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HOSPITALITY MANAGEMENT

MASTER OF BUSINESS ADMINISTRATION
(TRAVEL & TOURISM MANAGEMENT)

FIRST YEAR, SEMESTER-II, PAPER-III



6

DIRECTOR, I/c.

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FOREWORD

Since its establishment in 1976, Acharya Nagarjuna University has been forging ahead in the path of progress and dynamism, offering a variety of courses and research contributions. I am extremely happy that by gaining 'A+' grade from the NAAC in the year 2024, Acharya Nagarjuna University is offering educational opportunities at the UG, PG levels apart from research degrees to students from over 221 affiliated colleges spread over the two districts of Guntur and Prakasam.

The University has also started the Centre for Distance Education in 2003-04 with the aim of taking higher education to the door step of all the sectors of the society. The centre will be a great help to those who cannot join in colleges, those who cannot afford the exorbitant fees as regular students, and even to housewives desirous of pursuing higher studies. Acharya Nagarjuna University has started offering B.Sc., B.A., B.B.A., and B.Com courses at the Degree level and M.A., M.Com., M.Sc., M.B.A., and L.L.M., courses at the PG level from the academic year 2003-2004 onwards.

To facilitate easier understanding by students studying through the distance mode, these self-instruction materials have been prepared by eminent and experienced teachers. The lessons have been drafted with great care and expertise in the stipulated time by these teachers. Constructive ideas and scholarly suggestions are welcome from students and teachers involved respectively. Such ideas will be incorporated for the greater efficacy of this distance mode of education. For clarification of doubts and feedback, weekly classes and contact classes will be arranged at the UG and PG levels respectively.

It is my aim that students getting higher education through the Centre for Distance Education should improve their qualification, have better employment opportunities and in turn be part of country's progress. It is my fond desire that in the years to come, the Centre for Distance Education will go from strength to strength in the form of new courses and by catering to larger number of people. My congratulations to all the Directors, Academic Coordinators, Editors and Lesson-writers of the Centre who have helped in these endeavors.

*Prof. K. Gangadhara Rao
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Vice-Chancellor I/c
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**MASTER OF BUSINESS ADMINISTRATION
(TRAVEL & TOURISM MANAGEMENT)**

Programme Code: 196

PROGRAMME SYLLABUS

1st YE₃₄ – 2nd SEMESTER SYLLABUS

203TT26: HOSPITALITY MANAGEMENT

Objectives:-

- To give basic knowledge about the hospitality industry
- To introduce the various Hotels & Resorts and their importance
- To gain thorough knowledge & Skills in various operations in Hotel Industry.

Unit-I

HOSPITALITY INDUSTRY: Introduction, Symbol of Hospitality, its origin, and growth. Hotel Definition and Core areas of Hotel – Hotel Organization structure – Types of Guest Rooms – Role of Computers in the Hospitality Sector.

Learning outcome:

- Provide knowledge on the evolution of the Hospitality sector to serve the needs of the guests

Unit-II

CLASSIFICATION OF HOTELS: Significance of Hotel in the Tourism Industry – Classification of Hotels on the basis of - Star Rating, Size, Location, Clientele, Duration of stay, Level of Service, Ownership, Theme – Alternative Accommodations – International Hotel Symbols.

Learning outcome:

- A clear understanding of the hotel in the tourism industry in a classified manner

Unit-III

ROOM RESERVATION SYSTEM & TARIFF STRUCTURE: Importance of Reservation systems – Types of Reservations, Registrations –Hotel Tariff: Tariff Plans, Tariff fixation, Room Tariff card (Group Rate, Volume Rate, Business service Rate, Wholesale Rate, Govt. Rates, Discounted Rates, Seasonal Rates, Weekend / Weekday Rates) – Room Revenue – Hubbart Formula.

Learning outcome:

- Get clarity of Room reservation systems and also tariff structure

Unit-IV

EVALUATION OF HOTEL PERFORMANCE: Methods of Measuring Hotel performance - Occupancy Ratio, Average Daily Rate, Average Room Rate per Guest, Rev PAR, Market share Index and by Guest – Hotel Check-in and Check-out Procedure –Yield Management: Elements of it, Measuring yield, benefits, Problems of yield management in Hotel.

Learning outcome:

- Assess the hotel performance for better services to the guests

Unit- V

MISCELLANEOUS DEPARTMENTS IN HOTEL INDUSTRY: Security – Engineering and Maintenance Department – Human Resource Department – Sales and Marketing Departments – Medical Emergency – Tourism Information Desk – Safe Deposit Locker in Hotel – Environmental Management in the Hospitality Industry.

Learning outcome:

- Understand the various departmental services in the hotel industry for guest satisfaction.

Reference Books

1. Introduction to Hospitality Management – Walker, Pearson Education India Publications; 2 editions (2008)
2. Introduction to Hospitality Industry - S. Bagri, Aman Publications (2009)
3. Introduction to Tourism and Hospitality Industry - Sudhir Andrews, McGraw Hill Education
4. Hotel Front Office: Operations and Management -Jatashankar Tewari, Oxford University Press; Second edition (2016)
5. Hotel Housekeeping: Operations and Management- G. Raghubalan, Oxford University Press India; 3 editions (2017).

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LESSON -1**HOTEL INDUSTRY & CORE AREAS****Objectives**

After studying this lesson, you should be able:

- To understand the concept and significance of the Hospitality Industry
- To observe the core areas in the Hotel Industry.
- To Learn the Hotel Definition, Core areas of Hotel, Hotel Organization Structure & its significance

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Structure**1.1 Introduction****1.2 Hotel****1.3 Core Areas in the hotel industry & its Organizational Structures**

140

A. Housekeeping department**B. Front Office department****C. Food & Beverage service department****D. Kitchen department**

6

1.4 Keywords**1.5 Self-Assessment Questions****1.6 Further Readings****1.1 Introduction**

Hospitality is defined as the cordial relationship between the guest and the host. Welcoming guests, and visitors in a friendly manner. The word hospitality is derived from the Latin word 'Hospes', meaning – Host. It means "one who entertains guests" In India, the major principle of Hospitality 'Atithi Devo Bhava', meaning 'The Guest is God'.

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1.2 Hotel

The word hotel is derived From the French term 'Hôtel'. The word 'hotel' could have also derived from 'hostel', which means "a place to stay for travelers". A hotel or an inn is defined by the 'British Law' – 'Hotel is a place where a bonafide traveler can receive food and shelter, provided he is in a position to pay, for it and is in a fit condition to be received.

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1.3 Core Areas in the Hotel Industry & its Organizational Structures: The core areas in hotel industry departments such as Housekeeping, Front Office, Food, and Beverage (F&B) Service, and Kitchen departments are the major departments in the Hotel Industry.

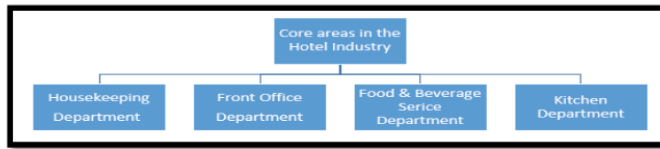


Fig – 1.1 Core areas in the Hotel Industry

A. Housekeeping Department

The housekeeping department is the operational department responsible for the cleanliness, maintenance, and aesthetic upkeep of rooms, public areas, back areas, and surroundings in a hotel. Keeping room status information up-to-date requires close coordination between the front desk and housekeeping departments. The housekeeping prepares a room status report, which is sent to the front office; the front office compares it with its records, and the discrepancies are brought to the attention of the duty manager. This tallying is done after every shift.

Functions of the Housekeeping Department

As the prime function is to maintain cleanliness and space hygiene, it is responsible for the following -

- Cleaning of public areas and guestrooms
- Supply, upkeep of laundry, and exchange of various linen and uniforms.
- Internal flower arrangement and maintenance of external landscape or garden.
- Coordination and communication with other departments such as front office, restaurants, engineering, accounts, etc., through control desk.
- Pest control is also the responsibility of this department.

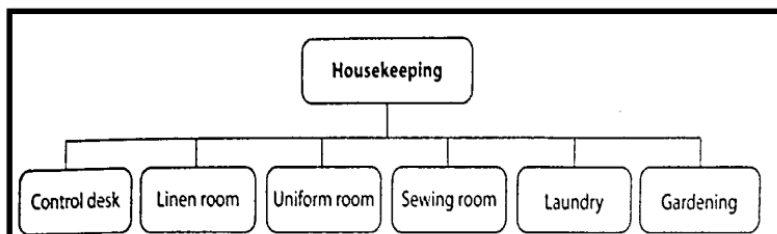


Fig 1.2 Sections of the housekeeping

- All guest complaints and requests are noted at the **control desk**, which is manned round the clock. The person at the control desk interacts with the concerned section/person to resolve the complaints or to meet the requests. The progress is entered in a follow-up register, which maintains a record of all complaints.
- The **linen room, uniform room, and sewing room** may be located separately or at one place depending upon the size of the hotel. The linen room maintains the supply of clean linen whereas the uniform room takes care of the uniform of employees. The sewing room looks after all the mending work and the utilization of discarded linen.
- The hotel **laundry** is responsible for the cleaning and ironing of hotel linen, employees' uniform, and the guest requirements of laundry. It may be located within the hotel or at a distant place. If present within the hotel premises, it is known as on-premises laundry, and if located outside, it is called off-premises laundry.
- The maintenance of **hotel gardens** is also done by the housekeeping department. The **Horticulture and flower arrangement team** maintain the landscape of the hotel and arranges flowers in rooms and at various places.

Responsibilities of the housekeeping department personnel:

1. **Executive Housekeeper** – He is responsible for managing the functioning of the department through judicious use of manpower, materials, money, time, and other available resources. He is head of the department of Housekeeping Department. He has Checks schedules and all functioning of the housekeeping department.
2. **Desk control supervisor** - Coordinates with the front office for information on departure of guests, gets vacated rooms cleaned, and hands over cleaned rooms. This desk should be manned 24 hours, as guests and staff contact this desk to receive or transmit information at any time.
3. **Floor supervisor** - There is one supervisor for each floor, responsible for the cleanliness and maintenance of guest rooms, corridors, and staircase, and floor pantries. He has issued the floor keys to the room attendants. He is supervising the spring cleaning and maintain the par stock for the respective floors.
4. **Public Area Supervisor** – He is responsible for maintaining the cleanliness of the public areas (Main entrance, corridor, offices, banquet halls, restaurants, etc.) get work done through Housemen.

5. **Linen room/uniform room supervisor** – He is responsible for supply, acquisition, storage, issue, and cleanliness of the linen and uniforms required in various parts of the hotel.
6. **Laundry Manager** – He is responsible for the entire functioning of the laundry and dry-cleaning unit. He has known the technical knowledge of Chemicals and their effect on fabrics.
7. **Florist/Gardner** – He is required to maintain the landscaped areas and gardens in the hotel, keeping in mind their cleanliness, aesthetic appeal, and freshness all the year-round thoughts will motivate a team of gardeners.
8. **Room attendant** – He is responsible to clean guest rooms and bathrooms. Housemen perform heavy cleaning activities such as vacuuming, mopping, sweeping, shifting of furniture. He has change guestroom and bathroom linen and makes the guestroom beds. He has arranged the guest room and bathroom supplies for the guests. He is Check and secure rooms.

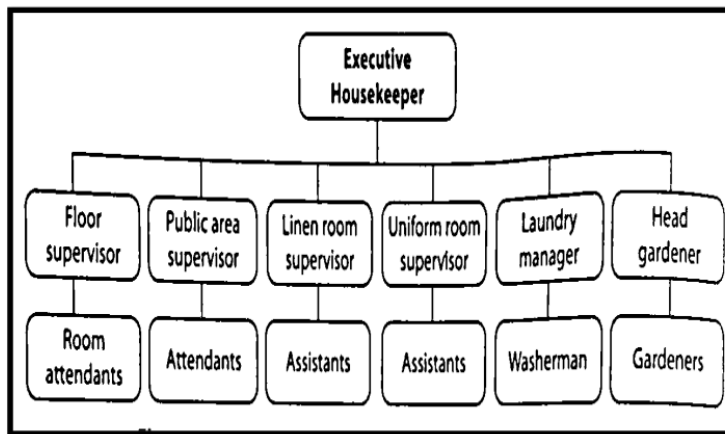


Fig 1.3 Organization chart of the Housekeeping department

B. Front Office department

The front office is the first department of the hotel with which guests come in contact at the time of their arrival and is also the last department they interact with when they depart from the hotel. This department performs various functions such as reservation, reception, registration, room assignment, and settlement of bills of a resident guest.

The guests remain in contact with the front desk throughout their stay for all kinds of information and help. The various sections of the front office department are illustrated in for organization chart of the front office department in a large hotel.

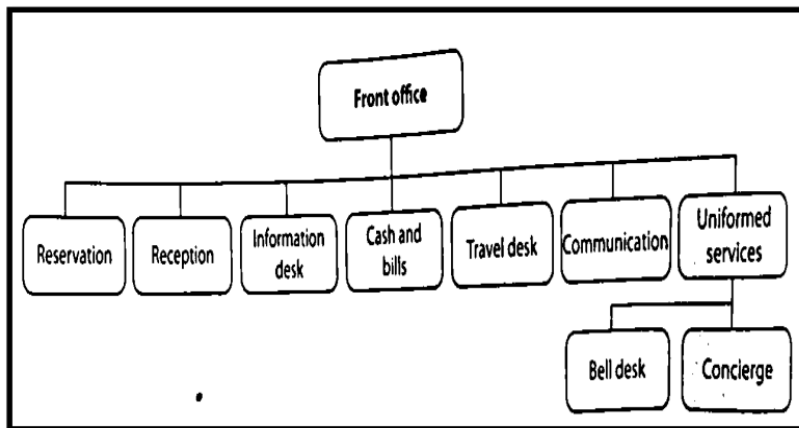


Fig 1.4 Sections of Front Office

The activities of the front office department include processing the reservation requests of guests, which involves making room reservations, amendments, and cancellations; receiving guests at the time of their arrival; making arrangements for the traditional welcome of guests; registration of guests and the assignment of rooms; handling guests' luggage from their vehicle to the assigned room on arrival and from the guest room to the vehicle at the time of departure; accepting guests' valuables and cash for keeping in safety deposit lockers; delivering messages and mails of resident guests; handling guests' room keys, guest paging; posting and verifying the room charges and any other credit charges in the guest folio; providing information to guests about hotel products and services, and events or places of tourist interest; arranging postage and courier of mails and other documents; making travel arrangements such as sightseeing tours or intercity travel for guests; managing the parking of guests' own vehicles; preparing, presenting, and settling guests' bills at the time of departure; providing left luggage facility; and changing rooms and upgrading, if required. As the front office is the contact point for guests, we can say that it is the nerve Centre of hotel operations.

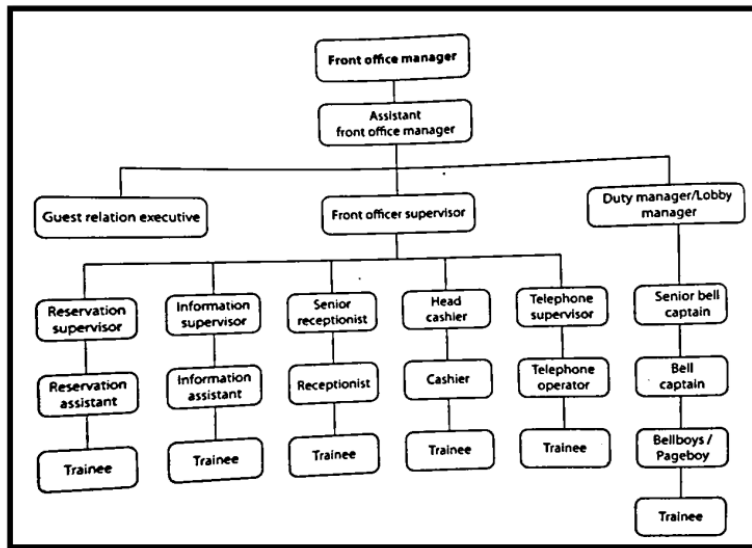


Fig 1.5 Organization chart of Front office department

The organizational structure of the front office depends on the size of the hotel. The duties and responsibilities of some key front-office employees, such as the front office manager, reservation assistant, receptionist, information assistant, cashier, telephone operator, bellboy, and door attendant.

Duties & Responsibilities of Some Front Office Personnel

- **The front office manager (FOM)** is in charge of the front office department and allocates the available resources (men, machines, materials, and money) of the department to achieve the goals of the department and the organization. The basic function of the FOM is to and smoothly directly supervise all the front office personnel and to ensure the proper and smooth operation of the department. FOM is often assisted by an assistant front office manager.
- **Assistant Front office manager** Organizes and supervises the front office in the absence of the front office manager and ensures smooth functioning of the front office.
- **The front office supervisor** is responsible for a shift. Meets and greets all arrivals, ensures accurate and speedy rooming procedure. She/he checks occupancy.

- **Reservation assistants** process the reservation requests that reach the hotel by various modes such as telephonic, 'written, or online. Depending on the availability of the desired room type, they confirm, put on the waitlist, or deny a reservation request. They are the salespersons of the hotel and practice their skills of salesmanship by suggesting higher room categories and also selling other hotel services such as a spa or specialty restaurants to guests at the time of receiving the reservation request. The reservation section generates the maximum revenue for a hotel, so the reservation assistants should understand, anticipate, and influence consumer behavior to maximize revenue or profits from room reservations.
- **A receptionist** is the first person to come in contact with guests at the time of their arrival, so he/she is an important bearer of the hotel's image. The basic function of a receptionist is to receive guests and answer their queries.
- **Information assistants** provide information to guests about the hotel's products and services, nearby food and beverage outlets, places of tourist interest in the city and around, etc. They also handle guests' emails and messages and provide other services.
- **Head Cashier** During their stay in a hotel, guests may perform various credit and debit transactions with the hotel. At the time of their departure, the hotel has to present them with a consolidated statement of their financial transactions and raise the bill for the outstanding amount. The responsibility of a front desk cashier is to keep the guest folio updated by posting all credit and debit transactions.
- Although **telephone operators** seldom come in direct contact with guests, they play an important role in creating the image of the hotel in the minds of guests. The basic skills of a good telephone operator include a courteous tone of voice, attentiveness, clear and distinct speaking, and objective listening.
- **The lobby manager** Organizes supervises and controls all uniformed services.
- **Bell captain** Organizes supervises and controls all uniformed services, bell boys in the lobby, supervises all baggage movement during check-in and check-out.
- **Bellboys** transport the guest's luggage at the time of check-in and check-out. They also escort guests to their rooms and familiarize them with the in-room facilities and services provided by the hotel.
- **A door attendant** is among the first people to see and greet guests. A door attendant is a person who opens the door of the guests' vehicles on their arrival in the hotel portico. He greets the guests and opens the hotel's main entrance for them.

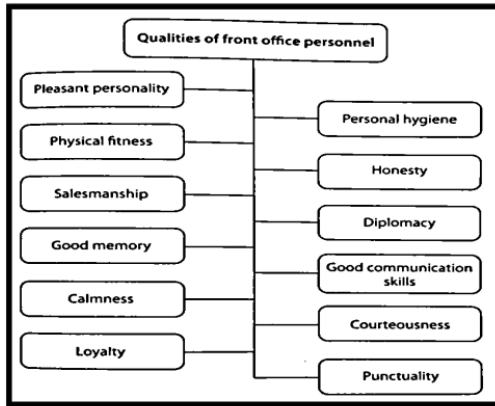


Fig 1.6 Qualities of front office personnel

C. Food & Beverage service department

The F&B service department is among the major revenue-producing departments of a hotel.

This department looks after the service of food and drinks to guests.

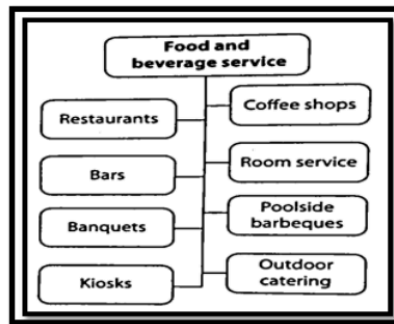


Fig 1.7 sections of F&B service

The **restaurants, coffee shops, bars, and other outlets such as poolside barbeques and kiosks** take care of the food and beverage requirements of the hotel's resident and non-resident guests.

The **room service** section looks after the provision of food and drinks to guests in their rooms. Though restaurants and bars remain in operation during specific working hours, coffee shops and room service may be available round the clock.

Banquets and outdoor catering sections take care of functions and programs both within the hotel premises and outside it.

Duties and Responsibilities of Food & Beverage Service Staff

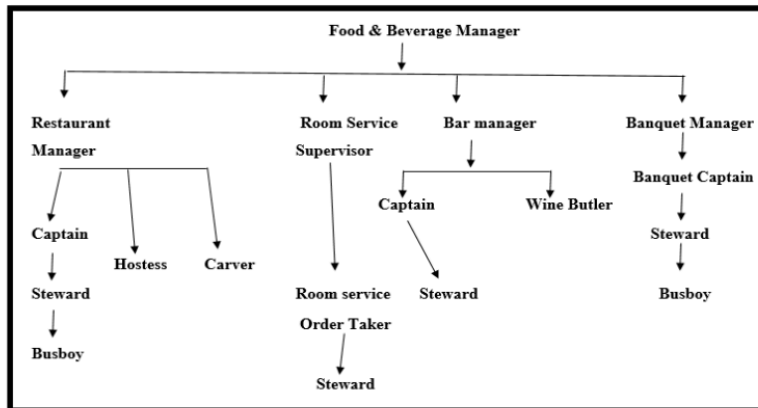


Fig 1.8 Organization structure of Food & Beverage Service Department

Food and Beverage Manager

Depending on the size of the establishment, the food and beverage manager is either responsible for the implementation of agreed policies or for contributing to the setting of the food and beverage policies. The larger the organization the less likely the manager is to be involved in policy setting. In general, food and beverage managers are responsible for:

Restaurant Manager

- The Restaurant Manager is the responsible person for Restaurant. He has to maintain the entire restaurant.
- He has to allot the duties of all restaurant employees.
- Check mis-en-scene and mis-en-place done by the team.
- He has to maintain all restaurant records.

Captain/ Chef De Rang

- He is also known as the head waiter.
- He is responsible for a set of tables called the station. The station has a sideboard is called a dummy waiter. It is equipped with crockery, cutlery, linen, service ware.

Steward/ Commis De Rang

- He is also known as a waiter or server
- He explains the menu.
- He has to understand the customer's needs and wants.
- He has to set up the table.

Busboys/ Commis de brasseur

- They clear the tables and replenish the sideboard with supplies.
- Collect the fresh linen from the housekeeping department.

Carver/ Trancheur

- He is a specialist the carving the food items at the tableside.
- He has carved the food items in different shapes attractively.

Hostess

- A woman professionally who receives the guests in a restaurant.
- She is the person who makes table reservations, allots tables ensuring a balanced workload at each station.

Room Service Supervisor

- Oversee all aspects of the daily operation of the hotel's Room Service operation.
- Supervise all Room Service personnel.
- Respond to guest complaints on time.
- Work with other F&B managers and keep them informed of F&B issues as they arise.

Room Service Order Taker

- Room service order taker has properly received the food & beverage orders to the In-house guests.
- Sometimes he explains the menu card details and tariff details.

Wine Butler/ Sommelier

- He specialist in wines and provides beverage services at the table side from the wine trolley.

Banquet Manager

- Marketing and selling the conference and banqueting halls
- He has Scheduling the banquet hall reservations
- He has maintained the facilities at banquets
- Make the Planning for each event runs smoothly
- Checking all bills are paid on time

Banquet Captain

- Banquet captains supervise all banquet staff throughout meal service and delegate tasks to them as needed.
- They train new staff members on how to perform their assigned tasks in the banquet, food preparation, and dining areas.

D. Kitchen department

- The kitchen supplies cooked food to the F&B service department in the hotel.
- All the pre-preparation activities are carried out in the **larder section**, which includes butchery, fishmonger, and cold kitchen. Salads, salad dressings, sandwiches, and juices are also prepared here. The cleaning, descaling, filleting, and crumbling of fishes are done by the fishmonger in the larder.
- The **Sauce section** is responsible for preparing sauces required for all meat, poultry, and game dishes, with the exception of those that are plain roasted or grilled.
- The **roast section** is responsible for providing all roast dishes of meat, poultry, and game.
- The **fish section** is responsible for supplying all fish dishes, with the exception of those that are plain grilled or deep-fried.
- The **vegetable section** is responsible for the preparation of all vegetable dishes.
- The **soup section** prepares all types of soups such as consommés, creams, velouté, purees, broths, bisques, and international soups.
- The **pastry section** prepares all hot and cold sweets, such as breakfast rolls, and cakes, pastries, and various desserts.

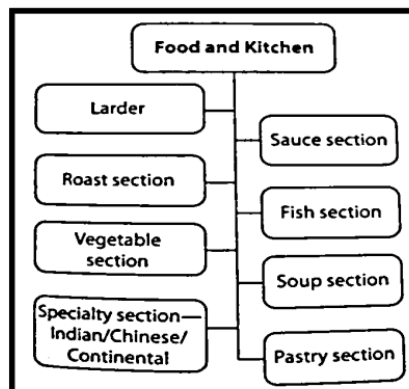


Fig 1.9 Sections of the Kitchen

Besides these, there are sections for special kinds of foods, such as Indian, Chinese, and Continental.

The organization chart of a kitchen

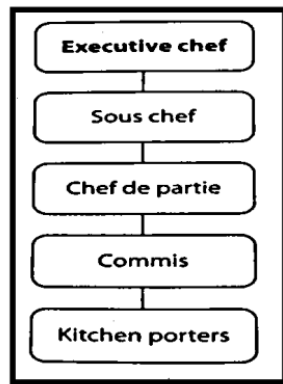


Fig 1.10 Organization structure of the Kitchen

- The **executive chef**, also known as **chef de cuisine** or head of the kitchen, is the chief of the kitchen.
- **Sous chef** which means "under the chef, reports to the executive chef, and is responsible for the scheduling of jobs and shifts, and filling in when the executive chef is off-duty.
- The **chef de partie**, also known as a station chef or line cook, supervises a particular area of production in the kitchen.
- At the bottom of the organizational structure is the **commis** (the French term for the cook), a chef who has recently completed formal culinary training or is still undergoing training. Chefs are assisted by kitchen porters and apprentices.

1.4 Keywords

- **Hotel** – A hotel is defined by British Law as a 'place where bonafide travelers can receive food or shelter, provided he/she is in a position to pay for it and is in a fit condition to be received'.
- **The housekeeping department** this department is responsible for the proper upkeep and maintenance of the hotel.

- **The front office** is the department that takes care of reservations, reception, registration, and final settlement of guest's bills.
- **Food and beverage department** this department of the hotel is responsible for serving food and drinks to guests.
- **Kitchen** this department prepares the food for sale in all food outlets in the hotel.

1.5 Self-Assessment Questions

- Define Hotel?
- Write about the Housekeeping department with organizational structure?
- Explain the duties and responsibilities of front office personnel.
- What are the sections of the F&B service and explain the structure of the F&B department?
- Explain the Organization structure of the Kitchen department.

1.6 Further Readings

- Hospitality: An Introduction by Robert A Brymer, Rhett Brymer, et al. | 25 January 2019
- Exploring the Hospitality Industry: Second Edition by John R. Walker | 1 January 2011
- Hotel Front Office: Operations and Management Paperback – 17 June 2016 by Jatashankar Tewari (Author)
- Food and Beverage Services Paperback – 17 June 2016 by Singaravelavan (Author)

LESSON- 2**MISCELLANEOUS DEPARTMENTS IN HOTEL INDUSTRY****2.0 Objectives**

After studying this lesson, you should be able:

- To observe the Human Resource department in the Hotel Industry.
- To observe the Engineering & Maintenance departments in the Hotel Industry.
- To learn about Accounts of Hotel Industry.
- To observe the Security department in Hotel Industry.
- To study the Purchase, Sales & Marketing department in the Hotel Industry.

Structure**2.1 Miscellaneous department in Hotel Industry**

- A. Human Resource Department
- B. Engineering and maintenance department
- C. Accounts
- D. Security Department
- E. Sales and Marketing
- F. Purchase Department

2.2 Keywords**2.3 Self-Assessment Questions****2.4 Further Readings****2.1 Miscellaneous departments in the Hotel Industry**

The miscellaneous departments in the hotel industry are the Human Resource Department, Engineering and maintenance department, Accounts, Security department, Sales & Marketing department, Purchase department. These miscellaneous departments play a vital role in the growth of the hotel industry. These departments are helping to for running hotel operations smoothly.

A. Human resource department

Hotel Industry is one of the fastest-growing sectors of the economy of our Country. The hotel industry is varied enough for people to work in different areas of interest and still be employed within the hotel industry. This trend is not only in India but also worldwide. The

human resource department plays a major role in Hotel Industry in helping plan the system and in developing job descriptions, job specifications, and performance standards. The human resource department is not involved in the actual writing of performance standards but plays a diagnostic, training, and monitoring role.

Training and development activities are designed by the Human Resource department in order to impart specific skills, abilities, and knowledge to employees. Effective training is the basic ingredient of success in the hotel industry. One of the main problems in the hotel industry is that investment in the training and development of employees is a reactive process for many companies. Frequently, training and development arise as the result of significant change in the operational environment or as a consequence of crises such as staff turnover or major departmental problems. Training is then used to cope with the immediate difficulty.

Human Resource's responsibility is to identify the training need and then accordingly to design a suitable program for the same. Training within a hotel provides the best opportunity to influence the attitude and performance of employees. The training programs include is such as introduction, fire, food hygiene, control of substances hazardous to health, manual handling first-aid, technical skills, product knowledge, and the prime importance of customer service.

The human resource (HR) department (earlier called the personnel department) is responsible for the acquisition, utilization, training, and development of the human resources of the hotel. The hotel industry is people and service-oriented; well-trained, dedicated, and loyal employees are the assets of a hotel.

The HR department calculates the present and future requirements of the workforce, and also makes the necessary arrangements to acquire them. The HR audit identifies suitable in-house managerial resources for the future. Moreover, the training and development activity for the existing staff is carried out by the HR department. It also maintains the attendance and leave records of employees, prepares employee payrolls, and takes care of the exit formalities of employees leaving the company.

Role of the Human Resource Department in the Hospitality Industry

The human resource department plays a major role in helping plan the system and in developing job descriptions, job specifications, and performance standards. Specialists in that department may be assigned to conduct a job analysis and write job descriptions in

cooperation with managers, supervisors, and employees. The human resource department is not involved in the actual writing of performance standards but plays a diagnostic, training, and monitoring role.

The human resources department's role in job design is usually indirect, although job design influences almost every aspect of human resources management. The department diagnoses organizational problems that suggest job redesign, incorporates information on job design in training and management development programs, and helps plan job redesign programs to ensure that sound human resources policies and practices are developed. Further, the department is needed to prepare to modify job descriptions and job specifications and to modify recruitment, selection, training, compensation, and other practices to be consistent with any job redesign program.

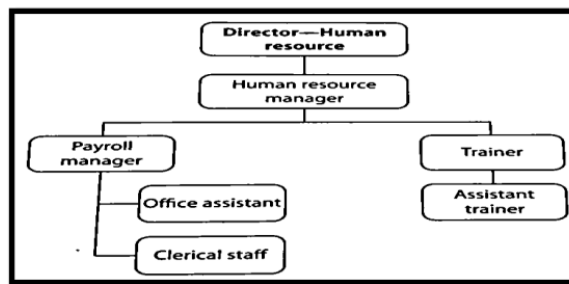


Fig 2.1 Organization Chart of Human Resource department

Tasks of the HRM department

- **Recruitment and selection:** Recruiting and selecting staff with the correct attitudinal and behavioral characteristics. A range of assessments in the selection process should be utilized to evaluate the work values, personality, interpersonal skills, and problem-solving abilities of potential employees to assess their 'service orientation'.
- **Retention:** The need to avoid the development of a 'turnover culture', which may, of course, be particularly prevalent in tourism and hospitality.
- **Teamwork:** The use of semi-autonomous, cross-process, and multi-functional teams.
- **Training and development:** The need to equip operative level staff with team working and interpersonal skills to develop their 'service orientation' and managers with a new leadership style which encourages a move to a more facilitative and coaching style of managing.

- **Appraisal:** Moving away from the traditional top-down approaches to appraisal and supporting things such as customer evaluation, peer review, team-based performance, and the appraisal of managers by subordinates. Generally, all of these performance appraisal systems should focus on the quality goals of the organization and the behaviors of employees needed to sustain these.
- **Rewarding quality:** A need for a much more creative system of rewards and in particular the need for payment systems that reward employees for attaining quality goals.
- **Job security:** Promises of job security are seen as an essential component of any overall quality approach.
- **Employee involvement and employee relations:** By seeking greater involvement from employees the emphasis is on offering autonomy, creativity, co-operation, and self-control in work processes. The use of educative and participative mechanisms, such as team briefings and quality circles are allied to changes in the organization of work that support an 'empowered' environment. In simple terms, best practice is likely to entail attempts to enhance the skills base of employees through HR activities such as selective staffing, comprehensive training, and broad developmental efforts like job rotation.

B. Engineering and maintenance department

The engineering and maintenance department of a hotel is responsible for maintaining the property's structure, electrical and mechanical equipment, and all furniture and fixtures. This department also looks after landscaping and maintaining the grounds. The maintenance service is also referred to as facilities management, as it deals with the maintenance of ground, building, equipment, waste disposal system, Store and sanitary, pollution control equipment, gas distribution system, electrical energy supply system, fuel supply system, water supply system, ventilation, refrigeration, and air conditioning, firefighting, heating, telephone system, cable television, elevators, light, escalators, etc.

The maintenance department raises the level of equipment performance, life, and availability. Although it adds to the running costs, it raises more profits as it delays new purchases and investments. The department is headed by a chief engineer, who is responsible for the efficient working of the department. She/he takes care of planning, organizing, coordinating, delegating tasks, budgeting, etc., and all administrative functions. A foreman

reports to the chief engineer and is in charge of the other workers, including electricians, carpenters, mechanics, plumbers, painters, lift-operators, and masons. All these skilled technicians are assisted by helpers, apprentices, or trainees.

Duties and Tasks of the Engineering and Maintenance Department

- Preventive maintenance program.
- Carry out proposed renovation of guest rooms or public areas.
- Fire and Safety procedures.
- Any Emergency Procedures.
- Back-up System (Diesel Generator (DG) Sets and UPS Backup)
- Fire alarms and their monitoring.
- Fix any water leaks (isolation points).
- Maintenance calls logging and action.
- Ensure all types of equipment are checked regularly for proper and efficient operation.
- Regular tests of fire prevention system.
- Maintenance request forms filled out for all equipment or areas in need of repair
- All guest requests are given priority.
- Any electricity and light failure.
- Emergency lighting.
- Plant and Equipment Planned Preventive Maintenance (PPM).
- Hot water boiler check.
- HVAC (Heating, ventilating, and air conditioning) check.
- Coldwater storage tanks.
- Water PH level monitoring for swimming pool and other water sources.
- All Lifts and Escalators.
- Bathroom exhausts fans.
- Swimming pool.
- Health club and Spa equipment.
- Monitor any external or 3rd party vendor maintenance jobs.
- Building structure.
- Roof condition.
- Windows.

- Pigeon Wires.
- Energy-saving.
- Meter reading.
- Maintenance and monitoring of solar panels.
- PABX and Telephone systems.
- Energy-saving committee.
- BMS (Building Management System) operation.
- Hotel Facility Management systems operation.
- Environmental norms and regulations monitoring.
- Go Green initiatives.
- Waste disposal/ recycling.
- Laundry machines, washers, dryers, calendar machines, etc.
- All engineering department staff to wear the proper uniform.
- Grooming standards to be followed by the engineering team.

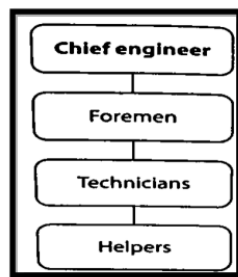


Fig 2.2 organization chart of the Engineering and Maintenance department

C. Accounts

Accounting may be defined as the process of collecting, recording, summarizing, and analyzing financial transactions of a business. According to the American Institute of Certified Public Accountants (AICPA), 'Accounting is an art of recording, classifying, and summarizing in a significant manner and in terms of money, transactions, and events which are, in part at least, of a financial character, and interpreting the results thereof.' In hotels, the front desk cashier maintains the guests' accounts and ensures the settlement of the same.

The resident or in-house guests of a hotel stay in the hotel. They seldom pay on the spot for the use of hotel services and facilities such as restaurants, laundry, fitness center, spa,

and salon. They sign the bills to verify their use of the services and the amount incurred. The bills are posted in their folio, and a final consolidated bill is made at the time of their departure. In other words, the hotel provides a credit facility at the time of the utilization of the services to the resident guests. An accurate posting of the guest accounts is very essential to ensure the guest's goodwill and the recovery of all the charges incurred by the guest.

In order to maximize revenue, hotels offer some services and facilities to non-resident guests as well. These may include the use of the fitness and health Centre, swimming pool, club facilities, and food and beverage outlets. When these services and facilities are offered to non-resident guests on credit, the account of the same is maintained by the front office cashier. As the number of financial transactions that take place between a hotel and its guests (resident and non-resident) is very high, the front desk cashier should maintain the guest accounts accurately and properly. The following are the major functions of the front office accounting system:

- Creating and maintaining guest and non-guest accounts accurately
- Tracking the financial transactions of guests throughout the guest cycle
- Monitoring the credit limit of guests, and asking for a deposit from guests in case of a high outstanding balance
- Preparing a high balance report for collection and informing the management about the same
- Providing an efficient management information system (MIS) to the management for departmental revenue generation
- Maintaining effective control over cash and credit transactions

Hotel Accounting & Its Importance

- Regardless of the business size, Accounting from the perspective of the Hotel Industry is all about recording and retrieving in & out cash flow.
- Hotel Accounting is considered as a boon for better decision-making that brings in good fortune to hoteliers if handled efficiently.
- Beyond that, it involves summarizing, reporting, and analyzing the hotel's financial position for a particular period, which further helps in budgeting, forecasting, and future cost planning.
- In general, a Certified Public Accountant (CPA), accountant, or bookkeeper takes care of handling the accounting activities and generates the financial statements such as Balance Sheet, Profit & Loss (Income) and Cash Flow, etc.

- And, these are the most crucial components that communicate the financial information of an individual hotel or group of hotels.
- Staying accountable doesn't end here! Hotel Accounting also involves keeping the bank account in sync, streamlining the payables & receivables, analyzing
- Department-wise expenses, generating general ledger, tracking inventory supplies, and payment reports.
- In terms of Operations front, the accounting plays a key role in Tracking Bills, Recurring Dues, and Sales & Journals Approval, while keeping a tab on Occupancy %, Rooms Sold, Average Daily Rate (ADR), RevPar, Room Revenue, and Guest Satisfaction Surveys, Competition Analysis through STR, Variance Analysis, Labor Management, Operating Budgets and Financial Benchmarking.
- On the other side, the Time & Payroll Management, Daily Activity Tracking, Performance Monitoring, Daily Sales, Profitability Forecast fall in the lineup of Accounting in the Hotel Industry.

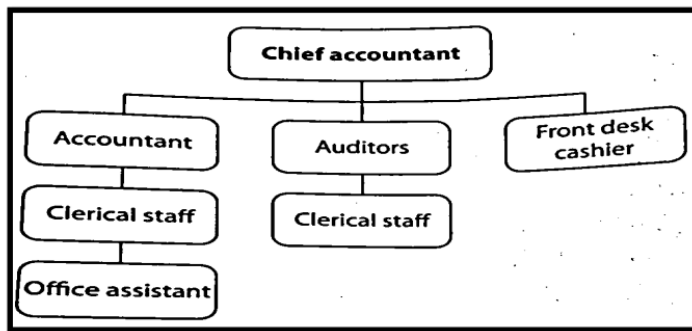


Fig 2.3 organization chart of the accounts department

D. Security Department

A hotel's security staff may include in-house security personnel and contracted security officers. In general, hotels prefer ex-army or ex-police officials as their security officers because they are already well versed with various security aspects and have a lot of experience in this field. Security responsibilities may possibly include patrolling the property, monitoring surveillance equipment, and, in general, ensuring that the guests, visitors, and employees are safe and secure. The security department is responsible for establishing the details of room keys security, fire safety systems, emergency evacuation plans, and emergency communication plans. The effectiveness of the security department depends on

the cooperation and assistance of local law enforcement officials. The security personnel should be trained to handle situations such as vandalism, terrorist attacks, and bomb threats. They can also be trained to prevent and fight fire. Every hotel should have a proper security system to protect its guests, employees, and properties.

Hotels may take measures such as installing close circuit televisions in public areas for proper surveillance, ensuring proper lighting of public areas, fencing of the hotel property and positioning security guards at entry gates for the safety and security of their guests and their belongings. Hiring an independent security agency to routinely check the security systems also helps in ensuring the safety and security of the guests. The security department of a hotel is responsible for the overall security of the hotel building, in-house guests, visitors, day users, and employees of the hotel, and also their belongings. The security staff may include in-house security personnel and contracted security officers. In general, hotels prefer ex-army or ex-police officials as their security officers because they are well versed with various security aspects.

The responsibilities of the security personnel include patrolling the property and its grounds; monitoring surveillance equipment; and, in general, ensuring that guests, visitors, and employees are safe and secure. To some extent, the effectiveness of the security department depends upon the cooperation and assistance of the local law enforcement officials. The security personnel should be trained to handle situations such as vandalism, thefts, terrorist attacks, bomb threats, and also to prevent and fight fires. The front desk should report anything suspicious to the security staff.

Importance of security

The guest, who comes to a particular hotel, comes with an understanding that he and his belongings both will be safe and secure during his stay at the hotel. At the same time, it is also quite important that the hotel staff and assets are protected and secure. Hence it is very important to have a proper security system in place to protect staff, guests, and physical resources and assets such as equipment, appliances buildings, and gardens of the hotel and also the belongings of the guest. The management must take care that the security and safety systems cover the following areas:

Guest: Protection from crimes such as murder, abduction, and health hazards from outsiders, hotel staff, pests, food poisoning, etc.

Staff: Providing staff lockers, insurances, health schemes, provident funds, etc. Protective clothing, shoes, firefight drills, the supply of clean drinking water use of aqua guards, sanitized washrooms, etc.

Guest luggage: Secure luggage store rooms and proper equipment such as luggage trolleys and bellhop trolleys should be provided.

Hotel Equipment: Lifts, Boilers, Kitchen equipment, furniture fitting, and building, etc. must be protected and for these the security and safety should cover up fire safety equipment, bomb threat security system, water floods security system, earthquake security system, safe vault security system, etc.

Protection of raw materials, goods, provisions, and groceries, etc. for this the security system should cover proper storage and pest control systems, apart from the application of a total material management system.

Protection of Fund

- Only one person should have access to each cash bank and each bank should be in a separate drawer.
- All transactions should be recorded immediately.
- The cashier should close the cash register drawer after each transaction.
- Cashiers should complete the transaction process before changing currency into different denominations for the guests. Each change request should be handled as a new transaction to avoid confusion.
- A supervisor or a member of the accounting division should occasionally conduct an unscheduled audit of front office cash registers.
- The hotels should have a policy that states where employees should place cash during a transaction.

Types of Security:

1. Physical aspect
2. Safety and Security of persons
3. Safety and Security of systems

Physical aspects

The physical aspect is divided into two parts

- a) Internal
- b) External

a) Internal security

- Against theft
- Fire safety
- Proper lighting
- Safeguarding assets
- Track unwanted guests

b) External Security

- Proper lighting outside the building
- Proper fencing of the building
- Fencing of the pool area to avoid accidents at the night
- Manning of service gates to restrict entry
- Fixing of closed-circuit TV cameras

Security aspects of persons**a) Staff**

- Effective recruitment and selection
- Identification of staff
- Key control
- Red tag system
- Training
- Locker inspection

b) Guests

- Check scanty baggage guests
- Guests suspected of taking away hotel property should be charged according to hotel policy
- Guest room security:
 - I. Provide wide-angle door viewer, deadbolt locks, night torch, chains on doors, etc.
 - II. Employees should be trained to not give any information about in-house guests to outsiders.
 - III. While issuing a duplicate card key ask for identification if in doubt of the guest.
 - IV. housekeeping staff should never leave keys to expose on unattended carts in corridors

Security aspects of systems

The term system implies the operations of the hotel eg: all the equipment used for operation, procedures laid down for operations, and policies to be followed. Systems procedures and policies if followed properly shall safeguard the assets and increase the life span of equipment as well as avoid any breakdown maintenance.

- Fix duties and responsibilities: Fix the duties of staff members so that they don't interfere with others' ²⁴work.
- Make surprise checks
- Staff who have access to liquid assets should be made to sign a bond so that in case of theft the concerned person can easily be caught
- The hiring of some independent security company to check the security system of the hotel
- Record of all losses and missing items immediately
- Inventory control should be proper
- Auditing should be done on a regular basis
- A proper system for cash disbursements should be made

Important Safety and Security measures necessary in hotels:

- **Key Card Locks:** Guest room locking systems these days include punch and magnetic key cards which have locks with flash memory and other functions. The system can directly be linked with PMS.
- **Security Guards:** Trained security guards working 24-hours every day to provide the best in safety and security for the guests.
- **Security Cameras:** Security cameras with digital technology, intelligent access central system, software interface with CCTV for matching undesirable visitors and criminals, along with metal detectors, and spy cameras, and use of biometric readers like hand key reader or face recognition system, etc.
- **Fire Alarms:** Smoke detectors and fire alarms in each guest room and throughout the entire complex that is monitored 24 hours a day, 7 days per week that pinpoints the exact point of the alarm allowing our security staff to respond immediately to the area of any alarm condition.
- **Emergency Power:** Provision for emergency power in case of a power cut to provide uninterrupted guest service.

- ²⁴ **Employee Photo ID:** For added security, some hotels have employees wearing a photo ID nametag allowing quick identification.
- **In-Room Safes:** In addition to the safety deposit boxes offered by most hotels at the front desks, some hotels provide in-room guest safes capable of holding a laptop computer that uses the guest's own credit card as the key.
- **Defibrillation Units:** A life-saving device in case of heart attacks, defibrillation units are starting to be deployed among police and emergency personnel across the nation.

Bomb threat security:

Precautions and measures that may be taken in the above case:

- Security nets and body searches for guests not known to the staff.
- Banqueting suites and other non-public areas should be security checked and locked after use.
- Goods received and bags should be checked and kept tidy.
- If a bomb threat is received via telephone, the telephonic should note carefully what exactly is said, the time of the call received the accent of the caller, and background noise if any. After the alert, the GM should stay put in the lobby where he can be reached easily.
- The duties and responsibilities of staff during an emergency should be well-defined.
- The hotel should work closely with the police to keep them updated.
- Chambermaids and HK supervisors should be trained to conduct security checks in the guest rooms.

Safety and Security measures for women hotel guests

- Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you.
- Well-lit public areas such as the lobby, bars, etc.
- Valet parking services to avoid the need for a woman to enter the parking lot.
- Assigning rooms closer to the elevator.
- If a woman traveler is not assigned a room on the special executive floor, hotels most often on request, upgrade her accommodation to that floor without an increase in the room rate. The floor is staffed almost 24 hours a day with a concierge.



Fig 2.4 organization chart of the Security department

E. Sales and Marketing department

The sales and marketing department is generally composed of a director of marketing and a director of sales (or one person with both titles) who, in turn, manage a team of sales managers. In many hotels, entry-level sales positions are titled account executives or sales associates. Another entry point may be as a sales and marketing assistant or researcher. The task of this department is quite simple—they must sell the hotel facilities, hopefully well into the future. There is generally not a great deal of career cross-over from sales to marketing, though the converse may be true. After gaining a couple of years' experience in one of the above entry-level positions, the next step would be to be a sales manager. From the sales manager, one would aspire to director of sales, or if with a chain, to a regional sales position, which would involve selling a number of hotels as opposed to one. Career paths from a hotel's top sales and marketing position may be either through operations as an executive assistant manager or resident manager or as a sales and marketing professional within a large chain's corporate structure. Sales and marketing tend to hold a "glitz and glamour" image and, therefore, competition for entry-level positions is keen.

Sales and Marketing of Hospitality Products

The sale of hotel rooms and other products is a joint effort of the hotel's sales and marketing division and reservation department. The sales and marketing department is responsible for bulk sales of a hotel's major hospitality product rooms. The reservation section deals with direct calls for the sale of rooms (room reservation). It can only get business that lands in the section through various modes of reservation requests such as an-person, telephone calls, e-mails, letters, and faxes and is not able to attract new business.

Sales and Marketing Team

In order to sell their products, hotels generally have their sales and marketing teams or hire the service of any external agency specializing in this field. A team of sales and marketing personnel constitutes the sales office of a hotel. The executives of the sales and marketing department make regular visits to existing corporate clients, travel agents, and tour operators, and generate new business. The organization of the sales and marketing division depends upon the size, location, and volume of business of a hotel. Small hotels may have only salespersons, medium to large hotels may have a well-organized sale and marketing department with the head of the department, assistant sales manager, sales executives, and other administrative staff; and hotel chains may have a corporate office with vice-president/director sales, regional managers, sales executives, and a well-appointed office with administrative staff.

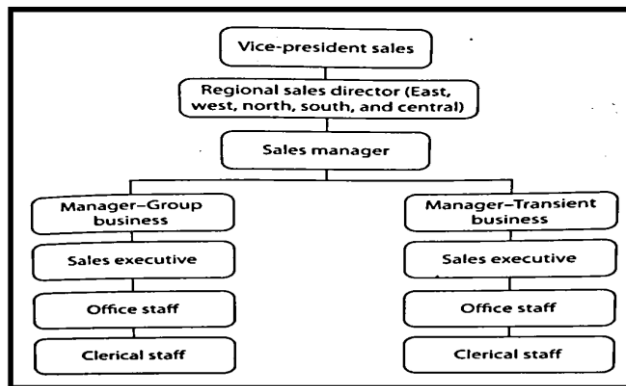


Fig 2.5 Organization chart of the Sales and Marketing department

Sales and Marketing Managers

In small hotels, this position might be synonymous with the director of sales, whereas, in a larger hotel, a sales manager will report to the director of sales. The sales and marketing manager usually assigns targets to sales executives, monitors their progress, and handles their own accounts. The specific duties of a sales manager will depend upon the size, location, and volume of business that the hotel receives from its market segments.

Sales Executives

Sales executives are the backbone of the sales department. They are the ones who give sales calls to the target market segments. ¹⁰³ They are responsible for contacting, soliciting, and providing follow-up services to the clients. In a small property, a sales executive handles all types of businesses. They give sales call to travel agents, tour operators, corporate clients, business houses, and other sources of potential business. In large hotels, they may be given specific tasks such as individual or transient business, group business, crew business, domestic business, and international business.

F. Purchase department

² Purchasing is a process that includes the buying of materials and equipment needed by various departments of an organization to ensure continuity in product production and supply of essential services to the guest. Therefore it is a very important and challenging function and has to be carried out efficiently to meet the purchasing requirements of the organization. The purchase department must be highly responsive to the organization's needs in terms of quality, price, and delivery. The expenses for housekeeping purchases are planned in advance mainly in the form of a Capital Budget or an Operating Budget. The purchase can be of a local or imported item. The housekeeping department generates the indents of non-stock items. Stock items are the regular operating supplies such as soap, shampoo, stationery, and cleaning supplies. Non-stock items are non-consumable items such as crystal vases for flower arrangement. Efficient purchasing practices can make a significant contribution to the housekeeping department. Purchasing includes the process of buying, learning of the needs, identifying purchase locations, selecting the best supplies, negotiating for the best price, and other relating tasks such as ensuring deliveries in time. Purchasing is described as an art since it requires talent and satisfaction in judgment i.e. judging the right combination of color, shape, size, and consistency of item. Although different properties have different procedures for processing and approving purchases the evaluation of what is needed for the housekeeping department is decided by the Executive housekeeper.

² **Recycled products:** The Executive Housekeeper raises a purchase requisition/indent form and forwards it to the Financial Controller and General Manager. The Purchase Manager makes out the purchase order which is sent to the supplier. Once the items are received the Executive Housekeeper checks the quality and specification of the item before approving the consignment. Example - annual linen purchase. Linen is the most important recycled

inventory item in the housekeeping department. It is also the biggest expense. To ensure the purchased linen is worth the money spent the Executive Housekeeper should consider:

- The suitability of the product for its intended use.
- The expected useful lifespan of the linen.
- The purchase price.
- The cost of laundering.

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Non-recycled products: Worksheets are developed by the Executive Housekeeper to monitor usage rates and costs for the different types of non-recycled inventory items. For each product, the monthly use report identifies the vendor. The product name and its intended use each month by physical inventory provides the Executive Housekeeper with information concerning how many purchase units of each item have been used. Every week or fortnight the floor supervisor takes an inventory of these items. They are compiled with the par stock to be maintained before ordering new supplies.

Principles of purchasing: There are five primary principles of purchasing that need to be upheld by the Housekeeping and the purchasing department.

Right quality: The housekeeping departments are responsible for providing the guest with a clean, comfortable, and safe environment as well as meets and exceed the guest's expectations. In this regard, the department needs to buy the best products. Value for money is the factor in each of the product supplies to the guestroom and public areas. The entire range of items has to meet the standards and specifications determined by the department and hotel management.

Right quantity: Placing a purchase order of the right quality is of utmost importance for any organization. Suppliers usually offer huge discounts on large quantities but that should not influence the department's decision. The following factors should be kept in mind while ordering the right quantity of material:

- The cost of the order being placed
- The cost of storage and carrying charges for holding stocks
- Quantity discount
- Stock level and order point
- Buffer stock
- Budgetary controls

The right price: One of the major concerns for both the housekeeping and purchasing department is to get the supplies at the right price. In-depth knowledge of the market is vital to make sure that the right price is being paid i.e. the payment corresponds to the exact value of the material being purchased. While calculating the right price ex-showroom the terms of payment should also be attended to.

Right time: The material should be made available at the right time. Lead time, which is the period between the indent originating from the housekeeping department and the time the material is ready for use, should be minimal. The total lead time which includes the supplier lead time plus the internal processing, clearance receipt, and inspection time should be as low as possible to work on a lower inventory level. The time should also be right as regards ensuring the immediate availability of a particular product in the market.

The right source of supply: The right source of supply is critical to the Executive Housekeeper. If the source of supply is correct, the right quality, quantity, price, and time. The selection of the ideal supplier is crucial for both the housekeeping and the purchase departments in which they are aided by:

- Knowledge and experience
- Catalogs, internet, etc.
- Hotel supplies directories
- Salespersons
- Trade associations and association companies

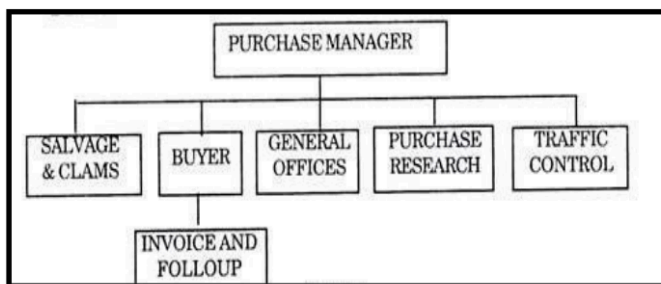


Fig 2.6 Organization chart of Purchase department

2.2 Keywords

- **Human Resource:** The human resource (HR) department (earlier called the personnel department) is responsible for the acquisition, utilization, training, and development of the human resources of the hotel.
- **Engineering and maintenance department:** The engineering and maintenance department of a hotel is responsible for maintaining the property's structure, electrical and mechanical equipment, and all furniture and fixtures.
- **Accounts:** Accounting may be defined as the process of collecting, recording, summarizing, and analyzing financial transactions of a business.
- **Security department:** The security department of a hotel is responsible for the overall security of the hotel building, in-house guests, visitors, day users, and employees of the hotel, and also their belongings.
- **Sales & Marketing:** The sales and marketing department is generally composed of a director of marketing and a director of sales (or one person with both titles) who, in turn, manages a team of sales managers.
- **Purchase:** Purchasing is a process in which includes buying materials and equipment needed by various departments of an organization

2.3 Self-Assessment Questions

- Explain the role of the HRM department in the Hotel industry?
- Write about the Engineering and Maintenance department?
- Write a brief note on the Accounts department of the hotel industry?
- What is the importance of the Security department in the hotel industry?

2.4 Further Readings

- Hotel Front Office: Operations, Accounting and Management Paperback – 1 January 2013 by Arvind Kumar Saraswati (Author), Sunita Badhwar (Author)
- Textbook Of Hotel Front Office- Management & Operations (with Training Manual) Paperback – 1 January 2014 by Manoj Kumar Yadav (Author)
- Hotel Housekeeping: Operations and Management 3e Paperback – 1 July 2015 by G. Raghubalan (Author), Smritee Raghubalan (Author)

LESSON – 3

GUEST ROOMS & TYPES OF BEDS IN THE HOTEL INDUSTRY

6

3.0 Objectives

After studying this lesson, you should be able:

- To know the types of Guest Rooms used in the Hotel.
- To study the types of Beds used in the hotel industry.
- To Understand the various meal plans

Structure

3.1 Types of Guest Rooms in the Hotel

3.2 Types of Beds in the Hotel Industry

3.3 Guest Room Amenities

3.4 Meal Plans

6

3.5 Keywords

3.6 Self-Assessment Questions

3.7 Further Readings

3.1 Types of Guest Rooms in the Hotel Industry

7

A hotel sells a combination of accommodation, food, drinks, and other services and facilities to its guests. The main accommodation product in the room, which is among the principal sources of revenue for the hotel. Other facilities and benefits, such as ambiance, decor, in-room amenities, and security, are add-ons that play a significant role in the pricing of the services. In order to suit the profile and pocket of various kinds of guests, hotels offer different types of rooms that cater to the specific needs of guests. The rooms may be categorized based on the room size, layout, view, interior decoration, and services offered.

The various types of rooms offered by the star hotel:

- **Single Room** – A single room has one single bed for single occupancy. An additional bed (called an extra bed) may be added to this room at the request of the guest and charged accordingly. The size of the bed is normally 3 feet by 6 feet.
- **Twin Room** – A twin room has two single beds for double occupancy. An extra bed may be added to this room at the request of a guest and charged accordingly. The bed

size is normally 3 feet by 6 feet. These rooms are suitable for sharing accommodation among a group of delegates of the meeting.

- **Double Room** – A double room has one double bed for double occupancy. An extra bed may be added to this room at the request of a guest and charged accordingly. The size of the double bed is generally 4.5 feet by 6 feet.
- **Triple Room** – A triple room has three separate single beds and can be occupied by three guests. This type of room is suitable for groups and delegates of meetings and conferences.
- **Quad Room** – A quad room has four separate single beds and can accommodate four persons together in the same room.
- **Hollywood Twin Room** – A Hollywood twin room has two single beds with a common headboard. This type of room is generally occupied by two guests.
- **Double-Double Room** – A double-double room has two double beds and is normally preferred by a family or group as it can accommodate four persons together.
- **King Room** – A king room has a king-size bed. The size of the bed is 6 feet by 6 feet. An extra bed may be added to this room at the request of a guest and charged accordingly.
- **Queen Room** – A queen room has a queen-size bed. The size of the bed is 5 feet by 6 feet. An extra bed may be added to this room at the request of a guest and charged accordingly.

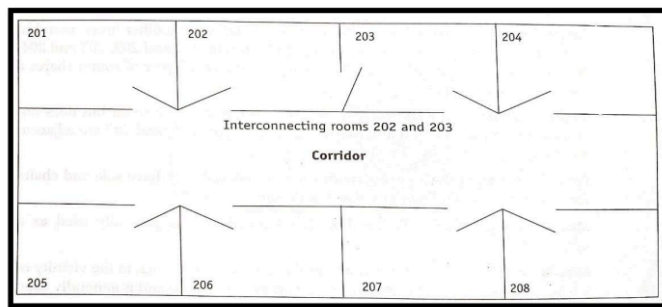


Fig –3.1 Example of Interconnecting, Adjoining, and Adjacent Room

- **Interconnecting Room** – Interconnected rooms have a common wall and a door that connects the two rooms. This allows guests to access any of the two rooms without passing through a public area. This type of room is ideal for families and crew

members. (See the rooms 202 and 203 in Above Diagram – Fig 4.1) these rooms are interconnecting rooms as there is an interconnecting door between them.

- **Adjoining Room** – An adjoining room shares a wall with another hotel room but is not connected by a door. (See the rooms 201 and 202, 203 and 204, 205 and 206, 206 and 207 in Above Diagram – Fig 4.1) these rooms are adjoining as each pair of rooms shares a common wall.
- **Adjacent Room** – An adjacent room is very close to another room but does not share a common wall with it. (See the rooms 201 and 205 in Above Diagram – Fig 3.1) these rooms are adjacent rooms.
- **Parlour Room** – A Parlour has a living room without a bed and may have a sofa and chairs for sitting. It is generally not used as a bedroom.
- **Studio Room** – A studio has a bed and a sofa-cum-bed and is generally used as a living room.
- **Cabana Room** – A cabana is situated away from the main hotel building, in the vicinity of a swimming pool or sea beach. It may or may not have beds and is generally used as a changing room and not as a bedroom.
- **Suite Room** – A suite comprises more than one room; occasionally, it can also be a single large room with clearly defined sleeping and sitting areas. The decor of such units is of very high standards, aimed to please the affluent guest who can afford the high tariffs of the room category.
- **Duplex Room** – A duplex suite comprises two rooms situated on different floors, which are connected by an internal staircase. This suite is generally used by business guests who wish to use the lower level as an office and meeting place and the upper-level room as a bedroom. This type of room is quite expensive.
- **Efficiency Room** – An efficiency room has an attached kitchenette for guests preferring a longer duration of stay. Generally, this type of room is found on holiday and health resorts where guests stay for a longer time.
- **Hospitality Room** – A hospitality room is designed for hotel guests who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on an hourly basis.
- **Penthouse Room** – A penthouse is generally located on the topmost floor of hotels and has an attached open terrace or open sky space. It has very opulent decor and

furnishings and is among the costliest rooms in the hotels, preferred by celebrities and major political personalities.

- **Lanai Room** – A lanai has a veranda or roofed patio and is often furnished and used as a living room. It generally has a view of a garden or sea beach.

3.2 Types of Beds in the Hotel Industry

- a) **Platform Bed:** A platform bed is a simple wooden or metal platform on which a mattress is placed. Because there is no box spring, it is usually a very low setting.
- b) **Box bed** is a bed having the form of a large box with wooden roof, sides, and ends, opening in front with two sliding panels or shutters; often used in cottages in Scotland
- c) **Zed Bed** – Zed bed gets its name from its three-part folded frame resembling the letter Z. It is a bed whose frame folds in order to be more easily stored and moved. Sometimes also referred to as camp beds.
- d) **A roll-away bed** – It is similar to a zed bed but has castor wheels /rollers. They can also room be folded in half and easily stored.
- e) **Murphy Bed/ SICO Bed/ Wall cupboard bed** – Space-saving bed. These beds come in handy when rooms are let more than once in 24 hours, for meetings by day and a bedroom at night. This way the staff need not undertake the task of converting the from one purpose to the other. The bed folds during the day & unfolds when needed. There are two main styles of Murphy Beds.
 - The original panel where the whole bed simply folds down from the wall in one go.
 - The Bifold or closet style where doors are first opened & bed folded out from within.
- f) **Baby Cot/ Crib** – is a small bed with metallic raised frames on all sides to protect small children/ infants from falling off. These are available as guest loan items and are usually collapsible to save storage space.
- g) **Sofa Bed** Popular form of space bed. It is a multifunctional piece of furniture that can be used as a seat during the day & bed at night.
- h) **Air Bed:** Uses an air-inflated mattress
- i) **Bunker bed** – Two or more beds one on top of each other
- j) **An adjustable bed** is a bed that can be adjusted to several different positions
- k) **The bassinet** is a bed specifically for newborn infants.
- l) **Waterbed:** Uses Water filled mattress.

3.3 Guest Room amenities / Supplies

- Coffee maker
- Pens
- Chocolates
- Biscuit platters
- Flowers
- Free beverages in the minibar
- Free snacks
- Business kit – Pins, small stapler, paper clips
- Laundry bags and launch/ forms
- Matchboxes
- Guest stationery folder—scribbling pads, envelopes, postcards, airmails, ballpoint pens, pencils
- Magazines
- Disposable slippers
- Cloth hangers
- Drinking glasses
- Plastic trays
- Ice buckets
- Water bottles
- Ashtrays
- Wastebaskets
- The Bible or Gita or Quran
- Bed Room Linen
- Hair-dryers
- Alarm clocks

Bathroom amenities/ Supplies

- Bath gel
- Bath salts
- Bubble bath
- Body lotion

- ⁷⁶ body talc
- body oil
- deodorant
- Moisturizer
- Shower cap
- Shampoo, hair conditioners
- Grooming kit—nail clipper, small scissors,
- comb
- Sewing kit
- Loofah pads
- Sani-bags
- Sanitary pads
- Face wash
- Dental kit—toothbrush, toothpaste, mouthwash
- Toilet tissue
- ⁷⁶ Toilet roll
- Face tissues
- Soap bars—bath, hand

Different Cards used in Guest Room

- DND cards
- ⁹ Room service menu card
- Polish my shoe card
- Make my room card
- Collect my laundry card

⁵¹ 3.4 Types of Meal Plans:

- **American plan (AP):** American plan is also known as an en-pension or full board meal plan. It includes all three major meals, breakfast, lunch, and dinner for the length of your stay. ⁵¹ **American Meal Plan: Room Rent+ Buffet Breakfast+ Buffet Lunch+ Buffet Dinner**
- **Modified American Plan (MAP):** Modified American plan is also known as Half Board or demi-pension meal plan. It is a modified version of the American plan and

includes a room stay with breakfast and a choice between lunch and dinner. **Modified American Plan: Room Rent+ Buffet Breakfast+ (Buffet Lunch/Buffer Dinner)**

- **Continental Plan (CP):** Continental Plan is where your room stay involves a daily breakfast at the hotel. The hotel can either affix its option of breakfast menu or provide it in the dining area for a buffet breakfast. Continental breakfast includes a choice of fresh or canned juices; pieces of bread like toast, brioche, etc. with butter or preserves like jam, jellies, and marmalade; beverages like tea or coffee, with or without milk. **Continental Plan: Room Rent+ Buffet Breakfast only.**
- **European plan (EP):** European plan means that only the stay is included in the rates and that you will have to pay extra for using the hotel's dining facilities. This can be called the "Room Only" Plan, in general terms. **European plan: Room Rent only.**
- **Bed & Breakfast (B&B) or Bermuda Plan:** The room tariff includes American breakfast along with the room rent. American breakfast generally includes most or all of the following: two eggs (fried or poached), sliced bacon or sausages, sliced bread or toast with Jam/Jelly/butter, pancakes with syrup cornflakes or other cereal, coffee/tea, and orange/grapefruit juice. **Bed & Breakfast (B&B) or Bermuda Plan: American Breakfast + Room Rent**

3.5 Keywords

- **Cabana** – A room adjacent to the pool area, with or without sleeping facilities, but with provision for relaxing on a sofa. It is mainly used for Cloth changing.
- **Duplex** – A two-storey suite with parlour and bedrooms connected by a stairway.

3.6 Self-Assessment Questions

- Explain the different types of Rooms offered by star hotels in India?
- What are the different types of Beds used in Hotels?
- What are the Amenities used in Guest Rooms & Bathrooms in Hotel?

3.7 Further Readings

- Hotel Housekeeping: Operations and Management 3e by G. Raghubalan and Smritee Raghubalan | 1 July 2015
- Hotel Front Office: Operations and Management by Jatashankar Tewari | 17 June 2016
- Hotel Housekeeping Management and Operations by Sudhir Andrews | 1 July 2017

LESSON – 4

CLASSIFICATION OF HOTELS (PART-1)

6

4.0 Objectives

After studying this lesson, you should be able:

- To study the different types of Hotels based on Star Rating, Heritage, Size, Location, and Clientele
- To know about the role of Govt committees in Classification of Star rating and Heritage Hotels

Structure:

4.1 Classification of Hotels – Standard Classification – Star Rating & Heritage

4.2 Classification of Hotels based on Size

4.3 Classification of Hotels based on Location

4.4 Classification of Hotels based on Clientele

4.5 Keywords

4.6 Self-Assessment Questions

4.7 Further Readings

7

4.1 Classification of Hotels

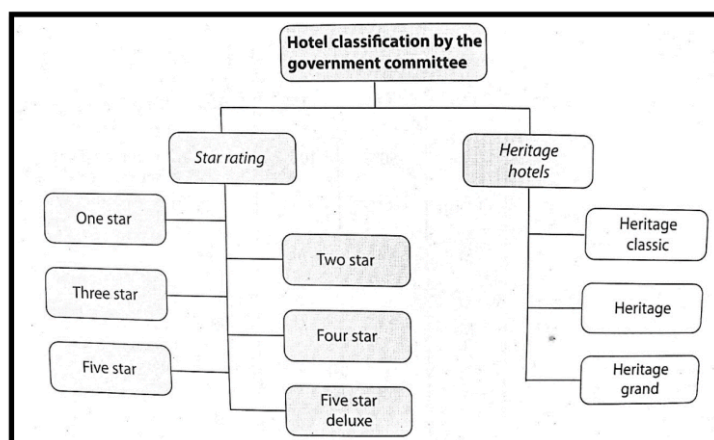
Hotels provide accommodation, besides services such as food and beverages, facilities such as recreation, conference, and training arrangements, along with the organization of official or private parties. Each hotel has unique features associated with it. The features may be its location; the number of guest rooms; special services such as concierge, travel assistance, and valet parking; facilities such as specialty restaurants, bars, business meeting venues, and swimming pool. The diversity in services and facilities provided by each hotel makes it quite difficult to have any single basis of classification of hotels, and if we classify them on different criteria there will be some hotels that will fall into more than one group.

2

Standard Classification

The star classification system is the most widely accepted form of rating hotels worldwide. This rating, in different countries, is done by the government or quasi-government sources, independent rating agencies, or sometimes by the hotel operators themselves. The Indian hotel industry follows the star-rating system, which indicates the number and standard of facilities offered by the hotel. The classification of hotels is done by a central government

committee called the Hotel Restaurant Approval and Classification Committee (HRACC), which inspects and assesses the hotels based on the facilities and services offered. The classification committee includes the Chairman (HRACC) and other members chosen from the government and industry associations such as the Federation of Hotel and Restaurant Association of India (FHRAI), Hotel Association of India (HAI), Indian Association of Tour Operators (IATO), Travel Agents Association of India (TAAI), or Institute of Hotel Management Catering Technology and Applied Nutrition (IHM). In case of the Heritage category, a representative of the Indian Heritage Hotel Association (IHHA) is included in the committee. The committee visits the hotels and evaluates the facilities and services offered before the grade is awarded.



- **One-star hotels** – These properties are generally small and independently owned, with a family atmosphere. There may be a limited range of facilities and the meals may be fairly simple. For example, lunch may not be served or some bedrooms may not have an en suite bath or shower. However, maintenance, cleanliness, and comfort would be of an acceptable standard.
- **Two-star hotels** – Two-star hotels will usually offer more facilities than one-star hotels. These hotels will generally be small in size in terms of the number of rooms. At least one-fourth of the total rooms will be air-conditioned. These hotels will provide a clean and comfortable stay to travellers. They are more professionally managed and staffs are more professional in comparison to one-star hotels. Seventy-

five percent of rooms may have attached bath. These hotels will have a well-appointed lobby, trained reception staff, a dining hall, and room service.

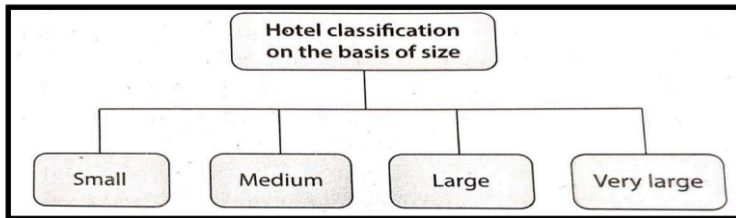
- **Three-star hotels** – These hotels are usually of a size to support higher staffing levels as well as significantly higher quality and range of facilities compared to the lower star classifications. Reception and other public areas will be more spacious, and the restaurant will also cater to non-residents. All bedrooms will have an en-suite bath and shower and will offer a good standard of comfort and equipment, such as direct-dial telephone and toiletries in the bathroom. Besides room service, some provisions for business travellers can be expected.
- **Four-star hotels** – These hotels provide luxury as well as high-quality furnishings, decor, and equipment in every area of the hotel. Bedrooms will also usually offer more space than at the lower star levels. They will be well designed with coordinated furnishings and decor. The en-suite bathrooms will have both a bath and a shower. There will be a high staff to guest ratio, with provisions of porter service, 24-hour room service, and laundry and dry-cleaning services. The restaurant will demonstrate a serious approach to its cuisine.
- **Five-star hotels** – These hotels offer spacious and luxurious accommodations, matching the best international standards. The interior design should impress with its quality and attention to detail, comfort, and elegance. The furnishings should be immaculate. The service should be formal, well-supervised, and flawless in its attention to guests' needs, without being intrusive. The restaurant will demonstrate a high level of technical skill. The staff will be knowledgeable, helpful, and well versed in all aspects of customer care, combining efficiency with courtesy.

Heritage Hotels

Heritage hotels properties include set in small forts, palaces, or Havelis, the mansions of erstwhile royal and aristocratic families. They have added a new dimension to cultural tourism. In a heritage hotel, a visitor is of rooms that have their own history, is served traditional cuisine toned down to the requirements of international palates, is entertained by folk artists, can participate in activities that allow a glimpse into the heritage of the region, and can bask in an atmosphere that lives and breathes of the past. Taj Lake Palace in Udaipur and The Oberoi Cecil in Shimla are some of the heritage hotels.

- **Heritage** – This category covers hotels in residences/ havelis/ hunting lodges/ castles/ forts/ palaces built prior to 1950 but after 1935
- **Heritage Classic** – This category covers hotels in residences/ havelis/ hunting lodges/ castles/ forts/ palaces built prior to 1935 but after 1920
- **Heritage Grand** – This category covers hotels in residences/ havelis/ hunting lodges/ castles/ forts/ palaces built prior to 1920.

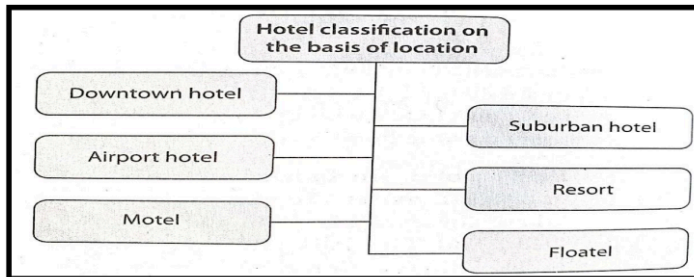
4.2. Classification based on Size – The number of guest rooms in a hotel is a criterion to classify hotels.



- **Small hotels** – In India, hotels with 25 rooms or less are classified as small hotels, for example, Hotel Alka, New Delhi, and The Oberoi Vanyavilas, Ranthambore. However, in the developed countries of Europe and America, hotels with less than 100 rooms are considered small. These hotels provide clean and comfortable accommodation but may not provide upmarket facilities, such as a swimming pool, restaurant, and bar.
- **Medium hotels** – Hotels with 26-100 rooms are called medium hotels, for example, Hotel Taj View, Agra, and Chola Sheraton Hotel, Chennai. However, in the developed countries, hotels with up to 300 rooms are termed as medium-sized.
- **Large hotels** – In India, hotels with 101– 300 guest rooms are regarded as large hotels, for example, The Imperial, New Delhi, and The Park, Kolkata, whereas, hotels with 400-600 rooms are termed as large hotels in the developed countries.
- **Very large hotels** - Hotels with more than 300 guest rooms are known as very large hotels in our country, for example, Shangri-La Hotel, New Delhi, and Leela Kempinski, Mumbai. However, in the developed countries, hotels with 600-1000 rooms may be considered as very large.

4.3. Classification based on Location

The location of the hotel is one of the major criteria for a traveller to select and patronize a hotel. Hotels may be located in the city center, suburban areas, and natural locations such as hill stations and sea beaches, near the port of entry into a country.



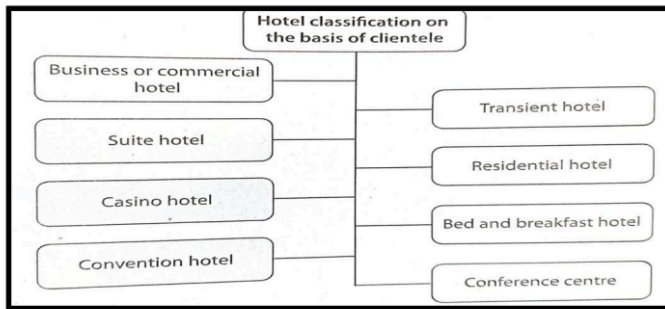
- Downtown hotel** – A downtown hotel is located in the center of the city or within a short distance from the business center, shopping areas, theatres, public offices, etc. The center of the city may not necessarily be the geographical center, but it refers to an area that is considered to be the commercial hub of the city. The room rates in these hotels may be higher than similar hotels in other areas, so as to cover the huge investment made on the land. They are generally preferred by business clientele as they find it convenient to stay close to the place of their business activities. Hotel InterContinental, New Delhi, and Hotel Le Meridien, Pune are some of the downtown hotels.
- Suburban hotels** – Since the land cost in the city center is higher and the space is limited, some entrepreneurs build their hotels near the outskirts of the city. Providing similar facilities as the downtown hotels, suburban hotels are set in suburban areas and have the advantage of quieter surroundings. Such hotels are ideal for people who prefer to stay away from the hustle and bustle of a city. The duration of the stay of guests in these hotels may be longer than at a hotel located in the city. The room rates in such hotels are moderate and may attract budget travellers. Trident Hotel, Gurgaon, and Uppal's Orchid, New Delhi are some of the suburban hotels.
- Resort hotels** – Hotels that are located at tourist destinations such as hill stations, sea beaches, and the countryside are referred to as resort hotels. These hotels have a very calm and natural ambiance. They are mostly away from cities and are located in

pollution-free environs. The room rates in these hotels may range from moderate to high, depending on the additional services offered. These hotels combine stay facilities with leisure activities such as golf, summer and winter sports, and so on. Some of these hotels are projected as dream destinations for guests who wish to enjoy the 'beauty of nature and have a memorable holiday. The occupancy in resorts is normally higher during vacation time and weekends when guests want to take a break from their weekly routine. Taj Fort Aguada Beach Resort, Goa and Wildflower Hall, Shimla in the Himalayas are some of the resort hotels.

- **Airport hotels** – Airport hotels are situated in the vicinity of airports and other ports of entry. Offering all the services of a commercial hotel, these hotels are generally patronized by the passengers who need a stopover en route their journey. Hotel Centaur, Mumbai, and Radisson, New Delhi are some of the airport hotels.
- **Motel** – The word 'motel' is formed by merging two words 'motor' and 'hotel'. They are located primarily on highways and provide modest lodgings to highway travellers. The development of extensive road networks in the early 20th century led to the increase in people travelling in their own vehicles. 'rills phenomenon was quite common in the American and European continents. Travellers who were travelling in their own vehicles needed a neat and clean accommodation for the night. They also required garages, along with refueling facilities for their vehicles. In the year 1950, the concept of motels came into existence to meet the requirements of such highway travellers. A motel offers facilities such as accommodation, food and drinks, garage facilities, a parking lot, and refuelling for vehicles.
- **Floatels** – Floatels are types of lodging properties that float on the surface of the water. This category consists of all lodging properties that are built on the top of rafts or semi-submersible platforms and includes cruise liners and houseboats. Some of them provide luxurious accommodation, along with food and beverage facilities to the guests. The houseboats of Dal Lake, Srinagar in Jammu and Kashmir, and Kerala are some of the floatels in India.
- **Rotels** – These novel variants are hotels on wheels. Our very own Palace on Wheels and Deccan Odyssey are trains providing a luxurious hotel atmosphere. Rotels also includes some large trucks with the interiors done up like hotel rooms. They are normally used by a small group of travellers to visit various places by road.

4.4 Classification based on Clientele

Hotels cater to the needs of their guests. Every individual or a group of people who patronize a hotel has a different set of requirements. While some would prefer luxurious accommodation, others would like to stay in a simple and cheap room. Some would require facilities such as meeting rooms, business centers, and conference halls if their travel is business-oriented. Being a capital-intensive industry, the diversities in guest requirements discourage hotels from catering to all types of travellers. As a result, hotels choose to carve out a niche for themselves by catering to the needs of specific guest segments.



- Business or commercial hotels** – Designed to cater to the needs of a business traveller, commercial hotels are generally situated in the city center. These hotels provide high-standard rooms and amenities, along with high-speed Internet connectivity, business centers, and conference halls. They also provide in-house secretarial services, as well as facilities such as letter drafting, typing, fax, and photocopying of documents for the convenience of their guests. The guest amenities at commercial hotels may include complimentary newspapers, morning coffee, cable television, and access to channelled music and movies. The duration of guest stay is generally very short at these hotels. The occupancy level is higher during the weekdays and slightly lower during weekends. These hotels are also known as downtown hotels. The Park and Hotel InterContinental in New Delhi are some of the business or commercial hotels.
- Transient hotels** – Transient hotels cater to the needs of people who are on the move and need a stopover en route to their journey. Located in the close proximity of ports of entry, such as seaport, airport, and major railway stations, these hotels are normally patronized by transient travellers. They have round-the-clock operational room

service and coffee shop and offer all the facilities of a commercial hotel. Transient hotels are usually five star, and their target market includes business clientele, airline passengers with overnight travel layovers or cancelled flights, and airline personnel. The occupancy rate is usually very high, sometimes more than 100 percent, as rooms can be sold more than once on a given day. Hotel Centaur and Radisson in New Delhi are some of the transient hotels in India. Airport hotels fall under this category.

- **Suite hotels** – Suite hotels provide the highest level of personalized services to guests. The guest rooms generally comprise a living area, including a compact kitchenette with a refrigerator and a microwave, a bedroom attached with a bathroom, and sometimes even a dance floor. The facilities are highly customized and may include valet services, personalized guest stationery, high-speed Internet connection, and an in-room safety locker facility. These hotels are patronized by affluent people and tourists who are fond of luxury. Burj Al Arab, Dubai, and InterContinental The Lalit Goa Resort are some of the suite hotels.
- **Residential hotels** – Residential hotels provide accommodation for a longer duration. These hotels are generally patronized by people who are on a temporary official deputation to a city where they do not have their own residential accommodation. Guests stay for a minimum period of one month and up to two years. The services offered by these hotels are modest. The room's configuration is usually similar to that of suite hotels. In general, guest rooms include a sitting room, bedroom, and small kitchenette. They are akin to small individual apartments. These hotels may have a fully operational restaurant or a dining room for the resident guests and may provide services such as daily housekeeping, telephone, front desk, and uniformed services. The guest may choose to contract some or all of the services provided by the apartment hotel. The hotel signs a lease with the guest and the rent is paid either monthly or quarterly.
- **Bed and Breakfast hotels** – A European concept, bed and breakfast (B&B) hotels are lodging establishments, generally operated in large family residences. These range from houses with few rooms converted into overnight facilities to small commercial buildings with 20-30 guest rooms. The owner usually lives on the premises and is responsible for serving breakfast to the guests. Guests are accommodated in bedrooms, and breakfast is served in the room or sometimes in the dining room. The bathrooms may be attached to the guest rooms or may be on a sharing basis. As the

tariff is generally lower than a full-service hotel at these properties, they are suitable for budget travellers.

- **Casino Hotels** – Casino hotels provide gambling facilities, such as Luxor Hotel and Casino in Las Vegas. These hotels attract clients by promoting gambling, arranging extravagant floor shows, and some may even provide charter flight services to its clients. They have state-of-the-art gambling facilities, along with specialty restaurants, bars, round-the-clock room service, well-appointed and furnished rooms for its guests. Nowadays, these hotels are also attracting the MICE (meetings, incentives, conferences, and exhibitions) segment. The casinos of Las Vegas, USA, are among the most famous casinos in the world.
- **Conference centers** – The word conference means 'a meeting, sometimes lasting for several days, in which people with a common interest participate in discussions or listen to lectures to obtain information. Thus, a conference center is a hotel that caters to the needs of a conference delegation. These hotels provide rooms to delegates of conferences; a conference hall with the desired seating configuration for the meetings; food and beverage requirements during and after the conference; and other requirements, such as a flip chart, whiteboard with markers, overhead projector, television, VCR/VCD/DVD player, slide projector, LCD projector with screen, computer, and public address system. These are large hotels, having more than 400 guest rooms. The services provided are of the highest standard. Normally, conferences are charged as packages, which include accommodation and meeting facilities. Hotel Ashok, New Delhi is an example of a conference center.
- **Convention hotels** – Convention is defined as a formal assembly or meeting of members, representatives, or delegates of a group for general agreement on or acceptance of certain practices or attitudes. This type of meeting involves a large number of participants. The hotels catering to the needs of this segment are known as convention hotels. These hotels may have more than 2000 rooms to accommodate a large number of delegates. They are equipped with a state-of-the-art convention center with all the required facilities, such as seating configuration (T-shaped, classroom-type, workshop-style, and theatre-style), audio-visual equipment, and a public address system to meet the demands of a convention. Hotel Taj Palace, New Delhi, and Hotel Jaypee Palace, Agra are some of the convention hotels in India. A convention hotel

has a ²³ greater number of rooms to host a large number of attendees as compared to conference centers.

4.5. Keywords

- **Commercial Hotel** – ¹⁰² A room situated in the city center or business center, catering to the business travellers
- **Floatel** – ¹⁰² A hotel that floats on water, for example, cruise liners and houseboats.

4.6 Self-Assessment Questions

- Explain the Classifies Hotels based on the Star rating?
- Write the different types of heritage hotels?
- Briefly discuss the Classification of Hotels based on Location?

4.7 Further Readings

- Hotel Front Office: Operations & Management by Jatashankar Tewari, June 2016
- Front Office Management and Operations by Sudhir Andrews | 1 July 2017
- Front Office Management and Operations by Sudhir Andrews | 1 July 2017

LESSON – 5

**CLASSIFICATION OF HOTELS (PART-2) &
ALTERNATIVE ACCOMMODATION****5.0 Objectives**

After studying this lesson, you should be able:

- To study the different types of Hotels based on Duration of Guest Stay, Level of Services, and Ownership
- To know the different types of Alternative Accommodation

Structure:

5.1 Classification based on Duration of Guest Stay

5.2 Classification based on level of Services

5.3 Classification based on Ownership

5.4 Alternative Accommodation

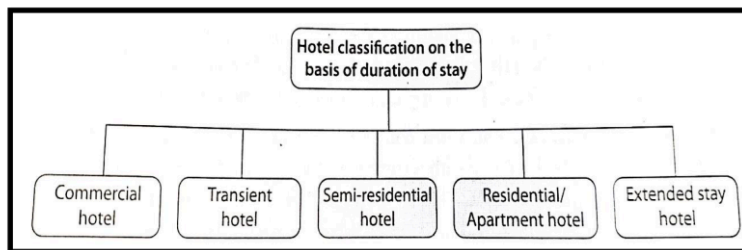
5.5 Keywords

5.6 Self-Assessment Questions

5.7 Further Readings

5.1 Classification based on Duration of Guest Stay

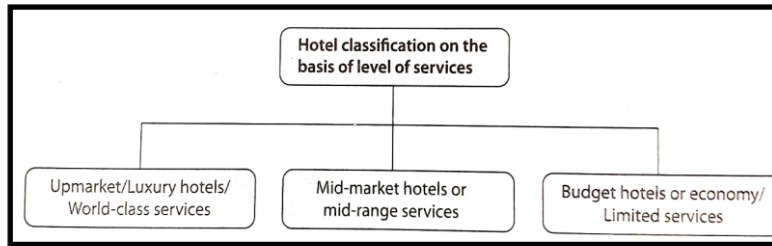
The duration of stay of a guest at a destination is generally determined by their reason for travel to that destination. A tourist travelling for leisure may stay for a longer duration than a business traveller. Similarly, a transient passenger's duration of stay may be as short as few hours, and the duration of stay of people who are at a place for some temporary assignment may range from few weeks to months. Hence, their needs for accommodation will be different, which forms a strong basis for the classification of hotels.



- **Commercial hotels** – The duration of guest stay in these hotels is short, ranging from a few days to a week.
- **Transient hotels** – Mostly occupied by travellers as stopovers en route their journey; the duration of stay at transient hotels is very short, a day or even less.
- **Semi-residential hotels** – These hotels are generally patronized by people who are staying at a location while in transit to another place. The duration of stay may range from few weeks to several months. They incorporate the features of both transient and residential hotels.
- **Residential / Apartment hotels** – As the name suggests, these hotels provide long-term accommodation and are patronized by people who stay for a long time. The duration of stay may range from several months to few years.
- **Extended stay hotels** – In today's age of downsizing, outsourcing, and mobility, business executives are often away from their hometowns for extended periods of time and require more than a hotel room. These hotels are for those guests who wish to stay for a longer period of time (from few days to weeks) and cater to their long-term needs with special services, amenities, and facilities, such as full-fledged kitchens with dishes and kitchenware, refrigerator, separate area to wash clothes, housekeeping services, grocery shopping services, and recreational facilities. The room rates of these hotels are determined by the length of stay.

5.2 Classification based on Level of Services

Every traveller has their own budget for expenses that they are expecting during their trip. Some may have constraints of budget, whereas others may not have any constraints of the budget. Travellers having constraints of the budget may need limited services such as only a clean and comfortable ordinarily decorated room for stay, whereas affluent travellers may need luxurious accommodation because they do not have any constraints on their budget. There may be some travellers who may seek a mid-way between extremely simple rooms to extremely luxurious accommodation. Thus, the hotel catering to the needs of the targeted guests provides the services and accommodation forms a firm basis of classification of hotels.



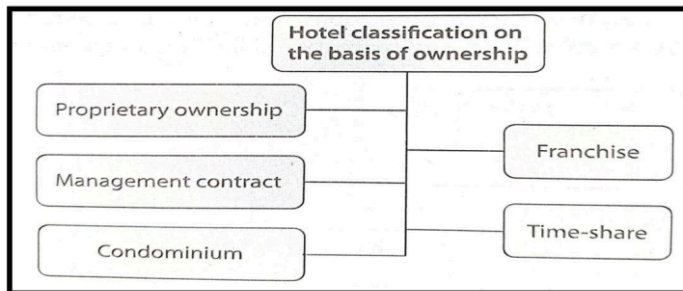
- ¹⁵ **Up-market/Luxury/World-class services hotels** – Targeting the affluent segment of society, hotels in the up-market category offer world-class products with personalized services of the highest standard. The emphasis is on excellence and class. These hotels provide upscale restaurants and lounges, exquisite decor, concierge service, opulent rooms, and abundant amenities. The design and interior decoration of the hotel itself reflects the standards maintained by the hotel. The guest rooms are large with exquisite decoration and furnishings. In general, a valet is assigned to each guest room. These hotels have many specialty restaurants with fully assisted service. Top-end recreational facilities, such as golf courses, tennis courts, designer swimming pools with trained lifeguards, and other sports facilities, shopping arcades, beauty salons, health spas with saunas, and jacuzzi are some of the features of these types of hotels. ²² These hotels also offer the facility of health clubs with trainers and dieticians. ²³ The shopping arcade may have branded retail shops of books, gifts and souvenirs, jewellery, and handicrafts. These hotels are generally patronized by affluent people who care for quality and include business executives, celebrities, and high-ranking political figures. The Oberoi Udaivilas, Udaipur, and ITC Hotel Grand Maratha Sheraton & Towers, Mumbai are some of the luxury hotels in India.
- Mid-market/Mid-range services hotels** – These hotels offer modest services without the frills and personalized attention of luxury hotels and appeal to the largest segment of travellers. They offer services such as room service, round-the-clock coffee shop, airport/railway station pickup and drop facilities and multi-cuisine restaurant with bar. A typical hotel offering mid-range service would be medium-sized and roughly have 150-300 rooms. The room rent is much lower than the up-market hotels. These hotels are patronized by business travellers, individual travellers, and groups. Since meeting rooms are usually found in mid-market hotels, people planning small conferences,

group meetings, and conventions may also find these hotels attractive. Taj Residency, Lucknow and Trident Hotel, Jaipur are some of the mid-market hotels.

- **Budget/Economy hotels** – Budget hotels focus on meeting the at most basic needs of guests by providing clean, comfortable, and inexpensive rooms. Otherwise known as economy or limited services hotels, they appeal primarily to budget-minded travellers and groups. The clientele of budget hotels may also include families with children, bus tour groups, travelling business people, vacationers, retired persons, and groups of people travelling together. These hotels have clean and comfortable guest rooms, a coffee shop, a multi-cuisine restaurant, an in-room telephone, and channelled music and movies. They may also have a swimming pool, a shopping arcade, and a beauty parlour.

5.3 Classification based on Ownership

The hotels may be run by one single owner or may be operated by a company. Thus, ownership of a hotel is another basis of the classification of hotels.



- **Proprietary ownership** – Proprietary ownership is the direct ownership of one or more properties by a person or company. Small lodging properties that are owned and operated by a couple or family are common examples of proprietary ownership. Large properties that are owned by major international hotel companies, such as Marriott or Hilton, also belong to this category. A group of hotels that are owned or managed by one company is called a chain. In general, three or more units constitute a chain, but some major hotel chains have 300-500 properties. A proprietary chain is owned entirely by one company. In India, the Taj Hotels Resorts and Palaces and the Oberoi Hotels and Resorts fall under this category. Hotel chains account for the

majority of revenue in the hotel industry. Marriott ITT, Sheraton, Westin, Radisson, Sofitel, and InterContinental are some of the successful hotel chains in the world.

- **Franchise** - Franchise is the authorization given by a company to another company or individual to sell its unique products/services and use its trademark according to the guidelines given by the former, for a specified time, and at a specified place.
- **Franchisor** – The franchisor is the company that owns the trademark, product/business format that is being franchised.
- **Franchisee** – The franchisee is the company or the individual to whom the franchisor confers the right to do business under its name as per the terms and conditions agreed upon.
- **Franchising** – A continuing relationship in which the franchisor provides a licensed privilege to do the business, plus assistance in organizing, training, merchandising, and management in return for a consideration from the franchisee.

In the hospitality industry, we often come across many big chains that are operating on a franchise basis. In this kind of contract, which is mutually beneficial to both parties, the franchisor allows the franchisee to use the company's ideas, methods, trademarks, as well as brand logo to do the business. A private investor or franchisee can obtain the trademark license, architectural plans, blueprints, interior designs, training, and operating methods of the franchisor by paying a fee. The franchisee is generally responsible for financing the construction of the hotel, although some franchisors offer construction loans or may lease real estate to franchisees.

The franchisee must abide by the franchisor's quality standards and product specifications, but is the legal owner of the business. Thus, many hotels that are using the logo of Holiday Inn, Sheraton, or Hilton may actually be owned by local, independent investors.

The contract between the franchisor and franchisee spells out the obligations of both sides. Subjects such as accounting practices, maintenance procedures, sales and marketing, advertising, personnel hiring and training, and inventory control are described in detail in the agreement. A franchisee pays an initial fee upon signing the franchise agreement. Franchisees also pay ongoing royalties based on the total income of the hotel regardless of expenses. The franchisor may charge an additional fee for advertising, access to computer reservations systems, and other services. For

example, Holiday Inn franchisees pay a percentage of room sales for the use of the company's computer reservations system (Holidex).

Uniform operating standards are important in a franchise organization. Travellers patronize a franchise hotel because they believe that the quality and service will be consistent from one location to another. The franchisees benefit immensely as they immediately get represented on the large chain of the franchisor. The central reservation systems of big franchisors provide leads to travellers worldwide about a franchised property. A franchisee who fails to conform to the franchisor's quality standards may lose the franchise as well as the associated rights and privileges.

Some of the well-known franchise chains in the world include Holiday Inn, Days Inn, Ramada Inn, ITT Sheraton, Best Western, Accor, and Choice Hotels International chain, which includes Quality Inns, Comfort Inns, and several other hospitality brands.

- **Management contract** – Managing a hotel requires professional expertise. A new entrepreneur with little or no experience in the business may safely choose to become the franchisee of any well-established hotel chain. There could still be a problem in operating the business because the franchisor provides a well-established image, a tested and successful operating system, training program, marketing, advertisement, and reservation system, but does not provide the cadre of experienced managers and employees necessary to run the business on a day-to-day basis. To bridge this gap, management contract companies came into existence. These companies have the required expertise to manage hotels. They operate based on management fees and sometimes on a percentage of the gross revenue.

The management contract, as the name suggests, is a contract between the owner of the property and a hotel operator (management contractor) by which the owner employs the operator as an agent to assume the full responsibility for operating and managing the hotel. The operator can be a hotel chain with a reputed name and market image, such as Hilton, Sheraton, Best Western, and Choice Hospitality.

- **Time-share hotels** – Time-share hotels, also referred to as vacation-interval hotels, are a new concept in the hospitality industry. As the name suggests, it entails purchasing a tourist accommodation at a popular destination for a particular time slot

in a year. The buyers can then occupy the property for the appointed time or rent the unit to other vacationers if they cannot avail of the facility. They have to make a one-time payment for the time slot, a yearly fee to cover the maintenance costs and related expenses, and take a share in the profit from the income generated if they are not utilizing their time slot. Club Mahindra holiday resorts are a popular example of time-share properties in India. Time-share is an expanding segment in the industry today and is acquiring popularity among frequent vacationers. The following example will help us understand the concept of time-share. Let us suppose that there is a Hotel Beach Front in Goa with 20 apartments. The various apartments of the hotel can be sold to different people for different periods of time for a specific number of years. The total number of one-week slots may be calculated as follows:

Number of one-week slot owners = Number of apartments (guest rooms) X Number of weeks in the year = 20 X 52 = 1040

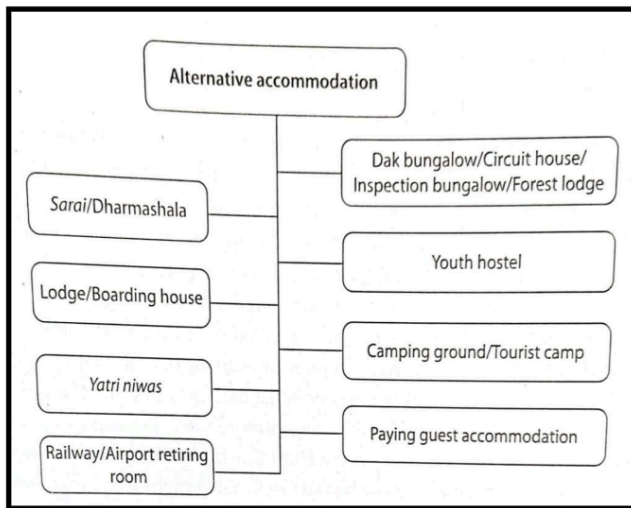
Thus, the same property can be sold to 1040 individual owners for specific time slots during the year. These individuals are the owners of the apartment for that time duration. They can either enjoy their time slots or can rent them out to a management company to run the hotel.

- **Condominium hotels** – Condominium hotels are similar to time-share hotels, except that they have a single owner instead of multiple owners sharing the hotel. In a condominium hotel, the owner informs the management company when they would occupy the unit. The management company is free to rent the unit for the rest of the year, and this revenue goes to the owner. In general, owners pay a monthly or annual maintenance fee to the management company that takes care of the premises, including landscaping, cleaning of common areas, water, and power supply. The RCI (Resorts and Condominiums Inns) Group of Singapore are among the most popular examples of such properties.

5.4 Alternative Accommodation

Alternative accommodation can simply be defined as 'all those types of accommodation that are available outside the formal or organized accommodation sector'. These establishments provide bed and breakfast and some basic services required by guests at a reasonable price. An alternative accommodation, thus, provides sleeping space and modest food to its users. There are certain properties that cater to the needs of a large group. The lodging houses

constructed for the welfare of common travellers, such as Sarais, Dharamshala's, Dak Bungalows, Circuit Houses, Inspection Bungalows, Lodges, Youth Hostels, Yatri Niwas, and Forest Lodges, are examples of alternative accommodation¹²



- ✓ **Sarai/Dharmashala** – These lodging properties are mostly found at popular pilgrimage places. In general, they are constructed by welfare trusts, social organizations, or even state governments and provide basic security and sleeping facilities for a nominal fee.
- ✓ **Dak bungalow/Circuit house/Inspection bungalow/Forest lodge** – A legacy of the British Raj, these were built as rest houses for colonial officials across the country as well as in remote areas and scenic locales. All these properties have an ageless charm and an old-world style of hospitality as well as special cuisine, which forms a part of the attraction, apart from the low tariff. These are owned by the various state governments and can be accessed through the local district administration. Often these are the only lodging properties in remote areas.
- ✓ **Lodge/Boarding house** – Lodges are modest hotels situated away from the center of the city or located at a remote destination. These are self-sufficient establishments that offer standard facilities, such as clean and comfortable rooms, food and beverage

(F&B) services (bar facility may also feature sometime). Boarding houses are establishments that usually provide accommodation and meals at a specified period of time, such as weekends or for a specified time of stay.

- ✓ **Youth hostel** – The youth, from rural as well as urban areas, travel for various reasons, such as education, adventure, and recreation. Youth hostels were established to cater to the youth on the move, who could not afford high hotel rents. They generally provide low-cost dormitory accommodation with common bathing and cafeteria facilities and may also provide kitchens for self-catering.
- ✓ **Yatri Niwas** – Yatri Niwas provides low-cost, self-service accommodation to domestic tourists in cities. The emphasis is on modest comfort and affordability. Such places are generally frequented by people during brief stopovers while travelling between places, or by families with modest budgets. These properties are located at historical, cultural, and natural sites.
- ✓ **Camping grounds/Tourists camps** – Camping grounds are normally located within cities in open spaces. They provide parking spaces along with water, electricity, and toilets. Camps must follow certain regulations regarding the quality of services and cost and are set up by municipalities.
- ✓ **Railway/Airport retiring rooms** – Retiring rooms are for the convenience of the transit travellers. These are situated at major railway stations and domestic and international airports. They provide a resting place to passengers with confirmed and current tickets. These retiring rooms are available at reasonable rates and are often air-conditioned. Bookings are made through the station superintendent or the airport manager. They are equipped with clean sanitation facilities and may include F&B facilities at some cost.
- ✓ **Paying guest accommodation** – A paying guest (PG) accommodation is a non-institutional accommodation offered by individual households at various destinations. Besides tourist havens, namely Goa, this kind of accommodation is becoming popular in large metropolitan cities among outstation students and the employed youth migrants from other towns. Guests normally pay for accommodation, whereas the rules for F&B services may differ from host to host.

5.5 Keywords

- **Railway/Airport retiring rooms** – Retiring rooms are for the convenience of the transit travellers. These are situated at major railway stations and domestic and international airports.
- **Paying guest accommodation** – A paying guest (PG) accommodation is a non-institutional accommodation offered by individual households at various destinations.

5.6 Self-Assessment Questions

- Explain the Classifies Hotels based on the Duration of Guest Stay
- Write the different types of hotels based on Ownership
- Briefly discuss the Classification of Hotels based on Level of Service?

5.7 Further Readings

- Hotel Front Office: Operations & Management by Jatashankar Tewari, June 2016
- Front Office Management and Operations by Sudhir Andrews | 1 July 2017
- Front Office Management and Operations by Sudhir Andrews | 1 July 2017

LESSON – 6**RESERVATION & REGISTRATION****6****6.0 Objectives**

After studying this lesson, you should be able:

- To give basic knowledge about Hotel Reservations
- To study the different types of Reservations in the Hotel
- To understand the process of Hotel Registrations

Structure:

- 6.1 Reservation
- 6.2 Types of Reservations
- 6.3 Importance of Reservations
- 6.4 Registration
- 6.5 Registration process
- 6** 6.6 Keywords
- 6.7 Self-Assessment Questions
- 6.8 Further Readings

6.1 Reservation**10**

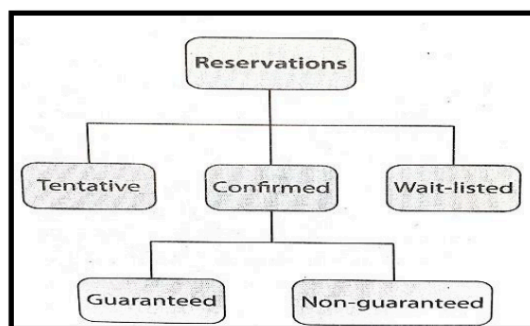
Reservation in the hotel industry is defined as 'blocking a particular type of guest room (e.g., single room, double room, deluxe room, executive room, and suite), for a definite duration of time (i.e., number of days of stay), for a particular guest'.

Due to globalization, advancement in the means of travel, and increase in the more and more people are travelling to the different disposable income of people, cities. This increase in traveller traffic has led to an increased demand for tourist accommodation at various destinations. To ensure a safe and secure place to stay during their visit to another town, people make advance reservations in hotels and other types of accommodation. All hotels accept advance bookings of their rooms to achieve high occupancy and to maximize their revenue. When a person makes an advance reservation at a hotel, it is expected that the hotel will honour its commitment by providing the specified type of room when the guest arrives. A reservation is a bilateral contract between the hotel and the guest, according to which the hotel must provide the specified type of room to the guest and the guest should

10 bear all relevant charges. However, the reservation assistant (RA) must inform the guest about all the relevant details involved in booking, that is, the type of room, stay dates, room charges, government taxes, and value-added tax (VAT), and service charges (if applicable). If either the hotel or the guest wishes to alter or cancel the reservation, they can do so only by mutual agreement. If a guest does not notify the hotel of a cancellation, the hotel is entitled to charge the guest for the loss of accommodation revenue or may retain any deposit paid. Alternatively, if a hotel cancels the accommodation without prior notice to the guest, the hotel has to provide alternative accommodation of similar standard in another hotel and pay for any differences in room rates and additional expenses the guest may have to incur (e.g., taxi and telephones). Hotels use a variety of methods to deal with reservation requests. The reservation department handles all the reservation requests for accommodation, interacts with the guests and other external customers, and constantly monitors the status of the rooms and reservations.

6.2 Types of Reservation

Hotels accept reservations for their rooms and suites only after checking various factors, such as the availability of rooms and suites, sales forecast, room rates, the profile of guests, and their importance to the hotel. The reservation made by a guest could be tentative, confirmed, or wait-listed. Once a reservation request is confirmed by a guest, the hotel will make a guaranteed or non-guaranteed reservation as per the guest's requirement.



Reservations can be of the following types:

- Tentative reservation
- Confirmed reservation
- Wait-listed reservation
- **Tentative Reservation** – It is a reservation request that a prospective guest makes on a tentative basis for particular stay dates. The hotel holds the room for the guest till a cut-off date, by which the guest should confirm the reservation. Upon confirmation from the guest, the hotel changes the tentative reservation to a confirmed reservation; otherwise, it cancels the tentative reservation and updates its records accordingly.
- **Wait-listed Reservation** – A reservation is wait-listed when the requested category of room is not available for the requested dates. The wait-listed reservation is confirmed when the hotel receives a cancellation request for a room of the same category. This way the hotel ensures that its rooms will not remain vacant in case of cancellations. The hotel does not guarantee a room for wait-listed reservations; it is understood that the guest will be assigned a room only in the case of a cancellation or a no-show. The hotel informs the guest at the time of processing the reservation that the reservation request of the guest is being put on a wait list and may be confirmed at a later date if some rooms are made available due to cancellation. This situation normally occurs in high-occupancy periods such as a long weekend or festival/fair time, or season time. To avoid overbooking, when the total number of rooms reserved for a certain period of time exceeds the total number of rooms available for sale, the reservation department makes a waitlist on the basis of earlier records of reservations vis-à-vis actual arrivals. The hotel keeps clearing waitlists on a regular basis as per the cancellations received and the overbooking level for the day.
- **Confirmed Reservation** – Once a guest confirms a reservation request, the hotel blocks a room for the specified stay dates and sends a written confirmation of the same to the guest. The confirmation of reservation is sent through letter or e-mail containing the following information:
 - Name of the guest
 - Date and time of arrival
 - Room type
 - Duration of stay
 - Room rate
 - Number of persons in the party

- Reservation classification (guaranteed or non-guaranteed)
- Reservation confirmation number
- Special requests made by the guest such as airport pick-up, wheelchair, baby sitter, non-smoking room, and barrier-free room

A confirmed reservation can be of the following two types:

- Guaranteed reservation
- Non-guaranteed reservation

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Guaranteed Reservation - A guaranteed reservation is a confirmation that the hotel will hold the reserved room for the guest and not release it to any other guest even if the guest does not arrive on time. This requires the guest to make an advance payment (partial or full, depending on the hotel policy and the hotel occupancy for the requested stay dates), irrespective of whether the guest avails the reservation or not unless the reservation is cancelled according to the hotel's cancellation procedures. Most hotels have their own guarantee and cancellation policies. In the case of guaranteed reservations, the hotel is indemnified from no-shows and holds the room for the guest beyond its cancellation hours. The guests can be sure of finding a room ready for them even if they arrive late without any prior information to the hotel. The guaranteed reservation can be obtained through one of the following ways:

- Pre-payment
- Contractual agreement
- Allotment

Pre-payment – A guaranteed reservation requires the payment of the room rent or a specified amount in advance, known as pre-payment. Since the hotel holds the room for the guest even after the cancellation hours, pre-payment protects the hotel from any loss of revenue in case of a last moment cancellation or a no-show. Pre-payment can be made by sending a demand draft or depositing the cash at the hotel. Cash deposit is the most preferred mode of accepting guaranteed reservations by most of the hotels. In case of deposits of high amounts, hotels might ask the guests for their PAN (Permanent Account Number) details.

Guests can alternatively choose to pay the full amount in advance through their credit/charge cards. A guest should send a letter authorizing the hotel to charge payment to their credit card account for obtaining guaranteed reservation, along with a copy of the front

and back of the credit card (photocopy if sending by letter or fax and scan if sending by e-mail). These days credit card is the most preferred method of getting a guaranteed reservation. The hotel staff must check the validity and authenticity of the card before using it as a guarantee. Reservations made online through hotel websites or travel websites, such as Travelocity and Expedia, require valid credit card details before confirming a reservation. The booking amount is charged to the credit card account when the reservation is confirmed; a percentage of the charge might be reversed in case of reservation cancellation within the cancellation period.

Contractual agreement – A hotel may have a contract with an individual or a company for providing guaranteed reservations. According to such a contract, the hotel n the reservation for the individual or a person referred by the company on a guaranteed basis, and the person or the company agrees to pay for the reservation, even in the case of a no-show. A guaranteed reservation will turn into a non-guaranteed reservation if the payment is not made full in advance, or the travel agency voucher or the bill to the company is not received by the cut-off date specified by the hotel. Hotels may have a contractual agreement with the following:

- Travel agencies/Tour operators
- Corporate houses

Travel agencies/Tour operators – Travel agencies and tour operators make a bulk purchase of rooms at a relatively low-contracted price. They guarantee the hotel a minimum number of room nights in a particular period and agree to pay the room charges even if they are unable to fill the number of rooms as per their agreement with the hotel. The hotels guarantee these reservations on the basis of vouchers issued by the travel agency or the tour operator, by which they agree to pay for the room and service, charges mentioned on the voucher; the other services are charged from the guest.

Corporate houses – In this case, a company or a corporate body may enter into a contract with a hotel, whereby the company guarantees payment for its employees or sponsored guests and accepts the financial responsibilities for any no-shows.

The hotel, in turn, agrees to provide the mutually agreed number of room nights to the clients or employees of the company during a certain period of time. Hotels guarantee these reservations on the basis of a letter from the company, called a bill to company or BTC letter,

acknowledging the guest as its employee or client and agreeing to pay his/her bills as per the contract.

Allotment – Allotment is a set of rooms booked for a particular period of time for a company or a group. This type of reservation is made for training courses, conferences or conventions, and private parties. A guest may be asked for a booking reference or any other verification before he/she is provided a room in the allotment. Allotments are controlled by either the reservation manager or the group coordinator, and their operational issues are checked and assessed on a daily basis.

Non-guaranteed Reservation – When a guest confirms his/her reservation at a hotel but does not guarantee it with an advance deposit, it is treated as a non-guaranteed reservation. In this type of reservation, the hotel agrees to hold the room for the guest till the cancellation hour, unless the guest informs the hotel about his/her late arrival. The cancellation hour is the time fixed by a hotel after which a non-guaranteed reservation stands cancelled and the room is released to a walk-in guest, which is generally 6 p.m. If the guest does not arrive by the cancellation hour, the hotel is free to release the room to any other guest. This enables the hotel to cover the probable loss due to a no-show. Hotels nearing full occupancy might accept only guaranteed reservations once a specified number of expected arrivals is achieved.

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6.3 Importance of Reservation

The role of the reservation department is not limited to making reservations. It maintains records of the hotel occupancy, which helps in planning sales and marketing strategies and estimating manpower requirements. At the same time, properly executed reservations go a long way in ensuring a comfortable stay for the guests. Therefore, the reservation department is important for the hotel as well as for the guest.

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For the Hotel – The reservation department plays a very important role in increasing the efficiency of the hotel. The data generated during the reservation process can be utilized to accelerate the facilitation of guest services and planning the activities of the sales and marketing department. The reservation process is of vital importance to a hotel as discussed in the following:

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- It gives the first impression of the hotel to the guests.
- It sells the main product of a hotel (accommodation).
- It generates customers for other departments.

- It provides important management information to other departments.

The reservation department improves the efficiency of the hotel operations by providing the following services:

- It updates the room availability record and thus maximizes the revenue generated from room bookings.
- It prepares the housekeeping and front desk for arrivals by communicating the arrival details taken at the time of reservation.
- It helps in planning the distribution of staff at the front desk – the roster for the staff can be prepared according to the number of confirmed reservations for the day.
- It provides the reservation data to the finance department, which forecasts the volume of business on the basis of confirmed reservations. The sales forecast is compared to the expenditure budget (e.g., money available for staff wages and purchases), on the basis of which cost is cut on materials, labour, and overheads.
- It generates customers for the hotel - first-time customers as well as repeat customers – by handling reservation queries and requests politely.
- It maintains hotel occupancy records, which help the management to plan business strategies—change in room rates, renovation of rooms, expansion programs, or the opening of a new unit in the city.

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For the Guest – A person travelling to another city likes to book a room in advance in the hotel of his/her choice. This is to avoid any problem in securing a comfortable place to stay on arrival in the city. A confirmed reservation has the following advantages for the guest

- Assurance about accommodation: The guest is sure that when he/she reaches the destination, he/she will have a place to stay.
- Choice of accommodation: The guest can make the reservation as per his/her choice, such as the following:
 - Type of room or suite- The guest might prefer a suite or a deluxe room.
 - Guest's budget- Hotels offer a variety of rooms at different charges; the guest can select from a room that matches his/her budget.
 - Preference of floor, view, and personal choice - The guest can request a high-floor or low-floor room, sea view/pool view/garden view/monument view room, smoking/non-smoking room, etc.

- ² Receive correspondence at the hotel address -If the guest is travelling, he/she can use the address of the hotel to receive any urgent emails, couriers, messages, or calls.

³⁰ 6.4 Registration

³⁰ On their arrival at a hotel, the guests usually go to the reception area, which is manned by a receptionist who welcomes the guests and answers their queries. This is the first face-to-face interaction between the hotel and the guests. The reception serves as the focal point of guest contact throughout their stay at the hotel. The registration activity takes place at the same desk. The guests have to fill in the required details on a registration card or make entries in a hotel register.

Registration is the process of gathering information from the guest that is mandatory as per the laws prevailing in the country. According to the Foreigner's Act, 1946 and the Registration of Foreigners Rules, 1992, the innkeeper should keep the records of the guests staying in his premises as per Form F (of the Registration of Foreigners Rules, 1992). Registration is the formalization of a valid contract between the guest and the hotel, in which the hotel offers safe and secure boarding and lodging facilities to the guest and the guest accepts to pay for the services and facilities received. In the case of foreign visitors, the front desk staff should fill Form C and verify the passports and visas of the guests.

Hotel ABC Guest registration card					
Surname _____			First name / Initials _____		No. _____
Company name _____			Passport No. _____		Date of birth _____
Designation _____			Date of issue _____		
Nationality _____			Place of issue _____		
Permanent Address _____			Date of arrival in India _____		
			Proposed duration of stay in India _____		
Date of arrival in hotel _____			Whether employed in India <input type="checkbox"/> Yes <input type="checkbox"/> No		
Arrived from _____			Registration certificate no. _____		
Proceeding to _____			Date of issue _____		
Purpose of visit _____			Place of issue _____		
Date of departure from hotel _____			I agree to abide by the hotel rules and regulations		
Credit card No. _____					
# Check-in / Check-out time : 12 Noon # All valuables and cash should be deposited with the cashier.					
			Guest's signature _____		Manager's signature _____
FOR OFFICE USE ONLY					
Nationality code _____		Payment code _____		Resv. no. _____	
Room no.	No. of persons		Room rate	Billing instructions	Booked by
	Adult	Children		Cash voucher	Initials of FOA
				Cred. card company	

Fig 6.1 – Guest Registration Card

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Form C – According to the Registration of Foreigners' Rules, 1992, Rule 14, it is obligatory on the part of the hotel owner to send information about foreigners registered at the hotel. Any person who is not an Indian national (i.e., a person holding a passport of any country other than India, except Nepal and Bhutan) is known as a foreigner. The hotel is liable to send the information in the format of Form C to the nearest Foreigner's Regional Registration Office (FRRO) or to the Local Intelligence Unit (LIU) within 24 hours of the arrival of a foreign national; in the case of Pakistani, Bangladeshi, and Chinese nationals, this information should reach within 12 hours to the nearest FRRO or LIU, and also to the local police station. Form C should be prepared in duplicate and serial numbered—the top copy is sent to the competent authority and the second copy is kept for permanent records for the duration as specified in the law related to the same.

<p>Hotel ABC Form C (Rule 14) Hotel arrive report (To be completed in duplicate)</p>	
Sr. no. : _____	
Date : _____	
Name of the hotel : _____	
Name of the foregin visitor : _____ (In full in block capitals, surname first)	
Nationality : _____	
Passport no. : _____	
Date of issue : _____	
Place of issue : _____	
Address in India : _____	
Date of arrival in India : _____	
Arrived from : _____	
Whether employed in India : Yes / No	
Proposed duration of stay in india : _____	
Proposed duration of stay at hotel : _____	
Proceeding to : _____	
Registration certificate no. : _____	
Date of issue : _____	
Place of issue: _____	
Manager's signature _____	

Fig 6.2 – Format of Form- C

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6.5 Registration Process – The registration process involves many stages.

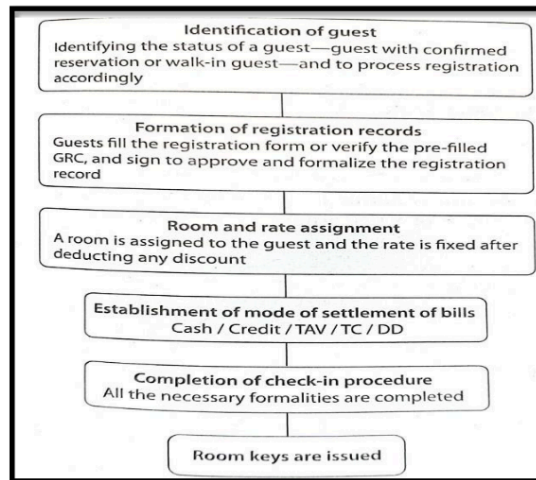


Fig 6.3 Steps

Identification of guests – The identification of a guest's status is important as the hotel processes the registration of guests with confirmed reservations and walk-ins in a slightly different way. The front desk agents verify the status of guests with confirmed reservations by referring to the day's arrival list. As the preregistration activity has been carried out for these guests, they have a speedy check-in. For walk-in guests, the front desk first refers to the room availability status. If the room is available, the front office staff collects the relevant information from guests for filling the GRC. The check-in of these guests usually takes longer than the guests with confirmed reservations.

Formation of registration records – A guest fills in the registration form (or verifies the information in the pre-filled GRC) and signs it. The guest's signature completes and formalizes the registration record. On the basis of this record, the hotel develops other hotel records such as guest folio, visitor's tabular ledger, arrival notification slip, and guest history card. The completed registration record is a legal requirement; this should be stored for a minimum period of three years or as required by the law prevailing in the state. The same records can be accessed by a competent local authority as and when required.

Room and rate assignment – After completing the registration record, the next step is to allocate and assign a room of the specific category as requested by the guest. In the case of a

walk-in guest, the hotel may exercise the option of upselling. The details regarding the availability of the different types of rooms and their corresponding rates help the front office in deciding which room should be assigned to the guest. While assigning a room, the guest's preferences, such as floor level, proximity to the elevator, view of the room, and colour scheme should be kept in mind.

Establishment of the mode of settlement of bills – The determination of the guests' credibility and the mode by which they will be settling their accounts is very important for the hotel. Hotels prefer cash and cash equivalent modes (traveller's cheque, demand draft, and credit/charge card) of account settlement. Other modes include travel agent (TA) vouchers or bills to the company. The credibility of a guest can be determined by the following procedures:

- Asking the guest to produce his/her credit card at the time of arrival and by swiping the same for authorization from the credit card company.
- The guest may be asked to produce the TA voucher/ authorization letter from the company, in case the bills would be settled by the TA or the company.
- Advance deposit may also be asked at the time of check-in

Completion of check-in procedure and issuance of room keys – After the front desk registers a guest, assigns him/her a room, and establishes the mode of account settlement; it issues the room keys to the guest. A bellboy is called to escort the guest and to take the guest's luggage to the assigned room. The front desk agent carries out the following activities after every check-in:

- Updates room status report
- Prepares arrival notification slips and sends them to the concerned departments in the hotel
- Creates guest folio
- Fills Form C (in case of foreign nationals) and sends the same to the concerned.

6.6 Keywords

- **No Show** – A person who has made a reservation, booking, or appointment but neither keeps nor cancels it.
- **Reservation** – The booking or reserving of a room (accommodation) by a guest.
- **Registration** – The process of assigning rooms to the guest at the time of their arrivals

by filling in necessary details about the guest

6.7 Self-Assessment Questions

- Explain the Importance of Reservations in Hotels?
- Write the different types of Hotel Reservations?
- What do you understand about Hotel Registration?

6.8 Further Readings

- Hotel Front Office: Operations & Management by Jatashankar Tewari, June 2016
- The Handbook on Hotel Front Office: For Hospitality Students by Cletus Fernandes | 27 October 2020
- Front Office Management and Operations by Sudhir Andrews | 1 July 2017

LESSON – 7

FACTORS AFFECTING ROOM TARIFF**7.0 Objectives**

After studying this lesson, you should be able:

- To study the factors affecting room tariff
- To understand the various types of tariffs.

Structure:

7.1 Factors affecting Room Tariff

7.2 Rate Designation

7.3 Keywords

7.4 Self-Assessment Questions

7.5 Further Readings

7.1 Room Tariff

The room tariff of a hotel must generate optimum revenue for the hotel and provide the hotel proprietors a return on their investment. The rate of a hotel room is decided by several factors such as Cost, Level of Service, competition, Target market, and Location.

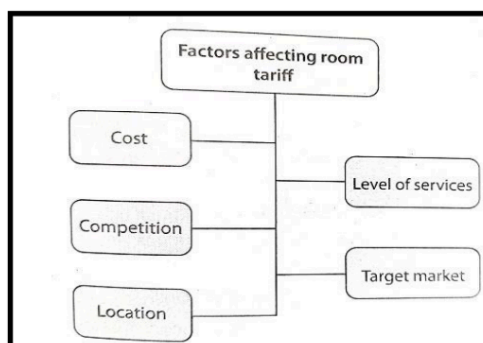


Fig –7.1 Factors affecting room tariff

- **Cost** – The total expenditure that is incurred in providing services and products to the ultimate consumer of the hotel services is the cost. The total cost can be divided into fixed cost, material cost, and labour cost. The higher the investment that has been made in a hotel property, the higher would be the room rent.

- **Level of services** – The level of services offered by a hotel determines the room rent to a large extent. Hotels offering services such as spa, gymnasium, banquet halls, and specialty restaurants will charge a higher room rent in comparison with other hotels offering limited services. As the star classification of hotels is based on the level of services, the hotels that are classified as five-star or above have better services and higher room rents compared to those classified as four-star or below. The guest and staff ratio would be higher in five-star hotels as they provide more personalized guest services.
- **Competition** – The competition between similar hotels (i.e., hotels with similar standards and providing similar services and facilities in similar locations of the city) in the market also plays an important role in determining the rack rate of the hotel. The higher the competition, the lower will be the room rent. Hotels with similar standards have competitive rates.
- **Target market** – The target market also governs the rack rate of a hotel room. Hotels, while selecting their room rates, find out the disposable income of their target segment. Thus, a budget or limited-service hotel quotes lower prices to attract guests with less disposable income, and an up-market hotel quotes higher prices for its products.
- **Location** – The location of the hotel also plays an important role in determining the room tariff. Hotels in a city centre or business centre (e.g., Nariman Point, Mumbai), near places of tourist interest (e.g., Taj Mahal, Agra), or on scenic locales (e.g., beaches of Goa) would have a higher tariff. The location of the room also determines the room rate. Rooms with a better view (sea view/mountain view/pool view) would have higher charges compared to rooms facing a parking lot or a noisy commercial street.

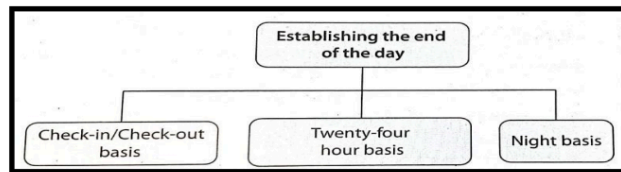


Fig –7.2 Basis for establishing the end of the day

We have seen that the room rate of a hotel is based on the competition, the standard of services and amenities offered by the hotel, the guests' profile, and the location of the hotel

and the room. Once the room tariff has been decided, every hotel has to decide about the criteria for establishing the 'end of the day' to post the room charges into the guest accounts. The end of the day is an arbitrary time that is supposed to be the end of the financial transactions for a particular day. As hotels remain functional round the clock, it is very important to ascertain the time which will be treated as the end of the day and the beginning of a new day.

Fixed check-in/check-out time – Almost all the hotels follow the fixed check-in/ check-out system for establishing the end of the day. In this system, a particular time is fixed to mark the end of the day. In general, it is 12 noon; this means that a day begins in the hotel at 12 noon every day, regardless of the actual check-in time of the guest. The major advantage of this system of charging the room rent is that the same room can be sold more than once in a day. This system is normally adopted by commercial hotels. Most of the hotels following this system allow a few hours of relaxation before and after the check-out time in charging the room rent.

Twenty-four-hour basis system – In this system of charging the room rent, there is no fixed check-in/check-out time. A room is assigned to a guest for twenty-four hours from the time of his/her arrival. This system is generally followed in transit hotels and hotels that are located in the vicinity of railway stations, where guests normally stay for few hours. In this system, the hotel does not allow any relaxation of time after the completion of 24 hours of stay.

In the aforementioned example, according to this system of charging room rent, Rajesh would be charged for the room from 12 noon of 15th July and Rita would be charged for the room from 5 a.m. of 16th July to 5 a.m. of 17th July. Hence, the hotel would charge both Rajesh and Rita one night's room rent. This system is suitable only for small hotels.

A number of nights – This system is a modification of the 24-hour system. Here, the rent is charged on the basis of the number of nights spent in the hotel room. If a guest does not stay at night, a half-day rent is charged from him/her. This system is now outdated and not so popular.

In a hotel, where this type of charging the room rent is used, both Rajesh and Rita would have paid only half a day's rent. Thus, the hotel would have earned a total of only a single day's rent from both of them.

7.2 Rate Designation

In general, a hotel designates a standard rate for each category of rooms offered to guests. Apart from the standard rates, hotels also offer discounted rates to attract additional business from multiple market segments.

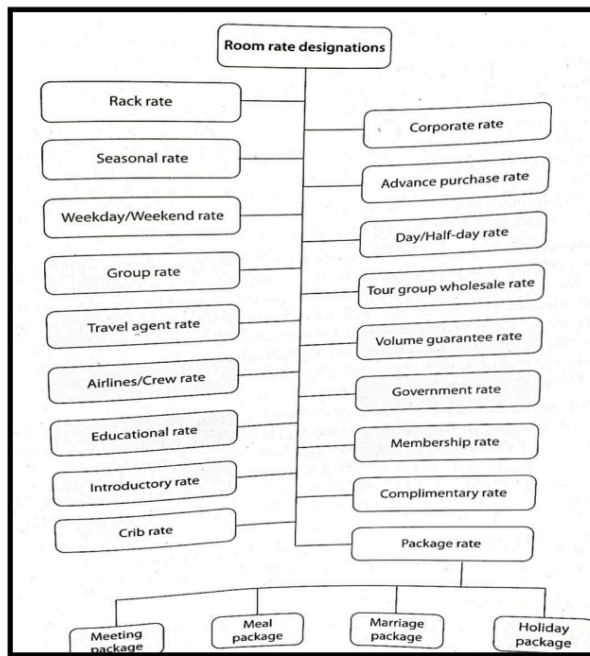


Fig – 7.3 Room Rate Designations

- **Rack rate** – Hotels generally fix a standard rate for each category of rooms offered for accommodation to the guests. The standard rate of a particular type of room before any discount is called the rack rate. Traditionally, a rate board was placed near the room rack, and hence the name rack rate. The tariff card of a hotel should mention the taxes applicable on room rents. For example, the rack rate for a standard room may be 5000 Rs ++ ('++' means exclusive of taxes or taxes extra).
- **Corporate rate** – This is a promotional rate to attract the corporate market segment. The corporate rate is generally 10-20 percent lower than the rack rate. For example, the corporate rate for a standard room may be 4000 Rs ++.

- **Seasonal rate** – Depending on the desirability of a location at a particular time of the year, destinations have high, low, and shoulder seasons. Destinations such as hill stations or beaches receive heavy tourist traffic during particular periods of the year; the rest of the year is a lean period in terms of tourism. The duration when the tourist traffic (and the demand for hotel rooms) at a particular place is high, is known as the peak season. When the demand for hotel rooms drops down, it is known as the off-season. During peak season, hotels do not offer any discount; rather they may charge a higher room rate, known as the seasonal rate. In order to attract guests during the low-demand period, hotels offer a discounted rate known as the off-season rate. Hotels in these locations mention their seasonal and off-season rates clearly on the tariff card. For example, the rainy season is off-season in Shimla, whereas winters and summers are season time, as visitors go there to see snow in winters and to escape the heat during summers.
- **Advance purchase rate** – Though popular in the airline industry, the advance purchase rate is a relatively new concept in the hospitality industry. It entails heavy discounts on room rates when room bookings are done in advance. The rate of discount depends on the advance period and the number of rooms available at the time of booking, that is, a hotel may offer more discount for a room that is booked two months in advance compared to a room that is booked 15 days in advance. The advance booking of rooms ensures a certain amount of revenue at a given time and thus helps the management in planning a revenue management strategy.
- **Weekday/Weekend rate** – Some of the hotels observe a fluctuation in their occupancy levels with regard to the days of the week. The demand for rooms in a hotel is perhaps more on certain days in a week. Hotels analyze their demand levels over a period of time and fix a higher rate during high-demand periods and a lower room rate during low-demand periods. In vacation/resort hotels, the weekend rate would be higher than the weekday rate as the demand for rooms is higher during weekends. It would be vice versa in the case of a commercial hotel.
- **Day and half-day rate** – The day rate, charged from the guests not staying overnight at a hotel, is lower than the rack rate. For instance, if a guest checks in at 10 a.m. and checks out the same evening at around 5 p.m., he/she may be charged the day rate. However, all hotels may not have day rates.

Sometimes a guest might wish to stay for a very short duration of time, not exceeding five hours. For example, a transit traveller, who has to catch a flight in few

hours, might want to take a rest in a hotel, or a person might want to rent a room for a short business meeting. In these cases, the half-day rate, which is a bit higher than the numerical half of the rack rate, is charged from guests.

- **Group rate** – Since a large group (more than 15 persons) provides bulk business to a number of hotels, it offers discounted rates to groups. The group rate depends on the persons' in the group and the frequency of their visits. The rates are negotiated by the sales team of the hotel and the representatives of the group.
- **Tour group – (wholesale rate)** – These are heavily discounted rates for wholesalers who operate a series of tours for groups arriving and departing together. The tour operator guarantees the hotel that it would provide this series of business every month for a period of one year. In return, the hotel offers a heavy discount to the operator and allocates or 'blocks' rooms for the series for the entire year.
- **Travel agent rate** – Travel agents sell travel products such as hotel rooms or airlines bookings on a commission basis to the end-users (guests). They provide a substantial volume of business to hotels; hence, hotels offer them special discounts and commissions. Some of the major travel agencies are Cox & Kings, Thomas Cook, etc.
- **Volume guarantee rate** – Hotels offer a special rate (lower than the rack rate) to attract a high volume of business from special market segments. A hotel may have a contractual agreement with a company, according to which the company's representatives are entitled to a special discounted rate when they reserve a room in the hotel. The percentage of discount will depend on the volume of business promised and the mutual understanding between the hotel and the company at the time of making the agreement. A frequent business customer might be offered a CP (Continental Plan) at the standard room rate.
- **Airlines/Crew rate** – It is a special discounted rate for the crew of one or more airlines that offer a certain volume of business throughout the year on a consistent and continuous basis.
- **Government rate** – When government officials travel for official work, they are given a travel allowance to cover their hotel, meals, and other out-of-pocket expenses. Based on their designation, this amount is fixed and given in advance. A hotel interested in catering to this segment may quote room rates that match their travel allowances. The hotel may ask for proof of identity from guests before they can avail the government rates.

- **Educational rate** – Educational rates are special rates offered by hotels to students and educationists who have a limited travel budget. They are a significant source of business because of their large numbers and frequency of visits. They provide a large chunk of repeat business to hotels.
- **Membership rate** – Membership rates are offered to guests who are members of influential organizations that provide high volumes of business to hotels. The membership rates are much lower than the rack rates and may also include discounts on food and beverage. Special discounted rates are given to FHRAI members, UN employees, travel writers, etc.
- **Introductory rate** – The introductory rate is offered by a hotel on the opening of a new property in town. It is a part of a new hotel's marketing strategy to make inroads into the existing market by offering a price lower than what is offered by competitors with the same standards. In general, the introductory rate is offered till the hotel is established, or it may be revoked as per the management's decision.
- **Complimentary rate** – When a hotel does not charge the room rent from a guest, it is known as a complimentary rate. Hotels generally offer complimentary rooms (also called comp rooms) to the tour/group leader. They also offer comp rooms to tour operators, travel agencies, and local dignitaries who are vital to the public relations program of the hotel. Hotels also provide complimentary rooms along with marriage packages and bulk bookings.
- **Crib rate** – This is the rate charged for children above five years and below 12 years of age accompanying their parents. The hotel provides a cribbed in the room for infants.
- **Package rate** – A package rate is quoted for a bouquet of products or services. The rate is generally lower than the sum of the prices of individual products or services offered in the bouquet. These rates are tailor-made for specific guest requirements. A package rate may include room rent, meals, special arrangements (such as marriage set-ups, banquet halls, and meeting room) and may also include products and services offered by other service providers such as transportation (rail, road, and air), and sightseeing.

A package rate is more economical than the individual purchase of each of the products and services. It is a marketing strategy to sell slow-moving items along with hot-selling products. Moreover, when the products and services are sold in a bunch,

the cost of individual advertisements is cut down. The money thus saved by the hotels is passed to the guest in the form of lower prices. Hotels offer the following packages:

- **Meeting package** – A complete meeting package includes the residential arrangement of the delegates, meeting room, food and beverage requirements (meals, tea/coffee, snacks), along with transportation facility, audio visual equipment like projectors to the meeting delegates.
- **Meal package** – A meal package is the combination of room rent and meals, which may cover all major meals or a combination of breakfast and lunch/dinner. The hotel offers meal packages based on the requirement of guests and the suitability of the hotel's operations. The various meal plans offered by hotels are discussed at length in the subsequent section.
- **Marriage package** – A marriage package includes all the necessary arrangements for marriage, such as mandap, priest, party hall/lawn, accommodation for the marriage party, arrangement of reception buffet, and even a complimentary room/suite for the newly wedded couple.
- **Holiday package** – A holiday package includes transportation, accommodation, meals, a guide, and sightseeing at the destination. In general, this package includes non-hotel products from other service providers like airlines.

7.3 Keywords

- **Rack rate** – It is a published rate of a particular type of room before the discount.
- **Crib rate** – This is the rate charged for children above five years and below 12 years of age accompanying their parents

7.4 Self-Assessment Questions

- What are the major factors affecting room rates in the hotel?
- Explain the different types of room rates in the hotel industry?
- What do you understand by a meal plan? Explain the different meal plans offered by hotels.

7.5. Further Readings

- Hotel Front Office: A Training Manual | 3rd Edition by Andrews | 1 July 2017
- Front Office Management in Hotel (PB 2018) by Chakravarti B. K | 1 January 2018

LESSON – 8

HOUSEKEEPING DEPARTMENT

6

8.0 Objectives

After studying this lesson, you should be able:

- To give basic knowledge about Importance of Housekeeping Department
- To introduce the Sub-Sections in Housekeeping Department.
- To give a brief note to the Duties & Responsibilities of the Housekeeping Department
- To study the layout of the Housekeeping Department.

Structure:

- 8.1 Importance of Housekeeping
- 8.2 Responsibilities of the Housekeeping Department
- 8.3 The organizational chart of the Housekeeping Department
- 8.4 Housekeeping staff – Duties & Responsibilities
- 8.5 Layout of the Housekeeping department
- 6 8.6 Keywords
- 8.7 Self-Assessment Questions
- 8.8 Further Readings

8.1 Importance of Housekeeping

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The housekeeping department is responsible for the cleanliness and upkeep of the front of house areas as well as the back of the house areas so that they appear as fresh and aesthetically appealing as on the first day the hotel property opened for business. This department is headed by the Executive Housekeeper.

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All accommodation establishments aim to provide their customers with clean, attractive, comfortable, and welcoming surroundings that offer value for money. Nothing sends a stronger message than cleanliness in a hospitality operation. Both management and guests consider the keeping of the place clean and in a good order a necessity for a hotel to command a fair price and get repeat business. The housekeeping department takes pride in keeping the hotel clean and comfortable, so as to create a 'home away from home'.

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Housekeeping departments provide a clean, comfortable, safe, and aesthetically appealing environment. Housekeeping is an operational department in a hotel, which is responsible for cleanliness, maintenance, aesthetic upkeep of rooms, public areas, back areas, and the surroundings.

The housekeeping department is typically called the 'backbone of the hotel', but now it is increasingly being referred to as the 'heart of the hotel' because just as the heart pumps the life-sustaining pure blood to reach all parts of the body, the housekeeping department freshens up and invigorates the entire hotel day in and day out, helps eliminate unwanted waste and is responsible for a long and healthy life of the hotel.

A hotel survives on the sale of rooms, food, beverages, and other minor services such as the laundry, health club, and so on. The sale of rooms constitutes a minimum of 65 percent of these sales. Thus, the major part of a hotel's margin of profit comes from room sales, because a room once made can be sold over and over again.

The effort that a housekeeping department makes in giving a guest a desirable room has a direct bearing on the guest's experience in a hotel. Guestrooms are the heart of the hotel. Unless its decor is appropriate, the air odor-free and furnishings and upholstery spotlessly clean, the hotel may lose the guest as a potential repeat customer. The housekeeping department not only prepares clean guestrooms on a timely basis for arriving guests but also cleans and maintains everything in the hotel so that the property is as fresh and attractive as the day it opened for business. Housekeeping, thus, is an ancillary department that contributes in a big way towards the overall reputation of a property.

It is rightly said that housekeeping is a 24 x 7 x 365 operation. Imagine the stacks the huge of bath soap, of linen needed to make up all the beds in the hotel, the huge amounts of bath soap, tissue, and other amenities such as shampoos, colognes, and so on that must be placed in the guestrooms, the miles of carpeting, floors, walls, and ceilings to be cleaned and maintained; the countless pieces of furniture that must be dusted and polished, and the barrels of cleaning compounds along with special tools and equipment needed in order to clean these. Scientific housekeeping demands the employment of the most effective cleaning materials and procedures, attention to purchasing the most suitable linen and supplies, maintenance of decorative areas under the housekeeping department's purview, and proper organization and supervision. Other than hotels, professional housekeeping services are very much in demand in hospitals, cruise liners, at offices, and more. Since most such organizations prefer to outsource these functions, contract housekeeping is becoming a lucrative entrepreneurship venture these days.

8.2 Responsibilities of the Housekeeping Department

- Achieve the maximum possible efficiency in ensuring the care and comfort of guests, and in the smooth running of the department.
- Coordinate with the front office department for the efficient sale of rooms.
- Establish a welcoming atmosphere and ensure courteous, reliable service from all the
- ensure a high standard of cleanliness and general upkeep in all areas for which the department is responsible.
- Provide linen in rooms, restaurants, banquet halls, conference venues, health clubs, and on, as well as maintain an inventory for the same.
- Provide uniforms for all the staff and maintain adequate inventories for the same.
- Cater to the laundering requirements of hotel linen, staff uniforms, and guest clothing.
- Provide and maintain the floral decorations and maintain the landscaped areas of the hotel.
- Coordinate renovation and refurbishing of the property as and when in consultation with the management and with interior designers.
- Coordinate with the purchasing department for the procurement of guest supplies, cleaning agents, equipment, fabrics, carpets, and other items used in the hotel.
- Ensure updating of records, forms, and formats for systematic operations and for auditing purposes.
- Deal with lost-and-found articles.
- Ensure training, control, and supervision of all staff attached to the department.
- Establish a good working relationship with other departments
- Ensure that safety and security regulations are made known to all staff of the department.

The Housekeeping departments are responsible for the care and cleaning of the areas

Front of the House areas	Back of the House areas
<ul style="list-style-type: none"> ➤ Guestrooms ➤ Corridors ➤ Lobbies and public restrooms ➤ Swimming Pool and patio areas ➤ Meeting rooms ➤ Dining rooms/restaurants ➤ Banquet halls ➤ Convention halls 	<ul style="list-style-type: none"> ➤ Management offices ➤ Storage areas ➤ Linen and sewing rooms ➤ Laundry room ➤ Employee locker rooms ➤ Administrative offices ➤ Cloakrooms ➤ Maid's service room

- | | |
|--|--|
| <ul style="list-style-type: none"> ➤ Hotel-operated shops ➤ Games rooms/recreation rooms ➤ Exercise rooms/gymnasium ➤ Building exterior ➤ Landscaping and gardens | |
|--|--|

8.3 Organizational Structure of the Housekeeping Department

The organization is the process of identifying and grouping the work to be performed, defining and delegating responsibility authority, and establishing relationships to enable people to work more effectively in accomplishing objectives. If the whole establishment has to work as one unit, there must be clear lines of authority and good lines of communication. An organization chart is a schematic representation of the relationships between positions within an establishment, showing where each position fits into the overall organization and illustrating the divisions of responsibility and lines of authority.

The housekeeping department in a hotel is headed by the Executive housekeeper. He/she reports to the general manager of the hotel. In the case of a chain of hotels, the executive housekeeper also reports to the director of housekeeping, who heads the housekeeping departments in all the hotels of that chain. The deputy housekeeper assists the executive housekeeper and, depending on the size of the property, there can also be assistant housekeepers who look after the various areas of responsibility in the hotel, that is, floors, public areas, the linen room, and desk control.

Then there are supervisors in each of these sections, who report to the respective assistant housekeepers. The floor and public area supervisors are responsible for getting the guestrooms and public areas clean. The linen room supervisor is in charge of the linen and uniform-room operations. The desk supervisor is responsible for coordinating all the housekeeping activities and liaising with the other departments of the hotel. Attendants and house persons report to the supervisors.

The laundry manager also reports to the executive housekeeper. He has laundry workers reporting to the Laundry Manager. Laundry may also be given out on the contract. The horticulturist reports to the executive housekeeper and the head gardener have reported to the horticulturist.

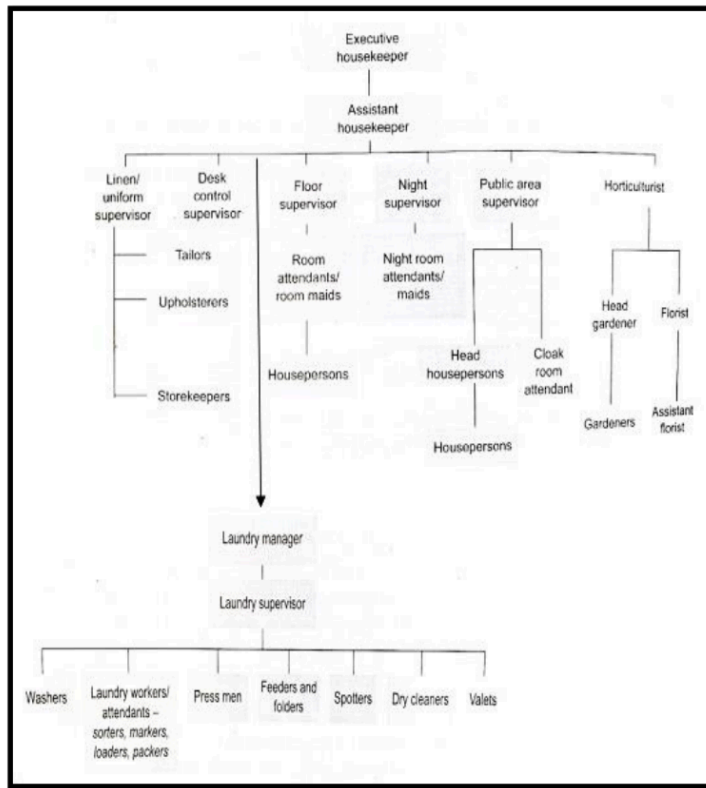


Fig 8.1 Organisation structure of the Housekeeping Department

8.4 Housekeeping Staff – Duties & Responsibilities

Executive Housekeeper

The executive housekeeper reports to the general manager, or the resident manager, or the rooms division manager. He/She is responsible and accountable for the total cleanliness and aesthetic upkeep of the hotel. He/She supervises all housekeeping employees, has the authority to hire or discharge subordinates, plans and assigns work assignments, informs new employees of property regulations, inspects completed assignments, and requisitions supplies.

Duties and responsibilities – The executive housekeeper

- Organize, Supervise, and Coordinate the work of housekeeping personnel on a day-to-day basis.
- Ensure excellence in housekeeping sanitation, safety, comfort, and aesthetics for hotel guests.
- Draw up duty rosters and supervise the discipline and conduct of her staff.
- Assure proper communication within the department by conducting regular meetings with all personnel.
- Hire new employees, warn employees when hotel policies are violated employees when necessary.
- Counsel employees on various duties and on work-related issues.
- Motivate her staff and keep their morale high.
- Maintain an inventory of the furniture, linen, and movable equipment in the rooms and related premises and ensure they are regularly checked.
- Ensure observance of hygiene and safety precautions.
- Offer suggestions to the human resource department concerning selection, recruitment, replacement, duty alterations, up-gradation, and so on.
- Evaluate employees in order to upgrade them when openings arise.
- Organize and supervise on-the-job and off-the-job training of staff.
- Liaise between the maintenance and housekeeping departments.
- Inspect and approve all supply requisitions for the housekeeping department and to maintain par stock, inventory control, and cost-control procedures for all materials.
- Check the reports filed and the registers maintained.
- Maintain a time logbook for all employees within the department.
- Provide a budget to the management and undertake budget control and forecasting.

Assistant Housekeeper

The assistant housekeeper usually reports to the executive housekeeper. In hotels where an additional senior position of deputy housekeeper exists, the assistant housekeepers may report to the deputy housekeeper. Generally, hotels have one assistant housekeeper per 50-60 rooms. There may be just one assistant housekeeper under the executive housekeeper in a medium-sized hotel or one for each shift in a large hotel. In large hotels, the responsibilities for the floors, public areas, linen room, and control room are divided among assistant housekeepers. Essentially, the assistant housekeeper manages the resources provided by the executive housekeeper to achieve the objectives of cleanliness, maintenance, and

attractiveness during a given shift. His/her responsibility involves the daily supervision of specific areas within the hotel. In the absence of the deputy housekeeper, all the aforementioned duties and responsibilities are taken over by the assistant housekeeper.

Duties and responsibilities – The assistant housekeeper

- Responsible for the efficient and orderly management of cleaning, servicing, and repairing of guestrooms.
- Be responsible for the hotel linen and check its movements and its distribution to room attendants.
- keep an inventory of all housekeeping supplies and check it regularly.
- Assist the room attendants in their work.
- Provide the front office with a list of rooms ready for allotment to guests.
- Organize the flower arrangements.
- Arrange the training of staff and substitute for the executive housekeeper in case of his/her absence.
- update record books, registers, and files.
- check the VIP and 000 (out-of-order) rooms.

Linen Room Supervisor

The linen room supervisor reports to the assistant housekeeper. She supervises the work of the linen room and may have several linen attendants to assist her in providing clean, presentable linen throughout the house.

Duties and responsibilities – The linen room supervisor

- be responsible for the entire hotel's linen.
- send dirty linen to the laundry after checking them piece by piece.
- check laundered linen before giving it for ironing.
- put away linen neatly once it has been washed, ironed, and mended.
- hand out linen to the various departments on presentation of vouchers signed by the heads of the respective departments.
- maintain a register of linen movements and check the linen regularly.
- look after the ironing and laundering of guests' clothes and the uniforms of the hotel staff.
- supervise the work of the linen attendants and tailors.
- make suggestions relating to replacement purchases.

Uniform Room Supervisor

A uniform room supervisor reports to the assistant housekeeper. He/she is responsible for the maintenance of hotel staff uniforms.

Duties and responsibilities – The uniform room supervisor

- be responsible for providing clean, serviceable uniforms to the staff of the hotel.
- keep an inventory control of various uniforms in various stages of use – such as when sorted ones are handed over, or which are being washed or dry-cleaned in the laundry, or those on the person of the staff, or those in store for a future issue.
- set the budget for the procurement of additional material for staff uniforms.

Linen Room Attendant

Linen room attendants report to the linen room supervisor.

Duties and responsibilities – The linen room attendant

- be responsible for sorting all the sheets, pillowcases, towels, table cloths, napkins, and so on into separate stacks.
- issue clean linen on a clean-for-soiled basis.
- place soiled linen in containers and send these to the laundry.
- examine and count each item when they are sent to the laundry and again on their return.
- shelf laundered linen after verifying the number and type of articles.
- send torn articles to the seamstress for repair.
- maintain proper records of discards and determine the percentage of discards.

Uniform Room Attendant

A uniform room attendant reports to the uniform room supervisor. He/she is in actual contact with the staff for the issue of uniforms.

Duties and responsibilities – A uniform room attendant

- issues clean uniforms while receiving soiled ones.
- send soiled uniforms for laundering.
- examine the laundered items to ensure cleanliness and serviceability.
- send torn uniforms to the seamstress for mending.
- keep a count of uniforms.
- shelf laundered uniforms after verifying the types of articles.
- count and record linen to fill requisitions.

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Tailors, Seamstresses, and Upholsterers

They report to the linen room supervisor. They are responsible for mending and stitching uniforms, linen, and upholstery, respectively. The upholsterers also replenish upholstery that requires replacement.

Duties and responsibilities

- mend all damaged linen using methods such as patching.
- mend all damaged uniforms and alter uniforms if required.
- make pads from used mattress pads for the burnishing of silver.
- stitch pillowcases if required.
- refurnish all damaged upholstery.
- repair guests' clothes if damaged.
- estimate the requirement of materials and request the linen room supervisor to place a requisition at the stores.
- draw material from the stores and take these to the tailoring room.
- pre-shrink material whenever required.

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Storekeeper

A storekeeper reports to the linen room supervisor. In large hotels, a storekeeper may be appointed to a full-time position.

Duties and responsibilities – A storekeeper

- control the stock of equipment.
- store cleaning materials and agents.
- issue equipment and cleaning materials as per demand.
- prepare requisitions for used-up materials and new products for the approval of the executive housekeeper.
- liaise with the purchasing department for the procurement of approved materials.

Control Desk Supervisor

The control desk supervisor reports to the assistant housekeeper. The control room or control desk is the nerve center of the housekeeping department. The desk is manned 24 hours a day. Since the control desk is the hub of information dissemination in housekeeping, the control desk supervisor is a critical person in housekeeping operations.

Duties and responsibilities – The control desk supervisor

- coordinate with the front office for information on departure rooms and handing over of clean rooms.
- coordinate with other departments for smooth functioning and efficiency.

- receive complaints on maintenance and housekeeping.
- maintain registers kept at the control desk.
- receive special requests from guests.
- act as a pivotal person in receiving and disseminating information amongst housekeeping staff.
- maintain the latest reports regarding room occupancy, VIPs, the status of rooms, and so on, so that work can be delegated to attendants and supervisors accordingly.
- attend to all phone calls received at the control desk.
- be responsible for guestroom keys given to room attendants and to store the keys and maintain a key register.

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Laundry Supervisor

He/she is in charge of the functioning of the laundry in the absence of the laundry manager. A laundry supervisor must have a good understanding of all aspects of the laundry equipment, chemicals, and fabrics.

Dry-cleaner

The dry cleaner is in charge of the dry-cleaning of hotel linen and guest clothing.

Washer

A washer is a person who actually does the laundering of linen, uniforms, and guest clothing.

Duties and responsibilities – The washer

- spot-stained fabrics before loading them into the washing
- load soiled linen into washing machines, feed in the right amount of detergent and other laundering chemicals, and run the machines.
- load washed linen into dryers.
- clean all equipment after use.

Laundry Workers

They are the lower rung of staff in the laundry, carrying out a variety of duties. Proper training is essential to ensure they function smoothly and efficiently.

Duties and responsibilities – A laundry worker

- sort soiled linen according to fabric types, colors, and degree of soiling.
- load soiled linen into washing machines and to load washed linen into dryers.
- transport soiled linen from the linen room to the laundry and fresh linen from the laundry to the linen room.
- keep the laundry clean.

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Pressmen

Pressmen are responsible for ironing linen, uniforms, and guest clothing using hand irons, calendaring machines, steam presses, and so on.

Valets/Runners

'Valet service' means that the hotel will take care of the guest's laundry. Valets report to the linen room supervisor. They are responsible for collecting soiled guest laundry and delivering fresh guest laundry. In many hotels, a valet is not charged with the task of delivering guest laundry is only. Here the valet shares a service room with the GRAs, the room is complete with iron and iron board, needles, cotton and string, shoe-cleaning necessities, and so on.

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Floor Supervisors

The floor housekeeper reports to the assistant housekeeper and executive housekeeper. Floor housekeepers have final responsibility for the condition of guestrooms. Each floor housekeeper is assigned three or more floors. She gives the room attendants their room assignments and the floor master keys, which are returned at the end of the day. She checks, supervises, and approves the attendants' work and makes a periodical inspection of the physical condition of all rooms on the floor.

Duties and responsibilities - The floor supervisor

- supervise the handing over of soiled linen to the laundry and the requisitioning of fresh ones from housekeeping.
- ensure supply of equipment and maintenance and cleaning supplies to floors and public areas.
- issue floor keys to room attendants.
- supervise spring cleaning.
- report on maintenance work on her floor.
- coordinate with room service for clearing.
- maintain par stock for the respective floors.
- coordinate with the front office manager.
- facilitate the provision of extra services to guests, such as babysitters, hot-water bottles, and so on, on request.
- immediately report any safety or security hazard to the security department or the management.
- check on scanty baggage.
- prepare housekeeping status reports.

- supervise cleaning on the allotted floors and areas—including guestrooms, corridors, staircases, and floor pantries of the allotted floors.
- report on standards of individual staff performance.

Night Supervisor

The night supervisor reports to the assistant housekeeper. He supervises all night staff engaged in the cleaning of public areas and guestrooms in the hotel.

Duties and responsibilities – The night supervisor

- ensure that all public areas are thoroughly cleaned at night, which is the only time when traffic is low.
- clear departure rooms to the front office if necessary.
- plan the order of work according to priority and direct the staff accordingly.
- make sure that departure rooms are serviced and made ready as soon as possible so that reception may re-let at any time.
- organize special cleaning of rooms as required.
- anticipate guests' requirements at all times, thereby ensuring comfort and satisfaction.
- see that all lost-and-found articles are deposited with the control desk.
- ensure the submission of room attendants' reports and the room status report.
- help with the training of staff.
- report any safety and security hazards.

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Public Area Supervisors

The public area supervisor reports to the assistant housekeeper. Public areas are the front of the house areas such as the entrance, lobby, guest corridors, and so on. Since much of the public-area cleaning is done at night, good coordination with the night supervisor is essential in this role.

Duties and responsibilities – The Public area supervisor

- ensures that all public areas and other functional areas are kept clean at all times.
- organize special cleaning of public areas.
- ensure that all maintenance jobs are attended to in coordination with the maintenance department.
- ensure that flower arrangements are placed in appropriate places in the public areas.
- ensure that banquet hall and conference halls are kept ready for functions and conferences.

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Head Houseperson

He/she reports to the public area supervisor. In some organizations, he/she may report directly to the executive housekeeper or assistant housekeeper and is in charge of the housemen/house persons.

Duties and responsibilities – The head house person

- supervises the work allotted to house persons, especially those in the public areas.
- supervise the work of people who clean the carpets, wall washers, and window washers.
- supervise the work of drapery men, heavy vacuum machine operators for general cleaning, chandelier cleaners, and workers responsible for relamping.
- supervise the work of furniture men, floor men, and warehousemen.

House persons

The house persons report to the head house person or the public area supervisor. The house person's job involves heavy physical work as assigned, such as carpet cleaning, window cleaning, carrying heavy pieces of furniture, washing public areas, garbage clearance, and also complementing the work of room attendants on guest floors.

Duties and responsibilities – A house person

- cleans carpets.
- shift beds, chairs, and other heavy furniture.
- cart linen to and from floors.
- clean the swimming pool.
- clean garden paths and such outdoor surfaces.
- clear out the garbage.
- polish all brassware.
- help room attendants in their work in guestrooms.
- clean all doors, windows, and ventilators.
- take down and re-hang curtains as needed.
- clean fire-fighting equipment.
- keep the fire buckets filled with sand.
- take on heavy cleaning of areas such as shafts and terraces.
- wash walls, draperies, chandeliers, and other hard-to-reach areas.

Cloakroom Attendant

In a hotel that hosts many events and receives many non-resident guests, it is usual to have someone on duty in a ladies powder room during lunch and dinner time to attend to the

requirements of guests, guard their belongings, and keep the powder room neat and tidy. The cloakroom attendant reports to the public area supervisor.

Duties and responsibilities – The cloakroom attendant

- maintain an adequate stock of soaps, detergents, combs, brushes, powder, and hand towels to meet demands at peak hours.
- take soiled hand towels to the linen room for the replacement.
- maintain the shoe-shine kit and clean guests' shoes if required.
- maintain all cupboards and fixtures installed in the cloakroom.
- brush guests' jackets if required.

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Horticulturist

Many huge hotels have their own horticulturist, who reports to the assistant housekeeper. He/she leads a team of gardeners in maintaining the landscaped gardens of the hotel its lva as in supplying flowers from the gardens for flower arrangements in the hotel. Flowers are used largely by the housekeeping department to aesthetically enhance various areas of the hotel. Flower arrangements may be used in banquet functions, guestrooms, restaurants, lobbies, offices, and so on.

Duties and responsibilities – The horticulturist

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- supervises the maintenance of gardens and landscaped areas.
- ensure a smooth supply of flowers to the housekeeping department.
- assist the executive housekeeper with flower arrangements in the absence of a florist.

Head Gardener - The head gardener reports to the horticulturist. He is required to maintain landscaped areas and gardens in a hotel, keeping in mind their cleanliness, aesthetic appeal, and freshness all year round through a well-motivated team of gardeners.

Duties and responsibilities – The head gardener

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- ensures that landscaped areas, gardens, rock gardens, waterways, and so on, are maintained as per the original concept.
- brief, schedule, and allot duties to gardeners.
- take care of fresh seasonal plantings.
- procure quality seeds from reliable sources at reasonable costs.
- procure, control, and supervise the usage of manure and fertilizers.
- maintain the watering schedules and attend to any problem regarding water shortages.
- provide the hotel with flowers, garlands, wreaths, or bouquets as and when required.
- maintain and prepare indoor plants for the hotel.
- supervise the maintenance of lawns, mowing, and replanting the grass.

- train gardeners.
- ensure that gardeners handle equipment and tools efficiently and correctly.
- oversee the upkeep of the plant nursery and greenhouse.

Gardeners

Gardeners report to the head gardener or the horticulturist. They keep landscaped areas, lawns, and gardens clean, aesthetically beautiful, and fresh through daily schedules of tasks assigned to them.

Duties and responsibilities The gardener

- dig landscaped are and maintain them as per the original concept and undertake fresh plantings.
- plant seeds and saplings as per conditions and the landscaping/horticultural concept.
- distribute manure and fertilizer appropriately.
- water all garden areas as scheduled.
- maintain the plant nursery and the greenhouse.
- prune and trim hedges and bushes.
- prepare flowers, potted indoor plants, wreaths, bouquets, and so on, as required by the hotel.
- utilize garden tools efficiently.

Florist

Many luxury hotels employ their own florist nowadays. Providing attractive flower arrangements for the entire hotel is his/her responsibility. A florist may report to the horticulturist or the assistant housekeeper. He/she may have an assistant florist to help.

Duties and responsibilities – A florist

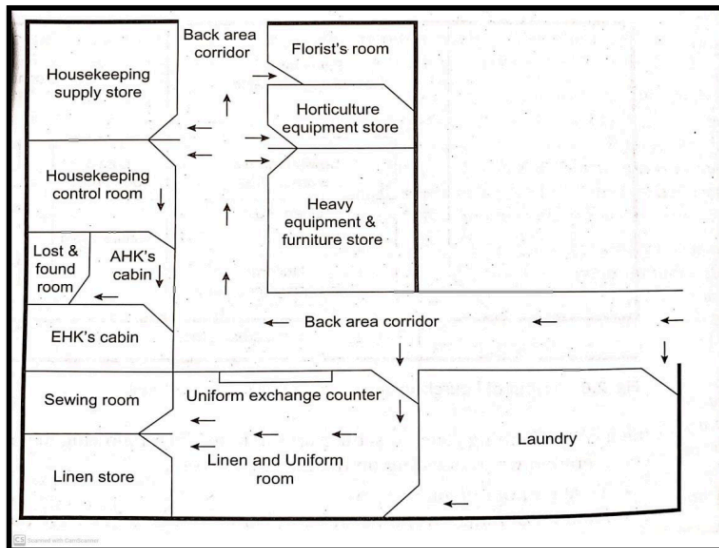
- collects fresh flowers from the gardeners every day.
- in case flowers are not available from the hotel gardens, purchase flowers from dealers.
- make up various types of flower arrangements for different hotel areas—lobbies, front office, restaurants, banquet halls, convention rooms, VIP rooms, and guestrooms.
- provide garlands, wreaths, and bouquets to the hotel for guests, as and when required.
- treat cut flowers so that they last longer.
- maintain flower arrangements – by changing water, pruning, and so on.
- be responsible for the functioning of the flower room in the housekeeping department, which deals with the care of flower-arranging equipment, mechanics, and accessories.
- train the assistant florist.

Personal Attributes of Housekeeping Staff

- Pleasant personality
- Physical fitness
- Personal hygiene
- Cooperation
- Adaptability
- Honesty
- Right attitude
- Punctuality
- Good Memory
- Loyalty
- Courtesy

8.5 The layout of the Housekeeping Department

The layout of the housekeeping department is the physical demarcation of areas in the department. When the layout is well-planned, it enables the smooth functioning of the department.



8.2 Layout the Housekeeping department in a large hotel

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The layout is dependent on the size of the hotel as well as physical space restrictions. Normally, the layout is decided by the executive housekeeper, at the facility-planning stage in setting up the hotel. The following factors are taken into consideration when deciding on the area and layout.

- Total number of guestrooms
- Number of function rooms and number of food and beverage outlets
- Amount of manpower required
- The volume of business anticipated
- Number of jobs contracted out
- The flow of traffic (people and equipment)

The following areas constitute the layout of a housekeeping department.

Executive housekeeper's cabin – The executive housekeeper should have an independent cabin since it is the administrative center of the Department. A glass-paneled office with blinds to provide privacy at times, such as when meetings are conducted and confidential issues are discussed, is most appropriate. The cabin should have one entrance-cum-exit door where entry is controlled by the secretary. Ample built-in shelves and cupboards with locks should be provided to store files and records.

Assistant housekeeper's cabin – A smaller cabin should be provided for the assistant housekeeper, preceding the executive housekeeper's cabin. Storage area for documents is essential in the AHK's cabin.

Desk control room – This is the communication hub of the housekeeping department and this desk is manned 24 hours a day. It should normally adjoin the executive housekeeper's cabin, as this is the point where all staff reports their duty and sign out at the end of shift. It should have a large notice board to pin up information for staff. It should also have more than one telephone communication as well as storage shelves for registers and files.

Lost-and-found section – This is usually an area set aside in the desk control room away from high-traffic areas. A cupboard with a good locking mechanism should be provided here for storing the lost-and-found articles so that they may be claimed later.

Housekeeping stores – In this room to store items such as cleaning supplies, guest supplies, and so on, which are issued on a daily basis. It should ideally be clean, dry, and securely locked.

Heavy equipment store – This is room to store bulky equipment, and items such as vacuum cleaners, carpet shampoo machines, ladders, roll-away beds, and mattresses. It should be a clean, dry, and the cool room that can be locked when not in use

Horticulture equipment store – This room is used for the storage of gardening implements such as rakes, spades, lawnmowers, pots, pails, water hoses, and seeds. It should be near to the garden area and should have its doors kept locked. The size of the room depends on the landscaped area to be tended.

Florist's room – This should be an air-conditioned room to keep flowers fresh for the flower arrangements required by the hotel. It should have a worktable, counters, a sink, adequate water supply, and cupboards to store equipment, containers, wire cables, and other accessories.

Linen and uniform room – This is the room where the linen in circulation is stored for issue when received from the laundry. The room also stocks the uniforms in current use. It should be situated next to the laundry. The room should be large, secure, airy, and free from humidity. There should be adequate shelves and racks to stock all linen and hanging facilities for uniforms. It should have a counter across which exchanges can take place. Large hotels prefer to have a separate uniform room and a dedicated linen room since the uniformed workforce is large.

Linen Store – This room stores stocks of new linen and uniforms. It also stocks fabric and materials for soft furnishings, linen, and uniforms to be stitched. The stocks of linen should be enough to replenish the entire hotel once over. Since the stock is used only when the linen in current circulation falls short of par, provided with shelves and racks to store linen for a longer time. The room should be cool, well-ventilated, and free from dampness.

Sewing room – This room is used for repair work carried out on linen, uniforms, and soft furnishings. It should be large enough to accommodate sewing machines, an ironing table, and space for items to be repaired.

Uniform Exchange Counter – This counter is used for the employees to exchange the uniforms and get fresh uniforms daily.

Laundry Room – In this room, where clothes are washed and dried, a laundry room would be equipped with an automatic washing machine and clothes dryer, and often a large basin, called a laundry tub, for hand-washing delicate articles of clothing such as sweaters, and an ironing board.

8.6 Keywords

- **Housekeeping** – Housekeeping is defined as the provision of a clean, comfortable, safe, and aesthetically appealing environment.
- **OOO** – 'Out of order' is the status of a guestroom that is not rentable because it is being repaired or redecorated.
- **Organization Structure** – A schematic representation of the relationships between positions within an organization, showing where each position fits into the overall organization and illustrating the divisions of responsibility and lines of authority.

8.7 Self-Assessment Questions

1. What a brief note on the significance of the Housekeeping Department in the Hotel Industry?
2. Write a shote note on the Role of the Executive Housekeeper in the Housekeeping Department?
3. Explain the organizational structure of the Housekeeping Department?
4. Draw the Layout of the Housekeeping Department?

8.8 Further Readings

- Housekeeping: Operations and Management by G. Raghubalan and Smritee Raghubalan | 1 July 2015
- Hotel Housekeeping Management and Operations by Sudhir Andrews | 1 July 2017
- Housekeeping Management in Hotel and Service Industry by Pralay Ganguly | 1 January 2018
- Hotel Housekeeping: A Training Manual | 3rd Edition by Andrews | 1 July 2017
- Housekeeping by Marilynne Robinson | 7 July 2005.

LESSON -9**CLEANING EQUIPMENT'S & CLEANING AGENTS****9.0 Objectives**

After going through this lesson, you will be able:

- To know the importance and role of Cleaning Equipment's.
- To know the names of cleaning agents.
- To Know the Guest room cleaning process

Structure

9.1 Introduction

9.2 Cleaning Equipments

A. Manual Equipments

B. Mechanical Equipments

9.3 Cleaning Agents

9.4 Room Cleaning Process

9.5 Cleaning Public areas

9.6 Keywords

9.7 Self-Assessment Questions

9.8 Further Readings

9.1 Introduction

Efficient cleaning and maintenance are dependent upon high-quality cleaning equipment, correctly using. Though only 5-9% of the overall cost incurred on cleaning is accounted for by cleaning equipment and agents, selecting the ideal equipment plays a major role in the cleaning process. It is the executive housekeeper's responsibility to select the most appropriate piece of equipment according to the hotel's requirements. Most types of cleaning equipment fall under the category of recycled items, but a few large pieces of items may be considered as fixed assets. The correct choice of quality cleaning equipment could save costs due to breakdowns, reduce fatigue and also ensure overall efficiency in operations.

9.2 Cleaning Equipments

The housekeeping Staff needs to clean various guest rooms, guest bathrooms, and a number of public areas in the hotel. The staff needs to take the help of various cleaning equipment

while trying to keep the hotel premises to the highest standard of appearance. Nowadays, there is a wide range of cleaning products available in the market.

1. Manual Equipments - As the name suggests, they are used manually to keep the surfaces clean. Some commonly used manual Equipments are–

- **Brooms**- Sweeping brooms consist of long bristles gathered together and inserted into a handle. The bristles of a broom may be made of grass, corn, or coconut fibers. It depends upon the type. Brooms may be used for removing dust or dirt in large areas.
- **Abrasives** – They are sharpening stones or grit papers used to polish metal or wooden surfaces. Various abrasives are depending upon the size of grit and the adhesion of grit particles on the paper.
- **Brushes** –These are designed to remove dry or wet and or ingrained dust from hard or soft surfaces. Based on its usages it can be Toilet brush, Room brush, carpet brush, shoe brush, tooth brush, cloth scrubbing brush, upholstery brush, hand scrubbing brush, cob web brush.
- **Chambermaid's Trolley/Housekeeping Trolley** – This trolley is large enough to keep all the guest room and guest bathroom supplies in an organized manner. It makes the housekeeping staff move it around and carry a large number of items in one go while keeping and cleaning the guest rooms.
- **Dustbins** – They are used to collect daily garbage produced in the hotel.
- **Dusting Cloths** – They are soft cloths used for wiping the surface dust.
- **Dustpans** – They are used to collect dust and garbage from the floor and putting it into the dustbin.
- **Janitor's trolley** – It is a trolley that stores cleaning supplies such as detergents, spray bottles, dustbins, mop, and dusting cloths, all in a compact manner. It can be moved around easily. It fulfills the challenge of modern-day housekeeping in hotels.
- **Mops** – There are various types of mops such as string mops, flat mops, dust mops, and synthetic mops. Mops are generally made of flat cotton strings or heavy-duty sponges fixed on the metal frames. The cotton mops have high absorbing ability but

need more care, unlike the synthetic mops that offer almost zero absorbing ability and very less maintenance.

- **Mop Wringer trolley** – A mop bucket cart (or mop trolley) is a wheeled bucket that allows its user to wring out a wet mop without getting the hands dirty. The mops are squeezed between two surfaces to remove dirty water from them.
 - **Spray Bottles** – They are used to spray water or chemical solutions on the surface that needs cleaning. They are also used to spray water on the delicate flowers or leaves of flower arrangement.
 - **Squeeze**–It can be used for domestic and industrial purposes. Ex: Glass wiper, kitchen top squeeze, floor squeeze, bathroom squeeze.
2. **Mechanical Cleaning Equipments** – As the name depicts, these equipment require electrical power to operate. They are operated either on AC power or on the battery. Some important electric equipment are
- **Vacuum Cleaner**–A vacuum cleaner is a commonly used cleaning machine. It is suitable for any kind of floor or upholstery surface and easy to operate.

Types of Vacuum Cleaners

- **Cylindrical Type:** They employ the sac principle i.e. in which the air flows through the machine, passes the motor, the soil being trapped by a paper sac or cloth bag situated in the front or behind the motor. This is suitable for most tasks involving light-duty suction cleaning.
- **Upright Dry Vacuum Cleaner:** These are generally designed for carpet cleaning. In order to dislodge soil from the carpet pile, a beater bar (or usually a rotating brush) is included in the head of the machine.
- **Back- Pack Dry Vacuum Cleaner:** These are particularly suitable for cleaning inaccessible areas or high walls fixtures and fittings. They are similar to machines of cylindrical type but carried on operators back.
- **Wet and Dry Vacuum Cleaner:-** These are extremely useful in hotel housekeeping operations. They can pick up spills and excess wash water when on wet mode. When in the dry mode, they help in the removal of dust and debris. A variation in this is the large tank-type vacuum cleaner. These are also called canister-type vacuum cleaners or industrial vacuum cleaners.

9.3 Cleaning Agents

Apart from water and regular detergents, the housekeeping staff also uses cleaning chemicals, which are often available in the form of liquids, blocks, and powders.

- **Water** – It is the most commonly used medium for cleaning and rinsing. The housekeeping staff needs to use only soft water because hard water cannot dilute detergents properly. Non-oily and non-greasy stains such as ink stains can be removed using water.
- **Vinegar** – It is used in removing light stains in the bath.
- **Bathroom Cleaners** – They come in liquid form for easy cleaning. They clean, de-scale, and disinfect the bathroom walls, bathtubs, bathroom flooring, sinks, and showers. They often contain phosphoric acid.
- **Clean Air Sprays** – They are best for freshening the hotel corridors, washrooms, bathrooms, and reception areas. These sprays remove the pungent smell of tobacco, smoke, and organic wastes.
- **Degreaser** – This is mainly used in bars to remove the marks of grease and lipstick that cannot be removed by traditional washing of glasses and cups. Degreaser restores the surface shine and transparency of the glasses and bowls.
- **Floor Cleaners and Sealers** – One of the important tasks of hotel housekeeping is cleaning the floor periodically and keeping it sealed with the help of a sealer of the right consistency for optimum maintenance. Some areas in the hotel are busy and bear heavy traffic such as a lobby, corridors, parking areas, restaurants, and dining halls. Their floorings lose smoothness and shine. In such a case, the floor cleaners and sealers are used for restoring their look and shine.
- **Laundry Cleaners** – They are liquid concentrates with a variable amount of peroxide that removes tough stains, bleaches the linen, and enhances its whiteness. A number of chemicals are used in dry-cleaning. They are camphor oil, turpentine spirits, benzene, kerosene and white gasoline, petroleum solvents such as naphtha blends, chloroform, carbon tetrachloride, and liquid carbon dioxide. They remove the stains from silk tapestry without damaging the fibre.

- **Surface Sanitizers** – They often come in the form of liquid concentrate. They are water-based and sanitize the surfaces without damaging their appearance. The sanitizers reduce the presence of bacteria to a great extent. They come with different concentrations and fragrances.
- **Toilet Blocks** – They deodorize the toilets and leave them with a fresh smell. They come with two variants: continuous action and instant action. They contain oxidizing agents such as ozone, hydrogen peroxide, or chlorine that remove unpleasant organic odor from the surface of a material.
- **Toilet Cleaners** – They are available in liquid form containing strong hydrochloric acid. They remove stains and plumbing scales easily and restore the shine of their surface.
- **Carpet Cleaning Agents** – Cleaning and maintaining the carpets are important tasks of hotel housekeeping. As suggested by the Carpet and Rug Institute (CRI), carpet cleaning is complete when the following issues are tackled –
 - Soil containment
 - Vacuuming
 - Spotting
 - Interim cleaning
 - Restorative cleaning
- **Swimming Pool Cleaners** – They are used for cleaning the swimming pool water. Some of them are TCCA-90 granules or tablets, SDIC, hydrochloric acid (HCL), liquid chlorine, and alum. The pool cleaning chemicals kill the bacterial and algae growth in the water.

The chemicals like Sodium Dichloroisocyanurate (SDIC) have 60% of chlorine content and are used worldwide for disinfecting water. The pool cleaning chemicals dissolve fast in the water and provide quick cleaning results. The housekeeping staff needs to take extra care while cleaning baby pools using these cleaners.

9.4 Room Cleaning Process

Cleaning is one of the major tasks the housekeeping force performs. It carries out cleanings when the guests are about to occupy their room, while they are staying in the hotel, and immediately after the guests vacate the room. The housekeeping also cleans the public area, which is often shared by a large number of guests.

Cleaning the Check-In Room –

The Check-in rooms are cleaned when the guest is about to occupy the room. A checklist of room readiness is shared between the guest room supervisor and the guest room attendants. The supervisor inspects the readiness of the room for occupancy. The guest room attendant performs the following cleanings –

- Checking power switches, air conditioner, TV, and other electronic appliances for healthy condition.
- Making bed with fresh linen, pillow cases, and bedside mat.
- Cleaning ashtrays and dustbins, replacing if required; and putting fresh paper stripes.
- Checking stationery and vanity supplies. Replacing/refilling if required.
- Cleaning the bathroom: floor, walls, toilet, shower area, and tub.
- Checking bathroom supplies. Replacing the used supplies with the new ones.
- Checking the room curtains and drapes for stains, replacing if needed, and closing.
- Discarding the used supplies in the guest room.
- Spraying the room freshener.

Cleaning an Occupied Room

The room is cleaned when the guest is occupying the room. It includes cleaning and keeping all occupied rooms twice per day on guests' ⁴⁸requests and convenience.

- Entering the guest room by following the set procedure.
- Clearing the dustbins.
- Collecting the used linen and putting it in the linen bag.
- Making the bed.
- Carrying out the guest room dusting.
- Vacuuming of carpet and bedside mats.
- Cleaning the bathroom and replenishing the bathroom supplies.
- Checking the functionality of light bulbs, television, electric kettle, and intercom device.

Cleaning the Check-Out Room

This cleaning is performed when the guest vacates the guest room and proceeds for hotel check-out formalities. The cleaning involves –

- Assembling bed, chairs, settees, and other furniture and placing it appropriately.
- Wiping guest room floor with a wet mop.
- Cleaning the writing tables, assembling, and placing stationery appropriately.
- Checking under the beds and chairs, and in the locker, for any articles, the guest left behind.
- All personal stuff, documents, articles left in the room (if any) are removed and deposited at the Lost and Found desk.
- Cleaning all walls of the bathroom with a wet wipe.
- Cleaning all electric appliances such as microwave, fan, refrigerator, and others.
- Keeping heaters/air conditioners at the lowest power-consuming option.
- Switching off the room light and television.
- Locking the guest room door and cleaning area outside it.
- Depositing the keys at the front office desk.

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SOPs for Cleaning the Guest Room

The SOP for cleaning the guest room is given below. Once the staff enters the room and starts the housekeeping work, he must –

- Not use guest room linen as a door stopper or for cleaning and dusting the room.
- Keep the guest room door open while working.
- Open the curtains and patio door.
- Assemble the furniture and place it appropriately.
- Keep the vacuum cleaner and other cleaning apparatus in the room.
- Check the type of bed.
- Take the bed linen of appropriate size and place it on the nearest chair.
- Remove the previous bedspread and place it on the chair.
- Inspect the bed and pillows for their condition as well as for any lost-and-found.
- In the case of the checkout room, deposit the left guest items to the floor supervisor.
If the room is still occupied by the guest, place the item such that it is safe as well as visible to the guest.
- Put soiled sheets and pillow covers in the soiled linen cart of the trolley.

- Empty ashtrays and rubbish from the guest room and bathroom dustbins into the trash cart of the trolley.
- Pick up used glasses, mugs, ashtray, trays, and place them on the bathroom platform.
- Spray the bathtub, basin, glasses, mugs, and trays with cleaning liquid. Let them soak the chemicals from the liquid.
- Make the bed.
- Start dusting from an extreme inside corner of the room and work outwards.
- Clean wipe TV.
- Straighten the guest items.
- Sweep the room and patio floor.
- Mop the room and patio floor.
- Clean the glasses, mugs, and tray.
- Sanitize glasses, mugs, telephone devices, and TV remotes.
- Inspect the condition of bathroom slippers and bathrobe. Replace if soiled.
- Close the patio door.
- Close all the curtains.
- Clean the entrance door.
- Close and lock the room door.
- Report any damage spotted to the supervisor.

SOPs for Cleaning the Guest Bath Room

The SOP for cleaning the guest bathroom is given below.

- Open bathroom ventilation.
- Sweep the bathroom floor.
- Scrub and finish the platform, bathtub, and basin.
- Scrub and finish the toilet bowl, rim, ring, and hinge.
- Wipe the mirror.
- Clean bathroom walls using a wet mop or sponge.
- Replace amenities such as toilet roll, toilet block, shampoo, conditioners, and moisturizers.
- Replace bathroom mat.
- Wipe down the shower curtain working from top to bottom with a dry cloth.
- Replace bath towels and hand towels.
- Replace the dustbin liner.

- Close the bathroom ventilation.
- Clean the bathroom door.
- Keep the bathroom door open after cleaning.
- Check bathroom doormat. Replace if required.
- Report any damage spotted to the supervisor.

9.5 Cleaning Public Areas

The public areas are shared commonly among guests. They include –

Cleaning of Front office, Lobby, and Corridors - Front Office and Lobby is highly frequented. It must be clean at all hours of the day. The housekeeping staff needs to clean desks, fans, ceilings, chairs, and computers. The staff also cleans and disinfects the telephone devices, keyboards, flooring, corridors, and glass doors at the entrance of the lobby.

Cleaning of the Dining Area - The dining area is the next most frequently visited area. The housekeeping staff puts in good efforts for lighting, chandeliers, and cleaning the ceiling, furniture, and décor items. It also includes spreading the clean dining linen on the dining tables and keeping the floor clean. It is generally done when the area is not busy.

Cleaning the Lifts - The housekeeping staff cleans lifts preferably early morning to avoid the rush for use. They stop it at the ground floor, its doors are kept open, and it is then cleaned starting from the top and working towards the bottom.

Cleaning the Swimming Pools - Cleaning of the swimming pools is highly required during summer. It can be conducted by the hotel if it has in-house expertise, or it can be contracted with an agency. Cleaning of the swimming pool involves catching any leaves, purifying the pool water, and cleaning the areas surrounding the pool; including shower and changing rooms.

Cleaning and Keeping the Hotel Garden - These days, the hotels keep their private team of gardeners. Watering and trimming the trees and shrubs, fertilizing the plants, raking the fall leaves, and arbosculpture (an art of shaping trees into wonderful shapes), are taken care of by this team.

Cleaning the Parking Area - It mostly involves hard sweeping the parking space, removing the cobwebs under the parking shades, and putting up appropriate guiding signs.

9.6 Keywords

- **Cleaning Agents** -- Substance, natural and synthetic, used to assist the cleaning process.
- **Cleaning Equipment** -- Physical cleaning aids, manual or mechanical.
- **Cleaning supplies** -- Cleaning agents and small pieces of cleaning equipment that are used in cleaning the guestrooms and public areas in the hotel.
- **SOP** - SOP stands for standard operating procedure. It is set rules, guidelines, and procedures to complete any task or job in detail step by step, which has to be followed by every staff in any department. Every hotel and organization follow their own SOPs.

9.7 Self-Assessment Questions

- What are cleaning agents?
- Discuss water as a cleaning agent in detail.
- What are abrasives? Discuss their uses.
- What is a public area? Explain its cleaning procedure.
- What is the room cleaning procedure for Checked out room and Occupied Room

9.8 Further Readings

- G. Raghubalan, Smritee Raghubalan, Hotel Housekeeping Operations and Management, Oxford publication
- Sudhir Andrews, Hotel Housekeeping Training Manual, Tata McGraw Hill

LESSON-10

INTERIOR DECORATION

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10.0 Objectives

After going through this lesson, you will be able:

- To understand the role of interior decoration in the hotel.
- To know the dimensions of color.
- To know different parts of Carpets and their importance.
- To understand various kinds of Windows.

Structure

10.1 Introduction

10.2 Interior Decoration

- A. Colour
- B. Lighting
- C. Carpets
- D. Wall Coverings

10.3 Keywords

10.4 Self Assessment Questions

10.5 Further Readings

10.1 Introduction

Interior design is the art and science of enhancing the interior of a building to achieve a healthier and more aesthetically pleasing environment for the people using the space. An interior designer is someone who plans, researches, coordinates, and manages such enhancement projects. Interior design is a multifaceted profession that includes conceptual development, space planning, site inspections, programming, research, communicating with the stakeholders of a project, construction management, and execution of the design. An interior design describes a group of various yet related projects that involve turning an interior space into an effective setting for the range of human activities that are to take place there. It is the arrangement of line, direction, form, shape, color, and texture and arranging them aesthetically and tastefully. Interior decoration is the art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishings, art, and crafts,

appropriately combined to achieve a planned result or design. These arts and crafts have to be well maintained by the housekeeping department.

10.2 Interior Decoration

Interior decoration is a highly personal form of self-expression. It is the sum of one's interests as an individual or a group—a personal statement created by combining various elements of art by using certain principles. Color, lighting, floor coverings and finishes, carpets, ceiling and wall coverings, and various window treatments are some important tools used for decorating various areas of a hotel and giving a distinct style to these areas.

A. Colour

The approach of colors may be approached from any of the five angles: that is physiologists, chemists, and psychologists, or people who work with pigments. Of the many theories of color, two are in common use known as Prang System and Munsell system. In these two systems, Prang color System is mostly used in interior decoration. Colour has been either by the way light reflects off a surface or in colours light sources. Colour and particularly contrasting colour is also used to draw attention to a particular part of the image. There are primary colours, secondary colours, and tertiary colours. Complementary colours are colours that are opposite to each other on the colour wheel. Complementary colours are used to create contrast. Analogous colours are colours that are found side by side on the colour wheel. These can be used to create colour harmony. Monochromatic colours are tints and shades of one colour. Warm colours are a group of colours that consist of reds, yellows, and oranges. Cool colours are a group of colours that consist of purples, greens, and blues.

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Dimensions of Color

Value Scale



LIGHTER VALUES

DARKER VALUES

There are three properties or qualities that may be called the dimension of colour. These are just as distinct as the length, breadth, and thickness of an object.

Hue

Hue is the name of the color. All primary and secondary colours. Color can be lightened or darkened depending on use. Eg; light blue, dark blue; but they are all blue

Value

This describes the lightness or darkness of a color. White has the highest value. Black has the lowest value. There are a total of nine values, ranging all the way from white to black. A shade is a hue that has been darker by adding black. A tint is a hue that has been lighter by adding white.

Intensity/ Chroma

This refers to the brightness or dullness of a color. A Very bright color is said to be of full intensity.

Warm & Cool Colours

Walls on the north side that gets less of sunlight should have warm colors and the south should have cooler darker colors. Warm colors are active while cool colors are relaxing. Cool colors make a small room look big and warm colors make a large room small. Blue is the coolest of colors whereas Red and orange are the warmest of all colors.

Colour Wheel

Visual representation of colour theory – the colors in the color wheel are classified as

1. Primary colors
2. Secondary/ Binary Colors
3. Tertiary/ Intermediate Colors

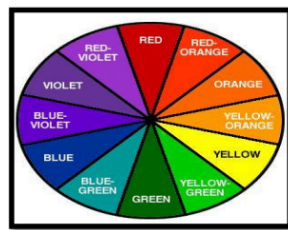
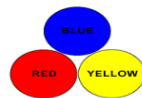


Fig 10.1 Prangs Colour Wheel

Primary Colours

Red, Yellow, and Blue are primary colours. They cannot be made by mixing other colours but can be mixed to form other colours. They have equal distance from each other in the colour wheel.



Secondary/ Binary Colours

Formed by mixing two primary colours in equal quantities. They are also called six standard colours.



Tertiary/ Intermediate Colours

It is formed when a Primary and a neighboring Secondary colour is mixed in equal quantities.



Colour Schemes & Harmonies

It refers to the combination of colors used for decorating whether doing up interiors, or for designing a dress, or for another purpose.

A) Related Color Schemes	1) Monochromatic Color Schemes
	2) Analogous Color Schemes
	3) Double Analogous Color Schemes
B) Contrasting Color Schemes	1) Complementary Color Schemes
	2) Double Complementary Color Schemes
	3) Split Complementary Color Schemes
	4) Triad Color Schemes
	5) Tetrad Color Schemes
	6) Accented Neutral Color Schemes

Let's see the following three types of color schemes:-

1. Monochromatic
2. Analogous
3. Complementary

1. Monochromatic

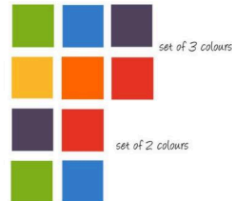
It uses only one color from the wheel. It has the disadvantage of monotony. Interest is gained by using different values of colour from light to dark.



2. Analogous

This Color scheme uses neighboring coolers on the color wheel. This scheme can have a minimum of two colors and a maximum of three.

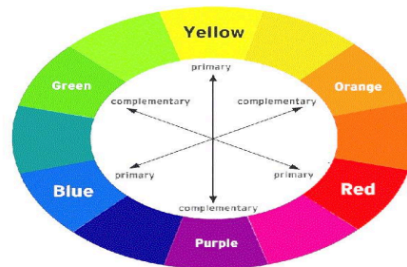
Analogous Colour Schemes



3. Complementary

- These color schemes use opposite hues in the color wheel
- They create great contrast like red and green giving a Christmas scheme.

Types of Complementary Colour Schemes



1. Direct Compliment

Uses Exactly Opposite Such As Red And Green. Two Pairs Exactly Opposite Like Yellow And Violet

2. Split Compliment

Base Hue And Two Colors On Each Side Like Red Orange Green And Blue

3. Triadic Compliment

Uses Three Colors Equidistant On The Wheel Like Yellow, Blue And Purple

Chromatic & Achromatic Colours

Chromatic Colors Are All Colors Apart From Black, White, And Grey. Achromatic Colors Are Black, Grey, And White

Role of Colours in Interiors

- To increase the height of the room - Paint the ceiling and walls with light cool colors to increase the height of the room
- To decrease the height of a room - Paint the ceilings with darker, warmer colors than the walls
- To increase the size of a room - A square room looks more elongated if two opposite walls are painted a dark color and the other two lighter colors
- To reduce the size of a room - Paint all the walls in warm darker shades to decrease the room size.
- To reduce the length of a long narrow room - Paint either smaller or longer walls with dark warmer colours.

Impact of Colour on Humans

- Blue: lower blood pressure, masculine
- Red: creates hunger, danger, strength, love
- White: gives purity, cleanliness, freshness, calm
- Yellow: brings health, happiness, warmth
- Green: inspires creativity, peace, nature, safe
- Grey: high tech, wisdom, corporate
- Black: Mystery, sorrow

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B. Lighting - Lighting plays an important role in the comfort and safety of occupants of the building. Lighting contributes to the décor of a room and should be both decorative as well as functional without causing glare or appearing flat and dull lighting needs.

1. Function: Certain specialized activities will require specific amounts and possible certain kinds of light, function must be evaluated in terms of both quality and quantity of light. E.g. reading, writing, etc.

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2. Safety: Improper lighting is a particular hazard in several areas that may escape notice. E.g. staircases or doorways where there is a step up and step down. Another aspect of safety involves adequate wiring and sufficient outlets for all needs.

3. Beauty: We begin to appreciate light on a decorative medium when we see a room bathed in a pleasing glow of illumination. There is also a close relationship between the type of light and the appearance of colours.

Measurements of Light

Lumen is the unit of luminous flow that is the amount of light emitted per second in a cone of a certain size by a point source of known intensity. The lux is the unit of illumination equal to 1 Lumen per mt. sq.

Lumen: It is a unit for measuring the quantity of light emitted at the source.

Lux: It is the measure of illumination level at or on the surface being illuminated.

Illumination: The distribution of light on a horizontal surface is called its illumination. It is measured in foot candles.

Foot-candles: A foot-candle is a lumen of light distributed over the one-square-foot area.

Glare: It is defined as dazzling brilliance which can obstruct vision. It can also produce eye damage and should be avoided. It is caused by:

- Natural sunlight streaming in through a window.
- Reflected light from mirrors, shiny surface.
- Direct light rays from a light bulb or a spotlight.

Types of Lighting

Direct Lighting: In the case of direct lighting the fittings throw the light onto the surface below producing over bright areas and hard shadows resulting in glare. E.g. down lighting-a direct light is hung pointing down to become a downlight used to highlight.

Indirect Lighting: This is produced by a light source that is hidden. The light is directed to the ceiling or another surface from which it is reflected back into the room. Indirect lighting creates no shadows when used next to the ceiling. Indirect lighting reflected down from the ceiling tends to raise the ceiling height. E.g. up lighting-canister shapes are used in a variety of locations on the floors, in corners of rooms, at either side of the sofa, or behind plants.

Natural Lighting: The bright radiant energy of the sun, daylight is a major determining factor in the design of hotel guestrooms and homes, especially where large wall areas have been decorated with glass.

Diffused Lighting: When fittings are completely closed or concealed as with some globes and ceiling panels, the light is diffused as it passes through the glass or plastic.

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Semi-Direct: In semi-direct fixtures, 60% of light is directed down to the work surface and the remaining amount is directed upwards.

Semi-Indirect: It is converse of semi-direct. Here 60%-90% of light is directed to the ceiling and the other 10%- 40% is directed towards the work surface.

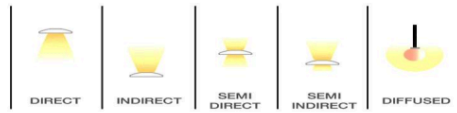


Fig 10.2 Types of Lighting

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Kinds of Lighting

General Lighting or Overall Illumination: This should be provided at various intensities so that by pressing different buttons or dimmers, we can produce bright, dim, or medium light. General lighting may be direct, indirect, or a combination of both.

Task Lighting or Local Lighting: This is particularly needed while reading, working, grooming, playing indoor games, etc. it can be brought up by using lamps.

Accent Lighting-For beauty

Without general lighting, the task lighting will produce a glare accent lighting emphasizing a center of interest in the room.

Methods of Lighting

- Day Light
- Architectural Lighting
- Non-Architectural Lighting

Day Light – Only about 10% of normal daylight enters a room, in spite of this, it is brighter than artificial light. Colours look different in daylight. It varies in intensity and colour throughout the day. Another aspect is that it gives a colder and less variable light and is better for areas where colour matching is important. Most large buildings require artificial lighting even during the day.

Advantages of Daylight

- It costs nothing except the cost of making a few windows.
- It is natural.

- It varies according to the time of the day so it is soothing and possibly causes less fatigue. But it can cause hindrance to the human eye.
- The windows and the changing light add another dimension to the room and the view from there can be refreshing.

Disadvantages of Daylight

- The variation in the strength of daylight can change the atmosphere of the room.
- Brilliant sunshine fades some colours and rots some materials.
- The heat from the sun's rays can cause discomfort.
- Daylight does not uniformly illuminate a room.
- A window should be kept clean to get the maximum advantages from daylight.
- Large windows with a southern or western aspect can make a room unbearable in summer and too cold in winter.

2. Architectural Lighting

Includes portable lamps, ceiling, and wall fixtures. Lamps provide a certain amount of flexibility in that they can be moved from one place to another. There are no rules about where to use lamps and mounted fixtures. The ultimate goals are to provide the type of light needed and to choose designs that are in keeping with the decorative schemes. In choosing lamps the following points must be considered:

- A sturdy and heavy base prevents limping.
- A lamp that has a diffused bowl will give less glare.
- A harp makes it possible to adjust the height of the shade or to tilt the shade if necessary.
- A table lamp intended for reading should have the lower edge of the shade about 40-42 inches from the floor. The lower edge of the shade of a floor lamp should be around 49 inches from the floor.
- The lampshade should be used according to the colour or texture of the food.

Ceiling and Wall Fixtures:

In choosing fixtures these points may be implied:

- The adjustability of position often increases functionalism. E.g. chandeliers that may be raised or lower will provide a variety of lighting effects.
- Diffused light is more pleasant in many fixtures. The bulb may be exposed giving an irritating glare.
- The design of the fixture should be in harmony with the character of the room.

Types of Fixtures

i) Filament Bulb: This has a glass container with a vacuum or is filled with an inert gas. In these containers is a highly resistant filament element to which an electric current passes heating it sufficiently to make it incandescent. This filament may be a single coil or a coiled-coil. The latter maintains a higher temperature and emits more light but it is susceptible to damage from knocks and vibrations.

Advantages

- Easy to install.
- Give an acceptable with little colour distortions.
- The amount of light required can be altered by simply changing the bulb for one of greater or less strength.

Disadvantages

- They are not of uniform quality so their makers and the supplier should be reputable.
- The light does not mix comfortably with daylight.
- Except for a few decorative types they are rather ugly and unpleasant.
- The bulbs are connected to the light source with an additional crew fitting.

ii) Fluorescent Tubes: They are also referred to as strip lights. These are long tubes vapor-filled with fluorescent powders. The light is produced by ultra-violet radiations from an electrical discharge falling on the powder. Different powders produce different colour lights. These can be placed behind pelmets at the window on the wall or in front of mirrors. Tubes are much cheaper than a filament bulb and have a much longer life. These are of 2 types:

- **Hot Cathode Tube:** Are the most commonly used. Light efficiency is better but they are slow to light up and flicker before lighting fully.
- **Cold Cathode Tube:** these can be produced in a variety of shapes. They light up immediately without flickering. They are more expensive than the hot cathode tube and they require a higher and normal voltage. They require special fitting so the installation cost is higher.

Non-Architectural Lighting

a. Glamorous Effects

For general lighting. May be achieved by the mounting of simple fixtures in valances, cornices, coves, etc. One may light a window area wall, ceiling, floor, or any special area for

emphasis. Fluorescent tubes are useful for such lighting because they provide an even line of light.

- **Valance Lighting:** the light source is mounted so that some of the light is directed towards the ceiling and comes down over the draperies. Fluorescent tubes are installed behind the valance frames which are painted white to reflect the light. At least 10 inches of space between the top of the valance and ceiling is necessary. The frame will conceal both the fixtures the top of the draperies.
- **Cornice Lighting:** This can be used to give a general illumination. In this fluorescent tubes are placed behind the cornice which is at least 6 inches in depth. It is built at the junction between the ceiling and the wall. It is good for a low ceiling room because it gives the impression of a greater ceiling height.
- **Cove Lighting:** It implies a rough light arrangement. Usually near the ceiling with the light directed upwards. Cove lighting creates an effect of openness and the quality of the light is soft.
- **Brackets:** Are located at a lower height than valances and are not necessarily related to window treatments.
- **Soffit Lighting:** This is the underside of an architectural member. Often space provides housing for a light source and is mostly used in bathrooms, kitchens, bookshelves, and mirrors.
- **Recessed Lighting:** this includes built-in panel fixtures that provide concentrated light. The fixtures can be round, square, or rectangular metal boxes set in a ceiling or wall.
- **Sky Light:** This is the glazed opening in the roof of a house constructed to allow natural light into space.
- **Translucent Panel:** Are set on a surface that reflects light. The light source is concealed under the panel which may be on the floor or the ceiling or a free-standing decorative unit. These are used in discotheques, kitchens, bathrooms, or other work areas and provide comfortable glare-free illumination.
- **Track Lighting:** These are lighting fixtures fitted on the track. This may be used to throw light to highlight the wall or the contents of the wall.

b. Suitable Room Lighting:

- **Living Room and Family Room:** Lighting a wall surface improves visual purpose as well as makes the wall and the ceiling appear lighter and more attractive. This is achieved by either valance, cornice, cove, or recessed lighting. Table lamps or floor lamps provide general illumination.

- **Kitchen:** Good lighting is required. The ceiling fixtures provide general lighting and should furnish at least 150-200 watts of incandescence or 60-80 watts of fluorescent for each 50 sq. ft. of space. Long fluorescent tubes may be attached under the cabinets to light the work surface.
- **Bedroom:** Bedroom lights should usually be local light in the place where needed. Lights for reading may be on floor lamps or attached to the wall or ceiling. For applying makeup and grooming, lamps with translucent shades should be on either side of the mirror approximately 36 inches apart. The center of the shades should be at the height of the face. Strip lighting can be used on the sides and the top of the mirror.
- **Bathroom:** Requires both general and task lighting. The bathroom mirror must be lighted either by soffit or strip lighting. A vapor-proof lighting fixture is useful near the tub and the shower so that when the shower curtain is closed there is still general lighting.
- **Stairways, Hallways, and Closets:** Hallways and stairways must be well lighted for safety reasons. Recessed lighting may be secured to the risers on the stairs and give a feeling of elegance to the room while adding to the safety of the stairs. Lighting near the baseboards in the hallways creates a warm glow and gives a good effect to the area.
- **Lobby and Reception:** Must be adequately and without any obstructions be lit with good general lighting and brighter but concealed lighting at the reception desk, where guests, as well as the staff, have to read and write.
- **Restaurant:** These are often dimly lit to create an atmosphere but there should be attractive pools of light. Fast food cafeterias and restaurants require a brisk atmosphere for a fast turnover. So the lighting should be bright but not harsh or glaring and adequate enough to see that the table cutlery is clean. A hotel restaurant or a luxury restaurant requires soft lighting for a relaxed atmosphere.
- **Cloak Room and Toilet Area:** The lighting should be overall of such a level that one can see that it is clean mirror light and shade should be neutral in order not to distort makeup color.
- **Function Room (Banquet):** Since these rooms are used for a variety of purposes like conferences, meetings, dinner, dance, etc. they need to have flexible, decorative, and functional lighting. Source of lighting may be concealed like cornice, valance, etc. Standard lamps might complement with the décor together with a track or spotlight. Dimmer switches are used which will reduce the light when a subdued light is required.

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Factors to Consider when Planning a Lighting System

1. The amount of light required for an area will depend on various factors like:

- Location and direction of the light sources.
- Reflected qualities of colour.
- Textures used in the room.
- The number of lamps and fixtures.
- The wattage of bulbs and tubes.

2. If artificially lighting a room check on heat gains.

3. Design and durability.

4. Ease of replacement especially if lampshades are used.

5. Cleaning-they should be easily cleaned.

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Cost.

Principles of Lighting Designs

The use of lighting is visually pleasing when it follows the following principles:

1. **Balance:** This is achieved by placing light sources throughout the room avoiding a concentration of light on any side or area of the space. Balance can be symmetrical or asymmetrical.
2. **Unity:** This can be achieved by duplicating the fixtures as well as repeating the materials, finishes, colours, textures, and maybe lampshades.
3. **Variety:** Can be created by using similar but not identical fixtures. Variety can also be created by having general and local lighting also by changing the level of illumination with dimmers.
4. **Emphasis:** Is given by highlighting. Lack of emphasis in an interior causes boredom, confusion, and uncertainty as to the design content and intention.
5. **Rhythm:** The sequence of lighting will create a luminous rhythm giving the space a dynamic quality.
6. **Scale and Proportion:** The fixtures must be in proportion and scale to the room, themselves, and to the relative objects in the room.
7. **Harmony:** If the contrast between general and accent lighting is too strong there will not be enough luminous transaction and the lighting composition will lack harmony.

C. Carpets

Many homeowners choose carpet because it is warm and soft underfoot. When you select a carpet you generally buy it with the expectations that your new carpet will look just like the

sample in the store for many years. Having some general knowledge about the different characteristics of carpet will help you choose the best carpet to meet your expectations. Carpet is a popular floor fitting, prized for its warmth, versatility, insulation abilities, and the protection it provides unfinished floors.

Benefits/Advantages of Carpets

Safety -First and foremost, a carpeted floor is a safer floor. The soft surface and cushioned under-padding not only reduce the impact of a fall but also the likelihood of it happening in the first place. Carpet is inherently slip-resistant, meaning it's harder to slip and fall.

Sound Reduction - If you live in a busy home with lots of traffic, you know how loud wood or laminate floors can be. Carpet stifles noise and reduces echoes in three ways; absorbing the impact of foot traffic, soaking up room sounds and echoes, and finally, by blocking sound from carrying between floors (especially helpful in condo apartments or multi-family homes).

Warmth & Insulation - Carpet provides excellent warmth underfoot, making it a great choice for chilly bedrooms or stark offices. The carpet also acts as an insulator. The combination of the carpet and its under-padding acts as an additional layer of insulation in your home and depending on the weight and grade of your carpet – it can even add to the R-value of your home.

Ease of Care - Most carpets made today are made to be highly stain-resistant, meaning clean-up is easy. With just a damp cloth or a quick vacuuming, your floors look as good as new. Because carpets trap dust and allergens, they can also improve the air quality in your home as long they're properly cleaned and vacuumed regularly.

Flexibility and Style- Carpet isn't limited to just a few colors or grains. You can get carpets in any style, design, color, or pattern that you want. Because of its versatility, carpet fits in well in any design scheme.

Low Cost - Typically, carpet costs significantly less than other types of flooring like tile, marble, or hardwood. Even with professional installation, carpet tends to cost much less than other types of flooring options.

Warranty - Unlike many hard surface flooring, most carpeting comes with an extensive manufacturer's warranty that covers pile, installation, and craftsmanship.

Listed below are some of the advantages of using carpet in your home:

- Carpet is much quieter than hard surfaces floors.
- Carpet comes in a wide variety of colour tones and hues.

- The carpet is easy to decorate with and offers many solid colour tones for rooms with patterned wall coverings.
- Carpet can hide many subfloor irregularities that would not be permitted with hard surfaces floors.
- Carpet can go on a variety of substrates and on all grade levels, even concrete slabs in basements.

Parts of Carpets

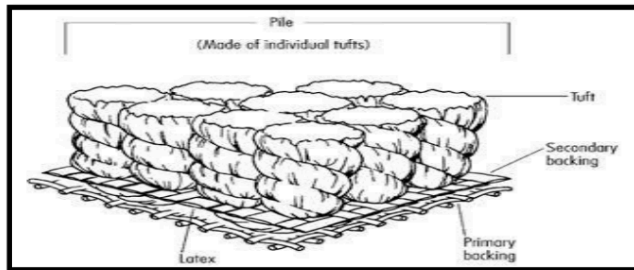


Fig -10.3 Parts of Carpet

Major parts of Carpets are

Underlay/ padding

It has numerous purposes ranging from making the carpet feel better underfoot, to providing extra insulation against heat loss. It works to protect the carpet backing from the substrate, protecting it from dust, dirt, and moisture. It aids in the soundproofing of a room and protects the carpet from premature wear. We look for similar characteristics in underlays or carpet cushions as we do when selecting carpet, strengthen resilience, and durability. Today we have three types of underlay available to choose from: Felt Underlay (cushion), Foam Sheet Underlay (cushion), and Rubber Waffle Underlay (cushion).

Backing

The backing is on the underside of the carpet; it secures the tufts of the pile & gives additional strength & stability to the carpet. Most carpets have a double backing; a primary backing, to which the yarn is attached, & an outer backing called the secondary backing. A layer of latex adhesive is sandwiched between the two layers to seal the pile tufts to the primary backing. Types of backing include jute, polypropylene (a synthetic thermoplastic resin), & foam rubber. For expensive carpeting, rubber covered jute is preferred. However, synthetic backing is more resistant to mildew, odor, & dry rot, & is not allergic.

Pile

1) Loop Pile: A pile surface with the looped yarns left uncut. The loop can vary to any height depending on the pattern desired. The Loop pile is often referred to as the ground wire.

2) Two-Level Loop Patterns/ sculptured pile: This type is an extension of a single-level loop. The second level of loops are added to create interest and to make the carpet bulkier and heavier. Level loop pile is made by weaving even loops of yarn into the carpet backing at both ends. This type of carpet is very durable and track resistant because of its strong loops. Higher loops create a more luxurious appearance. Level loop piles with short and densely packed loops are easy to clean. They prevent dirt from filtering into the carpet. This type of carpet is ideal for high traffic areas

3) Cut Pile: This can be simply described as a loop pile that has been cut. They can be of 2 types:

- **Plush Pile:** a cut pile that has very dense construction. The yarns are equally packed in so tightly that the yarn ends stand straight up and support each other.
- **Shag Pile:** This is a tall, long, loose plush pile with a deep and long surface yarn. This pile ranges from 3/4 to 3 inches in height.

4) Cut and Loop Pile: This is a plush pile with a pattern cut through it and tightly loop yarns. Cut and loop pile combines cut and looped fibers. It provides a variety of surface textures or sculptured effects for medium durability. Cut and loop pile carpets are available in solid or multiple colors. The different levels in this type of carpet can hide dirt and footprints in formal and informal areas.

5) Twist pile: Also called hard twist or frisé. This style of carpet features yarn that has been tightly twisted to form a pile with an irregular textured surface. This hard-wearing texture minimizes tracking (footprints), shading (irregular light and dark areas in the pile), and fluffing which makes it a very popular and practical carpet.

Types of Yarns

Chain Yarn: This is also referred to as the chain binder since it binds all the construction yarns together. It runs alternatively over and under the yarn.

- **Stuffer Yarn:** It is a lengthwise yarn added to give the carpet body and extra weight.
- **Carpet Yarn or Surface Yarn:** Piles are made from this which forms the weary surface of the carpet.
- **Wrap Yarn:** This is the term used for those backing yarns which run lengthwise through the carpet.

- **Weft Yarn:** These are also called shots that run through the carpet in a crosswise manner.

Types and Characteristics of Carpets

This falls into two main categories:

1. Woven Carpets

- Wilton Carpets
- Axminster Carpets
- Oriental Carpets

2. Non-Woven Carpets

- Tufted Carpets
- Berber Carpets
- Bonded Carpets
- Knitted Carpets

In woven carpets, the backing and surface pile are produced together during the weaving process but in non-woven carpets, the surface pile is attached to a pre-made backing.

Woven Carpets – These are constructed on three types of looms- velvet, Wilton, & Axminster. They always have yarns in backing called warp & weft. Warp yarns run lengthwise, weft run crosswise.

Wilton Carpets – The Wilton carpet is made of a jacquard loom. Traditional woven Wilton carpets have pile threads that run in a continuous fashion into the carpet and are lifted above the surface of the backing with either wires or hooks. Generally cut or loop pile, it is the different types of yarn that give the Wilton carpet different textures and appearance. Because of this method of construction and the waste yarn produced, the Wilton Carpet is unable to match the Axminster carpets ability to have complex patterns and designs

There are not more than 5 colours. Since the incorporation of more colours will result in very bulky carpets. These can be

- **Patterned Wilton-** made on a jacquard loom with jacquard apparatus.
- **Plain Wilton-** is plain without pattern thus having extra jute threads called “stuffers”.
- **Cord-** these are plain Wilton carpets with an uncut pile.
- **Brussels-** these are patterned Wilton carpets that have uncut piles.

2. Axminster Carpet

Axminster can accommodate any number of colored yarns & produce precise complicated patterns. Pile height is always even & the back is heavily ribbed. There the main character is that pattern can be seen on another side. there are three types of Axminster carpets.

- **Spool Axminster**- single piece has unlimited colours in the pattern. It's woven in such a way that the pattern is visible on another side too.
- **Gripper Axminster**- same as above but the only difference is that only eight colours are used.
- **Chenille Axminster**

3. Oriental Carpets

These are available in a variety of sizes. Names based on country of origin .e.g. Chinese, Indian, and Persian, etc. these are only made as carpet pieces that are standalone rectangles the carpet's density is a useful indicator of the fineness & durability of the carpets. A fine oriental carpet will have 500-1000 knots per square inch.

Non -Woven Carpets

1. Tufted

These thousands of needles, threaded with pile yarns & extending 12 to 15 feet across the machine, are forced through the backing material to form loops or tufts. The backing may be woven fabric such as jute & the loops anchored under the jute backing (Hessian) with a hot layer of latex compound. The pile yarn is inserted into a pre-woven backing by a long row of needles and loops are formed. This may be left cut or an uncut mixture of high and low piles cut and looped areas may be found in the same carpet. The pile is firmly held to the backing material by the needle as well as by an application of natural or synthetic rubber adhesive. Its main limitation is that intricate, precise, multicolored patterns cannot be produced except for printing, on tufted carpets.

2. Bonded Carpets

These are neither woven nor tufted. They are hardwearing & make an economical floor covering with a good pile.

a. Pile Bonded/ knitted-Here the pile is made and stuck to PVC. These generally have a pile of nylon or polypropylene which is stuck into a PVC backing. Pile Bonded carpets are also available as tiles.

b. Needle Punched-these carpets are made by a process that compacts & mechanically joins fibers to form a felt-like surface. Needles literally 'punch' the fiber into a foam or latex backing. Usually, these are used for outdoor installations.

c. Electro Statically Flocked-These is produced by projecting electrically charged fibers downwards into an adhesive-coated backing material. These are hard-wearing easy to clean and quick to dry. They are mostly used in very wet areas. Swimming pool and in the kitchen area.

The forms that various carpets come in are:

- Broadloom – rolls 12ft. or 15 ft. wide
- Rolls – 27 in. wide
- Squares (“tiles”)—usually 18 in. square with semi-rigid backing for easy replacement.

3. Berber Carpets – These carpets have short tufts; the pile is dense & lopped, characteristically made of natural un-dyed sheep’s wool. Berber carpets are a modern style of carpet, distinguished by a loop pile construction type, and usually contain small flecks of dark color on lighter shades of background colors. They are typically in a plain color mix with no pattern and are relatively cheap and durable, so popular for areas with relatively heavy use such as offices.

4. Knitted Carpets – These are produced by interlacing yarns in a series of connected loops. As in woven carpets, the pile & the backing are produced simultaneously. Multiple sets of needles interlace the pile, backing, & stitching yarns together in one operation.

Selection of Carpets

Following are the factors that are considered for the selection of the appropriate carpet:-

Size- Based on the size, the carpets can be classified as follows.

- Body/ strip carpeting— best suited for close fitted or wall-to-wall carpeting. The width is either 27 inches or 36 inches.
- Broadloom carpeting— body width is wider than above. Widths available are 9ft , 12ft & 15ft. tufted carpets are available in width of 9ft 10 1/2 or 13 ft 10 1/2.
- Carpet squares— usually 6ft 9 in x 4ft, 12 ft. squares, or 9ftx 12ft rectangles. Carpet tiles — range from 9 in square to 20 in the square.
- Rugs & mats— can be used in areas of heavy use to save wear & tear of carpets.

Purpose – Where exactly the carpeting is to be done can be tallied with the manufacturer’s classification i.e.

- Light domestic use.
- Medium domestic use, for hotel & home bedrooms.
- General domestic use for home, hotel bedroom use, or public areas that have a medium use.
- Heavy domestic use for public areas e.g. Banquets, restaurants, etc.
- Heavy contract use for areas like shops etc.
- luxury

Construction

The most commonly used carpets are tufted carpets. For outdoors needle punched are preferred.

Pile Density & Weight

How well a carpet will perform is mainly a matter of density of pile which in turn is a function of many characteristics— the gauge, the pitch, pile height stitches per inch, pile weight, yarn size & so on.

Average pile density is the weight of pile yarn in a cubic yard of carpet.

Average pile density = $36 \times \text{face weight} / \text{pile height}$

Suitable methods for Fixing Carpets

Glued: The carpet made stuck to the sub-floor.

1. **Tackles Gripper:** Steel pins protrude from plywood or metal strips fixed to the floor or the stairs and hold the carpet in place.
2. **Sunken:** The carpet is laid in a sunken area and the edges are covered with brass or wood mostly used as doormats.
3. **Turned and Tacked:** The edges of the carpet are turned under and taints put through the double surface.
4. **Pin and Socket, Press Studs, Ring and Pegged:** These methods are especially suitable where a carpet needs laying frequently. E.g. banqueting areas.

Cleaning of Carpets

Cleaning is necessary in order to remove dust and soil, remove stains, and prevent damage from insects, and retain the original appearance of the carpet as long as possible.

1. Daily Cleaning

Superficial dust and crumbs may be removed daily with a carpet brush but the soil which has gone into the pile must be removed by suction. The longer the pile, the more thorough the vacuum cleaning must be. In any case, the vacuum cleaner must pass over a surface at least 2 or 3 times. Stains should be removed as soon as possible. If the stain is in liquid form, blot it up with a clean, dry, absorbent pad. If a semi-solid or greasy material is present, scrape it up. Wipe the area with a damp cloth. If the stain persists use a solution of synthetic detergent or carpet shampoo.

2. Special or Weekly Cleaning

At frequent intervals, the edges of the carpet require special attention with a damp duster, a brush, or a vacuum cleaner and the whole carpet at the ends needs a thorough vacuum. Clean.

If the pile is very long, it needs to be racked afterward to make it stand up.

3. Periodic Cleaning

This involves deep cleaning of the carpet and one of the following methods may be used:

1. Shampooing-When shampooing, the detergent solution is released from a tank on the rotary scrubbing machine and the surface of the carpet is lightly scrubbed and then left to dry. Finally, the loosened soiling and the detergent resident residue are pushed up by suction. The following points should be observed:

- The detergent used should be one that dills to a powder so that a sticky residue is not left on the carpet.
- Excess water should be avoided so that the backing of the carpet does not become too wet.
- No metal or legs of the furniture should come in contact with the damp carpet.
- Walking or replacement of furniture on the damp carpet should be avoided.

2. Hot Water Extraction Machine-These are expensive machines with no rotary action. Hot water and detergent are shot into the carpet with high-pressure spray nozzles. The dirt is flushed to the surface and is picked up by suction. It is inbuilt in the same machine. The advantage of this machine over the rotary shampooing machine is that the drying time is cut to a minimum.

3. Deep Foam Extraction-A cylindrical brush type machine lays down moist foam, brushes it in, and immediately extracts the soil-laden foam with a built-in vacuum head located behind the power brush.

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D. Wall Coverings

Wall coverings may be purely decorative, in which case, the ability to bring colour, pattern, texture, light, or shade to the room may be of the greatest importance. On the other hand, the covering may be required to give an easily cleaned and hygienic surface. The choice is very wide and the style should suit the purpose, furnishing, and the architectural aspects of the room. The type of finish selected will depend largely on: -

- **Contribution to décor:** - The colour, texture, and pattern will influence the apparent warmth and dimension of the room and the level and type of illumination used. The type of room, its existing size, and decoration must be considered.
- **Ease of cleaning:** - Smooth, hard, impervious surface, preferably light-colored can be cleaned easily; whereas textured surfaces tend to attract and hold dust. State of existing surface: - textured and patterned finishes can be used to mask poor surfaces.
- **Resistance to abrasion and knocks:** - Hard surfaces will be best for this purpose.
- **Stain resistance:** - A non-porous surface has more resistance than porous ones.

- **Durability:** - Surfaces subject to abuse, knocks, stains, and abrasion require finishes that are resistant, can be cleaned easily, inexpensively restored, or repaired whenever required.
- **Life expectancy:** - Where the décor of the room is intended to change relatively frequently, less expensive finishes are appropriate.
- **Insulation:** - How-much-ever possible finishes with good sound insulation properties should be selected.
- **Cost:** - While comparing the cost of different finishes, not only should the cost of the material and its application be considered; but also the cost of its damage restoration and expected frequency of complete redecoration should be borne in mind.

Types of Wall Coverings

Paints And Lacquers

Paints can be applied to almost any surface providing it is free from water, grease, or dust and is of sound construction. For E.g. plaster must be smooth, hard, and not flaking from the underlying plaster or brickwork. As a wall covering paints offer a wide choice of types, colours, degrees of gloss, and designs (murals can be painted).

For window frames and sills, door and skirting boards, slightly glossy paint is required so that along with providing a contrast in colour and texture to the main wall finish, it acts as a protective coating, and thus contributing to the décor of the room. It is relatively cheap, easily applied and cleaned, and can give a textured and multicolored effect. The only disadvantage is that it shows soils (especially for matt paints) and wall imperfections (in gloss paints) more readily than any other wall covering. The main types of paints used are:-

Emulsion paints – They are water thinned but are based on dispersions of synthetic resins (e.g. polyvinyl acetate). They are tough, washable, and wear-resistant; and available in varying degrees of sheen, from matt to semi-gloss, to silk finish. They are quick-drying, low in odor, and very suitable for the redecoration of rooms, which cannot remain long out of use.

Alloyed paints – They are based on synthetic resins combined with a vegetable oil such as linseed oil. The conventional types were natural resins, which are still used in primers and undercoat paints. Alloyed paints are generally easier to apply and have better durability and wearing properties than any other type. Polyetherene and silicone are sometimes included to give a more scratch-resistant surface. They are available in gloss,

silk, and flat finishes.

Multicolored paints – They are usually dispersions of cellulose colours in the water. Each colour is present in separate “blobs” or “spots”. The resulting effect depends on the number of different colours, the degree of contrast between them, and the size and distribution of spots. This paint should be applied by spraying. It is extremely hardwearing and the multicolor effect helps in hiding irregularities and imperfections. It is usually applied on walls of corridors, sanitary accommodations, and similar areas, to give a stain and abrasion-resistant finish, which can be washed and cleaned regularly.

Textured or Plastic paints – They are usually plaster-based and are intended to give a textured or relief effect on the surface. The texture is obtained by working over the material after application and while it is still wet, using combs, palette, knives, strippers, etc. Some are self-colored while others may require painting when they dry. The modern types are based on heavy-bodied synthetic resin emulsion and may be applied by spraying directly on the concrete or similar surfaces; thus eliminating the need for plaster.

1 Wallpaper

They may be smooth or have a textured surface effect. This may be done by superimposing or interlacing other substances to give a rough surface, or by clever designing when the visual effect gives an apparent depth (dimensional effect). Smooth finishes are more resistant to dust and dirt than rough ones, but generally, stains show more in smooth finishes. The pattern may be floral, geometric, abstract, striped, etc. The choice depends on the room's aspect, height, size, and use of the room. Large patterned papers tend to overpower and tend to make the room appear smaller than it actually is. Wastage is also higher as patterns have to be cut to match each other. In addition to conventional wallpapers, now many paper-backed materials are also available, e.g. fabrics, wood, veneers, plastic, etc

The main types are –

Surface printed paper – A pattern is applied to the surface of the paper by one of the following methods

Screen-printing – A wide range of colours and designs are produced with usually a smooth surface finish. The cost is related to the design and the method of reproduction. The paper is not washable and damp wiping must be undertaken with great care. It can be easily soiled and stained.

Spongeable paper – They are specially treated during manufacturing to withstand water.

They are similar in all other aspects to surface printed paper.

Washable papers – Similar to surface printed papers, but has a plastic coating giving it good stain resistance and enabling it to withstand washing.

Anaglypts– It's an embossed paper that is relatively inexpensive. Used to cover poor surfaces, it is normally painted after hanging. Its stain resistance and washability depend on the type of paint applied.

Lincrusts – A heavily embossed paper that may have a plastic coating, containing a paper-backed textured composition and frequently stimulating wood paneling.

Oatmeal papers (wood chip) – Wooden floor or chips are sandwiched between two layers of paper. Its properties are similar to anaglypts paper.

Flock papers – A raised patterned pile is fixed by adhesive to a paper backing. The piles may be cotton, silk, wool, or synthetic. It attracts and holds dust and is expensive. The surface of the paper may be damp wiped.

Metallic papers – Paper printed with gold or other metallic powder.

Food grain paper – Photographic reproduction of various food grains waxed during manufacture.

Paper-backed Hessians – Strands of hessian fixed to a paper backing to give the appearance of a hessian covering. It is not washable but the surface can be damp wiped. It is easily stained and damaged by abrasion. It's available in a large variety of colours.

Advantages of wallpaper: -

- Contribution to décor
- Ability to cover poor surfaces Insulation

Disadvantages: -

- Costly
- Limited use
- Not abrasive resistant
- Stains easily
- Difficult to clean
- Cannot be easily restored
- Not very durable

PVC Cloths – They are woven cotton finished with a layer of PVC, and are used to form decorative panels on walls or doors. It may be plain or quilted, involving the use of foam stuffing and fixed by adhesive or metal studs. It produces a luxurious effect, improves

sound and thermal insulation but is expensive and difficult to repair satisfactorily.

Leather (hide) wall coverings – They are extremely expensive but very decorative. They may be padded and studded with brass studs. They are usually not used to cover the whole wall. Its effect wherever required can be stimulated with plastics.

Plastic wall coverings – They are available in a large variety. Owing to their abrasion resistance, they are more hard-wearing and easily cleaned than any other covering. As they are non-porous, the tendency for the growth of moulds is higher. Therefore, the adhesive should contain fungicides, or fungicidal wash should be applied on the wall prior to applying the wall covering.

The various types are: -

Paper-backed vinyl – The vinyl may have the appearance of almost any material. E.g. silk, tweed, hessian, cork, grass paper, wood, stone, or brick. **Fabric backed vinyl** – Similar in appearance to the paper backed ones but is more durable

Fabric wall coverings – it is possible to cover the wall surface with any fabric and its durability will depend on the type of fiber.

Wood Paneling – The wood used for paneling is usually hard, well-seasoned, and of a decorative appearance. The most common types used are oak, mahogany, teak, etc. it may cover the wall from corner to corner. It may be solid or veneered and finished with wax polish, French polish, or lacquer. It will last for years with little maintenance, providing precautions are taken in respect of dry rot and rot worm, though the initial installing cost will be high. Wood paneling is usually found in entrance halls, staircases, assembly halls, boardrooms, and restaurants.

Glass Wall Covering – Glass can be used in the form of decorative tiles, mosaics, bricks, or full sheets. Glass bricks allow light to pass through the wall itself. Colored opaque glass sheets or tiles may be used in bathrooms. Mirror tiles are used to reflect light and to alter the apparent size of the room or corridor. Sometimes antique mirror tiles are used to give a duller surface with lesser reflection. Large uniform mirrors may be used to cover the whole wall like over a vanity unit or dressing table or on a corridor wall. A glassless mirror is also available which is lighter (almost 1/5th the weight of the conventional mirror), does not form a mist, and will not shatter if dropped. It consists of polyester film, vacuumed coated with aluminum, and mounted on a flat frame.

Metal Wall Covering – Metals may be used as wall coverings for their hygienic qualities. Copper and anodized aluminum are decorative and may be used in areas such as bars where metals in combination with rows of bottles and interesting lighting create an

impressive effect. Stainless steel is used in tile form in kitchens where they present a durable, easily cleaned, hygienic surface. Metal skirting boards covers edges between wall and floor surfaces. Metal foil can be elegantly and sparingly used as a wall covering. Foil is available in a variety of colours.

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Cleaning Procedures

- **Painted Surface** – Remove light dust, Damp wipe or wash if necessary and permissible (when washing start from the bottom and work upwards), Never apply wax polish or oil to gloss painted surface. Do not use harsh abrasive, strong solvents, or strong soda solutions.
- **Wall Papers** – Remove surface dust (use low suction for flock papers). Remove marks by rubbing or sponging. Attempt to remove grease.
- **Fabric Wallcoverings** – Remove surface dust for beautiful hangings dismantle and send to professional drycleaners. If necessary use warm water and detergent.
- **Wood Panellings** - Remove surface dust Polish if necessary, Where paneling has become dirty or greasy, wipe with white spirit or vinegar and water. Then repolish. Dark oak maybe wiped over with beer.
- **Glass Wallcovering** - Dust or wipe with a damp chamois leather or scrim. Care should be taken while cleaning mirrors so that the damp does not go into the back.
- **Metal Wallcoverings** - Dust or wipe with a damp cloth, Polish if necessary. (not required daily)
- **Leather Wallcoverings** - Remove surface dust, Apply polish sparingly and rub well.

10.3 Keywords

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- **Accent Colours:** Contrast colours used to enhance room colour schemes.
- **Accent Lighting:** Controlled and specifically focused lighting for accenting interior decor elements or architectural details.

10.4 Self-Assessment Questions

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- Discuss Prang's colour system with the help of a colour wheel.
- Classify the different types of colour schemes and discuss each category in detail.
- Discuss 'light' under the following heads: a) Classification b) Lighting fixtures c) Lighting plan

- What are the considerations to be borne in mind when selecting carpets?
- Discuss the making of carpets with an appropriate diagram.

10.5 Further Readings

- Hotel Housekeeping Operations And Management By Mrs. Smritee Raghubalan and Mr. G. Raghubalan
- Hotel, Hostel and Hospital Housekeeping Book by Joan C. Branson and Margaret Lennox

LESSON-11

FLOWER ARRANGEMENT

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11.0 Objectives

After going through this lesson, you will be able:

- To understand the role of flower arrangement in hotel
- To know the basics of flower arrangement
- To bring highlights of flower designing
- To know the functions of horticulture in hotel
- To understand essential components of horticulture in hotel

Structure

11.1 Introduction

11.2 Role of flower arrangement in hotels

11.3 Flower arrangement basics

11.4 Styles of Flower arrangement

11.5 Role of Horticulture

11.6 Essential components of horticulture

11.7 Keywords

11.8 Self-Assessment Questions

11.9 Further readings

11.1 Introduction

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Flower arrangement is a very old art. In India, flowers were earlier arranged in temples and during festivities. The first rules of ikebana were laid down in Japan more than a thousand years ago. Making up a good flower arrangement requires a lot of creativity and one can develop this art through study and experimentation with different plant materials. Flower arrangement may be defined as the art of organizing and grouping together plant materials (flowers, foliage, twigs, etc.) to achieve harmony of form, color, and texture, thereby adding cheer, life, and beauty to the surroundings. Flower arrangements can introduce a personal touch in an otherwise staid and impersonal hotel room. Arrangements can be used in lobbies, restaurants, suites, etc. Guests appreciate flowers for the freshness they bring to the surroundings. Arrangements need not be reserved only for parties or special occasions. They can be used regularly depending on the season and the theme.

11.2 Role of Flower Arrangement in Hotels

In hotels, flowers are used extensively. There may be a large arrangement of flowers in the foyer and lounges and restaurants, as well as smaller arrangements in suites. Some hotels provide a bud vase in every room. Various types of arrangements are chosen, as appropriate to the area and occasion. Medium-sized 'round' arrangements are often provided at the guest relations executives' desk in the lobby and on coffee tables in the lounges. In most five-star hotels, one can see huge, spectacular arrangements in the lobbies. Restaurants generally have bud vases on each table, with one or two flowers in them. Table arrangements for conferences must be low so that guests may see over them. At informal banquets, large arrangements may be seen. At wedding banquets, wall arrangements using gerberas are very popular nowadays. On special occasions and festivals, some hotels even make beautiful traditional flower carpets for the lobby. The housekeeper is responsible for all flower arrangements and their placement in most hotels. Another possibility is employing a part-time or full-time florist. Simple arrangements such as a bud in a vase can be done by room attendants themselves.

11.3 Flower Arrangement Basics

Making up a good flower arrangement requires a lot of creativity on the part of the arranger.

11.3.1 Basic Ingredients- The materials used for making flower arrangements are not necessarily expensive or elaborate, they are a necessity.

The following groups of ingredients and aids are essential to flower arrangement:

- a) Mechanics
- b) Equipment
- c) Containers
- d) Bases
- e) Plant material
- f) Support

a. Mechanics: These are items used to keep flowers, foliage, and stems in place within the container. Mechanics must be fixed securely and should be hidden from view. Examples – florists' foam (oasis), pin holders, chicken wire, prong, adhesive clay and tape, florist cone.

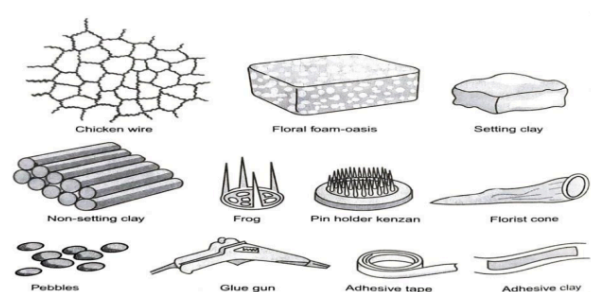
Floral foam, also called oasis, is a cellular plastic material, available in two types – green foam and brown/grey foam.

Pin-holders also called kenzan or needle-point holders, are a series of sharply pointed pins that are firmly held in a solid lead base, to hold thick and heavy stems securely by impaling them on the pins.

Chicken wire, also called 'wire mesh' or 'wire netting', is a fine-gauge wire used to cover floral foam blocks in large displays.

Prong is the simplest type of floral foam anchor. It is a small plastic disc with four vertical prongs. The base of the prong is attached to the container with adhesive clay and the floral foam is pressed down onto the prongs.

Florist's cone is also called a 'flower tube' or 'flower funnel'. It acts like a miniature vase. It is used in large arrangements, where foliage or flowers need to be placed above their stem height.



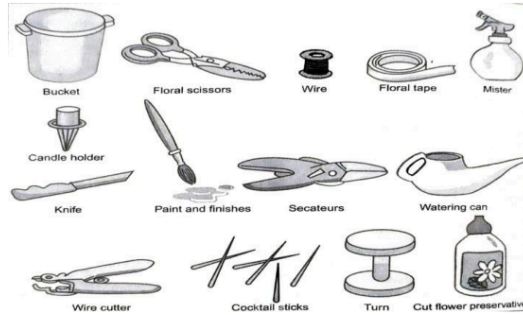
b. Equipment: This includes tools used to ensure that a satisfactory arrangement of plant material is created within the container. Examples – bucket, scissors, knife, watering can, mister, wire cutter, cocktail sticks, turn, wire, floral tape, candle holder, cut flower preservatives, and secateurs.

Mister is a hand-held spray bottle to produce a fine mist of water droplets to keep an arrangement look fresh in warm weather.

Secateurs are used to cut through thick and woody stems.

Cocktail sticks or a toothpick is used to make holes in florists' foam for a soft stem of the flower.

Cut-flower preservatives are a bactericide, available in powder or liquid form, to prevent slime and smell from developing in the vase water, plus sugar to prolong the life of fresh flowers. A preservative can be made in-house by adding 3 teaspoons of sugar and 1 drop of bleach to half a liter of water.



c. Containers: These are receptacles that hold the flower arrangement. They may or may not be hidden by the plant material. The container must be waterproof and neutral colors such as soft grey, dull brown, off-white, or earth colors are most suitable because they are inconspicuous and do not detract attention from the flowers displayed. Theme and simplicity should be kept in mind while choosing the design of the container. Example – vases and jugs, basket, bowls and trays, wreath frame, etc.



d. Bases: An object that is placed underneath the container to protect the surface of the support and/or to add to the beauty of the display is called a base. Example – table mat, tree section, wood base, stone base, and oriental base.



e. Plant Materials: These can be divided into 3 basic types-

- **Flowers (dominant/ focal/ point material)** – This consists of bold flowers or clusters of small showy blooms. The dominant material provides a center of interest. Example – Gerbera, Chrysanthemum, lilies, Anthurium, Tulips, Poppies, Roses, Dahlias, and Daffodils.
- **Fillers(secondary material)** – This consists of smaller flowers and all sorts of leaves and foliage that are used to cover the mechanics and edges of the container and also provide added interest and colour to the display. Example – Asters, Ivy, Button Chrysanthemum, Carnations, Gypsophila (Baby's breath), Limonium, and Marguerites.
- **Foliages(line material)** – This consists of tall stems, flowering spikes, or bold leaves that are used to create the basic framework or skeleton. This lining material may be straight or curved and it sets the height and width of the finished arrangement. Examples – Gladioli, birds of paradise, goldenrods, larkspur, asparagus ferns, palms, ambozoses, and Peruvian lilies.

f. Support: This refers to the structure on which the container stands. Example – tables, sideboards, alcoves, and shelves.

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Care and Conditioning of Flowers

A flower or leaf cut from a plant has a short, though beautiful, life. It is possible to prolong this for a little while by a few methods. Flower arrangers use the term 'conditioning' to refer to the preparation of cut plant materials for long life, the filling of stems with water, and the prevention of wilting.

1. As a general rule, it is best to cut flowers before they reach maturity.
2. A bucket of water at room temperature should be carried into the garden and the cut flowers should be immediately plunged into it. This helps retain their moisture for a longer period of time.

3. Plant material should be cut at a slant, using sharp scissors or knife, either early in the morning or after sunset. At this time, they are crisp and filled with moisture.
4. Change the water every day if the arrangement is meant to last a while. Never use chilled water, as cut stems fare best in the warm water of about 45 degrees Celsius.
5. Every 3 days, re-cut the stems, clean the vase, completely replace the water, and add more preservatives.

11.4 Styles of Flower Arrangement

Based on angles	All around the arrangement, facing arrangement
Based on the amount of space present in the arrangement	Triangular shape, circular shape, crescent shape, vertical line, ikebana, fan shape, Hogarth or s shape, right or left face triangles, parallel style, landscape style
Based on the type of plant material used	Foliage arrangement, dried flower arrangement
Based on the effect	Formal arrangement, semi-formal arrangement, informal arrangement, modern or free style arrangement

All-around arrangements – This arrangement is designed to be seen from all sides and is therefore chosen for a table or a room centerpiece.

Facing arrangement/ flat-back arrangement – It is designed to be seen only from the front and perhaps from the sides. It is therefore chosen for placement on a shelf or sideboard.

Line style – In this style, open spaces within the boundary of the arrangement are the main feature. Most of the display is line material. The basic feature of a line design is the limited use of plant material with support often provided by a pin holder.

Ikebana (Japanese/ Oriental flower arrangement): The word literally means ‘making flowers live’ in Japanese. This Japanese style has been practiced for thousands of years. These arrangements are more than an aesthetic grouping of plant materials. They are symbolic representations of an ideal harmony that exists between earthly and eternal life. In each arrangement, there is an imaginary triangle. Its tallest line represents ‘heaven’. Facing and looking towards heaven is ‘man’. The lowest line, looking up to both, is ‘earth’.

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Hogarth or 'S' shape- this style was pioneered by an 18th-century painter, William Hogarth. This is a very graceful and easier to make arrangement when curved branches and pliable stems are used. After establishing the S shape with these, flowers are filled in at the center and just above and below the rim of the tall container.

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Triangular shape: It is a popular shape for symmetrical arrangements. The first step is to establish lines of height and width, usually with flowers or foliage of finer form or paler color. The next step is to establish a focal point of interest with large or darker-colored flowers. Fill in with flowers of varied stem lengths, grouping colors.

Parallel Style:

It is also called as European style, it spread from Holland. The mechanics here is a rectangular block of florist's foam in a shallow dish. A group of stems from it stand vertically. The foam is hidden by a horizontal groundwork of flowers, foliage, fruits, stems, and so on.

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Balance

Here, physical as well as a visual balance needs to be considered. Physical balance: this is vital for any arrangement. If it is too asymmetrical, then there is a danger that the whole arrangement will tip over. The mechanics must always be securely fixed and the container should always be heavy enough to support the plant material. The more one-sided the display, the heavier the container should be. Sand and gravel can be added to achieve this. Visual balance: this calls for the arrangement to look stable even if it is one-sided. To increase the visual weight of the lighter side, keep in mind that –

- Dark flowers look heavier than pale ones.
- Round flowers look heavier than trumpets and conical ones. Top to bottom balance also needs to be considered. Large flowers placed centrally and close to the bottom of the arrangement give a feeling of good balance.
- Symmetry and asymmetry: This refers to the outline or the shape of the design. If the design is symmetrical, then its shape is exactly the same on either side of the center. If asymmetrical design, then shapes are dissimilar and balance depends on the eye being attracted to both sides of the design equally by the use of different colors, shapes, and textures.

Rhythm Or Movement

This involves using techniques and materials that guide the eye from one part of the display to another. Rhythm can be in colour, size. Rhythm in flower arrangements may be achieved by –

- Using curved stems
- Hiding all or part of any tall, straight stems.
- Placing flowers 'in and out through the arrangement.
- Having flowers at various stages of development in the arrangement.
- Using foliage of various sizes and contrasting shapes.
- Having an irregular line of various-sized blooms. Rhythm is best achieved by repetition and easy gradual change.

Contrast - Contrast and variety add interest to life and opposite things emphasize each other. A flower arrangement can be dull without contrast. Contrast can be created in shape – by turning the flowers to different ways when all-round flowers are used. Contrast can be achieved by introducing line plant material. Strong contrast in textures can be used for interest. Very strong contrasts should be avoided as too much contrast may upset the unity of the arrangement.

Emphasis/ Dominance

This involves having one or more areas in the arrangement to which the eye is drawn and on which it rests for a short time. This point is known as a 'focal point' or 'centre of interest'. The usual methods to achieve emphasis are as follows-

- Include a small group of bold flowers (dominant material).
- Use an unusual container.
- Use striking foliage.
- Have sufficient plain background.

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Background

The arrangement may have good style and proportion, but if the background or setting in which it has been placed is unsuitable, it may lose its charm. The various aspects to consider are:

- Style of the room
- Size of the room
- Type of wall surface

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Texture

Plant material comes in various textures -- glossy, velvety, dull, prickly, and so on. It is up to the skill of the arranger how she combines textures to achieve beauty in arrangements. A glossy flower is brightened when placed next to foliage, and shiny leaves in strong lighting make the arrangements sparkle. A variety of textures within the arrangement increases interest by avoiding monotony.

11.5 Role of Horticulture

It is essential to appreciate the contribution of horticulture, landscaping, and gardening in the hospitality industry. Aesthetic use of horticulture freshens up the atmosphere, enhances the look of the property, and creates a lasting impression on guests. It also has a beneficial effect on the health of guests and, even more, the staff. The section of housekeeping takes care of landscaping, indoor plants, and flower arrangements. It ensures a daily supply of fresh-cut flowers plants gives the hotel an eco-friendly environment. Flower arrangements add beauty and are the symbol of welcome.

11.6 Essential Components of Horticulture

Hedges - A garden becomes much more attractive when its boundary is delineated by a hedge rather than a wall. The two most common shrubs used for making up hedges in Indian gardens are henna and hibiscus.

Lawns - A lawn is an expanse of closely mown, grass-covered land. Apart from its visual appeal, lawns absorb and hold water, which helps reduce water run-off and improves water quality in the garden soil.

The basics of maintaining a healthy lawn are outlined here:

The soil pH, checked with a pH tester, should be between 6.5 and 7.0, which is slightly acidic. If the soil is too acidic, it will need a sprinkling of lime.

Selecting the grass Choose a locally adapted grass. Grasses vary in the type of climate they prefer, the amount of water and nutrients required, shade tolerance, and the degree of wear they can withstand.

Mowing This should be done often, but the grass should not be shorn too short. In mowing very short, the surface roots become exposed, the soil dries out faster, and surface aeration is reduced.

Watering ⁶² Water deeply but not too often. Thorough watering encourages the lawn to develop deep root systems, which make the lawn hardier and more draught-resistant.

Fertilizing ⁶² The lawn should be fertilized once or twice a year. This is sufficient for an attractive lawn. ¹²⁶ Avoid using fast-acting fertilizers, as some nutrients may get washed away with watering or rain and the wasted fertilizer then pollutes groundwater supplies. Compost is the best option.

11.7 Keywords

- ⁷¹ **Ikebana:** The word literally means 'making flowers live' in Japanese.
- ⁷¹ **Prong:** This is the simplest type of floral foam anchor.
- pH Scale:** ⁷¹ A scale that indicates the acidity or alkalinity of substances. (Potential of hydrogen)

⁶ 11.8 Self-Assessment Questions

- ⁶ Discuss the role of flower arrangements in the star hotels.
- Write a brief note on the equipment required in making flower arrangements.
- ¹⁷ Explain the design features to be followed in flower arrangements.
- Give a brief about the role of horticulture.

11.9 Further Readings

- Hotel Housekeeping Operations and Management Book by G. Raghubalan & Smritee Raghubalan
- Hotel Housekeeping a training Manual Book by Mr. Sudhir Andrews

LESSON – 12

FOOD & BEVERAGE SERVICE DEPARTMENT

6

12.0 Objectives

After studying this lesson, you should be able:

- To give basic knowledge about Role of F & B Service Department
- To introduce the Sections in F & B Service Department.
- To give a brief note to the Duties & Responsibilities of the F & B Service Department
- To learn the Attributes & Basic Etiquettes of F & B Service Department.

Structure:

- 12.1 Role of Food & Beverage Service Department
- 12.2 Sections in the Food & Beverage Service Department
- 12.3 Duties and Responsibilities of Food & Beverage Service Staff
- 12.4 Attributes of F&B Service personnel
- 12.5 Basic Etiquettes
- 12.6 Keywords
- 12.7 Self-Assessment Questions
- 12.8 Further Readings

12.1 Role of Food & Beverage Service Department

Hotel – According to British Law as a 'place where bonafide travelers can receive food or shelter, provided he/she is in a position to pay for it and is in a fit condition to be received. The hotel has four major departments like Front Office, Housekeeping, Kitchen, and Food & Beverage Service Department. The Major revenue Producing departments are Front Office and Food & Beverage Departments.

The Food and Beverage Service Department (F&B) is responsible for the service of Food made in the Kitchen and Drinks prepared in the Bar to the Guests at the Food & Beverage premises, like Restaurants, Bars, Hotels, and Airlines.

The Major Responsibilities of the F & B Department are to managing the Restaurants, Coffee shops, bars, barbeques, and pubs, etc. by using different service methods and also meet the guest's needs. The food and beverage department aims to serve food and beverages demanded by the guest in a physiologically and sociologically comfortable atmosphere and within the scope of a pre-defined set of rules, resulting in higher guest satisfaction and repeat

business, which finally leads to increased sales and income for the entrepreneur as well as employees.

The members of the F&B Services team have performed a wide range of tasks which include preparation for service, greeting the guests, taking their orders, settling the bills, and performing various other tasks after the guests leave.

12.2 Sections in the Food & Beverage Service Department

The Food & Beverage service department has several sections like Restaurants, Coffee shops, Bars, Room Service, Banquets, Barbeques, and other outdoor catering services.

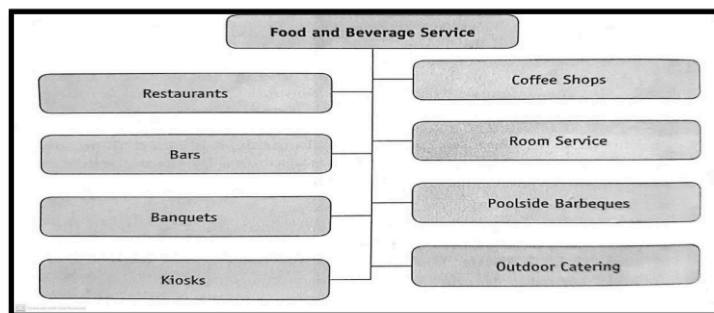


Fig -12.1 Sections of Food & Beverage Service

Restaurants – A restaurant is a commercial facility that provides food and beverages to customers. The restaurant is equipped with dining tables and chairs with crockery, cutlery, and linen.

Coffee shop – The coffee shop is an informal American-style outlet. The Coffee shop concept is originated in the form of the United States. Coffee shops are generally used as all-purpose Restaurants. A coffee shop that runs for 24 hours a day is the only restaurant in a hotel that serves food at any time of the Day & Night.

Bar – A bar is a retail establishment that sells and also serves alcoholic beverages like Beer, Wine, Gin, Vodka, Whiskey, Brandy, and Rum, etc.

Room Service – Room service is a facility offered to all resident guests by the hotels which enables the in-house guests to order the desired food or beverage items directly in their room.

Banquets - A banquet is a formal large meal or feast, where many people consume food together. The meal is either preceded with or followed by speeches in honor of someone or the occasion of the gathering. There is a provision made for the seating of all the guests in

various table setups. A round table seating arrangement of 8 – 10 guests per table is one of the most popular table setups in Banquets.

Barbeque – Barbeque is a cooking method, barbecuing cooking is usually done outdoors by smoking meat over wood or charcoal. Barbecuing techniques include smoking, roasting, and grilling.

Kiosks – A small structure offering snacks and beverages. It is located in high-traffic areas for business purposes.

Outdoor Catering – Outdoor catering is a business to serve food and beverages to outside events like Birthday event, marriage event, etc. In these events, the organizer has provided the meals, drinks, and Snacks.

12.3 Duties and Responsibilities of Food & Beverage Service Staff

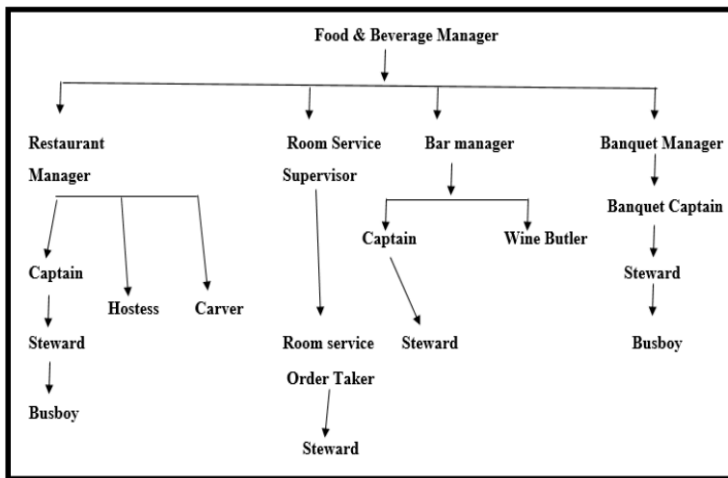


Fig -12.2 Organization structure of Food & Beverage Service Department

Food and Beverage Manager

Depending on the size of the establishment, the food and beverage manager is either responsible for the implementation of agreed policies or for contributing to the setting of the food and beverage policies. The larger the organization the less likely the manager is to be involved in policy setting. In general, food and beverage managers are responsible for:

- Ensuring that the required profit margins are achieved for each food and beverage service area, in each financial period.

- Updating and compiling new wine lists according to availability of stock, current trends, and customer needs
- Compiling, in liaison with the kitchen, menus for the various food service areas and special occasions
- Purchasing of all materials, both food, and drink
- Ensuring that quality in relation to the price paid is maintained.
- Determining portion size in relation to the selling price
- Ensuring staff training, sales promotions, and the maintenance of the highest professional standards

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Restaurant Manager

- The Restaurant Manager is the responsible person for Restaurant. He has to maintain the entire restaurant.
- He has to allot the duties of all restaurant employees.
- Check mis-en-scene and mis-en-place done by the team.
- He has to maintain all restaurant records.
- He is responsible for the Assistant F & B service Manager and F & B Service manager.
- Coordinate with the chef for menu offers and operational coordination.
- He has to exhibit leadership qualities to motivate and maintain staff discipline.
- He has to take safety precautions at the restaurant.
- Resolve guest and staff complaints and grievances.
- Represent the restaurant in food and beverage meetings.

Captain/ Chef De Rang

- He is also known as the head waiter.
- He is responsible for a set of tables called the station. The station has a sideboard is called a dummy waiter. It is equipped with crockery, cutlery, linen, service ware.
- Inspect the table layouts in the station ensuring that they meet the standards set.
- The captain leads a team of stewards and busboys.
- He has to observe the restaurant's hygiene/cleanliness, and services.
- He has to give briefing and training to all captains and remaining lower employees of the restaurant.

Steward/ Commis De Rang

- He is also known as a waiter or server.

- He explains the menu.
- Steward has provided the actual service to the guests.
- He has to take the food orders to the guests. He has served the food & beverage items.
- He has to exhibit good customer skills along with the technical ability to provide the food items very hygienically/ clean.
- Steward has played the important role in restaurants.
- He has to understand the customer's needs and wants.
- He has to set up the table.

Busboys/ Commis de brasseur

- They clear the tables and replenish the sideboard with supplies.
- Collect the fresh linen from the housekeeping department.
- Replenish water jugs and ice buckets.
- Provide assistance to stewards during the service.

Carver/ Trancheur

- He is a specialist the carving the food items at the tableside.
- He has a trolley equipped with a cutting board, platters, knives, and forks.
- He has carved the food items in different shapes attractively.

Hostess

- A woman professionally who receives the guests in a restaurant.
- She is the person who makes table reservations, allots tables ensuring a balanced workload at each station.
- Attend to all telephone calls of the restaurant in the shift.
- Wish every guest when leaving and invite them to come again.
- Record the names of guests in the daily cover registrar.
- Maintain guest history sheets.

Room Service Supervisor

- Oversee all aspects of the daily operation of the hotel's Room Service operation.
- Supervise all Room Service personnel.
- Respond to guest complaints on time.
- Work with other F&B managers and keep them informed of F&B issues as they arise.
- Monitor and maintain the cleanliness of In-Room Dining areas and work areas.
- Employees must at all times be attentive, friendly, helpful, and courteous to all guests, managers, and fellow employees.

Room Service Order Taker

- Room service order taker has properly received the food & beverage orders to the In-house guests.
- Sometimes he explains the menu card details and tariff details.

Wine Butler/ Sommelier

- He is a specialist in wines and provides beverage services at the table side from the wine trolley.

Banquet Manager

- Marketing and selling the conference and banqueting halls.
- He has Scheduling the banquet hall reservations.
- He has maintained the facilities at banquets.
- Make the Planning for each event runs smoothly.
- Checking all bills are paid on time.
- Managing food and beverage team
- Briefing staff and checking the room set-up before the event
- Ensuring the room is turned around, ready for the next event.

Banquet Captain

- Banquet captains supervise all banquet staff throughout meal service and delegate tasks to them as needed.
- They train new staff members on how to perform their assigned tasks in the banquet, food preparation, and dining areas.
- Banquet captains also hold team meetings to provide updates on policy or service changes.
- He manages any staff problems that occur, defusing situations as quickly as possible.
- Maintain Stock
- Banquet captains follow all sanitary laws and regulations, as well as company policies, regarding proper cleaning and safe food handling.
- Follow Liquor Liability Laws Banquet captains follow all state and federal laws in regard to serving liquor and stop serving patrons as necessary.
- Respond to Customers Banquet captains respond to customer complaints, questions, and compliments.

12.4 Attributes of F&B Service personnel**Professional and hygienic appearance**

- Staff should be clean and should use deodorants.
- Aftershave and perfumes should not be too strong.
- Sufficient sleep, an adequate and healthy intake of food, and regular exercise are essential for good health and the ability to cope with the pressures and stress of work.
- Particular attention should be paid to the hands. They must always be clean, free of nicotine stains, and with clean, well-trimmed nails.
- Men should normally be clean-shaven or with any mustache or beard neatly trimmed. Women should only wear light make-up. If nail varnish is worn, then it should be clear.
- Earrings should not be worn with the possible exception of studs/sleepers.
- Uniforms should be clean, starched as appropriate, and neatly pressed. All buttons must be present.
- Hair must be clean and well-groomed. Long hair must be tied up or back to avoid hairs falling into roods and drinks and to avoid repeated handling of the hair.
- Shoes must be comfortable and clean and of a plain, neat design. Fashion is not as important here as safety and foot comfort.
- Teeth should be brushed immediately before coming on duty.
- Cuts and burns should be covered with waterproof dressings.
- Any colds or other possible infections should be reported immediately.
- Hands should be washed immediately after using the toilet, smoking, or dealing with refuse. Hot water and soap must be used.
- Staff should try to avoid any mannerisms they may have, such as running their fingers through their hair, chewing gum, or scratching their face.
- Excessive jewelry should not be worn. The establishment policy should be followed.

Knowledge of food and beverages and technical ability

- The staff must have sufficient knowledge of all the items on the menu and wine and drink lists to advise and offer suggestions to customers. Also, they must know how to serve correctly each dish on the menu, what its accompaniments are, the correct cover, and the make-up of the dish and its garnish. For beverage service, the staff should know how to serve various types of wine and drink, in the correct containers and at the right temperature.

Punctuality

- Punctuality is all-important. If staff are continually late on duty it shows a lack of interest in their work and a lack of respect for the management and customers.

Local knowledge

- In the interest of customers, the staff should have a certain knowledge of the area in which they work so they may be able to advise the guests on the various forms of entertainment offered, the best means of transport to places of interest and so on.

Personality

- Staff must be tactful, courteous, good-humored, and of an even temper. They must converse with the customer in a pleasing and well-spoken manner and the ability to smile at the right time pays dividends.

Attitude to customers

- The correct approach to the customer is of the utmost importance. Staff must provide service but should not be servile and should be able to anticipate the customer's needs and wishes. A careful watch should be kept on customers during the service (but without staring) to check the progress of the meal.

Memory

- A good memory is an asset to the food and beverage service staff. It may help them in various ways in their work if they know the likes and dislikes of customers, where they like to sit in the food service area, what are their favorite drinks, and so on.

Honesty

- Trust and respect in the triangle of staff, customer, and management relationships lead to an atmosphere at work that encourages efficiency and a good team spirit among the food and beverage service operators.

Loyalty

- The staff's obligations and loyalty are first to the establishment in which they are employed and its management.

Conduct

- Staff conduct should be impeccable at all times, especially in front of customers. The rules and regulations of an establishment must be followed, and respect shown to all senior members of staff.

Sales ability

- All members of staff reflect the image of the establishment. They are salespeople and must therefore have complete knowledge of all forms of food and drink and their correct service, and so be able to contribute to personal selling and merchandising.

Sense of urgency

- In order for the establishment to generate the maximum amount of business over the service period, with as high a net profit as possible, staff must develop a sense of urgency in their work.

Complaints

- Staff should have a pleasant manner and show courtesy and tact, an even temper, and good humor. They should never show their displeasure even during a difficult situation. Staff should never argue with a customer and if they are unable to resolve a situation, it should be referred immediately to a senior member of the team who will be able to reassure the customer and put right any fault. Remember, a loss of time in dealing with complaints only makes the situation worse.

12.5 Basic Etiquettes

The basic etiquettes that a server should exhibit in a restaurant are:

- Attend to guests as soon as they enter the restaurant using their names as powerful recognition tools. Welcome and wish them the time of the day.
- Be polite using terms as 'Thank you', 'please', 'may I help you', 'excuse me', etc.
- Assist guests to remove and wear heavy warm coats and raincoats,
- Help to seat the ladies first.
- Provide extra cushions or special chairs for children.
- Do not interrupt a guest's conversation when speaking to them.
- Do not overhear the conversation.
- Avoid mannerisms such as touching the hair, scratching oneself, etc.
- Stand erect at all times. A gentle bow at the time of service is permissible.
- Remember a guest's special dish and ascertain whether he/she would like to order it again. Guests get impressed by such inquiries.
- Be attentive to guest calls. Sometimes gestures such as a raised eyebrow or a nod of the head should be adequate for the server to get the message.
- Talk softly.

- Avoid arguments.
- Carry pencils in the trouser pockets and not behind ears or clipped in front of the jacket.
- Desist from chewing gum or beetle nut.
- Present the bill/check to the host in a folder.
- Avoid soliciting for tips. Remove tips after guests have left.
- Enter and leave the restaurant through the service door only.

12.6 Keywords

- **Restaurant** – A commercial facility that provides food & beverages to the guests.
- **Hostess** – A Women Professional who receives guests in a restaurant.
- **Station** – A set of tables and chairs assigned to the dedicated crew.
- **Grooming** – Physical personal presentation
- **Hygiene** – Cleanliness of person and his/her surroundings
- **Etiquettes** – A code of polite behavior in a society

12.7 Self-Assessment Questions

- Explain the role of the Food & Beverage Service Department in the Hotel Industry?
- What are sections in Food & Beverage Service Department?
- Briefly the Duties and responsibilities of the Food & Beverage Service Department?
- Discuss the Attributes of F&B Service personnel in the Hotel Industry?

12.8 Further Readings

- Food and Beverage Service, 9th Edition by John Cousins, Dennis Lillicrap, et al. | 30 May 2014
- Food and Beverage Services by Singaravelavan | 15 June 2014
- Food and Beverage Services: A Training Manual | 3rd Edition by Andrews | 1 July 2015
- Food and Beverage Management by Sudhir Andrews | 1 July 2015

LESSON- 13

RESTAURANT & DINING ETIQUETTES

6

13.0 Objectives

After studying this lesson, you should be able:

- To give basic knowledge about the Restaurants & its types in India.
- To learn the Table Setup in Restaurants
- To provide the Dining Etiquettes in Restaurants

Structure:

13.1 Restaurants & Its types

13.2 Mise En Scene & Mise En Place

13.3 Table Setup in Restaurants

13.4 Dining Etiquettes

13.5 Keywords

13.6 Self-Assessment Questions

13.7 Further Readings

13.1 Restaurants & Its types

Restaurants – A restaurant is a commercial facility that provides food and beverages to customers. The restaurant is equipped with dining tables and chairs with crockery, cutlery, and linen suited to the objectives and standards of the establishment. Therefore, a luxury restaurant will have fine china and glassware with linen tablecloths and napkins, while economy restaurants may have table mats, steel plates, and glassware with paper napkins. Independent restaurants have captive kitchens that prepare food while restaurants in hotels have central kitchens that serve several restaurants of the hotel. Specialty restaurants in hotels have captive satellite kitchens because of the unique nature of the Cuisine, special equipment required, and special storage and preparation conditions.

The Restaurant is a business that prepares and serves food and drinks to customers. Meals are generally served and eaten on the premises, but many restaurants also offer take-out and food delivery services. Restaurants vary greatly in appearance and offerings, including a wide variety of cuisines and service models ranging from inexpensive fast-food restaurants and cafeterias to mid-priced family restaurants, to high-priced luxury establishments. In Western countries, most mid-to high-range restaurants serve alcoholic

beverages such as beer and wine. Some restaurants serve all the major meals, such as breakfast, lunch, and dinner (e.g., major fast-food chains, diners, hotel restaurants, and airport restaurants). Other restaurants may serve only a single meal (for example, a pancake house may only serve breakfast) or they may serve two meals (e.g., lunch and dinner).

Types of Restaurants

- **Coffee Shops** – The Coffee shop concept is originated in the form of the United States. Coffee shops have replaced the erstwhile dining rooms of old hotels. Coffee shops are generally used as all-purpose Restaurants. In a coffee shop - the linen, food, and music can change with breakfast, lunch, and dinner, according to the mood of the day. The coffee shop menu is quite light and simple. The tables are provided with sugar cubes, sauces, salt, and pepper. A coffee shop that runs for 24 hours a day is the only restaurant in a hotel that serves food at any time of the Day & Night.
- **Specialty Restaurants** – A specialty restaurant is one where the entire atmosphere and décor are geared to a particular theme. Normally related to a regional cuisine like Chinese, Indian, Japanese, French, etc. This restaurant can be either formal or informal.

Example on Indian Restaurants –

- Indian motifs on the walls
- Indian Artifacts
- Staff wearing Indian costumes.
- Indian music is played and gives the live performance of Indian music.
- Crockery, cutlery, and glassware will have Indian designs.
- **Grill Room or Rotisserie** – This restaurant specializes in grills and roasts of different meats i.e., fish, poultry, etc. Grillroom restaurants are located at the poolside. A glass partition separates the kitchen from the setting area so that guests can see the grill preparation of their choice. Casual in the atmosphere. Grill rooms can be sophisticated casual too with finer crockery, cutlery, and linen. In these restaurants, customers are used hard cutlery, pepper, paper napkins, and salad dishes. These restaurants are distinctly American with log tables and benches.
- **Fast Food Restaurants** – Fast food restaurants emphasize speed of service. Operations range from small-scale street vendors with food carts to multibillion-dollar corporations like McDonald's and Burger King. Food is ordered not from the table,

but from a front counter (or in some cases, using an electronic terminal). Diners typically then carry their own food from the counter to a table of their choosing and afterward dispose of any waste from their trays. Drive-through and take-out services may also be available. Fast food restaurants are known in the restaurant industry as QSRs or quick-service restaurants.

- **Family Restaurants** - Family-style restaurants are a type of casual dining restaurant where food is often served on platters and the diners serve themselves. It can also be used to describe family-friendly diners or casual restaurants. These restaurants offer Vegetarian Food items & Non-Vegetarian food items.
- **Luxury Restaurants** – Luxury Restaurants will have fine crockery, cutlery & Glassware with linen tablecloths and napkins used in these restaurants. A variety of food & Beverages is served in these restaurants. Food items cost is very high.
- **Economy Restaurants** – It may have table mats, steel plates, and glass with paper napkins or tissues.
- **Café** – Cafés are not full restaurants, because they primarily serve and derive the majority of their revenue from hot drinks. Many cafes are open at breakfast time and will serve full hot breakfasts all day. In some areas, cafes offer outdoor seating. The word comes from the French café.
- **Coffeehouses** – Coffeehouses are casual restaurants without table service that emphasize coffee and other beverages; typically, a limited selection of cold foods such as pastries and perhaps sandwiches are offered as well. Their distinguishing feature is that they allow patrons to relax and socialize on their premises for long periods of time without pressure to leave promptly after eating and are thus frequently chosen as sites for meetings.
- **Discotheque** – It is a restaurant which is principally meant for dancing to recorded music. Its distinguishing features are:
 - The music is driven by a qualified and experienced disc jockey (DJ) who creates or responds to the moods of the guests.
 - Special lighting to give psychedelic effects.
 - A dance floor.
 - A bar is the main feature. Light meals and fingerpicking snacks
 - Discotheques in hotels permit only formal-casual clothing, while independent ones allow casuals.

- The bartender, disc jockey, and bouncer are essential employees of a discotheque.
- Entry charge to ensure that the right crowds enter. Others may permit only couples to ensure the right balance of men and women.
- Some discotheques are strictly on a membership basis.
- **Night Club** – It is principally open at night for dinner, dance, and live entertainment. Its special features are:
 - The decor is lavish.
 - Service is elaborate with fine linen and silver crockery.
 - Guests have to wear formal wear only and some go to the extent of insisting on a black tie.
 - Live performances or cabarets which may range from famous singers and dancers, vaudeville shows, and Break dances. A variant to entertainment is the supper theatre where guests see a play before or after dinner.
 - A live band
 - A dance floor.
 - A fully stocked bar with bartenders who are entertainers themselves dispenses drinks.
 - Some discotheques with a live band are also called nightclubs nowadays.

13.2 Mis-En-Scene

Mis-En-Scene is preparing the environment of the restaurant to make it clean, comfortable, safe, and hygienic. In this activity the crew will:

- Open all the doors and windows to let in the fresh air.
- Brush or vacuum the carpet i.e., if housekeeping has not done so earlier.
- Check and clean all the furniture for its service ability.
- Switch on all lights to check for fused bulbs.
- Remove all unserviceable items to the maintenance department and prepare maintenance orders.
- Sort the menu cards and remove those that are dirty or torn.
- Ensure that all the promotional material is available and presentable.
- Prepare Store Requisition form for fresh supplies of menu cards and promotional material.

- 2. Clean all display counters and arrange the display items.
- Remove all wilted flowers and replace them with fresh ones got from housekeeping.
- Close the windows and doors and set the heating or air-conditioning to the ambient temperature.

Mis-En-Place

Mis-En-Place means "putting in place". It is the international term used for preparing a restaurant for smooth service subsequently. The server has to ensure that his station is adequately equipped with the service ware for service. A station is the allocated set of tables assigned to a team of servers headed by a captain or supervisor. In this activity the crew will:

- Prepare the Food and Beverage Linen Exchange Form and requisition fresh table linen in exchange for soiled ones from housekeeping.
- Complete the Flower Requisition Form and requisition fresh flowers for the table, buffet, and restaurant floral displays, from the housekeeping florist shop.
- Prepare the Store Requisition Form and withdraw supplies such as toothpicks, proprietary sauces, paper napkins, etc. from the general stores.
- Replenish glassware, crockery, and cutlery from the kitchen stewarding to be stacked at the sideboard for service.
- Polish glassware.
- Polish cutlery using silver polish.
- Lay the tables in the station as per standards.
- Stock the Sideboard.

13.3 Table Setup in Restaurants

Table setup is very important in Restaurants. Each type's table setup settings have its own rules for the placement of plates, cutlery, and glasses. This table setup setting includes the utensils and dinnerware pieces that would normally be used with the corresponding style of dining.

- Breakfast Table setup** – Napkin, Salad Fork, Service Plate, Water Glass/ Water Goblet, Salad Fork, Teaspoon, and Tea Saucer.

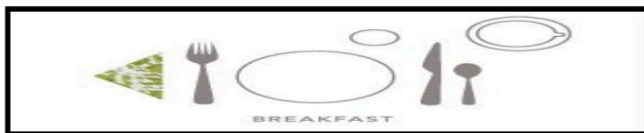
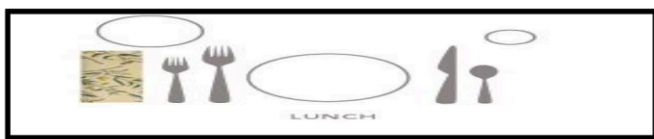
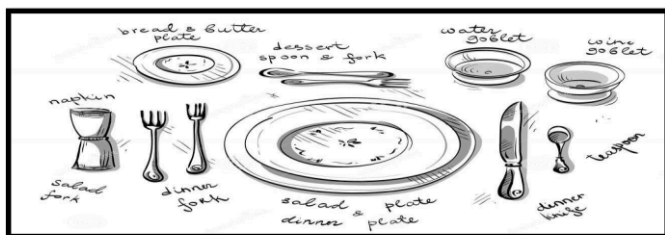


Fig – 13.2 Breakfast Table setup in Restaurants

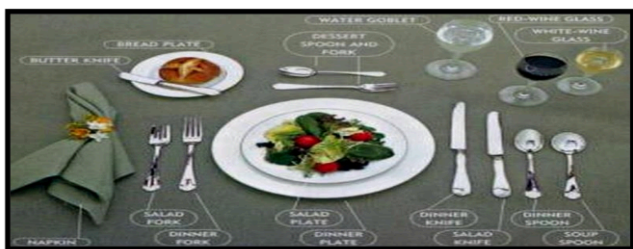
- **Lunch Table Setup** – Napkins, Salad Plate, Salad Fork, Lunch Fork, Service Plate, Knife, Soup Spoon, Water Glass.

**Fig – 13.3 Lunch Table setup in Restaurants**

- **Dinner setup –India** – Napkins, Salad Fork, Dinner Fork, Bread & Butter Plate, Dessert Spoon & Fork, Dinner Knife, Water Goblet, Wine Goblet, Teaspoon, Salad Plate & Dinner Plate.

**Fig – 13.4 Dinner Table setup in Restaurants – Indian Style**

- **French Dinner** – Napkins, Salad Fork, Dinner Fork, Bread Plate, Butter Knife, Dessert Spoon & Fork, Dinner Knife, Salad Knife, Dinner Spoon, Soup Spoon, Water Goblet, Red Wine Glass, White Wine Glass, Teaspoon, Salad Plate & Dinner Plate.

**Fig – 13.5 Dinner Table setup in Restaurants – French Style**

- **Formal Table Setup** – Napkins, Salad Fork, Dinner Fork, Bread Plate, Bread Knife, Place Card, Dessert Spoon, Cake Fork, Service plate, Salad Plate, Dinner Knife,

Teaspoon, Soup Spoon, Water Glass, Red Wine Glass, White Wine Glass, Tea Cup & Saucer. This table setup is used at Business meetings.

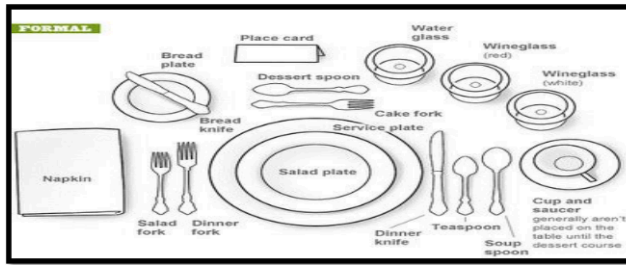


Fig – 13.6 Formal Table setup in Restaurants

- **Informal Table Setup** - Napkins, Salad Fork, Dinner Fork, Service plate, Dinner Knife, Teaspoon, Soup Spoon, Water Glass, and Wine Glass. This table setup is used in Informal meetings and general purposes.

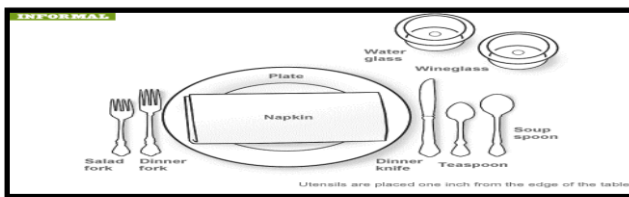


Fig – 13.7 Informal Table setup in Restaurants

13.4 Dining Etiquettes

Table manners (Dining Etiquettes) are the rules used while eating

- **Start the food items** - Fork is placed –left side of the service plate, the knife is placed – right side of the service plate.



Fig – 13.8 starts the food items.

- **Pause the food items** - Fork is placed – cross in left side on the service plate, Knife is placed – cross in right side on the service plate.



Fig – 13.8 pauses the food items.

- **Next Dish** – The customer will ask the next dish, it is a sign for the steward, the knife is placed horizontally on top of the service plate, and the fork is placed vertically on top of the service plate.



Fig – 13.9 Ask the Next Dish

- **I will be the regular Customer** - Fork has placed a cross at the right side on top of the service plate. In this case, the steward has identified, serve the food items and give some percentage of discounts at the time of bill payment.



Fig – 13.10 I will be the regular Customer.

- **The dish did not like** – In this case the customer has did not like the food items. The dish's taste is not good. The fork is placed left side crossed on top of the plate; the knife is placed right side crossed on top of the plate. Fork – upper, knife –lower.



Fig – 13.11 Dish did not like.

- **Do not take** - In this case, the customer has to go to the washroom, they give a sign to the steward, my food is not completed at, don't take my plate. The fork is placed left side crossed on top of the plate; the knife is placed right side crossed on top of the plate. Fork – lower, knife –upper.



Fig – 13.12 Dish did not like.

- **Book of Complaints** - In this case, the customer has raised complaints regarding the food items and restaurant services to the higher authorities. The fork is placed left side in reverse on top of the plate, the knife is placed right side in reverse on top of the plate



Fig – 13.13 Book the Complaints

- **Finished** - In this case, the customer has fished/ completed his/ her meals, they will give the sign to the steward, remove/ clean the plate. The fork is placed left side in vertical order on top of the plate, the knife is placed right side in vertical order on top of the plate.



Fig – 13.13 Finished the Meal

- **Excellent** - In this case, the customer says food taste is excellent and services are good, they will give the feedback Excellent, in this case, the steward food feels happy. The fork is placed horizontally on the upper side of the service plate, the knife is placed horizontally on the lower side of the service plate. Nose points are opened on the right side.



Fig – 13.13 Meal is Excellent

13.5 Keywords

- **Restaurant** – A commercial establishment committed to the sale of food and beverage.
- **Coffee Shop** – Informal American style outlet
- **Specialty Restaurant** – A food operation that specializes in national or ethnic cuisines.
- **Grill Room** – A food operation that specializes in grill and roast items only.
- **Dining Room** – All-purpose eating facility found in small hotels.
- **Discotheque** – Restaurant for dancing to recorded music.

13.6 Self-Assessment Questions

1. Discuss the significance of the Restaurant & Draw the layout of the Restaurant?
2. Explain the different types of Restaurants in India?
3. Write the Concept of Mise En Scene & Mise En Place in Restaurants?
4. Write the different types of Table Setups in Restaurants?
5. What are the different Dining Etiquettes followed in Restaurants?

13.7 Further Readings

- Food and Beverage Services: A Training Manual | 3rd Edition Paperback – 1 July 2015 by Andrews (Author)
- Food and Beverage Service Practicals and Techniques Paperback – 1 January 2020 by Dr. Deepa Prasad Venkatraman (Author), Prof. Ulhas Chaudhari (Author)
- Restaurant Startup: A Practical Guide: A Practical Guide (3rd Edition) Paperback – 1 March 2013 by Ravi Wazir (Author)

LESSON- 14

TYPES & USAGE OF EQUIPMENT'S IN RESTAURANTS**125**
14.0 Objectives

After studying this lesson, you should be able:

- To know about the types of services in Restaurants.
- To understand the Types & Usage of Equipment's in Restaurants
- To know the various Napkin Folding's used in Restaurants.

Structure:

14.1 Types of services in Restaurants

14.2 Types & Usage of Equipment's in Restaurants

- A. Glassware
- B. Cutlery
- C. Crockery
- D. Furniture

14.3 Types of Restaurant Linens

14.4 Napkin Folding's

6
14.5 Keywords

14.6 Self-Assessment Questions

14.7 Further Readings

14.1 Types of Services in Restaurants

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Foodservice has various approaches based on the origins and purpose. Therefore, there is a particular approach to service which has pomp and ceremony as the emphasis there is on the show and finesse while there is another approach to the service which has the least fuss as such a service requires a person to help himself.

5
Different types of food services.

English Service – It is known as the 'Host' service where the host plays the dominant role in the service. We must understand that the English had food that came roasted, baked, stewed, or in a grilled form that required portioning. This style is very similar to food service in an English home where the master of the house portioned food in as much as deciding how much each member of the house should eat. Commonwealth countries, influenced by British

colonial rule, adopted this style of eating at home. The food service complies with the following flow:

- The server presents the dish brought from the kitchen to the host for approval and places the guest's dish on the table.
- The host then calls for each guest's plate and portions the food onto the plate.
- A variation is that the host portions the food and then allows the server to serve the food into the guest plates. The server becomes the 'dummy' host and takes the dishes around for guests to replenish their dishes or be served by the server.
- Another variation is when the server presents the food to the host for approval and then takes it to the sideboard and portions it.
- He then takes the portioned food to each guest, announces the dish, and proceeds to serve the guest.
- He keeps the dish at the sideboard for a round of replenishment.

French Service – It is very personalized service with the following features:

- Food is brought in dishes and salvers and placed on the table at the center.
- The guests help themselves. Naturally, this is ideal for a small gathering of diners.
- In larger groups, the guests participate in the dining experience by passing around the dishes for each guest to help himself or herself.
- Sometimes a guest may serve another guest seated far from the dish.

American Service – This is a style of service imported from the US known as Plated Service. Coffee Shops, which are informal restaurants, adopt this style of service. This method ensures quick service and clearance as the Americans believe in the least amount of fuss. Its features are:

- The cook assembles a complete meal on a guest plate in the kitchen. It consists of a main dish accompanied by vegetables, potatoes (mashed, fried, or sautéed). The portion is predetermined in the kitchen and the accompaniments served on the plate balance the entire presentation in terms of nutrition and color.
- The plated food is brought by the server and placed before the guest is served from the right of the guest.
- The server may keep food covers to keep the food warm till it reaches the guest.
- He removes the cover when the food is placed before the guest.

- The necessary cutlery such as knife and fork are arranged on the table before each seat, with the common breadbasket, butter dish, salt, pepper, and proprietary sauces.
- Upmarket restaurants may keep a show plate in front of the guest and place the food plate on top for it.

Silver Service – This service is given the name as all the cutlery, serving dishes, service forks, and spoons are made of silver. The food presentation is elaborate to heighten the dining experience. We will notice that it is very similar to a variant of the English Service. No hard and fast rule segregates these services. An English service can incorporate a silver service by using silver cutlery and service ware. In this service:

- The table is set for hors d'oeuvres, soup, main course, and dessert.
- The food is portioned in the kitchen into silver plates and dishes and brought to the host for approval.
- It is then placed on the sideboard with heating burners or rechaud to keep the food warm.
- The food is then taken to each guest and served onto the guest plate from the left of the guest with a service spoon and fork.

Russian Service – This type of service comes from the era of the Tsars of Russia who believed in pomp and ceremony. The key feature is the elaborate presentation of food like a whole suckling pig, peacock decorated with feathers, etc. This service is not much in use nowadays but is ideal for grand functions and state banquets. It is also known as the platter service as food comes in well-decorated silver platters. Its features are:

- Empty soup bowls are put in front of guests on a show plate also called a base plate.
- The soup is brought in a large tureen.
- The server proceeds to portion the soup with a ladle into the soup bowls.
- The server presents the food to guests.
- He takes it to a side-station and portions the food in full view of the guest. The server decides the portions served.
- Then proceeds to serve them.
- His challenge is to ensure that the food presentation remains good till he serves the last guest and also that there are enough portions for all the guests. This requires the skill of service and knowledge of how he can stretch a dish to the last guest.

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Cafeteria Service – This service exists normally in industrial canteens, colleges, hospitals, or hotel staff cafeterias. To facilitate quick service, the menu is fixed and displayed on large menu boards with each item priced separately. Diners select the items to their choice and budget. The service complies with the flow:

- The diners buy coupons in advance.
- Trays, plates, and cutlery are kept at the beginning of the counter, and food is served into them. Ideal eating dishes are partitioned in stainless steel trays in which food can be served in portions.
- Diners present the coupon to the counter attendant.
- The counter attendant then serves the items from a bain-marie kept hot by steaming hot water from below. Another variation is when food is pre-plated and kept in hot (or cold for cold dishes) glass counters. The diner will select the item and is served by the counter attendant.
- Diners then sit at community tables and eat where salt and pepper and some basic proprietary sauces are pre-placed.

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Snack Bar Service – This service is also known as counter service where high stools are placed against countertops. This type of service is popular in fast-food restaurants and casual snack bars. Its features are:

- Food counters display food behind the counter or are depicted in pictures.
- Guests choose their food and pay cash.
- In better establishments, a cover is laid out on the counter with cutlery, table mats, and napkins.

Grill Room Service – This type of service is in a grill room where a glass partition divides the restaurant and kitchen. Its features are:

- Guests choose their meat cuts and watch as their food is prepared.
- The food is pre-plated and served.
- A new variation is provided in seafood restaurants where raw fish is displayed with raw vegetables. Guests can choose the fish and vegetables in the quantity they wish and the preparation they desire. The chef prepares their dish "in their full view."

Gueridon Service – This is a service where food comes partially prepared from the kitchen to be completed at the guest's tableside on a Gueridon trolley fitted with gas burners. It is also

known as the 'cart' or 'trolley' service. Gueridon service is for the leisurely diner who has time to enjoy the art of cooking. Gueridon food is highly priced but extremely delicious and requires large aisle space for the movement of the trolley. This service is found in upmarket restaurants. The showmanship of the waiter plays an important role in the preparation of the dish by filleting, carving, and flaming the food with wine. The server has to have complete dexterity and skill and is someone senior like the Restaurant Supervisor. Its features are:

- The guest chooses from a special Gueridon menu.
- The server prepares the food behind the table in view of the guest.
- The food is pre-plated and served to the guest from the right.

Buffet Service – It is self-service where food is displayed on tables. The guests take plates stacked at the beginning of the table and proceed along the table requesting the buffet attendant to serve them or help themselves. In stand-up buffets, guests are forced to stand and eat. This type of service is found in banquet halls catering to a large number of guests. Its features are:

- Crockery and cutlery are stacked at the head of the buffet table.
- The buffet follows the normal food course of soups, salads, appetizers, hot dishes (non-vegetarian and vegetarian), rice or bread, and finally desserts.
- Guests move along the buffet table and select their items as per the courses they desire.
- Servers portion the food into their plates.
- Servers replenish the platters and dishes.
- For sit-down buffets, tables are laid with cutlery and glassware. The features of a sit-down buffet are as follows:
 - The guest collects a plate from the head of the table.
 - He serves each course as per the procedure above.
 - He either deposits the plate at a designated table or leaves it to the busy person to remove the soiled dish.
 - The guest then proceeds to the next course of the meal on the buffet.

Breakfast Service – Breakfast is the first meal of the day and therefore, sets the food program for the rest of day. In the US and the UK, breakfast is the main meal of the day and therefore, has elaborate offerings to fill the stomach and give energy for the rest of the day.

As guests have become very health conscious these days, hotels in order to keep the breakfast fat-free and nutritious, pruned down the breakfast menu considerably restricting it to fruits and juices.

There are basically two types of breakfasts offered in restaurants—the Continental Breakfast and the English Breakfast. The Continental breakfast is an innovation from Europe where the people prefer a light meal and a heavy mid-day meal. The English breakfast is heavy and is a major meal of the day. A traditional English breakfast can run into six or seven courses.

Continental Breakfast Continental breakfast consists of an assortment of bread rolls or toast with jam or marmalade and rounded off with tea or coffee. Better hotels will serve brioches and croissants. The cover layout consists of

- a) A side plate with a napkin
- b) A butter dish and butter knife were placed on a quarter plate.
- c) A teacup and saucer with a teaspoon
- d) A sugar pot with tongs
- e) A bread boat or toast rack with serviettes
- f) Jam, marmalade, and honey pots

English Breakfast English breakfast is more elaborate and of classical dimensions. The table below gives the courses and contents.

Number	Course	Item
1 st	Juice and fruits	<ul style="list-style-type: none"> Orange, pineapple, watermelon, grapefruit, tomato juices Papaya, melon, or grapefruit Stewed fruit of apples, peach
2 nd	Cereals	<ul style="list-style-type: none"> Hot porridge Hot or cold cornflakes
3 rd	Choice of Eggs	<ul style="list-style-type: none"> Boiled, baked, poached, fried, scrambled, shirred eggs. Omelets—cheese, tomato, and onions, plain, stuffed

4 th	Fish	<ul style="list-style-type: none"> • Grilled kippers • Smoked haddock
5 th	Sweetened items from the griddle	<ul style="list-style-type: none"> • Pancakes • Waffles • French Toast
6 th	Meats	<ul style="list-style-type: none"> • Forced meats—bacon, ham, & sausages • Beef tornados • Calf liver, kidney
7 th	Vegetables	<ul style="list-style-type: none"> • Potatoes – mashed, French fries, baked
8 th	Bread	<ul style="list-style-type: none"> • Toasts • Sweetbread • Buns, brioches, croissant, baguettes • Danish pastry

14.2 Types & Usage of Equipment's in Restaurants

In all Restaurants, the different types of equipment have played a critical role in the proper functioning of the restaurant. It impacts the quality of the food and the service that you offer to your customers.

A. Glassware

The term glassware can be used to refer to the items that are made from glass. Glassware usually refers to glass items. "Glassware" is used to refer to all types of drinking purposes. Glassware contributes to the appearance of the table and the overall attraction of the service area. There are many standard patterns available to the foodservice operator. Most manufacturers now supply hotel glassware in standard sizes for convenience of ordering, availability, and quick delivery. In Restaurants, well-designed glassware combines elegance, strength, and stability, and should be fine rimmed and of clear glass. All glassware should be clean and well-polished. Modern drinking glasses take many new forms and shapes although all are primarily designed to meet the needs of the range of modern drinks being offered.

Beverage Glasses – These all-purpose glasses can be used to hold any beverage. They come in various sizes, shapes, and capacities to fit dining room needs.

Water Glasses – A water glass can be any glass used for everyday purposes. Generally taller than a juice glass, and often rounded with straight sides. Water glasses hold anywhere from 5 to 14 ounces of water.

¹³
Beer Steins – These heavy thick mugs are designed to hold beer without breakage. They have handles for easier lifting. Beer steins are a special kind of beer mug that originated in Germany. Typically, they hold between 12 and 14 ounces.

³⁶
Pilsner Beer Glasses – These glasses are specifically designed to hold pints of beer and larger beers. Pilsner glasses are flared with the top being wider than the bottom. Pint glasses are large, most tapering down to the bottom.

¹³
Hurricane Glasses – These glasses are shaped like the old-fashioned hurricane lamps and are designed to hold fruity cocktails and other drink concoctions.

Margarita Glasses – Margarita glasses are usually large with a bowl shape, and sometimes have a smaller bowl below the large bowl for a decorative touch. The glass is wide so that the rim can be coated in salt or sugar to accent the drink.

Cocktail Glasses – For serving martinis or any other cocktail use a martini glass or cocktail glass. The triangular bowl shape holds martinis, ¹³cocktails. They are also great for serving champagne.

Cordial Glasses – A cordial glass can be used to serve any kind of sweet liqueurs. They can also function as an elegant glass for serving beer samples.

¹³
Old-Fashioned Glasses – Sometimes called a lowball glass, the old-fashioned is a short, squat glass used for serving drinks “on the rocks.” Suitable for many cocktails or straight liquors served on ice. Most hold 6 to 8 ounces.

Highball Glasses – These straight-sided, tall glasses are used for mixed drinks that have a higher percentage of a mixer than alcohol, such as gin and tonic, scotch and soda, or bourbon and water. They hold between 8 and 12 ounces.

Collins Glasses – A Collins glass is a glass tumbler that typically will contain 10 to 14 fluid ounces, it is used to serve mixed drinks, especially Tom Collins cocktails. It is a cylindrical shape and narrower than a highball glass.

Brandy balloons – ¹³ They are shaped somewhat like a fishbowl with a stem, snifter is traditionally used to serve brandy or whiskey. The stem is short so the glass can be held easily in the palm keeping the drink warm. This glass holds 8 to 12 ounces.

Coffee/ Tea Glasses – These glass mugs can be used to hold any type of warm or iced beverage, such as coffee, tea, or cider. In a bar setting, they are often used to serve Irish coffee, because the glass mug keeps the beverage warm.

¹³ **Red Wine Glasses** - Red wine glasses are designed to have a larger rim so that the person drinking the wine can smell the aroma while sipping the wine. Red wine glasses are slightly fatter and rounder than white wine glasses. Red wine 9 oz.

White Wine Glasses – White wine glasses have a smaller rim than red. The stemmed glasses keep chilled wines cooler longer, as the person drinking the wine can hold the stem instead of holding the glass. White wine 7 ¾ oz.

¹³ **Sherry Glasses** – Sherry glasses resemble red wine glasses, only they are a bit smaller and are made to hold fortified wines, like port, or wines with a strong aroma. Sherry has a distinct aroma that gets trapped in these special glasses. Sherry glass 8 oz.

Glass Goblets - Goblets have a shorter stem than wine glasses but can still be used to hold wine or sherry. They can also be used to hold water or other beverages.

Champagne Glasses - The commonly used champagne glass, a flute has a long stem and a narrow shape rising to a slightly narrowed lip. The small opening helps keep the carbonation inside of the glass longer so that it keeps the drink from going flat. Typically, they hold 6 to 8 ounces.

³ Storage and cleaning

Drinking glasses are normally stored in a glass pantry and should be placed in single rows on thin plastic grid matting, upside down to prevent dust from settling in them. Plastic racks made specifically for the purpose of stacking and storing glasses are yet another alternative, such racks are also a convenient method of transporting glassware from one point to another, which cuts down on breakages. Tumblers and other straight-sided glassware should not be stacked inside one another as this may result in breakages and can cause accidents to staff.

Most day-to-day glassware used in the industry can be washed using dishwashers. However, for certain glassware, this is not recommended. This includes lead crystal and other

forms of fine glassware, which should be hand washed. Over time most glassware will become milky in appearance, and the glassware will then need to be replaced. Finer glassware will become like this very quickly unless hand washed.

Glass decanters should also be hand washed. They can also be cleaned using a proprietary denture cleaner. An alternative product contains small ball bearings that are put into the decanter with warm water and a small amount of detergent. The decanter is then moved so that the ball bearings move around inside it. Afterward, the decanter is emptied through a filter to reclaim the ball bearings for use another time. The decanter is then thoroughly rinsed in hot water. After cleaning and rinsing, decanters should be stood upside-down on special stands made for the purpose, or on plastic or wooden dowels set into a wooden base (to prevent the decanters from falling over). This ensures that the decanters drain and dry fully, and no limescale deposits build up inside.

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B. Cutlery

Cutlery implies implements used for cutting and eating food. It includes a knife, fork, and spoon. There are different types of knives, forks, and spoons. A complete cutlery set may include a butter knife, soup spoon, seafood fork, etc.

Knives

Different knives are designed to serve specific tasks. Choosing the right knife makes it easier to perform that task. A knife can be designed for striking, chopping, tearing, dicing, spreading, carving, or slicing. The difference lies in the blade of the knife whether it is pointed, blunt, serrated, etc. Dull blades are used to cut soft or cooked food while serrated knives are easy to cut meat. Non-serrated steak knives allow for a cleaner cut while pointed knives help in cutting or paring fruits. A knife with a broad flat blade is suitable for eating fish while a knife with blunt ends is used to spread butter, cheese spreads, marmalades, etc.

Dinner knife

The dinner knife is sized between 9 ½ and 10 inches. It is used to cut and push food; this knife is used in eating the main course of a meal.

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Fish knife

A fish knife is used when fish is served for dinner. Fish knife measures 8 ¾ inches with a wide blade and dull edge. The tip of the fish knife aids in separating layers of fish and lift bones.

Dessert knife

A dessert knife can be used to serve the desserts. It can be used to cut cakes and pastries. The dessert knife measures approximately 8 inches long and features a narrow blade and a rounded or pointed tip.

Butter knife

The butter knife size is 5 to 6 inches, it has a short rectangular blade that is sharp on the lower side to form an edge. It is useful in cutting semi-firm pieces of butter and apply them to food items such as pieces of bread.

Carving Knife

It has a straight edge, a shorter, thinner, and wider blade which enables it to cut the slices of meat.

Spoons

Spoons are used to transfer food from platter or bowl to mouth. There are different types of a spoon for specific tasks.

Teaspoon: It is meant for stirring coffee, tea, soups, and eating.

Tablespoon: A tablespoon is bigger than a teaspoon and is used in serving food at the table and as a standard measuring unit in recipes.

Soup spoon: A large, rounded spoon used for eating soup. An oval spoon is used in case soup contains meat, vegetables, breadcrumbs, etc.

Dessert spoon: It is used for eating sweet dishes and puddings. It is an oval-shaped spoon that has the length midway between the length of the tablespoon and teaspoon which is primarily used when dessert is served.

Sundae spoon: Long spoons to reach the bottom of sundae glass and eat liquid or semi-liquid food like ice-cream toppings, floats, jelly, etc.

Soup Spoon: It is a ladle for soups that has a variety of shapes and sizes depending on the deep bowls whether it is round, oval, or fluted.

Parfait Spoon: It is used for stirring iced tea in tall glasses which has the same purposes as the Long Drink.

Serving Spoon - It is much larger than a spoon used for eating. It is used to move food from the main dish to individual plates.

Gravy Spoon - It comes with the sauceboat which is used in courses with gravy or other sauces.

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Forks

The two-tined fork is used to cut meat while three or four-tined fork has other uses.

Dinner fork: Meant for the main course, dinner fork measures around seven inches.

Salad fork: Used for eating salad, in salad fork outer tines are notched, wider and longer than inner tines. It is six inches in length.

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Dessert fork: It is used for eating cake, pies, and pastries. It is more or less similar to the salad fork.

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Seafood fork: The seafood fork is ideal for eating crustaceans. The double-pronged slim end is used to pick seafood while the curved scraper is used to scoop out the meat.

C. Crockery

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The visual appearance of crockery and cutlery used in a restaurant plays a crucial role and helps improve the overall presentation of the food served, which thus leads to customer satisfaction and helps generate more revenue. The crockery must blend in with the general décor of the establishments and also with the rest of the items on the table.

Classification of Crockery

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- Bone china
- Porcelain
- Earthenware
- Stoneware
- Alumina Ceramic
- Melamine
- Terracotta

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Bone china

Bone china is porcelain made of clay mixed with bone ash. This is a very fine, hard china that is very expensive. The decorations are to be found under the glaze only. The price of bone china puts it out of reach of the majority of everyday caterers, and only a few of the top-class hotels and restaurants would use it. The range of design, pattern, and color is very wide and there is something to suit all occasions and situations.

Porcelain

Porcelain is a ceramic material made by heating selected and refined materials, which often includes clay of kaolinite clay, to high temperatures. The raw materials for porcelain, when mixed with water, form a plastic body that can be worked to a required shape before firing in

a kiln at temperatures between 1200°C and 1400°C. The toughness, strength, and translucence of porcelain arise mainly from the formation of glass at high temperatures and the mineral malate within the fired body.

Earthenware

Earthenware may sometimes be as thin as bone china and other porcelains, though it is not translucent and is more easily chipped. Earthenware is also less strong, less tough, and more porous than stoneware, but its low cost and easier working compensate for these deficiencies. Due to its higher porosity, earthenware must usually be glazed in order to be watertight.

Stoneware

Stoneware is hard pottery made from siliceous paste fired at high temperatures to vitrify (make glassy) the body. Stoneware is heavier and more opaque than porcelain. The usual colour of fired stoneware tends to be greyish, though there may be a wide range of colours, depending on the clay. It has been produced in China since ancient times and is the forerunner of Chinese porcelain.

Alumina

Alumina Ceramic enriched crockery can normally be spotted due to its creamy colour. Alumina is an oxide of aluminum that is added to the clay to give it additional strength. Though the addition of alumina makes the crockery more expensive than standard porcelain, it is generally cheaper⁴⁶ than bone china, making it a popular alternative.

Melamine

Melamine is a strong, lightweight, and hard thermosetting plastic. It is used as an ideal hygienic and durable alternative to china. It is virtually unbreakable so is considered for daily use and it can also resist scratching, staining and is dishwasher safe.

Terracotta

Terracotta is a traditional Spanish material often used in both oven & tableware. It has unique properties that react with acidic foods such as tomato sauce, giving natural sweetness to the meal. Its colour can instantly be recognized and is often associated with Mediterranean cooking.

Different types of crockery & their sizes

S.no	Name	Size
1.	Side Plate	13 cm (6 in) Diameter
2.	Sweet Plate	16 cm (7 in) Diameter
3.	Fish Plate	20 cm (8 in) Diameter
4.	Soup bowl	250ml
5.	Soup cup	250ml
6.	Soup Plate	20 cm (8 in) Diameter
7.	Breakfast cup	240-300 ml (8-10 Fl oz)
8.	Teacup	200 ml (6 - 2/3 Fl oz)
9.	Coffee cup	97-100 ml
10.	Dessert plate	16 cm (7 in) Diameter
11.	Cereal Bowl	13 cm (5.1 in) Diameter
12.	Cheese plate	14 cm (6.2 in) Diameter

Some of the Crockery Items

- Soup bowl
- Teapot
- Coffee pot
- Milk Jug
- Salt & Pepper Pots
- Side plates
- Sweet plates
- Fish Plate
- Soup Plate
- Tea Cup & Saucer
- Coffee Cup & Saucer
- Dessert Plate

• Cheese Plate

D. Furniture

Furniture must be chosen according to the needs of the establishment. By using different materials, designs, and finishes of furniture and by their careful arrangement, often the atmosphere and appearance of the service area can be changed to suit different occasions.

Various types of wood and wood grain finishes are available, each suitable to blend with a particular decor. Wood is strong and rigid and resists wear and stains. It is a popular material used for chairs and tables in most food and beverage service areas but not ideal for canteens, some staff dining rooms, and cafeterias. Although wood predominates, more metals (mainly aluminum and aluminum-plated steel or brass) are gradually being introduced into dining furniture. Aluminum is lightweight, hardwearing, has a variety of finishes, is easily cleaned and the costs are reasonable. Nowadays a wooden-topped table with a metal base may be found together with chairs with lightweight metal frames and plastic finishes for the seat and back. Formica or plastic-coated tabletops may be found in many cafeterias or staff dining rooms. These are easily cleaned, hardwearing, and eliminate the use of linen. The tabletops come in a variety of colors and designs suitable for all situations. Placemats may take the place of linen.

Chairs

Chairs come in an enormous range of designs, materials, and colors to suit all situations and occasions. Because of the wide range of styles available, chairs vary in height and width, but as a guide, a chair seat is 46 cm from the ground, the height from the ground to the top of the back is 1 m and the depth from the front edge of the seat to the back of the chair is 46 cm.

Plastics and fiberglass are now used extensively to produce dining room chairs. These materials are easily moulded into a single-piece seat and back to fit the body contours, the legs usually being made of metal. The advantages are that these are durable, easily cleaned, lightweight may be stacked, are available in a large range of colors and designs, and are relatively inexpensive. They are more frequently found in bars, lounges, and staff dining rooms than in a first-class hotel or restaurant.

The main considerations when purchasing chairs should be size, height, shape, and even the variety of seating required, for example, banquettes, armchairs, straight-backed and padded chairs, to give the customer a choice. purchasing chairs that the height of the chair must allow enough room Remember when for the diner to sit comfortably at the table.

3 Tables

Tables come in three main shapes: round, square, and rectangular. An establishment may have a mixture of shapes to give variety, or tables of all one shape depending on the shape of the room and the style of service being offered. Square or rectangular tables will seat two to four people and two tables may be pushed together to seat larger parties, or extensions may be provided in order to cope with special parties, luncheons, dinners, and weddings, etc. By using these extensions correctly, a variety of shapes may be obtained, allowing full use of the room and enabling the maximum number of covers in the minimum space. The tabletop may have a plastic foam back or green baize covering which is heat resistant and non-slip so the tablecloth will not slide about as it would on a polished wooden top table. This type also deadens the sound of crockery and tableware being laid.

Table sizes

4 Square

- 76 cm (2 ft 6 in) square to seat two people.
- 1 m (3 ft) square to seat four people.

Round

- 1 m (3 ft) in diameter to seat four people.
- 1.52 m (5 ft) in diameter to seat eight people.

Rectangular

- 137 cm X 76 cm. (4 ft 6 in ³³ 5 2 ft 6 in) to seat four people, extensions being added for larger parties.

Sideboard

- Furniture that stocks service ware i.e., crockery, cutlery, glassware, and linen for a station is called a ³³sideboard.
- The side station is also called the dummy waiter.
- This is a very important piece of furniture in a restaurant.
- It is used by the service staff for keeping all the service equipment in ⁹⁶one place.
- For the convenience of the service staff, the side station should be strategically located in a restaurant.
- The side station should be kept clean and presentable as it can be seen by the guests.

Service of types of equipment are stored in the Side station

- Water Jug
- Service plate

- Service spoons
- Dessert spoons
- Desert knives
- Soup spoons
- Fish Knives
- Fish Forks
- Tea & Coffee spoons
- Soup Bowls
- Saucers
- Assorted condiments
- Linen
- Trays
- Check pad
- Napkins
- Glassware
- Bread basket

14.3 Types of Restaurant Linens

There are many qualities of linen in present-day use, from the finest Irish linen and cotton to synthetic materials such as nylon and viscose. The type of linen used will depend on the class of establishment, type of clientele and cost involved, and the style of menu and service to be offered.

Tablecloths

- 137 cm X 137 cm (54 in X 54 in) to fit a table 76 cm (2 ft 6 in) square or a round table 1 m (3 ft) in diameter.
- 163 cm X 163 cm (72 in X 72 in) to fit a table 1 m (3 ft) square.
- 163 cm X 244 cm (72 in X 96 in) to fit rectangular shaped tables.
- 163 cm X 137 cm (72 in X 54 in) to fit rectangular shaped tables.

Slip clothes.

- 1 m X 1 m (3 ft X 3 ft) was used to cover a slightly soiled tablecloth.

Napkins (serviettes)

- 46-50 cm (16-20 in) square if linen.
- 36-42 cm (14-14 in) square of paper.

Buffet cloths

- 2 m X 4 m (6 ft X 12 ft) — this is the minimum size; longer clothes will be used for longer tables.

3**Use and Control of linen**

Linen should be used only for its intended purpose in the restaurant and not for cleaning purposes, as this often results in permanent soiling which will render the item unusable in the future. Linen should be stored on paper-lined shelves, the correct sizes together, and with the inverted fold facing outward, which facilitates counting and control. If the linen is not stored in a cupboard it should be covered to avoid dust settling on it. The stock of clean linen is usually issued upon receipt of a requisition signed by a responsible person from the service department. A surplus linen stock is usually held in the foodservice area in case of an emergency.

At the end of each service, the dirty linen should be counted, recorded, and sent to the issuing department to be exchanged for clean. Because of the high cost of laundering, where a tablecloth is perhaps only a little grubby, a slip cloth can be placed over it for the succeeding service.

A range of disposable linen, including napkins, placemats, and tablecloths, are available in varying colors and qualities. There are also now reversible tablecloths with a thin polythene sheet running through the center that prevents any spillages from penetrating from one side to the other. Although the expense of such items may seem high, there are many advantages and comparable laundry charges may well be higher.

14.4 Napkins Folding

- Napkins are used at the dining table for decorative purposes.
- A small piece of table linen is used to wipe the mouth and to cover the lap in order to protect clothing.
- A napkin when creatively folded enhances the look of your table and the dining experience.
- There are many ways to fold cloth napkins, so choose one that reflects your style and personality.
- Napkins are made from cotton.
- The simple folds are used in everyday services and more difficult folds may only be used on special occasions i.e., wedding parties, birthday parties, French dinners, meetings, and seminars, etc.

Types of Napkin Folding's

- Arrow fold
- French fold
- Diamond
- Pyramid fold
- Bishop's hat fold
- Candle fold
- Napkin Ring fold
- Fanfold
- Triple Pocket fold
- Star fold
- Bow fold.

14.5 Key Terms

- **English Service** – The 'host service' where the host portions food to guests
- **French Service** – Service in which guests help themselves.
- **American Service** – Pre-plated service
- **Silver Service** – A service using silverware.
- **Russian Service** – A service emphasizing pomp and presentation.
- **Cafeteria** – Service where guests are served by waiters behind a display counter.
- **Snack Bar Service** – Counter service where pre-plated food is served to guests seated at the counter.
- **Grill Room Service** – Service where guests select choice cuts of meat, roasted and grilled in full view.
- **Gueridon Service** – Trolley service where semi-prepared food is finished at the table-side.
- **Buffet Service** – A service where guests help themselves from an attractively displayed buffet table.

14.6 Self-Assessment Questions

- Explain the different types of services in Restaurants?
- Write the significance of types of equipment in Restaurants?
- Write a short note on the usage of Linen in Restaurants?
- Discuss the importance of Napkin folding's in Restaurants?

14.7 Further Readings

- Food and Beverage Services by Singaravelavan | 14 June 2011
- ¹³ Food and Beverage Service, 9th Edition by John Cousins, Dennis Lillicrap, et al. | 30 May 2014
- Food and Beverage Management by Sudhir Andrews | 1 July 2014

LESSON- 15

ROLE OF MENU IN RESTAURANTS

6

15.0 Objectives

After studying this lesson, you should be able:

- To give basic knowledge about the menu
- To learn the significance of classic menus.
- To know the various types of menus.

Structure:

15.1 Menu

15.2 Classic Menu

15.3 Influence on the Menu

15.4 Types of Menus

6

15.5 Keywords

15.6 Self-Assessment Questions

15.7 Further Readings

5

15.1 Menu

A menu is the range of food and beverage items offered by a food service outlet. The menu cover (card) is a written document, which lists the menu. In a restaurant, the menu is a list of food and beverages offered to customers and the price details are also mentioned in the Menu card.

Characteristics of A Menu

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The menu has the following characteristics and importance:

- **Sells:** It is a great "silent salesperson" and stimulates sales. Great pains are taken in compiling the menu.
- **Image:** It is the signature of the restaurant. It, therefore, has to be attractive, informative, and gastronomically correct. It promotes the image of the property and becomes a talking point in many social gatherings.
- **Identity:** It identifies the restaurant's theme. This is especially important for specialty restaurants.

- **Experience:** It certainly contributes to the dining experience. A novel menu never fails to impress the guests and often becomes a talking point in many social gatherings. Many even collect unique menu cards to display in their homes.
- **Informative:** The menu informs the guest as to what is on offer and how much each item is priced at. Most guests come with a budget and make choices to what they can afford. The menu also describes each item. It explains exotic dishes and gives prices so that guests can adapt their choices within their budget.
- **Guide:** The menu guides guests with the progression of courses from starters to desserts. Dishes are presented in the classical order.

15.2 Classic menu

Over the last 100 or so years, the sequence of the European menu has taken on a classical format or order of dishes. This format is used to layout menus as well as to indicate the order of the various courses. Although the actual number of courses on a menu, and dishes within each course, will depend on the size and class of the establishment, most follow the classic sequence. This sequence is as follows:

1. **Hors-d'oeuvres** – Traditionally this course consisted of a variety of compound salads but now includes such items as pates, mousses, fruit, charcuterie, and smoked fish.
2. **Soups (Potages)** – Includes all soups, both hot and cold.
3. **Egg dishes (Oeufs)** – There are a great number of egg dishes beyond the usual omelets, but these have not retained their popularity on modern menus.
4. **Pasta and Rice (Farineux)** – Includes all pasta and rice dishes. Can be referred to as farinaceous dishes.
5. **Fish (Poisson)** – This course consists of fish dishes, both hot and cold. Fish dishes such as smoked salmon or seafood cocktails are mainly considered to be hors-d'oeuvres dishes and therefore would be served earlier in a meal.
6. **Entrées** – Entrées are generally small, well-garnished dishes that come from the kitchen ready for service. They are usually accompanied by a rich sauce or gravy. Potatoes and vegetables are not usually served with this course if it is to be followed by the main course. If this is the main meat course, then it is usual for potatoes and vegetables to also be offered. Examples of this type of dish are tournedos, noisettes, sweetbreads, garnished cutlets, or filled vol-au-vent cases
7. **Sorbet** – Traditionally sorbets were served to give a pause within a meal, allowing the palate to be refreshed. They are lightly frozen water ices, often based on un-

sweetened fruit juice, and maybe served with a spirit, liqueur, or even Champagne poured over. Russian cigarettes also used to be offered at this stage a meal.

8. **Relevé** – This refers to the main roasts or Other larger joints of meat, which would be served together with potatoes and vegetables.
9. **Roast (Rôtie)** – This term traditionally refers to roasted game or poultry dishes.
10. **Vegetables (Légumes)** – Apart from vegetables served with the Relevé or Roast courses, certain vegetables (e.g., asparagus and artichokes) may be served as a separate course, although these types of dishes are now more commonly served as starters.
11. **Salad (Salade)** – Often refers to a small plate of salad that is taken after the main course (or courses) and is quite often simply a green salad and dressing.
12. **Cold buffet (Buffet Froid)** – This course includes a variety of cold meats and fish, cheese, and egg items together with a range of salads and dressings.
13. **Cheese (Frontage)** Includes the range of cheeses and various accompaniments, including biscuits, breads, celery, grapes, and apples. This course can also refer to cheese-based dishes such as soufflés.
14. **Sweets (Entremets)** – Refers to both hot and cold puddings.
15. **Savoury (Savoureux)** – Sometimes simple savories, such as Welsh rarebit or other items on toast, or in pastry, or savory soufflé, may be served at this stage.
16. **Fruit (Dessert)** – Fresh fruit, nuts, and sometimes candied fruits.
17. **Beverages** – Traditionally this is referred to as coffee but nowadays includes a much wider range of beverages being generally available, including tea, coffee (in both standard and de-cafeinated versions), and a range of beverages such as tisanes, milk drinks (hot or cold) and proprietary drinks such as Bovril or Horlicks. These are commonly available throughout the day, with a choice of milk, creams (including non-dairy creamers), and sugars (including non-sugar sweeteners).

The classic menu sequence outlined above is based on a logical process of taste sensations. This classic sequence also provides the guidelines for the compilation of both A la carte and Table d'hôte menus, as is evident in many examples of modern menus.

However, many courses are often now grouped. At its most simple this might comprise:

- Starters – courses 1 to 4
- Main courses – courses 5, 6, and 8 to 12
- After's — courses 13 to 14
- beverages.

This sequence is also used as a guide for the compilation and determination of the order of courses for the event and special party menus. This sequence shows the cheese course after the main course and before the sweet course. However, the sweet course is still sometimes offered before the cheese course.

15.3 Influences Menu Planning

Modern-day menus are the result of a combination of some factors. Menu content, traditionally based on classic cuisine, is continually being influenced by food trends, fads, and fashions. In the main, customer demand is being affected by a greater understanding of

- The relationship between health and eating.
- Dietary requirements
- Cultural and religious influences
- Vegetarianism
- Ethical influences.

Because of these influences, there is now a greater emphasis on offering alternatives such as low-fat milk (for example, skimmed or semi-skimmed), non-dairy creamers for beverages, alternatives to sugar such as sweeteners, sorbets alongside ice creams and polyunsaturated fat, and non-animal fats as alternatives to butter. These influences have also affected cooking ingredients and methods, with the development of lower-fat dishes, lighter cuisine, and attractive and decent alternatives for non-meat eaters, with greater use of animal protein substitutes such as Quorn and tofu.

Health and Eating – The key issue in the relationship between health and eating is ensuring a healthy diet. This means eating a balanced diet rather than viewing individual foods as somehow more healthy or less healthy. Customers are increasingly looking for the availability of choices that will enable them to achieve a balanced diet. Customers are also requiring more specific information on methods of cooking used, for example, low fat or low salt methods. General consensus suggests that the regular diet should be made up of at least one third based on a range of bread, cereals, rice, and potatoes; one third based on a variety of fruit and vegetables; and the remainder based on dairy foods, including low-fat milk, low-fat meats, and fish and small amounts of fatty and sugary food.

Dietary requirements - There are a variety of medical conditions, including allergies, which are more common than was previously understood. Customers may therefore require a certain diet for medical reasons (including the prevention of allergic reactions). Such customers will

need to know about the ingredients used in a dish since eating certain things may make them very ill and may even be fatal. Although such customers will usually know what they can and cannot eat, it is important that when asked, a server can accurately describe the dishes so that the customer can make the appropriate choice. The server should not guess and if in doubt, should seek further information.

Some examples of dietary requirements

Allergies	Food items that are known to cause allergies to include the gluten in wheat, rye, and barley (known as coeliac), peanuts and their derivatives, sesame seeds and other nuts such as cashew, pecan, brazil, and walnuts, as well as milk, fish, shellfish, eggs, and tropical fruits. Sometimes these foods can cause anaphylactic shock resulting in the lips, tongue, or throat swelling dramatically over a very short period of time. Prompt medical treatment is needed in such cases.
Diabetic	This refers to the inability of the body to control the level of insulin within the blood. An appropriate diet may include foods listed in the low cholesterol section below and the avoidance of dishes with high sugar content.
Low cholesterol	Diets will include polyunsaturated fats and may include limited quantities of animal fats. Other items eaten may include lean poached or grilled meats and fish, fruit and vegetables, and low-fat milk, cheese, and yogurt.
Low sodium/ salt	This requires a reduction in the amount of sodium or salt consumed. Diets will include low sodium/salt foods and cooking with very limited or no salt.

Cultural and religious dietary influences – Various faiths have different requirements concerning the dishes/ingredients that may be consumed, and these requirements often also cover preparation methods, cooking procedures, and the equipment used.

Some examples of dietary requirements according to various faiths

Hindus	Do not eat beef and rarely pork. Some Hindus will not eat any meats, fish, or eggs. Diets may include cheese, milk, and vegetarian dishes.
Jews	Only 'clean' (kosher) animals may be consumed. Jews do not eat pork or pork products, shellfish or animal fats, and gelatine from

	beasts considered to be unclean or not slaughtered according to the prescribed manner. There are restrictions placed on methods of preparation and cookery. The preparation and eating of meat and dairy products at the same meal is not allowed.
Muslims	Will not eat meat, offal, or animal fat unless it is halal (i.e., lawful, as required under Islamic Dietary Law) meat. Will not consume alcohol, even when used in cooking.
Sikhs	Do not eat beef or pork. Some will keep to a vegetarian diet. Others may eat fish, mutton, cheese, and eggs. Sikhs will not eat halal meat.
Rastafarians	Will not eat any processed foods, pork, or fish without fins. Will not consume tea, coffee, or alcohol.
11 Roman Catholics	Few restrictions on diet. Usually, will not eat meats on Ash Wednesday or Good Friday. Some keep with the past requirement for no meat to be eaten on Fridays. Fish and dairy products may be eaten instead.

Vegetarianism – Vegetarianism may derive from cultural, religious, moral, ethical, or physiological considerations. It is therefore important that food item descriptions are accurate. Various forms of Vegetarianism are

Vegetarians: Semi	Do not eat red meats, or all meats other than poultry, or all meats. Diet will include fish and may include dairy products and other animal products.
Vegetarians: Lacto-Ovo	Do not eat meat, fish, or poultry but may eat milk, milk products, and eggs.
Vegetarians: Lacto	Do not eat meat, fish, poultry, and eggs but may eat milk and milk products.
Vegans	Do not eat any foods of animal origin. Diet will mainly consist of vegetables, vegetable oils, cereals, nuts, fruits, and seeds.
Fruitarians	A more restricted form of vegetarianism. Excluded are all foods of animal origin together with pulses and cereals. Diet may include mainly raw and dried fruit, nuts, honey, and olive oil.

Ethical influences

Customers have become increasingly aware of ethical issues, such as:

- ensuring the sustainability of foods consumed
- fair trade
- the acceptability or otherwise of genetically modified foods or irradiated foods
- reducing food packaging and food waste
- reducing the effects that food production and food transportation have on the environment generally.

There is also a greater trend towards using more seasonal and locally sourced food and beverage items, when the quality, taste, freshness, and nutritional value are all at their peak, and when supplies are more plentiful and cheaper. For food service businesses, the benefits can also include:

- improved menu planning, as suppliers can give information in advance on what they can provide.
- More reliable products and services, with greater flexibility to respond to customer needs
- Increased marketing opportunities through making a feature of using locally sourced food & beverage items and thorough special promotions related to local seasons and food & beverage specialties.
- Support for the training of staff from local suppliers.

15.4 Types of Menus

Menus may be classified in four different ways:

- A. Based Pricing
- B. Based Schedule
- C. Based Mealtimes
- D. Based Specialty

A. Based Pricing

Menus lead the way by pricing options to meet the varying budgets of customers. Menu items may be individually priced or whole-meal priced. Let us look at the characteristics of both:

A la Carte Menu: A menu in which each food item is separately priced to give the guest choice to suit his or her tastes and budgets. Each course has many choices.

The key characteristics of the a la carte menu are:

- The choice is generally more extensive.
- Each dish is priced separately.
- There may be longer waiting times as some dishes are cooked or finished to order.

Table d'hôte Menu: A menu that prices the entire meal, irrespective of whether the guest avails of the entire meal or not. Sometimes there is a choice of two items under each course to accommodate those who are vegetarian or allergic to certain foods or quite simply to give diners a choice.

The key characteristics of the table d'hôte menu are:

- The menu has a fixed number of courses.
- There is a limited choice within each course.
- The selling price is fixed.
- The food is usually available at a set time.

Combination Menu: This menu combines the A la carte and Table d'hôte menus. A la carte menus, for instance, may offer a combination of rice/breads, vegetables, potatoes in the entrée dish price. Table d'hôte menus, on the other hand, may offer an option of the whole meal or a choice of individually priced appetizers or desserts from the menu.

B. Based on Menu Schedules

This category focuses on the frequency of menu revision. Some establishments offer menus that last months while others are changed daily.

Fixed Menus: A fixed menu is one which is used for months or a year, like a menu in most restaurants. The restaurants that use such menus either have a large variety of items within each course or when there is less frequency of repeat guests. Establishments like transit hotels, specialty restaurants, or weekend resorts may choose fixed menus because the guests are in for a short visit - visit the restaurant as a variety from the usual. The cost to change a menu is prohibitive. The best that a restaurant with a fixed menu can do in offering variety is to have dish of the day or specials of the day. Franchised operations may stay with fixed menus that are time-tested and standardized. A KFC or Burger King will have their stock items on the menu for years.

Cyclic Menus: These are designed to offer frequent guests a variety. The cycle of menus can be on a daily, weekly, or monthly basis. These menus may be found in downtown lunch restaurants frequented by a dedicated business clientele. Dedicated clients need variety otherwise they can experience 'food fatigue'. Isolated resorts may offer cyclic menus to their guests who do not have anywhere else to go. Cyclic menus will require multi-skilled cooks, flexible purchase, and production schedules.

C. Mealtimes

The traditional mealtimes of breakfast, brunch, lunch, tea, and dinner have their special types of meals justifying separate meals for each. There may be restaurants specializing in a particular mealtime. Business district outlets may specialize in lunch menus because the business district closes in the evening. Many hotels may offer only a bed and breakfast. They would naturally specialize in breakfast menus. Night Clubs located at entertainment centers or in hotels specialize in dinner menus.

Breakfast Menus: Breakfast is an important meal in many cultures that want cheap and wholesome meals. Breakfast being the first meal of the day, guests are in a hurry and want a quick service; therefore, breakfast buffets are common in outlets with brisk morning business.

Lunch Menus: Lunch menus can vary from elaborate meals to light meals depending on the purpose and culture of the guest. Businesspersons are preferred sandwiches, salads, and soups due to limited time at lunch breaks or because they are weight watchers. Salad bars have become an important part of most luncheon restaurants. Restaurants that have dedicated clientele may choose to rotate menus every week to break the monotony. They may even offer specials of the day displayed along with their regular menu.

Tea Menus: The English have made the late afternoon meal into fine art. Apart from the traditional tea (which is now available in flavors and served in elaborate tea-sets), other items include dainty sandwiches (egg, chicken, cheese, and tomato); breads (with butter, jam, or honey); and pastries (like scones, doughnuts, cookies, and cakes). In many European cultures, "tea" may mean dinner or supper. One must distinguish the exact meaning of "tea".

Dinner Menus: These menus are elaborate, as guests have more time and leisure for eating. Dinner menus are entertainment and people are willing to pay extra for these meals. Alcoholic drinks are an essential part of the dinner menus. A well-stocked wine list is offered in addition to the dinner menu. Dinner menus will have house specialties and a real chance to sell their expensive items. Appetizers are more accepted at the evening meal than during the day. Similarly, desserts are preferred at dinner time.

Supper Menu: The term supper comes from England that varies in purpose around the European continent. It is a light dinner which people take in early evenings or late nights. It is a filler between two Major meals lunch and dinner or dinner and breakfast. A typical early evening supper meal would be a soup, a meat dish with vegetables, and a light dessert. A late-night supper could consist of a sandwich with hot cocoa or fruit.

Brunch Menus: Are designed for families or guests who wish to wake up late. They are popular on holidays and weekends. It is popular at resorts where the pace of life slows down. Brunches (which is a combination of breakfast and lunch), are spread well beyond breakfast hours. The brunch will have combinations of breakfast and lunch items to suit the mood and taste of the individual. A typical example of a Brunch Menu is given in Fig. 7.8. **Snack Menus:** Snack menus are offered in between regular meal timings. They are popular with students, shoppers, or casual eaters. Snack menus have burgers, club sandwiches, subs, milkshakes, juices, soda fountain specialties, and colas. Each culture has its own ethnic snacks.

D. Specialty Menus

Specialty menus cater to market segments that have particular needs. Today families with both working parents may want a place to feed their children conveniently and inexpensively. Then again, they may want someone to handle a children's birthday party completely.

Poolside Menus: These menus are specially designed to facilitate easy service besides the pool. The items would be pre-plated snack food or barbecued items, e.g., Chicken Tikka with Nan, Fish and Chips, Grilled Sandwiches, etc.

Children's Menu: Children have become prime demand makers in homes. Advertisements today are all directed towards children. Fast Food outlets have exploited this trend with family and children's packages. They offer children's birthday arrangements by providing everything required right from balloons and clowns to games. They now offer several incentives for children's menu including free animated films, games and school satchels, etc. A typical children's menu has burgers, fried chicken, sandwiches, coleslaw, fries, ice-creams, colas, etc.

Diet Menus: Diet menus have become significant with the health-conscious modern public. Health foods will have salads, steamed items, non-fat sauces, and non-cholesterol items. Senior citizens are too an important segment to cater and they are often moneyed.

Wine Lists Menu: Specialise in wines, spirits, and beers. Restaurants boast about the quality of a restaurant by flaunting a well-stocked cellar through the wine list offerings.

Dessert Menu: This menu is offered by restaurants that have good patisserie. They cater to the public with a sweet tooth. Most outlets with this specialty would have captive confectionaries to give them an edge. Dessert menus may be found on a dessert trolley in an up-market restaurant.

Room Service Menu: Found in hotels that provide food and beverage service to guest rooms. The room service menus are placed in guest rooms and have a reasonable but limited choice of items for breakfast lunch, dinner, snacks, and beverages.

Take-Out Menu: Restaurants offer take-out services to capture additional revenue from the eating public who cannot visit a restaurant. Menu items are inexpensive, easily prepared, and conveniently packed. Many home delivery menus come under this category. The Indian and Chinese food establishments offer local Fast Food, pizza, and burger in their free home-delivery service to generate extra demand.

Banquet Menus: Hotels that have banqueting facilities make pre-set menus on a table d' hôte scheme. The focus is on quantity cooking that can retain quality.

California Menus: Some restaurants offer breakfast, lunch, and dinner and snack menus round the clock. If a guest wants to have eggs and sausages for lunch, he could get it. Alternatively, a guest may want a full dinner meal at teatime.

Ethnic Menus: These are offered by specialty restaurants that concentrate on a particular type of cuisine. French, Chinese, Japanese, Indian, Thai restaurants will offer ethnic menus. An important part of this menu is to translate the names of items into English; explain the main ingredients and cooking style, and particular clarify whether it is spicy or not. There is and will be a proliferation of other ethnic menus in the future due to globalization.

Market Menus: These are based on the season and the availability of raw material. Remote resort properties are dictated by uncertain supply conditions and have to rely on local produce. Motels on the highway, forest lodges, guesthouses, and rest houses have such conditions. It would not be uncommon to find duck and geese or fish and shellfish, wild boar, and venison on the menu of a day, based on the fresh catch of the day. Such menus are unpredictable and can range from the ordinary to the exotic based on what is available.

15.5 Key Words

- **A la Carte Menu** – A menu in which each food item is individually priced.

- **Brunch** – A late morning meal that covers breakfast and lunch.
- **Combination Menu** – A menu that combines the a la carte and, table d'hote menus.
- **Menu** – The range of food and beverage items offered by a food outlet.
- **Supper** – Early evening or a late-night meal

15.6 Self-Assessment Questions

- Briefly explain the concept of Menu in Restaurants & explain characteristics of Menus?
- What are the factors that Influence menu planning in Indian Restaurants?
- Explain the types of Menu based on pricing & Scheduling?
- Write a short note on Beverages and their types?

15.7 Further Readings

- Food and Beverage Services by Singaravelavan | 15 June 2014
- Food and Beverage Services: A Training Manual | 3rd Edition by Andrews | 1 July 2015

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