

11: Hotel Guest Rooms

This chapter will help you to:

- Understand the various types of hotel guest rooms and designs.
- Evaluate the layout and design of different categories of rooms and their features.
- Review the selection and trends in guest room amenities and their role in customer satisfaction.
- Learn about the impact of Covid-19 on the changing dimensions of customer behaviour.

A good night's sleep is central to guest satisfaction. When customers leave the comfort of their homes and travel, they look for a clean, safe, and comfortable stay, and therefore planning and designing guest room is vital to meet the guest expectation. With globalisation, and people travelling to distant places and different countries for work and for travel, the importance of safety and comfort has grown proportionately.

Types

Hotels have different types of rooms to cater to the different needs and preference of guests. Booking an appropriate room while travelling is the biggest prerequisite for a guest, and therefore researching a room type that matches the need and budget for a customer is important.

Hotel guest rooms are classified on the following bases:

- Size of the room
- Type of the beds (single, double, queen, twin, king etc)
- Interior of the room
- Number of occupants
- Accessories and amenities in the room

Types of hotel guest rooms

- **Single room:** A small room with a single bed for one person/single occupancy
- **Double room/ Standard room:** Will have a queen or king size bed meant for two people.
- **Twin room:** Will have two single beds separated by a bedside table. Suitable for business travellers sharing a room.
- **Hollywood twin:** Has two single beds joined by a common headboard. Suitable for families with small children.
- **Queen size room:** With a queen size bed suitable for single or double occupancy.
- **King size room:** With king size bed and comfortable for double occupancy.
- **Double-double room:** Usually contain two double beds, can also have queen beds and are suitable for guests travelling with young kids.
- **Quad room:** Designed for four individuals and mostly used by families. Such rooms have two queen size beds.
- **Accessible room:** Designed for guests with special needs. Such rooms have enough space for wheelchairs, furniture is at a lower height. Bathroom design is such that it allows the guests to use them efficiently.
- **Suite room:** Has a spacious living area and a luxurious bedroom. The room is expensive, décor is beautiful and offers a range of excellent amenities. Depending on the size, they can be further classified into *junior* and *presidential* suite rooms in many hotels.
- **Connecting rooms:** Have a connecting door between them, and separate doors from outside. It allows the guests to move freely between the rooms. Suitable for families with young children as well as friends travelling together.
- **Adjoining rooms:** Share the same wall, but do not have a connecting door. Suitable for families with older children who do not require too much supervision.
- **Cabana:** are spectacular rooms overlooking a swimming pool.
- **Lanai:** have a balcony overlooking a beautiful garden.
- **Studio room:** Will have a sofa-bed, with a living area, kitchen and bedroom combined in a one ample space. Suitable for one person.
- **Aparthotels:** Also called *apartment style hotels*, suitable for long stay guests, with a kitchenette for guests to cook their own meals if they wish.