

香港酒店業主聯會
The Federation of Hong Kong Hotel Owners Limited

Section 1 : Objectives of the Report

- 1.1 For decades, new hotel development in Hong Kong is encouraged by the Government in the form of an exemption to allow greater floor space to be developed on top of the maximum permissible gross floor area prescribed under the Building Ordinance. Among the current exemptions (under PNAP 111, Aug, 96), Back-of-the-house area of a hotel shall be excluded from the gross floor area calculation. However, the hotel industry finds that there is a difference in the industry's interpretation of the extent of this area compared with the interpretation of the Buildings Department. This report is trying to identify what constitute Back-of-the-house area of a hotel within the meanings of both the PNAP 111, (Aug, 96) and the norm of the hotel industry.
- 1.2 This report starts off by studying the operation and planning manual and practice of a number of existing hotel operators to identify what facilities they consider as the back-of-the-house area of a hotel.
- 1.3 This report further investigates the extent of back-of-the-house areas of a number of existing hotels in the Territory to see what percentage of this area occupies out of the total area of a hotel. These percentages will be checked against the current guideline set by the Buildings Department.

Section 2 : What is Back-of-the-house of a hotel

- 2.1 This part of the report shall take the following hotel chains or operators as examples to see what constitute their back-of-the-house areas. The selected examples are internationally known hotel operators where their standard of back-of-the-house facilities are established through experience and needs of the industry.

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|-------|---|-----|
| (i) | Westin Hotel & Resorts | (W) |
| (ii) | Marriott Hotel Chain (US & Hong Kong) | (M) |
| (iii) | Shanghai-la Hotel Chain (Asia & Hong Kong) | (S) |
| (iv) | Legend Hotel Chain (Malaysia & the Philippines) | (L) |

The table below itemises the Back-of-the-house facilities of the above mentioned Hotels and a summary is made to identify which facilities are provided by all of them.

Due to different in headings describing back-of-the-house facilities among the Hotels, some items may not appear in all Hotels but they are grouped and included under other items.

Items of Back-of-the-house Facilities	Remark/Summary
(I) <u>OFFICE AREAS</u>	
- Executives Offices (Accounting, Sales and Catering, Personnel, Convention Service Manager, Banquet Manger)	W, M, S, L

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Items of Back-of-the-house Facilities	Remark/Summary
(I) <u>OFFICE AREAS</u> (Cont'd)	
- General & Administrative Offices	W, M, S, L
- Housekeeping Office, Front Office	W, M, S, L
- Purchasing & Receiving Office	W, M, S, L
- Laundry Office	W, M, S, L
- Engineering & Maintenance Office	W, M, S, L
- Health Club/Pool Attendant's Office	W
- Security Office	W, M, S, L
(II) <u>WORKSHOPS/WORK AREAS/FOOD PREPARATION</u>	
- Engineering & Maintenance Workshop	W, M, S, L
- Telephone Equipment and Operator Room	W, M, S, L
- Housekeeping Area	W, M, S, L
- Uniform Area	W, M, S, L
- Laundry Area	W, M, S, L
- Kitchen/Pantry	W, M, S, L
- Bakery	L
- Butchery	L
- Projection Room/AV Control Room	M, S, L
- Art/Print Shop	S
- Flower Preparatory	S
- Pool Equipment and Furniture	W, M, S, L
- Trash/Refuse Storage	W, M, S, L

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Items of Back-of-the-house Facilities	Remark/Summary
(III) <u>STORAGE</u>	
- General Storeroom	W, M, S, L
- Guest Linen Rooms	W, M, S, L
- Soiled Linen	M, S, L
- Holding Area	W, M, S, L
- Banquet Storage	W, M, S, L
- Landscape Storage	M
- Luggage	W, M, S, L
- Cloak Room	M, L
- Uniform Storage	S
- F & B Main Store	W, M, S, L
- Cold Store	W, M, S, L
- Dry Food Store	W, M, S, L
- Chinaware Store	S, L
- Garbage Room and Bottle Store	W, M, S, L
(IV) <u>STAFF AREAS</u>	
- Employee Cafeteria	W, M, S, L
- Employee Lockers (Men's and Women's)	W, M, S, L
- Employee Showers (Men's and Women's)	W, M, S, L
- Employee Restroom/Toilets (Men's and Women's)	W, M, S, L
- Training Room	L
- Executive Dining	S, L
- Employee Barber Shop	S

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Items of Back-of-the-house Facilities	Remark/Summary
(IV) <u>STAFF AREAS</u> (Cont'd)	
- Guest and Staff Clinic	S
(V) <u>E&M Plantroom Areas</u>	
Mechanical & Electrical Area Include:	
- Water Storage Tanks	W, M, S, L
- Boiler & Boiler Pump Rooms	W, M, S, L
- Chiller/AC Plant Room	W, M, S, L
- Generators Rooms	W, M, S, L
- Transformer Rooms	W, M, S, L
- Switch Rooms	W, M, S, L
- Pump Room	W, M, S, L
- AHU & FAH Rooms	W, M, S, L
- Elevator M/E Rooms/Pits	W, M, S, L
- M/E Control Rooms	W, M, S, L
- Pool M/E Room	W, M, S, L
- Pipe Space, Duct Space and others	W, M, S, L

2.2 The study of this section draws out the fact that the extent of back-of-the-house of a hotel covers significantly more areas than the examples quoted by the Buildings Department under PNAP No. 111, Aug, 96.

In particular, the hotel industry without exception consider the following supporting areas as essential component of the back-of-the-house areas :-

- (a) Hotel Office Areas;
- (b) Kitchens, Pantries, & other Food Storage & Preparation Areas;
- (c) Guest Linen Storage & House-Keeping Station at Guestroom Floors;
- (d) Electrical & Mechanical Plantrooms.

Except for item (d) which is normally exempted from GFA calculation by BD, items a, b & c are not accepted by Buildings Department for GFA exemption under their current interpretation of PNAP 111.

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Section 3 : Study on Actual Examples of Existing Hotels

3.1 Under paragraph 5 of the PNAP 111 (August, 96) where the Buildings Department lays down the principles of accepting what is back-of-the-house facilities and they are,

- Unique and Integral to the normal operation of the hotel;
- Their omission or under-provision would result in a poorer quality of life for persons occupying the front of the house, i.e. hotel rooms;
- and should be in compliance with the following criteria :
 - a. Their size is reasonable, their location practical and their design genuine to serve the intended purpose;
 - b. They are accessible to hotel staff only;
 - c. Abuse is impossible or unlikely.

Some examples are also quoted in PNAP 111, August, 1996 as acceptable as back-of-the-house facilities :-

- Workshops, such as laundry, carpentry, mechanical and electrical;
- Storage areas, such as dry goods, food and beverage, linen and furniture;
- Facilities for the Welfare of Staff, such as changing room, rest room, staff canteen.

3.2 We are of our firm view that the hotel back-of-the-house researched by us under Section 2 fulfil all of the criteria set out in PNAP 111, August, 1996 although some of these items are not included in the quoted examples.

To elaborate on the above discussion, we have checked the areas for Back-of-the-house facilities in a number of existing hotels in Hong Kong.
The following are our findings:-

Name of Hotel	Floor Area of Back-of the-house facilities as defined under Section 2 of this Report (A)	Total Floor Area of the Hotel (B)	% of Back-of-the-house area over total floor area (A/B x 100%)	% of Back-of-the-house over total floor excluding E/M area
1. Majestic Hotel, Nathan Road, Kowloon	4320m ²	22400m ²	19.2%	10.8% (2430m ²)
2. Marriott Hotel, Pacific Place, Hong Kong	9500m ²	50000m ²	19%	13.3% (6650m ²)

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Name of Hotel	Floor Area of Back-of-the-house facilities as defined under Section 2 of this Report (A)	Total Floor Area of the Hotel (B)	% of Back-of-the-house area over total floor area (A/B x 100%)	% of Back-of-the-house over total floor area excluding E/M area
3. Shangri-La Hotel, Kowloon, Hong Kong	14000m ²	64150m ²	21.8%	16% (10350m ²)
4. City Garden Hotel, North Point Hong Kong	3140m ²	30000m ²	10.48%	5.36% (1610m ²)

* Note : Areas in bracket are Back-of-the-house excluding E/M plantroom area.

Section 4 : Conclusion of the Report

- 4.1 Hotel offices, kitchens/pantries and other food storage and preparation areas, guest linen storage & house-keeping station on guestroom floors are the basic need of a hotel back-of-the-house area. We opine that these areas should be considered as back-of-the-house area under PNAP 11, August, 96.
- 4.2 The examples such as workshops, storage areas and staff facilities set down in PNAP 111, August 96 represent only portion of the back-of-the-house area normally described by the hotel industry. We are of the opinion that the extent should be increased to truly reflect the needs of a hotel in order to set up proper back-of-the-house facilities.
- 4.3 The proportion of the back-of-the-house floor area to that of the total floor area of a hotel varies from case to case. In general, we find out in Section 3 of this Report that the percentage goes beyond the 5% guideline as set down by the Buildings Department. The tourist type hotel tends to have a lower percentage compound with International 5-star hotels. We are of the opinion that the 5% guideline from the Buildings Department cannot cope with the actual circumstance and should be revised.