



ACCOMMODATION OPERATION

CHAPTER 1

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ACCOMMODATION OPERATIONS

STD XII (THEORY)

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- Importance of a guest room
- Types of Rooms
- Tariff Plans

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UNIT 1 : HOTEL GUEST ROOM

- Importance of a guest room
- Types of Rooms
- Tariff Plans

A hotel sells a combination of accommodation, food, drinks, and other services and facilities to its guests. The main accommodation product is the room, which is among the principle sources of revenue for the hotel. Other facilities and benefits, such as ambience, décor, in-room amenities, and security, are add-ons that play 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 need of the guests.

The rooms may be categorized on the basis of the room size, lay-out, view, interior, decoration, and services offered. The various types of rooms offered by a hotel are as follows:

Single Room:A single room has one single bed for occupancy. An additional bed (called extra bed) may be added to this room on the request of a guest and charged accordingly. The size of the bed is normally 3 feet by 6 feet. However, the concept of single rooms is vanishing nowadays. Mostly, hotels have twin or double rooms and charge for single room if occupied by one person.

Twin Room:A Twin room has two single beds for double occupancy. An extra bed may be added to this room on 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 or delegates of meeting.

Double Room:A double room has one double bed for double occupancy. An extra bed may be added to this room on the request of a guest and charged accordingly. The size of the double bed is generally 4.5 feet by 6 feet.

Triple: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:A quad 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 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 on the request of a guest and charged accordingly.

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

Hospitality Room:A hospitality room is designed for the hotel guests who would want to entertain their own guests outside their allotted rooms. Such rooms are generally charged on hourly basis.

Penthouse:A penthouse is generally located on the topmost floor of hotels and has an attached terrace or open sky space. It has very opulent décor and furnishings, and is among the costliest rooms in the hotels, preferred by celebrities and major political personalities.

Lanai: 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.

TARIFF PLANS

1. European Plan (EP) :

This plan includes only the room charges and morning tea in some cases. All other charges are charged extra. Most commercial hotels run on this plan.

2. Continental Plan (CP.) :

This plan includes room charges and a continental breakfast. All additional charges are considered extra. [A continental b/f consists of juices, toast or rolls, butter, cheese, jam, tea or coffee but no eggs.]

3. Bermuda Plan (BP) :

This plan includes room charges optional early morning tea and an American breakfast. [Americanb/f is a buffet breakfast not served in the room]

4. American Plan (AP) :

This plan includes all principal meals. It includes room charges with optional morning tea, English B/F, lunch, afternoon tea and dinner. It is mostly found in resort hotels and in commercial hotels catering to groups sent by airlines and companies or travel agents. This plan

is also known as 'all inclusive plan' or 'full board' or 'en pension' [English breakfast has all courses like American B/F and ham, bacon, meat is also included].

5. Modified American Plan (MAP) :

This plan has evolved out of the American plan. It includes room charges with optional morning tea, English B/F and an option of lunch or dinner. It is also called as 'demi pension' or 'half board'. This facilitates the guests to eat out for one meal. It is usually used for groups where meal coupons are provided to the guests (coupon is valid only for a day) and the coupon cost is included in the room rent.

BASIS OF CHARGING

CHECK-IN / CHECK-OUT BASIS

As per this system, a particular time of the day is fixed as the check-out time. The most common is a 12 noon check-in / check-out system. According to this, the day starts at 12 noon daily and ends at 12 noon the next day, immaterial of the time at which the guest checks-in

24 HOURS BASIS

As per this system, the guest is entitled to keep his room for a period of 24 hours from the point of the guest's check-in, for a day's charge. There is no fixed time of arrival for the guest. This system of charging is generally practised at resort hotels.

e.g. Mr. X checks-in at 1300 hrs on Tuesday. He will be charged for one day till 1300 hrs on Wednesday.

PER NIGHT BASIS

According to this system, the guest is charged on the basis of the number of nights he stays. This system has evolved from the 24 hours system of charging, and is not very much in use in the modern day hotels.

GUESTROOM STATUS

Room status	Code	Definition
Occupied room	O or OCC	A guest is currently registered to the room
COMPLIMENTARY ROOM	COMP	The room is occupied but the guest is not to be charged for its use
STAY OVER		The guest is not checking out today and will occupy the room for at least one more night
ON-CHANGE ROOM	O/C	The guest has departed , but the room has not yet been cleared and readied for sale
DO NOT DISTURB	DND	The guest has requested not to be disturbed
SLEEP OUT ROOM		A guest is registered to the room ,but the bed has not been used
SKIPPER		The guest has left he hotel without making arrangement to settle his/her account
SCANTY BAGGAGE	SB	The guest has light luggage that could be carried away in his/her hand without indicating an obvious departure, should he/she walk out with it
SLEEPER	NC	The guest has settled his/her account ,but he front office staff has failed to properly update the room status
VACANT-AND-READY/ VACANT-AND- CLEANED/ CHECKED- AND READY	V/C or CR	The room has been cleared, inspected and is ready for an arriving guest
OUT OF ORDER	OOO	The room cannot be assigned to a guest, it may need maintenance work to be done refurnishing or extensive cleaning
DID NOT CHECK OUT	DNCO	The guest made arrangement to settle his/her account but has left without informing the front office
CHECK-OUT/ VACATED/DEPARTURE ROOM	CO or C/O	The guest has settled his or her account, returned the room keys, and left the hotels
LATE CHECK OUT		The guest has requested and is being allowed to check out later than the hotel's standard checkout time
VACANT ROOM	V	Room in which no guest has slept the previous night and which is not yet occupied
UNDER-REPAIR ROOM	UR	The guestroom is not to be assigned to any guest as repair work is being carried out

