

Classification of Hotels

1. On the Basis of Size

Size refers to the number of rooms.

a) Small Size Hotels

A hotel with 25 or less than 25 rooms is called the small size hotel.

b) Average Size Hotels

A hotel with 26-99 rooms is called the average size hotel.

c) Above Average Hotels

A hotel with 100-299 rooms is called above average hotel.

d) Large Hotels

A hotel with more than 300 rooms is called large hotel.

2. On the Basis of location/ownership

i) Commercial Hotels

These hotels are located in the center of the city and at a convenient distance from the market, railway station and the airport. These hotels are more expensive than other hotels.

ii) Airport Hotels

These hotels are located near the airport, especially international airport. Airport hotels are large in size and provide a high level of services. Typically, target market includes business client, airline passengers and airline personnels. Airport hotels have their own van, often transport guset between hotel and airport.

iii) Motels

Motels are also called motor hotels and are located near the highway. They are normally economical and they provide comfortable rooms to stay. Motels have facilities of parking, filling station or car services.

iv) Resort Hotels

These hotels are located in hilly areas away from the crowded residential area. They provide all facilities e.g. food and drink, accommodation and also provide special activities like indoor and outdoor activities. The peaceful atmosphere of these hotels differentiate them from other hotels.

v) Rotels

The hotels which rotate on the wheel are called rotels. These rotels have large train or van fully air conditioned with attached restaurant or bath. These hotels provide food, beverage and all other facilities to the guest.

vi) Floatels

The hotels which float on water are called floatels. These hotels consist of drawing room, bed room, sitting room, kitchen. These hotels also offer separate cabins to the guest. These hotels provide all the facilities just like 5- stars hotels.

vii) Time Share

It is a new concept, but it is becoming popular very quickly. It is also called as vocation ownership or holiday ownership. These hotels are mostly located in a peaceful and beautiful location. Time share involves an individual or person who purchase the ownership of accommodation for a specific time period.

3) On the Basis of Stars

Star categories or classification to the hotel is given by committee “ Hotel and Restaurant approval and Classification Committee” (HRACC). The star rated hotels are those which have been approved by “ National Tourism Administration” in the star rating assessment. Normally they provide better facilities and services than non-rated hotels, in order to promote the development of tourism and protect the interest of tourist. Some standards have been formulated to differentiate hotels. Thus, they are comparable or classify according to facilities, services, scale, quality and management.

i) 1-Star Hotels

Hotels in this classification are comparatively small. 2-4 stories high and independently own with a family atmosphere. Services may be provided by the owner and family on an informal basis. It is most affordable, attractive, nature intersect and convenient to public transportation. These hotels provide a limited range of facilities and menu, but they have maintenance or cleanliness.

ii) 2-Star Hotels

a) In this classification hotels have small to medium size and offer more extensive facilities than 1-star hotel.

b) Some business hotels come into 2-star hotel.

- c) Guest expects comfortable accommodation normally with all facilities.
- d) Reception and other staff give a more professional presentation than 1-star hotel.
- e) These hotels offer a wide range of services including food and drink.

iii) 3-Star Hotels

- a) These hotels are large in size to support higher staff and a significantly greater quality and range of facilities than other star hotels.
- b) These hotels provide all the facilities related to accommodation, meal, indoor, outdoor activities.
- c) These hotels are often located near natural highways or business area. And shopping malls are at a convenient distance.
- d) These hotels also have a medium size restaurant that typically offer services from breakfast to dinner.
- e) In these hotels room services availability may vary.

iv) 4-Star Hotels

- a) These hotels provide good quality services in every area of the hotel.
- b) Bedroom will also offer more space than at a lower star hotel.
- c) These hotels provide 24 hrs room service.
- d) These hotels have enough facilities or services to facilitate each guest.
- e) These are mostly large in size and provide formal accommodation.
- f) They are located near to hospitals, commercial markets, convenient distance to transportation.
- g) These hotels also provide services more than one choice.

v) 5-Star Hotels

- a) These hotels provide best services which meet international standard throughout the hotel.
- b) They provide formal well supervised and good quality facilities, according to requirement of guest.
- c) These hotels demonstrate a high level of technical skill and produce dishes or food item which meet international standard.
- d) Staff in these hotels is well educated, helpful and well behaved in all aspects of customer care.