1. **Definition of Hotel Management -**

A nailed down definition of hotel management is that it’s ‘a field of business and a study, that tends itself to the operational aspects of a hotel as well as a wide range of affiliated topics. Such as: Accounting, administration, finance, information systems, human resource management, public relations, strategy, marketing, revenue management, sales, change management, leadership, gastronomy and more.’

<https://www.siteminder.com/r/trends-advice/hotel-management/hotel-management-definitions-operations-ideas-software/>

According to Manullang (1999:69) management is controlling an organization for reaching certain purpose that has been decide before with general rule. Management is culture and planning science, organizing, arranging, coordinating, and controling human resource for reaching a certain purpose which has been previously decided.

Manullang (1999:69) states that hotel management is science which discusses about the way to manage a hotel. There are 8 elements in hotel management:

1. Forecasting 2. Planning 3. Organizing 4. Leadership 5. Coordinating 6. Motivating 7. Controling 8. Reporting

<http://eprints.polsri.ac.id/2281/3/III.%2BCHAPTER%2BII.pdf>

1. **Meaning of Hotel Management -**

Hotel management deals into food and beverage management, tourism management, accounting and finance,Human Resource management and marketing and PR.One can do Bsc Hotel management or Bsc in Hospitality, Tourism and Aviation or Bachelors of of Hotel Management and Catering technology. Hotel Management is an area of study that covers a wide range of topics concerned with the operational aspects of hoteliery. Educational courses in hotel management are varied and cover topics as wide ranging as marketing, eco-tourism, leisure, business administration and management.

Hotel management is the management folks who do the ‘back end’ type stuff. For example, take Holiday Inn. They have hotels all over the place. So they have ‘hotel management ‘ in position who do things like marketing, accounting things like audits (not to be confussed with the daily ‘night audit’ which take place at all hotels on the midnight shift for balancing the daily books of the hotel’s operations. ), interior design, exterors, etc. It’s funny, for each of the main positions like front desk, a hotel’s regular marketing, food and beverage, etc., there is also a ‘bigger mamagement’ position that’s typically in place. Many times, you find this for chains.

<https://www.quora.com/What-do-you-mean-by-hotel-management>

Managing a hotel comes with a range of responsibilities. You must be able to adapt to new challenges, help different departments and ensure the hotel maintains a standard of excellence. As a hotel manager, **you will be responsible for overseeing and having a strong knowledge of finance, planning, service and organization**. While you have a team of managers working alongside you, as hotel manager you have to lead rather than follow. You must also make sure your staff are managing their time and departments efficiently, whether that be through improving their monthly profits or simply ensuring a guest’s expectations are exceeded.

**You must have strong attention to detail, leadership and teamwork skills**. At some hotels, depending on the size and type, you may find yourself dealing with a lot more day-to-day tasks than you would at a more prestigious place. You may also have less contact with guests, but you’ll spend time monitoring the business through regular meetings.

<https://www.glion.edu/blog/what-is-hotel-management-all-about/>

1. **Features of Hotel Management -**

The important features of Hotel Management Software are:

* Front office
* CRM
* Inventory Management
* Reservation & Booking
* Maintenance Management and administration
* House Keeping
* Point of Sale
* Banquet & Conferencing
* HR/Payroll
* Food and Beverage Costing
* Multi Property Support
* Messaging System

Features of[Hotel Management System](http://www.softwaresuggest.com/hms-hotel-management-software)

* ***Reservations and Front Desk Support*:** It is easier these days to check in and checkout of the hotels because of the software giving a quick guide to the room availability and other details related to charges. Also, the general details about the hotel facilities can be got in a jiffy.
* ***Payment Gateway*:** Hotel software helps the managers to accept payment of the customers via credit/debit cards. This is automatically updated to their financial database also as well as the guest information.
* ***Gift coupons/certificates*:** Customers can redeem their gift coupons/certificates easily without the problem of tallying the expenses. The hospitality management software immediately recognizes the value of the coupons and makes the adjustments accordingly. The software also helps in making gift coupons/certificates for valued clients
* ***Employee Details*:** Once the details of the employees are fed in the software, it can be useful for several purposes. The manager can assign duties according to the list, they can inter change the duties when required and even get the contact details of the employee(s) in case of emergency. The hotel software also helps in making employee identification cards.
* ***Manager Details*:**As in case of the employees, even the details of the managers are updated. The managers are also issued their identification card.
* ***Salary/Payroll*:**The salary of the employees can be checked and even updated from time to time. Receipts of salary payments are also got from the software.
* ***Retail Support*:** Certain hotels also need retail inventories for keeping an inventory on their housekeeping and food items list. Most hotel software has an integrated retail inventory that makes the hotel management system process much easier.
* ***Restaurant*:** Hotels that have their own restaurant need the restaurant details specifically. This involves invoices and billings and even inventory listing. Software that has this separate area within their software package can immensely benefit the hotels.
* ***Accounts, invoices and reports*:** Hotels generate bills and invoices that have many details attached to it. The hotel software that keeps a check on the guests’ usage of facilities and combines it into the invoice becomes ideal. Also, if the software helps in the financial aspects of the hotels makes it a boon for the hotel managers.
* ***Time keeping*:** The hotel management software that combines housekeeping and time keeping ensuring that the services are provided to the guests in an orderly fashion helps the manager to keep the efforts of the hotel streamlined in the right direction.

**Key features of Hotel Management Software**

* Front office
* House Keeping
* Laundry Management
* Accounts and finance
* CRM
* Inventory Management
* Point of Sale | Invoicing
* Maintenance Management and administration
* Banquet & Conferencing
* Database Backup/Restore
* HR/Payroll
* Sales and Marketing
* Property Management
* Food and Beverage Costing
* Multi Property Support
* Reporting
* Reservation & Booking
* Messaging System

<https://www.quora.com/What-are-the-different-features-of-any-hotel-management-software>

**The 6 Key Hotel Management System Features**

A decent hotel management system is something that can make your life less demanding while dealing with your hospitality business. All things considered, despite the fact that there is a plenty of software suppliers in the market today, more often than not, entrepreneurs don't comprehend what they need. It is best to get remarks and recommendations from your administrators and staff so you would have a solid data to guarantee you get a successful software for your hotel which has the requisite hotel management system features to abstain from purchasing an insufficient framework that can cost you cash.

Following are the six significant hotel management software features so you can settle on the best choice while picking a software for your hotel:

1. **A Property Management System**

A [**PMS for hotels**](https://djubo.com/en-in/cloud-property-management-system-for-hotels/) ought to have the capacity to streamline your most every now and again performed errands. This incorporates preparing of reservations, helping visitors to look at in and of the inn, room assignments, visitor or gathering administration, stock following, charging and revealing should be immediately finished. Interface ought to likewise be anything but difficult to use for quicker handling of assignments.

1. **A Smart Calendar**

Every hotel is competing with other hotels not just in the real world but also in the online world. Competitor hotel’s rates and reputation as compared to yours goes a long way in determining the volume of bookings coming your way. Regular software do not get into giving their users real time rate and reputation intelligence.

1. **Channel Manager Integration**

A channel manager is counted as one of the most important [**hotel management software**](https://djubo.com/en-in/hotel-management-software-central-reservation-system/) features Circulation is one of the real ways that little to medium-sized properties can contend with expansive hotel brands. They've turned out to be basic to dealing with a property. When looking for a property administration framework, ensure that it interfaces with a ground-breaking channel supervisor.  
Picking a channel chief that has immediate, two-path incorporations with numerous conveyance channels will have a significant effect. While your property might not have any desire to join each accessible channel, you'll need whatever number choices to browse as would be prudent.

1. **Managing the Rate Plans**

A standout amongst the most critical highlights in the hotel management system features is rate plan administration. In the present market, your property's rates are likely influenced by a couple of various factors including dissemination channel, season, day, and so on. In this way extraordinary rate designs are to a great degree essential. A decent property administration framework will enable you to make rate designs and inferred rate designs and afterward effectively allocate them to reservations.

1. **Direct Book**

Online Travel Agents that can convey more business to your property are significant, yet they turn out to super costly for the hoteliers. Be that as it may, if a traveler has discovered their way to your website, you should catch their immediate booking right then and there. It becomes very likely if you have a [**Direct Booking**](https://djubo.com/en-in/website-direct-booking-engine-for-hotels) Engine placed on your website. A decent booking engine enables visitors to investigate their distinctive alternatives, check accessibility, make the payment, and get an affirmation in one session.

1. **Point of Sales**

POS are one of those little subtle elements that make a gigantic diverse in a complete hotel management software. Tolerating and changing reservations turns out to be simple and consistent with a point of sale incorporation. PMS that different their [**POS**](https://djubo.com/en-in/cloud-point-of-sale-for-hotels) from their reservation and exchange framework are at a more serious hazard for mistake and crisscrossed information.  
In the present day and age, there are numerous product choices and functionalities at all value focuses. Regardless of what size of property you work, there is likely an answer of there that will work for you. The six hotel management software features mentioned above are probably the most fundamental and essential in the present consistently evolving market.

<https://djubo.com/en-in/feature-release.php>

1. **Classification of Hotel Management -**

**Hotel:**A hotel or an inn is defined by the British Law as 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’.The core areas of hotel includes

* Room Division
* Front office
* House keeping
* Food and Beverage Department
* F& B Service
* Kitchen
* Human Resource Department
* Sales and Marketing Department
* Purchase Department
* Financial Control Department
* Security Department

#### ****CLASSIFICATION OF HOTELS****

**Need for classification**

* Lends uniformity in services and sets general standards of a hotel.
* Provides an idea regarding the range and type of hotels available within a geographical location.
* Acts as a measure of control over hotels with respect to the quality of services offered in each category.

**I. Standard Classification (Star rating System)**

In India Star Rating of hotels is given by a central government committee (HRACC). The members of HRACC comprises of:

* Officials from Central and State Tourism ministry
* Members of FHRAI
* Menbers of HAI
* Members of IATO
* Members of TAAI
* Principle of IHM
* Members of IHHA

HRACC categorizes hotels into:Star Rated Hotels (One Star to Five Star Deluxe) & Heritage Hotels

**Star Classification**

1. **One Star Hotel**

* 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 in room
* Some bedrooms may not have an en suite bath or shower.
* Maintenance, cleanliness, and comfort would be of an acceptable standard.

1. **Two Star Hotel**

* Hotels will typically be small to medium-sized, and offer more extensive facilities than one-star hotels.
* Guests can expect comfortable, well-equipped overnight accommodation, usually with an en suite bath or shower.
* Reception and other staff will aim for a more professional presentation than at the one-star hotel
* Hotel will offer a wider range of straightforward services, including food and beverages.

1. **Three Star Hotel**

* Hotels are usually of fairly large size to support higher staffing levels as well as a significantly higher quality and range of facilities than at the lower star classifications.
* Reception and other public areas will be more spacious, and the restaurant will normally 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 a direct-dial telephone and toiletries in the bathroom.
* Besides room service, some provisions for business travelers can be expected.

1. **Four Star Hotel**

* Degree of luxury as well as quality in the furnishings, décor, and equipment in every area of the hotel is out standing
* Bedrooms will also usually offer more space than at the lower star levels.
* They will be well-designed with coordinated furnishings and décor.
* The en suite bathrooms will have both a bath and shower.
* There will be a high staff to guest ratio,
* There will be provisions of porter service, twenty-four-hour room service, and laundry and dry-cleaning services.
* The restaurant will demonstrate a serious approach to its cuisine.

1. **Five Star Hotel & Five Star Deluxe Hotel**

* Five star hotels offer spacious and luxurious accommodations throughout the hotel, matching the best international standards.
* The interior design should impress with its quality and attention to detail, comfort, and elegance.
* The furnishings should be clean and tidy.
* 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 are properties set in small forts, palaces, or havelis, the mansions of one-time royal and aristocratic families. In a heritage hotel, a visitor is offered rooms that have their own history, is served traditional cuisine, is entertained by folk artistes, can participate in activities that allow a glimpse into the heritage of the region etc.They have added a new dimension to cultural tourism.

They are of following three types:

**Heritage**: This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built between 1935 and 1950.  
**Heritage Classic:**This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built prior to 1935 but after 1920.  
**Heritage Grand**: This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built prior to 1920.

**II. Classification of the hotels on the basis of Size**

The number of guest rooms in a hotel is a criterion to classify hotels. Hotels can be grouped into the following categories on the basis of the number of rooms:

1. **Small Hotel:** In India, hotels with twenty five rooms or less are classified as small hotels, e.g., Hotel Alka, New Delhi and The OberoiVanyavilas, 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 swimming pool, restaurant, bar, etc.
2. **Medium Hotel:** Hotels with twenty-six to hundred rooms are called medium hotels, e.g., Hotel Taj View, Agra and Chola Sheraton Hotel, Chennai. However, in developed nations, hotels with up to 300 rooms are termed medium-sized.
3. **Large Hotel:** In India, hotels with 101 to 300 guest rooms are regarded as large hotels, e.g., The Imperial, New Delhi and The Park, Kolkata. Whereas, hotels with 400–600 rooms are termed as large hotels in the developed world.
4. **Very Large Hotel:** Hotels with more than 300 guest rooms are known as very large hotels in our country, e.g., Shangri-La Hotel, New Delhi and LeelaKempinski, Mumbai. In developed nations, hotels with 600–1,000 rooms may be considered very large

**III. Classification of hotel on the basis of Location**

The location of the hotel is one of the major criteria for a traveler to select and patronize a hotel. Hotels may be located in the city centre, sub-urban areas, natural locations such as hill stations and sea beaches, near the port of entry into a country, etc. They may be classified into the following categories on the basis of their location:

1. **Down Town Hotel:**A downtown hotel is located in the centre of the city or within a short distance from the business centre, shopping area, theatres, public offices etc. The room rate may be higher than similar hotels in other areas. They are generally preferred by business clientele.
2. **Sub-urban Hotel**: Hotels that are located away from the hurry up and bustle of city is known as sun-urban hotel/ The duration of guest stay may be longer than the down town hotels. This hotels offer a moderate room rate as it is situated away from the city.
3. **Airport Hotel:**Hotels that are located in the close vicinity of air ports with all the facilities of a commercial hotel is known as airport hotels. Stopover passengers and cabin crews are the clienteles of such hotels.
4. **Resort**:Hotels that are located at tourist destinations such as hill stations, sea beaches and countryside with a calm and natural ambience are referred to as resort hotels. The room rate may range from moderate to high, depending on the additional services offered. These hotels combine accommodation with leisure activities suchas golf, summer and winter sports etc.
5. **Motel:**Hotel that is located along the highways and provides modest lodgings to highway travelers is known as motels. A motel offers facilities such as accommodations, food and drinks, garage facility, a parking lot and refueling for vehicles.
6. **Floatels:**Floatels or floating hotels are types of lodging properties that float on the surface of water. Some of the Floatels offers luxuries accommodation with food and beverage facilities to guest.

**IV. Classification of hotel on the basis of 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. On the basis of clientele the hotels may be categorized as:

1. **Commercial / Business Hotel**: Hotels that caters the needs of a business traveler is known as business hotel. These hotels provide high standard rooms and amenities along with high speed internet, business centers and conference halls. They also provide in house secretarial services and all the facilities need for a business person. This is also known as down town hotel.
2. **Transient Hotel**: Transient hotelcaters to the needs of people who are on the move and need a stopover en route their journey. Located in the close proximity of airports and sea ports, these hotels are normally patronized by transient travelers. They have 24 hour room service, and coffee shop and offer all facilities of a commercial hotel.
3. **Suite Hotel**: Hotels which provide the highest level of personalized service to the guest is known as suite hotel. They are the luxurious hotel having all suit rooms generally comprise a living are, a compact kitchenette and one or two bed room attached with bathroom. The facilities are highly customized and are patronized by wealthy people and tourist who are fond of luxury.
4. **Residential Hotel**: 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. Duration of stay may vary from one month to two years with a modest service. Rooms are similar to the rooms in suit hotels.
5. **Casino**: Casino hotels provide gambling facilities. They have state of the art gambling facilities, along with speciality restaurants, bars, 24 hour room service, well appointed and furnished rooms for its guests.
6. **Bed & Breakfast Hotel**: A European concept, bed and breakfast (B&B) hotels are lodging establishments, generally operated in large family residences. Family which offers accommodation in their house and the owner usually lives on the premises and is responsible for serving breakfast to the guest.
7. **Convention Hotel:** Hotel that caters to the needs of a convention delegation. The hotel may have more rooms to accommodate the large number of delegates. They are equipped with the state of the art convention centre with all the facilities for convention delegates.
8. **Conference Center:**A conference centre is a hotel which caters to the needs of a conference delegation. These hotels provide rooms to delegates of conferences; a conference hall with the desired seating arrangement for meeting; food & beverage requirement during and after conference; and all other requirement for conducting a conference.

**V. Classification on the basis of Duration of Guest Stay**

Hotels can be grouped into following categories on the basis of duration of guest stay:

1. **Commercial Hotel**: The duration of guest stay in these hotels is short, ranging from a few days to a week
2. **Transient Hotel**: The duration of stay at transient hotels is very short, a day or even less generally patronized by transient travelers.
3. **Semi-Residential Hotel**: The duration of stay may range from few weeks to some months.
4. **Residential /Apartment Hotel:** As the name suggests, residential hotels provide accommodation for long duration. The duration of stay may range from months to few years.
5. **Extended stay Hotels:** These hotels are for those guests who wish to stay for a long period (from few days to weeks)

**VI. Classification on the basis of Level of Services**

Hotels may be classified into following group on the basis of level of services provided by them:

1. **Up-market / Luxury / World Class Services Hotels**: These are the hotels that caters the needs of the affluent people demanding luxury and are not price sensitive. These hotels have following features:

* Generally located in heart of the city or at very exotic location
* Provides personalized services of highest standard
* These hotels have many specialty restaurants with full-assisted service
* Top-end recreational facilities, such as golf course, tennis courts, designer swimming pools with trained life guards, and other sports facilities, shopping arcades, beauty salons, health spas with saunas and jacuzzi, are a regular feature.

1. **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 travelers.
2. **Budget / Economy Hotels**: Budget hotels focus on meeting the most basic needs of guests by providing clean, comfortable, and inexpensive rooms. Also known as economy or limited services hotels, they appeal primarily to budget-minded travelers and groups.

**VII. Classification on the basis of Ownership**

On the basis of the ownership hotels are classified as under:

1. **Proprietary Ownership**: Proprietary ownership is the direct ownership of one or more properties by a person or company.
2. **Franchise**: It 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.
3. **Management Contract**: 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.
4. **Referral group:**The independent hotels get together & form an association to overcome the disadvantage of being an independent property.The hotels help each other getting business share reservation net; marketing & advertising even purchases.
5. **Time-share**: 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 the facility. They have to make a one-time payment for the time slot and 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.
6. **Condominium**: Condominium hotels are similar to time-share hotels, except that condominium hotels have a single owner instead of multiple owners sharing the hotel.

**VIII. Alternative Accommodation**

Alternative accommodation can be simply defined as ‘all those types of accommodation that are available outside the formal or organized accommodation sector’. It may be of following types:

1. Dak Bungalow / Circuit House / Inspection Bungalow / Forest Lodge
2. Sarai / Dharamshala
3. Youth Hostel
4. Lodge / Boarding House
5. Camping Ground / Tourist Camp
6. YatriNiwas
7. Paying Guest Accommodation
8. Railway / Airport Retiring Room

<http://www.hmtutor.com/32-2/hotel-classification/>

## ****1. Size - Or number of rooms****

Under 200 rooms

200 to 399 rooms

400 to 700 rooms

More than 700 rooms

The above categories enable hotels of similar size to compare operating procedures and statistical results.

## ****2. Target Markets****

Hotel targets many markets and can be classified according to the markets they attempt to attract their guests. The common type of markets includes business, airport, [suites](https://setupmyhotel.com/homepage/hotel-management-glossary/suite.html), residential, [resort](https://setupmyhotel.com/homepage/hotel-management-glossary/resort.html), timeshare, [casino](https://setupmyhotel.com/homepage/hotel-management-glossary/casino.html), convention and conference hotels.

**Business Hotels:** These hotels are the largest group of hotel types and they primarily cater to business travellers and usually located in downtown or business districts. Although Business hotels primarily serve business travellers, many [tour](https://setupmyhotel.com/homepage/hotel-management-glossary/tour.html) groups, individual tourists and small conference groups find these hotels attractive. Guest amenities at business hotels may include [complimentary](https://setupmyhotel.com/homepage/hotel-management-glossary/complimentary.html) newspapers, morning coffee, free local telephone calls, Breakfast etc.

[**Airport Hotels**](https://setupmyhotel.com/homepage/hotel-management-glossary/airport-hotel.html)**:** These type of hotels typically target business clientele, airline passengers with overnight travel layovers or cancelled flights and airline crews or staff. Some hotels might give free transport between hotel and airport. Some Airport hotels also charge the guest by the hour instead of normal daily night charges.

[**Suite Hotels**](https://setupmyhotel.com/homepage/hotel-management-glossary/suite-hotel.html)**:** These kind of hotels are the latest trend and the fastest growing segments of the hotel industry. Such hotels have a living room and a separate bedroom. Professionals such as accountants, lawyers, businessmen and executives find suite hotels particularly attractive as they can work and also entertain in an area beside the bedroom.

[**Extended Stay Hotels**](https://setupmyhotel.com/homepage/hotel-management-glossary/extended-stay-hotel.html)**:** Extended stay hotels are somewhat similar to the suite hotels, but usually offers kitchen amenities in the room. These kind of hotels are for long-stayers who want to stay more than a week and does not want to spend on hotel facilities.

[**Serviced Apartments**](https://setupmyhotel.com/homepage/hotel-management-glossary/extended-stay-hotel.html)**:** Serviced Apartment / [Residential hotels](https://setupmyhotel.com/homepage/hotel-management-glossary/residential-hotel.html) provide long-term or permanent [accommodation](https://setupmyhotel.com/homepage/hotel-management-glossary/accommodation.html) for Guest. Usually guest makes a lease agreement with the hotel for the minimum of one month up to a year. Rooms generally include living room, bedroom, kitchen, private balcony, washing machines, kitchen utensils etc. Unlike normal hotels Serviced apartment only provide weekly one [housekeeping](https://setupmyhotel.com/homepage/hotel-management-glossary/housekeeping.html) service.

**Resort Hotels:** Resort hotels are usually located in the mountains, on an island, or in some other exotic locations away from cities. These hotels have recreational facilities, scenery, golf, tennis, sailing, skiing and swimming. Resort hotels provide enjoyable and memorable guest experiences that encourage guest to repeat to the resort.

[**Bed and Breakfast**](https://setupmyhotel.com/homepage/hotel-management-glossary/continental-plan.html)**/ Homestays:** These are houses with rooms converted into overnight facilities, this can size up to 1 to 10 guest rooms. They are also known as 'Home Stay's'. The owner of the [B&B](https://setupmyhotel.com/homepage/hotel-management-glossary/hotel.html) usually stay on the premises and is responsible for serving breakfast to the guest.

**Timeshare / Vacation Rentals:** Another new type or segment of the [hospitality](https://setupmyhotel.com/homepage/hotel-management-glossary/hospitality.html) industry is the timeshare hotels. These are sometimes referred to as " Vacation-interval" hotels. Timeshare hotels are where the guests who purchase the ownership of accommodations for a specific period. These owners may also have the unit rented out by the management company that operates the hotel.

[**Casino Hotels**](https://setupmyhotel.com/homepage/hotel-management-glossary/casino.html)**:**Hotels with gambling facilities are called Casino Hotels. Although the food and beverage operations in the casino are luxurious their functions are secondary to and supportive of casino operations.

**Conference and Convention Centres:** These type of hotels focus on meeting and conferences and overnight accommodation for meeting attendees. They also provide video conferencing facility, audiovisual equipment, business services, flexible seating arrangements, flipchart etc. These hotels mostly located outside the metropolitan areas and have facilities like golf, swimming pools, tennis courts, fitness centres, [spas](https://setupmyhotel.com/homepage/hotel-management-glossary/spa.html) etc.

## ****3. Levels Of service****

[**World class**](https://setupmyhotel.com/homepage/hotel-management-glossary/upmarket.html)**service:** These are also called [luxury](https://setupmyhotel.com/homepage/hotel-management-glossary/upmarket.html) / Five Start hotels, they target top business executives, entertainment celebrities, high- ranking political figures, and wealthy clientele as their primary markets. They provide upscale restaurants and lounges, Valet, [concierge](https://setupmyhotel.com/homepage/hotel-management-glossary/concierge.html) services and also private dining facilities.

[**Mid-Range Service**](https://setupmyhotel.com/homepage/hotel-management-glossary/mid-range-service.html)**:** Hotels offering [mid-range](https://setupmyhotel.com/homepage/hotel-management-glossary/mid-market.html) or otherwise 3 to 4-star hotels service appeal the largest segment of the travelling public. This kind of hotels does not provide elaborate service and have a adequate staffing. They also provide [uniformed service](https://setupmyhotel.com/homepage/hotel-management-glossary/uniformed-service.html), food and beverage room service, in-room entertainment's and also Wi-Fi etc.

**Budget / Limited Service:** These hotels provide clean, comfortable, safe, inexpensive rooms and meet the basic need of guests. [Budget hotels](https://setupmyhotel.com/homepage/hotel-management-glossary/budget-hotels.html) appeal primarily to budget-minded travellers who want a room with minimum services and amenities required for the comfortable stay, without unnecessary paying additional cost for costly services.

## ****4. Ownership and Affiliations****

**Independent /**[**Single**](https://setupmyhotel.com/homepage/hotel-management-glossary/single.html)**Owner Hotels:** They do not have identifiable ownership or management affiliation with other properties. Example of the same would be family owned and operated hotel that is not following any corporate policies or procedures.

[**Chain hotels**](https://setupmyhotel.com/homepage/hotel-management-glossary/hotel-chain.html)**:** Hotels which are part of a [hotel chain](https://setupmyhotel.com/homepage/hotel-management-glossary/hotel-chain.html) and these kinds of ownership usually imposes certain minimum standards, rules, policies and procedures to restrict affiliate activities. In general the more centralised the organisation the stronger the control over the individual property .

<https://setupmyhotel.com/train-my-hotel-staff/front-office-training/76-classification-of-hotels.html>

2.8.1. CLASSIFIED HOTELS

FIVE STAR HOTELS

30. Taj Gate Way

FOUR STAR HOTELS

31. Sangam Hotels

THREE STAR HOTELS

32. Best Western Germanus Hotels

33. Fortune Pandian Hotel

34.GRT Regency

35. Royal Court

36. The Madurai Residency

37.Hotel North Gate

38.Hotel Supreme

39.Hotel JC Residency

TWO STAR HOTELS

40.Hotel Prem Nivas

41.Hotel Rathna Residency

ONE STAR HOTELS

42.Hotel Chentoor

43.Hotel Park Plaza

2.8.2 UNCLASSIFIED HOTELS

44. TTDC (UNIT I) 62

45. TTDC (Unit II)

46.Hotel Keerthi International (P) Ltd

47.Hotel Duke

48.Hotel Pearls

49.Hotel KPS

50.Hotel Gangai

51.Hotel International

52.Hotel Golden Park

53.Hotel Star Residency

54.Hotel M.R. International

55.Hotel Annapoorna

56.Hotel Sulochana Palace

57.Hotel Radhakrishna

58.Hotel Temple View

<https://shodhganga.inflibnet.ac.in/bitstream/10603/125346/7/07_chapter%202.pdf>

1. **Function of Hotel Management –**

Key functions of the reservation module include:

* **Room bookings.**The system checks room availability and status, shows free rooms across different channels and the website booking engine. This function monitors double bookings and allows group reservations. Then it schedules bookings and displays information about current and upcoming bookings on a dashboard.
* **Collection of e-payments**, and identification of types and categories of payments that are processed via this module.
* **Management of room inventory and allocation** that prevents overbookings and duplication of bookings. In some software, this function is part of a channel management module.
* **Reservation emails**. The system sends confirmations to guests after they complete booking. In some PMSs, this function is a part of the front-desk operations module.
* **Activities booking**. Some software allows guests to book not only accommodation but also activities with this system.

### Front-desk operations

A front-office module allows a front-desk manager to view and update room reservation status, check guests in and out, and process payments. When a guest arrives at the hotel, they want to check in as fast as possible. Support from a receptionist is very important in this case, so front-desk staff should have time to help the guest. Some property management systems offer integration into check-in kiosks or allow checking in or out via QR code. To get a better idea of check-in automation, have a look at how Marriott and other businesses leverage [digital self-services in travel](https://www.altexsoft.com/blog/business/digital-transformation-stories-how-jetblue-and-marriott-advance-travel-experience/).

**Room management.**One of the capabilities that this module provides is room management. Using a front-desk module, the front-office manager can access room status and up-to-date information about all reservations, both current and upcoming. With the help of this module, room status should be updated quickly. The front-desk module allocates rooms automatically and facilitates a room change. This module includes management of electronic key cards, processing payments and issuing receipts to guests. The front-office module also allows users to perform night and shift audits.

### Channel management

[Channel management software](https://www.altexsoft.com/blog/engineering/hotel-channel-managers-key-providers-and-how-to-choose-a-channel-manager/) is a single interface to control and distribute inventories across different channels such as GDSs, OTAs, wholesalers, [direct booking](https://www.altexsoft.com/blog/travel/how-to-drive-direct-bookings-online-back-to-your-hotel/) platforms, etc. A channel manager connects directly to a central reservation system that holds information about the availability and cost of hotel rooms, sharing this information via the distribution channels. It makes room inventory available to travelers who want to book a room or property online, listing rooms on different sources. Also, a channel management module facilitates booking-related transactions.

Different distribution channels expose the inventory to different audiences. For example, connection to OTAs and some airline websites allow a larger number of potential guests to be reached, those who book flights or plan trips in advance. Metasearch sites compare prices across different channels, letting a customer make the best decision. Connections to global distribution systems assist non-leisure traveler booking as well as group reservations.

Another channel of distribution is a website booking engine. An online booking engine allows travelers to complete reservations directly via a hotel website bypassing travel agents and OTAs. It’s important to allow loyal guests to book directly, and website booking must be available to those who find a hotel online. A booking engine must be synchronized with the hotel website and its central reservation system, making it an additional sales channel. Usually, this module processes payments via integrated payment gateways.

### Revenue management

A PMS in and of itself is a big step towards improving [hotel revenue management](https://www.altexsoft.com/blog/business/hotel-revenue-management-solutions-best-practices-revenue-managers-role/) indicators, such as Occupancy, RevPAR (Revenue per Available Room), and ADR (Average Daily Rate), which mean a lot in evaluating a hotel’s financial success. While GDS and OTA integration helps maximize these rates, revenue management systems help a manager understand how to adjust the processes to achieve better results and control finances. This module helps increase total revenue of rooms using forecasting to optimize occupancy, deciding whether to raise or lower inventory prices.

The revenue management module enables dynamic pricing. Using algorithms, this module helps hotels price the rooms based on historical data about past reservations as it monitors competitors’ rates, weather data, and local events. It improves pricing strategies, and updates prices across all distribution channels to sell more rooms at the optimal rate. To learn more about revenue management read our article on how [machine learning redefines revenue management](https://www.altexsoft.com/blog/datascience/machine-learning-redefines-revenue-management-and-dynamic-pricing-in-hotel-industry/) in the hotel industry.

### Housekeeping

PMS housekeeping module connects housekeeping staff to the front office. A front-office manager can make a list of tasks to assign, and housekeepers can update room status. If this is a cloud-based PMS, housekeepers can update the status of their assignments or rooms through a mobile app or tablet.  Also, this module keeps the list of maintenance tasks and reports for the users.

The main function of this module is housekeeping management and property maintenance. Housekeeping functionality includes management of room status, maid assignment for room cleaning based on a block or floor location, keeping lists of tasks for housekeepers. Maintenance management keeps the record of hotel disruptions and repairs with the further assignment of an attendant who can eliminate a problem.

### CRM and customer data management

It is critical for hoteliers to collect and organize guest data to keep in touch with current and past customers during and after check-out. The CRM module must integrate with the front desk and reservation system, collecting all guest information from these sources. It helps store guest data and provides a database in an accessible format. Also, it includes guest contact information before and after their stay. However, if a hotel already has its own CRM system, the PMS should integrate with it.

This module can also help organize marketing and promotions, measure guest experience, and pre- and post-stay services. The CRM module helps owners personalize the guest experience with membership and loyalty programs, which are especially important for hotel chains and resorts.

### Reports and analytics

To monitor current processes and understand business performance, rely on analytics. A PMS can serve as a business intelligence tool, collecting relevant data and providing hoteliers with various types of automated reports. Depending on the software, it can generate night audit reports, room and tax reports, shift audit reports, departure/arrival reports, housekeeping reports, or other ongoing reporting.

### Back-office management

This PMS module facilitates management of a hotel team, back-office operations, and administrative hotel operations. Functions of a back-office management module may include:

* Event management (conference and reception organization) and catering
* Spa and gym management
* Staff management (human resources management in back and front office: shift management, staff invoicing)
* Consumption costs and hotel spendings analysis
* Inventory analysis
* Sales and management of promotional campaigns
* Reviews management.

PMSs that have this module included enable users to manage campaigns and send emails, as well as report a guest’s exact arrival time. This function may include internal messaging, and in some cases, accounting.

### Point-of-sale services

If there are multiple point-of-sale terminals in a hotel, this function is indispensable to handle transactions. It automates transactions and keeps financial data in one place. Most hotels have some kind of restaurant on the premises, not to mention properties with gyms and spas. With a PMS, hoteliers can include additional costs or discounts to the final bill for each customer. Additional costs may include:

* Spa, gyms, and activities
* Food and beverage services (restaurants, cafes, breakfasts)
* In-room services, mini-bar items, TV, or Wi-Fi.

<https://www.altexsoft.com/blog/travel/hotel-property-management-systems-products-and-features/>

1. **Organizational structure of Hotel Management -**

***Hotel organization structures***are not immune to the influences of the economy and business cycles, so the difficulties that befall business in general during economic downturns also affect hotel organizations. *Downsizing*and *reengineering*are terms used to describe the changes hotel companies have undergone.

In the early 1990s, some hotels eliminated entire levels of management or combined managerial responsibilities to flatten the organization. In the typical functional chart, such as that depicted in Figure, the executive assistant manager was often eliminated, making division heads directly responsible to the general manager (GM). Some hotels eliminated separate managers at the division level, with all department managers reporting directly to the GM.

However the restructuring looks, organizations are still formed around principles such as those outlined by Stoner and Wankel (1986) They said that the organizing process involves balancing a company’s need for both stability and change. They go on to comment on “organizing” as a multi-step process based on that proposed by Dale (1967):

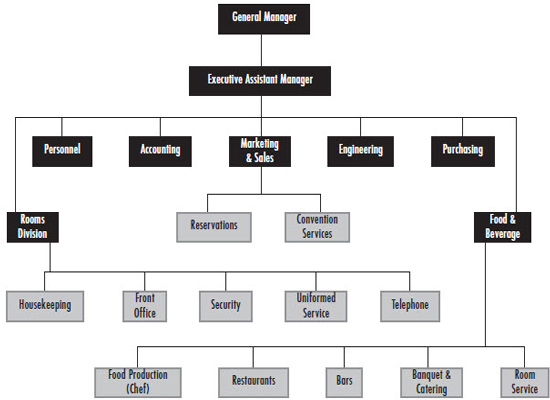
* Organizing details all of the work that must be done to attain the organization’s goals.
* Organizing divides the total work to be performed into groups of activities that can be performed by one person or one group of people.
* Organizing combines the work of an organization’s members in some logical and efficient manner.
* Organizing sets up a mechanism to coordinate the work of the organization members such that it forms a unified, harmonious whole.
* Organizing sets up a mechanism to monitor the effectiveness of the organization’s efforts to achieve its goals.

In the modern hotel organization, even a reengineered one, a linear line and staff structure has emerged to reflect this theoretical organizing process. Figure depicts a typical organization chart for a large hotel. Note that, with the exception of top managers, function rather than title identifies the departments. This is to indicate that job titles and associated duties vary from company to company, and, as noted, may be combined or eliminated to reflect current conditions. Looking at an organizational chart by function rather than by job title allows an industry wide perspective, for the services a hotel delivers remain the same even through financial emergencies.

Note also that in this chart the two major operating divisions are identified as *Rooms Division*and *Food and Beverage Division.*Again, on a company-by-company basis, individual functions may find homes in various divisions, but basically, hotel organizations are set up to deliver these two basic services to their guests: rooms and food and beverage. What may differ in a given hotel company’s organization is the placement of the other departments. The departments on this organization chart should be considered typical and illustrative of a generic hotel organization chart.

For purposes of illustration, the line and staff functions are defined as follows.

**Typical Hotel Organization Chart**



***Line Functions***

Line functions are the tasks assigned to hotel employees in organizational components that bring them into regular or semi-regular contact with guests. The line operations in a hotel organization are the Rooms Division and Food and Beverage Division. Obviously, some departmental functions within each line division have more or less guest contact than others. The underlying commonalty is that most line employees are hands-on participants in the assembly and delivery of the hotel’s services. For instance, under most circumstances, members of the hotel’s security staff do not have regular guest contact; housekeeping staff may have somewhat more guest contact, and housekeepers are obviously major participants in the production of the hotel’s services. However, in the Rooms Division, the front office staff has the vast majority of highly visible face-to-face contact with the guest.

Similarly, in the Food and Beverage Division, the employees of the restaurants, bars, room service, and banquet departments have a tremendous amount of face-to-face guest interaction. Like the housekeeping staff, however, only under special and irregular circumstances does the food production staff under the hotel chef interact with guests. Because of their importance in the service production process, they still clearly fall under the line rubric.

***Staff Functions***

Staff functions are generally those behind the- scenes activities that support the line functions and, under most circumstances, have little or no guest contact, although major components of the work are to influence the quality of a guest’s stay.

In this chart, for instance, engineering is included as a staff function for those reasons. The success of the engineering function heavily influences the quality of the guest’s stay and, at the same time, the engineering department supports the activities of almost every other department in the hotel. For instance, the engineering department maintains and repairs equipment that is crucial to all of the hotel’s line functions, including the food production equipment in the kitchen. Engineering staff can be called on to repair the tables and chairs in the dining room, the furniture in the lobby, and the carts the bellhops use to transport guest luggage. The engineering department thus can be considered a true staff department that serves and supports at any given time any or all of the other departments in the hotel. Other hotel organization charts place the engineering department in the Rooms Division. This may be because that is where engineering works best in the hotel’s organization, or perhaps this placement is only tradition.

This situation may also be true for other departments traditionally thought of as Rooms Division functions. Security is one example. In some organizations, housekeeping has been changed to a staff function rather than strictly rooms, for housekeeping, by definition, “keeps” the entire house.

***ORGANIZATIONS FOR THE MODERN ERA***

Organizations, of course, are more than just boxes and charts. The most modern business organization structures have not changed much in form since the Roman Catholic Church first designed the pyramidal structure as a visual depiction of organizational relationships with which we are so familiar today. If you think about it, the military, government, school systems, and nearly all businesses follow the same model. What does affect organizations—not so much in their pictorial view but in the way they respond to external and internal stimuli— can be seen by analyzing several of the readings included here and those that are suggested at the end for further study. At the time of his untimely death, Professor Eddystone C. Nebel III was the C.B. Smith Professor of Hotel Management at Purdue University. He had recently spent a sabbatical leave researching and observing 10 outstanding general managers and 53 key subordinates. During this research, Nebel gained critical insight into how hotel organizations function. In several chapters of his book, *Managing Hotels Effectively: Lessons from Outstanding General Managers*(1991), Nebel weaves the insights gained from the GMs with organizational theory and then incorporates the increasingly important role that committees can play in the successful organization.

Another view of the peculiar dynamics of hotel organizations is provided by Mark Conklin in his essay on how the leadership can influence a hotel’s effective organization. In his position as vice president of market manage- ment for Marriott Hotels and Resorts, he is positioned to comment knowledgeably. In this instance, he proposes a radical new view—one neither the Catholic Church nor the military might be comfortable with. It does, however, appear well suited to hospitality.

While there is no lack of literature and commentary on hotel organizations, the research and opinion presented here highlight current thinking about the relationship of organizational structure, interdepartmental connections, and the organization’s people. Additional insights can be gained from suggested readings.

<https://www.wisdomjobs.com/e-university/hotel-management-and-operations-tutorial-370/hotel-organization-structures-13072.html>