

Paper Code and Title: H04FO Front Office and Housekeeping

Module Code and Title: H04FO09 – Room Status

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ROOM STATUS

Objectives:

The module on room status will enable the learners to

1. Understand the room position at the hotel and the status of the rooms on each day.
2. Forecast reservations and increase the occupancy rate and thereby room sales

Introduction:

The process of assigning the rooms to the guest during the arrival phase of the guest is mostly determined by the room status, availability of rooms and room rates. The room status of the room alerts front office department for sale of the room to the guest, the housekeeping department to get ready the used rooms and make it ready for sale again to the customers and also links the maintenance, engineering and safety department to service all equipments and put in working condition.

The process of assigning rooms

The terms related to room status are

- Free sale - Rooms are available for sale
- Minus position – When guests expected exceeds room available
- Plus position – When rooms available exceeds guest arrivals
- Sold out – Rooms not available
- House count – Number of guests staying in the hotel
- Walk in – Guest who registers himself without a prior reservation.
- Wake call – A call given by the front office staff to wake a guest on the specified time given by the guest

These terms will help the front office staff while dealing with guests and staff should be aware of all the terminologies related so that the guest services are done at the best possible manner. And also as the rooms are described as the perishable commodity, the sale of rooms has to be done with utmost care that the services of the staff in all departments are done

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efficiently without any delay. Proper coordination of staff in all departments both front of the house and back of the house operations are done with optimum utilisation of all the resources.

Determining Guest Needs:

Each hotel has a variety of rooms to meet the needs of guest. A single guest would like to stay in a single room to be cost effective, while a couple find a double room more convenient. A family may have to choose a suite to have more leg room for children to move around. A business executive may want a special suite to entertain privately or show off the financial status to his or her clients.

Room types are based on intended number of occupants. The standard room type is understood to be based on one occupant. This is called single occupancy. The single room type has one bed.

Although not universal, single occupancy room rates will often be lower than those with two people in the room, or double occupancy room rates.

Room rates intended for three occupants are triple occupancy and quad occupancy house for four guests. It is a rare for standard room to house more than four people.

The types of rooms are:

1. Ordinary Rooms :

- Single room
- Twin room
- Triple room
- Quad room
- Double room
- Double-double room
- Hollywood twin room
- Queen room
- King room

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2. Suite Rooms :

- Suite room
- Junior suite
- Single suite
- Double suite
- Duplex suite
- Penthouse suite
- Deluxe room/ Suite
- Cottages – suite
- Hospitality Suite

3. Special Category Rooms/Other Types Of Rooms :

- Studio room
- Cabana room
- Parlor rooms
- Lanai room
- Corner room
- Conference room
- Banquet halls/room
- Inter-connecting room
- Adjacent room
- Adjoining room
- Secretarial room / business centre
- Efficiency Room

A. Ordinary Rooms

Single room:

- A room assigned to **one person.**

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- It is for **single occupancy**.
- A **bed size** approximately **6 feet by 3 feet**.

Twin room:

- A room has **two single beds**
- It's for **double occupancy**.
- The bed size is normally **6 feet by 3 feet for each bed**
- It's suitable for **sharing accommodation** among delegates of a meeting.

Triple room:

- A room has **three separate single beds**.
- It can be occupied by **three guests**, for **Triple occupancy**.
- It's **suitable** for **groups** & conference guests.

Quad Room:

- A room has for separate **four single beds**.
- It can accommodate by **4 persons** together in the one room.

Double Room:

- It has **one double bed**.
- It is for **double occupancy**.
- The **size of bed** is generally **4.5 feet by 6 feet**.

Double – Double Room:

- It has **two double beds**.

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- It can accommodate **four persons** together.
- It normally preferred by a **family or group**.

Hollywood Twin Room:

- A room has **two single beds** with a **common head board** attached.
- It generally occupied by **two persons** or guests.

Queen Room:

- A queen room has a **queen size bed**.
- The **size** of the **bed** is **5 feet by 6 feet**.
- Extra bed is available on request.

King Room:

- A king room has a **king size bed**.
- The **size** of the **bed** is **6 feet by 6 feet**.
- An extra bed may be added to this room on request & charged accordingly.

B. Suite Rooms

Suite :

- A suite comprises **more than one room**.
- A room has **separated living room & bed room area**.
- A parlor or living room connected to one or more bedrooms.
- The **décor & color scheme** used **gives its name**.
- A room made of adjoining rooms (two separated).

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- **Aim to please the affluent (rich) guest.**
- For who can **afford** the **high tariff** (rate) of the room category.

Junior Suite / Mini Suite:

- It is **smaller size of suite room.**
- A **single room** with a **bed & a sitting area.**
- The sleeping area may be in a bedroom or separated from the parlor or living room

Single Suite:

- A room meant for **single occupancy.**
- A room with a **bedroom & a sitting room.**

Double Suite:

- A room meant for **double occupancy**
- It have a sitting room.

Duplex Suite:

- This type of suite has **two rooms.**
- Which are situated on **two different floors**
- It **connected by an internal staircase**

Penthouse:

- A room with a **terrace or open sky space.**
- It located on the **topmost floor** of a hotel.
- It is very opulent (lavish / luxury) **décor & furnishings.**

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- It among the **costliest rooms** in the hotel.
- It **preferred by celebrities** & major personalities.

Deluxe room / Deluxe Suite

- A room has **good view** in the hotel.
- It offers a **high level of comfort** and has a **bigger space**.
- It is not a suite room but it got bedroom & a small living room.

Cottages:

- An **independent set of rooms** located away from main hotel building.
- Each house has **balcony, living area, bedroom with attached bathroom**.
- It may have **dinning area** with an attached **kitchen**.
- It commonly **found** in **resort** hotels.

Hospitality Suite:

- It is generally a banquet room.
- A room hired by a guest on hourly basis to entertain his guest.

C. Special category Rooms/Other types of rooms

Studio Room:

- Generally used as a **living room**.
- A room with a **bed** & convey in to **sofa – cum – bed**.

Cabana Room:

- A room **located** nearby **swimming pool** or beach.

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- Mostly used as a **changing room** but not a bed room.

Parlour Room:

- A **living room without bed.**
- It may have **sofa & chairs for sitting.**

Lanai Room:

- It generally has a **view of garden or sea beach.**
- A veranda or roofed patio, furnished & used as a living room.

Corner Room:

- A room located at the **corner of the hotel building.**
- It have generally a two exposures (view) .

Conference Room:

- A room as **different size** having **different capacity** to accommodate .
- For **conference, meeting** etc.,

Banquet Rooms / Halls:

- Its used to entertain banquet (function) guest.
- **Specially for parties, receptions, and wedding etc.,**

Inter Connecting Room:

- A room with **individual entrance door from outside.**
- A **connectivity door is in-between** the rooms.
- **Guest can move between the rooms without going through the corridor.**

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- It can be sold as **two separate rooms** – during demand / **peak time**.

Adjacent Room:

- It is a room that is **very close to another room** perhaps **across the hall**.
- They do not share a common wall.

Adjoining Room:

- **Two or more rooms side by side** without connecting door between them.

Secretarial Room / Business Centre:

- It usually **found in 5 star hotels**.
- It specially meant for **business people**.
- This room provide the services like **Typing, Photocopying, Fax & Steno services**.

Efficiency Room:

- A sort of **complete self-sufficient unit** itself.
- It usually **found in hill stations** and **beaches**.
- This room **contains a bedroom**,
 - a) **Living Room**,
 - b) **Dining Room**,
 - c) **A Small Kitchen &**
 - d) **Bathroom**

Based on the rooms available and the room requirements, the room allocation has to be decided by the staff for assignment of rooms.

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ROOM STATUS RECONCILIATION

The review of guest room was important to conduct before introducing the next section. Hotels monitor each and every guest rooms very closely. They are in business to sell rooms, and that includes each room type, configuration, and designation. The most important aspect of this monitoring process is discerning what guest rooms are available for sale and when. This is to avoid the obvious embarrassment of checking two guests into the same room, as well as to maximize room revenue by selling every room as soon as it becomes available. The hotel industry assigns a status to every guest room. Reconciling the guest room status is the way a hotel is able to manage availability.

Room status reconciliation is defined as ensuring that rooms are properly designated by their current status, and assigned new status as it changes. Both housekeeping and the front desk maintain room status. Each coordinates with the other to make sure that rooms are assigned, cleaned, and assigned again to maximize room revenue, while avoiding a miss – assignment. Room status categories / designations are grouped by the guest room’s state of occupancy, state of cleanliness, and state of exception. The most commonly used room status codes are occupied, vacant, dirty, clean, ready and out of order.

STATUS OF ROOMS

State of Occupancy

- Occupied – applies to a room that has been assigned to a guest and that guest has checked in
- Vacant – the guest has checked out of the room
- Ready – room is available for new occupancy

Status of Cleanliness

- Dirty – room has not been cleaned by housekeeping
- Clean – room has been cleaned but not yet verified as clean

Status of Exception

- Out of Order – room was removed from inventory for a specific reason (e.g., repairs of renovation)

The room status can be thought of as the “life cycle” of a guest room. Describing the status of a guest room requires determining its “readiness” for new occupancy. Therefore, a hotel must know its current state of occupancy and cleanliness. When determining a room’s state of occupancy and state of both occupancy and cleanliness information.

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Room Status Codes

- **OCC** - Occupied
- **VC** - Vacant & Clean
- **VD** - Vacant & Dirty
- **OR** - Occupied & Ready
- **OC** - Occupied & Clean
- **OD** - Occupied & Dirty
- **CO** - Check Out
- **OOO** - Out of Order
- **DND** - Do Not Disturb
- **V/O or O/V** - Status Unclear
- **LO** - Lock Out Room
- **DO** - Due out Room
- **DNCO** - Did not Check Out
- **VCI** - Vacant, Cleaned & Inspected
- **HL** - Heavy Luggage
- **LL** - Light Luggage
- **NL** - No Luggage
- **DL** - Double Lock
- **CL** - Chain Lock
- **HU** - House use
- **NCI** - Newly checked In
- **NS** - No Show
- **SO** - Slept out
- **BLO** - Blocked
- **V** - Vacant Room
- **MUR** - Make Up Room
- **VR** - Vacant & Ready

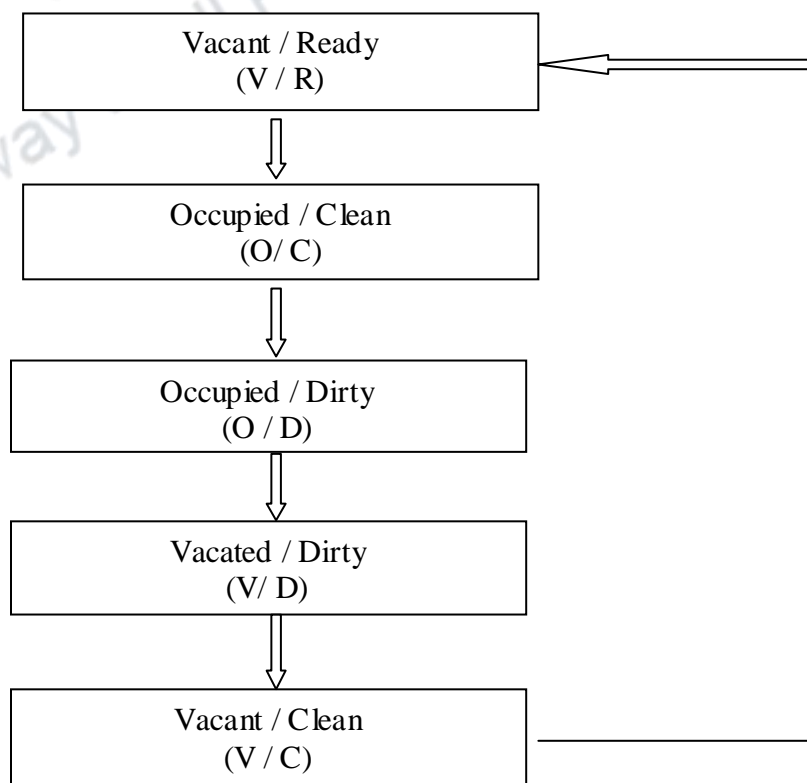
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Status Code	Meaning
Vacant / Ready	Available for sale. A “V/ R” room status is the only status a room can be sold in.
Vacant / Clean	Cleaned room, not yet inspected. All sleeping rooms are cleaned by a housekeeper and then inspected by a supervisor or manager to ensure it is ready for sale. These inspectors then change the code from “V/ C” to “V/ R”.
Vacant / Maintenance	A “V/ M” room has been taken out of inventory for some reason. This is the code assigned to out – of – order rooms.
Vacant / Dirty	Guest checked out, not serviced by housekeeping yet. “V/ D” codes take top priority in housekeeping as they must be readied for resale.
Occupied / Dirty	Guest currently occupies the room, the night has passed, but room has not yet been serviced by housekeeping.
Occupied / Clean	Guest currently occupies the room, and room has been serviced by housekeeping. Typically, there is no inspection for rooms cleaned during the length of an individual guest’s stay. The expectation is that all rooms are cleaned well, but an occupied room is generally easier to clean than one from which the guest has checked out.

ROOM STATUS CYCLE



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Conclusion

The importance of delivering quality service in hotels is very much important and is a much more important task of the front office department. Therefore the front office department has to function round the clock with effective service for the guests. Quick and prominent service by the staff of housekeeping and front office department will enable to allot room for guests and make the rooms available for sale and thereby increase revenue of the hotel.

