

# Sports Facilities Administered By Five Star Hotels of Haryana and State Capital, Chandigarh

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## I. INTRODUCTION

Playing any sport is important in one's life. Sporting help Developing Endurance and Stamina amongst people also contribute in leading a healthy fruitful life .Sports are usually adopted in one form or other by people in order to stay Healthy, more over Playing Sports add to many advantages in ones Day to Day Routine life. Many prefer to get involved in Morning or Evening Walk in the Neighborhood parks where else some also join health Centers and Different Clubs to Get Formal Training to Compete amongst Various Sporting Events. Many of the clubs or Fitness Centre are being run or are under Collaboration with Hospitality Providers, which generate need to Discuss Role of sports facilities in the hotel and its growth potential in the near future.

## II. OBJECTIVES OF RESEARCH

This Research aims at highlighting the feasibility of having sports Facilities by the Hotels and their credibility. A Focus is being drawn to the Usage of Sports Club and Fitness Centre Provided by the Hotels for its Resident Guests, Non Resident Guests Also Employees. Outdoor sports events being organized or by providing partnership and How it adds to the benefit to the Sports person and Hotels. A Key Interest is being paid to know the future growth potential of Developing Sports facilities in the hotel.

## III. STAR SYSTEM AND SPORTS

As Star System of Classification is the formal system of Hotel Classification in India. By this system hotels are classified on the basis of facilities and amenities which hotel Offers to its Guests. This System is based on various the no. of services, facilities and their qualities & standards which may vary from a basic bedroom to a super luxurious room with modern fitting and equipment, the hotels are awarded star ranging from one star to five star deluxe.

### Procedure:

The classification is done by the Ministry of Tourism. A committee is formed by the Ministry called Hotel and Restaurant Approval and Classification Committee (HRACC) which is headed by DG Tourism/ADG Tourism and comprises of member of Hotel Industry.Travel Agent Association of India, Department of Tourism and the Principal of Regional Institute of Hotel Management, Catering Technology and Applied Nutrition. This is a permanent committee. The committee inspects one in three years the existing hotels which have been classified to confirm that the hotels are sticking to the standards. A hotel applies on a prescribed form to the Director General of Tourism ( in case of four star, five star, and five star deluxe) and to the Regional Director of the concerned govt. of Indian Tourism official (in case of 1,2,3 star category).

**Classification Criterion Of Five Star Hotels:**

Following are the conditions (services) which must be met with for applying for five star category. On the basis of the standards of the services marks are awarded to individual service by the committee (HRACC). The grand total of the services determines the star level of the hotel. Some of the services are :-

1. Construction
2. Maintenance
3. Parking
4. Lobby
5. Reception
6. Swimming Pool
7. Fitness Centre
8. Conference Facilities
9. Shopping facilities
10. Elevators (In case of more than one storeyed building)
11. Furnishing of Bedrooms
12. Bathroom
13. Lighting
14. Telephone
15. Radios
16. Vacuum jugs/ Flasks
17. Dining Room/Restaurant
18. Carpeting
19. Linen/Blankets/Towels etc.
20. Crockery
21. Bar
22. Entertainment
23. Cuisine
24. Food and beverage services
25. Hygiene
26. Staff
27. Housekeeping
28. Fire system

These are the services which are mandatory for applying for five star. Here we are going to discuss the services related to sports which are 6 Swimming pool, 7. Fitness centre.

**Role of Sports While Classifying:****Swimming Pool**

There should be a well-designed and properly equipped swimming pool (except in hill stations).

- a. Does your swimming pool have its own system for filtration, chlorination and changing of water?
- b. How often is the water changed?
- c. What arrangements does your hotel have for heating the pool in winters?

Fitness Centre

There should be a well-equipped fitness Centre.

a. Do you provide all the machines and manual machines for gym?

These are the sports facilities that must be met with by a hotel to get into five star category.

(Ref:- S.K Bhatnagar, Front Office Management)

#### IV. RESEARCH METHODOLOGY

Collect primary data from “Information desk” of different five star hotels.

Research is done on five star hotels in North India especially from Haryana and Chandigarh. Following are the hotels which are researched.

1. Hotel Noormahal, Karnal
2. The Pride K.C Hotel
3. Park Plaza, Chandigarh
4. J.W Marriot, Chandigarh
5. Hotel Mountview, Chandigarh
6. The Taj, Chandigarh
7. IBIS, Gurgaon
8. Lemon Tree, Gurgaon
9. Vivanta by Taj, Gurgaon
10. The Pullman, Gurgaon
11. The Leela Kempinski, Gurgaon
12. Hyatt Regency, Gurgaon
13. Country Inn, Gurgaon
14. The Bristol Hotel, Gurgaon
15. Vivanta by TAJ, Faridabad
16. Westin, Sohna

#### V. FINDINGS

Sports facilities provided by hotels to the guest.

Table No. 1.1

Hotel	Fitness centre	Swimming Pool	Basket Ball	Lawn Tennis	Golf	Arrange outside Hotel
Hotel Noormahal, Karnal	Yes	Yes	Yes	Yes	Yes	Yes
Park Plaza Chandigarh	Yes	Yes	No	No	No	Yes
JWMarriot, Chandigarh	Yes	Yes	No	No	No	No
Hotel Mountview Chandigarh	Yes	Yes	No	Yes	No	No
Taj Chandigarh	Yes	Yes	No	No	No	No
IBIS Gurgaon	Yes	Yes	No	No	No	Yes
Lemon Tree Gurgaon	Yes	Yes	No	No	No	No
Vivanta, Gurgaon	Yes	Yes	No	No	No	No
The Pullman, Gurgaon	Yes	Yes	No	No	No	No
The Leela Kempinski, Gurgaon	Yes	Yes	No	No	No	No
Hyatt Regency, Gurgaon	Yes	Yes	No	No	No	No
Country Inn Gurgaon	Yes	Yes	No	No	No	No
The Bristol, Gurgaon	Yes	Yes	No	No	No	No

Table No. 1.1 shows that most of the five star hotels provide those facilities only which are compulsory to get into five star category. Some of them (like Hotel Noormahal and Hotel Mountview) provide extra facilities to the guest. Some of the hotels arrange the sports facilities outside the hotel premises (like Hotel Park Plaza, Chandigarh and IBIS Gurgaon). Here the researcher found that because most of the hotels are located in locations which are business hub so the hotels provide more facilities regarding business. (like internet facility, Conference room etc.).

There are a few hotels which provide a variety of sports related facilities to the guest. They are:-

#### **HOTEL WESTIN, SOHNA:**

As per the survey researcher found the following services are provided by the hotel:-

- a. Day Cricket
- b. Night Cricket
- c. Day Soccer
- d. Night Soccer
- e. Lawn Tennis
- f. Horse Riding
- g. Volleyball

#### **VIVANTA by TAJ, FARIDABAD:**

Following services are provided to the guest

- a. Rock Climbing
- b. Raffling
- c. Archery
- d. Rifle shooting
- e. Pistol Shooting

#### **SPORTS SERVICES PROVIDED TO THE EMPLOYEES:**

As per the research it was found that most of the hotels don't provide sports services to the employee. Hotels provide facilities like carom board, chess, table tennis to the employees to get rid of stress. Apart from that there are some five stars hotels which organize inter departmental, inter hotel sports competitions for employees to generate team spirit and motivation among the employees.

Hotel Noormahal organizes interdepartmental sports competition on half yearly basis.

Vivanta by Taj, Faridabad organize inter departmental and interhotel competition with hotels from the same chain.

Some of the hotels like The Pride KC hotel, IBIS Gurgaon and The Park Plaza declined to furnish any information due to corporate policies. As the games and activities conducted for raising motivation level and generating team work and co-ordination are kept secret.

#### **QUESTIONNAIRE:**

##### **For Guest**

1. Do you provide gym and swimming pool facility to the guest?
2. Which sports facilities do you provide rather than gym and swimming pool?
3. If not, do you arrange for the facilities outside the premises of the hotel?

##### **For Employees**

1. Is there any activity regarding sports for the hotel employees?
2. How often does the hotel organize the sports competition for the employees (e.g. monthly, half yearly and annually)