stay hotel chains including Staybridge Suites, Homewood Suites by Hilton, and Residence Inn by Marriott offer excellent extended stay accommodations. The usual room size at these hotels is between 350 and 500 square feet.

- 2. Timeshare and Destination Clubs:** With timeshare and destination clubs, anyone can purchase and own a specific lodging unit for seasonal use over a certain length of time. As with full-service hotels, timeshare resorts frequently include amenities including on-site dining options, swimming pools, fitness centres, and other leisure-focused features. Destination clubs, on the other hand, provide more upscale and exclusive lodging options, such as private homes in a neighborhood-style setting.

Numerous businesses in India provide timeshare and vacation ownership possibilities. Club Mahindra, Sterling Holidays, Country Club Vacation, and Ananta Spa & Resorts are a few examples of Indian timeshare brands. These businesses provide vacation ownership memberships that provide clients access to their properties for a set amount of time each year, giving them access to a variety of amenities and leisure

activities. Similar to this, some destination clubs in India provide their members with opulent and private lodging, such The Hideaway Bedzzz in Goa or The Naini Retreat in Nainital. In some of India's most sought-after locations, these clubs offer a refined and customised vacation experience. Some global examples of timeshare brands include Hilton Grand Vacations, Marriott Vacation Club International, Westgate Resorts, Starwood Vacation Ownership, and Disney Vacation Club. These hotels typically have rooms that are 250-350 square feet in size.

- 3. Motel:** A motel is a modest, low-rise lodging facility with direct access to individual rooms from the parking lot, akin to a limited service hotel. Motels, which were popular in the 1950s and 1960s, were typically erected on cheap property at the outside of towns or along roads, frequently next to a major road.

Since hotel corporations have been constructing economic limited service franchised buildings along motorway exits that compete for largely the same audience, the market was mostly saturated by the 1990s. As a result, new hotel development is uncommon. They are still essential for transporting travellers in less crowded areas, but as a region grows more developed, more hotels are needed to meet the demand. Numerous motels that are still in business have joined national franchise chains and changed their names to hotels, inns, or lodges.

There should be a separate entrance for each room. According to this requirement, visitors should be able to enter their rooms directly, without having to go via, say, another room. Additionally, it attempts to exclude dorms, where visitors often rent a bed rather than a room. The normal room size in motels and hotels is 150–200 square feet.

IV. DISCUSSION

When an establishment is designated as a hotel, the consumer has certain expectations regarding the bare minimum of amenities. In common parlance, a hotel is referred to as a place that, among other things, deals with the availability of a private room rather than the rental of a bed inside a hostel. Family rooms, suites, or rooms with connected doors meant for use by members of a certain party are not to be mistaken with dormitories.

All rooms have the option to lock their doors by giving each visitor a door lock with a special key. Each room door has a spyhole in it. A one-way spy hole is intended to allow visitors to see who is standing in front of their door.

All rooms have additional locking features for the door: To further secure the space from the inside, an additional chain or locking mechanism might be offered.

In every room, there are measures to keep visitors from peering in (net curtains or something similar): This prevents visitors from peering in via the windows during the daytime without being seen by passersby.

The hotel offers a guest safe service allowing visitors to safely keep their individual belongings, such as passports, jewellery, wallets, notebooks, or small hand luggage. This service is available in all rooms. Each visitor receives a special, personal key to open their own safe. It's crucial to remember that each guest will have a unique key for their own safe,

which may or may not be the key to a central safe. The hotel makes sure there are enough safes accessible to meet the typical demand for this service.

Instructions for emergency exits in each room: Clear and conspicuous emergency instructions should be posted in the room to ensure guest safety. It's important to make sure visitors are aware of what to do in an emergency.

To allow guests to sit, sleep, and enjoy their rooms without external noise from the streets, service areas, shared corridors, and/or visitors in other rooms, there is a provision to prevent exterior noise and sound from entering the room.

A switch for general illumination or bedside lighting can be found at the entrance to every room. Unused power outlet next to the bed that is accessible from every room: Power outlets shouldn't be hidden under a nightstand or positioned underneath the bed because they should always be easily accessible.

Sufficient natural light, with at least one window at eye level, in each room: A window connects the inside to the exterior, admits light into the room, and allows guests to look out. The window is not surrounded by a glass door. The bottom border of the window pane should not exceed shoulder height (1.50 metres).

(Heavy) drapes or a feature similar to it in each room Visitors can use opaque curtains or other fixtures (such as roller shades or lamellae) to totally darken the room when it gets dark outside or when it's time for bed. There should be drapes that block out light to allow guests to sleep in the rooms during the day (black-outs). This applies to window coverings like exterior shutters or other window coverings that would almost entirely prevent light from entering the interior.

All rooms should have individually controllable heating for the air conditioning system. The heating may be turned on or off, and the temperature can be adjusted.

1. A Window, an Operable Grid, or a Ventilation System in Each Room: If the window cannot be opened, the intake of fresh air must run continuously. A ventilator is insufficient because it merely moves air and does not refresh it.

All rooms have independently adjustable air conditioning. Guests can adjust the temperature and air conditioning in their rooms. One ceiling fan installed alone is insufficient.

2. Bed and Other Furnishings: There should be a bed or beds in each room, together with mattresses, pillows, and other bedding items, in proportion to the number of sleeping areas. Because they are not designed for sleeping on, pillow rolls are not considered pillows. Sizes of bed linens match the mattress's design.

There is one couch or armchair designated as a sitting area in each room for each visitor. A couch or armchair provides cosy seating. It is intended for guests to sit across from one another in a seating configuration formed by the coffee table and chairs or couches. Upon the entrance of the guest, the armchair or couch for each staying guest must be present in the room.

All rooms are equipped with matching tables and chairs (singles count). The height of the chair is carefully matched to the height of the coffee table. Please note that nightstands or window lockers are not considered valid doors in this case. In addition, all rooms have desks that function as writing desks and dining tables, as well as matching chairs or chairs (also considered as chairs) Tables are provided with adequate lighting to ensure adequate lighting will write and work. The size of the table and adequate lighting allow guests to use it effectively as a stationery. Guests may find coffee tables or similar facilities where available chair(s) in all rooms. This makes it easy to keep drinks and other items close at hand. Night stands or window sills are not accepted as a substitute for a proper coffee table.

When there are two people attending, guests might choose to eat across from one another. In order to ensure that they have a cosy and functional setup for their needs, visitors can request that a table like this be supplied, for example, in the shape of a cart, if one is not already in the room.

Request for additional blanket (or duvet) and pillow ensures guests' comfort during their stay. Guests can choose to request an extra blanket (or duvet) and pillow. Additionally, every room comes with extra pillows that are kept clean and fresh by being sealed in sanitary bags and conveniently placed within the room, like in the cabinet. The hotel makes sure that bed linen and towels are changed as a basic service at least every other day. Upon request, a baby bed (cot). Matching bed linens must be included with the infant bed. Mirrors with a full length in every room: A full-length mirror allows a standing person to see their entire image.

Empty fridges (mini-fridges) in all rooms: Guests can keep the items they bring in their rooms (food and drinks, etc.) cold An empty mini bar can serve this purpose the solution of the. If a stocked minibar is required to meet the standard, it must be empty and stocked as requested by the guest.

Drawers or similar items in all rooms: This applies to some pieces of furniture, perhaps folding ones, that bags can be conveniently loaded and unloaded Shelves or cupboards/cupboards or similar items and plastic/wooden (similar) coat hangers provided in all rooms for sheets . A hanging/linen closet is a specific piece of furniture or area designated as metal hangers and accessories for hanging clothes hangers. The linen pieces can be in the same unit, or separate. On demand ironing apparatus with a steam function: The room directory must have a listing for this service.

Telecommunications in the room: The in-room telecommunications are well-equipped to suit guests' needs and guarantee their comfort while they are there. There are two telephones in each room, one on the writing desk and the other by the bed, both of which have outside lines and written usage manuals. Even when the reception desk is closed, these phones and their external lines continue to work, giving visitors access at all times.

A link for data communication is also available in each room, along with written user instructions and at least one unoccupied power outlet for PCs. In order to support visitors' work demands, all rooms include two unused power outlets, two connections (speech and data), and multiple connections (speech and data) that are all close to the

writing table. For increased convenience, visitors are allowed to connect to and utilise their own computer equipment.

Fax services are available to guests upon request; this service is made abundantly evident in the room directory so that guests are aware of it. All rooms have access to a computer with an internet connection that is ready to use upon request. For your convenience, this service is also noted in the room directory. Additionally, all guest rooms feature printers that come equipped with paper, ink, and PC connection cords, making it easy for them to meet their printing demands. To let visitors know that it is offered, this service is also noted in the room directory.

When it comes to audio and visual amenities, at least 50% of the rooms have a colour TV with a remote control and a TV channel guide, and every room has a colour TV with a screen size of at least 20 inches and a TV channel guide. All rooms have access to radio channels, and visitors can choose from a variety of stations. The guest has the option to cancel pay TV or specialised movie channels, and these services must be rendered inoperable upon request, as noted in the room directory. Additionally, visitors can request video recorders and/or DVD players, and this feature is also noted in the room directory for their convenience.

All rooms have easy access to information on extra hotel services as well as entertainment and amusement opportunities outside the hotel. This standard's main goal is to guarantee that visitors are informed about all hotel amenities, including provisions and services that can be provided upon request, based on the mandatory and supplementary standards of the classification system. The room makes this information readily available and is plainly displayed for guests. This information may be advertised on television as long as it is made very clear.

3. **Articles for Visitors:** Shampoo, bubble bath, and shower gel are provided in every room, and any dispensers are clearly marked with the products they hold. On request, a minimal selection of care items like toothpaste and shaving supplies are made accessible.
4. **Gift of Welcome in each Room:** A tangible item, such as fruit or a bunch of flowers, serves as a welcome gift in the space instead of a greeting card. A welcome present from the hotel shows its warmth in a more real way than a simple word can.
5. **Room Washbasin:** Each room has a washbasin mirror, as opposed to a normally smaller shaving mirror. The hotel also makes sure that every room has adequate illumination over the washbasins. When standing in front of the mirror, the lighting is set up so that visitors can see themselves clearly without being blinded. Additionally, a (shaving) power point is provided in each room and is conveniently placed next to the washbasin mirror. Because of the proximity of this power outlet to the mirror, users can easily shave or dry their hair while using the mirror.
6. **Bathroom Amenities:** With regards to the bathrooms in the rooms, at least 50% of the rooms have private bathrooms, including a separate WC adjacent to the bedroom. These restrooms are completely enclosed spaces that are only accessible through doors, and they either have a bathtub with a shower attachment or a separate shower. They guarantee appropriate ventilation, good lighting, and a steady supply of hot and cold running water.

Notably, a shower cabin inside the room is not considered a bath facility for purposes of this definition. Every room has a private bathroom and a separate WC adjacent to the bedroom for the highest standard.

Every room has a separate bathroom and shower. The hotel makes sure that every room has a separate bathroom and shower. A distinct and separate shower space is provided by the shower's explicit placement outside the bathtub. The second standard is that at least 50% of the rooms have toilets that are physically separate from the other bathrooms. As a result, the toilet is convenient and private even if it is physically separated from the bathroom by walls and a door.

The hotel's transportation, access, support, and accessibility must be available around-the-clock. Fully compliant means that there is always at least one hotel staff on duty. If there are times when the staff can only be reached via phone, guests must be made aware of that fact. The employee's contact information must be included in the room directory.

- 7. Hotel's Private Parking Facilities:** The hotel offers private parking spaces that can hold at least half of the total number of rooms. In particular, the hotel provides private indoor parking that covers at least 50% of the total number of rooms.

There are two suitable possibilities for additional parking arrangements in addition to the hotel's private parking areas. First, for the convenience of hotel guests, any parking garages that are outside the hotel's grounds must be well marked. You could potentially use a space within a nearby public parking garage that is close to the hotel. This area should be designated as being only for hotel guests' usage and clearly marked as such.

Luggage transfer refers to the act of bringing luggage to and from the accommodation at check-in and check-out. There should be a dedicated area at the hotel's entrance where guests can stop and leave their luggage. The option for visitors to park their cars in a clearly demarcated area close to the hotel's entrance so that people can get in and out and load and unload luggage should be made available.

Only two flights of stairs must be climbed by visitors to get to their rooms. Visitors don't need to utilise the stairs to get to 95% of the hotel rooms. The hotel makes sure that guests have access to lifts that are effective and safe for their use, enriching their stay in general.

Private shuttle service provided by the hotel is accessible to guests upon request or in accordance with a set timetable. This service is limited to the hotel's own transportation resources; it does not cover taxis or other forms of public transit that are not provided by the hotel. To further enhance the comfort and convenience of guests' stays, the hotel makes sure that they may easily access private shuttle services for their transportation requirements.

Access to the sections of the guest rooms should be restricted for the hotel's safety and security. Hotels are fairly open places, yet it is advisable to keep hotel residents only in the guest room sections. This can be accomplished using electronic room key codes or

lift access control. Asking hotel guests to show their room key to a security guard at the lift entrance is simpler but equally effective.

- 8. 24 Hour availability of Authorised Medical Services:** The hotel makes sure that authorised medical services are available at all times. This clause calls for official agreements with outside medical services rather than a requirement for on-site medical staff. This makes sure that whenever it's needed, timely and effective medical assistance may be easily obtained.

A defibrillator, a life-saving tool that can be used in emergencies, is also available at the hotel. The defibrillator may be used safely because trained and certified people are on duty around-the-clock. The apparatus adheres to the equipment standards and is kept in good operating order to guarantee its dependability in urgent circumstances. By providing these medical services and life-saving tools, the hotel prioritizes the security and wellbeing of its visitors.

- 9. Hotel Accommodations for Guests with Disabilities:** A wheelchair-accessible general restroom should be provided. These restrooms are different from the other public restrooms.

- 10. Reception:** The hotel must be accessible to checked-in guests around-the-clock. At any moment during the day, visitors must be allowed to leave and enter the building and their room. Access can be granted by handing out a key to the hotel's front door or by having a staff member present all the time. Guests are given enough privacy at check-in and check-out. a check-in option at the hotel where visitors can sign up, get their room keys, and leave messages all in peace.

Proper delivery of packages and messages to visitors: Visitors must receive packages and messages left for them in a timely manner. The hotel must make sure the process is in place and operating well for this service.

- 11. Arrival Room Transfer:** Guests should be proactively given this service. Other services provided by the hotel: There are at least two suites among the hotel's amenities. A suite is a large room with a minimum size of 50 m² and includes an own bathroom and entrance area. The suite offers guests plenty of room and comfort with a sleeping area as well as a seating area. It is notably more spacious and luxurious than the other guest rooms. Two neighbouring rooms that share a door but are available for separate leases are not considered suites. The hotel also makes sure that at least 10% of its rooms are marked as non-smoking rooms, and non-smoking signs are clearly visible on the doors. This choice is prominently displayed at the desk or in the room directory, making it simple for guests to book non-smoking lodging.

- 12. Possibility of Purchasing Books, Newspapers, And Stamps at the Hotel:** While staying there, visitors have the handy choice of buying books, newspapers, and stamps at the hotel. This makes sure that visitors can use these things to read or send mail if they so choose. The hotel complies with this requirement by providing a designated location or facility where visitors can purchase books, newspapers, and postage. It is crucial to remember that supplying these things for free, such putting magazines or newspapers out

in the lobby, does not comply with this clause. The hotel makes sure that visitors can buy these things separately if they need to.

Availability of "gift" items at the hotel: The hotel makes sure that "gift" items are offered for visitors to buy and use. In order to adhere to this standard, the hotel either has a special gift shop with a proper selection of things, or it has showcase display cabinets in the common spaces. This feature, which makes it easy for visitors to find and buy gifts while visiting, is prominently highlighted in the room directory.

Additional services provided by the hotel: The hotel offers extra services to improve its visitors' comfort and convenience. One such service is the wake-up call, which is provided upon request and entails a personal or automated call from the reception at a predetermined hour. The room directory includes a listing for this service to make sure that visitors are aware of it.

The hotel provides a turndown service each evening as another considerate amenity. This service includes a variety of extras including changing dirty towels, restocking bathroom supplies, drawing the curtains and making the beds for a peaceful night's sleep. The hotel's dedication to providing exceptional guest experiences is reflected in these extra offerings, which make for a relaxing and delightful stay.

Laundry and ironing services are provided by the hotel from 08:00 to 20:00, giving a quick turnaround time of under 2 hours. Additionally, the hotel offers 24-hour laundry and ironing services with the same quick turnaround time for the comfort of its guests. Additionally, the hotel provides dry cleaning with a less than 12-hour turnaround time, available around-the-clock. Weekends and particular federal holidays are exempt from these turnaround times in order to accommodate any necessary operational changes. Throughout their visit, guests' clothes and outfits are well-cared for thanks to this extensive laundry and dry cleaning service, which also offers convenience.

13. Personalised Services: The hotel offers full concierge services, which cover a range of extras like transportation arrangements, vehicle rentals, and bookings for tourist attractions, excursions, theatre productions, and museums. In order to give guests simple access to all of the available alternatives and to help them make the most of their stay, these helpful services are mentioned in the room directory.

At least two different credit cards are accepted at the hotel's points of sale, along with a currency exchange facility.

14. Having Meals in the Hotel: The hotel offers breakfast starting at the one-star level and up as part of the dining and drinking options. Either in their rooms or in a shared breakfast area, guests can choose to have breakfast. A community breakfast room with tables and chairs is made available for visitors' comfort and is set up to serve breakfast. To ensure that guests have enough space to enjoy their breakfast in a comfortable environment, this community area has the capacity to seat up to 30% of the hotel's overall capacity.

There are several methods for visitors to have breakfast via room service at the hotel. The hotel personnel will either serve the breakfast to the guest's table or they can choose a breakfast buffet, where a range of breakfast products are set out for self-service. The hotel additionally offers the practicality of breakfast room service, enabling visitors to have their breakfast delivered right to their room. This adaptability makes sure that visitors can begin their day with a delectable breakfast in a way that best matches their needs and tastes.

15. Beverage Availability: The hotel offers a variety of beverages for its customers' delight. These beverages are available through drink machines that are conveniently placed on the property or in a separate room with dedicated service. For the convenience of the guests, stocked minibars are provided in each room. The hotel provides 24-hour drink room service in order to meet the needs of its visitors. If a room's minibar is discovered to be empty, it can be replenished upon request to meet standards. This makes sure that visitors may access a variety of refreshing drinks while they're there, whether through minibars in their rooms or by ordering drinks through room service.

16. Food Accessibility: Guests have the option to have lunch on the premises for a minimum of three hours throughout the hotel's operational hours. Similarly, when the hotel is open, dinner is served for at least 4 hours. Children's menus are also provided upon request, and special diets can be met.

From 18:00 to 23:00, room service is available for additional convenience. Additionally, the hotel provides 24-hour room service with a wide range of food selections, including whole dinners. This guarantees that visitors can access food and eating options whenever it suits them during their stay.

The hotel offers a variety of amenities for leisure and entertainment, including a swimming pool with snack and beverage service. There are two separate, hygienic change rooms, showers, and restrooms in the swimming pool area, one for men and the other for women. Additionally, a sauna facility that is open to the public is equipped with separate restrooms, showers, and change rooms for men and women. These associated facilities might be combined with other comparable recreational and leisure options offered by the hotel.

The hotel also has separate steam bath areas for men and women, each with the same level of services and hygienic amenities. The hotel also provides whirlpool facilities, which are equipped with relevant services and separate restrooms for men and women. These features make sure that visitors can take advantage of their leisure and recreation time in a convenient and comfortable manner.

The hotel's banquet facilities are first-rate, and it also has meeting rooms and expert staff on hand to handle a variety of occasions. The hotel's experienced staff is on hand to offer meeting and banquet planners professional assistance, ensuring the efficient and effective execution of events.

17. Rear spaces for Kitchens: The final presentation of the foods to the guests takes place in the kitchen's food preparation area, which is included in the rear spaces for kitchens. In order to maintain the highest standards of cleanliness and food safety, this area is strictly

maintained in compliance with the hygiene and sanitary guidelines established by the Ministry of Health.

- 18. Garbage area:** To ensure that all waste is properly disposed of, the hotel has a designated, carefully ventilated garbage area. The location is furnished with the necessary containers to guarantee that rubbish is handled covertly and kept out of sight of visitors.
- 19. Loading Area:** Both purchased and unpurchased things may be received in the loading area, which has been set aside for this purpose. Before entering the hotel, all inbound products go through a screening process.
- 20. Services and amenities for staff members:** The hotel has separate entrances with specific areas just for personnel. Additionally, there are designated changing rooms with showers and toilets to ensure the sanitation and hygiene of the personnel. The hotel has the required certification to prove that these facilities are in accordance with the rules set forth by the Ministry of Health.
- 21. Cleanliness:** All hotel star categories must adhere to the fundamental and vital criteria of maintaining cleanliness. Hotel rooms, private and shared restrooms in guest room areas, restaurants and bars, communal facilities, and the outside are all included in the evaluation. Each of these components needs to be sufficiently clean. The hotel is allowed three months to fix any issues that are discovered during an inspection. The element is designated as a "item to improve" and must be sufficient before the next inspection in circumstances when inspectors are unable to clearly assess sufficiency. The element will be deemed inadequate if it does not achieve sufficiency status during the second inspection.
- 22. Maintenance** All hotel star classifications must have acceptable facilities as a fundamental need. The availability of utilities that are in outstanding condition, complete, and completely functional is ensured by proper maintenance.
- 23. Service Level:** Warm hospitality is displayed upon arrival, and the guest is given top priority in all aspects of hotel operations. No matter the star rating, a hotel's core and distinguishing qualities are hospitality and service. The satisfaction of visitors and the industry's general reputation both depend on these components being up to par. The degree of hospitality and service provided to visitors must meet their reasonable expectations given the hotel's star rating. This covers things like how people are greeted, how visitors are treated, and the staff's disposition and level of friendliness.

With higher star ratings of hotels, expectations of customers in these areas tend to rise. These requirements will primarily be used as a corrective measure against hotels that appear to ignore these important characteristics, although being difficult to evaluate during inspections. For instance, the hotel management will schedule a conference to discuss the nature and content of complaints if there are numerous, legitimate concerns from customers regarding inadequate hospitality and service. Additional steps will then be decided upon to guarantee that the situation quickly improves.

24. Guest Satisfaction: The hotel places a high priority on customer satisfaction and makes sure that customer concerns are properly documented and handled. To protect their interests, hotels must give visitors a way to voice any potential displeasure with the establishment's offerings. The management places a strong emphasis on properly filing these complaints and handling them in accordance with standard business procedures. It's crucial to remember that not all visitor complaints are justified, but the administration thoroughly looks into each one. When appropriate, compensation is supplied along with fast responses. Additionally, guests have access to the classification criteria that were utilised to assign the hotel its star rating upon request.

25. Guest's Questionnaires from the Hotel in All Rooms: In order to encourage guests to provide their opinion, whether good or with any complaints, questionnaires are placed in each hotel room. In this comfortable setting, visitors are free to express themselves. The hotel management welcomes this feedback because it offers helpful insights to improve the establishment's overall quality and operations.

The quality and image of a hotel's interior design, as well as the architecture and landscaping's aesthetic, have a big impact on how many stars it receives. The choice of furnishings, materials, and design components is also very important in determining how the guests will feel. In order to ensure a desirable fit between the hotel's star rating and the experience it provides, it is crucial that these aspects line up with the visitors' reasonable expectations.

Hotel inspections are performed all around the world, but they only ever take a single picture of the hotel on one particular day each year. Instead of focusing on how they are delivered, the hotel's offers are the main focus of these evaluations. Due to time restrictions, it is difficult to evaluate the hotel's service completely based purely on these inspections. As a result, using the hotel's services personally is crucial to the rating process. Given the importance of this factor in the hotel industry, the outcomes of further service audits must satisfy a set of criteria in order to receive a 4 or 5-star rating.

V. CONCLUSION

A certain level of comfort and convenience is expected from hotels from their visitors. This entails giving visitors a safe and secure environment in addition to a range of amenities that help them feel at home. A hotel room's minimal requirements include anything from physical amenities like beds, furniture, and appliances to telecommunications and entertainment possibilities. Provisions for visitor comfort and safety are also listed. It is crucial that hotels work hard to raise their standards. There are new methods to enhance the convenience and comfort of hotel rooms as technology develops. A hotel's star rating is a reliable guide of the calibre of the experience that visitors can anticipate. The star rating is influenced by the landscaping, interior design, and architectural design of the structure. These elements can all work together to provide visitors a luxurious and welcoming experience.

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