

CHAPTER 27

HOTELS

India, a country with snow-peaked mountains, palm-fringed beaches, and historic monuments, is a traveler's paradise. Being a country catering to the tourists around the world, it has all the facilities required for making the tourism sector a success. India caters to the needs of every pocket.

Historically viewed, hotel/hospitality industry provided services to the domestic and international tourists and thereby contributing to the growth of the economy. The industry today contributes directly to employment, and facilitates tourism and commerce. Prior to the 1980s, the Indian hotel industry was a slow-growing industry, consisting primarily of relatively static, single-hotel companies. However, partial liberalization of the Indian economy generated tourism interest in India, with significant benefits accruing to the hotel and tourism sector. Growth in demand for hotels was particularly high during the early 1990s, following the initiatives taken to liberalize the Indian economy. However, most of these efforts were directed towards the business travelers and foreign clientele and also to domestic tourists. The hotel industry in India is going through an interesting phase. One of the major reasons for the increase in demand for hotel rooms in the country is the boom in the overall Economy and high growth in sectors like information technology, telecom, retail and real estate. Rising stock market and new business opportunities are also attracting hordes of foreign investors and international corporate travelers to look for business opportunities in the country.

Hotels in India are broadly classified into 7 categories (five star deluxe, five star, four star, three star, two star, one star and heritage hotels) by the Ministry of Tourism, Government of India, based on the general features and facilities offered. The ratings are reviewed every five years.

Some of the necessary facilities in all type of hotels are

- (i) Full time operation 7 days a week in season
- (ii) 24hrs lifts for buildings higher than ground plus two floors
- (iii) Bedrooms, Bathrooms, Public Area and kitchen fully serviced daily
- (iv) Minimum 10 let table rooms, all rooms with outside windows/ventilation with shelves/drawer space and attached bathrooms with shower cabin, with hot and cold water available 24 hours, with bath towel and hand towel per guests
- (v) Lounge or seating area in the lobby, with heating and cooling
- (vi) Reception facility manned minimum 16 hours a day. Call service 24 hrs. Local directions to hotel including city/street maps to be available.
- (vii) At least one room for the differently abled guest with a provision of wheelchair
- (viii) Ramps with anti-slip floors at the entrance. Minimum door width should be one meter to allow wheelchair access
- (ix) Staff trained in fire fighting drill
- (x) Security arrangements for all hotel entrance

Difference between 1star 2star 3star 4star 5star and 5 star Deluxe are in the following facilities.

In case of 1star and 2star hotels the room size are smaller and only 25% of rooms need be Air-conditioned whereas for all other categories 100 % rooms need be Air-conditioned. The bathroom size is also different for this category of hotels. In 4star and 5star and 5star deluxe hotel 2% of room block should be a suit with minimum of 1 suit. Percentage of Supervisory staff and skilled staff should be 20 % in 1 star and 2 star hotel and 40% and 30% in 3star and 4star hotels and 80%, 60 % in 5star and 5star deluxe class of hotels. The supervisory or the skilled staff may have training or skill certification. Hotels of 4 Star categories and above should have formally qualified Heads of Departments.

In case of 3star, 4star, 5star and 5star deluxe hotels necessary facilities are

- (i) Wet garbage area to be air –conditioned
- (ii) Rooms with safe keeping and Minibar/Fridge facility

- (iii) Bar
- (iv) English speaking front office staff
- (v) Dining area
- (vi) Staff locker room and rest room
- (vii) Ice on demand
- (viii) Valet(parking) service
- (ix) Paid transportation on call
- (x) Acceptance of common credit cards
- (xi) A public telephone on premises, unit charges made known
- (xii) Stamps and mailing facilities
- (xiii) Left luggage facilities
- (xiv) Metal detectors(door frame or hand held)
- (xv) Each bedroom door fitted with lock and key, view port/peephole and internal security device.
- (xvi) PC available for guests use with internet access
- (xvii) Parking facilities
- (xviii) Provision for emergency supplies toiletries/first aid kit

Some of the facilities mentioned below are available only in 4star, 5star and 5 star deluxe hotels

- (i) Business Centre
- (ii) In room internet connection/dataport
- (iii) Heating and cooling to be provided in public areas
- (iv) Shoe cleaning services
- (v) Iron and Iron Board
- (vi) Shop/kiosk
- (vii) News Paper available
- (viii) Under belly scanners to screen vehicles

Facilities which are necessary only for 5star and 5star deluxe hotels are

- (i) Bookshop
- (ii) X-Ray Machine
- (iii) Swimming Pool
- (iv) Conference facilities

Occupancy Rate

The occupancy rate refers to the ratio between available capacity (in terms of rooms or beds) and the extent to which it is used. Occupancy is worked out on the basis of number of rooms occupied by both domestic and international tourists.

Highlights:

- The number of approved hotels in India increased from 1372 in 2001 to 1593 in 2008. In comparison to 2001 the number of 1star hotels and 2star hotels have come down in 2008. However an increase of 55%, 9 % and 33% is observed during the same period for 3star, 4star and 5star, 5stardeluxe hotels respectively.
- It is observed that in 2008, three star hotels are maximum 42.8% to total, followed by two star hotels 18% to total, followed by four star hotels. In India, number of 5star and 5star deluxe hotels together are nearly 200.
- In 2008, maximum number of approved hotels, around 20% is in Kerala (312), 15% are in Maharastra, 14% are in Tamilnadu, 6% are in Andhra Pradesh. The minimum numbers of approved hotels are in Bihar (7).
- In Kerala, out of 312, hotels 189 hotels are 3star hotels, in Maharastra also 3star hotels are, contributing maximum in number of approved hotels, whereas in case of Tamilnadu, 1star hotels are contributing maximum in number of approved hotels.

- Maximum number of 5star deluxe hotels are in Rajasthan (46), followed by Kerala and Maharastra.
- The occupancy rates in Indian hotels hover between 50-60 per cent. On an average, the occupancy rate on all India basis rose from 50.4 in2001 to 55.3 in 2008 per cent. The occupancy rates of 4star hotels and 5star, 5star deluxe went up from 50.6 and 54.1 per cent in 2001 to 76.1 and 75.8 per cent in 2008, respectively.
- The occupancy rates for foreign tourists are maximum either for 5star, 5star deluxe hotels. In case of domestic tourists, the occupancy rate is maximum for other 3 star, 2 star and other approved hotels.

This chapter contains the following tables:

Table -27.1- Hotels in Different Cities and States India

Table- 27.2 -Occupancy Rates of Approved Hotels