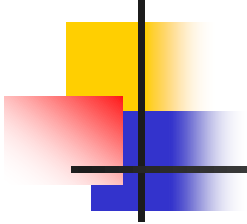


**University of Salahaddin
College of engineering
Department of architecture**



Back of House

**Supervised by
Dr. Muhannad G. Rassam
M.Sc. Nazik Jamal
2022-2023**



Back of House [Operational Areas]

Goods entrance [Receiving area]

The unloading area must be covered and enclosed (with shutters) for weather protection.

A minimum platform of **2.0 m width** is required for offloading at vehicle tailboard height **1.2 m**.

A receiving office for control checking and weighing deliveries should be immediately adjacent.

The purchasing office should also be directly accessible.

- Temporary holding storage must be provided - but most deliveries are immediately transferred to main stores.
- Preferably stores should be located adjacent with direct corridor access: **minimum width 2.0 m ,maximum rampe 10%**. Double swing doors with viewing panels are required.
- If transfer to another level is necessary, one goods elevator for each loading bay should be installed. These should be independent of room service circulation requirements.
- In hotels with large convention and exhibition areas provision must be made for receiving and transferring exhibits and stand displays direct to the halls.



Back of House [Operational Areas]

Goods entrance [Refuse and garbage]

- **Transfers and storage of refuse and garbage must be kept separate from goods received.**
- **The shape and size of containers, and bins is dependent on the system of vehicle collection and handling.**
- **A refrigerated storage room is usually provided for food garbage.**
- **A compactor is required with screening to confine noise and debris.**
- **Separate storage for bottles is necessary and a glass crushing machine may be warranted.**
- **Where refuse chutes are used, level access is required to the collection point. Isolating and fire control equipment must be installed.**
- **A suitably equipped washing area for containers is required.**
- **All surfaces must be smooth and impervious with high fire resistance. Water hoses, nonslip floors with drainage must be provided.**

Back of House Inter-Continental Hotel, Piccadilly, London

Receiving area

- 3 -Control
- 4 -Freight elevator
- 6 -Trash
- 7 -Empties

Employees area

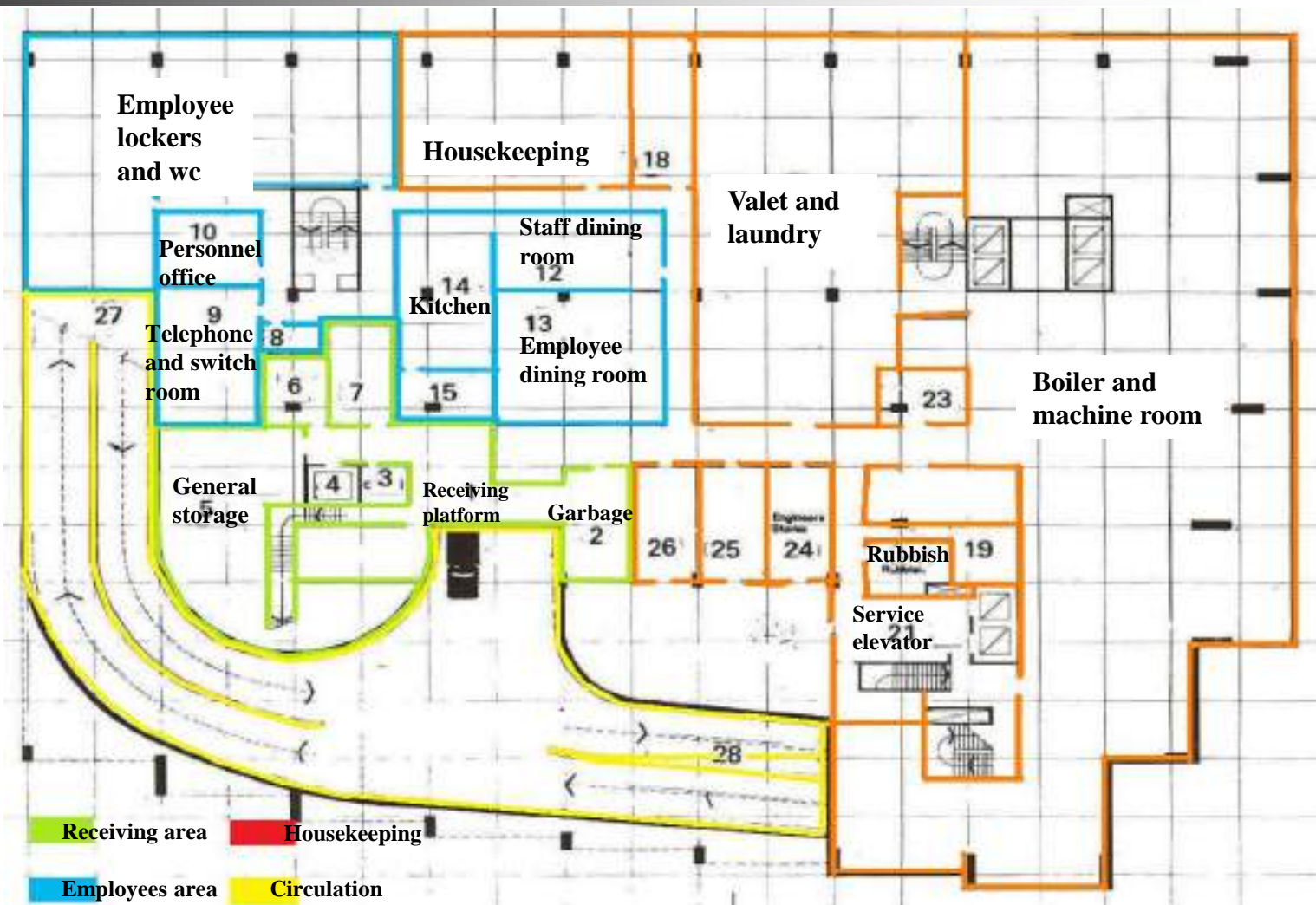
- 8 -Timekeeper
- 15 -Dishwashing

Housekeeping

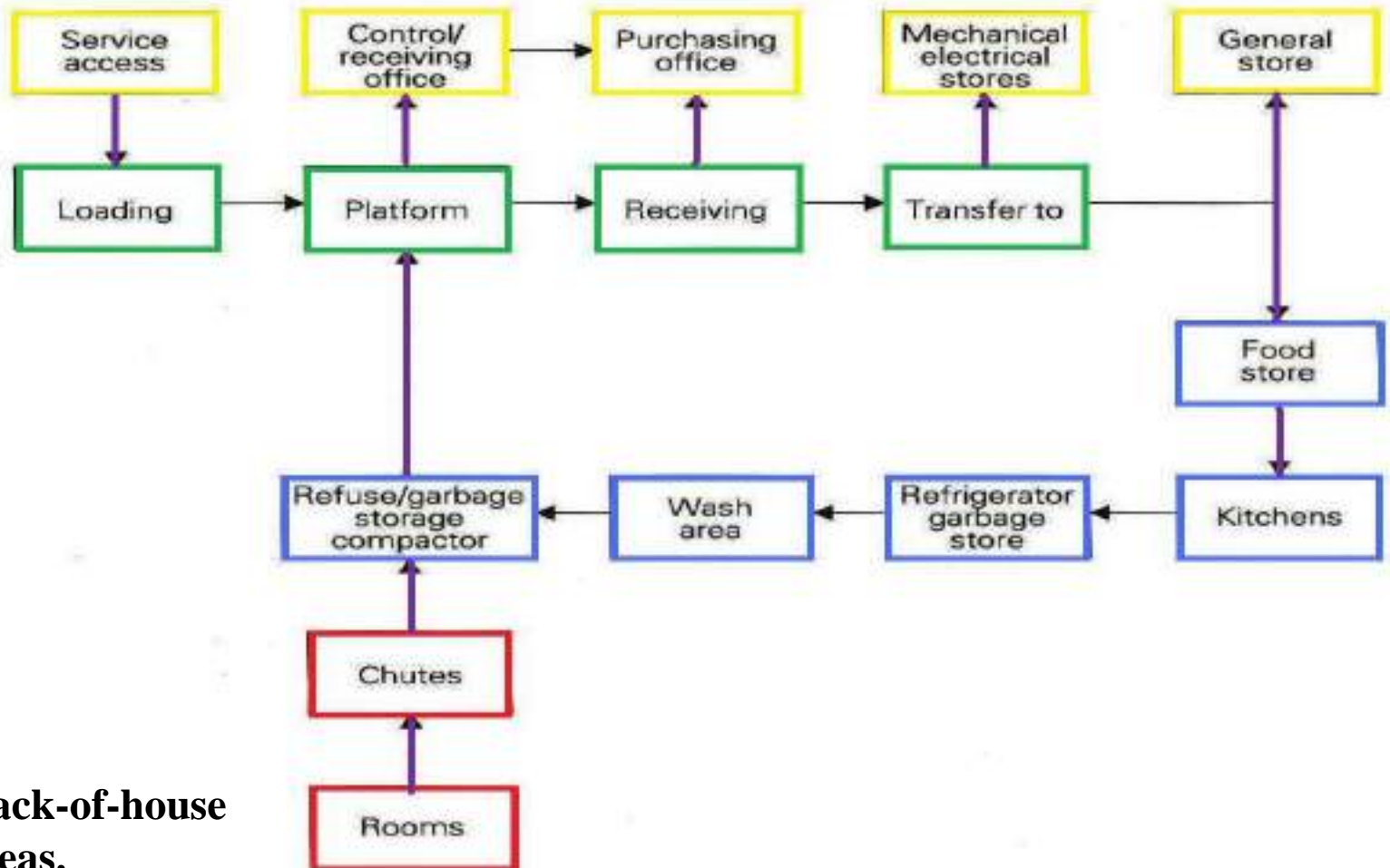
- 18 -Print shop
- 19 -Soiled linen
- 23 -Engineer's office
- 24 -Engineer's stores
- 25 -Upholstery shop
- 26 -Paint shop

Circulation

- 27 -Ramps to Ground level
- 28 -Ramps to car -park basement



Back of House



**Relationship
between the back-of-house
operational areas.**



Back of House [Operational Areas]

Employee facilities[Number of employees]

Typical ratios of staff per room

- Luxury resort hotels **1.4: 1**
- High-grade convention hotels **0.9:1**
- High-grade city centre hotels **0.7:1**
- Mid-grade resort hotels **0.6:1**
- Mid-grade urban hotels **0.5:1**
- Minimum service hotels and motels **0.25:1 to 0.10:1**
- Apartments, condominiums(depending on services) **0.10:1 to 0.05:1**

Employee facilities [Planning]

A separate entrance should be provided for employees, leading via timekeeping and security offices to personnel areas and changing facilities. Corridors giving access to back-of housework areas should be separated from those used by the public or guests.



Back of House [Operational Areas]

Security and personnel

The security office must have a clear view of the employee entrance and may be supplemented by video monitoring of movements. Timekeeping equipment is located in an adjacent area for control. Associated offices, depending on size of hotel, are provided for personnel offices, interview and training rooms, the paymaster and purchasing agent. A first aid room should be available.

Changing and toilet facilities

Changing and toilet facilities must be well ventilated (10 air changes/hour) and heated or air-conditioned as required to reduce condensation. Strict security must be provided with individual lockers for all employees - part-time employees may be allocated a specific area.

Restrooms: staff feeding

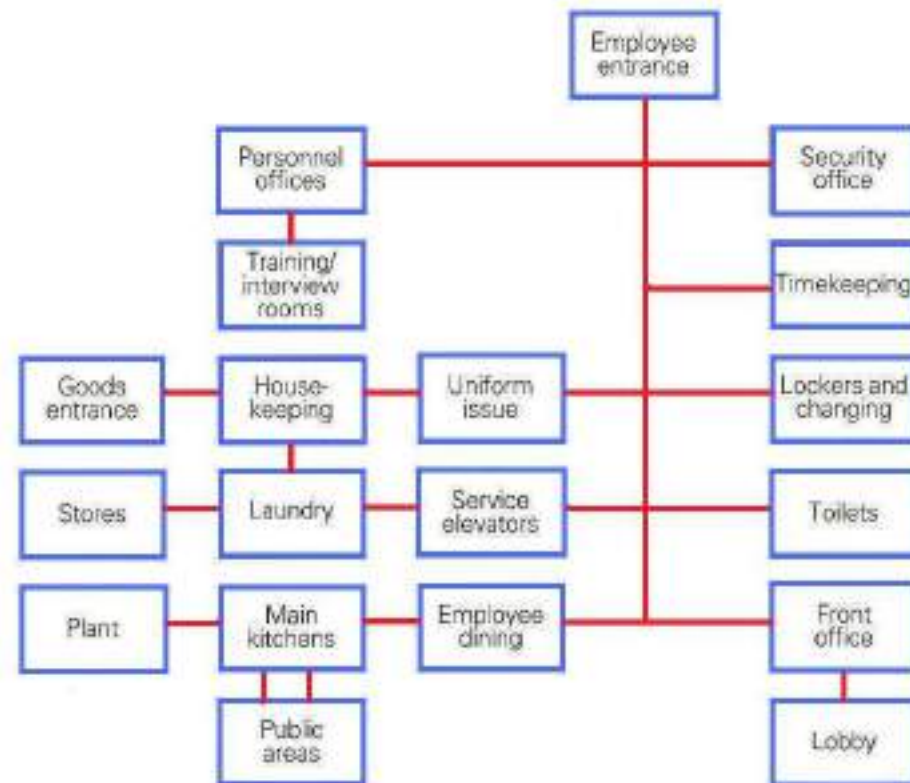
Usually rest rooms are combined with canteens for employee food service . A separate area may be provided for supervisory and administrative staff.

Back of House [Operational Areas]

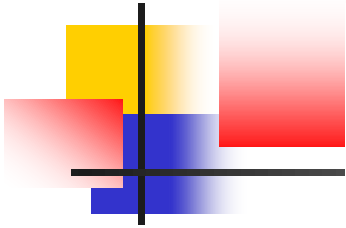
Size of security and personnel areas

Typical areas	250 rooms (m ²)
Security, timekeeping	10.0
Personnel Interview, training (a)	39.0
Purchasing	11.0
Total	60.0
Area per room 0.20-0.25 m ²	

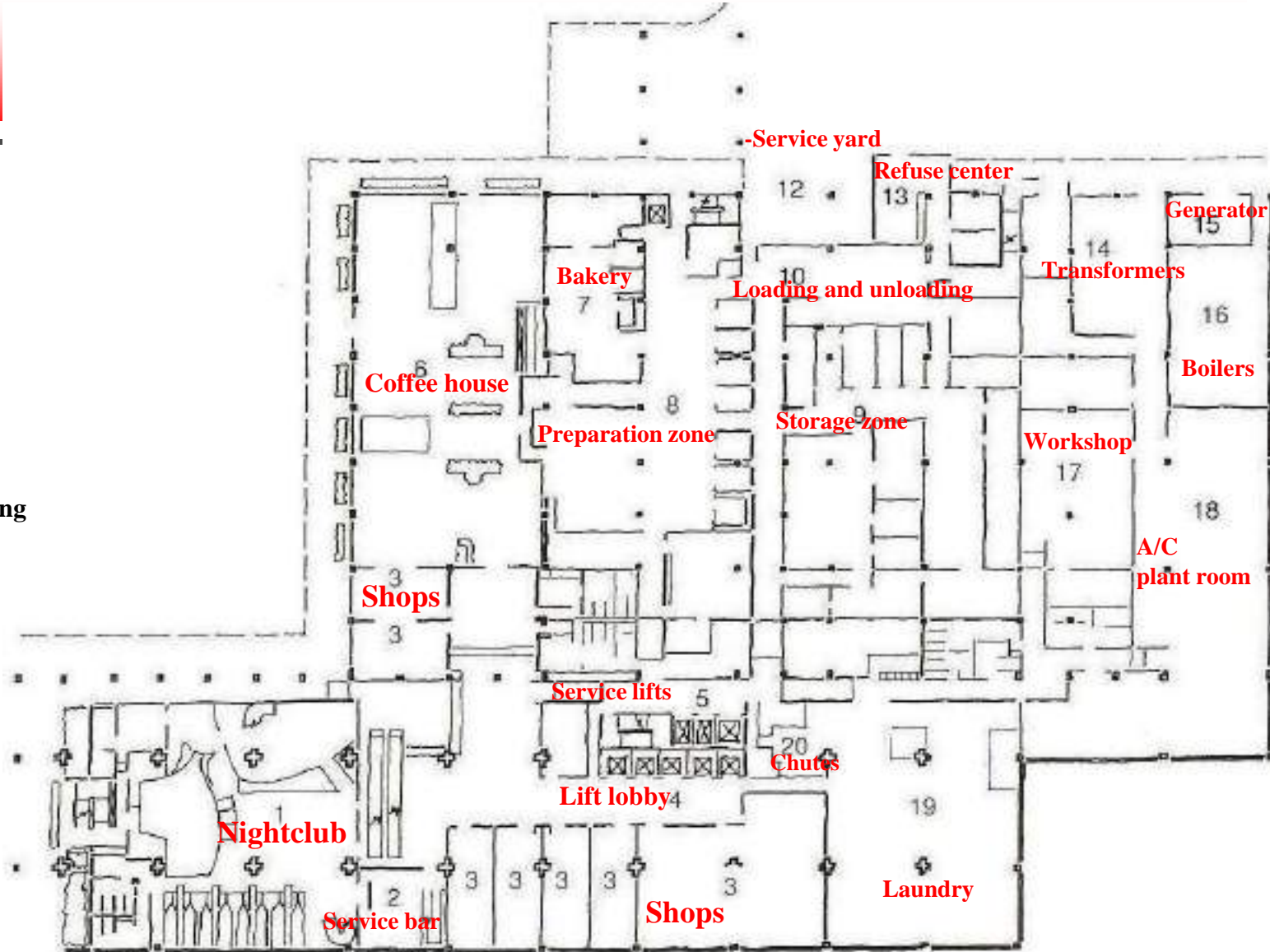
(a) Dual purpose. Including first aid facilities in area.



Arrangement of back-of house work areas



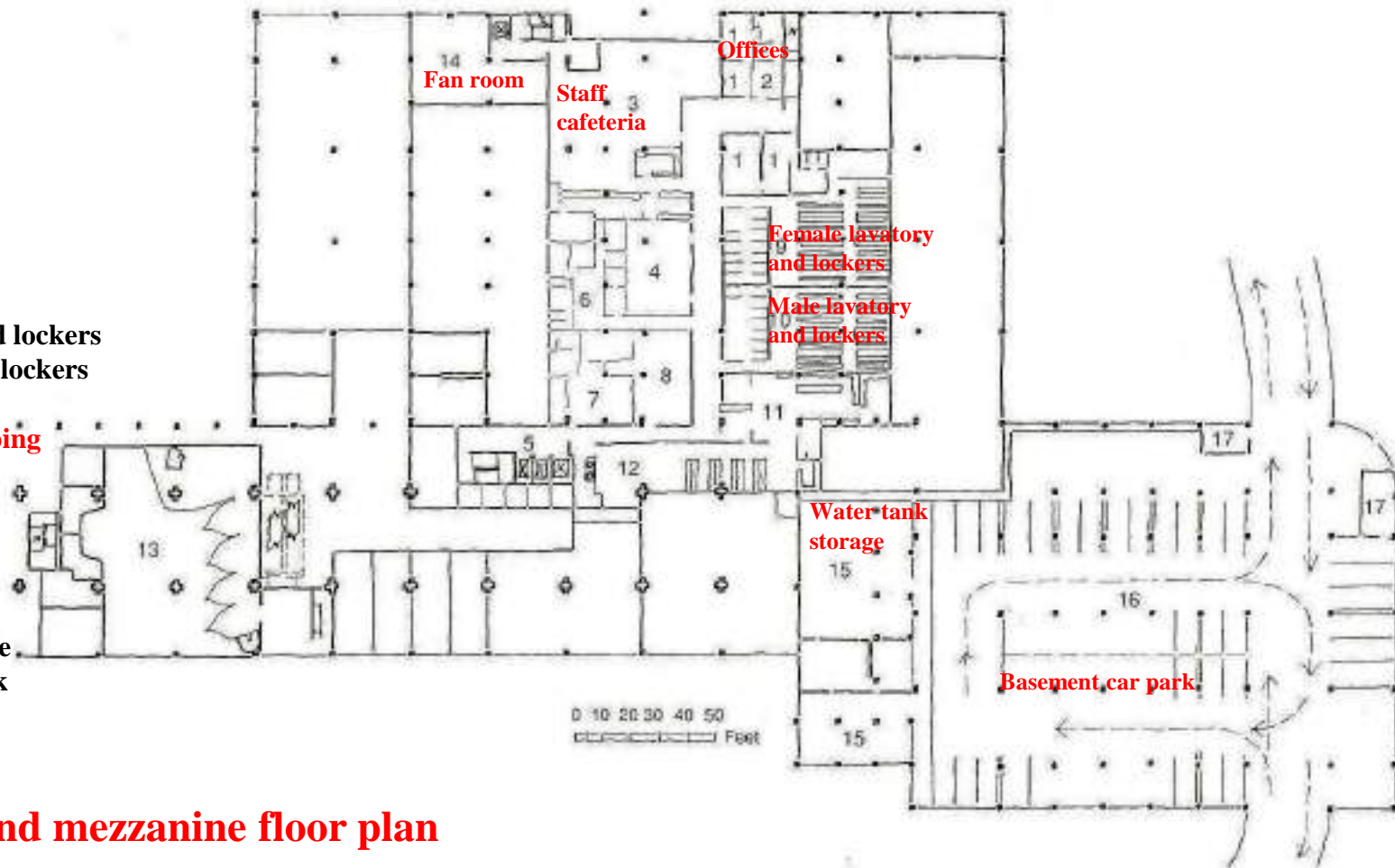
- 1- Nightclub
- 2-Service bar
- 3-Shops
- 4-Lift lobby
- 5-Service lifts
- 6-Coffee house
- 7-Bakery
- 8-Preparation zone
- 9-Storage zone
- 10-Loading and unloading
- 11-Security check point
- 12-Service yard
- 13-Refuse center
- 14-Transformers
- 15-Generator
- 16-Boilers
- 17-Workshop
- 18-A/C plant room
- 19-Laundry
- 20-Chutes



(a) Lower ground floor services plan [Shangri-la Hotel, Singapore]

Back of House [Shangrila Hotel, Singapore]

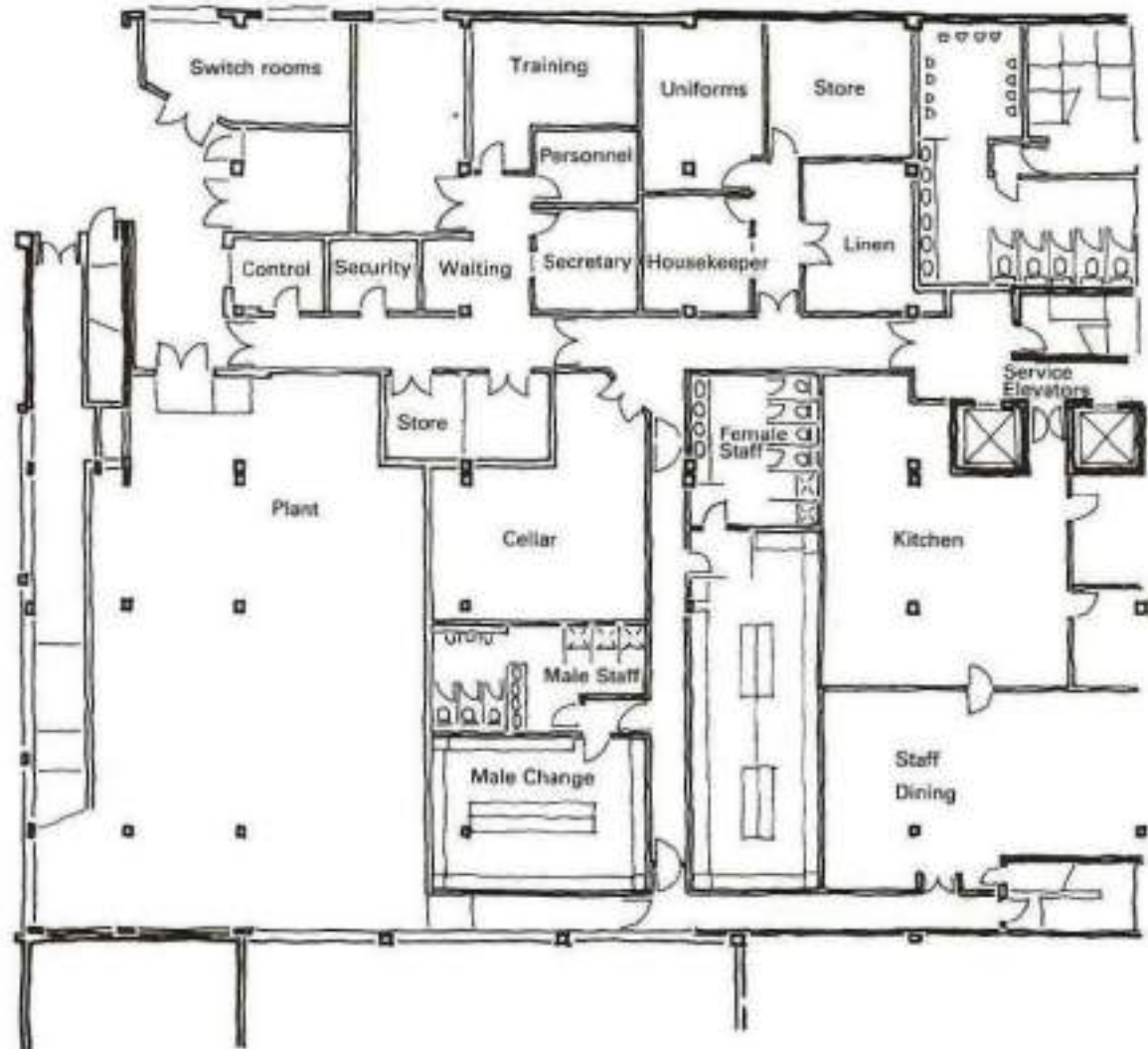
- 1-Offices
- 2-Clinic
- 3-Staff cafeteria
- 4-Senior staff dining
- 5-Service lift lobby
- 6-Chef rest room
- 7-Operators
- 8-PABX
- 9-Female lavatory and lockers
- 10-Male lavatory and lockers
- 11-Uniform area
- 12-General housekeeping storage
- 13 -Upper part of nightclub (discotheque)
- 14 -Fan room
- 15 -Water tank storage
- 16- Basement car park
- 17 -Plant room



(b) Lower ground mezzanine floor plan

Back of House

The Leeds Marriott
Employee changing
facilities in the basement



Back of House [Typical standards for employee sanitary provision]

Fittings	Residential hostels	Non-residential staff (b)	
		Male	Female
Water closets	(shared) 1 for 9 persons	1 for 1- 15 2 for 16- 35 3 for 36- 65 4 for 66-100	1 for 1-12 2 for 13-25 3 for 26--40 4 for 41 - 57 5 for 58- 77 6 for 78- 100
Urinals		1 for 7- 20 2 for 21-45 3 for 46-70 4 for 71 - 100	
Washbasins (a)	1 per bedroom		
Bathrooms	As for WC		
Cleaners' sinks	Minimum 1 per floor		



Back of House [Operational Areas]

Employee changing room and associated facilities

Typical areas (a)	Per employee (m2) (b)	Per guestroom (m2)
WCs and washing room	0.4	0.6
Locker and changing room(c)	0.6	0.6

Notes: (a) Based on 100-200 room hotel of good grade.

(b) Ratio of space for male: female facilities depends on local pattern of employment. Normally 1 :1 .

(c) includes changing cubicles and showers.

Provision for staff feeding

Typical areas	Per seat (m2) (a)	Per guestroom (m2) (b)
Staff feeding	0.9	0.2

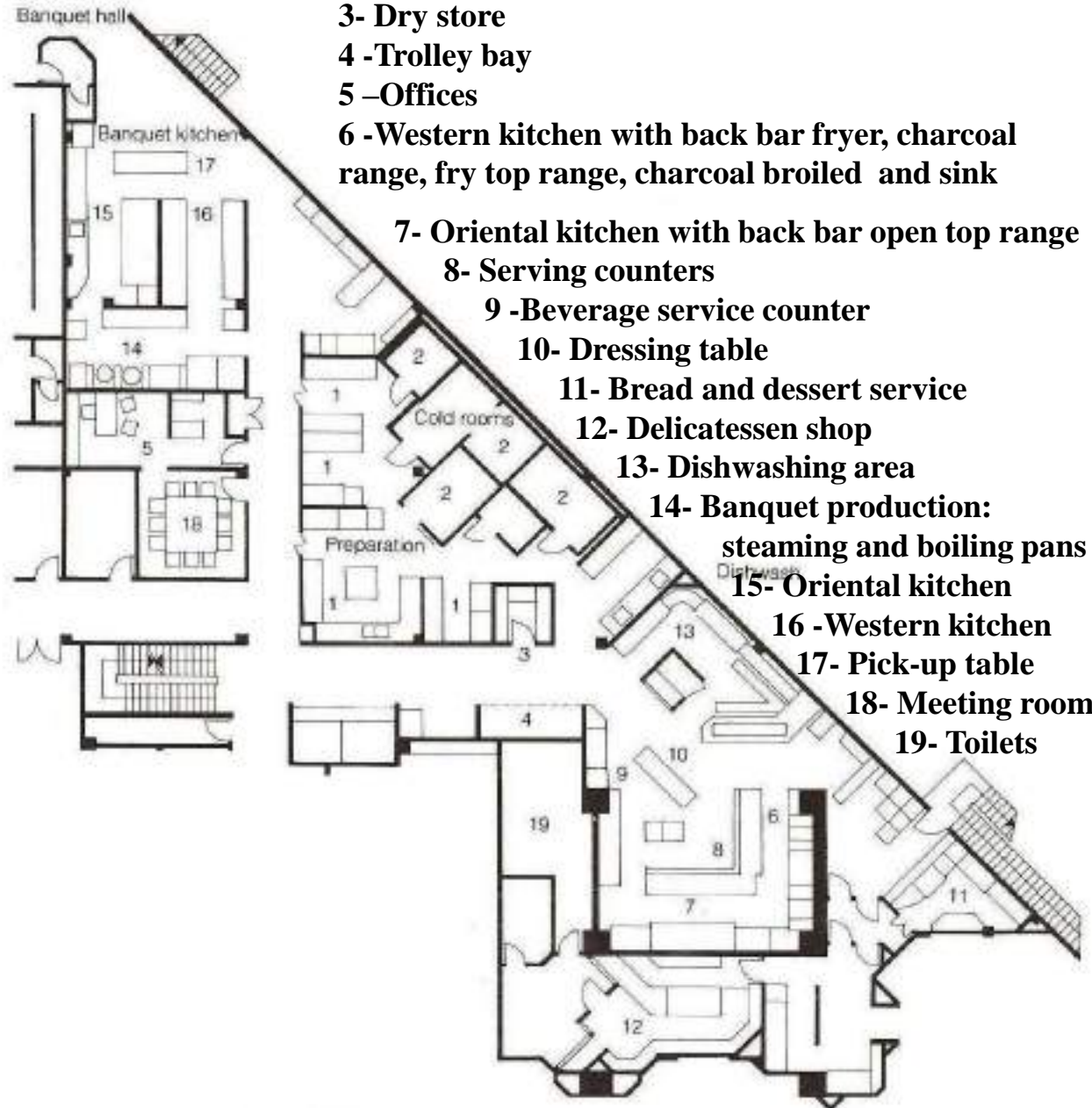
Notes: (a) With compact seating plan.

(b) Allowing for staggered use: 20% at one time.

Back of House

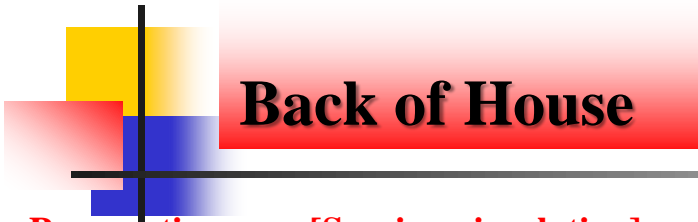
Hyatt Aryaduta, Jakarta

The main food production area of the Hyatt Aryaduta is located on the first floor adjacent to the restaurants and banquet rooms.



Kongress Hotel Davos, Switzerland

This 160 bed hotel has a ground floor kitchen based on the traditional French-style layout. Storage rooms and staff feeding areas are located in the basement.



Back of House

Preparation area [Service, circulation]

- 1- Cold meat preparation
- 2 -Cold dishes, coupes, glace
- 3 -Pastry preparation
- 4- Vegetable preparation

Main production area

- 5 -Boiling pan and bratt pan on irunions,
- 6 -Garde manger
- 7 -Rotisseur
- 8- Entremetier

Back-of-house operational areas Stubli

Service counter

- 9- Hot service
- 10 -Cold service

Still room

- 11 -Wine, mineral and milk storage
- 12 -Beverage counter with boiler and coffee machines
- 13 -Fruit juice and milk dispensers, mixer, toasters

Dishing washing area

- 14 -Soiled dish counter with over shelf and under counter waste bins
- 15 -Under counter glass washing machine
- 16 -Rack slide with inset sink and drainer
- 17 -Dishwashing machine
- 18 -Pot sink
- 19- Pot rack



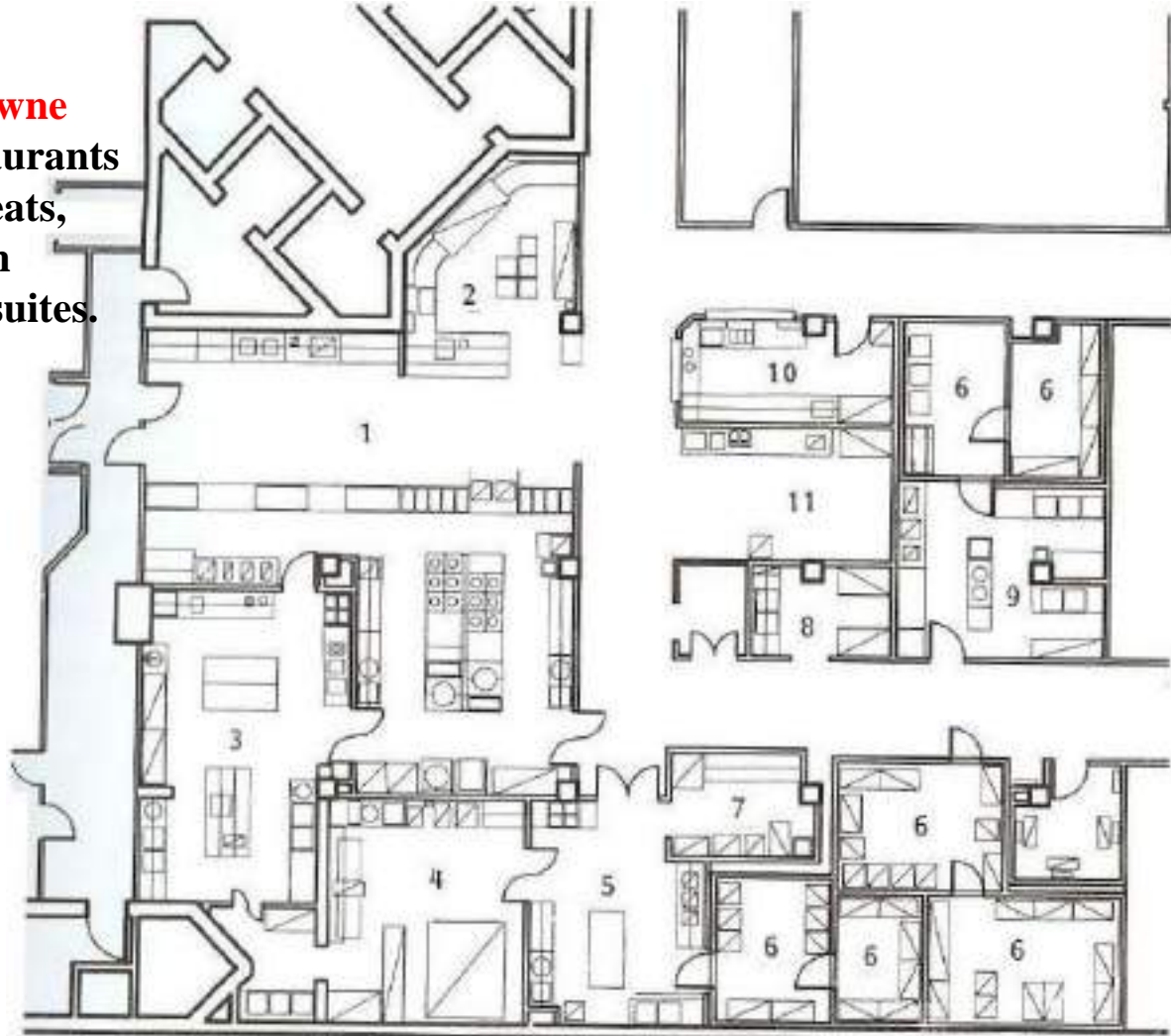
Back of House

Foodservice kitchens

The kitchens of the **Holiday Inn Crowne Plaza** are designed to serve two restaurants and a patisserie with a total of 416 seats, function rooms seating 400 and room service for the 298 guest rooms and suites.

Key

- 1- Main kitchen servery
- 2 -Dishwashing
- 3 -Vegetable kitchen
- 4- Bakery
- 5- Pastry preparation
- 6- Cold rooms
- 7- Chocolate and decoration
- 8 -Pot wash
- 9- Meat preparation
- 10 -Service bar
- 11 -Room service



Back of House [Kitchen Areas]

Hotel food preparation and beverage services

Area per seat	High-grade hotels(m2)	Mid-grade (m2)	Economy (m2)
Main kitchen and stores (a)	1.2	1.0	0.7 (d)
Satellite kitchen (b)	0.3		
Banquet kitchens (c)	0.2		

Notes: (a)Storage requirements depend on frequencies of deliveries.

(b)Including local dishwashing.

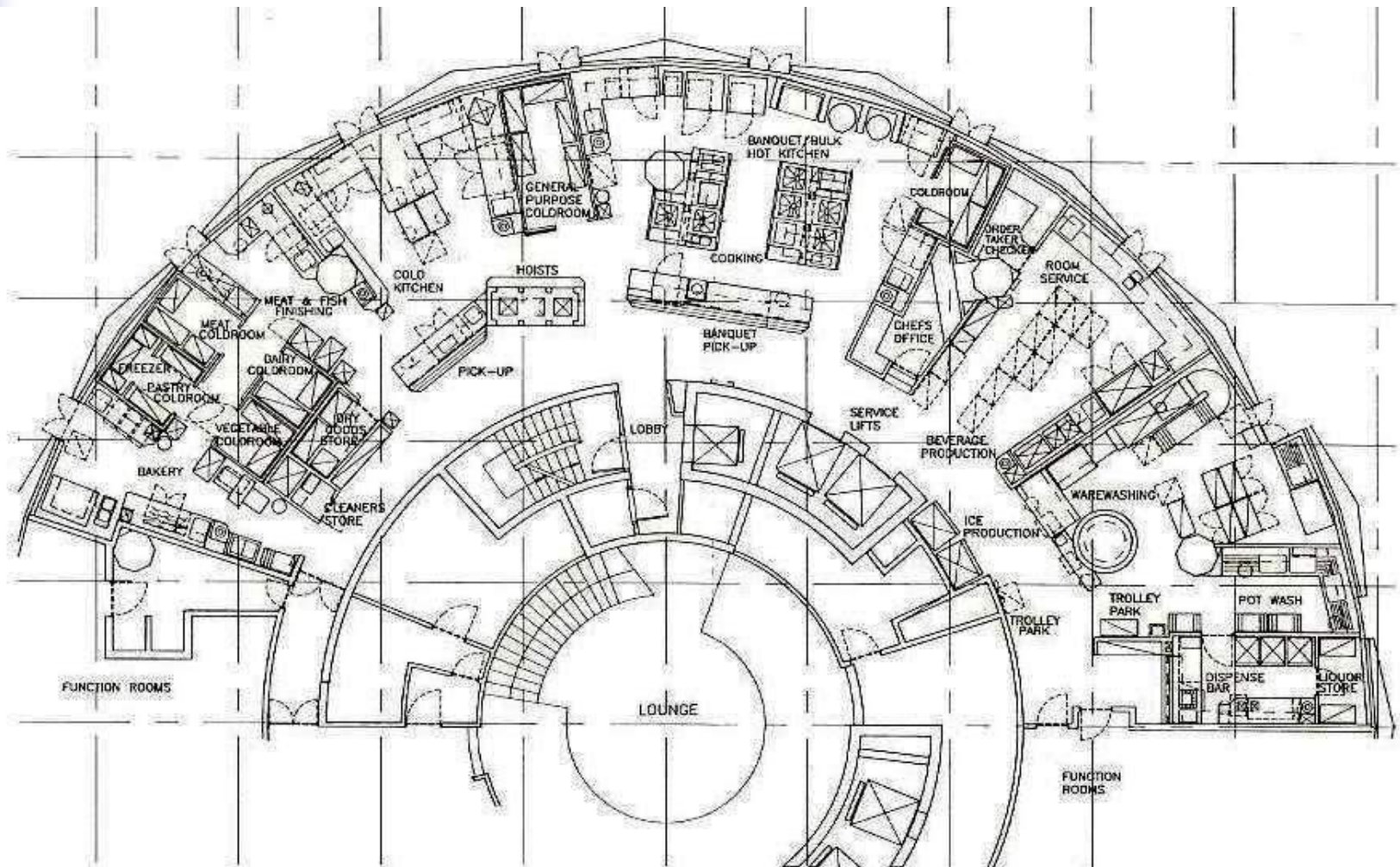
(c)0.15 m' increase in main kitchen; 0.05 m' banquet pantry

(d)Using part convenience food.

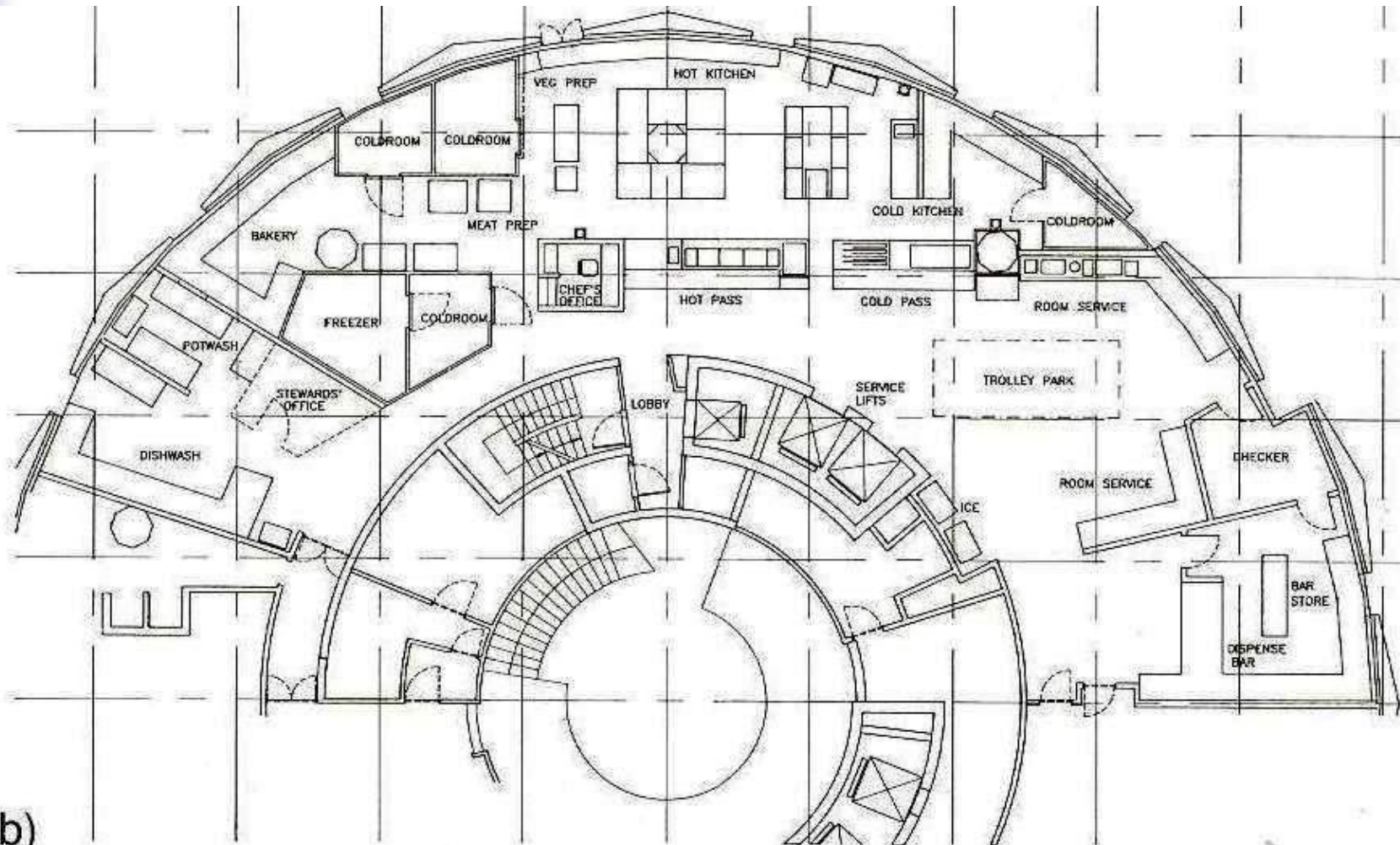


Holiday Inn Crown Plaza

Back of House [Sheraton Park Tower, London]



Back of House [Sheraton Park Tower, London]

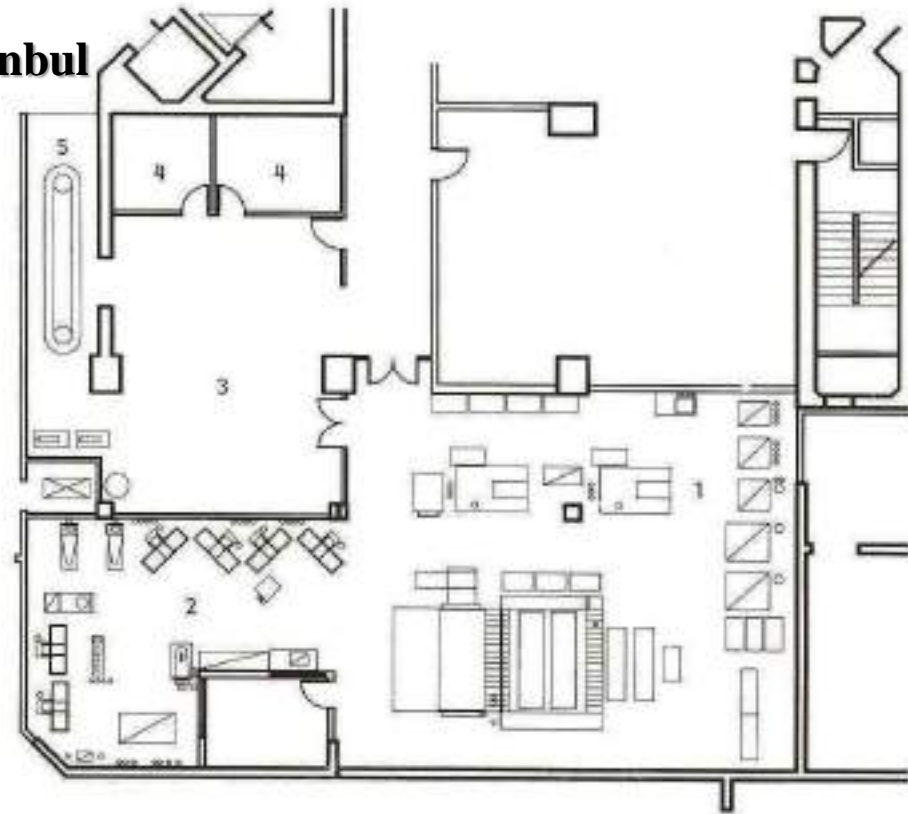


Back of House [Holiday Inn Crowne Plaza, Istanbul]

Back of House [Holiday Inn Crowne Plaza, Istanbul]

Key

- 1 - Washing section
- 2 - Ironing and dry cleaning
- 3 - Housekeeping
- 4 - Storage
- 5 - Dress conveyor





Back of House [Laundry Areas]

Typical laundry and housekeeping space requirements per guestroom

Laundry	0.65-0.79 m ²
Housekeeping	0.33-0.46 m ²

Planning

Laundry areas generate steam, high humidity, noise and vibration and are best located at ground or basement level with housekeeping areas adjacent. The layout must be planned around the movement of linen to ensure correct sequencing and control.

Workshop requirements per guestroom

Engineering workshops, office and stores	0.3- 0.5 m ²
Plant rooms	0.9- 1.4 m ²

Notes: (a) Increased to 0.9 m² in developing countries.
(b) Reduced in budget hotels.

Housekeeping - Plant

The housekeeping area generally takes up about 0.4 m² per guestroom. Plant is also located at or near roof level (air-conditioning, water supplies) and on intermediate service floors.

Reserve stores:-In addition to reserves of linen and uniforms, secure storage is required for replacement silver, glass and china with one or more separate areas for general storage. Total area = 0.2 m² per room.