KEY CONTROLS

ROOM RATES
KEY CONTROL SYSTEMS

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They include:
- Metal Keys
- Key Cards
- Computer Controlled Systems

What are the strengths and weaknesses of each system?
Key Control

- It is the procedure that authorizes FO personal and registered guest to have an assess to the keys or rooms.

- The keys can be divided into two:
  - Guest Key
  - Staff Key
Guest Keys

- Metal Key
- Plastic Key
- Electronic keys or wing cards
Staff Keys

- **Section Key**: The keys which can open rooms in a particular section, used by housekeeping section boy.
- **Floor Key or Floor Master Key**: The entire rooms on one floor can be opened and used by the supervisor.
- **Master Key**: All the guest rooms can be opened by this key. Executive uses this key.
Staff Key

- Grand Master Key or Emergency Key: It can open all the rooms and offices in the hotel. It is possession of GM. It is normally taken out in case of emergency like, fire, flood, riots. It is kept locked by GM.
Key Control

- The night auditor who controls the key at night.
- He makes a detail list of missing keys and forward it to the FOM.
- He also check the room discrepancy.
- On security point of view wing card is the most safe.
Facilities Of Wing Card

- No room is written on the plastic card key.
- The key stops to work after the expected departure time.
- If a key is lost it can be renamed, while the lost is deactivated automatically.
- A report can be generated with the help of server when required.
- Wing Card has a password to operate the system.
Golden Rules of Key Control

- Don’t disclose the room no to anybody without the guest permission.
- The floor attendant or supervisor should never open the room without consulting FO.
- Never issue a new key without verifying the identity.
ROOM RATES

- The room rate is the price at which the establishment sells its rooms. Initially the establishment values its room according to room type, however this may fluctuate according to:
  - Star rating
  - Competition
Room Status Codes

A room status code combines both occupancy and cleanliness information

– Vacant/Ready
– Vacant/Clean
– Vacant/Dirty
– Occupied/Dirty
– Occupied/Clean
Room Rate

It can be divided into three categories:

1. Rack Rate
2. Discounted Rate
3. Package Rate
4. Other Rates
The Rate charged daily for a hotel room is called Room Rate, room rates are calculated based on the following factors:

- **Factors Affecting Room Tariff**
  - Cost
  - Competition
  - Location
  - Thumb Rule
  - Level of Service
  - Target Market
  - Hubbart Formula
Different Rates

**Rack Rate**
- All the discounts are based on rack rates.
- It is official or published rate of the hotel.

**Package Rate**
- A package rate is quoted for a bouquet of product and services.
- Kind of Package are:
  1. Meeting Package
  2. Summer and Winter Package
  3. Holiday Package
  4. Marriage Package
  5. Conference Package
## Different Rates

### Discounted Rates
- FIT Rate
- Group Rate
- Travel Agent Rate
- Airline/Crew Rate
- Educational Rate
- Corporate Rate
- Advanced Purchased Rate
- Half Day Rate
- Tour Group Rate

### Special Rates
- Volume Guaranteed Rate
- Government Rate
- Membership Rate
- Complimentary Rate
- Family Rate
- Industry Rate
- Weekend Rate
- Membership Rate
- Commercial Rate
Other Rates

- **Crib Rate**: Rate offered to children 05 years or below.
- **Extra Bed Rate**: This is from 5 to 12 years.
- **Day Rate**: Offered to guests using the room for few hours (1000 hours - 1800 hours).
Room Status Cycle

Vacant/Ready (V/R)

Occupied/Clean (O/C)

Occupied/Dirty (O/D)

Vacant/Dirty (V/D)

Vacant/Clean (V/C)
Tariff Card

- Tariff card are printed list of the different tariff offered by the hotel for the use of Travel Agents, Travel Operators, Companies and for the public. This include:
  a. Price of the room
  b. Meal Plan
  c. Tax
  d. Applicable Policies
Hotel Anand Palace Dharamshala is the most ideally situated hotel with all the luxury and hospitality to make feel at home. Just amid the Dharamshala at an elevation of 1768 meter and 15 km from Dalai Lama’s Headquarter in Bhagsunag near ancient Shiva Temple and famous fresh water spring and a waterfall cozying out from Trind Hills, the hotel is within walking distance of Mcleod Ganj, a Tibetan settlement offering eye-catching views of the snow capped mountains and located in natural environment.

**CONFERENCE HALL**
Two conference halls Akash and Divya measuring 550 square feet area. Each has a capacity of 50 persons in theater style arrangement.

**FACILITIES**
- All rooms with attached balconies
- Running hot and cold water
- Telephone with Direct dialing facilities
- 24 hrs room service
- Colour TV with satellite channels
- Multi-cuisine restaurant
- Terrace Grill - An open air restaurant
- Adequate parking
- Valet service
- Drivers dormitory
- Doctor on call
- Safe Depository

**TARIFF**
The rates are inclusive of breakfast and subject to applicable taxes.

**ROOMS**
Relax in our 22 luxurious rooms. Deluxe, Executive and family rooms and feel the fragrance of nature in its dense pine and Deodar forests. The rooms are spacious well furnished and comfortable.

**RESTAURANT**
**SAMRAAT** - Multicuisine restaurant with 45 covers. Traditional chefs prepare exotic dishes with rare ingredients.  
Terrace Grill - Open Air Restaurant with 45 covers overlooking dense green and snow capped mountains.

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