

Facility management is an [interdisciplinary](#) field primarily devoted to the maintenance and care of commercial or institutional buildings, such as hospitals, hotels, [office complexes](#), [arenas](#), schools or [convention centers](#). According to the [International Facility Management Association](#) (IFMA), it is "a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, processes and technology." The European facility management association, [EuroFM](#), uses the EN15221 definition.

The term **facilities management** is preferred in Australia, Canada, New Zealand, the United Kingdom and English-speaking businesses in several European countries. While in the United States, both **facility management** and **facilities management** are widely used.

The definition of facility management, EN15221-1, provided by the European Committee for Standardisation ([CEN](#)) and ratified by BSI [British Standards](#) is, "(the) integration of processes within an organisation to maintain and develop the agreed services which support and improve the effectiveness of its primary activities." According to this European standard the scope of FM is 'Space & Infrastructure' (planning, design, workplace, construction, lease, occupancy, maintenance, furniture, cleaning, etc.) and 'People & Organisation'(catering, ICT, HRM, HS&S, accounting, marketing, hospitality, etc.).

According to British standard BS 8536:2010 facility management is performed during the operational phase of a facility or building's [life cycle](#), which normally extends over many decades. It represents a continuous process of service provision to support the owner's core business and one where improvement is sought on a continuous basis. The support of administrative facility management through information technology is identified as [computer-aided facility management](#)(CAFM).

Role

The discipline of facility management and the role of facility managers in particular are evolving to the extent that many managers have to operate at two levels: strategic-tactical and operational. In the former case, owners need to be informed about the potential impact of their decisions on the provision of space and services. In the latter, it is the role of a facility manager to ensure proper operation of all aspects of a building to create an optimal, safe and cost effective environment for the occupants to function. This is accomplished by managing some of the following activities.

Health and Safety

- [Occupational safety](#) and [health](#), including compliance with local, state, and national laws and agencies, such as the [Occupational Safety and Health Administration](#) (OSHA), the [Environmental Protection Agency](#) (EPA), and [EN 54](#)
- [Industrial hygiene](#), including [indoor air quality](#)
- Display Screen Regulations
- Safety Rules for Contractors
- Risk Assessments
- [Control of Substances Hazardous to Health](#)

Fire Safety

- [Fire protection](#) and [safety](#)
- [Smoke/heat detectors](#)
- [Fire alarm systems](#)
- [Sprinkler systems](#)
- [Fire extinguishers](#)
- [Dry risers](#)
- [Fire stopping](#)
- Fire Risk Assessments

Security

- [Security](#)
- [Access control](#)
- [Security guarding](#)
- [Intruder alert](#)
- [CCTV](#)

Maintenance systems

- [Heating, ventilating, air conditioning and refrigeration](#)
- [preventive](#) and [predictive maintenance](#)
- [Corrective maintenance](#)/Reactive repairs
- [Building automation systems](#)
- Building fabric and decorative
- Grounds maintenance and horticulture
- [Computerized maintenance management system](#)

Periodic statutory testing and inspections

- Lifting equipment
- Work equipment
- [Legionella](#)
- Pressure systems
- [Asbestos](#)
- Mansafe systems (window cleaning, roof access, etc.)
- Electrical portable appliances and fixed wiring
- [Lightning conductors](#)
- [Emergency lighting](#)
- Fire protection systems

Operational

- [Help desk](#)
- Disabled Access
- Cleaning
- Waste management
- Environmental Issues
- Reception
- Meeting room management
- Mail Room
- [Photocopying](#)
- [Vending](#)
- [Office space planning](#), layout, and furniture placement
- [Car Parking](#)
- [Specifying, tendering and contracts' negotiation](#)
- Pest control
- Daily inspection of escape routes and fire exits

Commercial property management

- Lease Negotiations

Business continuity planning

- [Business continuity planning](#)
- [Disaster recovery](#)
- [Emergency procedures](#)

EN 54 specifies requirements for all component parts of a [fire alarm system](#). In the United Kingdom it superseded BS 5445:Part 1:1977. BS EN 54-1:1996 was published in December 1996.

The standard has been published in a number of parts:

- EN 54 part 1 Fire detection and fire alarm systems. Introduction^[1]
- EN 54 part 2 Fire detection and fire alarm systems. Control and indicating equipment ([Fire alarm control panel](#))
- EN 54 part 3 Fire detection and fire alarm systems. Fire alarm devices. Sounders
- EN 54 part 4 Fire detection and fire alarm systems. Power supply equipment
- EN 54 part 5 Fire detection and fire alarm systems. Heat detectors. Point detectors
- EN 54 part 6 Fire detection and fire alarm systems heat detectors; Rate-of-Rise point detectors without a static element {WITHDRAWN}
- EN 54 part 7 Fire detection and fire alarm systems. [Smoke detector](#). Point detectors using scattered light, transmitted light or ionization
- EN 54 part 8 Components of automatic fire detection systems. Specification for high temperature heat detectors {WITHDRAWN}
- EN 54 part 9 Components of automatic fire detection systems. Methods of test of sensitivity to fire
- EN 54 part 10 Fire detection and fire alarm systems. [Flame detector](#). Point detectors
- EN 54 part 11 Fire detection and fire alarm systems. [Manual call point](#)
- EN 54 part 12 Fire detection and fire alarm systems. Smoke detectors. Line detectors using an optical light beam
- EN 54 part 13 Fire detection and fire alarm systems. Compatibility assessment of system components
- EN 54 part 14 Fire detection and fire alarm systems. Cabling and interconnection of a fire detection and alarm system.

- EN 54 part 15 Fire detection and fire alarm systems. Point detectors using a combination of detected fire phenomena
- EN 54 part 16 Fire detection and fire alarm systems. Components for fire alarm voice alarm systems. Voice alarm control and indicating equipment
- EN 54 part 17 Fire detection and fire alarm systems. Short circuit isolators
- EN 54 part 18 Fire detection and fire alarm systems. Input/output devices
- EN 54 part 19
- EN 54 part 20 Fire detection and fire alarm systems. [Aspirating smoke detector](#)
- EN 54 part 21 Fire detection and fire alarm systems. Alarm transmission and fault warning routing equipment
- EN 54 part 22 Fire detection and fire alarm systems. Line type heat detectors
- EN 54 part 23 Fire detection and fire alarm systems. Fire alarm devices. Visual alarms
- EN 54 part 24 Fire detection and fire alarm systems. Voice alarms - Loudspeakers
- EN 54 part 25 Fire detection and fire alarm systems. Components using radio links and system requirements
- EN 54 part 26 Fire detection and fire alarm systems. Point fire detectors using Carbon Monoxide sensors
- EN 54 part 27 Fire detection and fire alarm systems. Duct smoke detectors

Indian Hotel Industry

Following are the Governing Laws for setting up of Hotels in India:-

- # Hotels are an important component of the tourism product.
- # Contribution: Standards of facilities and services offered.
- # A \$23 bn industry.
- # Growing at a rate of 10.2% p.a.
- # Currently having supply of 1,10,000 rooms.
- # Shortage of 1, 50,000 rooms.

Hotel Classification

I. Star Category Hotels:

- 5 Star Deluxe Hotel
- 5 Star Hotel
- 4 Star Hotel
- 3 Star Hotel
- 2 Star Hotel
- 1 Star Hotel

II. Heritage Hotels

- Heritage Grand
- Heritage Classic
- Heritage Basic

HRACC (The Hotel & Restaurant Approval & Classification Committee)

The committee inspects and assesses the hotels based on the facilities and services offered.

- Hotel Projects are approved at implementation stage
- Operational Hotels are classified under various categories

Regulatory Policy

- Nodal Authority: Department of Tourism.
- Important Guidelines:
 - Approval of Hotels at Project Stage and Classification & Reclassification of Hotels.
 - Guidelines for Classification of Heritage Hotels.
 - Time Share Resorts (TSR)
 - Stand Alone Restaurants
 - Guidelines for apartment hotels
 - Guidelines for approval of Guest Houses

Approval of Hotels at Project Stage and Classification & Reclassification of Hotels

At Project Level

- The Ministry of Tourism will approve hotels at project stage based on documentation.
- Project approvals are valid for five years.
- Ceases 3 months from the date that the hotel becomes operational even if all the rooms are not ready.
- The hotel must apply for classification within these three months.

Documentation

- Duly filled up Application Form.
- Application Fee.
- Proposed name of the hotel.
- Name of the promoters with a note on their business antecedents.
- Complete postal address of the promoters/tel./fa+x/email.
- Status of the owners/promoters:
 - If Public/Private Limited Company with copies of Memorandum of Understanding and Articles of Association
 - If Partnership, a copy of partnership deed and certificate of registration
 - If Proprietary concern, name and address of proprietor/certificate of registration

- Location of hotel site with postal address
- Details of the site
 - # Area (in sq. meters)
 - # Title – Owned/leased with copies of sale/lease deed
 - # Copy of Land Use Permit from local authorities
 - # Distances from railway station, airport, main shopping centers (in Km.)
- * Details of the Project:
 - Copy of feasibility report.
 - Star category planned.
 - Number of rooms and area for each type of room (in sq.ft.)
 - Details of public areas- Lobby/lounge, restaurants, bars, shopping, banquet/conference halls, health club, swimming pool, parking facilities.
 - Facilities for the physically challenged persons.
 - Eco-friendly practices and any other additional facilities.
 - Date by which project is expected to be completed and operational.
- Blue prints/sketch plans signed by owners and architect showing
 - Site plan.
 - Front and side elevations.
 - Floor plans for all floors.
 - Detail of guest room and bath room with dimension in sq.ft.
 - Details of Fire Fighting Measures/Hydrants etc.
 - Details of measures for energy conservation and water harvesting.
- Air-conditioning details for guest rooms, public areas.
- Local approvals by:
 - Municipal Authorities
 - Concerned Police Authorities
 - Any other local authority as may be required.
 - Approval/NOC from Airport Authority of India (for projects located near Airport)
- Proposed Capital Structure:
 - Total project cost.
 - Equity component with details of paid up capital.
 - Debt with current and proposed sources of funding.

Hotel Classification

- New Hotel must apply within 3 months of operations.
- Operating hotels may opt for classification at any stage./
- Classification will be valid for 5 years.

Documentation

- Certificates/No Objection Certificates (attested copies):
 - Certificate/license of Registration from Municipality/Corporation.
 - Certificate/license from concerned Police Department authorizing the running of a hotel.
 - Clearance Certificate from Municipal Health Officer/Sanitary Inspector.
 - No Objection Certificate from the Fire Service Department (Local Fire Brigade Authorities).
 - Public Liability Insurance.
 - Bar License (necessary for 4*, 5* and 5*-D only)
 - Money Changers License (necessary for 4*, 5* and 5*-D only)
- Sanctioned building plans/occupancy certificate.
- If classified earlier, a copy of the earlier “Certificate of Classification” issued by Department of Tourism.
- For Heritage property: certificate from the local authority stating age of the property and showing new and old built up areas separately.
- Certificate from any other local authority as may be required.
- Approval/NOC from AAI for projects located near Airports.
- Indicate whether a few rooms or all rooms are to be let out on a time-share basis.
- Application fees.

FDI

- 100% FDI permitted.
- Automatic Approval:
 - 3 percent of the total expense of the project occupies infrastructural developments.
 - Up to 3 percent of the net turn over is payable as marketing fee.
 - 10 percent of the gross operating profit is payable as management fee.

Budget 2010-11

- Investment Linked Deductions.
- Extension of time line under Section 80-ID; Profit and gains from business of hotels and convention centers in specified areas.

“To give a boost to investment in the tourism sector which has high employment potential, I propose to extend the benefits of investment-linked deduction under the act to new hotels of two-star category and above anywhere in India.”

- Mr. Pranab Mukherjee

Opportunities

- Sports events like IPL and the Commonwealth Games have a potential to create demand for both T&L and hospitality industry in India.
- Growing demand for branded hotels in mid-market Category of hotels in India.
- Untapped markets of Tier II & III cities in India.

Challenges

- Poor connectivity (air, rail and road)
- Poor on-ground infrastructure.
- Industry status to tourism in few states only.
- Hotels considered as ‘Real Estate’ rather than infrastructure projects which increases the cost of borrowings.
- Multiple licenses required with a lengthy approval process.

Facility Planning in Hotel

Today besides accommodation, hotels provide a range of specialized services such as state-of-the-art entertainment, communication and health facilities, and multiple choices in cuisines to make their clients as comfortable as possible and capture niche markets in the hospitality sector. As a result people are likely to get confused over the services offered by various hotels and the choices to make while selecting a hotel to suit their tastes and pockets. As a result, classification of hotel properties has been introduced in the industry worldwide to provide clues to the travellers to select a property that meets their requirements. This necessitates the industry as well as regulatory authorities to set some minimum standards of facilities and services on hotel properties to enable the consumers identify a property with specific amenities which led to the introduction of rating system for hotels.

Rating is done by:-

- Government or quasi-government sources
- Independent rating agencies
- Hotel operators themselves in different countries

Many countries have their own system of classifying hotels according to the size, facilities, architectural features, services and consumer's perspective on accommodation properties.

Ex. Britain has the AA rating system (British System)

American's follow AAA rating system

British system also awards Red Stars for excellence

In India, hotels are classified into star categories ranging from one star to five stars deluxe. In August 2009, the Union Ministry of tourism laid down new norms of classification and provided very clear directives pertaining to the assessment conditions for classification of hotels.

Types of Hotels

A hotel is the most important unit of tourist accommodation. Dictionary meanings of a hotel are:-

- # a place, which supplies board and lodging
- # a large city house of distinction
- # a place for the entertainment of travelers
- # a public building

In fact, hotels provide accommodation, refreshments, and meals at different period of time for those who stay on the premises and pay for the services provided. Each hotel has its unique features and the diversity in features can be on the basis of infrastructure,

facilities and services provided by them, their location, tariffs, type of clientele, duration of stay of guests etc. This is one of the main reasons that the hotel industry is now termed as the hospitality industry.

Hotels can be classified on the following basis:-

- # Standard or Govt. approved classification
- # Size
- # Location
- # Clientele
- # Duration of Guest stay
- # Level of services (room charges, tariffs)
- # Ownership

Classification

Classification of hotels in India is done by a Central Govt. constituted committee called the Hotel Restaurant Approval and Classification Committee (HRACC), which inspects and assesses the hotels on the basis of facilities and services offered before awarding the grade.

According to the latest ministry guide lines, there are three categories of hotels:-

- i) Star category
- ii) Heritage hotels
- iii) Apartment hotels

The HRACC includes Chairman and other members chosen from the govt. and industry associations such as the

- Federation of Hotels and Restaurant of India (FRHAI)
- Hotel Association of India (HAI)
- Indian Association of Tour Operators (IATO) etc.

In case of the heritage category, a representative of the Indian Heritage Hotel Association (IHHA) is included in the committee.

Classification of Hotels

| Star Classi- -fication | Size | Location | Clientele | Duration of Stay | Level of services | Ownership | Alternate accomm. |
|------------------------------|---------------|----------|---------------------|---------------------|----------------------|------------------------|-----------------------------|
| One Star | Small | Downtown | Commercial | Commercial | Up-mkt | Propriety Ownership | Sarai |
| Two Star | Medium | Suburban | Transient | Resort | Mid-mkt | | Dharamshala |
| Three Star | Large | Airport | Suite | Semi- | Budget | Franchise | Dak Bungalow |
| Four Star | Very Large | Resort | Residential | Residential | | Mgmt Contract | Circuit House |
| Five Star | | Motel | B & B Hotel | Residential | | | Lodge |
| Five Star Deluxe | | Floatel | Time Share | | | Time Share | Youth Hostel |
| | | | Condomi- -nium | | | Condomi- -nium | Yatri Niwas Forest Lodge |
| Heritage | | | Casino | | | | |
| Heritage Classic | | | Conference | | | | |
| Heritage Grand | | | Convention Motel | | | | |

Heritage Hotels

Heritage hotels comprise old properties of royal and aristocratic families that are restored and renovated to recreate an old aura and enable tourists to “see the present while meeting the past,”

International equivalent: Chateaux – France and Germany
Schlosse - Austria
Paradors - Spain and Portugal

Heritage hotels cover running hotels in palaces / castles / forts / havelis / residence of any size built prior to 1950. This is the official (Ministry of Tourism) definition of a heritage hotel. There are three types:-

- Heritage Grand- This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built prior to 1920.
- Heritage Classic- This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built prior to 1935 but after 1920.
- Heritage - This category covers hotels in residences, havelis, hunting lodges, castles, or forts and palaces built between 1935 and 1950.

Apartment Hotels

This is a new category of hotels under the new norms of classification. Apartment hotels are classified according to their architectural features, facilities and services into the following types:-

- Three Star
- Four Star
- Five Star
- Five Star Deluxe

Classification

On the basis of size (no. of rooms)

Small- In Indian hotels with 25 rooms or less are classified as small hotels. In the developed countries hotels with 100 rooms or less fall in this category.

Medium- Hotels with 26 to 100 rooms. In the developed world, these have 100 to 300 rooms.

Large- Hotels with up to 300 rooms, but not less than 100. In the developed countries, these have 400 to 600 rooms.

Very Large- These are with more than 300 rooms. In the developed countries, these have 600 to 1000 rooms.

On the basis of location

Downtown- Located in the centre (Commercial hub) of the city or within a short distance from the business centre, shopping areas, theatres etc.

Suburban- Set in suburban areas and offer the advantage of quieter surroundings, provide same type of services as downtown hotels.

Resort- Located at tourist hot-spots such as hill stations, sea beaches and countryside.

Airport- Situated in vicinity of airports or other ports of entry to a city.

Motel- Located primarily on highways and provide modest services to highway travelers. Secure parking facilities for the travelers.

Floatel- These are lodging properties that float on large water bodies such as rivers, lakes and even sea. Houseboats in Kashmir and boats of Kerala are typical examples.

On the basis of Clientele and Duration of Stay

Business or Commercial- Cater to the business traveler and situated in city centres, provide modern communication facilities and secretarial services.

Transient- Cater to the needs of people who are on the move and need a stopover en route their journey- situated near airports, sea ports, major railway stations etc.

Suite- Provide highest level of personalized services to their guests.

Residential/Apartment- Generally provide accommodation for a larger duration. They are patronized by people who are generally on temporary official deputation to a place. Duration of stay could vary from one month to two years.

B & B- A European concept, establishments operating from large family residences. Guests are accommodated in bedrooms while the bathrooms may be attached or on a sharing basis. Breakfast is generally served to the guests.

Casino- Provide gambling facilities and attract people by arranging extravagant floor shows and charter flights for the guests.

Convention/Conference- Cater to the needs of a conference delegation or those that assemble for international meetings and conventions.

On the basis of Level of Services or Room Charges

Upmarket/Luxury/World Class- Attracting the affluent section of the society, hotels and offer world class products with personalized services of the highest standard.

Mid market or Mid-range service- Offer modest services without the frills and attention of luxury hotels and appeal to the largest section of travelers.

Budget/Economy- Focus on meeting the most basic needs of guests by providing clean, comfortable and inexpensive rooms. Also known as economy or limited service hotels. An innovation in this category is the capsule hotels that originated in Japan.

Capsule hotel first opened in Osaka in 1979. Since then, they have mushroomed in big cities of Japan and other parts of the world. It is structured in the shape of a box made of glass reinforced plastic or cement, open either at one end or at one side. Each cubicle or capsule is equipped with a bed, colour TV, flexible lighting, safety deposit box and a miniature table for writing. Toilets, washrooms, vending machines, and lounge area are close by on each floor of the hotel. The function of each capsule is monitored by a central computer system and security is controlled by CCTV cameras. They mainly cater to business travelers.

On the basis of Ownership

Proprietary Ownership- Properties under the direct ownership of a person or a company. A group of hotels that are managed by one company is called a chain.

Franchise- Globally many large hotel chains operate on a franchise basis. The franchisor allows the franchisee to use the company's ideas, methods, trademarks as well as brand logo to do business.

Management Contract- A management company which is an expert in hotel operations, is employed by the owner of the hotel and becomes responsible for running the property efficiently.

Time Share- This entails purchasing a tourist accommodation at a popular destination for a particular time slot in a year. The buyers can either avail the facility for the appointed time or rent it out to other vacationers if they are unable to avail the facility.

Condominium- Similar to time-share hotels except that these have a single owner instead of multiple owners sharing the hotel.

Architectural features, facilities and services in Star Hotels

One Star : These properties are generally small and independently owned with a family atmosphere.

Having-

- limited range of facilities
- meals may be fairly simple
- rooms may not have attached bath, but the maintenance, comfort and cleanliness levels would be of acceptable standard.
- adequate number of lifts in the building with more than 2 storey including ground floor.

Architectural features- The general construction of the building should be good, locality and environment (surroundings) including immediate approach should be suitable. Should have at least 10 letable bedrooms with attached bath. Bathrooms should have modern sanitation and running cold water with an adequate supply of hot water, soap and toilet paper. 25% rooms should be a/c (except in hill stations where heating arrangements should be there in all rooms). The rooms should be properly ventilated and have clean and comfortable furniture.

Facilities - * A reception counter with a telephone and an additional one for guest use and visitor use.

* Clean and modern toilet, well equipped dining room/restaurant serving clean wholesome food and a well equipped kitchen and pantry.

Services - * Experienced, courteous and efficient staff in smart and clean uniforms.

* Senior staff coming in contact with guests should possess working knowledge of English.

* Good standard housekeeping.

* Clean and good quality linen, blankets, towels etc. should be supplied.

* Good quality crockery, cutlery and glassware should be there.

Two Star : These are typically small and medium sized and offer more extensive services than one star hotels.

Generally having-

- well equipped rooms with attached bath.
- professional presentation of reception and other hotel staff.
- wider range of straight forward services like food and beverages.
- adequate number of lifts in the building with more than 2 storey . including ground floor.

Architectural features – The general construction of the building should be good, locality and environment including immediate approach should be suitable. Should have at least 10 guest rooms with attached bathrooms with shower. All the bathrooms should have modern sanitation and running cold water with an adequate supply of hot water, soap and toilet paper. 25% rooms should be a/c (except hill stations where heating arrangements should be there in all rooms). The rooms should be properly ventilated and have clean and comfortable basic furniture. There should be well furnished lounge.

Facilities -

- * A reception counter with a telephone, an additional for guest and visitor.
- * A call bell in each room.
- * A well equipped and well maintained a/c dining room/restaurant serving clean wholesome food from a well equipped in-house kitchen and pantry.

Services -

- * Experienced, courteous and efficient staff in smart and clean uniforms.
- * Senior staff coming in contact with guests should possess working knowledge of English.
- * Provision for laundry and dry cleaning service.
- * Good standard housekeeping.
- * Clean and good quality linen, blankets, towels etc. should be supplied.
- * Good quality crockery, cutlery and glassware should be there.

Three Star : At this level hotels are generally of the size to support higher staffing levels and their range of services is significantly higher than at the lower star classifications, like

- reception and other public areas are spacious.
- all rooms would have an en suite shower.
- offer a good standard of comfort and equipment such as direct dial phone and toiletries.
- Apart from room service, could offer some additional facilities for business travelers.

Architectural features – The architectural features and general construction of the building should be of a very good standard, while the locality and environment as also the immediate approach should be suitable for a good hotel. Other facilities should include the following:

- Adequate parking facilities for cars.
- Should have at least 10 letable bedrooms, all with attached bathrooms equipped with bath tubs and shower.
- Bathrooms should have quality sanitary fittings with modern design with hot and cold running water.
- At least 50% rooms to be a/c (except in hill stations where rooms should have heating arrangements with dining room, restaurant and lounge) with good furniture, carpets, and curtains.

- Facilities -
- * A reception and information counter attended by qualified and experienced staff.
 - * A bookstall, recognized travel counter, money changing and safe deposit facilities on the premises.
 - * A telephone in each room except in a seasonal hotel where there should be a call bell in each room and a telephone in on each floor for the use of guests and visitors to the hotel
 - * A/C dining room/restaurant- well equipped and maintained.
 - * Where permissible by law, there should be a bar/permit room.
 - * Kitchen, pantry and cold storage should be clean and organized for orderliness and efficiency.

- Services -
- * Experienced, courteous and efficient staff in smart and clean uniforms.
 - * Senior staff coming in contact with guests should possess working knowledge of English.
 - * Provision for laundry and dry cleaning service.
 - * Should offer good quality cuisine, Indian as well as Continental. The food and beverage service should be of good standard.
 - * Good standard housekeeping.
 - * Clean and good quality linen, blankets, towels etc. should be supplied.
 - * Good quality crockery, cutlery and glassware should be there.
 - * Each guest room should be provided with a vacuum jug/thermos flask with cold/boiled drinking water.

Four Star : There is a fair mix of luxury and decor at hotels in this category. Bedrooms are more spacious than lower star rated hotels.

- There is -
- a high staff to guest ratio.
 - with provisions of porter service.
 - 24-hour room service, laundry and dry cleaning services.

Architectural features – The facade, architectural features and general construction of the building should be of distinctive qualities of a luxury hotel in this category. The locality and environment as also the immediate approach should commensurate to the standard of a luxury hotel and there should be adequate parking facilities for guests' vehicles.

Other facilities should include the following:-

- * Should have at least 10 guest rooms with well appointed attached bathrooms.
- * At least 50% of guest rooms must have long bath or the most modern shower chamber with 24 hours hot and cold water service.
- * All public and private rooms should be fully a/c (except in hill stations where heating arrangements should be there) with superior quality furniture/ furnishing like carpets, curtains etc.
- * Should have services of professionally qualified, experienced people.
- * There should be adequate number of lift working round the clock with more than two-storey including ground floor.
- * There should be well-appointed lobby and separate well-equipped cloak room For men and women.

- Facilities -
- * A reception, information counter and cash counter attended by qualified and experienced staff.
 - * A bookstall, recognized travel counter, money changing and safe deposit facilities with a left luggage room on the premises.
 - * A telephone in each room except in a seasonal hotel where there should be a call bell in each room and a telephone in on each floor for the use of guests and visitors to the hotel and provision for a radio or relayed music in each room.
 - * A/C dining room/restaurant- well equipped and maintained.
 - * Where permissible by law, there should be a bar/permit room.

- Services -
- * Should have both international and Indian quality cuisine, food and beverage services of highest standard.
 - * Should have professionally qualified, experienced, courteous, efficient and trained staff in smart and neat uniforms.
 - * Staff coming in contact with guests should understand and speak fluent English. Supervisory staff should have good command over English language.
 - * Desirable for some of the staff to have knowledge of some other foreign language, and staff knowing at least one continental language to be on duty at all times.
 - * Reception, information and telephone counter should have 24-hour service.
 - * Provision for reliable laundry and dry cleaning service should be there.
 - * Highest possible standard house-keeping services should be there with plenty of linen, blanket, towels etc. in each room.
 - * Vacuum jug/Thermos flask with cold/boiled drinking water should be there in each room.
 - * There should be a special restaurant/dining room with a provision of facilities for music and dancing.

Five Star : These offer spacious and luxurious accommodation throughout the property, matching the best international standards. The interior design should impress with its quality and attention to detail, comfort, and elegance. The furnishings should be immaculate; service formal, well-supervised, and flawless in its attention to the needs of the guests without being intrusive. The restaurant should exhibit a high level of technical skill. The staff should be knowledgeable, helpful, and well versed in all aspects of customer care combining efficiency with courtesy.

Architectural features – The facade, architectural features and general construction of the building should be of distinctive qualities of a luxury hotel in this category. The location and surroundings, including immediate approach, should be suitable for a luxury hotel of this category, and there should be adequate parking facilities for guests' vehicles. Other features should including the following;-

- Should have at least 10 guest rooms, all with well-appointed attached bathrooms with long bath or the most modern shower chamber, with 24-hour supply of hot and cold running water.
- All public and private rooms should be fully a/c (except in hill stations where heating arrangements should be there) and should be well-appointed with superior quality furniture and furnishings in good taste. It would be advisable to employ the services of a professionally qualified, experienced interior decorator of repute for this purpose.
- Should have adequate number of efficient lifts in more than two-storey buildings including ground floor providing 24-hour service.
- Should have well-designed and properly equipped swimming pool (except in the hill stations).
- The lobby and cloak rooms should be well-appointed and equipped with fittings and furniture of the highest befitting standards.

Facilities - * A reception, cash and information counter attended by qualified and experienced staff.

- There should be conference facilities in the form of one or more than one conference rooms/banquet halls and private dining rooms.
- Should be equipped with book stall, beauty parlour, barber shop, recognized travel counter, money changing and safe deposit facilities, left luggage room, florist and a shop for toiletries and medicines within the premises.
- There should be a telephone in each room and one on each floor for the use of hotel guests and visitors to the hotel, and provision for a radio or relayed music in each room.
- Should have well-equipped, well-maintained a/c dining room/restaurant, and where permissible by law, there should be an elegant and well-equipped bar/permit room. The kitchen, pantry, and cold storage should be well-designed to ensure efficiency of operations.

- Services -
- * Should have both international and Indian quality cuisine, food and beverage services of highest standard.
 - * Should have professionally qualified, experienced, courteous, efficient and trained staff in smart and neat uniforms.
 - * Staff coming in contact with guests should understand and speak fluent English. Supervisory staff should have good command over English language.
 - * Desirable for some of the staff to have knowledge of some other foreign language, and staff knowing at least one continental language to be on duty at all times.
 - * Reception, information and telephone counter should have 24-hour service.
 - * Provision for reliable laundry and dry cleaning service should be there.
 - * Highest possible standard house-keeping services should be there with plenty of linen, blanket, towels etc. in each room.
 - * Vacuum jug/Thermos flask with cold/boiled drinking water should be there in each room.
 - * There should be a special restaurant/dining room with a provision of facilities for music and dancing.

Five Star Deluxe : This is a qualitative extension of the five star category. While quantitatively the basic features are similar to a five star category, in a five star deluxe hotel, the comparative all round standards of services and amenities is of a very superior quality.