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## **1- Main Characteristics of Extended-Stay Hotels**

Extended-stay hotels are accommodation facilities designed for guests who need lodging for a longer period than traditional hotels. These hotels mainly serve business travelers, relocating families, project workers, tourists on long vacations, and people requiring temporary housing. Their structure and services are different from standard hotels because they focus on comfort, convenience, and affordability for long-term guests.

One of the most important characteristics of extended-stay hotels is the presence of fully equipped kitchen facilities. Rooms usually include a refrigerator, microwave, stove, utensils, and dining space. This allows guests to prepare their own meals, reducing dining expenses and creating a home-like environment. Unlike regular hotels that mainly offer room service or restaurants, extended-stay hotels encourage independent living.

Another characteristic is larger room size. These hotels often provide studio rooms, suites, or apartment-style accommodations with separate sleeping, living, and working areas. The spacious layout increases comfort for guests staying weeks or months. Many rooms also include work desks and internet access to support business travelers and remote workers.

Extended-stay hotels usually offer reduced rates for long-term stays. Daily prices become cheaper when guests stay for several weeks or months. This pricing strategy attracts guests seeking economical accommodation compared to renting apartments or staying in traditional hotels.

Limited but practical services are also common. Housekeeping may be provided weekly instead of daily, helping hotels reduce operating costs. Laundry facilities, fitness centers, parking areas, and self-service amenities are often available. These services are designed to support routine living rather than luxury experiences.

Another major feature is a homelike atmosphere. Guests staying for long periods prefer privacy, comfort, and routine. Extended-stay hotels therefore focus on creating a relaxed environment rather than a formal hospitality setting. Staff members often build closer relationships with long-term guests, improving customer satisfaction and loyalty.

Location is also important. Many extended-stay hotels are situated near business districts, airports, hospitals, universities, and industrial areas. This makes them convenient for corporate travelers, medical patients, students, and consultants working on temporary assignments.

Technology and business support services are increasingly significant in extended-stay properties. High-speed Wi-Fi, business centers, meeting rooms, and flexible workspaces are provided to meet the needs of modern travelers. Some hotels also allow pet-friendly accommodation because long-term guests may travel with families or pets.

In conclusion, extended-stay hotels combine the facilities of apartments with the services of hotels. Their key characteristics include kitchen facilities, spacious rooms, affordable long-term pricing, practical services, homelike comfort, and convenient locations. These features make them an important sector within the hospitality industry, especially for travelers seeking comfort and flexibility during long stays.

## **References**

1. Introduction to Hospitality Management – John R. Walker
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## **2- Difference Between the Management Structures of Large, Mid-Scale, and Small Hotels**

Hotel management structures vary according to the size, services, and operational complexity of the hotel. Large hotels have highly specialized departments, while small hotels operate with simpler structures. Mid-scale hotels fall between the two extremes.

### **Large Hotels**

Large hotels usually contain hundreds of rooms, multiple restaurants, conference halls, spas, and recreational facilities. Because of their size, they use a hierarchical management structure with many departments and levels of authority.

The General Manager supervises department heads such as Front Office Manager, Housekeeping Manager, Food and Beverage Manager, Human Resources Manager, Sales and Marketing Manager, Security Manager, and Finance Manager. Each department may also have

assistant managers and supervisors. Decision-making is more formal and follows organizational policies and procedures.

Large hotels require specialized staff because operations are complex. Communication often flows through official channels, and advanced technology systems are used for reservations, accounting, and customer service. Employee training programs are also more extensive in large hotels.

### **Mid-Scale Hotels**

Mid-scale hotels have a moderate number of rooms and provide fewer luxury services compared to large hotels. Their management structure is simpler but still organized into major departments such as front office, housekeeping, food service, and accounting.

Department managers in mid-scale hotels may handle multiple responsibilities. For example, the same manager may supervise both sales and marketing activities. Communication is usually faster and more flexible than in large hotels because there are fewer levels of management.

These hotels focus on balancing service quality with cost efficiency. Staffing levels are moderate, and employees are often cross-trained to perform multiple tasks when necessary.

### **Small Hotels**

Small hotels generally have fewer rooms and limited services. Their management structure is simple and informal. In many cases, the owner directly manages hotel operations and supervises employees personally.

Employees in small hotels perform multiple duties. For example, one worker may handle reception, reservations, and customer assistance. There are usually very few departments, and communication between staff members is direct and immediate.

Decision-making is quick because fewer managers are involved. However, small hotels may face challenges such as limited financial resources, fewer specialized employees, and restricted marketing capabilities.

### **Conclusion**

The management structure of hotels depends mainly on operational size and service complexity. Large hotels use formal hierarchical systems with specialized departments, mid-scale hotels use balanced and flexible structures, while small hotels operate with simple and informal management systems. Each structure is designed to meet the operational needs and financial capacity of the hotel.

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1. Hotel Management and Operations – Michael J. O’Fallon & Denney G. Rutherford
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