

1: Hospitality, Hotels and Housekeeping

This chapter will help you to:

- Understand the term hospitality, hotels and their types.
- Evaluate the different portfolio of brands under international hotel brands and their unique selling points.
- Review the importance and of housekeeping department in hotel and other sectors.

Introduction: Hospitality and hotels

Hospitality is all about providing welcoming and friendly treatment to a guest or a visitor. The word 'hospitality' is derived from the Latin word '*hospes*' meaning to receive. Therefore, hospitality is mostly the relationship between the host and the guest. Humans have been and will always be inquisitive to travel through the world on business and leisure. Once we are away from home, there is a need to feel safe, welcomed, and comfortable. The hospitality industry refers to the varied range of services for people away from home. These include (but are not limited to) accommodation, food, transportation, tourism, entertainment etc. Accommodation is vital aspects in the hospitality sector and hotels are primarily in the service of this need. Over time, hotels have been able to offer many other services, depending upon the need of the guests, location and culture.

Types of hotels

The biggest challenge for any customer is to find the right accommodation matching their needs and expectations, offers value for money etc. Hotel industry has evolved with time and there are many kinds of accommodation available now-a -day and each may have a unique proposition. A combination of factors including (but not limited to) the demography of the customer, propensity to pay, level of service, purpose of visit and reviews

influence the requirement of the guest. Market has tailored offering to satisfy these different needs. There are many ways to classify hotels and they serve specific needs of the guest.

Classification of hotels

Ownership

- Chain hotel
- Independent hotel
- Franchise hotel
- Single owner hotel

Service/star status

- World class hotel (5-star)
- Mid-range (3 & 4 star)
- Budget hotel

No. Of rooms/ size

- Small (up to 200 rooms)
- Mid-sized (up to 400 rooms)
- Large hotel (more than 400 rooms)

Target market

- Business hotels
- Airport hotels
- Suite hotels
- Bed and breakfast (b&b)
- Casino hotels
- Resorts
- Service apartments
- Motels
- Self-catering hotels
- Boutique hotel
- Hostel
- Time share
- MICE (conference and conventions)