

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



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# **Hotel entrances, lobbies and circulations**

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# Hotel entrances, lobbies and circulations

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## Entrance

### **1- Signage**

Signs and symbols are an important aspect of merchandising service to identify the hotel, provide information and direct visitors to the various facilities.

**Identification** graphic symbols may be incorporated in the building facade. The hotel name and insignia are usually located at side of door or port and at the road entrance.

### **Directions**

clear directions to the guest entrance, disabled access, function areas, recreation club and service areas.



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## **Illumination**

**External lighting improves merchandising, security and visibility and safety. Systems include:-**

- **floodlighting and feature lighting of buildings and gardens**
- **colonnade lighting of access roads, paths, parking**
- **direct or self-illumination of signs**
- **soft lighting of entrances, windows, interiors.**

## **2- Landscaping**

**Landscaping softens the appearance of the building, provides screening and shelter for car parking and service areas, and an improved outlook for public areas and guestrooms.**



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## **Landscaping**

**In larger sites the landscape plan encompasses recreational attractions (pools, tennis courts, golf courses, etc ) as well as terraces for extension of hotel functions.**

**Generally, the landscape design provides a balance of natural and planted areas with hard paving and features (water fountains, pools, sculptures) to provide focuses of interest.**

**Interior landscaping may range from contemplative compositions (rock and sand gardens) to specific focuses (water features) and planted arrangements providing a neutral background or a conversation piece.**



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## **3- Main entrance**

The entrance must be clearly defined and provide a good view of the interior.

The main features are:-

### **Pedestrians (director from car park)**

Distinctive paths (separated from traffic), signs and lighting (shadows avoided). Video cameras may be mounted for security.

### **Taxis, cars**

Traffic intensity and car parking. Circulation to car park. Provisions for taxi ranks, valet parking, waiting bays

### **Coaches**

Minimum 1 parking bay:200 rooms. May lead to separate entrance for tour Groups.



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## **Disabled**

**Signed routes with ramp inclines (maximum 1:10). Easily operated doors, wide corridors.**

## **Shelter**

**Canopy over main entrance and banquet entrances.**

**Clearance may be required for coaches (minimum 3.85 m) and emergency vehicles.**

## **Lighting**

**Soft lighting with recessed lamps in the underside of the canopy.**



# Hotel entrances, lobbies and circulations

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## **Security**

**Entrance visible from front desk. Video cameras, infra-red controls and automatic locking.**

## **Luggage**

**A separate luggage entrance (at street level) may be provided with luggage storage, porter desk and elevator(s) adjacent.**

**Separate entrances may be required for:-**

### **1-Banquets**

**For large numbers of conference and function users, with direct access to the foyer.**

### **2-Leisure club**

**Individual entrance for club reception, access to changing rooms also from Hotel.**



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## **3-Restaurants/shops**

**Additional street entrances for popular bars, cafes, restaurants (e.g. bistro style, English pubs).**

## **4-Apartments**

**Serviced apartments, residential suites, offices, etc., with private foyer and elevators.**

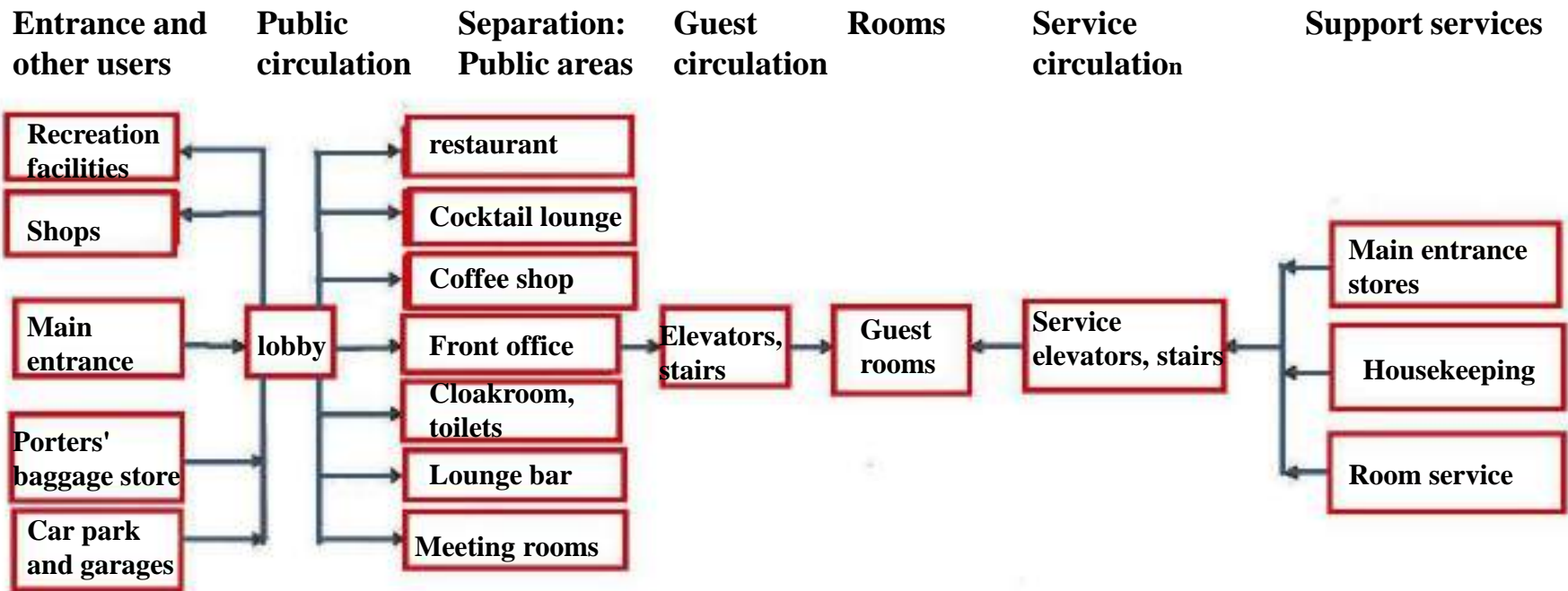
## **5-Employees**

**Separated from guest areas, leading to control areas.**



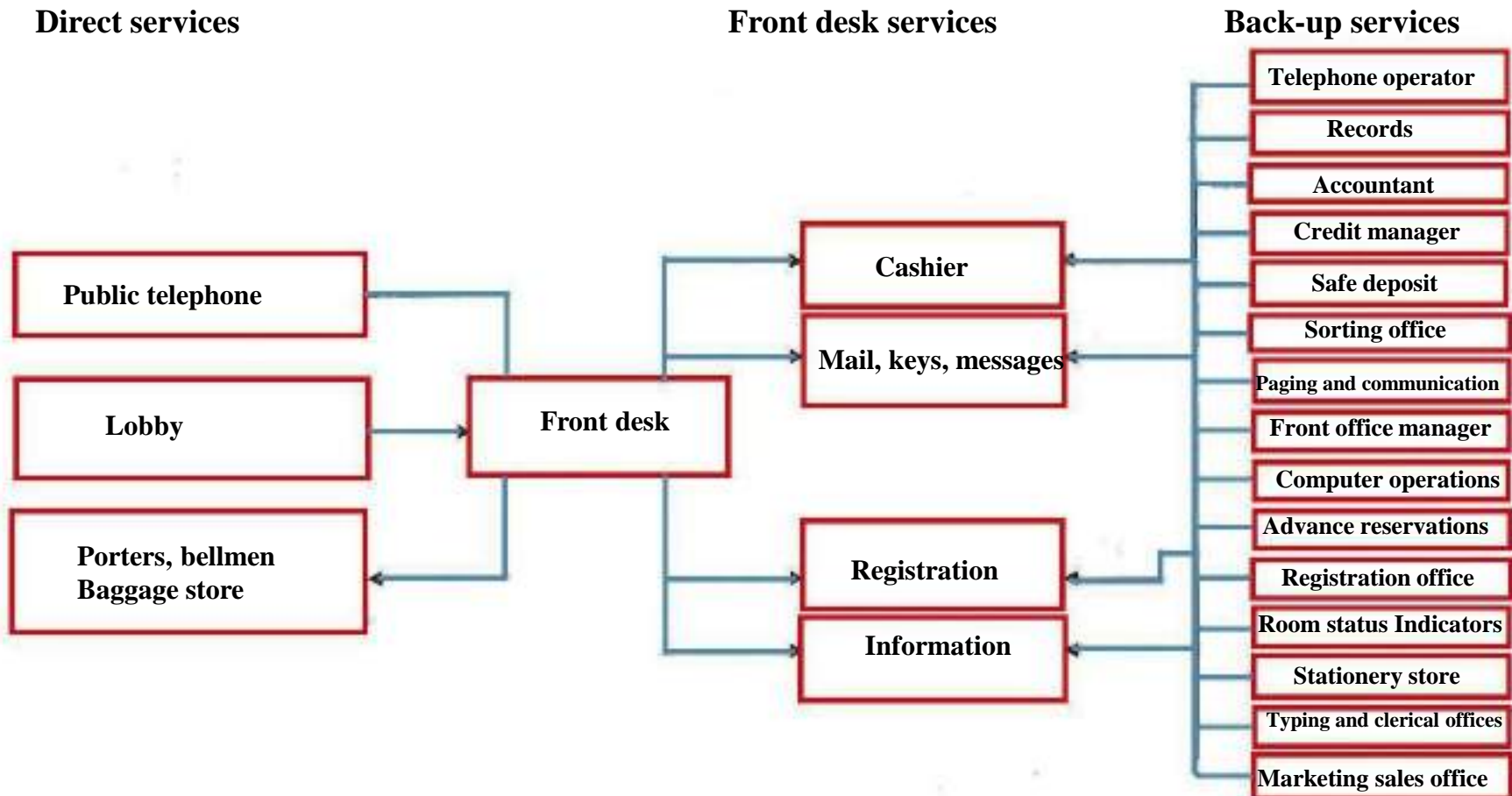
# Hotel entrances, lobbies and circulations

## Space relationships [Resident guests]



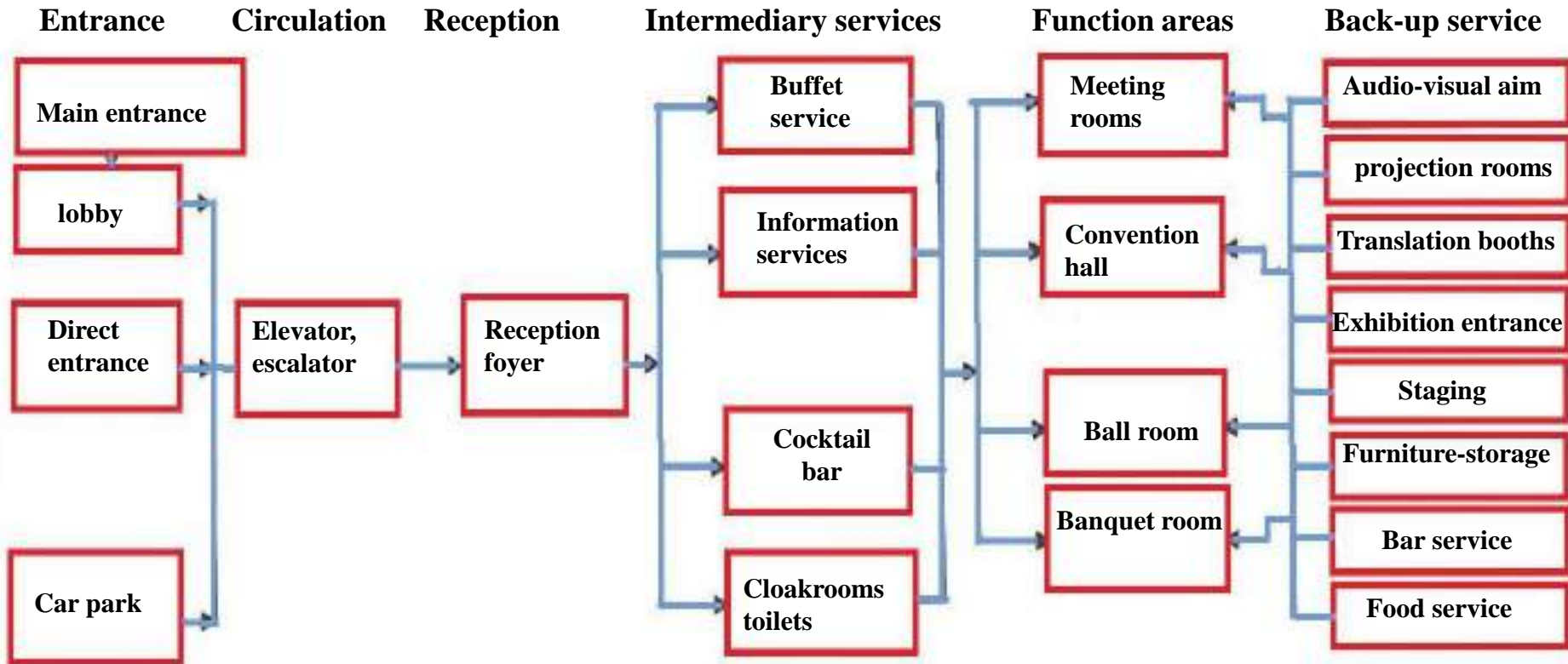
# Hotel entrances, lobbies and circulations

## Space relationships [Resident guests]



# Hotel entrances, lobbies and circulations

## Space relationships [Resident guests]





# Hotel entrances, lobbies and circulations

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## **4- Doors**

**Entrance doors must meet exacting functional requirements in addition to retaining a good appearance under conditions of repeated use.**

**Alternatives are:**

- Revolving - with double swing doors on one or both sides for luggage**
- Double swing with single or double leaves, automatic or manual operation**
- Sliding - automatically operated with swing doors for emergency use.**

**Non-revolving doors must be wide enough for a person carrying two bags or a trolley.**

**There should be a clear opening of:**

**Revolving doors 2.0 m internal diameter**

**Side doors 1.0 m -1.2 m .**



# Hotel entrances, lobbies and circulations

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## 5- Changes in level

An elevated entrance is more impressive but steps are liable to cause accidents and difficulties in access for luggage, the disabled and elderly.

**Location** Steps set back at least 1.0 m and preferably 2.0 m from doorway.

**Lobby** Preferably on one level unless deliberate to create separate areas.

Stairs should have a minimum of three risers with central handrail if more than 2.2 m wide.

**Visibility** Contrasting edges, preferably illuminated with recess lights.

**Damage** Edges of treads non-slip. Steps, corners and walls resistant to damage.

# Hotel entrances, lobbies and circulations

## Trelawney Beach Hotel: Jamaica





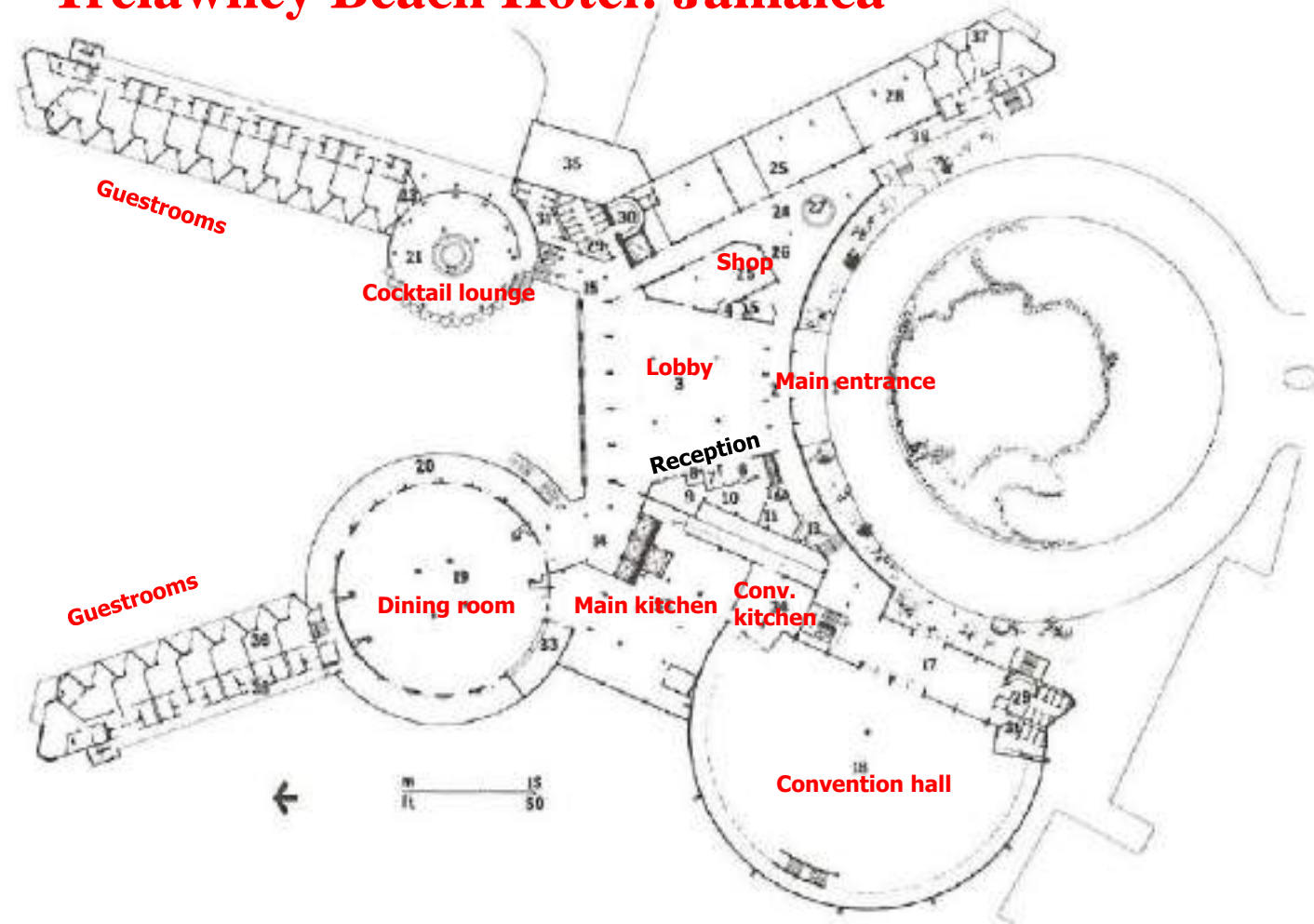
# Hotel entrances, lobbies and circulations

## Trelawney Beach Hotel: Jamaica



# Hotel entrances, lobbies and circulations

## Trelawney Beach Hotel: Jamaica







# Hotel entrances, lobbies and circulations

## Lobby or reception hall **[size]**

Usually the lobby acts as the hub of hotel activities, giving access to all or most of the public facilities as well as to the guestrooms.

It includes circulation, assembly and waiting areas with strategically located desks or stations for assistance and leads directly to the front desk providing reception, information and cashier services. The overall area depends on the size and grade of hotel, extent of activities using the lobby and the patterns of arrivals.

Type of hotel	Lobby area/room
Budget hotels, motor and airport hotels	0.5
Resort hotels, city centre hotels	1.0
Hotels catering for large convention groups or having multiple activities (casinos, shops)	1.2



## Resort hotels [Development of resort locations]

Typical lobby space allocation: 200 guestroom city centre hotel

Area	m <sup>2</sup>	Notes
Front desk	15	7.5 m long
Circulation	100	Entrance 12 m <sup>2</sup> , elevator lobby 12 m <sup>2</sup>
Lounge seating	20	10 lounge seats
Retail space	10	News agent/gift desk
Cloakrooms, toilets	45	Including disabled
Bellman, concierge, telephones (Separate foyer for conference groups)	10	



# Hotel entrances, lobbies and circulations

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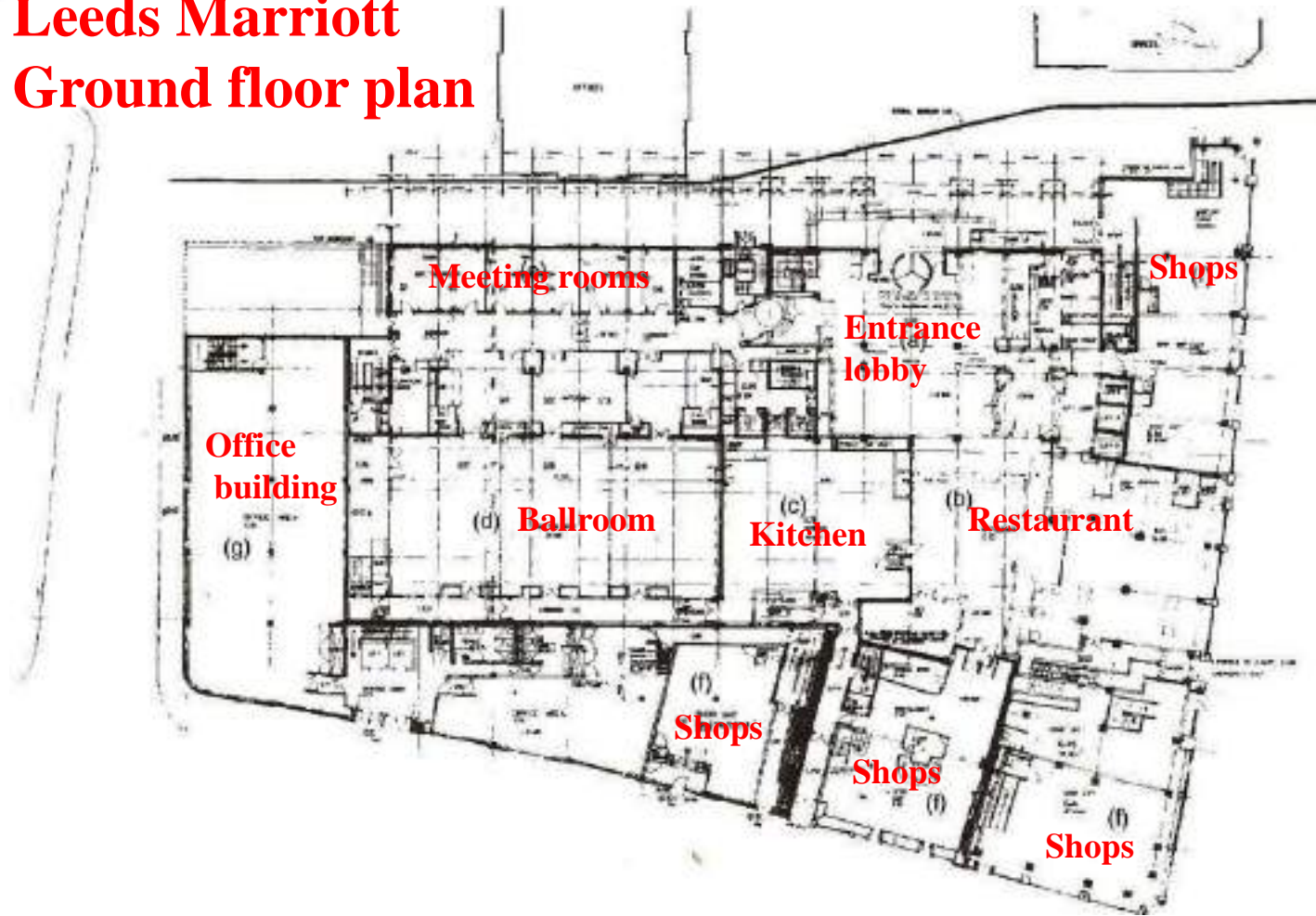
## Lobby or reception hall **[design]**

As the main point of entry and initial contact the visual impression created by the design has a critical role in defining the style and character of the hotel:

- **Chain budget and mid-tariff hotels** tend to adopt a standardized layout and design features which are familiar and reassuring.
- **Large urban hotels**, which need to attract public interest, usually emphasize the expansive, even spectacular, extension of space as in atrium designs.
- **Luxury hotels** generally adopt a more traditional arrangement of linked halls with emphasis on elegance and individual attention.
- **Resort hotels** often plan the lobby with visual links through to recreational areas and other attractions.

# Hotel entrances, lobbies and circulations

## Leeds Marriott Ground floor plan



# Hotel entrances, lobbies and circulations

## Hotel Tahara'a Inter-Continental, Tahiti



(b)

The public rooms are located in the style of a Polynesian Longhouse



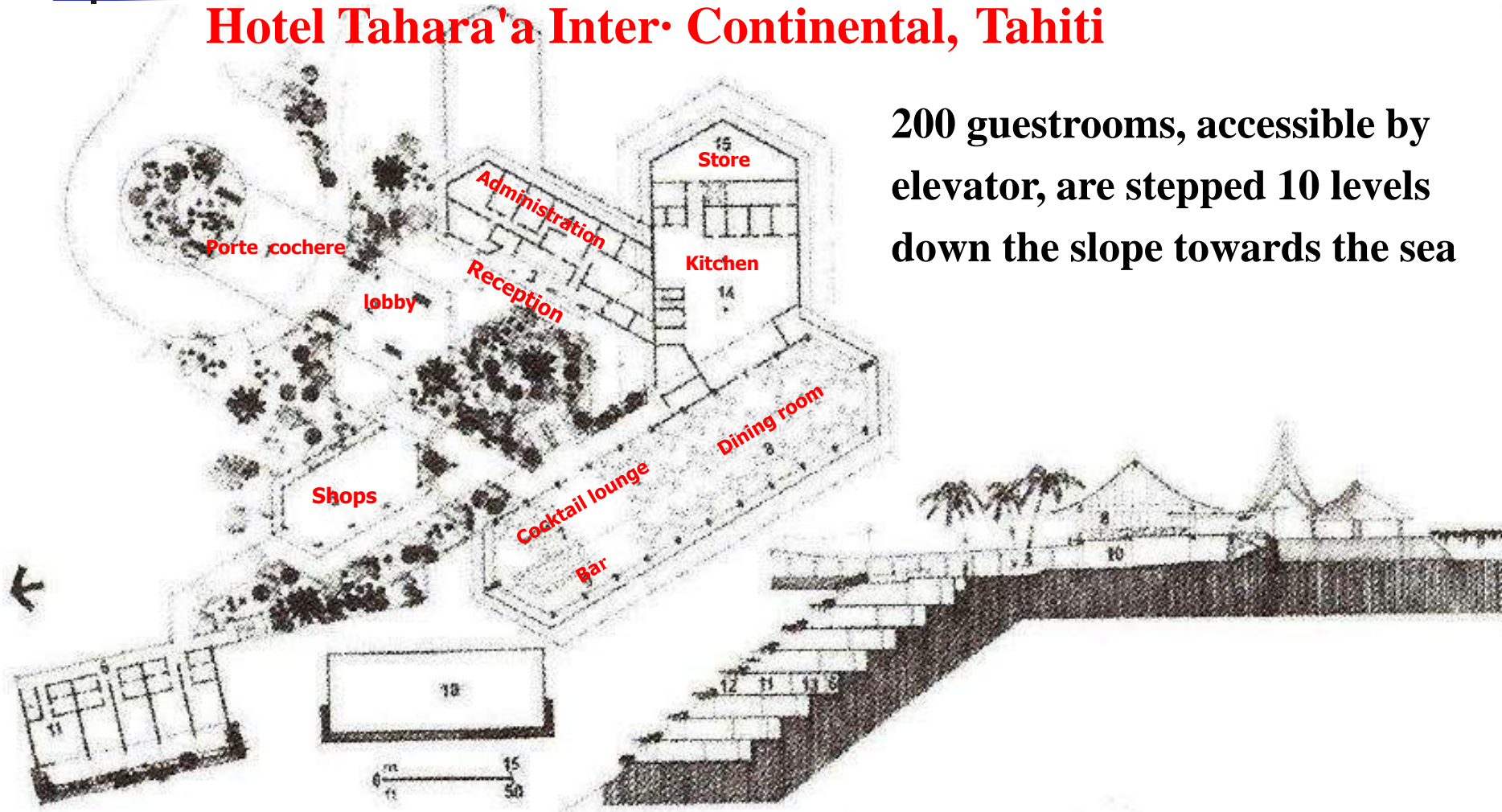
(a)

The site includes a plateau area 60 m above sea level



# Hotel entrances, lobbies and circulations

## Hotel Tahara'a Inter-Continental, Tahiti



200 guestrooms, accessible by elevator, are stepped 10 levels down the slope towards the sea



# Hotel entrances, lobbies and circulations

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Lobby or reception hall **[design]**

## **Circulation**

Planned circulation to **front desk** and **guest elevators**. Secondary routes to **public rooms, shops, conference areas**, etc. Circulation routes kept clear of obstruction and congestion. Minimum 2.125 m wide - two people with luggage side by side.

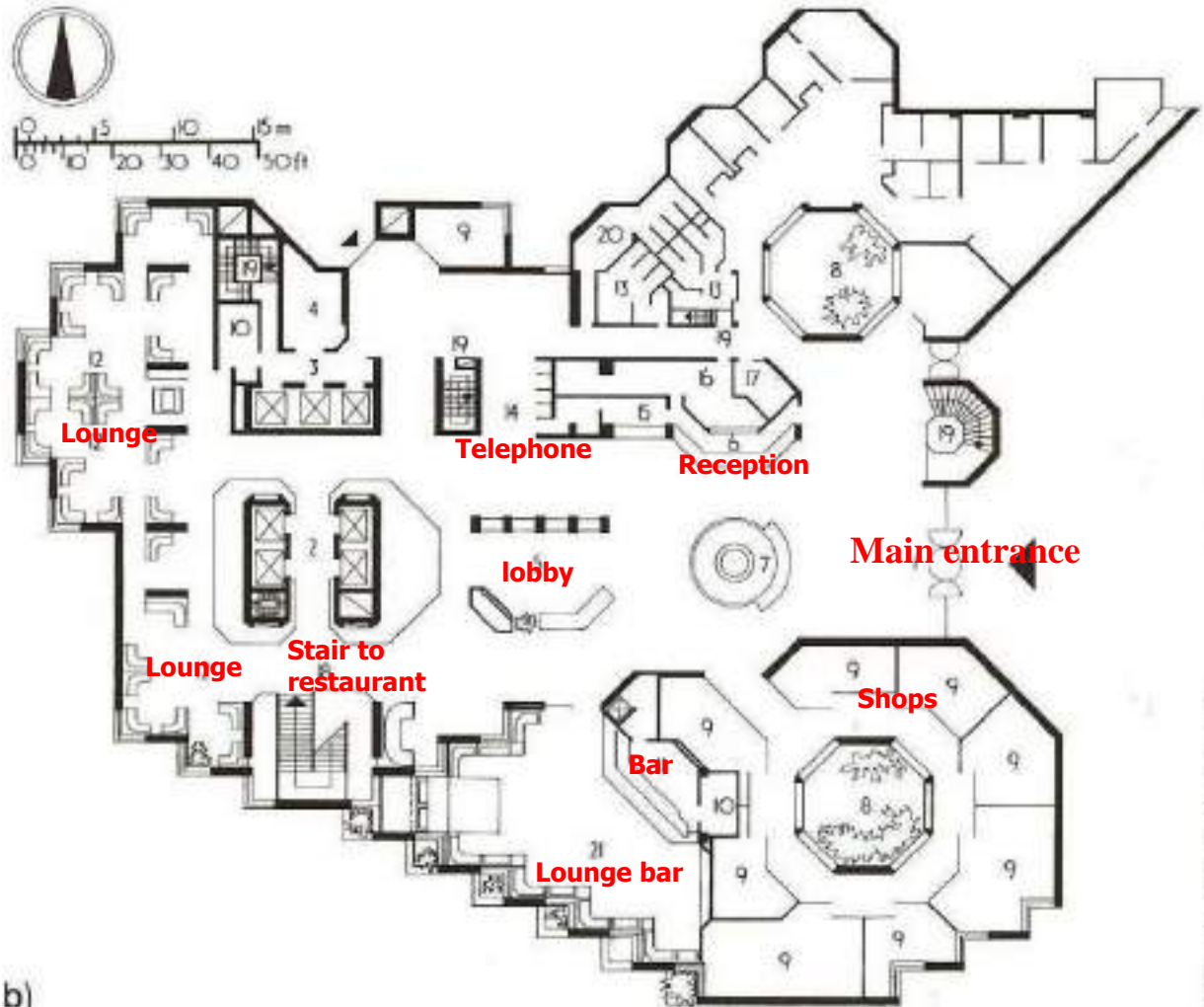
## **Direction**

Signs are required for directions and information including local regulations regarding safety, means of escape and registration.

Located within normal viewing pattern - not more than 30° above horizontal eye level. Local illumination may be used to draw attention.

# Hotel entrances, lobbies and circulations

## Jerusalem Hilton



b)





# Hotel entrances, lobbies and circulations

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Lobby or reception hall **[design]**

## Assistance

- **Bell captain/porter** – permanent desk located near, and in view of the entrance.
- **Concierge** - for information, ticket sales, usually an extension of other desks
- **Conferences** - reception desk for groups and functions with meetings directory and portable host welcome signs
- **Front office manager** portable table, with sign and two chairs.

## Front desk

Main focus of activity and subject to intensive use. Set back at least 1.25 m from the circulation increasing to 6 m or more for large convention hotels. Positioned clear of columns with unobstructed view of entrance, guest elevator lobby and bell captain station for control and assistance. Direct access to front office .



# **Hotel entrances, lobbies and circulations**

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## **Lounge**

**Seating area separated from main circulations. Can be partially separate. Usually about 10% of lobby space but may extend to form a lobby bar for entertainment. High-quality furniture arranged in informal groupings with access for bar and/or refreshment service.**

## **Services**

**Cloakrooms and toilets, and provisions for disabled.**

## **Public and house telephones**

**Located in quiet areas near front desk; should be acoustically treated, locally illuminated and fitted with shelving.**



# **Hotel entrances, lobbies and circulations**

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## **Promotions**

**Display cases and vitrines for commercial products. Design must be coordinated with shop fitting work (usually in same framing materials) and hotel graphics. Cases are fitted with locks and interior lighting.**

## **Retail space**

**The extent of retail space depends on the size and grade of hotel, location and commercial viability of shops. Several shops are usually provided in high-grade resort and city hotels, particularly in developing countries. A bakery patisserie outlet may also serve as an extension for hotel sales.**



# Hotel entrances, lobbies and circulations

## Alternative arrangements include:-

- mixed-use shopping malls occupying lower floors
- shops in extended arcade -with lobby and external access
- individual shops, stands or kiosks in lobby or atrium areas, external design, materials and signage being usually controlled to conform to the image and style of the hotel.

## Retail concessions generally fall into four groups

- |  |                           |
|--|---------------------------|
| 1-Desks, kiosks, stands (airline, tour agency, florist, auto rental) | <b>9m<sup>2</sup></b>     |
| 2-Small gift shops, jewelers, gifts                                  | <b>18-22m<sup>2</sup></b> |
| 3-Mixed newsagent, tobacco, drugs                                    | <b>32-37m<sup>2</sup></b> |
| 4-Specialist: book, shoes, dresses, bank/exchange                    | <b>50-60m<sup>2</sup></b> |



# Hotel entrances, lobbies and circulations

Beauty salons **50-60 m<sup>2</sup>**

Barbers shops **32-37 m<sup>2</sup>** may be sited here or near the recreation areas.

Shops should have external access and parking space for deliveries.

Kiosks and stands are usually movable but require electrical connections for light.

## **Luggage handling**

In a large hotel, a separate entrance may be provided for luggage. This should have access to:

- Bell captain or portorage station equipped with house and external telephones, paging facilities and sorting shelves.
- Luggage store - area depends on tour or group departures: **0.05 m<sup>2</sup>** per room; **250 room - 12.5 m<sup>2</sup>**
- Luggage elevator: with trolley access



# **Hotel entrances, lobbies and circulations**

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## **Materials**

**The lobby area is subject to intensive use and frequent refurbishment is generally difficult and disruptive. Durable materials are essential in areas subject to high traffic, impact or scraping.**

**These are usually complemented by softer linings and furnishings which can be readily replaced and provide a balance for noise absorption, warmth and personalization of the design and choice of materials will also be influenced by the style and sophistication of the hotel, its local environment and climatic conditions.**



# **Hotel entrances, lobbies and circulations**

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## **Front desk and front office**

### **Reception services**

**The reception area provides for a number of activities:**

- **guest reception and registration**
- **cashier and accounting, money changing, deposit of valuables**
- **information, Key, mail, messages, concierge.**

**These services are provided over counters or desks which may be arranged as stations along a long counter (the front desk) or in separate areas.**

**In either case, counter staff must have direct access to offices providing back-up information and supporting services (the front office).**



# Hotel entrances, lobbies and circulations

## Size and arrangement

Desk space requirements depend on the size of the hotel, grade or standards and patterns of arrivals and departures.

The desk is usually planned around 1.5- 1.8 m equipped workstations, this length allowing for two accompanying guests, a degree of separation and privacy in transactions and space for equipment.

Room	Desk length	Area (m <sup>2</sup> )
50	3	9.3
100-150	4.5	14.0
200-250	7.5	23.2
300-400	10.5	32.5





# **Hotel entrances, lobbies and circulations**

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## **Planning**

**Counters must be arranged as an integral part of the reception area and as a focus of interest.**

**The lobby height may be reduced over the front counter for more concentrated local lighting intensities and acoustic treatment.**

**Alternatively, an open desk arrangement may be used.**

**Counters must be set back at least 1.25 m from circulation routes increasing to 3.0 m or more for a busy convention hotel with separate group registration .**

**Working space behind the counter is a minimum 1.2- 1.5 m wide.**



# Hotel entrances, lobbies and circulations

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## **Office requirement**

Space allocation of office requirement (per guestroom) for High-grade hotels (4-5 star) is **1.5m<sup>2</sup> per guestroom**.

## **Front office planning**

Depending on the location, individual offices are usually clustered together around communal work areas (secretarial, accounting, sales, reservations).

The front office and executive offices are either grouped together or planned to allow staff circulation separate from public areas. Staff toilets are also required in these areas.

# Hotel entrances, lobbies and circulations

Example	200-250 room(m2)	Example	200-250 room(m2)
<b>Front office</b>		<b>Executive offices</b>	
Reservations office	11	Reception	14
Front office manager	11	Secretaries(1-2)	9
Rooms manager	(a)	General manager	14
Secretary	9	Assistant general manager	(a)
Credit manager	9	Food and beverage manager	11
Cashier	(a)		
Count room	11	<b>Sales and catering</b>	
Safe deposit area	4	Reception	14
Telephone operators	14	Secretaries(0-2)	(a)
Fire control, security room	7.5	Sales office	14
Computer room, etc.	7.5	Sales and marketing manager	(a)
Accountant, auditor	(a)	Banquet manager	(a)
Comptroller	11	Conference services manager	(a)
Payroll manager	11	Interview rooms	(a)
Accountancy work areas	14	Copying, storage, etc.	7.5
Secretary	(a)		
Storage copying	9		

(a) Combine with other functions



# Hotel entrances, lobbies and circulations

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## **Circulation and transportation**

**Corridors and stairs**

## **Public areas**

**As far as possible, circulation should be through areas which have other uses (lounges, shopping malls, conference foyers) or which serve as focal points for multiple activities such as lobbies.**

## **Other areas**

**The space taken up by corridors, stairs and elevators usually represents between 25% and 35% of the total built area of guestrooms and 15-20% of other areas.**



# Hotel entrances, lobbies and circulations

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## Typical corridor widths

Minimum (restricted)	1.2m
Economy hotels	1.4m
Standard-high grade	(1.5-1.9)m
With recessed doors (recessed width 2.0 m)	1.5m
Where service doors open out onto corridor	(1.8-2.0)m
Secondary service routes allowing trolley access	(1.2-1.4)m
Apartments (depending on number)	(1.1-1.5 )m

## Staircases

Hotel staircases are often used as a design feature. The construction may be in decorative durable materials, such as marble, or other stonework with non-slip inserts to treads. To reduce noise, central strips of carpet or all-over carpeting on an incombustible base may also be used. The edges of steps must be distinguishable from the pattern.



# Hotel entrances, lobbies and circulations

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## **Internal transportation**

### **Elevator services Planning**

**The main guest elevators should be in sight of the front desk and preferably grouped together for economy and maintenance. Stairs should be adjacent to allow alternative and emergency use.**

**Often the service elevators are grouped behind within the same structural enclosure, the service rooms and lobbies reducing noise transmission to guest rooms.**

**The numbers of service elevators depend on number of guestroom floors, extent of food service to rooms and special requirements such as high-level restaurants and bars. Minimum ratios for guest service lifts are 3:1 increasing to 3:2 for high-rise buildings with room service.**