

HOSPITALITY INDUSTRY

Hotels and hospitality are often used erroneously or interchangeably as if they meant the same thing. According to the Oxford English dictionary, Hospitality means the reception and entertainment of guests, visitors or strangers with liberality and good will. The word hospitality is derived from hospice, the term of medieval house of rest for travellers and pilgrims. Hotels on the other hand are establishment offering food and accommodation to customers who appear able and is willing to pay for the services provided. Historically, modern version of hotels may have emanated from different types of traditional lodging services provided to people who are away from their usual place of domicile.

These includes;

Hospice - A place of refuge for travellers, often operated by a religious order.

Hostel - A lodging supervised by adults, planned for the use of young hikers or bicyclists; also youth hostel. A student residence or dormitory.

Hotel - A building or establishment which provides living accommodations for transient visitors and sometimes long-term residents, and which often offers other facilities such as meeting rooms, restaurants, entertainment, and shops, available to its guests and to the general public.

Motel- often confused with hotels , it is also a place where people can lodge and be serve food and other services but Motel is different from Hotel. A Motel or Motor Hotel is a Hotel for short stay especially for motorists on long travel.

Backpacker's - An establishment, commonly, a house that offers lodging for backpackers, travellers or youth hikers in cheap price. It is like a dormitory where there is a room with many beds where opposite gender may stay even without knowing each other and only one bathroom is shared.

Transient House - A place where people having a vacation can rent for short-term. This is where they can use all the house's facilities.

Others: Hospitality services are also provided to travellers during transportation, patients on

admission in health institution, and to workers as part of industrial welfare services. Others are; Social services in old people's home, juvenile and remand home, prison services etc.

The Hotel Industry

The world is a global village, people now move with ease from one part of the globe to another. Improved transportation, increased disposable income, liberalization of entry and exit regulations into various countries, increased respect and appreciation for human life are some of the factors that have encouraged people to travel out of their places of domicile to other places for either business or pleasure purposes. The trend has imparted positively on the hospitality industry generally and Hotel business in particular. It has therefore become necessary to adequately equipped professionals with necessary skills, intellectual ability to study and analyzed trends of development in the industry for the purpose of meeting up with the changing demands of the industry. They will be expected to either work in the industry at middle or top management level or serve as entrepreneurs that can provide quality effective and efficient services. Hotels as defined by the British Hotel proprietor Act of 1956 is an establishment offering food and drink and sleeping accommodation if so required to any traveler who appear able and is willing to pay for services and facilities provided: hotels are therefore obliged to:

- Provide food and accommodation to guest.
- Accept liability for the property of guest and hence, provide adequate security for their guest and properties kept in their custody.
- Conforms with public health and safety regulations by maintaining high standard of cleanliness and sanitation.
- Observe and abide with either relevant laws and regulations that affects the industry
- Identify from various field of study emerging knowledge and technology that are relevant and adoptable to improve the effectiveness and efficiency of their service delivery.

The word hotel is derived from the French word hotel; meaning host, successful hosting must

therefore be the major consideration.

Classification of Hotels

Hotels are classified and rated on the basis of many criteria, size of facilities, number of employees, number of rooms available for sales, special characteristics basis on service rendered, duration or guest's stay etc.

Diamond award classification.

This was invented by the American Automobile Association (AAA). Hotels are rated annually in the United States, Canada, Mexico & the Caribbean on the basis of their features, facilities and services provided.

- One diamond: Simple roadside appeal and basic lodging needs. The facilities would consist of adequate amenities (front desk) rooms may be adequate without basic industry standard while the exterior may have limited or no landscaping.
- Two diamond: Average roadside appeal with some landscaping, medium size registration, Office facilities that is moderately furnished. Rooms are design to reflect current industrial trends and service quality is more attentive.
- Three diamond: Have very good side appeal, attractive landscaping. The lobby should be spacious, carpeted, with front desk. Good quality framed art, live plant, language charts and bell station. Guest room should reflect current industry standard and standard of services.
- Four diamond: Excellent roadside appeal, professional planned landscaping. The hotel lobby should be spacious and reflects historical architectural attributes. Registration and front desk should be above average, made of solid wood or marble. Front office should have ample seating area with impressive furniture and fixtures (lighting, upscale framed arts and art objects, abundant life plants, separate check in and out, bell station and background music.
- Five diamond: Outstanding roadside appeal professional landscaping with a variety of foliage and sundry architecture. The lobby should be comfortably spacious, have

historical attributes. Registration and front desk should be comfortably spacious, should have historical attributes. Registration and front desk should be above average, must have ample seating area with conversations groupings unit upscale appointments. There must be impressive lighting fixtures, varieties of art objectives, plants and floral arrangement separate check in and out, bell station, back ground music.

Nature of ownership, location of premises etc.

Many organization such as Automobile Association (AA), Royal Automobile Club (RAC) and other also classifies hotel and award distinction (star seal ex merit). Their award indicates the type of hotel, serve as mark of quality and as guide to guest and tourist.

A Star Award Classification

- One star: Small size hotel with acceptable facilities and furniture. Adequate bath and lavatory arrangements, all bathroom fitted with facilities for hot and cold water, availability meal services for residents.
- Two Star: Similar to one star but with higher standard of accommodation, private both rooms facilities, better and wider meal services options.
- Three Star: Well appointed hotel having large number and spacious bedroom fitted with private bathroom. Better meal service.
- Four Star: Exceptionally well appointed hotel offering high standard of comfort in bedroom facilities and better meal services
- Five Star: Hotels offering the highest international standard of facilities and services.