**HOTELS: A TYPOLOGY OF AMENITIES AND SERVICES**

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**Abstract**

Hotels come in a variety of types, including upscale luxury, full service, historic inns and boutique hotels, focused or select service, economy and limited service, extended stay, timeshare and destination clubs, and motels. The amenities offered by hotels vary depending on the type of hotel. However, some common amenities include rooms with their own entrance, the option of locking 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 can be easily reached, daylight in the room, (heavy) curtains or similar provision in all rooms, curtains that do not allow light to shine through or a similar provision to ensure guests can also sleep in the rooms during the day, and air treatment in the room. There are certain requirements that all hotels must meet, such as having at least one clear window at eye level with daylight in all rooms, opaque curtains or similar provisions in all rooms, and heating that can be regulated individually.

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

**Introduction:**

Hotels provide short-term lodging with a range of amenities, from basic beds and storage to luxury features like en-suite bathrooms. Larger hotels may also offer additional guest facilities such as swimming pools, business centers, childcare, conference rooms, and social function spaces. Hotel rooms are typically numbered (or named in smaller hotels and bed and breakfasts) to help guests identify their rooms. Some hotels offer meals as part of a room and board arrangement. In the United Kingdom, hotels are legally required to serve food and drinks to all guests within certain hours. Capsule hotels in Japan offer a minimized amount of room space and shared facilities.

The amount of space required to open a hotel depends on the number of rooms and the quality of the hotel. For example, a facility with 70-120 rooms typically requires an area of 10,000 to 60,000 square feet. The area needed also depends on the quality of the hotel. For example, a 5-star hotel with 100 rooms would require a maximum of 100,000 square feet, which means that each room would have an average of 220 to 280 square feet.

**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.

**Upscale luxury**

A sophisticated, full-service hotel facility caters to upscale clientele by providing luxury amenities, comprehensive accommodations, on-site full-service restaurant(s), and exceptional personalized and professional service. To be considered a luxury hotel, it typically receives a minimum Four Diamond or Diamond status or a four or five-star rating, depending on the country and local classification standards. Renowned examples of such hotels include InterContinental, Waldorf Astoria, Four Seasons, Conrad, Fairmont, and The Ritz-Carlton. The examples from India include The Taj Mahal Palace, Mumbai, The Oberoi Udaivilas, Udaipur, The Leela Palace, New Delhi, The Taj Falaknuma Palace, Hyderabad etc. The average size of a standard room in an upscale luxury hotel can range from 350 to 500 square feet (32.5 to 46.5 square meters). Suites in upscale luxury hotels can be much larger, typically ranging from 600 to over 1,000 square feet (55.7 to 92.9 square meters).

**Full service**

Full-service hotels typically boast upscale facilities, offering a plethora of full-service accommodations, on-site restaurants, and a diverse range of amenities such as swimming pools, health clubs, children's activities, ballrooms, conference facilities, and more. Prominent examples of such hotels encompass Starwood's Sheraton and Westin, Hilton, Marriott, and Hyatt hotels. The average size of a standard room in a full-service hotel can range from 250 to 400 square feet (23.2 to 37.2 square meters). Suites in full-service hotels can be larger, typically ranging from 500 to over 1,000 square feet (46.5 to 92.9 square meters).

**Historic inns and boutique hotels**

Boutique hotels are charmingly smaller and independent non-branded establishments, often featuring upscale facilities set in unique and intimate surroundings, offering full-service accommodations. Typically, boutique hotels have 100 rooms or less. Some of these historic inns and boutique hotels may even be categorized as luxury hotels. Noteworthy examples worldwide include Hotel Indigo and Kimpton Hotels. In India, there are several excellent examples of boutique hotels: The Malabar House, Kochi, Glenburn Tea Estate and Boutique Hotel, Darjeeling, Ahilya Fort, Maheshwar etc. The average size of a standard room in a historic inn may range from 150 to 300 square feet (14 to 28 square meters). The average size of a standard room in a boutique hotel may range from 250 to 400 square feet (23 to 37 square meters)

**Focused or select service**

Focused or select-service hotels are smaller to medium-sized establishments catering and marketing exclusively to specific traveler demographics, such as the single business traveler. While they may provide full-service accommodations, these hotels often have limited on-site amenities, particularly leisure facilities like restaurants or swimming pools. Notable global examples encompass Crowne Plaza, Courtyard by Marriott, and Hilton Garden Inn. In India, there are several select-service hotels catering to business travelers:. Lemon Tree Hotels, Ginger Hotels, Radisson Blu Plaza Delhi Airport etc. he 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).

**Economy and limited service**

Small to medium-sized hotel establishments that cater to budget-minded travelers seeking basic accommodations with minimal on-site amenities and services are known as limited service hotels. These hotels typically target a specific demographic of travelers. While they may lack an on-site restaurant, they often provide a limited complimentary food and beverage amenity, such as continental breakfast service. Examples include [Hampton Inn](https://en.wikipedia.org/wiki/Hampton_Inn), [Aloft](https://en.wikipedia.org/wiki/Aloft_Hotels), [Holiday Inn Express](https://en.wikipedia.org/wiki/Holiday_Inn_Express), [Fairfield Inn](https://en.wikipedia.org/wiki/Fairfield_Inn_by_Marriott), [Four Points by Sheraton](https://en.wikipedia.org/wiki/Four_Points_by_Sheraton), and [Days Inn](https://en.wikipedia.org/wiki/Days_Inn). . Indian examples of limited service hotels include Ginger Hotels, Lemon Tree Hotels, Treebo Hotels, FabHotels, and OYO Rooms. The average size of a standard room in economy and limited-service hotels may range from 150 to 250 square feet (13.9 to 23.2 square meters).

**Extended stay**

Extended stay hotels, both in India and internationally, provide longer-term full-service accommodations compared to traditional hotels. They cater to travelers who require short-term lodging for an extended duration. These hotels often offer non-traditional pricing options, such as weekly rates, to accommodate guests staying for more extended periods.

Similar to limited and select service hotels, extended stay hotels usually have limited on-site amenities, and many do not have an on-site restaurant. Instead, they focus on providing comfortable and convenient living spaces for their guests. Examples of extended stay hotels in India include FabHotel Prime, Treebo Trend, OYO Townhouse, Zo Rooms, and Ginger Hotels' extended stay options. Internationally recognized extended stay hotel chains like Staybridge Suites, Homewood Suites by Hilton, and Residence Inn by Marriott also operate in India, providing top-notch extended stay experiences. These hotels typically have rooms that are 350-500 square feet in size.

**Timeshare and destination clubs**

Timeshare and Destination clubs are forms of vacation ownership where individuals purchase and own a specific unit of accommodation for seasonal use during a designated period. Timeshare resorts typically provide amenities similar to those of full-service hotels, including on-site restaurants, swimming pools, recreational facilities, and other leisure-oriented amenities. On the other hand, Destination clubs offer more exclusive and private accommodations, such as private houses in a neighborhood-style setting.

In India, several companies offer timeshare and vacation ownership options. Examples of Indian timeshare brands include Club Mahindra, Sterling Holidays, Country Club Vacation, and Ananta Spa & Resorts. These companies offer vacation ownership memberships that allow customers to access their properties for a certain period each year, providing a range of amenities and recreational activities. Similarly, some destination clubs in India offer luxurious and secluded accommodations for their members, such as The Hideaway Bedzzz in Goa or The Naini Retreat in Nainital. These clubs provide an elevated and personalized vacation experience in some of India's most sought-after destinations. Some global examples of timeshare brands include  [Hilton Grand Vacations](https://en.wikipedia.org/wiki/Hilton_Grand_Vacations), [Marriott Vacation Club International](https://en.wikipedia.org/wiki/Marriott_Vacation_Club_International), [Westgate Resorts](https://en.wikipedia.org/wiki/Westgate_Resorts), [Starwood Vacation Ownership](https://en.wikipedia.org/wiki/Starwood), and [Disney Vacation Club](https://en.wikipedia.org/wiki/Disney_Vacation_Club). These hotels typically have rooms that are 250-350 square feet in size.

**Motel**

A [motel](https://en.wikipedia.org/wiki/Motel) is a small-sized low-rise lodging establishment similar to that of a limited service hotel, but with direct access to individual rooms from the car park. Common during the 1950s and 1960s, motels were often located adjacent to a major road, where they were built on inexpensive land at the edge of towns or along stretches of highways.

New motel construction is rare as [hotel chains](https://en.wikipedia.org/wiki/Hotel_chain) have been building economy limited service franchised properties at [freeway](https://en.wikipedia.org/wiki/Freeway) exits which compete for largely the same clientele, largely saturating the market by the 1990s. They are still useful in less populated areas for driving travelers, but the more populated an area becomes the more hotels fill the need. Many of the motels which remain in operation have joined national franchise chains, rebranding themselves as hotels, inns or lodges.

All rooms should have their own entrance. This standard means that guests should have direct access to their room without having to pass through for example another room. Furthermore it intends to exclude dormitories, where guests usually rent a bed, not a room. Motel and hotels typically have rooms that are 150-200 square feet in size.

**Discussion**

The specification of an establishment as a hotel creates certain expectations from the consumer with regard to a minimum of provisions. The concept of Hotel is linked to all in everyday language as an establishment which among other things, deals with the availability of a private room, not with the rental of a bed within a dormitory. The term dormitory is not to be confused with family rooms, suites or rooms with connecting doors intended for use by members of a particular party.

**Option of locking the room door in all rooms**: The provision of a door lock with own unique key for each guest .A spy hole in the room door of all rooms. The intention is that guests are able to see who is in front of their door via a one-way spy hole.

**Additional locking facilities of the room door in all rooms:** An extra chain or locking device to additionally lock the room from the inside can be provided.

**Provisions to prevent people from looking in (net curtain or similar) in all rooms:** This is to allow guests the possibility of looking through the windows during daylight hours without their being viewed from the outside.

**Guest safety in all rooms:** The hotel provides a guest safe service for guests to securely store their personal valuables, such as passports, jewelry, wallets, notebooks, or small hand luggage. Each guest is issued a personal, unique key to access their individual safe. It's important to note that the guest will have their own key for their respective safe, which may not necessarily be the key to a central safe. The hotel ensures an adequate number of safes are available to accommodate the average demand for this service.

**Emergency evacuation instruction in all rooms:** To ensure guest safety, clear and visible emergency instructions should be provided in the room. Guests need to be well-informed about what actions to take in case of an emergency.

**Provision to prevent external noise and sound into room:** This is to allow guests to sit, sleep and enjoy their rooms without external noise emitted from the streets, service areas, communal corridors and/or guests in other rooms.

**Switch for the lighting at the entrance to all rooms:** For example a switch for general lighting or bedside lighting.

**Unused power point next to the bed that can be easily reached in all rooms:** Easily accessible means in any event that power points should not be placed underneath the bed or behind a nightstand.

**Daylight in the room at least one clear window at eye level with daylight in all rooms**: A window serves as a connection to the world outside and allows for daylight to enter the room as well as the possibility for the guest to look out. The window is not part of a glass door. The bottom edge of the window pane should not be higher than shoulder height (1.50 meters).

**(Heavy) curtains or similar provision in all rooms:** Opaque curtains or similar provisions (such as roller blinds or lamellae) that guests may use at dusk or bedtime, that darken the room as much as possible and block the view from the outside. Curtains that do not allow light to shine through or a similar provision to ensure guests can also sleep in the rooms during the day (black-outs). This pertains to curtains or other window treatment (such as exterior shutters) which would nearly obscure the room from light.

**Air treatment in the room:** All rooms should have heating that can be regulated individually. Guests can turn the heating on or off and fine-tune the temperature.

**Window or a grid that can be opened or a ventilation system in all rooms**: If the window cannot be opened, the fresh air intake needs to function 24 hours. A (ceiling) ventilator is insufficient, as this only moves air, instead of refreshing it.

**Individually regulated air conditioning in all rooms:** Guest can individually control the air conditioning and temperature in the room. Installing only one ceiling fan is not acceptable.

**Bed and furniture in the room**: Bed or beds in proportion to the number of sleeping places including mattresses, pillows and related bedding in all rooms. Pillow rolls are not counted as pillows, because such pillows are unsuitable for sleeping on. Bed linen sizes correspond with the format of the mattress.

One armchair or couch for each guest staying which is viewed as a sitting place in all rooms. An armchair/couch offers comfortable seating. The idea is that the chairs/ couches form a seating arrangement with the coffee table, allowing guests to sit across from one another. The armchair or couch per staying guest needs to be in the room upon the arrival of the guest.

In all rooms, a table and matching chair (considered as one seat) are provided. The seating height of the armchair is carefully matched to the height of the coffee table. It is essential to note that a nightstand or windowsill will not be considered as a suitable table in this context. Moreover, all rooms are furnished with a table that serves as both a writing table and a dining table, accompanied by a matching chair or armchair (also counted as a seat). Sufficient desk lighting is provided to ensure proper illumination for writing and working purposes. The table's size and adequate lighting enable guests to use it comfortably as a writing surface. Guests can find a coffee table or a similar provision within reach of the armchair(s) in all rooms. This allows for convenience in placing drinks and other items nearby. A nightstand or windowsill is not accepted as a substitute for a proper coffee table.

Guests have the option to sit across from each other and/or have a meal when two persons are involved. If such a table is not already present in the room, guests can request it to be delivered, for example, in the form of a trolley, ensuring they have a comfortable and suitable setup for their needs.

**Additional blanket (or duvet) and pillow upon request**: Guests have the option to request an additional blanket (or duvet) and pillow, ensuring their comfort during their stay. Moreover, all rooms are equipped with additional pillows, which are conveniently located within the room, such as in the cupboard, and are sealed in hygienic bags to maintain cleanliness and freshness. As for the change of bed linen and towels, the hotel ensures that it takes place at least every other day as a standard service

**Baby bed (cot) upon request**. The baby bed must be complete with matching bed linen.

**Full-length mirror in all rooms**:. A full length mirror is a mirror in which a standing guest can see himself completely.

**Empty refrigerator (mini-fridge) in all rooms:** Guests are able to cool-store items they brought with them (like food and drinks) in their room. An empty minibar could serve this purpose. If compliance with standard requires a stocked minibar, it should be empty and be stocked on request of the guest.

**Luggage rack or similar provision in all rooms**: It concerns a piece of furniture, possibly a fold-out one, on which a suitcase can be placed to pack and unpack it comfortably. Wardrobe/cupboard with shelves or a similar provision and plastic/wooden (identical) coat hangers for putting clothes away in all rooms can be provided. A hanging/linen cupboard is a specific piece of furniture or designated space with a metal rod and hangers to hang cloths on. The linen section can be within the same unit, or separate.

**Ironing equipment with steam function on request:** This service must be listed in the room directory.

**Telecommunications in the room:** Telecommunications in the room are well-equipped to meet guests' needs and ensure convenience during their stay. All rooms are equipped with two telephones featuring outside lines and written user instructions, with one phone located on the writing table and the other at the bedside. These telephones, along with their outside lines, remain functional even when the reception is closed, providing guests with continuous accessibility.

Additionally, all rooms offer a connection for data communication, complete with written user instructions and at least one unused power point for computers. For enhanced data communication capabilities, multiple connections (speech and data) and two unused power points are available in all rooms, located near the writing table to facilitate guests' work needs. Guests have the freedom to connect and use their own computer equipment for added convenience.

Upon request, guests can access fax services within their rooms, with this option clearly listed in the room directory to inform them of its availability. For internet connectivity, a computer with an internet connection is available in all rooms, ready to use upon request, and this service is also listed in the room directory for easy reference. Furthermore, guests have access to printers in all rooms, complete with paper, ink, and PC connection cables, ensuring their printing needs are met conveniently. This service is also listed in the room directory to inform guests of its availability.

As for audio and video amenities, at least 50% of the rooms offer a color TV with remote control and a TV-channel directory, and all rooms are equipped with a color TV featuring at least a 20-inch screen and a TV-channel directory. Radio channels are available in all rooms, with guests having a free choice of channels. Pay TV or dedicated movie channels are provided with the option of canceling upon the guest's request, and these services must be made dysfunctional on request, as indicated in the room directory. Moreover, video recorders and/or DVD players are available upon request, with this service also listed in the room directory for guests' awareness.

Information about additional hotel services, as well as entertainment and recreation options outside the hotel, is readily available in all rooms. The primary aim of this norm is to ensure that guests are informed about all available hotel services, including provisions and services that can be offered upon request, based on the basic and optional norms of the classification system. This information is clearly presented in the room and easily accessible to guests. Television may be used to publicize this information, provided it is clearly indicated.

**Guest articles:** All rooms are equipped with shower gel/bubble bath and shampoo, and if dispensers are used, they are clearly labeled to indicate their contents. A basic range of care products, such as toothpaste and shaving tackle, is available upon request.

**Welcoming gift in all rooms:** A welcome gift in the room is something tangible like fruit or a bouquet of flowers, not a welcome message. A welcome gift goes beyond a simple message and provides a tangible expression of hospitality from the hotel.

**Washbasin in the room:** In all rooms, there is a washbasin mirror, distinct from a typically smaller shaving mirror. Additionally, the hotel ensures that there is proper washbasin lighting in all rooms. The lighting is designed to allow guests to view themselves clearly in the mirror when standing in front of it, without causing any blinding effect. Furthermore, each room is equipped with a (shaving) power point conveniently located next to the washbasin mirror. This power point is within wire-range from the mirror, allowing guests to shave or dry their hair comfortably while using the mirror.

Bathroom facilities in the room: Regarding the bathroom facilities in the rooms, at least 50% of the rooms are equipped with private bathroom facilities, including a separate WC en-suite to the bedroom. These bathroom facilities consist of fully enclosed areas, accessible through a door, and feature either a bath with a shower attachment or a standalone shower. They ensure a constant supply of hot and cold running water, adequate ventilation, and proper lighting. Notably, a shower cabin within the room does not qualify as a bath facility in this context. For the highest standard, all rooms offer private bathroom facilities with a separate WC en-suite to the bedroom.

**Separate bath and shower in all rooms.** The hotel ensures that all rooms are equipped with separate bath and shower facilities. Specifically, the shower is explicitly located outside the bathtub, providing a distinct and separate shower area. For the next norm, at least 50% of the rooms have a toilet physically separated from the other bathroom facilities. This means the toilet is accessible from the bathroom but is physically separated by walls and a door, offering privacy and convenience.

**Transport, access, assistance and accessibility at the hotel:** Guests must be able to reach a hotel employee 24 hours a day. Full compliance means that a minimum of one hotel employee is present 24 hours a day. If the employee at some moments is only reachable by telephone, guests must be informed how to get in contact with him. The way the employee can be reached must be listed in the room directory.

**Private parking facilities at the hotel:** The hotel provides private parking facilities, which are adequate to accommodate at least 50% of the total number of rooms. Specifically, the hotel offers private indoor car parking that is sufficient for at least 50% of its total room capacity.

In addition to the private parking facilities at the hotel, there are two acceptable options for additional parking arrangements. First, if there is a parking garage located outside of the hotel premises, it must be clearly signposted to ensure ease of access for hotel guests. Alternatively, an area within a public parking garage, located in close proximity to the hotel, may also be used. This area should be specifically reserved and signposted for the exclusive use of hotel guests.

**Luggage transportation upon request:** Luggage transport means bringing luggage to and from the room at arrival and departure. Area to stop and set down luggage at the entrance of the hotel should be designated. The guests should be offered the possibility to stop their vehicle in a well marked place, close to the entrance of the hotel to let passengers in and out of the car and to load and unload luggage.

Guests only have to walk up two sets of stairs to reach their room. 95% of the hotel rooms can be reached by guests without having to use the stairs. The hotel ensures that guests have access to safe and efficient elevators designed for their use, enhancing their overall experience during their stay.

**Private shuttle service upon request or through a schedule:** The private shuttle service offered by the hotel is available to guests upon request or according to a predetermined schedule. This service is exclusive to the hotel's own transportation facilities and does not include public transport vehicles or taxis that are not part of the hotel's offerings. The hotel ensures that guests can conveniently access private shuttle services for their transportation needs, adding to the overall comfort and convenience of their stay.

**Safety and security at the hotel:** There should be controlled access to guest room areas. Hotels are very much public spaces, but the guest room areas are best to be restricted to hotel residents only. This can be done by elevator access control or making use of the electronic room key codes. Simpler but as well effective is asking hotel residents to present their room key to a member of security at the elevator access.

**Approved medical services on call 24 hours a day:** The hotel ensures the availability of approved medical services on call 24 hours a day. This provision does not require an onsite medical presence but rather involves having a formal agreement with external medical services. This ensures that prompt and efficient medical assistance can be readily available whenever needed.

In addition, the hotel is equipped with a defibrillator, a life-saving device that can be used in emergency situations. Trained and certified staff is available 24 hours a day to operate the defibrillator effectively. The device is easily accessible and maintained in working order, adhering to the equipment specifications to ensure its reliability in critical situations. The hotel prioritizes the safety and well-being of its guests by having these medical services and life-saving equipment in place.

**Provisions for disabled guests at the hotel**: There should be an adapted general water closet for wheelchair access. This toilet facility is separate from the other public toilet facilities.

**Reception:** Checked-in guests must have access to the hotel 24 hours a day. Guests must be able to leave and enter their room and the building, at any given time a day. The access can be given by handing out a key for the entrance door to the hotel, or by the permanent presence of a member of staff. Sufficient privacy offered when guests check in and check out. A check in possibility in the hotel where guests can register, pick up room keys and leave messages, all with a sense of privacy.

**Adequate delivery of messages and goods to guests**: Guests need to receive messages or packages left for them promptly and completely. The hotel needs to ensure that the procedure for this service is in place and working efficiently.

**Taking guests to their room on arrival:** Guests need to be offered this service unsolicited. **Other facilities at the hotel:** Among the hotel's facilities, it includes at least two suites. A suite is a generously-sized room, including a private bathroom and entrance area, with a minimum dimension of 50 m². The suite features both a sleeping and seating area, providing guests with ample space and comfort. It is notably more spacious and luxurious than the other guest rooms. However, two adjacent rooms with connecting doors, available for separate rentals, do not qualify as suites. Additionally, the hotel ensures that at least 10% of its rooms are designated as non-smoking rooms, and non-smoking signs are prominently displayed on the doors. This option is clearly listed in the room directory or presented at the reception, allowing guests to easily access non-smoking accommodations for their stay.

**Option of purchasing reading material, newspapers and stamps at the hotel**: The hotel offers guests the convenient option of purchasing reading material, newspapers, and stamps during their stay. This ensures that guests have access to these items should they wish to read or send mail. To meet this requirement, the hotel provides a designated area or facility where guests can buy reading materials, newspapers, and stamps. It is important to note that offering these items for free, such as providing magazines or newspapers in the lobby, does not fulfill this provision. The hotel ensures that guests have the opportunity to purchase these items separately as needed.

**Availability of “gift” articles at the hotel:** The hotel ensures the availability of "gift" articles for guests to purchase and enjoy. To meet this norm, the hotel either has a dedicated shop with a suitable variety of gift articles or showcases display cabinets in the public areas featuring these items. This provision is prominently listed in the room directory, informing guests about the convenient option to find and acquire gifts during their stay.

**Other services offered by the hotel**: The hotel provides additional services to enhance guests' comfort and convenience. One such service is the wake-up call, available upon request, where guests can receive a call from the reception at a specified time, either by a personal call or an automated system. This service is listed in the room directory, ensuring guests are aware of this option.

Another thoughtful service offered by the hotel is the turndown service, provided every evening. This service includes various amenities such as the replacement of used towels, replenishment of bathroom amenities, closing of curtains, and preparing the beds for a restful night's sleep. These additional services contribute to an enjoyable and stress-free stay, reflecting the hotel's commitment to excellent guest experiences.

**Laundry and ironing service:** The hotel offers laundry and ironing services from 08:00 to 20:00, ensuring a swift return time of less than 2 hours. Additionally, for guests' convenience, the hotel provides round-the-clock laundry and ironing service with the same speedy return time. Moreover, the hotel offers 24-hour dry cleaning service, with a return time of less than 12 hours. Exceptions to these turnaround times are permitted during weekends and special national holidays to accommodate any potential operational adjustments. This comprehensive laundry and dry cleaning service ensures that guests' clothing and garments are well taken care of, providing convenience and efficiency throughout their stay.

**Concierge services** The hotel provides comprehensive concierge services, which encompass various amenities such as transport arrangements, car rentals, and reservations for tourist sites, excursions, theatre performances, and museums. These convenient services are listed in the room directory, ensuring that guests have easy access to all the available options and can make the most of their stay with the hotel's assistance and guidance.

Currency exchange service and at least 2 types of credit cards are accepted and at the point of sale areas in the hotel.

**Eating at the hotel**: Eating and drinking at the hotel includes the provision of breakfast, which is available from the one-star level and upwards. Guests have the option to enjoy breakfast either in their guest rooms or in a communal breakfast room. For the convenience of guests, a communal breakfast room is made available, equipped with tables and chairs ready to serve breakfast. This communal area has the capacity to seat customers up to 30% of the total capacity of the hotel, ensuring that guests have ample space to enjoy their breakfast in a comfortable setting.

**Breakfast room service:** The hotel offers guests the choice of enjoying breakfast in multiple ways. Guests can either opt for a breakfast buffet, where a variety of breakfast items are laid out for self-service, or they can choose a served breakfast, where the hotel staff serves the breakfast to their table. Additionally, the hotel provides the convenience of breakfast room service, allowing guests to have their breakfast delivered directly to their room. This flexibility ensures that guests can start their day with a delicious breakfast in the manner that best suits their preferences and needs.

**Availability of beverages:** The hotel provides a selection of beverages for guests' enjoyment. These drinks can be accessed in a separate room with dedicated service or through drink machines conveniently located on the premises. Additionally, all rooms are equipped with stocked minibars for guests' convenience. To cater to guests' needs, the hotel offers 24-hour drinks room service. In case the minibar in a room is found empty to comply with standards, it can be stocked upon request. This ensures that guests have access to a range of refreshing beverages throughout their stay, whether through minibars in their rooms or by utilizing the drinks room service.

**Availability of food:** During the hotel's operating hours, guests have the opportunity to enjoy lunch on the premises for a minimum of 3 hours. Similarly, dinner is available at the hotel for at least 4 hours when the hotel is open. Special diets are accommodated upon request, and children's menus are also available upon request.

For added convenience, food room service is provided from 18:00 to 23:00. Moreover, the hotel offers round-the-clock food room service, providing an extensive variety of food options, including complete meals 24 hours a day. This ensures that guests can access food and dining options at their convenience, anytime during their stay.

**Leisure and recreation at the hotel:** The hotel offers a range of leisure and recreation facilities, including a swimming pool with poolside service for snacks and drinks. The swimming pool area is equipped with separate and hygienic change rooms, showers, and toilets, divided into two sections, one for men and the other for women. Additionally, there is a sauna facility available for general use, also furnished with separate change rooms, showers, and toilets for men and women. These related facilities may be shared with other similar recreation and leisure provisions within the hotel.

Furthermore, the hotel provides steam bath facilities with the same level of services and sanitary amenities, divided into two sections for men and women. Lastly, the hotel offers whirlpool facilities, also furnished with related services and separate sanitary facilities for men and women. These provisions ensure that guests can enjoy their leisure and recreation time comfortably and conveniently.

 **Banquet facilities at the hotel**: The hotel offers exceptional banquet facilities and conference rooms, providing professional services to cater to various events. The hotel's knowledgeable staff is readily available to assist meeting and banquet planners in a professional manner, ensuring the smooth and successful execution of events.

**Back Areas for Kitchens:** The back areas for kitchens include the food preparation area, where the final presentation of dishes to the guests takes place. This area is maintained in strict accordance with the hygiene and sanitary regulations set forth by the Ministry of Health to ensure the highest standards of cleanliness and food safety.

**Garbage area:** The hotel has a designated garbage area, specially ventilated, for the proper disposal of all waste. This area is equipped with appropriate containers to ensure that waste is managed discreetly and kept away from the view of guests.

**Loading Area**: The loading area is specifically designated for receiving both purchased and non-purchased items. All incoming goods undergo a screening process before being admitted into the hotel.

**Staff services and facilities**: The hotel provides distinct and designated entrances exclusively for staff members. Additionally, there are dedicated changing rooms equipped with toilets and showers, ensuring the staff's sanitation and hygiene. These facilities strictly adhere to the regulations outlined by the Ministry of Health, and the hotel possesses the necessary certification to validate their compliance.

**Cleanliness:** Maintaining cleanliness is a fundamental and crucial requirement for hotels across all star categories. The evaluation encompasses various areas, including hotel rooms, private and communal bathrooms in guest room areas, restaurants and bars, communal spaces, and the exterior. Each of these elements must meet sufficient cleanliness standards. If any aspect is found insufficient during an inspection, the hotel is given a three-month period to improve it. In cases where inspectors are unable to clearly determine sufficiency, the element is labeled as an "item to improve" and must be sufficient before the next inspection. Failure to reach sufficiency status on the subsequent inspection will result in considering the element as inadequate.

**Maintenance** Maintaining adequate facilities is an essential foundational requirement for hotels across all star categories. Proper maintenance ensures that the available amenities are in excellent condition, complete, and fully functional.

**Service level:** The reception of guests is characterized by warm hospitality, with the guest being the central focus of the hotel's operation. Irrespective of the star category, both hospitality and service are fundamental and defining traits of any hotel. Ensuring these elements meet acceptable standards is vital for the satisfaction of guests and the overall reputation of the hotel industry. It is essential that guests receive a level of hospitality and service that aligns with their reasonable expectations based on the star category of the hotel. This includes aspects such as the reception process, the treatment of guests, and the attitude and helpfulness of the staff.

Expectations of guests regarding these aspects tend to increase with higher star ratings of hotels. Although challenging to evaluate during inspections, these standards will primarily be used in a corrective manner towards hotels that appear to neglect these crucial aspects. For instance, if there are repeated and valid complaints from guests about subpar levels of hospitality and service, a meeting with the hotel management will be arranged to address the nature and content of the complaints. Subsequently, additional measures will be agreed upon to ensure prompt improvements to the situation.

**Guest satisfaction:** Guest satisfaction is prioritized, and the hotel ensures that complaints from guests are duly recorded and appropriately addressed. Providing guests with the opportunity to express any potential dissatisfaction about the hotel and its services is crucial for safeguarding their interests. The management emphasizes the correct registration and response to these complaints, adhering to accepted business practices. It's important to note that guest complaints are not automatically considered justified, but the management diligently investigates each issue. Responses are provided promptly and compensation is offered when warranted. Additionally, upon request, guests are given access to the classification standards used to allocate the hotel its star rating.

**Guest’s questionnaires from the hotel in all rooms**: In every room of the hotel, guests will find questionnaires provided with the intention of encouraging them to share their feedback, whether positive or with any concerns. This convenient setup allows guests to express themselves freely. The hotel management values this input as it serves as valuable insights to enhance the overall quality and operations of the establishment.

The star rating of a hotel is significantly influenced by the class and image of its interior design, as well as the design and appearance of the building and landscaping. The choice of materials, furniture, and design elements also plays a crucial role in shaping the guest experience. It is essential that these factors align with the guests' realistic expectations, ensuring a desirable match between the hotel's star level and the experience it offers.

Hotel inspections, conducted worldwide, capture only a single snapshot of the hotel on a specific day each year. These evaluations primarily assess the offerings of the hotel rather than the manner in which they are provided. Due to time constraints, it is challenging to form a comprehensive judgment of the hotel's service solely through these inspections. Hence, experiencing the hotel's service firsthand becomes essential in the evaluation process. Given the significance of this aspect in the hotel business, the results of additional service audits must meet certain standards to qualify for a 4 or 5-star rating.

**Conclusion:**

Hotels are expected to provide a certain level of comfort and convenience to their guests. This includes providing a safe and secure environment, as well as a variety of amenities that make guests feel at home. The list of minimum provisions that is expected in a hotel room covers everything from the physical amenities, such as beds, furniture, and appliances, to the telecommunications and entertainment options. The list also includes provisions for guest safety and comfort. It is important for hotels to constantly strive to improve their standards. As technology advances, there are new ways to make hotel rooms more comfortable and convenient. The star rating of a hotel is a good indicator of the quality of the experience that guests can expect. The interior design, building design, and landscaping all play a role in determining the star rating. These factors can all contribute to creating a luxurious and inviting atmosphere for guests.

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