

# Unit-5

## Hotel Guest Room

# Main points

- Guest supplies and amenities.
- Guest room furniture and soft furnishing.
- Selection of furniture

# GUEST SUPPLIES

- Guest supplies include all those items which are necessary for guest comfort and convenience. They are being classified as follows:
  - GUEST AMENITIES
  - GUEST EXPENDABLES
  - GUEST ESSENTIALS
  - GUEST LOAN ITEMS

# GUEST AMENITIES

- This includes all those items that are given to the guest free of cost.
- For e.g. coffee maker, chocolates, flowers, free snacks, business kit etc.
- Bathroom amenities may include bath gel, body lotion, shower cap, hair conditioners etc.
- Depending on the status of the guest, F.O. informs H.K., room service in advance about the special amenities to be given to the guest.
- Information is given in the form of amenities voucher.

# GUEST EXPENDABLES

- This includes all those items which are expected to be used up or taken away by the guest while checking out.
- For e.g. soap bars, facial tissues, matchboxes, magazines etc.

# GUEST LOAN ITEMS

- This includes all those items which are not present in the guest rooms but are available to the guest on request.
- For e.g. iron, hair drier etc.

# AMENITIES VOUCHER

## AMENITIES VOUCHER HOTEL ABC

FROM - FRONT OFFICE

TO - HOUSEKEEPING/ROOM SERVICE

DATE

Please provide

1. FRUIT BASKET
2. MINI-BAR
3. PETIT FOURS

IN ROOM NO.

NAME OF GUEST

AUTHORIZED BY

SIGNATURE

# GUEST ESSENTIALS

- This includes all those items which are not used up or expected to be taken away by the guest.
- For e.g. cloth hangers, DND card, Ice buckets etc.

# V.I.P. ROOMS

- VIPs are categorized into following categories according to the degree of importance. They are:
- VIP 1
- VIP 2
- VIP 3
- VIP 4

# V.I.P. ROOMS

- **VIP 1**- include heads of state, ministers & celebrities.
- **VIP 2** These are Presidents and CEOs of large companies, the management & directors of the hotel itself, well known personalities & other high ranking officials.
- **VIP 3** They are regular repeat guests of the hotel & guests known to the management of hotel.
- **VIP 4** They include 'HANDLE WITH CARE' guests and guest known to hotel managers. They also include group leaders, tour leaders, Journalists.

VIP-1	VIP-2	VIP-3	VIP-4
<b>FULL BAR</b> <b>WHISKY,GIN</b> <b>VODKA,BEER</b> <b>SOFT DRINKS</b> <b>COCKTAILS</b> <b>MIXERS</b> <b>(SODALIME</b> <b>CORDIAL</b> <b>&amp;</b> <b>WATER)</b>	<b>PARTIAL BAR</b> <b>(BEER,SOFT DRINKS</b> <b>&amp; WATER)</b>	<b>MINERAL WATER</b>	<b>MINERAL WATER</b>
<b>SNACKS</b> <b>(Assorted nuts</b> <b>biscuits)</b>	<b>SNACKS-Assorted Biscuits</b>	<b>SNACKS-Assorted Biscuits</b>	<b>-----</b>
<b>PETIT FOURS</b>	<b>PETIT FOURS</b>	<b>-----</b>	<b>-----</b>
<b>ASSORTED</b> <b>CHOCOLATES</b>	<b>ASSORTED</b> <b>CHOCOLATES</b>	<b>-----</b>	<b>-----</b>
<b>LARGE</b> <b>FLOWER</b> <b>ARRANGEMENT</b>	<b>MEDIUM SIZE</b>	<b>MEDIUM SIZE</b>	<b>MEDIUM SIZE</b>

**LARGE**  
**FRUIT**  
**BASKET**

**MEDIUM**

**SMALL**

**SMALL**

VIP-1	VIP-2	VIP-3	VIP-4
BATHROBES	BATHROBES	-----	-----
SOFT SLIPPERS	SOFT SLIPPERS	SOFT SLIPPERS	-----
COMBS & HAIR BRUSHES	COMBS & HAIR BRUSHES	COMBS & HAIR BRUSHES	-----
DENTAL & SHAVING KIT	DENTAL & SHAVING KIT	DENTAL & SHAVING KIT	-----
BATHFOAM ASSORTED SOAPS & EAU- DE -COLOGNE	BATHFOAM ASSORTED SOAPS & EAU- DE -COLOGNE	BATHFOAM & EAU-DE-COLOGNE	-----
CRINKLE SHEET IN THE BED.	CRINKLE SHEET IN THE BED.	CRINKLE SHEET IN THE BED.	-----

# EXTRA FACILITIES GIVEN TOV.I.P.

- V.I.P. rooms are given special attention regarding cleanliness which are personally checked by assistant housekeeper or executive housekeeper. WHITE RAGGING is applied i.e. checking the degree of cleanliness by using white rag along the surface.
- The room may be located in the floor where entry may be restricted by special elevator keys that allow access to only authorized guests.

# EXTRA FACILITIES GIVEN TO V.I.P.(CONTD.)

- F.O. informs well in advance about the room numbers given to the V.I.P guests. These rooms are made well in advance with all amenities.
- Facilities provided to V.I.P. guests depends on from hotel to hotel. Some may provide only fruit basket or some may provide chocolates, dry fruits along with fruit basket.
- V.I.P. guest may receive personalized stationary, matchboxes, oversize bath towels, scented soap or special amenities.

# SPECIAL REQUESTS BY GUESTS

- Request for extra pillow or extra blanket are normal requests but sometimes guest may request for such items which are given to V.I.P. guests only for e.g. Bathrobe. The guests may request for extra soaps or shampoos.
- Guest may ask for some items which are given on loan basis, for e.g. iron, hairdryer etc. H.K. maintains a separate GUEST LOAN BOOK for keeping a track of these items. Such items have to be returned to the H.K.desk before the guests checkout.

# SPECIAL REQUESTS BY GUESTS(CONTD.)

- Guest may ask for additional services such as a second service, cleaning of shoes etc.
- Guests may request for a crib (baby cot), baby soap or a high chair for kids. Guest may also request for extra or rollaway beds which are given on chargeable basis.
- Guest may request for extra piece of furniture in their room such as chair, sofa, lamp . Guests having back pain can request for hard mattresses & some guests may request for soft mattress.

# SPECIAL REQUESTS BY GUESTS(CONTD.)

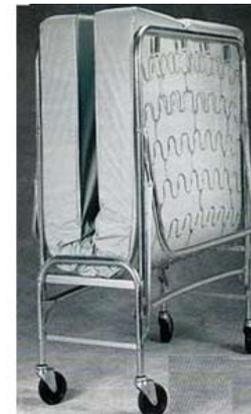
- Guests may request for cotton pillows or polyfill pillows. Guest who are allergic to feather pillows can request for synthetic pillows.
- Business profile guests may request for special service or extra fax sheets, wi-fi etc. Some guests may require special types of flower arrangements in their room.

# CRIB & ROLL-AWAY BED

➤ **CRIB**- A baby cot.



➤ **EXTRA BED OR ROLL-AWAY BED** :  
Given to guest on chargeable basis.



# DND ROOMS

- The guestroom attendants must inform their supervisors about the rooms which are DND for a long time. This is because the guest inside may have fallen ill or there is some illegal activity going inside the room or the guest has expired in the room.
- The GRA is not supposed to knock the DND rooms. In this case the GRA cannot give service in the room. Many times it has happened that guest forget to remove DND card from the door and later they start complaining that their room has not been serviced.

# DND ROOMS

- To prevent such complaints, the GRA must slip in a DND SLIP inside the main door which clearly mentions in writing that the room could not be serviced due to DND.
- If the guest has forgotten to remove DND card from the door, then he will look at the DNDSLIP which has been slipped inside. The guest will call up H.K. desk for servicing of his room.

# CLEANING OF CORRIDORS

- A long corridor should be divided into sections for cleaning.
- For staircases, it should be divided into halves and one half should be cleaned first and the other half can be used for movement.
- Cleaning signs should be placed to indicate that cleaning is in progress.
- Carpets should be vacuumed every day and shampooing once in six months or as per schedule.
- The wall skirting should be cleaned.

# DND SLIP

## HOTEL ABC

ROOM NO.

DATE

Dear sir

TIME

We couldnot service your room because your room was

- DND
- DOUBLE LOCK

Incase you want to get your room serviced, please call up Housekeeping desk extn. no.-53

SIGN. OF E.H.K.

# DND ROOMS

- DND SLIP is inserted once in the morning between 9A.M.-10 A.M. and second time between 2P.M.-2:30 P.M. The floor supervisor can call up in the guest room and converse with the guest.
- In case there is no response, then depending on the policy of the hotel, action is taken.
- In some hotels, the floor supervisor informs the shift in charge. The shift in charge along with asst. F.O.M. proceed to the DND room. They have the authority to knock the door of DND room. In case of no response, they can open the main door of room with their G.M.CARD to take physical check of the room.

# TYPES OF FURNITURE

- **1.FREE STANDING**: This type of furniture can be re-arranged as and when necessary. But the disadvantage is that they accumulate dust behind, above & beneath them. Examples of free-standing furniture are traditional chairs and beds.
- **2. CANTILEVERED**: Cantilevered furniture are fixed on brackets fitted to the wall and hence there are no legs to get in the way of cleaning.

# SELECTION OF FURNITURE & FIXTURES.

- Appearance
- Availability
- Comfort
- Function
- Guarantees/integrity of the manufacturer or vendor
- Cost
- Repairability
- Durability

# APPEARANCE

- Patterned furniture are fit for large rooms whereas furniture with smaller pattern exist in smaller areas.
- Complementary patterns (i.e. design of furniture in relation to the style, décor of the place) can be mixed and the combination of the colours and design should be pleasing( i.e. harmonious).
- Room with lighter colours look larger than room with brighter colours.
- The furniture should match with property's architecture, size & space, wall covering, floor covering.

# AVAILABILITY

- The interior designer informs in advance to bring the furnishings, fixtures and equipments before the scheduled opening of the new property. Delay will effect the image of hotel.
- The property keeps reserves of some furnishings for replacement. The E.H.K. will check the lead time.
- The E.H.K. has to check whether the pieces will be available from the supplier for a longer period of time because some pieces go out of stock with time. The E.H.K should check whether the colour of wood matches with surroundings.

# COMFORT

- Comfort is required in places like auditoriums , meeting rooms, luxurious restaurants etc. where regular guests can sit for longer time (patron linger).
- Ergonomic chairs have comfortable backs with adjustable heights ,used as desk chairs.
- In many outlets, high guest turnover may be the ultimate goal( for e.g.fast food outlet). The chairs are uncomfortable or guest has to stand & eat.
- Comfort is also affected by the climate. Fabrics made of cotton or cotton blends are more comfortable than vinyl or plastic in case of warmer climates.

# COST

- Ordinary dining chairs or folding chairs may be less costly but upholstered chairs may be very costly, be it purchased or contract seating.
- Overall costs may include cost of maintaining the furniture, cost and frequency of repairs, cost of deep cleaning as well as life expectancy of the piece.
- Cost also includes how often the furniture can be refinished, reupholstered as well as how many times the repairs be carried out on the piece.

# FUNCTION

- The type of furnishing depends on the function of the place for which it is designed. The furniture should be suitable for the function of the room.
- **MOBILITY:** Castors are provided for mobility of furniture enabling the room to be used for multi-functions.
- **MAINTENANCE:** The design of the furniture should be simple enough to clean easily. Gap or crevices need to be cleaned regularly.
- A chair with wall saver legs have legs with protrusions at the back so that chair hits the

baseboard first before it hits the wall.

# GUARANTEES/INTEGRITY OF THE SOURCE

- Furniture delivered must have a guarantee or warranty. In case of any defect , the dealer will pick it up from the hotel and get it replaced by the manufacturer.
- Since hotels purchase furniture in bulk, there are chances that some pieces may turnout defective hence they may have to be replaced.
- Paperwork related to guarantee or warranty should be kept on file and a date of delivery should be written on each item's record.

# REPAIRABILITY

- Items which are easily repairable last longer and are more cost effective.
- Furniture made of wood can be easily repaired hence are long lasting.
- Furniture should be well finished and possible to refinish as and when required.

# DURABILITY

- The durability of furniture depends on the construction, materials used & the amount of wear and tear it is subject to.
- LAMINATED WOODS (wood coated with plastic) are more durable as the wood is protected from stains & wetness.
- Durability also depends on construction. Doors should have efficient hinges & locks. Handles should be strong and conveniently placed. The joints may be glued or screwed together. Connecting rods called stretchers should join all legs together except at the front of the chair. Rear legs should be steam bent .

# Exercise

- Explain different types of Furniture Joints?
- What are guest Room supplies?
- What are soft furnishings?

LINK

➤ [www.youtube.com](http://www.youtube.com)

Thank you