



Classification on the basis of Size.

- Hotel
- Alka, New Delhi and the Oberoi Vanyavilas, Ranthambore.
- 2) **Medium Hotel:** Hotel with twenty six to 100 rooms are called medium hotels, E.g.
- Hotel Taj View, Agra and Chola Sheraton Hotel, Chennai.
- 3) **Large Hotels:** Hotels with 101-300 guest rooms are regarded as large hotels. E.g.
- the Imperial, New Delhi, The Park, and Kolkata
- 4) **Very Large Hotels:** Hotels more than 300 guest rooms are known as very large hotels. E.g. Shangri-La Hotel, New Delhi and Leela Kempinski Mumbai.

Classification on the basis of Star.

The classification is done by Ministry of Tourism under which a committee forms known as HRACC (Hotels and Restaurants Approval & Classification committee) headed by Director

General of tourism comprising of following members are

- ☐ Hotel Industry
- ☐ Travel Agent Association Of India
- ☐ Departments of Tourism
- ☐ Principal of Regional Institute of Hotel Management Catering Technology & Applied Nutrition

This is a permanent committee to classify hotels into 1-5 star categories.

Generally

inspects ones in three years

In case of 4 stars, 5 Star, 5 Star deluxe categories, the procedure is to apply on a prescribed application form to director general of tourism. In case of 1, 2, 3 star category to regional director of the concerned govt of India tourist office at Delhi/Mumbai/Kolkata/Chennai.

1 Star

These are smaller hotels managed by proprietor.

The hotel often has more personal atmosphere.

It is usually located near affordable attraction, major intersection and convenient transportation.

Furnishings and facilities are clean but basic.

Most will not have a restaurant on site but are usually within walking distance.

- The hotel should have at least 10 lettable bed room.
- 25% should have attached bathroom with a bathroom for every four of the remaining room.
- 25% of the bathroom should have western style WCs



- Reception counter with a telephone and a telephone for the use of guest.
- Example: Hotel Ajanta, Bangalore

2 Star

The building should be constructed and the locality and environs including the

approach suitable for good hotel.

There should be a reception counter with a telephone.

All public and private rooms should be fully air conditioned and should be well

equipped with support quality

There should be experienced ,courteous and efficient staff in smart and clean uniforms.

Should have at least 10 lettable rooms with at least 75% should attached bathrooms with showers.

- At least 25 % of the rooms should be air conditioned .
- Telephone in each room and telephone for the use of guest and visitors and provision for a radio or relayed music in each room.
- carpets,curtains,carpets,luxury furniture of high standards fittings etc.

3 Star

Typically these hotel offer spacious accommodation that include well appointed staff and decorated lobbies. Bell desk services are generally not available. They are located near business area for immediate approach and environs should be of highest

standard. There should be well equipped ,well furnished and well maintained dining room/restaurant on the premises .

- Should have at least 20 lettable rooms with attached bathrooms with long baths or most modern shower chamber.
- At least 50 % of the rooms should be air conditioned and the furniture and furnishings such as carpets ,curtains etc. should be very good standard..
- There should be a receptionist ,cash and information counter attended by highest qualified trained and experienced personnel and conference facilities.
- There should be provision for reliable laundry and dry cleaning services.24 hrs housekeeping at the hotel should be of the highest possible standard and these should be plentiful supply of linen ,blankets etc which should be of the highest quality available
- Telephone in each room. and telephone for the use of guest and visitors and provision for a radio or relayed music in each room

4 Star

Façade, Architectural features and general construction of the hotel building should have distinctive qualities .

The locality including the immediate approach and environs should be of highest standard.

There should be a receptionist ,cash and information counter attended by



highest qualified trained and experienced personnel and conference facilities.

- Should have at least 25 lettable rooms with attached bathrooms with long baths or most modern shower chamber.

At least 50 % of the bathroom must have long baths or the most modern shower

chambers with 24 hrs service of hot and cold running water.

- There should be a special restaurant dining room where facilities for dancing are also available.

- Telephone in each room. and telephone for the use of guest and visitors and provision for a radio or relayed music in each room.

5 Star

Facade, Architectural features and general construction of the hotel building should have distinctive qualities .

The locality including the immediate approach and environs should be of highest standard.

There should be a receptionist ,cash and information counter attended by highest qualified trained and experienced personnel and conference facilities.

- Should have at least 25% lettable rooms with attached bathrooms with long baths or most modern shower chamber.

- At least 50 % of the bathroom must have long baths or the most modern shower chambers with 24 hrs service of hot and cold running water.

- There should be provision for reliable laundry and dry cleaning services. 24 hrs housekeeping at the hotel should be of the highest possible standard and these should be plentiful supply of linen ,blankets etc which should be of the highest quality available.

- Adequate parking space and swimming pool.
- Offer both international and Indian cuisine and the food & beverage services should be of the highest standards
- 24 hrs services for reception information and telephone



Heritage Hotels: A recent addition to the hotel industry, in the country, heritage hotels are properties 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 offered rooms that have their own history, is served traditional cuisine toned down to the requirements of international palates, is entertained by folk artistes, 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 example of heritage hotels.

1. The hotel must have at least 10 lettable bedrooms.
2. Carpet areas in respect of rooms and areas of bathroom should by and large adhere to the following limits.

**Category of hotels
/Bathroom**

Area standard for Bedroom

5Star/5StarDelux Hotels

Single	180Sq ft
Double	200Sq ft
Bathroom	45 Sq ft

4 Star and 3 Star Hotels

Single	120Sq ft
Double	140Sq ft
Bathroom	36sq ft

2Star and 1 Star Hotels

Single	100Sq ft
Double	120Sq ft
Bathroom	30Sq ft

According to **Ministry of tourism**, the heritage hotels are further subdivided as follows:

Heritage: This category covers hotels in residences, havelis, hunting lodges, castles or forts and palaces built during 1935-1950.

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.

C) Classification on the basis of Location/Cientele

1) Downtown Hotel: A downtown hotel is located in the centre of the city or within a short distance from business centre, shopping areas, theatres, public offices etc. The centre of the city may not necessarily be the geographical centre, but it refers to an area that is considered to be the commercial hub of the city.

2) Sub-urban Hotels: As the land cost in the city centre is higher and the space is limited, some entrepreneurs build their hotels near the outskirts of the city. Providing similar facilities as the downtown hotel, these hotels are set in suburban areas and have the advantage of quicker surroundings. Such hotels are ideal for people who prefer to stay away from the hustle and bustle of city.

3) Resorts Hotel: Hotels that are located at tourist destination such as hill station, sea beaches and countryside are referred to as resort hotels. These hotels have a very calm and natural ambience. 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 service offered.

4) Airport Hotel: Airport Hotels are situated in the vicinity of airport 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.

5) Motel: The word motel is formed by merging two words „motor“ and „hotel“. They are located primarily on highways and provide modest lodging to highway travellers. A motel offers facilities such as accommodations, food and drinks, garage facilities, a parking lot, and re-fuelling for vehicles. E.g: Motel Aaram ,Kannur, Kerala

6) Floatels: Floatels are type of lodging properties that float on the surface of water. This category consists of all lodgings properties that are built on the top of rafts or semi-submersible platforms, and includes cruise liners and houseboats.

The house boats of Dal Lake (Shikara) in Srinagar in Jammu and Kashmir are some examples of Floatels in India.

7) Rotels: The hotels which rotate on wheel are called Rotels. It is also called Motel on wheels. The best example of rotel in India is Palace on Wheels. It is a luxurious train, fully air-conditioned, and well furnished, with attached restaurant and bar. The fare is inclusive of train ticket, food, alcoholic beverages and sightseeing. This train starts Delhi and covers the tourist places of Rajasthan and



Uttar Pradesh including Taj Mahal, Agra, and Mathura.

Other e.g. Are the Deccan Odyssey (Golden Chariot), Maharaja Express, Royal Rajasthan Mahaparinirvan Express and Fairy Queen.

Classification on the basis of Ownership.

1) Independent Hotels: These hotels are on ownership basis and do not have any affiliation or contract through any other property. And also they do not have any tie up with any other hotels with regards to policy, procedures and financial obligation. The advantages in this type of hotel is that they need not maintain a particular image and they are not bound to maintain any set targets, but can independently adopt quickly to the changing trends. They are usually autonomous.

2) Chains: When one hotel realizes that they can offer the same services in other cities, chains of the same hotel are opened in those places. Hotel chain is an enterprise that administrates, through a unique management a number of hotels located in different areas. They can be total or partial owners of the hotel and they manage their administration, marketing and promotion. This gives them the advantages of a large central organisation providing reservation systems, management's aids, financial strength, expertise, manpower, specialities, merchandises and promotional help. Ex **Some of the chain companies are Inter Continental Hotel Groups (IHG), Starwood Hotels and Resorts Worldwide, Accor, Hilton Hotel**

Management Contracts:

It 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 responsibilities for operating and managing the hotel. The operator can be a hotel chain with reputed name and market image, such as Hilton, Sheraton, best western, choice hospitality, etc.

4) Franchise:

It is the authorization given by a company to another company or individual to sell its unique product / services and use its trademark according to the guidelines given by former, for a specified time, and a specified place. Under it the owner operates as a member of the chain, utilizing the brand image, name, and goodwill and obtaining for a certain fee. Some of the franchising companies are Holiday Inn, Choice international, Ramada.

5) Time -Share Hotels:

A new concept of ownership also called vacation ownership or holiday ownership concepts, mushrooming up in resorts areas like hills, beaches, forest. As the name suggest, it entails purchasing a tourist accommodation at a popular destination for a particular time slot in a year which can be week or weeks. Each room or suite is owned by several people who will schedule their visits well in advance with the management office to ensure that the room or suites is available or rent a unit to



other vacationers if they cannot avail the facility.

6) **Condominium:**

Condominium units also called as Condo are purchased outright and owned by the guest as second homes.

Condominium hotels have single owners instead of multiple owners sharing the hotel. In condominium hotels, the owner informs the management company when they would occupy the unit. The management company is free to rent the unit for the remainder of the year, and this revenue goes to the owner.

Owner purchases a unit and has full right of an unit he has purchased and shares the cost common to the complex such as takes, insurance, Maintenance, and upkeep of public areas

including

swimming, pool, health, clubs, parking, security, airconditioning, health, cable, broadband etc.



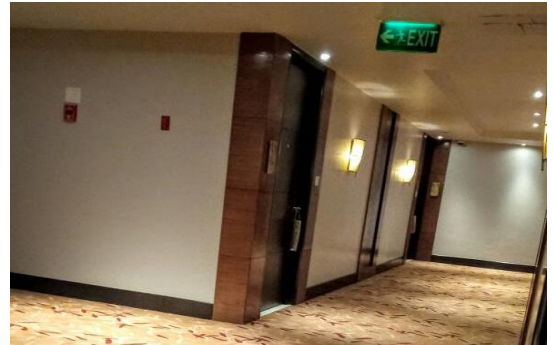


TYPES OF ROOMS

1. Adjoining Room:-

An adjoining room shares a wall with another hotel room and is connected by a door.

2. Adjacent room: An adjacent room is very close to another room but does not share a common wall with it.



3. Cabana: A cabana is suited away from the main hotel building, in the vicinity of a swimming pool or sea beach. It does not have beds and is generally used as a changing room and not as a bedroom.

4. Duplex: A duplex comprises two room situated on different floors, which are connected by an internal staircase. The suite is generally used by business guest 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.



5. Double Room: A double room has one double bed for double occupancy. The size of double bed is 4.5feet to 6 feet.

6. 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.

7. Efficiency Room: An efficiency room has an attached kitchenette for guest preferring longer duration of stay. Generally, this type of room is found in holidays and health resorts where guest stay for a longer time.

8. Hollywood Twin Room: It has 2 single beds with a common headboard. This type of room is ge nerally occupied by two guests.

9. Hospitality Rooms: A hospitality room is designed for hotel guest who



would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis.

10. **Interconnecting Rooms:** Interconnected rooms have a common wall and a door that connects the two rooms. This allows guest to access any of the two rooms without passing through a public area. This type of rooms is a deal for families and crew members.



11. **King Room:** A king room has a king size bed. The size of the bed is 6feet by 6 feet.

12. **Lanai:** A lanai has a veranda or roofed patio, and is often furnished and used as a living room. It has a view of garden, sea beach or waterfall.

13. **Murphy Bedded Room:** Murphy bedded room is a room where the bed is hinged at the base of the head board and swing up into the wall for storage. During the day room can be used as a sitting /living room and at night the bed can be laid for the guest to sleep.



14. **Parlour:** A parlour has a living room without bed and may have sofa and chair for sittings. It is generally not used as a bedroom. European term for this is Salon.

15. **Penthouse:** A penthouse is generally located on the topmost floor of hotel 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.

16. **Quad:** A quad room has four separate single beds and can accommodate four persons together in the same room.

17. **Queen room:** A queen room has queen size bed. The size of the bed is 5 feet by 6 feet.

18. **Studio:** A studio room is a small apartment which combines living room, bedroom, and kitchenette into a single room.

19. **Suite:** A suite comprise 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.

20. **Single room:** A single rooms has one single bed for single occupancy. The size of the bed is normally 3 feet by 6feet.

21. **Siberia:** A term normally used for inferior quality rooms ,such as near the staircase.