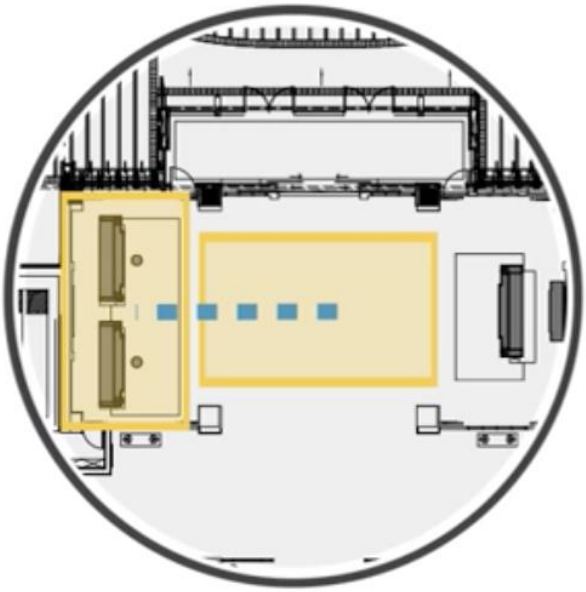
Tool: Lobby Zones and Their Typical Elements

Arrival

- Airlock entry with vestibule
- Bellstand
    - Podium with storage, power outlets and phone support
    - Luggage cart parking
- Valet parking attendant station
    - Secure storage for guest car keys

*Illustration at right shows **Arrival** zone, center, and **Information and Check-in** zone, left. There should be a line of sight between the Arrival and Check-in zones.*

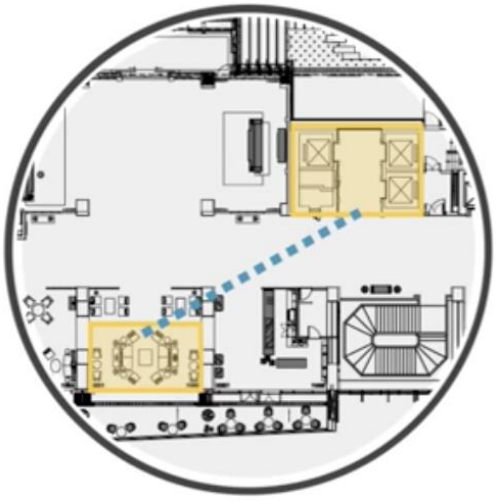


Information and Check-in

- Check-in station
    - Front desk/podiums – for all segments, notably luxury; or self-service kiosks – for business segment and/or for lower chain scales
    - Queuing space – amount varies with hotel size and market
- Concierge desk
    - Appropriate for upper upscale and luxury segments
    - May be combined with check-in station
- Guest information screens

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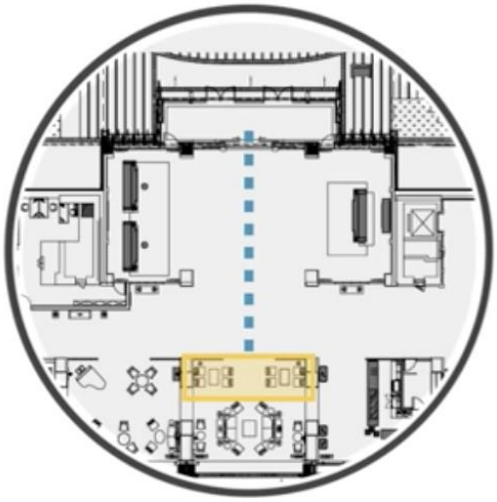
Lounging and Working



- Soft seating
  - May be sofas, armchairs, banquettes, or some combination
  - Some seats should have sightlines to check-in areas
  - Some seats should have sightlines to guest elevators *(see illustration at right)*
- Side tables adjacent to at least some of the soft seating
- Floor or table lamps
- Power outlets at each side table
- Work space (particularly for business segment)
  - Communal work table with table-top power outlets
  - Individual work tables – may be integrated with dining space depending on brand standards
  - Printing stations for boarding passes
  - Work stations with computer access for short-term use
- Refreshment station
  - Self-service coffee/tea
  - Self-service drinking water
  - Surface area for complimentary snack service

Lobby F&B needs will vary by market and by brand – refer to brand standards.

Sitting and Waiting



- Seating with direct sightline to hotel entrance *(see illustration at right)*

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