

What Are Hospitality Design Standards?

Worksheet

Hospitality design standards are a set of planning, safety, and experience guidelines - covering guest-flow, back-of-house operations, accessibility, and life-safety codes - used to design hotels, resorts, and food-service venues.

Questions

1. What is the primary purpose of hospitality design standards?

- A) Minimizing construction cost only
- B) Balancing guest experience, operations, and safety
- C) Maximizing room count regardless of layout
- D) Following a single fixed floor plan

2. Which spaces belong to 'back of house'?

- A) Lobby and reception
- B) Guest rooms
- C) Kitchens and laundry
- D) Pool deck

3. Why is a one-way kitchen workflow recommended?

- A) It looks better to guests
- B) It reduces cross-contamination and bottlenecks
- C) It requires less equipment
- D) It is required only in small hotels

4. What is a typical accessible-room requirement in US hotel design?

- A) No accessible rooms required
- B) All rooms must be accessible
- C) A code-mandated percentage of rooms, often around 5%
- D) Only ground-floor rooms need accessibility

5. A boutique hotel wants guests to feel the lobby's energy from the entrance. How should the designer handle sightlines?

6. A resort restaurant kitchen needs to serve 200 covers at peak dinner service without bottlenecks. What design choices help?

7. A hotel must meet ADA/accessibility requirements for guest rooms. What must the design include?

8. Define: What is the main goal of hospitality design standards?

9. Define: What is 'front of house' in hospitality design?

10. Define: What is 'back of house'?

Answer Key

1. B) Balancing guest experience, operations, and safety - Hospitality design standards balance guest experience, staff efficiency, and code/safety compliance.
2. C) Kitchens and laundry - Back of house covers operational spaces like kitchens, laundry, and staff areas.
3. B) It reduces cross-contamination and bottlenecks - A one-way flow (receiving to plating) prevents cross-contamination and keeps service fast at peak times.
4. C) A code-mandated percentage of rooms, often around 5% - Codes such as the ADA mandate a percentage of accessible rooms with compliant clearances and features.
5. Keep the entrance-to-lobby sightline open and unobstructed Place the reception desk so it is visible but not blocking flow Use a double-height ceiling or feature lighting to draw the eye forward Separate guest circulation from staff/service corridors so back-of-house stays hidden
6. Design a one-way workflow: receiving storage prep cook plate pass Size the pass station to match peak-hour ticket volume Provide separate exits for dirty dishware (dish pit) vs. finished plates Add redundant hand-wash and fire-suppression stations per code
7. Provide the code-required percentage of accessible rooms (commonly 5% in the US) Ensure 32-inch clear doorways and 60-inch turning radius in bathrooms Include roll-in showers or transfer-type tubs with grab bars Place accessible rooms on accessible routes to exits, dining, and amenities
8. To balance guest experience, staff efficiency, and safety/code compliance in hotels, resorts, and restaurants.
9. The guest-facing spaces: lobby, guest rooms, restaurants, and amenities.
10. The operational spaces guests don't see: kitchens, laundry, staff corridors, and storage.

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