A PROPOSAL FOR HOTEL AND CATERING SERVICES

FOR NIGERIA AIRWAYS LIMITED, KA NO

BY

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B.SC (HONS.) A.B.U

BEING A THESIS SUBMITTED TO THE POSTGRADUATE SCHOOL, AHMADU BELLO UNIVERSITY, ZARIA IN PARTIAL FULFILLMENT OF THE REQUIREMENTS FOR THE AWARD OF MASTER OF SCIENCE DEGREE IN ARCHITECTURE.

DEPARTMENT OF ARCHITECTURE
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AHMADU BELLO UNIVERSITY, ZARIA,
NIGERIA.

AUGUST, 1989

DECLARATION

I hereby declare that this thesis is an authentic work conducted by me and has not bearing to any work done by any person or group of individuals presented and accepted for a higher degree. It is within the Regulations of Postgraduate School of Ahmadu Bello University, Zaria. All secondary sources are duely acknowledged.



Ayodele Rafiu Alhaji 26/9/89

1989

CERTIFICATION

This thesis rep rt titled "A proposal for hotel and catering services for Nigeria Airways Limited, Kano", by Ayodele Rafiu Alhaji, meets the Regulations governing the awards of the Master of Science Degree in Architecture, and is approved for its contribution to knowledge and literary presentation.

FRED. B ADDO — 26th Sept 1989
Chairman: Supervisory Committee — Date

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Head: Department of Architecture — Date

Dean: Postgraduate School — Date

DEDICATION

- To Almighty God for sparing my life and leading me to the Right path of life.

- To My father and mother for their love, care, encouragement and sincere concern during my academic pursuit

- To Mr. B.A. Opoola and his family for their guidance throughout my stay in Zaria.

ACKNOWLEDGEMENT

I expressed with deep gratitude the willing cooperation and assistance given to me by many organizations and individuals during the period of this thesis research.

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I acknowledge the sincere cooperation of the management of Nigeria Airways both in Kano and Lagos. My regards goes to the Nigeria Airways District Manager: Alhaji Ibrahim Bala and the Senior Catering Officer. Also is the Airport Manager and the Chief Engineer all based in Kano. To the Management Training Manager in person of Mr. 'Gbenga Daramola and the Assistant Director Skypower Catering in Lagos, I say thank you.

My thanks goes to the management of the following hotels, Daula hotel, Kano, Hamdala Hotel Kaduna, Veranda Hotel Bauchi, Le Eko hotel Meridien Lagos, Lagos Sheraton hotel Ikeja and Nicon Hilton hotel in Abuja for taking me round their hotels during the period of case studies.

I am also indebted to my colleagues in school for their constructive criticism to putting this work in the right direction and my immense gratitude goes to my friends and class mates notably, Egwudale Ibechile, Moh'd Bashir, Musa Muhu (Manu),

Abu Ali, Sani Sale, and Abeyomi Sule their moral contributions has helped to the success of this work.

My special thanks goes to Omolara Ahmed (Dejo Yusuf), Alaba Okantawon (Yemi Moh'd), Jaiyeola Yoshood (Djat Salame) Alhaji Wale Bukoye and the Ahmeds for the concern and untiring efforts given to me through their words of advice and encouragement.

I am most grateful to my brothers and sisters for their great love, also to Mr. Bashir Tunde Babalola a big thanks to you. To the typist Mallam Sani Isiaka who has been of help and I am using this period to extend my joy and a big congratulations on his new bouncing baby Boy.

This work shall be incomplete if I do not mention and extend my gratitude to someone of concern. She has seen me through my thinking periods, Ayo go and do your work is always her say. A redeemer I call her, in person of Idayat Bola Ahmed. A wonderful lady she is.

Finally to the most high God, my source of inspirations for brining me into being and making me what I am today.

ABSTRACT

Air travel as a means of transportation was formally acknowledged during the early 20th century (1910-1920) and its importances now cannot be overemphasised. When a plane flies over a school today, nobody bothers to look up any more. But this used to be different. A teacher would not have been able to keep children in their seats if a plane flew over 65 years ago. In those times flying was still something very special.

Today, mass transportation of people by air has witness tremedious growth from developed countries to the under-developed ones. The air travel is now an appeal to the imagination of people, young and old alike. There is need to cater for hundreds of passengers by serving good meals aboard aircraft and provision of food accommodation when flights are cancelled or postponed, also to the passengers on transit resulting to the birth of airport hotels and airline catering services departments.

Nigeria, today, has about 17 airports (both functioning, non-functioning and those under construction) distributed over the current 21 states including the federal capital territory. It can be projected therefore that on or before the commencement of the 21st century each of the remaining 4 states will have her own Airport.

It is a known fact that the nation is now facing a serious economic depression and the federal government can no longer fund all sectors of the nation's economy thus the privatization

of most of these sectors. Nigeria Airways which is fast growing is also affected by this current economy catastrophe. Nigeria Airways is now under its re-organizational process. This is the time to diversify - why not hotel and catering services department where lots can be generated to boost their income level.

It is against theis background that a research on hotel and catering services department for Nigeria Airways Limited, Kano is undertaken with a view to creating a better service image to the travelling public, thereby leading to a revenue generation.

Food and shelter no doubt are two basic necessities of human life. Looking for money one has to spend money.

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CHAPTER ONE

INTRODUCTION

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1.1 PURPOSE OF THE THESIS

Man is a striving, restless animal endowed with an insatiable curiosity to see the other side of the mountain, and to be where he is not. His compulsion to be 'on the move' creates many challenges. In his wanderings he must find protection (shelter) against some elements and a means also of satisfying that ache, in the middle, known as hunger.

Thus was born what is today a multi-billion Naira industry that cares and feeds millions of moving humans - the HOTEL.

With the growth of the airline industry and the mass transportation of people by air, another need developed An Airport usually is some distance from the city. Flights may be postponed or cancelled, and with the giant airplanes now in use, hundreds of passangers needed a place to house/ feed themselves if an over-night delay is involved, consequently this results into the birth of Airport Hotel.

Today, the business comes not only from inconvenienced passangers. The traveler also finds a place to rest while waiting for connecting flights. Many people catching a very early flight prefer to arrive at the airport the night before, thus avoiding the rush of the early morning automobile traffic that is so heavy around major cities.

To cater well for the airport traffic, the hotel needs a fair amount of rooms, at least 100, and some restaurant facilities, possibly too, a coffee shop. But this type of occupancy alone is not enough to run a business profitably. Such, most airport hotels added banquet and meeting/conference rooms to attract the social/business functions of the people living in the area. Also a meeting point for firms located nearby. Personel can fly in from several locations and meet conveniently at the airport. There are savings in taxi fares, of course the biggest saving is in time.

Thus the airport hotels are in direct competition with the city hotels. Two problems, one in transportion, and the other in construction of the building, bear mentioning. The first relating to transport is easily solved by the hotel maintaining a small bus service that makes frequent trips to the airport. The other problem is the noise abatement into the interior of the hotel building that has to be taking care of during construction work. Also a focus in this thesis research. This is because modern juets are very noisy and at an airport they take off and land 24 hours a day. Noise therefore has to be taken care of for guest comfort at least.

The way to the passenger's heart is through the stomach, of course the flight crew too. Thus the need for a special catering serfice department for Nigerian Airways within the

hotel complex where hygienically prepared food of international standard can be produced to serve the airlifted passangers. This would not only improve their services as per catering but also extend their services to other airlines to buying such well prepared food varieties and paid for in foreign currencies thereby generating lots of income.

Ghana airways with such department attracts the foreign airways like KLM, British Airways, Swiss Air etc. to buying the food varieties from them most of which are paid for in foreign currencies.

The successful operation of a food facility is dependent in a large degree upon the equipment and its layout. The production of good food, the provision of fast service, and other operating expenses with satisfactory maintenance are closely correlated with the facilities provided for doing the work. The planning of suitable food facilities involves more than selecting a range and installing a sink. Certain basic information and analysis are required for designing successful facilities.

A food service unit, no matter how well planned, cannot be successful unless the organization of the work done in the facility after it is constructed is related closely to plans on which the design was based. Thus architects and students of architecture engaged in the planning of food

facility layouts needed knowing and be aware of the aims and ideas in such facilities was based.

With the study of the table of visitor influx statistics to Kano State through Mallam Aminu Kano International Airport, Kano (1983-1988) as seen below, it is of my opinion that hotel and catering services department would be a viable venture for Nigeria airways.

Table 1.1.1 Visitor influx statistic to Kano State through Mallam Aminu Kano International Airport, Kano (1983-1988).

	1983	1984	1985	1986	1987	1988
Foreign	14,498	57,175	62,542	76,660	47,999	54,368
Domestic	119,300	93,053	187,018	192,711	181,711	117,951

Source: Kano State Tourism Committee

Bear mentioning also is the Hadji operations that comes up every year. Pilgrims all over the North converges in Kano to be airlifted to Mecca. Though there is provision of the Hadji camp but not all are satisfy with such accommodation. Some prefare loding in hotel, airport hotel if any would be majority's choice. This is because direct airport proceedings is being relayed in such hotel.

These two services (Hotel and Catering services) are so much inter-related, thus can be sited together as a complex.

Food and shelter no doubt are two basic necessities of human life, therefore a vaiable and reliable venture for Nigeria Airways. Looking for money, one has to spend money.

1.2 STATEMENT OF INTENT

1. To carry out a study on hotel designs with special interest in Airport hotel and the effects of facilities on commercial catering services so as to enable me to evolve a design that would envelope both services as a complex.
2. To satisfy functional design requirements such as lighting, ventilation, eastheties and a special interest in the noise abatement into the building which is a peculiar problem in Airport hotels.
3. To generally strengthen the economic base of Nigeria Airways, also creating new image to their servicing public.
4. To induce and encourage commercial development within Kano and to fulfil customers aspiration to the environment.
5. To carry out a study on the effect of facilities on commercial catering services.

1.3 KANO: THE STUDY AREA

Kano the largest city of the Sudan region and the fourth largest city in Nigeria (1963 census), is the administrative and commercial centre of Kano State, which was created in April 1968 as one of the states of the Federal Republic of Nigeria.

Being the largest city in the north and commercial centre of the Sudan region, an international airport was built in Kano now called Mallam Aminu Kano international airport to be the second in the country.

Kano is located on longitude 8 degrees, 32 minutes, 0 seconds and latitude 12 degrees, 3 minutes 0 seconds. Metropolitan Kano is about 840 kilometers from the edge of the sahara and it is 472.10 meters above sea-level. It covers an area of 67,843 ha.

1.4 PHYSICAL CHARACTERISTICS

1. TOPOGRAPHY

Metropolitan Kano is situated on an altitude of 472.10 meters above sea level and is bordered by the rivers Tashma (North), Watari (West) and Challawa (South), none of which has a permanent water flow. The area is generally undulating, slopping to the North-East with physiographically uniform appearance. The urban area follows the same pattern with relief provided by two prominent hills known as data and Goron Dutse which rise to the height of 517.59m and 534.10m respectively above sea-level.

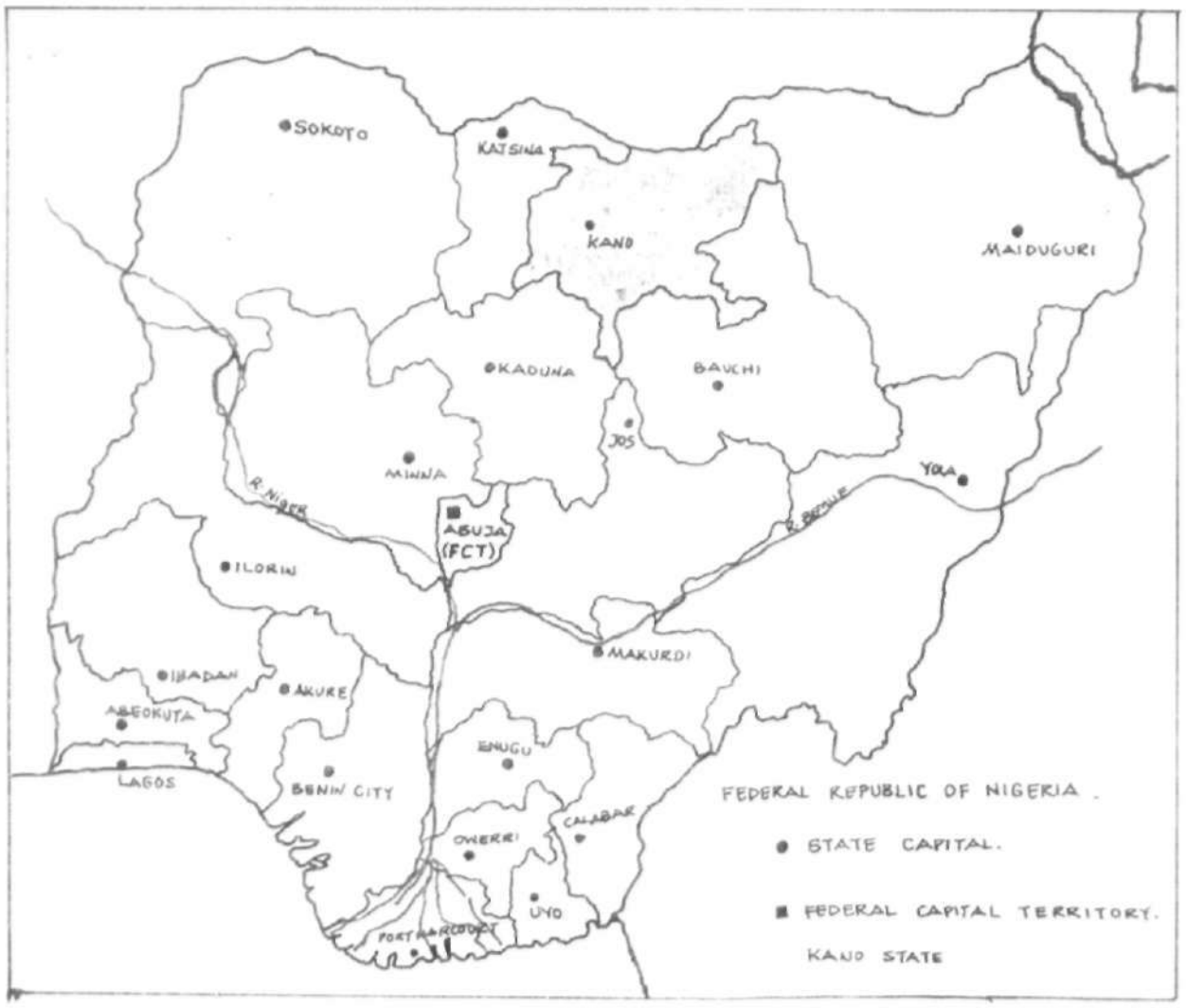


figure 1.3.1 : Map of Nigeria Showing Geographical location of Kano state.



figure 1.3.2:

• Map of Kano State showing Kano Metropolitan council.

2. GEOLOGY AND SOIL

The geology of the state is characterized by pre-cambrian basement complex rocks that outcrop widely throughout the area. They are mainly composed of gneiss and schist into which have been included the "older granites" forming the conspicuous inselberg of the region. The gneiss is altered at the surface into red-laterite, varying from clay-sand-gravels to sandy clays, passing down through grey lateritic rock into the unaltered bedrocks at depths of 6 to 30 meters below ground surface. Above the laterite, there appears to be a thin layer of consolidated dure sand.

The formation of laterite from gneiss and schist is caused by intense weathering under tropical conditions and involves the breakdown feldspars into various day minerals. Weathering is extremely variable both in depth and intensity and frequently the top layer is recemented by iron oxide to give a hard surface skin identified as the laterite hardspan. The rocks are faulted, and old deep channels are frequently filled with sandy and silty materials.

3. VEGETATION

The northern part of the state lies within the Sudan zone, but its vegetation has been completely modified as a result of several centuries of human occupation featuring bush clearing and burning for cultivation plus hunting as well as cattle grazing. In the settled areas around Kano,

natural bush vegetation is almost completely absent with the exception of several trees planted for shade and fruits such as Acacia Albida (Dolawa) Jamarrindindica (Kadanya) and Butyrospermum parkil (shea butter).

A considerable growth of natural vegetation occurs in areas which are remote from human settlement or which are marginal or uncultivable, but even in such areas grazing and bush fires restrict mature woodland to a few spots including the forest reserves, while scrub communities persist over most of the landscape.

The southern part of the state lies in the Guinea savanna, the vegetation here consists of shorter and more feathery grass. The number of thorning plants is greater and the leaves of trees often smaller. Uncultivated land is made up of a few forest reserves where no one is allowed to live and use as grazing land.

Apart from the uncultivated bush, grazing land and forest reserves farming activities takes place in fadama farms (around rivers) and upland farms. Guinea corn and millet are the first crops. Groundnut is produced in the area in large quanties.

4. Climate

Kano State has arduous with relatively wide and rapid changes in temperature and humidy. Humudity at times can rise up to about 100% in an area considered characteristically

dry. The monthly maximum temperatures are 38.40°C and 12.70°C respectively.

The year is divided into a raining season and a dry season. The dry season lasts from October to May. During the months of December and January the Harmattan is at its height blowing thin dust over the state from the Sahara desert. At this time the temperature can fall as low as 10°C.

From March to May, however, the dry cold air turns into dehumiditized searing hot air with temperatures rising up to and above 32°C.

Rainfall is concentrated from June to September and the rains are preceded by violent duststorms followed by tornadoes mainly during the month of May, and at the close of the rains in September and early October. The average annual rainfall is 843 millimeters. About 58% of this falls July and August. Rainfall varies from year to year ranging from 635.00 - 889.00 millimeter.

Kano is strongly influenced by two air masses:-

a) <u>The Equatorial Maritime air Mass</u>: This is characterized by south-westerly winds coming to the land of the Gulf of Guinea. These winds blow during the wet season, and reach their peak at the beginning of season, (July - August) and again when the rainy season comes to an end. They are from the south-west with average velocities of 3.75m/s.

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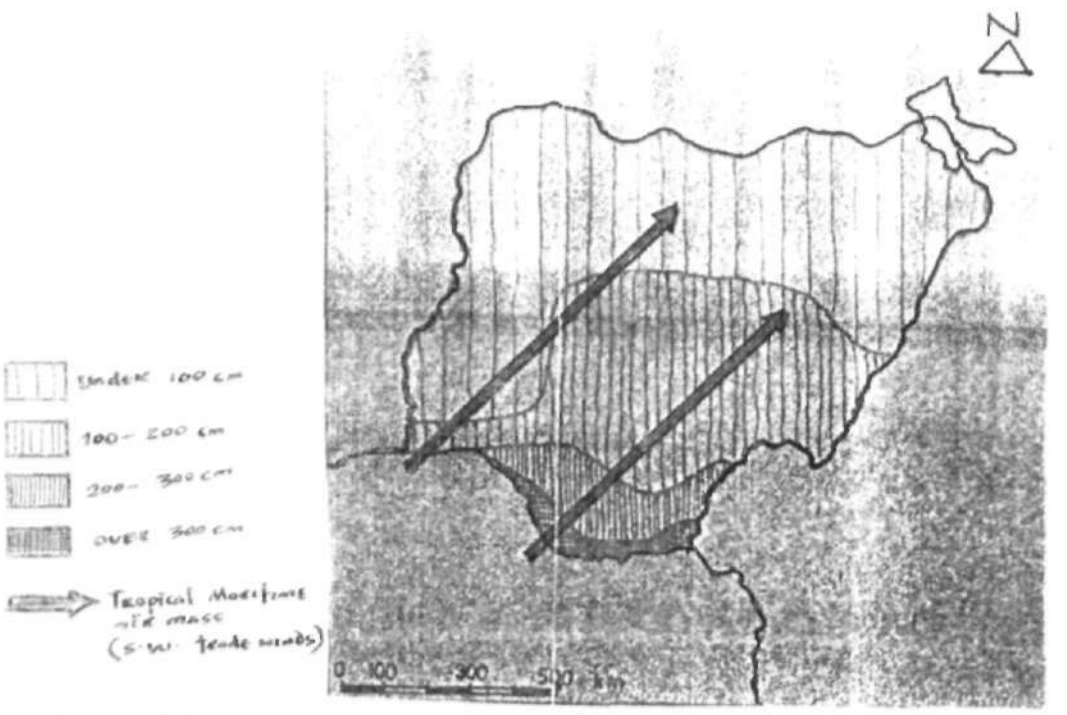


figure 1·4·1 : Wet season winds and rainfall (April - October).

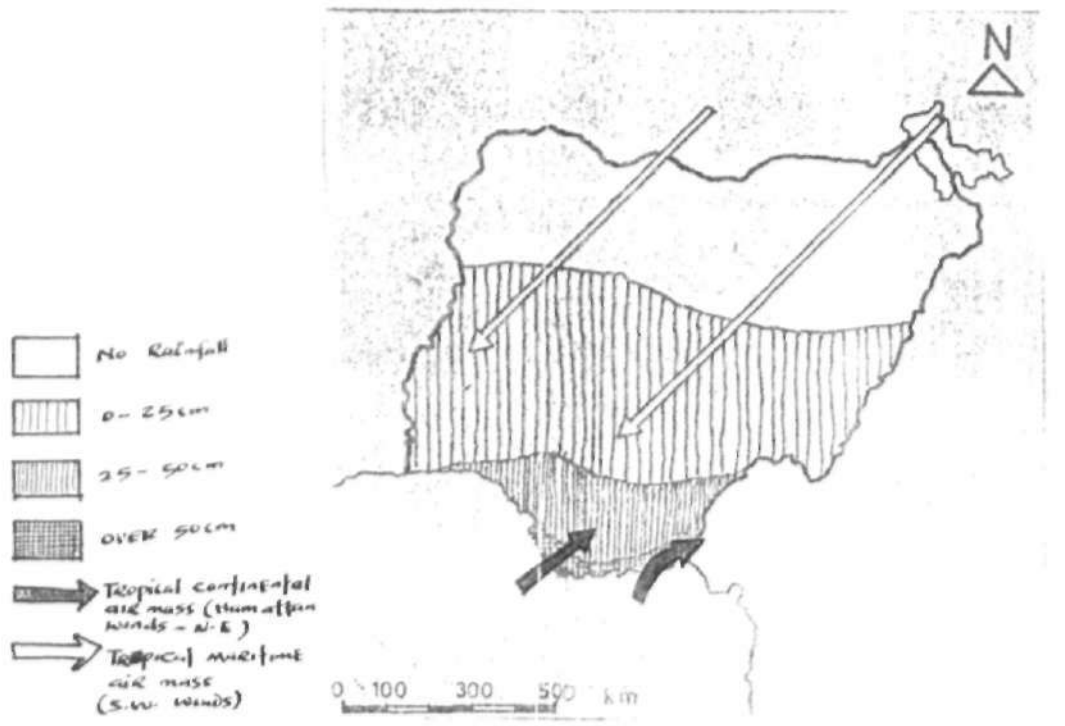


figure 1·4·2 : Dry season winds and Rainfall (November - March).

b) The Tropical continental air Mass. This is characterized by the North-East winds that comes in the dry season during the winter months from the desert. This is known as the Harmattan winds which covers the whole area. From November till February, the cool dry wind carry very fine dust fr from the sahara. This dust is as a result of surface turbulance caused by the wind difference in temperatures resulting from the day time solar heating. These winds average velocity of 2.88mls.

Since air movement past the body is required only during the humid season, it is the south-west wind that concerns the designer. Roof over-hangs and projections are desirable in the inlet side of the building (i.e the side that faces the breeze). This helps in retaining useful air-flow patterns and velocities in the rooms.

The North-East trade wind which is undesirable should be screened as much as possible for the comfort of those designing for. This is mostly achieved by allowing for a buffer zone in the direction of the wind.

5. HUMIDITY

In the first quarter of the year the humidity is very low with 26.50 percent average because of harmattan, whereas the average for the second quarter is 49.36 percent.

With the onset of heavy rains as from July to September, the humidity increases appreciably up to 76.33 percent average.

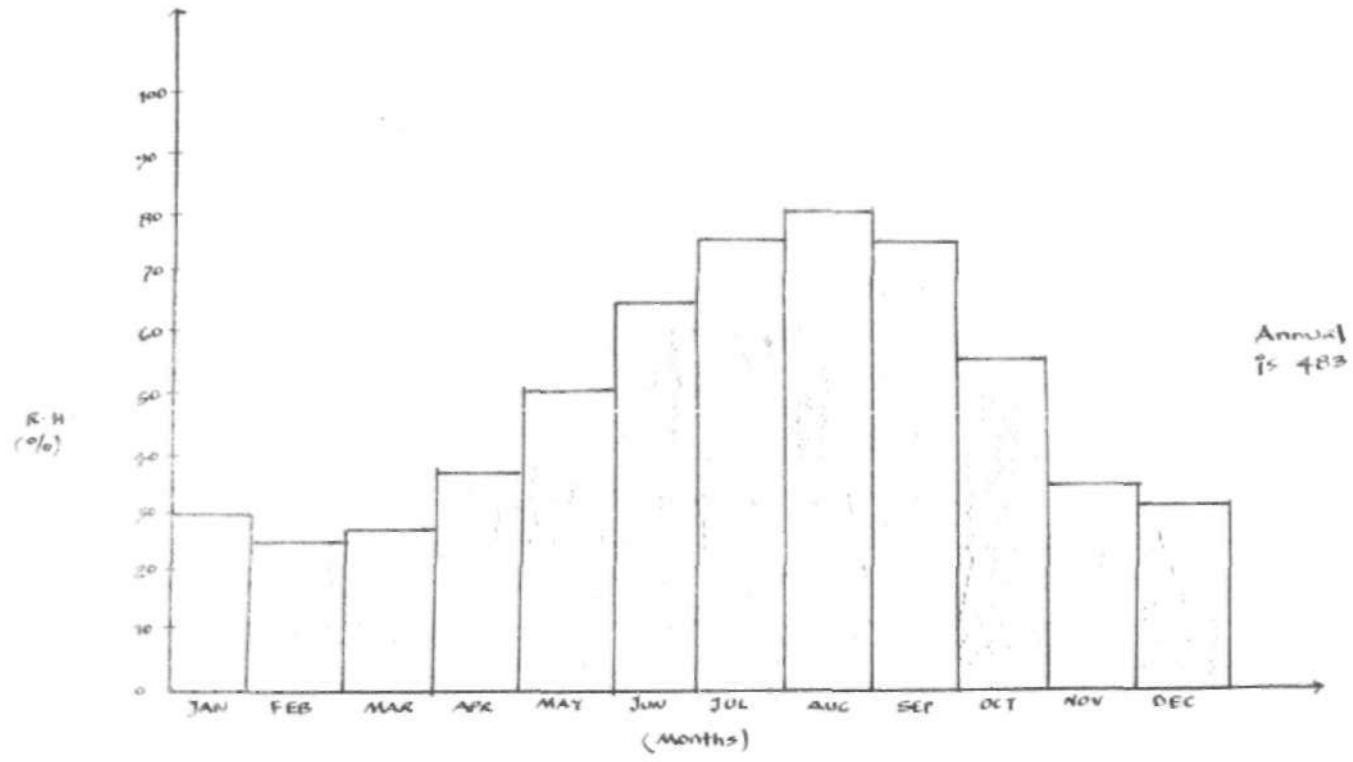
but August with 80 percent average showing the highest monthly humidity.

The last quarter shows a sharp decrease to 41.0 percent average signifying the approach of the dry season.

Table 1.4.5 Relative humidity in percentages for Kano.

Month	Mean Maximum Relative humidity	Mean Minimum Relative humidity	Average Relative Humidity humidity
January	43.00	16.00	29.50
February	37.00	13.00	25.00
March	37.00	15.00	26.00
April	53.00	17.00	35.00
May	71.00	29.00	50.00
June	83.00	45.00	64.00
July	90.00	59.00	74.00
August	93.00	67.00	80.00
September	93.00	56.00	74.50
October	79.00	32.00	55.50
November	53.00	17.00	35.00
December	48.00	17.00	32.50

Note: Humidity Average for the period: 1951-1975



Annual total rainfall is 483 mm (average)

Figure 1.45: Graph of average monthly Relative humidity (in Percentage)

6. RAINFAIL

Rain is usually scanty or no rain at all during the month of January to March. The average record was 0.4 millimeter. In April rainfall sets in generally increasing in May about five times the record of April which is 10 millimeters. In the second quarter of the year, June has the heaviest rainfall of an average 117 millimeters.

The third quarter of the year is usually a period of heavy rains and August has the heaviest aveage of 298 millimeters. The average for the period of heavy down pour, July to September is 212.33 millimeters.

The last quarter of the year is the bogining of the dry season with more rain in October than November and December when little or no rain is recorded.

The weight and force of rain can drive water into walls if unprotected thus penetrating into walls. The building components which are relevant to rain that needs considerations are the roof, its slope and materials; and finishing/ treatment of the external walls.

Table 1.4.6:: Monthly Rainfall in Millimiters for Kano.

Month	Jan.	Feb.	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Rainfall	0	0	2	10	64	117	209	298	135	13	0	0

The Annual Total Rainfall is 843 millimeters

Note: Average Rainfall for the period 72 years

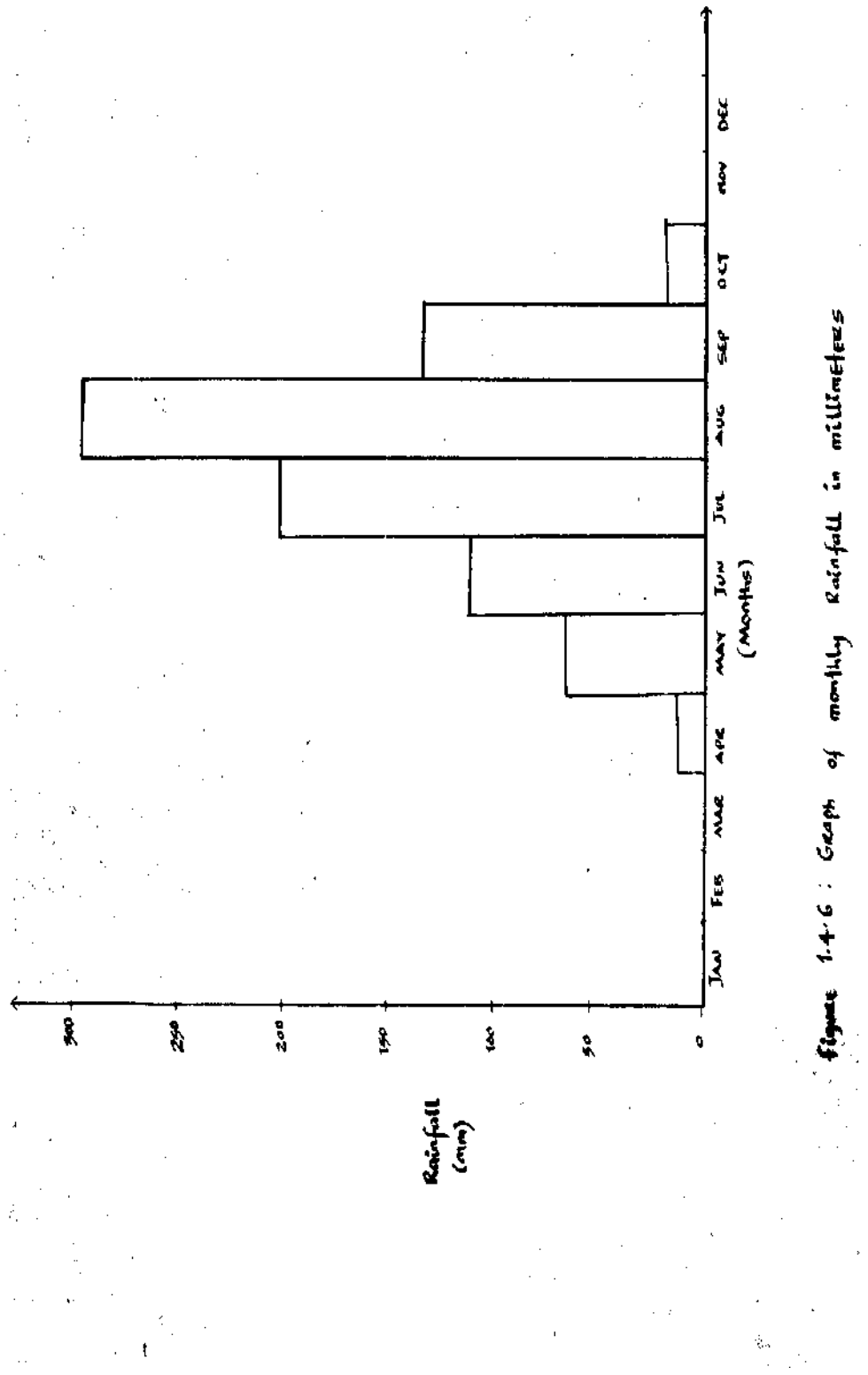


Figure 1.4.6 : Graph of monthly Rainfall in millimeters

7. TEMPERATURE

The highest monthly mean temperature for Kano is 38.40°C and the lowest monthly mean temperature is 12.70°C. Whereas the annual mean temperature is 25.55°C and the annual mean range is 25.70°C.

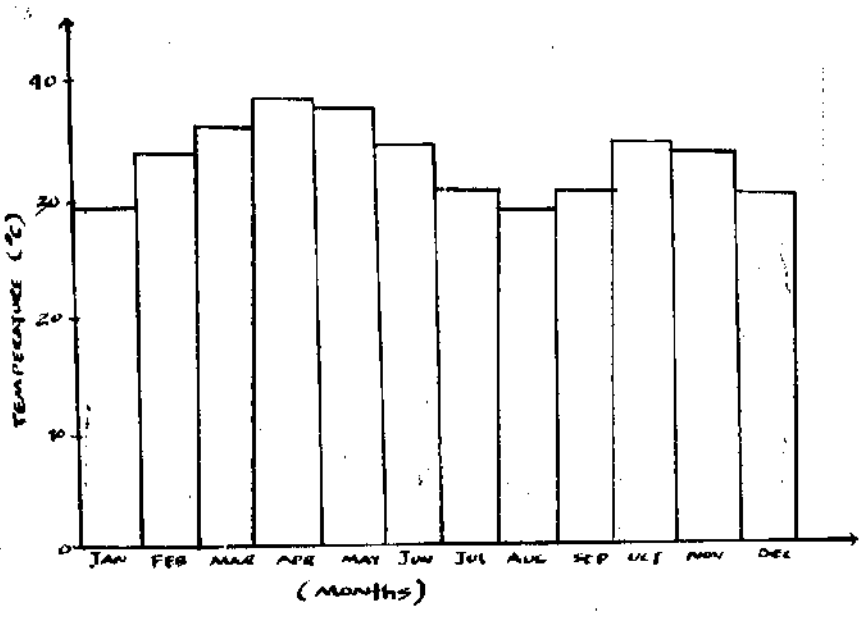
Records for the first 10 years showed that during the rainy and hazy period, sunshine was less and therefore not much heat was felt but it becomes intense about middle of March to June as the sun's burn for about 8 hours daily.

Table 1.4.7: Dry Bulb temperature for Kano

Month	Mean Max. Temp.	Mean Min. Temp.	Mean Range
January	29.70	12.70	17.00
February	33.00	15.10	17.90
March	36.80	19.50	17.30
April	38.40	23.30	15.10
May	37.30	24.10	13.20
June	34.30	22.80	11.50
July	31.10	21.30	9.80
August	29.80	20.90	8.90
September	31.50	21.10	10.40
October	33.90	19.70	14.20
November	33.10	15.90	17.20
December	30.60	13.30	17.30

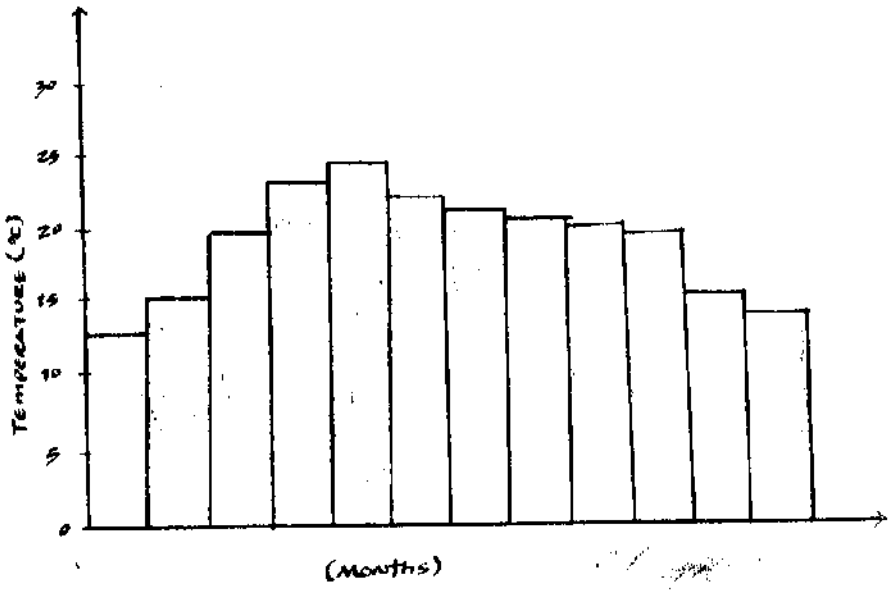
Note: Temperature average for the period: 1951 - 1975.

Figure 1.4.7: Graph of mean Maximum and mean minimum temperature(c)



- Graph of mean maximum monthly Temperature (°C)

  Highest monthly mean max. temp is 38.48°c in April.



- Graph of mean minimum monthly Temperature (°c)

  Lowest monthly temp. is 12.70°c in January

8. COMFORT

A study on thermal comfort zones in Northern Nigeria was undertaking by Cyril Peel, 1961 in Kano as a first step for the determination of better thermal housing conditions. Subjects were investigated along a continuous period of twelve months during 1958-59 in Kano, with the objectives of establishing a thermal comfort zone applicable to the people of Northern Nigeria.

Investigations covered the whole range of climatic conditions experienced by the community throghout the year. It was concluded that the atmospheric ar radiant temperatures are normally above the upper limits of the comfort zone, while an velocities are usually below the optimum speed. Almost percent of the subjects were feeling comfortable in environments in which humidity was between 30-40 percent, the optimum value being 37 percent 89 percent of the subjects experienced comfort in the range of 24.5°C - 26.4°C whilst the optimum was 26°C.

CHAPTER TWO

HOTEL INDUSTRY IN NIGERIA

2.1 HOTEL DEFINATION/CLASSIFICATION

2.1.1 DEFINATION

Hotel can be define as the hospitality industry that provide services, primarily accommodation, food, and beverages, against payment, not only to those travelling for pleasure, but also to the business traveler.

Basically there are only two types of hotels, transient and residential apartment hotels.

1) Transient Hotel: Webster's New Collegiate Dictionary defines transient as "passing quickly .... out of existence; short-lived; lasting or staying only a short time". Thus, a transient hotel is one that caters to people while they are temporary away from home, whether a day, a week, month, on business or for pleasure.

2) Residential apartment Hotel: The best defination of this type, and the one most easily understood, is an apartment house with full hotel services. These differ from transient hotels in that they are official residences of guests rather than their "home away from home". In addition they usually require a lease from the guest.

2.1.2 CLASSIFICATION

To classify every hotel merely as transient or residential gives the reader no idea of the many variations in size, features, or facilities offered. Nor does it provide an

understanding of the reason for a hot l being what or where it is. To properly explain and thus more easily define these differences, it is necessary to classify hotels by location as well as types. Thus classification by location are as follows;

1) Small cities hotels: By the turn of the twentieth century, most cities had on or more small hotels. They served two mainpurposes: They accommodated the guest who had business to transact, was travelling for pleasure, or was just passing through; and they were also social centers for the residents of the city and surrounding areas. All had at least a coffee shop; most had other catering facilities - restaurants, ballrooms, and so on.

2) Large Cities hotels: In large cities there are a great congregation of people, frequent growing in numbers. These cities are the commercial, industrial, financial, and cultural centres of the country and, as such, attract many business or pleasure. It follows, therefore, that they have a great variety in their size, type and facilities offered.

The upkeep and condition of these hotels generally follow the pattern set by the locations. In the poorer or shim areas of the city, they have degenerated into second rated, third rated hotels. While those in the finest sections are maintained as luxury (popularly known today as Five starts) hotels.

3) Resorts Hotels: This may best be described as one where people go to relax and be entertained. Relaxation takes many forms. It may be just resting or sitting in the sun sightseeing. Or it can involve swimming, boating, water skung, fishing, golfing etc.

Resort hotels can thus be seperated into two categories. The first is a self-contained unit in which the hotel provides all recreational facilies for its guest e.g swimming pool, tennis courts, golf courses etc. The other type is located near or at natural recreational areas such as the seashore, large lakes, national shrines, parks etc. It is the area rather than the hotel that attracts people in this case.

4) Airport Hotels: This Hotel type results with the growth of the airline industry and the mass transportation of people by air. An airport is usually some distance from the city. Flights maybe postponed or cancelled, and with the giant airplanes now in use, hundreds of the affected passangers needed a place to house and feed themselves if an overnight delay is involved. Thus hotels were around major airports all over the world.

5) Motels: These results with the increased use and popularity of the automobile. They consisted of detached frame cottages, clustered or spread over a sizeable tract of land. Most now have restaurant facilites, swimming pools, telephone services, television etc.

television etc.

In this hotel type, the guests registered, given a key to their rooms, and then were on their own. They parked their car in front of their room, carried their bags and are free to leave the following day on or before the check-out time.

Thus, the primary difference between a motel and hotel, untill recently was in service. But in the early 1960s, a new trend in motels began to emerge. They grew larger and more elaborate and finally moved into the downtown sections of the large cities. Land there was very expensive, so in order to increase the number of rooms, the new motels were built ten, even fifteen stories high. No longer could a guest be given a parking space near the room, and the registration process became the same as in hotels. The motel cater mostly for the travelling guests and their duration of stay is usually overnight so as to enable them continue their journey the following day.

2.2 HISTORY OF HOTEL EVOLUTION

The history of hotel development can best be traced back from the early history, the middle ages, the sixteen-eighteenth centuries to the today's modern hotel.

1) Early History: It is mentioned in writings dating back to ancient Greece, ancient Rome two possible explanations of why in those ancient times people felt required to be hospitable. In some instances, they felt that hospitality

to strangers was necessary to their religious well-being; in others, they were hospitable only because of their own superstitions fears. Both attitudes derived possibly from the belief that a stranger was either a god or a representative of Evil spirits. In both cases it is either the religion or the supernatural being the principal motivating force in the concept of hospitality.

An explanation to a modern day thinker is that providing of hospitality was merely a result of "give and take" philosophy; that is, if you give a stranger food and lodging today, perhaps a stranger will do the same thing for you at another time.

However, giving the circumstances of hospitality in the ancient Greece, it is understandable that certain elements of religion were intermingled with the idea. Missionaries, priests, and pilgrims formed a very large part of the travelling public. Often they were journeying to holy places, perhaps oracles or temples that had a dominant position in their religion. As a result many accommodations for travellers were located in the vicinity of such places.

Early travellers who were not on the road for religious reasons were usually on military, diplomatic, or political missions. This was particularly true during the Roman era, when the great Roman Empire extended far beyond the limits of Italy. Consuls, proconsuls, governors, and general were constantly shuttling between Rome and part of the Roman Empire. The military travellers prefere sleeping in tents

they carry with them.

2) The Middle ages: It is found once again that the intermingling of religion and hospitality in this era. It was considered the duty of those with religious belief to offer travellers and pilgrims accommodation and food.

Charlemagne during reign enacted laws setting out the duty of a christian to provide a free resting place for a traveller. The law limited the stay of any traveller in any one place to three nights so as not to overstay at the same time of providing free food for an indefinite period of time.

Up till this point of narrative, there has been no mention of traveller's being charged for his accommodation or his nourishment. The hospitality was purely a charitable donation springing from religious beliefs rather than a business venture.

But all these changed in the year 1282 in Florence, Italy. The great innkeepers formed an association for the purpose of turning hospitality into business. Thus in 1290, 86 inns in Florence were members.

This concept was not limited to Florence for long. Shortly thereafter, the business spread to Rome and other Italian cities.

3) The sixteenth to Eighteeenth centuries: During this period, considerable improvement took place, particularly in England, in the quality of accommodations. The common mode of

transportation used then was the stagecoach. Long journeys, such as from London to Edinburgh, covered a period of several days, so the stagecoaches were forced to make overnight stops. These called for not only food and rest for the hourses but also food and accommodations for the passangers. Thus a direct result in to the construction of inns or taverns at suitable locations along the stagecoach routes. The inns or taverns also became popular meeting places for local nobility, politicians, priests and others in the eighteenth century with the incoporation of coffee shops and other luxuries since they were wealthy people.

One of the first European Hotel thus emerged. The hotel De Henri IV, was built in Nantes in 1788 at a cost of £17,500 which has 60 beds and was considered the finest in Europe at that time.

4) The Modern Hotel: The hotel industry willprobably never see the rate of that took place in the late 1920s. Though new concepts in hotel design have been developed more recently in an effort to meet the changing preferences and the new characteristics of the travelling public standard, rectangular, medium-sized downtown hotel have been replaced by fine example and innovative architecture. Few examples of such innovative architecture are the plaza series, Sheraton hotels, Regiency Hyatt, and Hilton hotels to mention a few.

2.3 HISTORY OF HOTELS IN NIGERIA.

There was a company called N.R. Caterers owned by one Mr. Robert Forsyth solely concerned with operating the catering services on the Nigeria Railways trains, which mainly consisted of Restaurant and bar cars in the two-way services between Lagos and Kano, Maidugiri, Jos and Port-Harcourt.

Nigeria Railways by agreement dated 14th March 1928, took over the company which was later registered as a limited liability company. The operation of the Nigerian Railways Guest house was untill then in the hand of N.R. Caterers.

By March, 1950 the Nigeria Railways holds a share of 75% while the Federal Government holds the balance of 25%. Thus in April, 1951 it was agreed that the guest house be rebuilt. A new 3-storey block of 24 bedrooms, each having a private bathroom and balcony was erected.

The company expanded further into the field of hotel operation by June 1952, when they took over the operation of Ikoyi Guest house, Lagos on behalf of the Government. By October 1954, it was decided to change the name of the company to Nigerian hotels Limited. Thus decision was taken to start a phased development of both Ikoyi Rest house and that of Kano Guest house into a full standard hotel as well as running the old Airport Hotel and Airport catering facilities.

In 1959, Lagos Hotel Limited, a subsidary of Nigerian Hotels Limited was incorporated to operate the New Bristol Hotel, Lagos which was then under construction. This was completed

and open in 1962 and since then remain popular in the heart of Lagos. By the same year (1962) Kano Central Hotel and Ikoyi Hotel phased developments was completed and turned both hotels into modern Hotels.

By 1970, the Sokoto Hotel and Lake Chad Hotel at Maiduguri was opened and operations commenced at both hotels.

The ever increased need for more accommodation owing to the growth of businesses, travels, tourist has today seem Nigeria into have more and more hotels being constructed all over the country.

2.4 HISTORY OF HOTELS IN KANO

During the pre-colonial periods, different guests visiting Kano were welcomed by different authorities. There was the colonial authority with its administrative leader and there was the traditional authority with Emir being the leader. European guest on arriving Kano were received and welcomed by the colonial authority. The guest were accommodated at 'Gidan Dan Hausa' along the state road. This building still exist today. The colonial authority took the sole responsibility of feeding and taking such guests round the historic city of Kano.

Guests like neighbouring chiefs, Emirs, Ulamas and other dignitories, were normally welcomes by the Emir who is the head of the traditional authority. There used to be guest lodge inside Emir's palace where Ulamas were housed. Guests like chiefs, emirs etc. were housed at the guest houses near the Emir palace.

As a historic trading centre, Kano noticed the flow of many traders and merchants mostly from the north. These business guest when they come mostly stayed at a place called Zango within Kano city but some also stayed at the Kurri market. These group of people takes care of themselves and at time a business colleague could take care of his business courterpart.

With the current and rapid change of socio-economic status of the people, the hospitality for which the people of Kano and Africa at large were known was fast diminishing. Thus a large number of quack hotels springs up to cater for the ever increasing influx of visitors to Kano.

Kano central hotel nevertheless was the oldest. Many more have emerged today and more still would be emerging.

2.5 GENERAL OUTLOOOK INTO HOTEL DEVELOPMENT IN NIGERIA

Tracing the history of hotel evolution in Nigeria, one would then agree that the oil boom of the early 70's contributed alot into the development of hotel industry in Nigeria. The number of hotels in the country that one could called luxury hotels was just about four up till the early 1970 (i.e Lagos Ikoyi Hotel, Central Hotel Kano, Sokoto Hotel, and Lake Chad hotel, Maiduguri).

With the oil boom, there was the need to construct new roads, hospitals, schools, industries, commercial building etc. which attracts many foreign firms and investors. Thus the need for more hotels, as a result many more hotels springed up during that period. By 1978, many state capitals in the

country had one or two luxury hotel to their credit.

When the federal government made her intention known as per the movement of the Federal Capital from Lagos to Abuja, this saw the international hotel groups like the Hilton, Sheraton and Hyatt Regency acquiring a piece of land in the heart of the nation for development. Today, Nicon Noga Hilton Hotel, Abuja is rated one of the best in the world.

The Economy of the Nation affects not only the hotel industry but all sectors of the economy. Strongly, I believe that when the economy of Nigeria improves, hotel development would inevitably comes back to life. Many more constructional work would commenced both in private and commercial sectors. Thus the movement of people from one part of the country to another hence the need for decent accommodation and food.

CHAPTER THREE

LITERATURE REVIEW

Before an architect or student of architecture begins planning and designing a hotel, he/she should know exactly how a hotel operates. Every building type must function smoothly to achieve the end result that the client is seeking, in other words, have good value for money. The primary function of a hotel has not changed from the earliest recorded hotelry to the present day hotel, whether it is a 100 bedrooms or 3,000 bedrooms, be it a city or resort hotel, conventional or family-type hotel.

The earliest hostelry offered bed and board as well as pleasant surroundings in which to enjoy both commodities. The guest arrived at the front door, where he was greeted and arrangements made for his lodging and food. A rear yard was used by the inkeeper's wife and her assistants to prepare food which was then cooked in the kitchen. Therefore having a house divided into two.

The hotel today is base on the same principle, with the division into two. The front of the house which includes the reception area and the public rooms, where guests gathered to dine and to socialize. The back of the house is where the food is prepare and where the guest service amenities is taking care of. This duality of a hotel must be thoroughly understood by an architect before pen-ll is put to paper to start the design.

3.1 HOTEL MANAGEMENT TECHNIQUES

Hotels are designed and built so that the client, owner, or operator of the hotel will get a satisfactory financial return on his investment. In order to achieve the greatest return for money invested, the challenge is thus on management function with the operation areas.

The guest must feel completely comfortable and at ease from the moment he steps through the entrance doorway, checks in, goes to his room, avails himself of the food and beverages available. He/She should spend a comfortable night in a well-appointed scrupulously clean room, and returns the next day to a room which is as fresh and inviting as it was the moment he first entered it after checking in. Everything for the guest's creature comforts should be carefully designed and considered, be it the ease of finding the registration desk, the cashier, the bars and dining rooms, the elevators that will take him up to his room and finally the room itself.

A hotel is more than a large private house, rather, it should be seen as a large intensive commercial operation and miniature factory. It various functions can be broken into:

(a) Operational areas: It is generally reckoned that hotels have the following operation area.

  (i) Financial administration

  (ii) Salary administration

  (iii) Room reservation

KASHIM IBRAHIM LI
AHMADU BELLO UN
ARIA, NIGERIA.

(iv) Invoicing system

(v) Management information

(b) Management Functions:- This is the major areas of the day-to-day hotel keepings and this includes the following:

(i) Guest accounting

(ii) Reservation

(iii) House Keeping

(iv) Room control

As soon as the guest steps to a hotel's reception desk, he sets in motion a series of interactions which must be kept running untill the time he leaves.

The reservation in big hotels may be made through some co-operative link-up as used by four operators, travel agencies and large hotel chains. The guest may organize the booking himself, either by writing, telexing or phoning or by calling at the hotel at the time he wants the room. Whenever reservation is made, the management ought to know instant information on how many and what types of room are available for such requested. The agenda is used to record all such final reservation.

The guest file lists the wishes of regular guests. They may for example aways want a particular room or a specific table in a dining room. On arrival, a guest is asked to fill in a registration ticket, which not only constitutes a kind of written agreement between himself and the hotel but also useful for documentation, and room control

and for compilation of tourist statistics.

As soon as he registered, all the behind-the-scene services of the hotel have to be notified e.g. the telephone operator and the Hall porter must know the guest name and room number so as to route incoming calls, mails etc.

The coffee shop, restaurant and bar need to know who can be served without paying cash. The house-keeper must be told that the room is occupied, the cashier must from the moment the guest registered begin an account in his/her name. The kitchen and the linen room should know the number of guests in and arriving/leaving in a day for accurate planning and purchasing.

A guest when leaving finally must be presetned with his/her bill with all services incurred clearly stated. Computer today, is widely use in big hotels for time saving.

3.2 PRINCIPLES OF HOTEL DESIGNS

Within the planning team, the architect's role being the provision of the right building at the right price, he must bear in mind the following basic principle which not only peculiar to hotel design, but more pronounced in this field. Hotel demand depend on different types of accomodation, recreation, tourism, business, political and location of the city. It also depend on availability of infrastructure and services with economic feasibility of such development

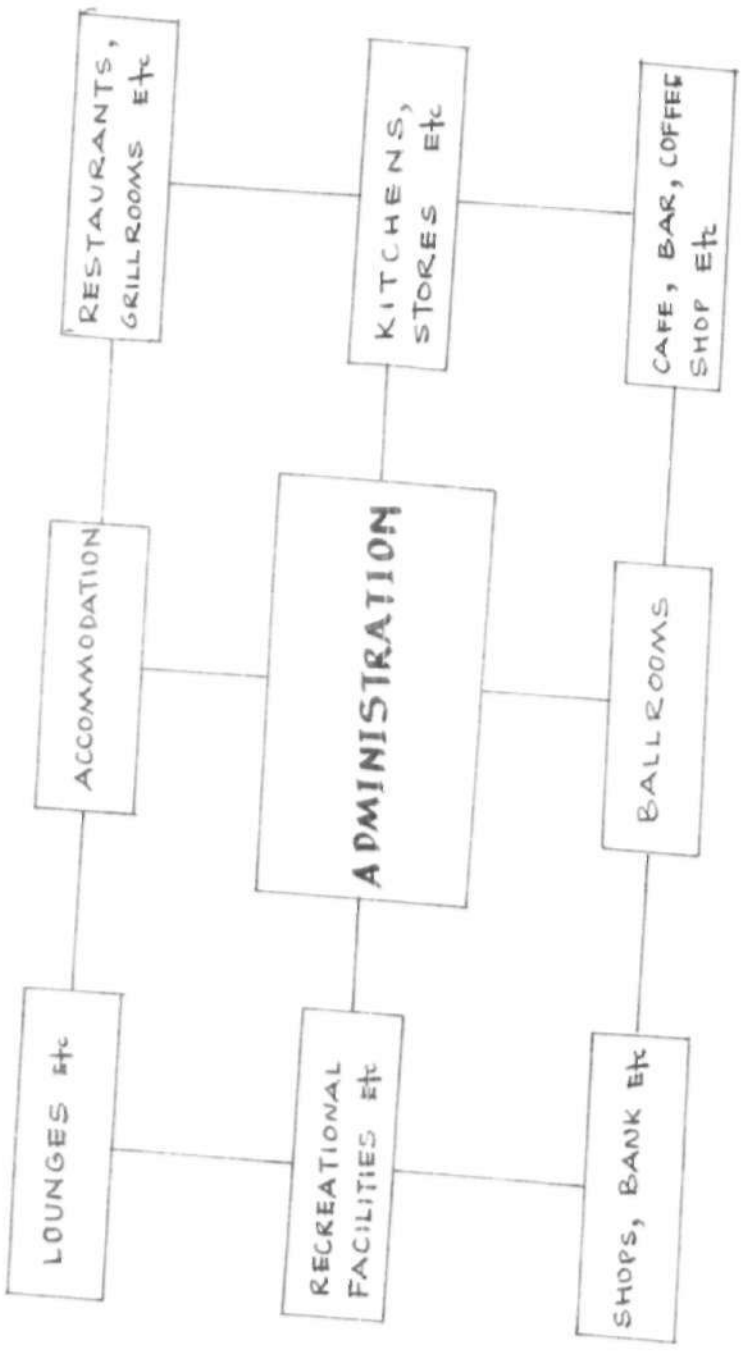


figure 3.2.1 : Main Division of a hotel Plan

(i) Design for an image:- The design should be functionally and aesthetically moulded around the group and type of people, client and the operator. To achieve this, all pre-conceived ideas must be re-assessed and vital examination of the public as well as the operator taken into consideration. It is very essential to design for a very wide circle of customers since this circle is already restricted by the location, operator's image, the facilities and even finance.

(ii) Flexibility and change:- Hotels are insured usually within 30-35 years, but they are built for a very much longer life span, thus many changes will occur in the locality during this time. Such changes may exert a strong influence on the vaiability of the new hotel and alterations to bring it in line with the new conditions that might be expected and required.

Very few hotels have static client, therefore, changing requirements should be accommodated by flexible space arrangements, multi-purpose rooms, movable divisions and other expendients which will facilitate use of the available spaces to the full. Thus during planning, a flexibility should be considered to allow for some future change.

3.3 CIRCULATION AND TRANSPORTATION

Most man-made structures or places have meaning only to man, and only he, experiences them. They are revealed to man by lines or patterns of circulation that lead him to, through

over, under or around them - on foot or horseback, by airplane, train, automobile, or any other means of locomotion or conveyance. We thus realize that the circulation pattern is a major function of any project, because it establishes the rate, sequence, and nature of its sensed experience or visual unfolding. In planning a key factor is efficient and segregated circulation. This is dealt with under the four main generators of circulation.

(i) Customers:- From parking or garaging area they will pass through the entrance and reception, then split into two directions: lifts, staircases and corridors leading to bedrooms, or access to public rooms. Customers must not be allowed to pass through from their bedrooms directly to the car park without passing through reception.

(ii) Staff:- They should start from the staff housing via their own entrance and changing rooms to kitchens, service areas, bar, workshop, etc. At some point their paths may coincide with the customers' path. This applies particularly to bedroom staff.

(iii) Deliveries: Two main lines of access will be required; first, for all food, drinks and dry goods, stroes, fuel and other deliveries. Second, the customers' luggage entry which lead to a luggage store, and in multi-storey schemes, via a luggage lift to bedroom corridors.

(iv) Services:- All mechanical, electrical and electronic equipment must be distributed in accessible ducts. Conveyors for transport of goods be built-in where required.

Some of these routes conveys into common lines and should be segregated as far as possible. Where segregaced they must in no circumstances cross each other. It should be the architect's aim to simplify and shorten lines of communication; to make them visually clear, particularly in the customers secor and to avoid confusion. Newly arrived guests must feel themselves to be in a building which they can quickly get to know and which does not present them with problems. Efficient sign post is, of course, essential.

Provisions for circulation, including transport facilities must be made for the operational units of the hotel. Freight suppliers, services and personnel.

(v) Security: This is relatively modern addition to the departmental structure of a hotel. The primary function of the security staff is to protect the guest and their personal belongings. This is done by patrolling the lobbies, corridors and other public areas, as well as the rear staircase and side exits. The employees should answer all calls for assistance, investigate any suspicious actions reported and in the event of guest losses, notify the police and cooperate with them in their investigation. They should ensure too, the

the privacy of all guest. The responsibility of protecting the building, hotel property and reputation also belong to this department. The security staff usually are retired high-ranking military officers, a ualification nefessary for proper duties performance.

Guests too heve a role or two to play in assisting this department, by depositing money, jewlry, valuable item for save-keeping, they should not invite strangers to their room, purse should not be hung over the back of a chair in any public area and they should report any suspicious actions.

3.4 CONSTRUCTION TRENDS

Hotel construction as in any custruction project or any real Estate development, there are certain elements of cost that make up the total package. These elements can be broken down as follows.

(i) Land:- This is not necessarily an element of cost in a hotel project, inasmuch as many hotels are constructed on land that is ceased from the owner. However, where the land is actually purchased or owned, it becomes the most variable cost of all. In a case where the land is owned by the developer for many years, the cost may be relatively low. The cost of land should be measured in in terms of per-room figure. It should be remembered that in determining the cost of land, taxes during the construction and cost of clearing the land to make it suitable for building must be considered as part of the

overall cost.

(ii) Construction:- The cost of construction is the beggest beggest element of cost in any hotel project. Therefore, it is important to evaluate the various types and quality of construction techniques and materials available in order to keep the construction cost in a practical figure. Cost of construction is most easily controlled if a fixed-price contract can be obtained from a contractor, but because of the inflation prevalent both in labour and in construction materials, this is not often feasible. So most hotel today are built under a cost-plus contract. However, most of the advantages of a fixed-price contract can be obtained if a maximum ceiling on cost can be written into the contract.

(iii) Interest during construction:- During the period when the hotel is under construction, the interest that must be paid on the construction must be considered as part of the project since most hotel constructions are usually financed with borrowed funds. For example where a ₦28,000 per room cost is a target, an interest cost during construction of ₦3,000 per room would be reasonable.

(iv) Furniture, fixtures, and Equipment:- Various methods are used by hotel developers to purchase furnitures, and equipment. In some instances, the developer pays a fee to a supplier who plan and purchases all items in this category; in others, the purchases are made on an individual basis directly by the developer. A combination of these

method is feasible when certain segment e.g kitchen equipment is purchase in total from one supplier.

(v) Operating Equipment:- This is a term used to cover linen, silver, china, glassware, and in some instances, uniforms. In addition to all these, a certain amount of back-up inventories, known as reserve stocks, must be acquired.

(vi) Preopening Expenses:- Prior to the opening of a hotel expenses are incurred for such things as preopering payroll, training cost, advertising, and sales expenses and travel. An amount for all these must be determined at the time the overall budget is being produced. Though this depend on the preopening philosophies of the operator.

(vii) Working capital:- It is obviously necessary to have certain amount of money in the bank when a hotel is opened. Such fund refered to as working capital must be sufficient to meet the early payrolls and to finance the operation before a normal level of cash flow is reached.

All the above mentioned steps must be taken in the planning and construction of a hotel project. The commencement of such project without consideration of each of the steps is not only dangerous but foolish. With them, its financial success should be, if not ensured, at least (probable) credible.

CHAPTER FOUR

COMMERCIAL CATERING FACILITIES

The successful operation of a food facility is dependent in a large degree upon the equipment and its layout. The production of good food, the provision of fast service, and the maintenance of satisfactory cost percentages for food, labour, and other operating expenses are closely correlated with the facilities provided for doing the work. To plan successfully, one must be well acquainted with the job to be done, the most efficient methods for doing it, and the equipment needed.

The planning of suitable food facilities involves more than selecting a range and installing a sink. Certain basic information and analysis are required for designing successful facilities. Modern science has brought many changes to the food field. Food technology has developed new products and processes worthy of consideration. Equipment changes are continually being made by manufacturers to meet specific needs.

The purpose of this chapter is to call the attention to certain significant points in planning. This is because a food service unit, no matter how well planned, cannot be successful unless the organization of the work done in the facility after it is constructed is related closely to plans on which the design was based. Little will be accomplished by the best efforts of the planning team unless those operating the facility are aware of the aim and ideas on which planning was based, and should be very competent of utilizing them.

4.1 PHYSICAL FACILITIES

4.1.1 FLOORS AND WALLS

The factors on which the selection of floors and walls should be based includes:

(i) Sanitation and Safety:- Floors and walls should have easily cleanable surfaces and be reasonably impervisions to absorption of grease and moisture. They should be free from cracks or crevices where soil may lodge and from irregularities that might cause accidents. The surfaces should be resistant to attack or damage from hot water, cleaning agents used, and repetodd scrubbing. An important safety factor in relation to floor is the degree to which they provide sure footing. Thus slippery surfaces should be avoided, for they cause falling which result in physical injury and equipment breakage. Quarry tiles when laid well are excellent in all respects.

(ii) Durability and cost:- Expected use should be equated to durability and cost. Where there is likely to be heavy wear, the most economical floor in terms of total investment plus maintenance will be one like quarry tile that will withstand hard wear and require minimum of maintenance, owing to heavy traffic, excess moisture and grease, and rapid accumulation of soil. Wall surfaces in work area should be hard and smooth. Glazed tiles are very popular as a wall surface for kitchen because of their ease of cleaning and durability.

Paints of different kinds are used for low cost walls. Acylic paints have low moisture base. They will not peel and are used in areas having a high humidity. Paints of Lacquer-base could be used on concrete for they dry and harden quickly. Vinyl-resin paints are used mostly on walls such as in wash rooms, Laundries or humid areas, paints with mold-resistant qualities are used in storage areas where mold is a problem.

(iii) Comfort and Quietness: A resilient floor is quiet and reduces fatigue. Before installing floors, these factors should be checked but equated against durability and use requirements.

(iv) Attractiveness: Decor, which is important vary widely. Floors and walls are important and harmonious part of the decorative scheme. Warmth and good taste are essential for attractiveness thus creating a pleasant atmosphere for both patrons and workers. The beauty and appeal of floors and walls finishes is very important in food facility planning.

4.1.2 Utilities and Services

The satisfactory operation of a facility frequently depend on installations behind scenes, under floors or in the walls, utilities are necessary to furnish power or essential services, but because they are mostly out of sight adequate planning is frequently neglected. Supplying the proper type and quantity of utilities and services is a must convenient delivery to points of use is a requirement.

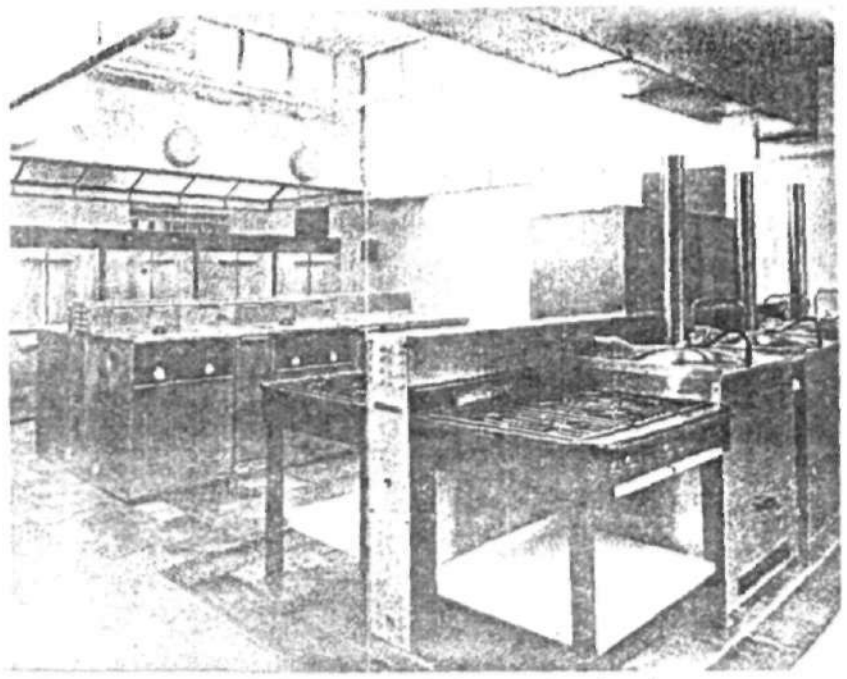


figure 4-1-1 : Efficient and hygienic grouping of equipment

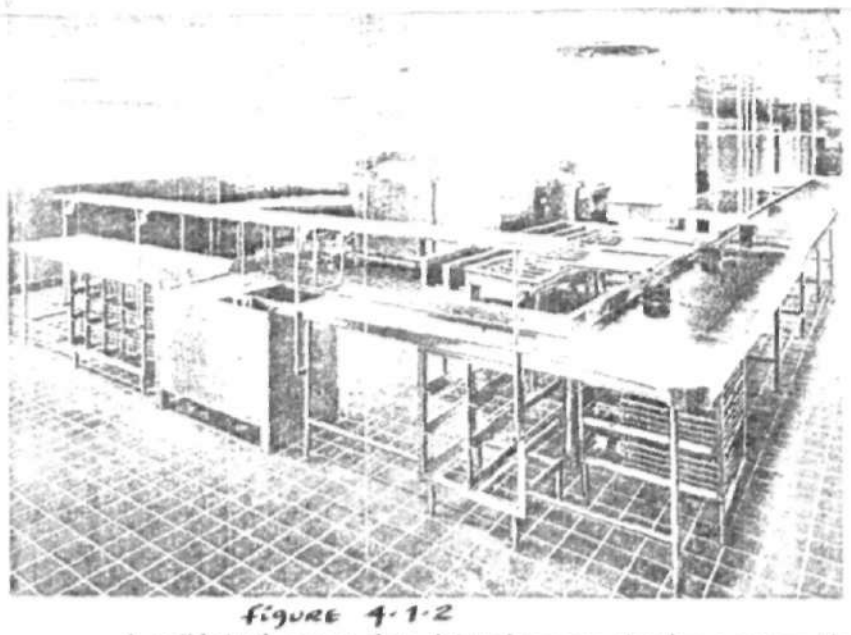


figure 4-1-2

A well-lighted, easy-to-clean dishwashing area that has a quarry tile floor, glazed tile and stainless steel wall treatment, and acoustical ceiling. (Courtesy S. Blickman, Inc., Weehawken, N.J.)

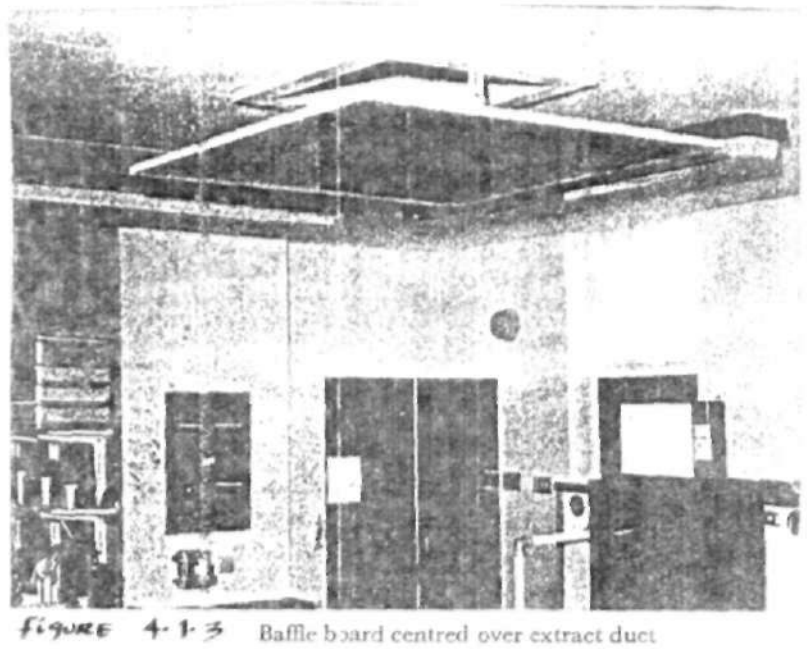


figure 4-1-3 Baffle board centred over extract duct

Water for food services which is of heavy demand and a flunctuating demand occur from high to low peaks and of different temperature as well as different quantities. Thus adequate plumbing for immediate and future need should be provided. Normally 2 in drains should be provided for sinks, tanks, floor drains, and other equipment. Traps should be provided to avoid sewer gas and other contaminants from return and lines should be located so that traps do not dry from lack of use. Good workmanship is essential to proper installation of plumbing. Joints should be tight fitting. Plumbing should be more to the walls than coming through the fllors.

An understanding of the nature of electricity and the calculation of electrical requirements for a food facility is very important, thus should be refered to the appropriate engineer concerned. Addquate wiring and motor calculation requirement are very necessary. It is important therefore to plan wisely the fusing, conducts and so forth, to carry the increased requirements should they be found later to be necessary.

Special and proper illumination is essential for good visibility and eye comfort. Lights should be located properly to prevent spelty illumination, glare, and shadow. Sharp contrasts in light intensity should be eliminated, for they tend to cause eye strain. Workers should be safe guarded from facing strong light.

Gas installation requires appropr'ate engineer concerned. The line and mter size required should be accurately established. Local ordinances and gas company requirements should be checked.

4.1.3 Acoustical treatment

Food facilities characteristically posses many conditions that are hazards to a comfortable sound atmosphere. Means of lessering noise are therefore as follows:

(i) it may be reduced at the source by training workers to talk quietly and by selecting equipment that operates quietly.

(ii) by enclosing noisy areas, such as dishwashing room.

(iii) sound absorbing may be used in walls and ceilings.

When selecting acoustical material for a food service unit, not only the sound absorbing quality is considered but also the maintenance, fire rating, appearance and moisture resistant.

4.1.4 Ventilation

Good ventilation is one that provides clean fresh air at a comfortable temperature for building occupants. The input and the Exhaust of air should be sufficient to remove smoke, odours moisture, fumes and grease vapours that offends.

Odours, heat and excess humidy annoy patrons and workers alike and reduces patronage and lower worker. Efficiency and morale, thus needed adequate attention. In kitchens, the natural ventilation is never sufficient thus needed the aid of mechanical

extration for total air exchange.

4.2 COOKING EQUIPMENT

The cooking equipment selected for a food facility must possess the factors necessary to prepare the food in the quantity and quality required. Speed of production, quality, temperature, humidity and other factors may be requisites in the specific equipment required.

The cooking (kitchen) equipment is expensive. In order to justify the expense it is essential that maximum use is made of it, which can only be achieved if all equipment works efficiently and this dpend on the care and maintenance. It follows that the routine use, care and cleaning of all items of equipment is important and this should be understood and appreciated.

Cooking equipment is been categorised as large equipment such as rangee, steamers, boiling pans, fish-fryers, sinks, tables etc. are issued instructions by the manufacturers on how to keep the apparatus in efficient working order. It is therefore the responsibility of everyone using the equipment to follow these instructions, which should be displayed in a prominent place near the machines.

Arrangements should be made with the local gas board for regular checks and servicing of gas-operated cooking equipment. Similar arrangements should be made with the electricity board in respect of electrical cooking equipment. It is a good plan to keep a log book of all equipments showing

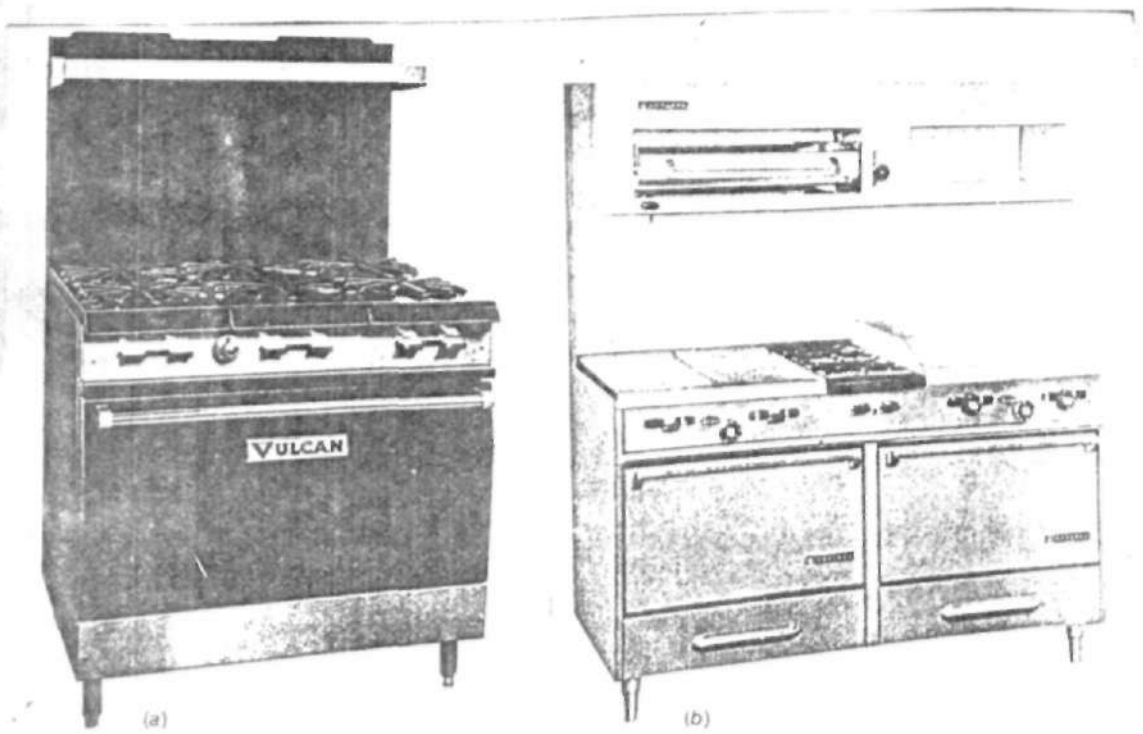


figure: 4·2·1: Ranges

a. The **open-top range** has open burners, individually controlled. You put your pot or pan on the burner directly over the heat source and adjust cooking temperature by turning the heat up or down. (Photo courtesy Vulcan-Hart Corporation)

b. The **flat-top** (or **hot-top**) on the left side of this range has continuous metal plates that are heated from underneath. You put your pots and pans on the hot plates. Different parts of a flat-top range are usually set at different temperatures (low, moderate, high). You adjust cooking temperature by moving what's cooking from one place to another.

On the right side, the **fry-top**, or **griddle**, sometimes called a **grill**, has a continuous smooth slick surface on which such foods as eggs, pancakes, hot dogs, and hamburgers are fried directly (no pans). The top must be kept oiled, or **seasoned**. Different parts of this range can also be set at different temperatures. (Photo courtesy Garland Commercial Industries)

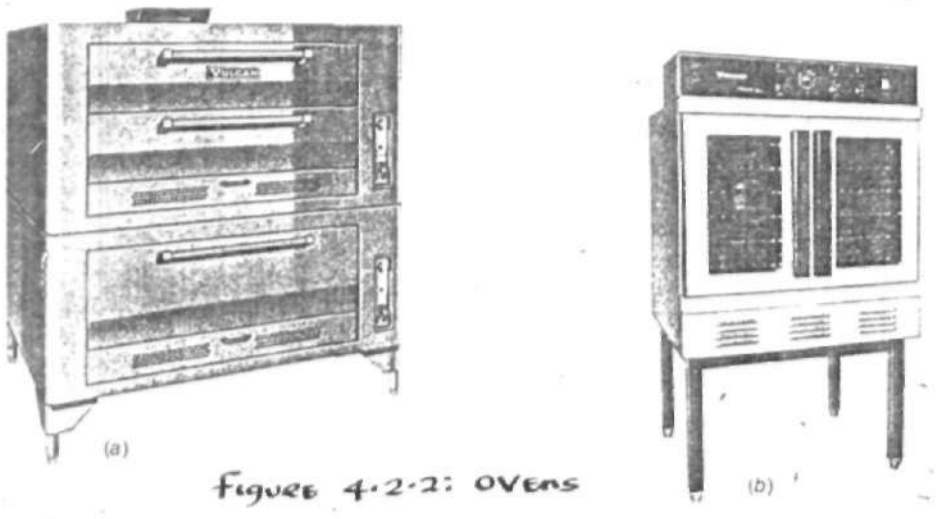
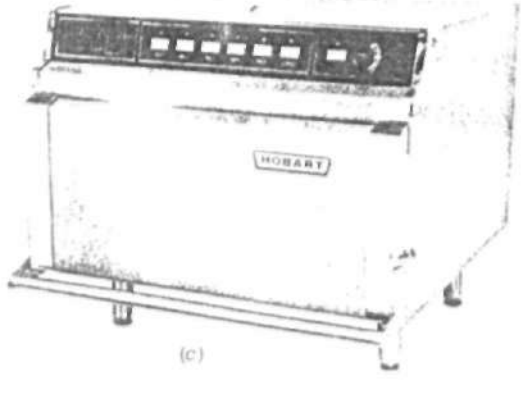


Figure 4·2·2: Ovens

a. The **stack** (or **deck**) **oven** is an enclosed space 8 to 15 inches high, in which you put your pans directly on the oven bottom, or deck. The ovens are typically installed one on top of another in a stack. (Photo courtesy Vulcan-Hart Corporation)

b. In the **convection oven** a fan or blower forces heated air to circulate throughout the oven. The constant even distribution of hot air cooks foods at lower temperatures, often faster, and with less fuel than a conventional oven. Follow the operator's manual, not the recipe, for temperature settings and cooking times. (Photo courtesy Vulcan-Hart Corporation)

c. In the **microwave oven** electronic tubes produce microwaves that penetrate the food and generate heat inside the food itself. This high-speed oven is used mainly to defrost, reheat, or reconstitute previously prepared foods. (Photo courtesy Hobart Corporation)



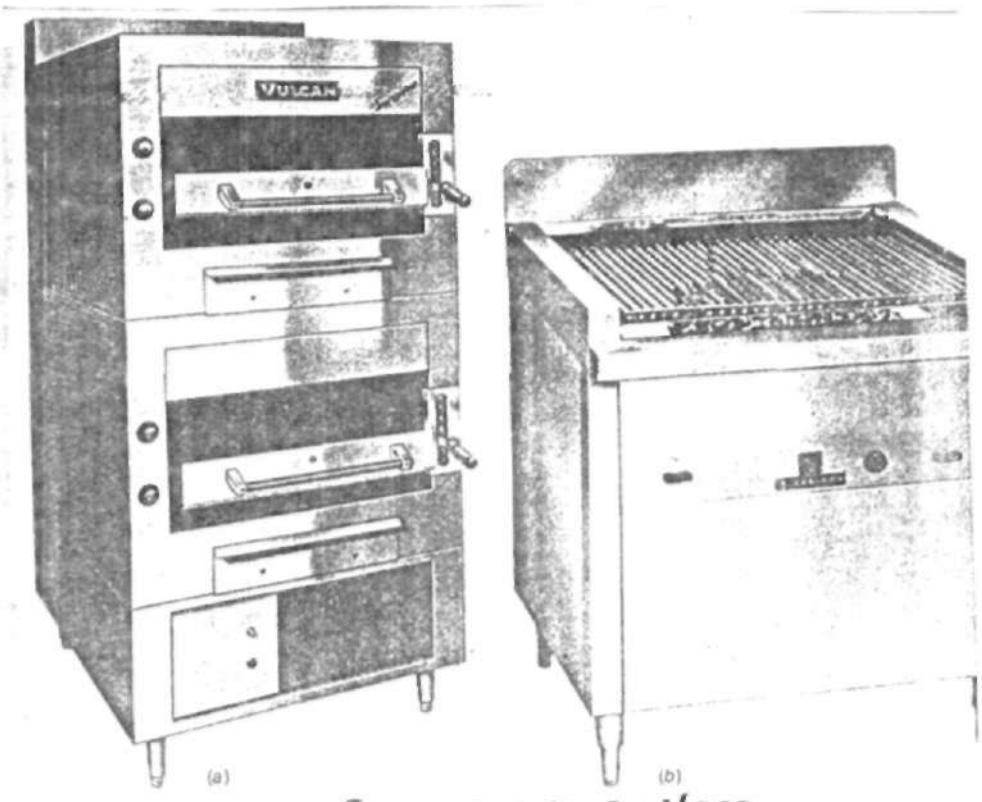


Figure 4.2.3: Broilers

a. In the **overhead broiler** you put the food *under* the fire, either on a rack or in a pan. Handles at right control d from the fire. (Photo courtesy Vulcan-Hart Corporation)

b. On the **grill** you set the food *over* the fire directly on a grate. Different parts of the grill can be set to differe peratures: you can have one section hot for cooking rare steaks quickly and another section cool for steaks well done courtesy Garland Commercial Industries)

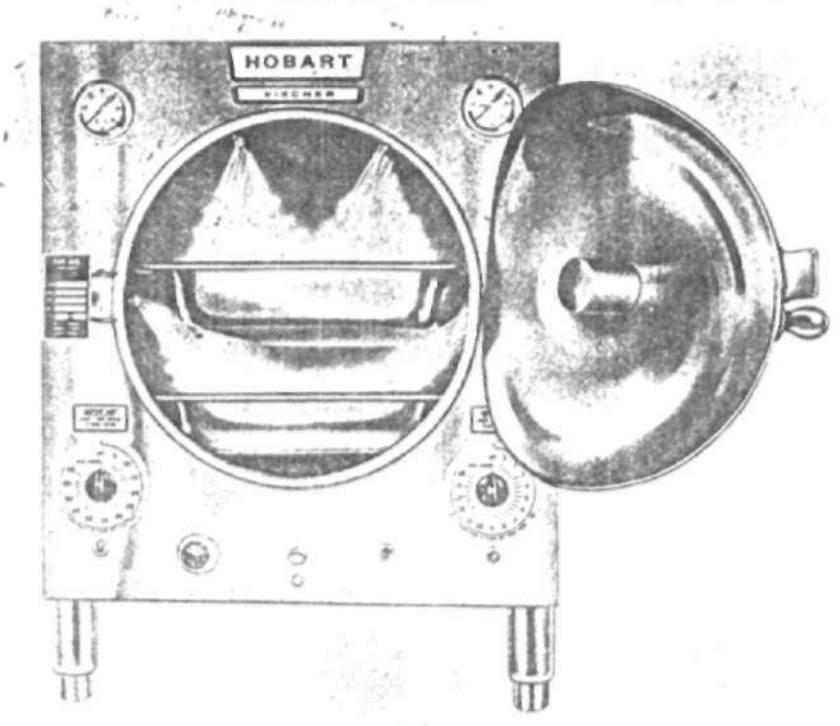


Figure 4.2.4: Pressure Steamer

This **cabinet (compartment) steamer** cooks foods at pressures of 12 to 14 psi. Foods are spread in large shallow pans, and tiny jets of superhot steam are directed at them for extra-speedy cooking. Different kinds of steamers require different cooking times for the same product, so you must follow manufacturer's instructions. (Photo courtesy Hobart Corporation)

where each item is located, when servicing takes place, noting any defects that arise, and instructing the fitter who may have carried out any work on the equipment to sign the log-book and to indicate exactly what has been done.

Explanation should be stated on the functions, the cleaning and maintenance of each piece of the cooking equipment.

4.3 SERVING EQUIPMENT

Various types of services, such as table service in hotels and restaurants, hospital tray service, banquet catering, airline catering services, cafeterias, etc require service equipment specially adapted to their needs. Flexibility that would permit changes in procedure and volume of service is therefore desirable. Mobile or modular factory built equipment sometimes offers means of gaining the desired floxibility. Minimizing the handling of material is a special significant in connection with serving equipment such as:

Counters which may be required as work areas or for food display. They any provide a base for certain pieces of equipment or combined with steam tables, cold pans, fountain, urn stands or other serving equipment.

Hot food equipment like food warmers are required to keep quantities of prepared food hot for service, to make foods available for immediate service, and to take peak loads off the kitchen. This is usually combined with service counters. The coffee urns of considerable capacity to the estimated guest inflow is also desirable.

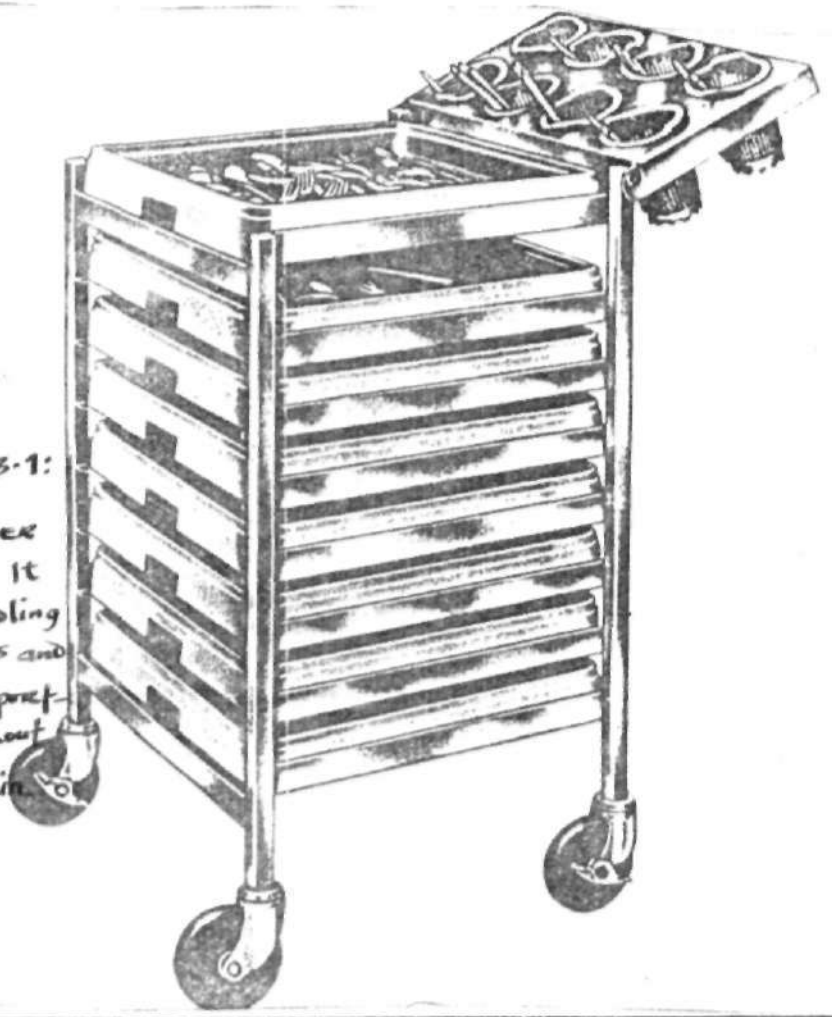


FIGURE 4.3.1:
MOBILE SILVER SORT CART. IT REDUCES HANDLING OF CUTLERIES AND MAKES TRANSPORT FOR EASY WITHOUT PHYSICAL STRAIN.



a. A **chafing dish** with a hot-water inset and a cover keeps moist foods hot. Mini-burners maintain temperature. (Photo courtesy Legion Utensils Co.)

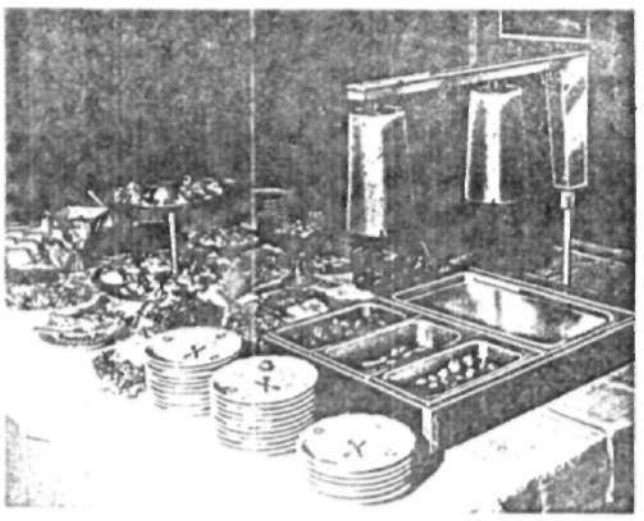


FIGURE 4.3.2:
HOT FOOD BUFFET SERVICE EQUIPMENT



(c)

(d)

(e)

(f)

c. Slope-sided **fry pans** are easiest for flipping foods without utensils. A 6-inch pan is perfect for cooking eggs to order. (Photo courtesy Lincoln Manufacturing Co.)

d. Straight-sided pans (double-handled **saucepot**, long-handled **saucepans**) are easiest for mixing and blending, as in making sauces. (Saucepot and deep saucepan courtesy Commercial Aluminum Cookware Company; shallow saucepan courtesy Lincoln Manufacturing Co.)

e. The **brazier** is designed for long, slow cooking on the back of the range, so it doesn't need a long handle. (Photo courtesy Commercial Aluminum Cookware Company)

f. The **double boiler** is used for cooking foods at low temperatures. You put the food in the top part and boiling water in the bottom. (Photo courtesy Commercial Aluminum Cookware Company)

FIGURE 4.4.2

Cold food equipment that may be mechanically cooled or cooled by ice beds is very essential p rt of serving equipment. This could be in form of cold pans provided with drains.

Fountains most of which are best purchased from standard stock are compact units for small operations which are available with a set of sirup jar fitting, one standard opening of an ice cream cabinent. The equipment is also designed for use with seperate ice cream storage and sanitation is highly important.

4.4 UTENSILS AND TABLEWARE

Small equipment and tableware may claim 20 to 30 percent of the budget of food facility equipment. Although the amount spent for individual items may appear negligible, the large quantity required makes an impressive total. Careful selection is significant to work efficiently, in tial cost, and oeration expense. These items are numerous and differ widely in character and use.

The material of which utensils and tableware will strongly influence durability, utility, beauty and cost. Normally this ware is subjected to fairly vigorous hammering through repeated use and rapid handling. Each materials in popular use has specific advantages and disadvantages in relation to its intended use. Few examples of utensils are Aluminium, copper, cast-iron, porecelain-enamel, china stainless steel, silver plates, glass, plastics etc.



d. **Spoons: slotted, perforated, solid** (Photo courtesy The Vollrath Company)



g. **Ball cutters** (Photo courtesy International Edge Tool Co.)



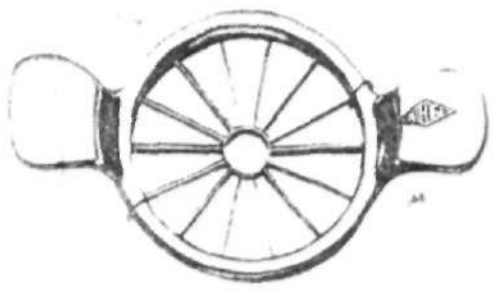
e. **Rubber scraper/spatula** (Photo courtesy Rubbermaid Commercial Products)



h. **Egg slicer** (Photo courtesy Bloomfield Industries)



f. **Peeler** (Photo courtesy Ekco Housewares Company)



i. **Apple corer/cutter** (Photo courtesy International Edge Tool Co.)

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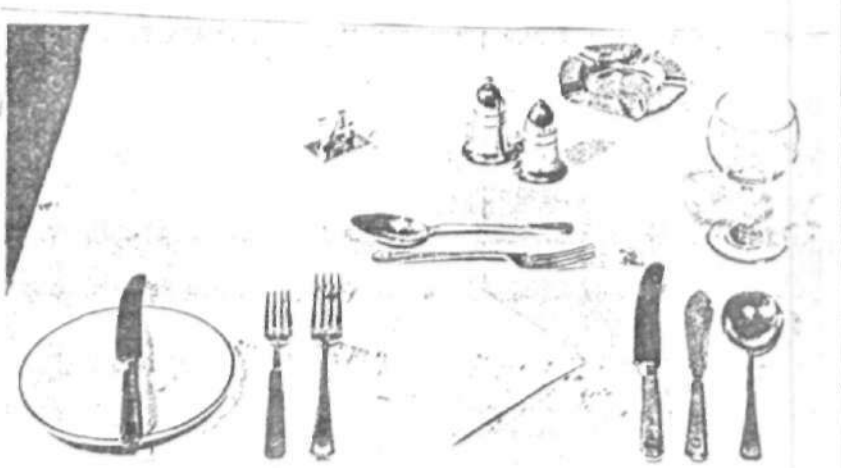
figure 4·4·1

Many type of dishware (tableware) are used in food services. Appearance is important. Design and colour must be satisfying to the customers and blend with the design and decor of the facility. Durability and sanitation should receive consideration, along with weight and size. Irize should be a governing factor in purchasing of table ware.

Good pots and pans should be designed to suit their intended use. They should be heavy enough gage to be durable, yet light enough to be handled easily. Cooking utensils should be made of materials that conduct heat rapidly and give good heat distribution. They should resist bending or denting. There should be no rough or sharp edges. Handles should be firmly attached, heat resisting and be fitted such that it gives good lifting. They should be easy to clean and made of non-corrosive material.

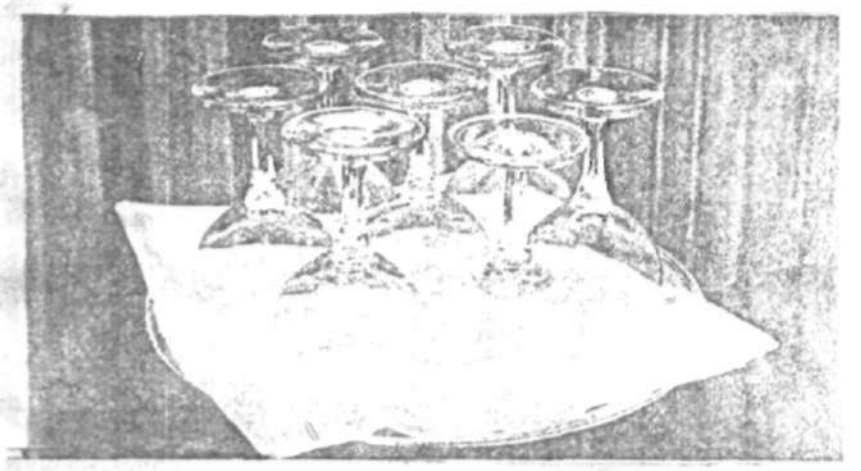
Knives are of importance, a good blade that will receive and hold a sharp edge, a shape of blade that will be effective for intended use and a handle that will be effective for intended use and a handle that is comfortable to hold and sanitary should be of priority during selection.

The choice of tableware and utensils should be tied to satisfaction to use, appearance, durability and cost in order for it to be fully effective.



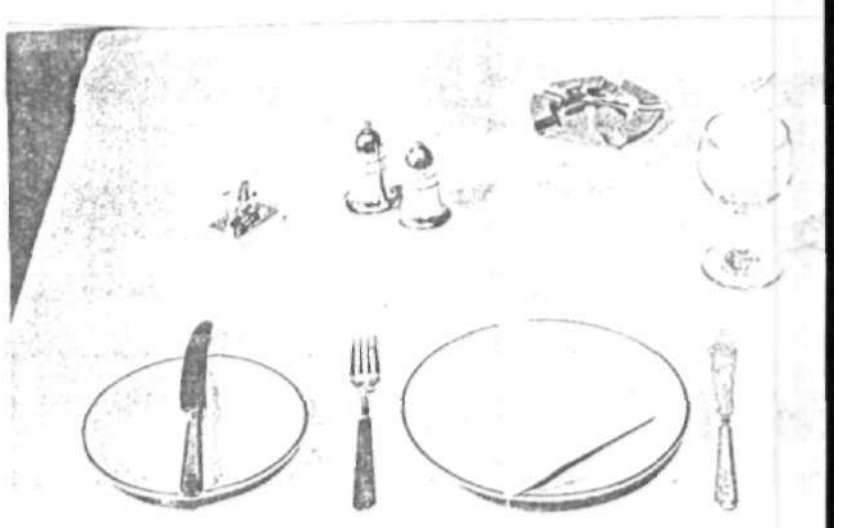
A table d'hote cover

figure 4·4·3



Carrying glasses to the table.

figure 4·4·4



An a la carte cover

figure 4·4·5

4.5 MECHANICAL EQUIPMENT

Mechanical equipment is that part of kitchen equipment such as peelers, mincers, mixers, refrigerators, dish washers, etc.

If a piece of mechanical equipment can save time and physical effort and still produce a good end result then it should be considered for purchase or hire. The performance of most machines can be closely controlled and is not subject to human variation so that it should be easier to obtain uniformity of production over a period of time

Thus, any caterer is faced with two considerations. First being the cost of the machine, installation, maintenance, depreciation and running cost. Second being the possibility of increased production and a saving of labour cost.

The mechanical equipment performance must be carefully assessed and all the manufacture's claims as to the machine's efficiency thoroughly checked. The design should be fool-proof, easy to clean and operated within the minimum effort.

When a new item of equipment is installed, it should be tested by a qualified fitter before being used by catering staff. The manufacturer's instructions must be displayed in a prominent place near the machine. The manufacturer's advice regarding servicing should be followed and a record book kept showing when and what maintenance the machine is receiving.



Figure 4.5.1

A mobile scrubber allows the night janitor to increase cleaning productivity greatly.

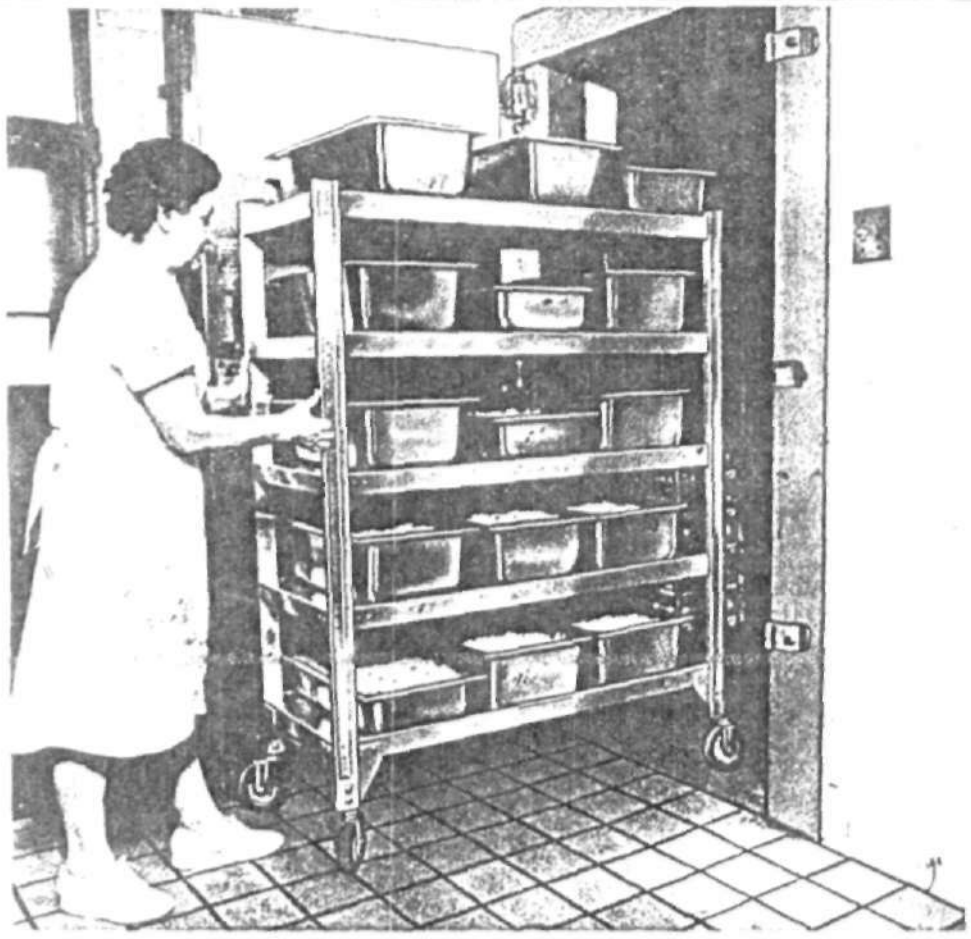


Figure 4.5.2

A walk-in cooler not only provides refrigerated storage for large amounts of food but makes it easy to handle large quantities efficiently. (Photo courtesy Crescent Metal Products)

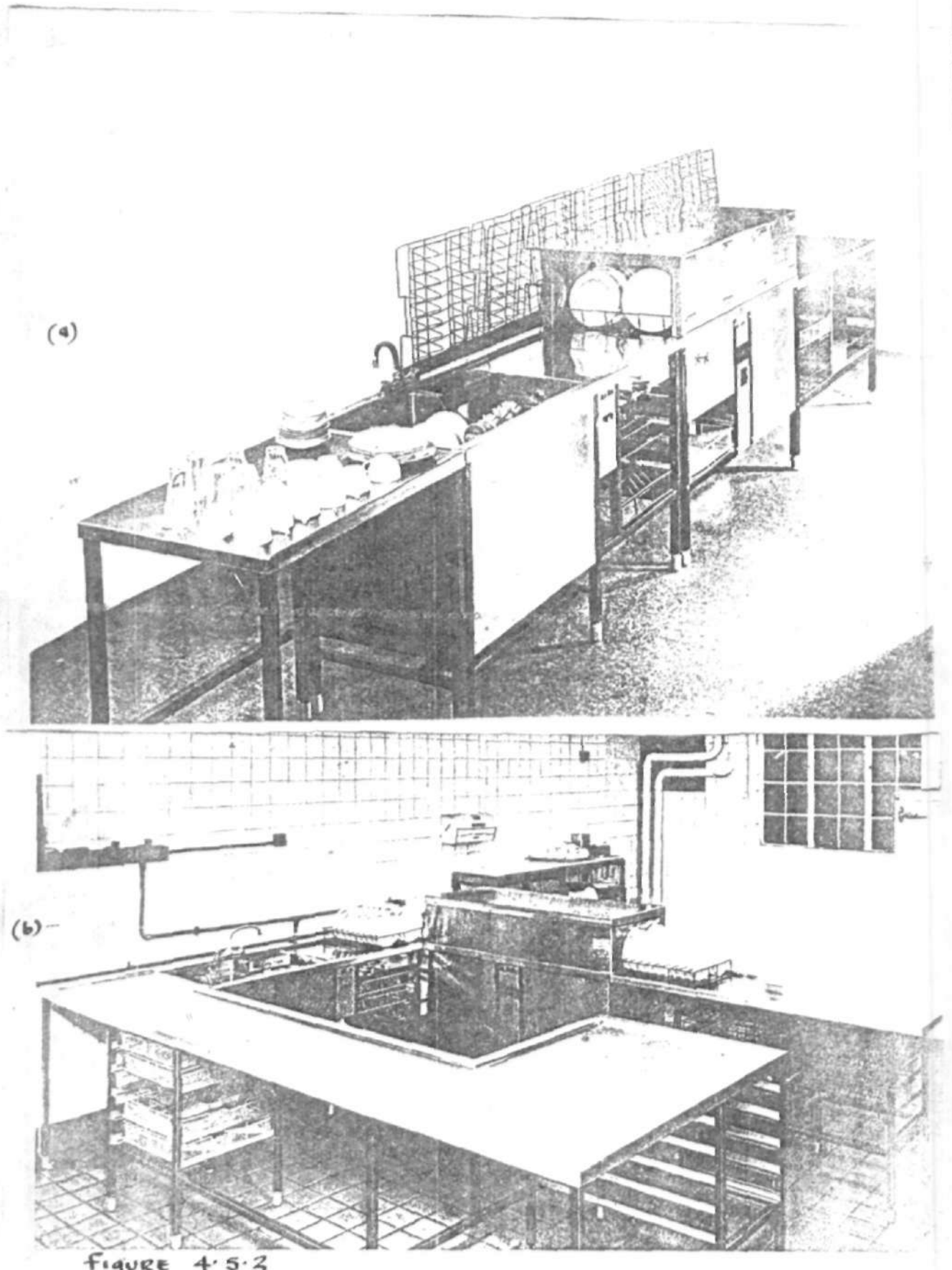


FIGURE 4·5·3

Dishwashing equipment. Staines Kitchen Equipment Co. Ltd. Simple layouts for rotating brush-type dishwashing machines followed by an enclosed sterilizing chamber through which the dishes are conveyed in racks.

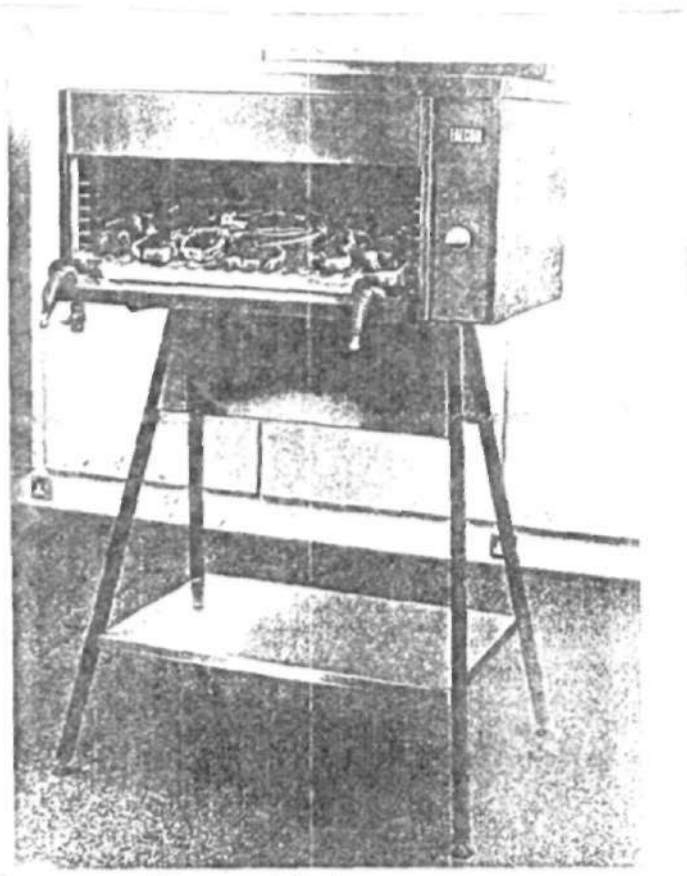


FIGURE 4·5·4:

Griller units. Glynwed Foundries Ltd.
An example of a grill unit on floor stand.

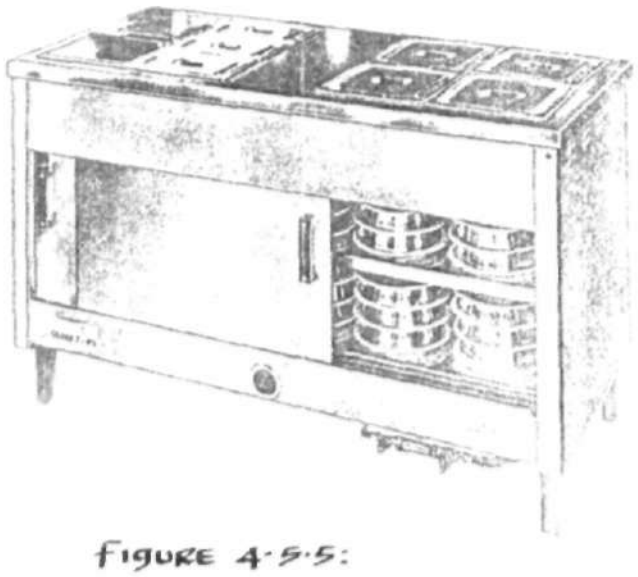


FIGURE 4·5·5:

Hot cupboard. Oliver Toms Ltd.
A rear view of a counter hot cupboard unit with a heated bain-marie top. These units may also be used unheated for cold dishes.

4.6 REFRIGERATION AND LOW-TEMPERATURE EQUIPMENT

Suitable refrigerated storage is highly significant for preserving materials and insuring good sanitation. Owing to the many advantages, the amount of refrigeration and low-temperature storage has greatly increased in recent years. The refrigeration or low-temperature units may be mobile or fixed reach-ins, specilized units, walk-ins and ice making equipment.

The equipments required to lower temperature is a motor, a compressor, a condenser, an evaporator, controls, valves and other subsidiary equipment, with an insulated enclosed area. Temperatures are lowered by taking advantage of the thermodynamic property of liquids that require to expand or contract. The heat absorbed in the refrigerated area is given off at the condenser in the compression type units, and these condensers for cooling require either air or water. Large machines are usually water cooled while self-contained units are air cooled. Machine rooms where motors and condensers are located should have water piped to them, have drains, and be well ventilated if air-cooled equipment is placed there.

Special refrigerated and low-temperature areas may be required to avoid flavor absorption of different foods and to give required variable temperatures and humidity. The pipes carrying refrigerant should be adequately insultated and drainage must be provided for moisture run-off. Drainage lines for defrosted moisture should not be connected directly to sewers

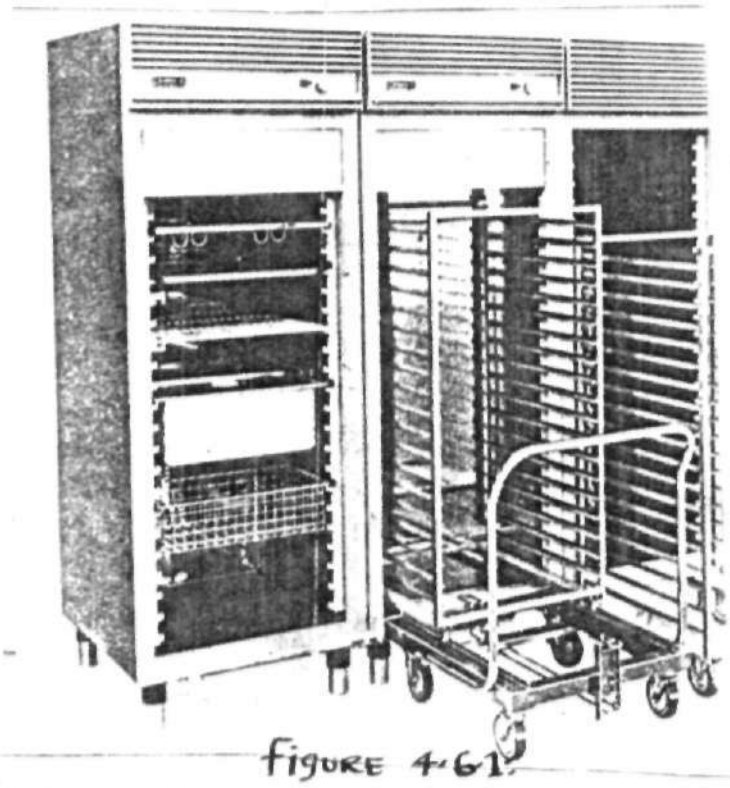


figure 4·61:
'Dynamics' System (Zoppas catering Equipment) of organisation using interchangeable fittings and trolleys based on Gastro-norm standard dimensions. The illustration shows fittings used in Refrigerators.

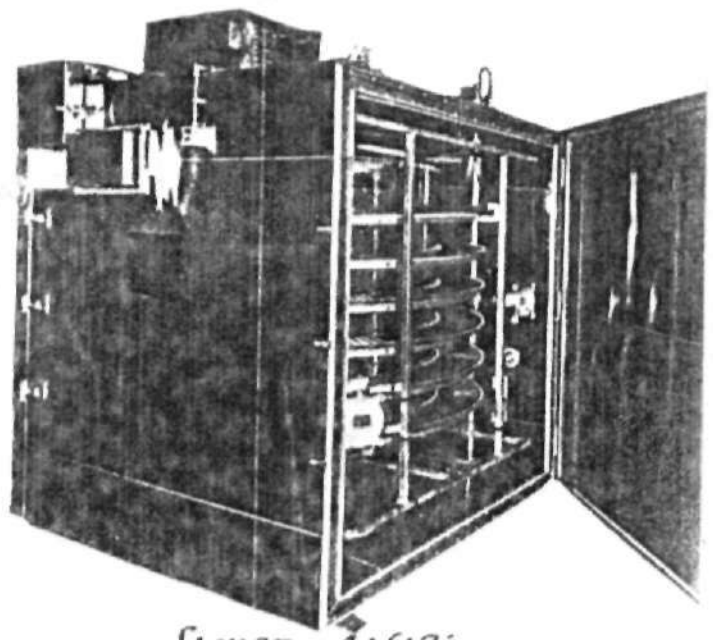


figure 4·6·2:
Cryogenic freezing. (Distillers [CO_2] Ltd.)
Carbon dioxide freezing process operate at around −65°C using liquid CO_2 injection controlled through a solenoid valve which is regulated by thermostat.



Mobile refrigerated cabinet for use with modular trays or pans. (Courtesy Crescent Metal Products, Inc., Cleveland, Ohio.)

FIGURE 4-6-3



Mobile equipment loaded for transfer into floor level freezer walk-ins.

FIGURE 4-6-4

but should be broken to prevent contaminants from returning up from sewer lines into refrigerated areas.

Self-contained units have the refrigeration equipment attached to the storage area. It is important in purchasing refrigeration equipment to know exactly what is needed. Specification should include regulator valves, compressor, evaporator coils and all other required equipment to operate the unit. Time clock devices that will automatically turn on this heating device to defrost low-temperature units is necessary and could be obtained. Proper sizing, durability and maintenance of the equipments are very important.

4.7 TRANSPORT AND MOBILE EQUIPMENT.

Much emphasis in food facility planning is given to transportation devices to carry loads because they save steps, lessen fatigue, and reduce labour. The bringing of materials and equipment to workers and the flexible movement of equipment for forming good work centers can greatly improve productivity. Rehandling of stored equipment and supplies can be lessened through the use of mobile units careful evaluation of the means for increasing mobility is important. In the planning, care should be taken to see that storage space for mobile equipment is available and aisles and work areas are sufficiently large to allow their entry and use in the work center.

Vertical conveyeors and elevator systems such as lifts can give flexibility. Good vertical transportation if available make location of food production areas easily. The location of banquet rooms or special dining spaces above or below the

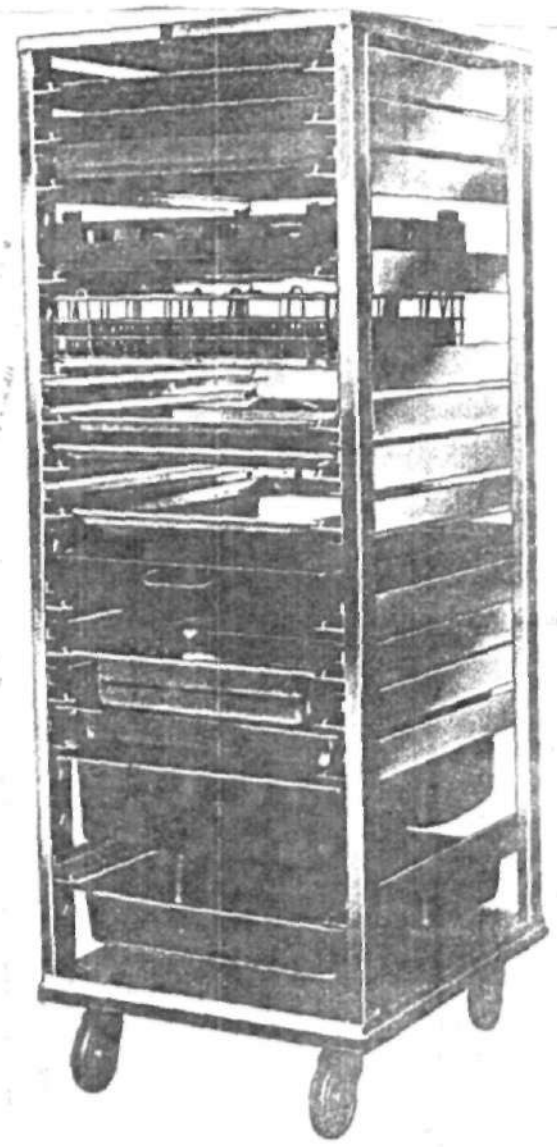


figure 4-7-1: *Vertical storage racks*

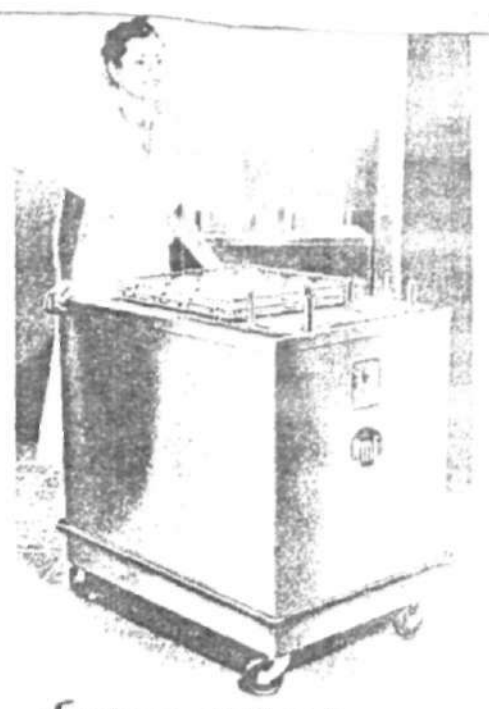


figure 4-7-2:
Mobile equipment facilitates one motion storage. (Courtesy American Machine & Foundry Co., New York.)

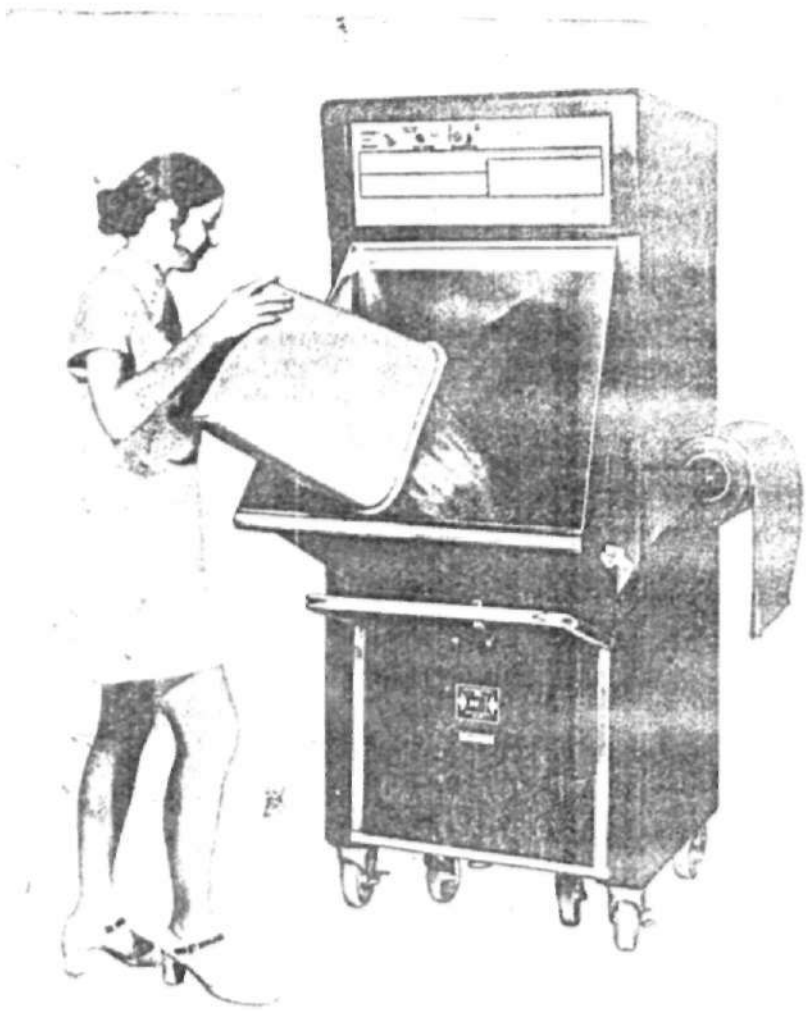


FIGURE 4-7-3; *Mobile compactor*



FIGURE 4-7-4:
Lifting supplies from scale by means of a small hydraulic hand truck.



FIGURE 4·7·3; *Mobile compactor*



FIGURE 4·7·4:
Lifting angles from scale by means of a small hydraulic hand truck.

production area becomes possible when vertical transportation is provided. Systems may be devised that, with push button control, send foods or supplies to the location desired. Lift should be installed according to need.

A reliable firm or specialist should be consulted before designing a lifting system. Specific information will be required, such as size, head room, items to be transported and quantities, number of floors to be served with floor heights (floor to floor), types of service wanted (up, down, reversible), electric current available, and sketch or plan of the operation. A durable, easily maintained, easily cleaned, smooth functioning system is desired. All areas should be easily accessible for cleaning and maintenance. Entry and exit areas should be stainless steel.

Other mobile equipments such as Dollies and platform trucks, lift trucks, mobile racks and cabinents, portable carriers, etc. bear mentioning.

4.8 GENERAL PRINCIPLES FOR EQUIPMENT SELECTION

Equipment values are based on the degree to which the equipment is needed and satisfactorily fulfills functions for which it is needed. A food facility's standards, volume, and financial success may be directly affected by its equipment. Needs will vary according to the specific operation; they will be influenced by menu, volume, peak loads, type of service, utilities and services available, layout, and many other factors. Many aspects are to be carefully weighed in making selections.

Food facility equipment may be custom built for a specific installation or chosen from the standard stock of manufacturers. Specialized equipment can be had for the various sections of a food facility to improve quality, increase handling of volume, or provide operating efficiency.

The selection of equipment to yield the best value for a food operation will be based on

(i) Essentiality of need:- Need should be evaluated in terms of whether the equipment is required to improve quality, handle quantity or reduce cost and time of operation.

(ii) Cost:- There are many points to consider in evaluating the immediate and ultimate cost of equipment. Those of major significance are initial price, installation expense, repair, depreciation and insurance, financing expense, operating cost and values lost versus those created. Comparison of market prices and records of performance that would aid evaluation should be sought. The reliability of the manufacturer and prompt supplying of spare parts and repairs needed not forgotten.

(iii) Performance:- Equipments are selected to fulfil specific functions. Comparisons of market offerings should be based in the degree of satisfaction afforded and how long it is likely to maintain the given record. It should be easy to assembly and

disassemble and to clean thoroughly. As such cost should be equated to performance.

(iv) Satisfaction of specific needs:- The selection of equipment for various sections of a specific food facility calls for careful calculation if investment is to be wisely made and successful operation assured. Thus a detailed analysis of needs is necessary. Consideration should be given to equipment freedom from hazards to safety and sanitation, appearance and design, quietness of operation, materials used for its construction and its construction principles/standards.

4.9 OVERALL EFFECTS ON CATERING SERVICES

The overall effects of facilities on catering services boils down to food poisoning and food hygiene. The surfaces and equipment need for the preparation of food and the hands of those working with the raw materials may convey the organisms almost immediately to foods both cooked and uncooked.

The function of food hygiene is not only to prevent the spread of infection directly from the human carrier to food but also to prevent the spread of contamination of kitchen facilities to prevent organisms passing from raw to cooked foods.

Food hygiene is a subject of wide scope. Its aim is to study the method for the production, preparation and presentation of food which is safe and of good keeping quality. This covers

not only the proper handling of all utensils and apparatus used in their preparation,,variety of foodstuff and drink, service and consumption but also care and treatment of food known to be contaminated with food poisoning bacteria.

Noxious substances in food give rise to illness called : food poisoning which is usually characterized by vomiting and/or diarrhorea with various abdominal distrubonances.

4.9.1 FOOD POISONING

Poison may be defined as any agent capable of producing a morbid (sicky, disease) effect on anything endowed with life.

Food poisoning is an illness characterized by stomach pains and diarrhorea and sometimes vomiting, developing within 1-36 hours after eating the affected food.

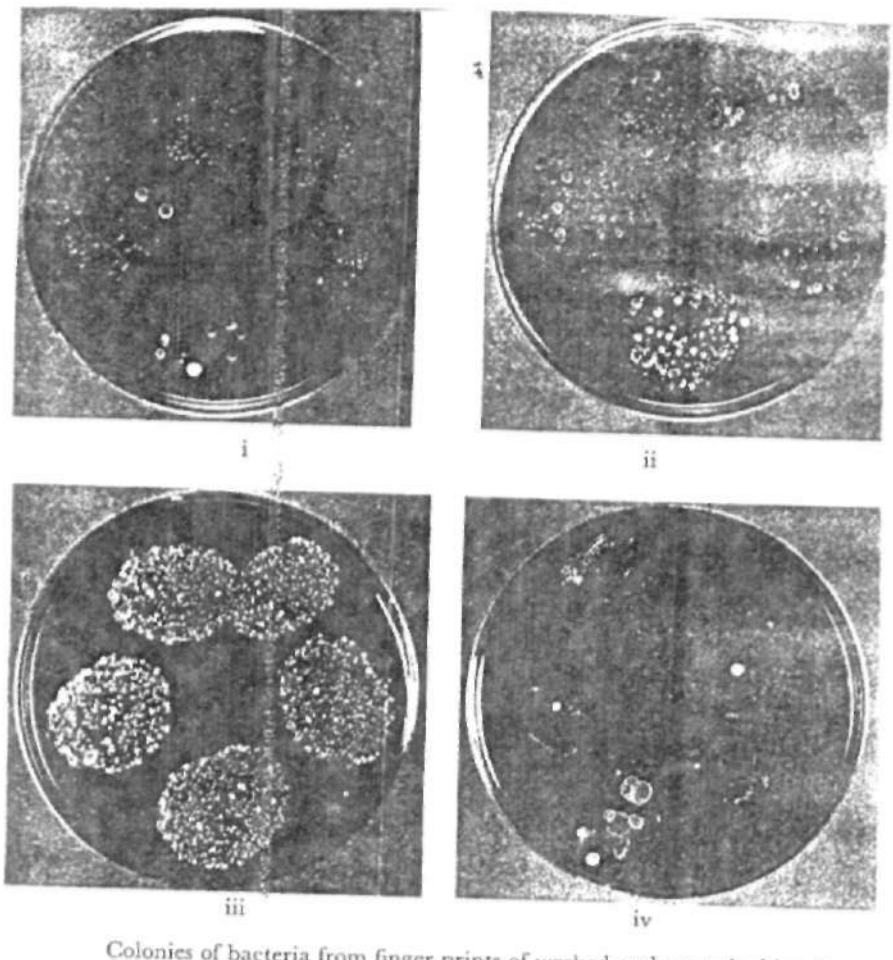
It is of great importance to know that foods heavily contaminated with food poisoning germs may be normal in appearance, odour and taste. The bacteria responsible for food poisoning may be present in large numbers on surfaces of equipment, raw food, survive preparation or recontaminated after cooking.

Food poisoning occurs as a result of the followings, as such proper attention is necessary for every food handlers.

(i) The general design and clearliness of kitchens and equipments.

(ii) The condition under which the food is being stored

(iii) Ignorance to rules of hygiene directly responsible for those preparing the food during production and service.



Colonies of bacteria from finger prints of washed and unwashed hands.
i. Dry hand before washing
ii. Hand after touching moist scouring sponge
iii. Hand after touching raw chicken
iv. Hand immediately after washing

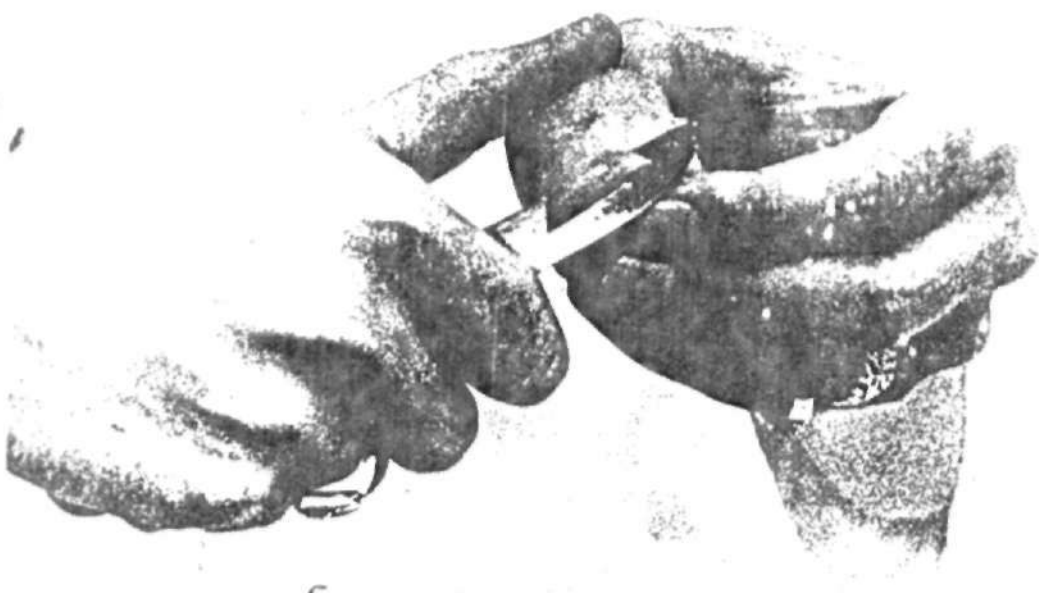


figure 4.9.1

The use of rings, Jewellery etc should be Peohibited to food handlers for they are store house for hamful Bacterias.

(iv) Carelessness, neglect and accident.

Kitchen equipment is of much importance when discussing food poisoning as such should be easily cleaned and readily inspected to see that it is clean. Failure to maintain equipments and utensils hygienically and in good repair may cause food poisoning.

4.9.2 FOOD HYGIENE

Hygiene is defined as the study of health and prevention of disease.

Food hygiene may be defined as the sanitary science which aims to produce food which is safe for the consumer and of good keeping quality.

Food hygiene covers a wide field which includes personal hygiene, kitchen hygiene, food hygiene, equipment and cleaning methods etc.

(i) Personal Hygiene: Irrespective of high performance level of facilities provided for food handlers, self-respect is necessary in every food handler because a pride in one's appearance promotes a high standard of cleanliness and physical fitness. The followings should be strict measures for personal hygiene

- Hands must be washed frequently and always after using the toilet.
- Bathing must occur frequently and hair must be kept clean and covered in the kitchen nor should it be combed or handled near food.

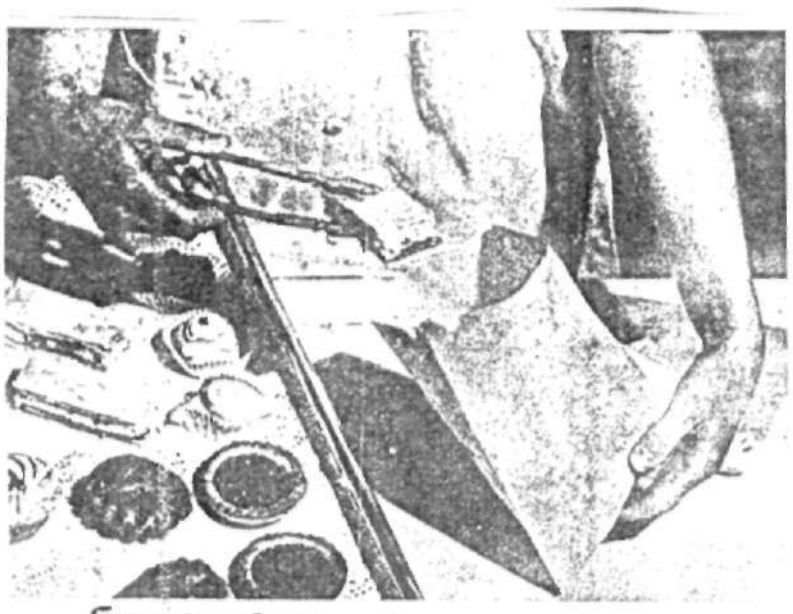


FIGURE 49.2: Pastry tongs



figuee 4.9.3

The use of paper towel and tissues; practical head-dress.



FIGURE 4.9.4 Hot-air dryer

- Nose and mouth should not be touched with hand
- Cough and sneeze into handkerchief not over food
- Jewellery, rings and watches should not be worn
- Smoking and spitting must be prohibited
- Cuts and burns should be covered with waterproof dressing
- Clean cloths should be worn and tables not sat upon
- Only healthy people should handle food.

(ii) Kitchen hygiene/Equipment: The walls, floor ceiling surfaces should be kept neat at all times. The interior arrangement is also important to facilitate food preparation. Sanitary convenience and washing facilities such as wash-hand-basins, water-closets, urinals for the use of staff cannot be over emphasized in maintaining food hygiene.

Cleanliness of all surfaces and equipment used for cooking of foods is very important preventive measure of food poisoning. Food may be contaminated from dirty utensils, surfaces crockery and utensils.

iii) Storage: The precautions needed for the care of food after cooking with regard to methods of cooling and storage when the food is required cold and for re-heating is essential. Raw and cooked food should be seperated well and space for easy cleaning clearly provided.

(iv) Food hygiene: The words 'food hygiene' are normally associated with personal cleanliness which is often



figure 4.9.5: Flannelgraph showing correct storage

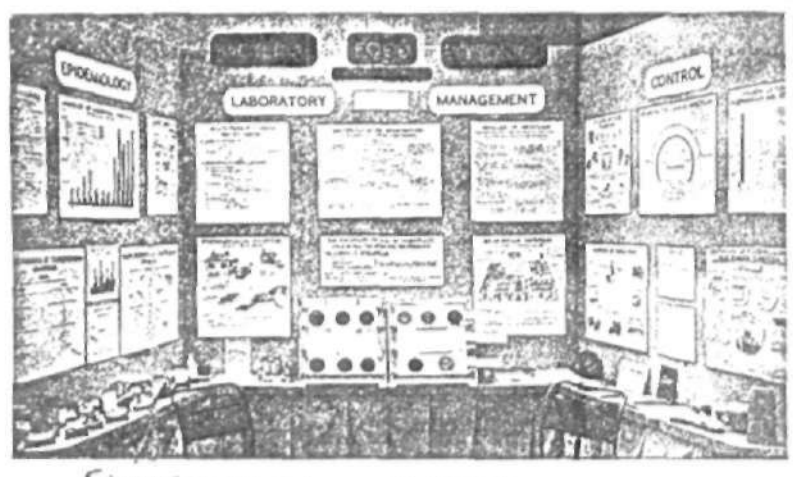


figure 4.9.6: Display unit



FIGURE 49·7. Habits to avoid—fingering the nose while preparing sandwiches



FIGURE 49·8: Hygienic method of slicing meat

linked with the care of hands. There are many such examples which arouse feelings of apprehension in the minds of people and which perhaps divert attention from serious lapses in personal habits such as fingering nose and mouth with hands and failure to wash hand between and after jobs.

Sterilization and disinfection of food facilities is also a nice measure for control of food poisoning. The control of infestation usually caused by Black rats, mice, flies, crockroaches, ants, wasps etc. is also of much importance for food hygiene.

4.9.3 SPEED OF SERVICE

The simplicity of any catering establishment should answer the demand for speed, convenience and infact low cost. Economy is best when speed of food preparation for regular service to patrons without wasting single minute of their time.

This can only be achieved in an establishment where facilities provided are measured tohigh standard. The facilities does not only promotes food preparation speed but, also ensure regular food preparation and help staff in handling the extra load without strain.

Planners should therefore provide a labour-saving layout for easy work flow to enhance preparation and clean up. Speed of service will be promoted by short distance and fast transportation. Thus a direct, straight-line route with mobile carriers will help to insure speed and prevent accidents.

Anyshort comings of these facilities renders the catering establishment useless as far as speed of service is concerned.

4.9.4 FOOD QUALITY

The pleasure value of good food, even that not particularly elaborate, is considerable for a normal, healthy, hungry person. Quality of food prepared in any catering department should appeal both to the senses and the imagination.

Any catering establishment interested in profitable occupancy will therefore evaluate the taste and buying power of the travelling public and community from which patronage may be drawn. Service standards should be designed for appeal and to meet competition. The style and quality of food should be use for special attraction plus something special.

For all these to be achieved, the level of facilities available needed to be very high and also measured to standard. For facilities can go a long way into affecting food quality. A good food of standard quality is that which gives value for money.

4.9.5 GUIDES TO FOOD POISONING AND FOOD HYGIENE

First, the kitchens should be designed to provide conditions for well-ordered working, plenty space, good ventilation and lighting, and with standard equipment that would be easily accessible for cleaning and repairs.

Second, it must be recognized that the natural hosts of food-poisoning bacteria and viruses are the human and animal body.

Third, efforts should be made to reduce the rates of these bacteria and viruses in animals and poultry by elimination in animal husbandry.

Fourth, essential raw food commodities known to be contaminated by viruses and bacteria should be rendered safe before distribution or warning given.

Fifth, food susceptible to bacteria growth should be cooled quickly and kept cold after cooking.

Sixth, kitchen staffs should be taught the principles of hygiene in relation to themselves, the foods they handle with their surroundings and equipments.

CHAPTER FIVE

CATERING SERVICES IN NIGERIA HOTELS-CASE STUDY

Even though the sleeping rooms provide the major source of income for a hotel, a quality food and beverage operation can often be its best advertisement, directly influencing the results of the room operation. A quality food and beverage operation thus calls for excellence in both preparation and service.

It is desirable to realise not only the social importance of the catering/hospitality industry but its economic importance. The economic health of a nation is indicated by the food served in the home, and in the eating establishment of the country. With full employment, businesses boom, with tourism expanding the effects are for the catering industry also to expand.

The country needs an industry capable of contributing to the national economy, therefore all aspects of the catering industry have an important part to play in the health of the economic state of the nation. The provision of food for people of all ages, in all walks of life, at all times of the day or night, and in every situation shows the variety of scope which is to be found in the catering industry.

One thing is common to all - the need for food to be cooked and served well. Certain group of people, however, have special food requirements; for example, some old people, due to poor digestion and to the fact that they may have dentures, require food which are easily digested and need little chewing. Likewise when catering for young people it is particularly

important to consider the nutritional needs of those who are still growing. These are few of lots taken care of in catering industry.

The geographical location dictates the physical reasons of what constitutes national diet. An awareness of people's food requirements and how to meet them is the reasonability of those employed to serve in the catering industry.

5.1 LOCATION OF HOTELS

For proper analysis of catering services in Nigerian hotels, a study was made in the following hotels across the nation.

i) Hamdala hotel, Kaduna
ii) Daula hotel, Kano
iii) Zaranda hotel, Bauchi
iv) Le hotel Eko Meridien, Lagos
v) Lagos Sheraton hotel, Ikeja
vi) Nicon Noga Hilton hotel, Abuja

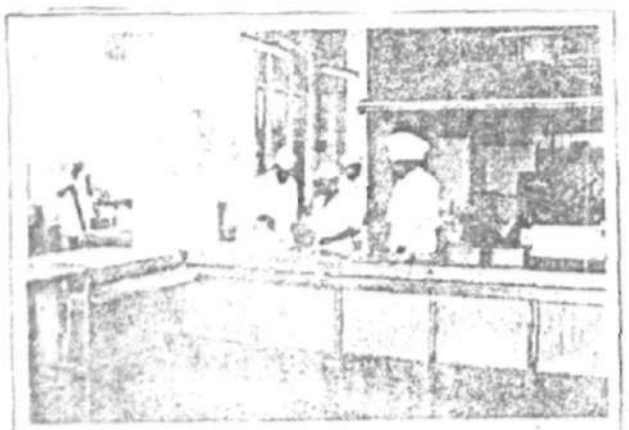
Hamdala hotel the oldest in Northern Nigeria, was officially opened on January 4, 1961, by the late Sir Ahmadu Bello, the premier of the then Northern Nigeria. The hotel is situated along Waff Road, Kaduna, an area surrounded by business centres and commerial centres. It is almost opposite the trade fair complex of the state. The 203 bedroom hotel is wholly owned by New Nigerian Development company Limited (NNDC) and managed by Arewa hotels Limited.



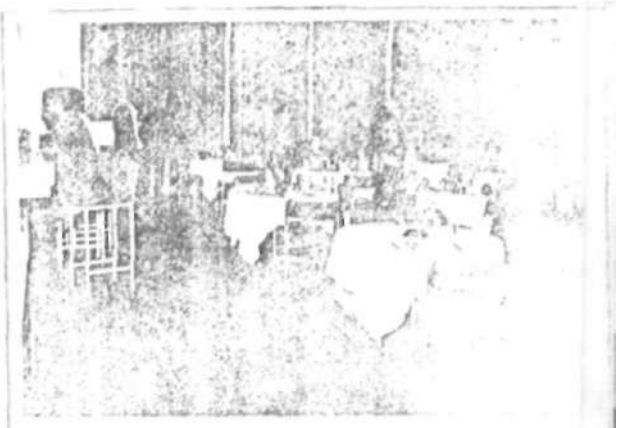
Hamdala Hotel, Kaduna, The Premier Hotel in the North



Reception situation – You are welcome anytime of the day



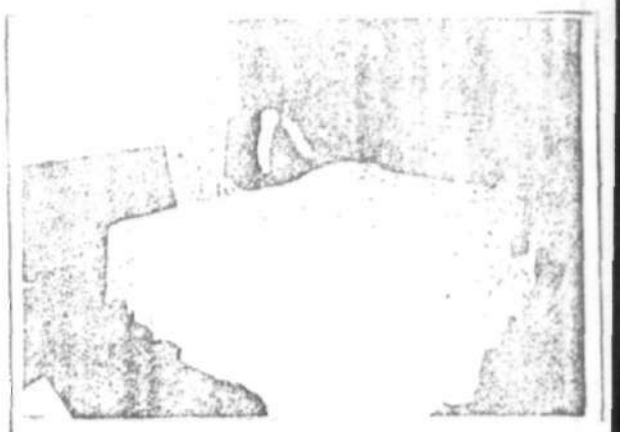
Kitchen situation where delicious meals are prepared



Our Restaurant of inexhaustible menu of



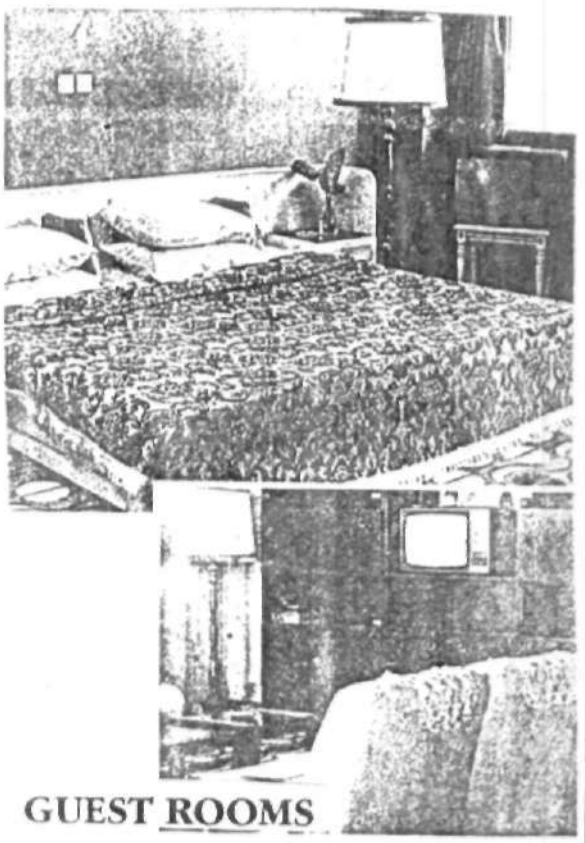
You can wine and dine at Hamdala Hotel



Comfortable bed for good Rest

Plate 5.1.1





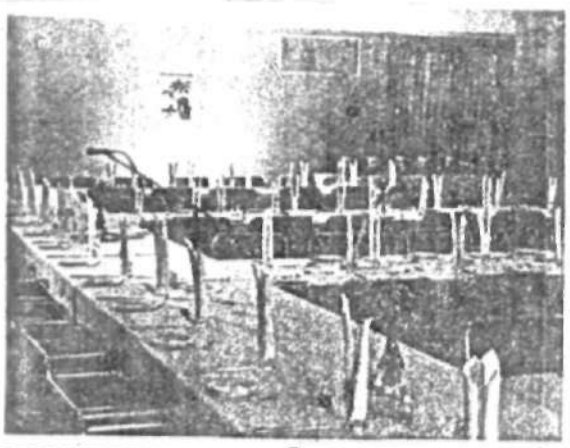
GUEST ROOMS



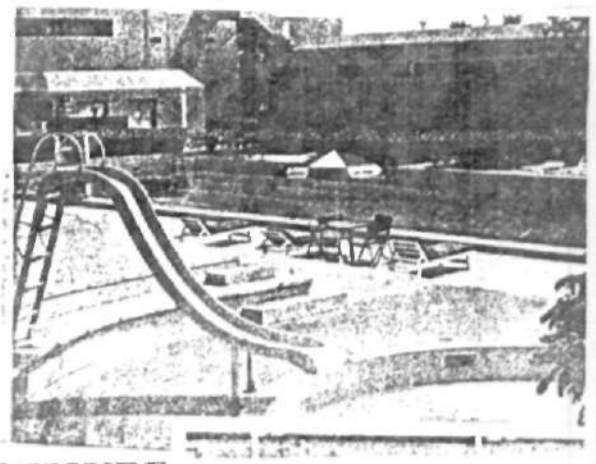
FOOD & ESSENTIALS



BAR



CONFERENCE & BANQUETING



LEISURE

Plate 5.1.2

Daula Hotel, Kano is located within the central business district of Kano State not far from the Airport, the Railway Station and the Market Place. The 200 bedroom hotel was constructed in 1973 with Kano State government being the sole shareholders (100%). The hotel is along Murtala Mohammed Road and its being managed by Arewa Hotels Limited.

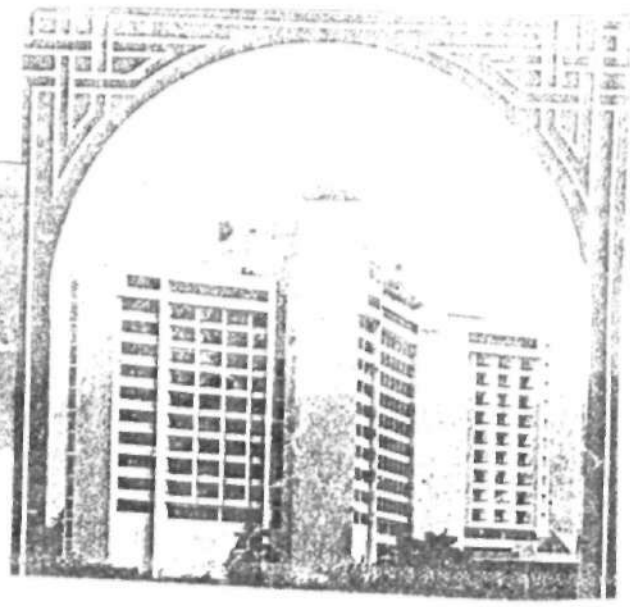
Zaranda hotel, Bauchi is at the outskirt of Bauchi by the highway from Jos, thus along Jos Road. The hotel, a 10-storey Edifice is sited in a place that has come to be known as the home of tourism in Nigeria. The 192 bedroom hotel is being managed by the Arewa hotels limited. The shareholders are the NIDB, Union Bank with Bauchi State being the largest holder.

Le Hotel Eko Meridien, Lagos is situated at the Victoria Island beach in Lagos. The 12-storey hotel is the pride of the city for it is located in a breezing serene area of Lagos and within easy reach of the town's commercial and diplomatic centre close to the federal government's secretariat complex. The 470 bedroom hotel was constructed between 1976 and 1977 owned by Lagos State government. An easy and smooth drive to and from Murtala Mohammed International Airport to the hotel is quite enjoyable.

Lagos as one of the Africa's fastest growing cities, has many impressive new buildings such as the National Theatre and National Museum which are well worth a visit. The reflection of its growth and increasing importance for foreign business

FORMERLY:





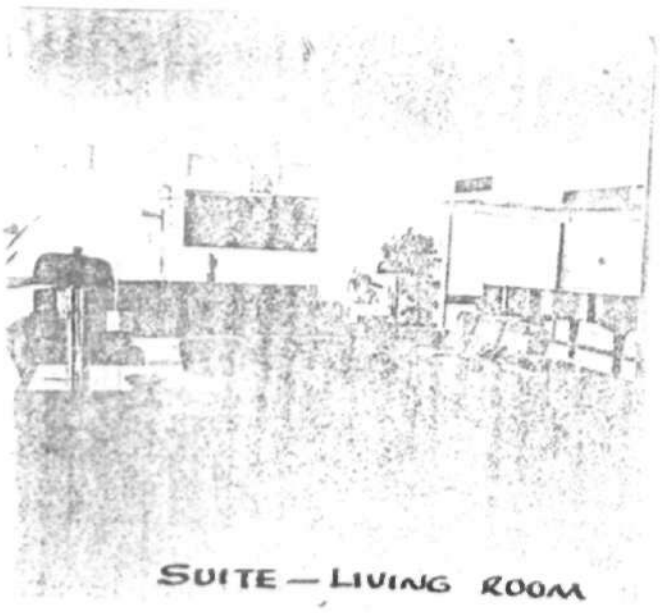
NOW:
LE EKO HOTEL
MERDIEN LAGOS



FOOD & SUN RESTAURANT



KURAMO CAFE



SUITE — LIVING ROOM



GUEST ROOM

Plate 5.1.3


Lagos Sheraton hotel,
IKEJa.


Lounge/Lobby Bar



Rhumtopfs RESTAURANT



Reception



Lobby Bar



CROCKpot RESTAURANT



KitchEn staff



Hotel waitress

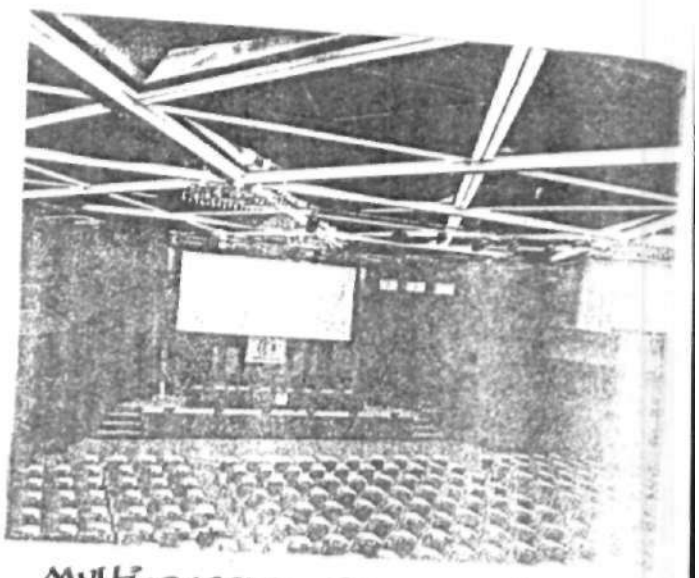
PLATE 5.1.5



NICON-NOGA HILTON HOTEL
ABUJA - NIGERIA.



Zuma grill Restaurant



Multi-purpose Congress hall



Lobby Bar



LEISURE - Squarsh + Swimming
Court Pool

PLate 5·1·6

visitors and tourists that Lagos has a new 340 bedroom Sheraton Hotel sited at Ikeja on the edge of the pleasant government residential area, between the International Airport and the heart of the city. It is one of the Sheraton group hotels.

The Nicon Noga Hilton hotel, Abuja is located in the central area of the Federal Capital within easy access of the ministries and future embassies sites. The hotel is surrounded by lush greenery and gardens. The construction of the hotel was completed in April, 1986. The 1005 rooms hotel with only 797 letable room derived its name "NICON NOGA" from the owing companies with Hilton International running the hotel on management contract (the largest hotel company in the world). The hotel sets new standards for luxury accommodation and flowless service in Nigeria.

5.2 TYPES OF FOOD PREPARED

The type of food service most suitable in any hotel is influence by the size, location, volume, and class of patrons to be served. Hotels all over the world has three general groups of food types, which are according to the service require. Such is therefore what is widely practiced in Nigerian hotels visited. These are discussed as follows.

(i) Table d'hote:- This is a set food (menu) forming a complete meal at a set price. A choice of dishes may be offered at all courses; the choice and number of dishes will usually

be limited. In other words Table d'hote simply means food prepared and ready for service.

(ii) Ala carte:- This is a menu with all the dishes individually priced. The customer can therefore compile his own menu. A true Ala carte dish is cooked to order and the customer should be prepared to watit for this service.

(iii) Speciality menu:- These are foods prepared for banquets and parties of all kinds. These are normally at set price.

The term local and international cuisines is common all over the hotels in the country. It is important to state whether a dish is local or international, they are grouped as discussed above.

The season of the year is highly considered in the foods prepared in the hotels. For example

- because of weather; it may be hot, cold or mild sorely because certain dishes which would be acceptable in hot season would be most unsuitable in cold season and vice versa.
- certain foods are usually in good supply, of good quality and the price being reasonable e.g. strawberries thus are served in menu where possible.
- special dishes for certain days or time of the year are usually considered e.g. for sallah, easter and christmas celebrations.

With the help of the banning of some foreign goods/foods, the catering departments in Nigerian hotels now serve local food

(trying some improvent) for tourist (foreign) to enjoy e.g. Tuwo made from sogium and rice, black and white soala etc.

5.3 METHOD OF FOOD PREPARATION

The most fundamental ingredient of proper food preparation perhaps is proper purchasing. There is an expression, "You can't make a silk purse out of a sow's ear"; and neither can proper cooking methods result in a good meal if the original product is poor.

The methods used in food preparation in Nigerian hotels is not different from other hotels of the world. Thus, food preparatory method is universal. Food preparation takes place in the service area which is usually between the kitchen and the food service area. The service area is made up of five sections all directed towards the kitchen where the food is being cooked and they are as follows:

First, the stillroom with the main function being the provision of food items and equipment required for the service of meal. Ordering of supplies from the main dry goods store are made from the stillroom before used in the kitchen and those that needs preservation are stored in the refrigerator or storage coupboard depending on whether wet or dry storage is involve.

Second, the silver or plate room hold the complete stock of silver required for the service of all meals, all stored on sheleves. It is in this room that equipments used for

cooking such as pots, pans, spoons etc. are being collected and those used for food service i.e plates.

Third, the wash-up, this is one of the most important part of the food preparatory area. On entering the service area from the food service area, the waiter meet the wash-up he deposit all dirty plate for cleaning. The cleaning is done by tank or machine method.

Fourth, the hot plate, this is the meeting point between the food service staff and the food preparation staff. In other words the finished foods prepared in the kitchen are being served at this point, that means its being received here by the waiter and served to the customer.

Fifth, spare linen store, this is generally within the service area and its a spare of linen cupboard. This is necessary for emergency purposes. The linen is also changed when necessary on the basis of 'one clean' for 'one dirty'.

For proper food preparation, food purchasing are based on written specifications that determines the quality and type of food required for each menu item.

5.4 FOOD INSPECTION AND HYGIENE

Food inspection is done in catering industry to further enhance the safety of such food for consumption by customer. This is to reduce the food-borne disease caused by bacteria.

However clean food items are used for meal preparation, it is important that the kitchen must be a clean and sanitary place - a place free of hazards to health. Not only does the

law require it, but food borne disease can cause suffering for the diner and disaster for the food service establishment.

In all hotels visited across the nation, more or less steps/measures are taken regarding this aspect. Food are kept wholesome by storing them well, the preparation done in a clean kitchen and on clean work tops, and supervisions are properly made.

Training on food and personal hygiene are being undergone by all staff handling food periodically e.g. the handling of food while cooking, kitchen environmental hygiene, personal hygiene etc. The staff appears very neat and well groomed.

Kitchen staff undergoes thorough medical treatment before giving employment, even if he or she would work in the kitchen for an hour. This continues periodically (say every six months) and any staff suspected going to hospital much frequently are given special treatment permit.

5.5 WASTE/REFUSE DISPOSAL

There is hardly any food waste in catering department of all the hotels in the country owing to the fact that all left overs are being sold to animal owners (owners of dogs, rabbits etc.). The left over involving bones are sold solely to dog owners. This device is necessary so as to check cost control in order not to bear the risk of total loss.

As to the refuse disposal, the waiter on returning dirty plates gets them deposited at the wash-up area. At this point,

he places any debris into the bin or bowl provided. All used paper serviettes, doilies or kitchen paper are also placed in a seperate bin. These bins or bowls are covered for sanitary purposes. They are emptied 3 times daily outside the kitchen area into a space or room provided from where the refuse disposal contractor comes and pack them for outside disposal.

Modern equipment like the compactors are used in much recent hotels in the country like the Lagos Sheraton hotel, Ikeja and Nicon Noga Hilton hotel Abuja. They can move from one location to another. It contains a metal insert designed such that even cans and bottles can be compected.

Major advances have beeing made in the development, of these refuse compacting equipment which reduces bulk to above one-fifth whilst, at the same time, sealing the refuse in a strong plastic bag for removal, reducing the costs of collection (based on volume) and problems of offensiveness and infestations, these being widely practiced in the hotels.

Large-scale systems for refuse removal from the premises include pneumatic conveyance to a central extractor and incinerator.

CHAPTER SIX

AIRLINE CATERING - NIGERIA AIRWAYS

Airline catering is a branch of catering which has increased rapidly over the past 30 years. Its growth and developments are mainly the result of introducing tourist and economy class fares and the vast number of passengers who now travel by air. The transportation of people by air has expanded the horizons of the business world and it has given the ordinary man a hunger and thirst to see parts of the world which 50 years ago would have been out of his reach.

Initially in Great Britain there was one large airline of route, namely the 'Imperial Airways'. In 1968 approximately 12 million passengers flow in or out of London Airport. Today hundreds of Airlines both private and Government owned are in operations all over the world.

The International Air Transport Association (I.A.T.A.). thought it necessary to lay down maximum standards of meals in both the first, economy or tourist classes, because of the vast increase in the number of customers. The standard of meals was obviously lowered in ratio with the smaller frir paid. The first catering seen on plares was virtually a packed lunch of assorted sandwiches and a thermos of tea, and it was a case of take it or leave it.

Within five years of I.A.T.A. standards of meals being set, a completely new catering meeting the laid down standards was seen, thus elevating the operational standard of Airlines.

Today, the KLM catering department prepares some 6 million meals every year for KLM passengers and for many other foreign airlines that depart from Amsterdam Airport, Schiphol. Meals are also prepared on request for people who require special meals because of their religion or for health reasons.

Nigeria Airways with over two decades of service require urgently, a standard catering service department where food can be prepared under hygienic conditions to meet the I.A.T.A. standards, thus the inclusion of this department as part of the hotel in this thesis proposal since both can be sited together as a complex.

Nigeria Airways has a temporary catering department in Lagos where food are being prepared for both domestic and international air routes. Apart from the fact that the facilities provided are somehow inadequate, the food handlers are anxiously hoping to seeing a new structure where adequate facilities would be installed for efficient and effective food preparation. Thus the need for a standard catering department is inevitable.

6.1 TYPES OF FOOD PREPARED

The way to the passenger's heart and infact the airline crew too is through the stomach. The catering department of the Nigeria Airways prepares both National and continental dishes for the flights with each carrying two different types of food and refreshments. Tea and Coffee for the captain (pilot) and the co-pilot is alway made available on board to keep them alert, because while one flies, the other one keeps an eye on the

route and communicates with the air traffic controllers on the ground.

Food are being prepared according to flight time and it also deperd on distance. However, short distances and flight times are involve only in snack type meals, open sandwiches and beverages are offered. Where long distances are involved, which are mostly international flights, then the cabin staff and stewardesses have time to give food according to the hour of the day (Breakfast, Lunch or Dinner).

Irrespective of the distance or time of flight, food prepared for the economy or tourist class is quite different to that of the first class. For those in the economy or tourist class, the meals are arranged in silver foil individual trays, sealed, frozen and stored until required when they would then be put into oven for re-heating. All meals in this category are of the same size and with all portions identical. For the first class passengers, they receive meals equivalent to that of a first class hotel, there is no portion control. Their service is such that trolly is being move up and down the central aisle, and they are served in fine bone China, silver plate, fine glassware and cutlery that creates an atmosphere of content and well-being with meals served according to the passanger's choice and portion. These differences in service(s) are solely because of the different fare paid by each category,

6.2 METHOD OF FOOD PREPARATION

Food whether for industry, hospital hotel, airline etc. have the same method of preparation. The differences might be that, special attention could be given to certain food types to suit particular need and purpose. Thus Airline food preparation also takes place in the service area with various sections all directed towares the kitchen where the food is being cooked as discussed earlier in chapter five. Those various division includes the ice making room, pastry room, hot and cold kitchen, coffee and tea juice room, storage rooms, wash up area and the government chartered/V.I.P rooms for ministers and heads of states for security reasons.

After the food has been cooked, they are arranged as they are intended to be served on board in dish. The dish may then be placed into hot cupboards and kept hot until being transported where they would be plugged into the Aircrafts supply. Alternatively, the meals are frozen, stored in the catering unit until required and re-heated on board the aircraft.

The high loader, a special tarmac truck with shaft under the rear part of the truck which can rise to a particular height thus putting the floor of the truck at the same level as the door of the plane takes the prepared meals to and from the aircraft.

6.3 FOOD INSPECTION AND HYGIENE

The food handlers prepare the meals under strict supervision of the catering officer. The personal hygiene of those handling

the food are well taking care of. They are also being sent for thorough medical check up periodically.

Because of the quantities of meals and snacks produced daily, it is worth mentioning at this stage that the catering department are regularly inspected by the quality control officers within the department and the Airline's owned health authorities to ensure food safety.

6.3.1 LABORATORY

A laboratory is an essential part of airline catering department. The International Air transport Association (IATA), (I.A.T.A) has a laid down standards set for meals served on board to passengers, thus the laboratory is used for the testing of meals to ascertain whether the laid down standards are met. The I.A.T.A. officials periodically paid a visit to this department to confirm for themselves the standard of meals prepared in the laboratory and to take a walk around the department while the staff are working for inspections.

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6.4 WASTE/REFUSE DISPOSAL

The bigger portion of the waste/refuse comes from the economy or tourist class where meals are served using disposable cutlery and serviettes with disposable glasses for any drinks required. The use of disposable items helps in aiding portion control, cuts down on wastage and reduces washing up and breakages owing to the fact that only these servery items comes out as waste/refuse. They are transfered to the waste disposal department after collection on board whose job is to

transfer refuse and garbages to, dispose unit(s) somewhere in the town twice daily.

6.5 DIFFERENCES WITH HOTEL CATERING SERVICES

The volume of meal prepared in Airline Catering Departments are far much more than that prepared in hotels owing to lots of passengers involved. Meals are prepared in advance, for example orders are placed for meals to be served on a particular flight in about 24-48 hours before the flight schedule, as such preparations are made 12-24 hours before take-off.

The volumes of meals are stored for preservation in either frozen units or hot cupboards for hours after preparation before they are being transported into the Aircraft. Money spent daily are higher than in hotels owing to the fact that most of the utensils are disposable thus, making overall daily meal's cost very expensive.

Working period is 24 hours daily unlike in hotels where work resumes at about 6.30 am and closes at about 9.30 p.m for kitchen staff.

6.6 AS AN INDUSTRY FOR TRAINING

Rarely does an airline stewardess cook on board the Aircraft. In almost all instances, previously prepared meals are placed on board prior to take off by the Airline's catering department. The hot Ready to serve meals are stored in warming ovens. Frozen meals, which are used for some international operations, are quick-heated in fast electric ovens just prior to serving. The hostess merely manages the galley equipment,

prepares the individual seat-trays for passangers, arranges serving trays and serves.

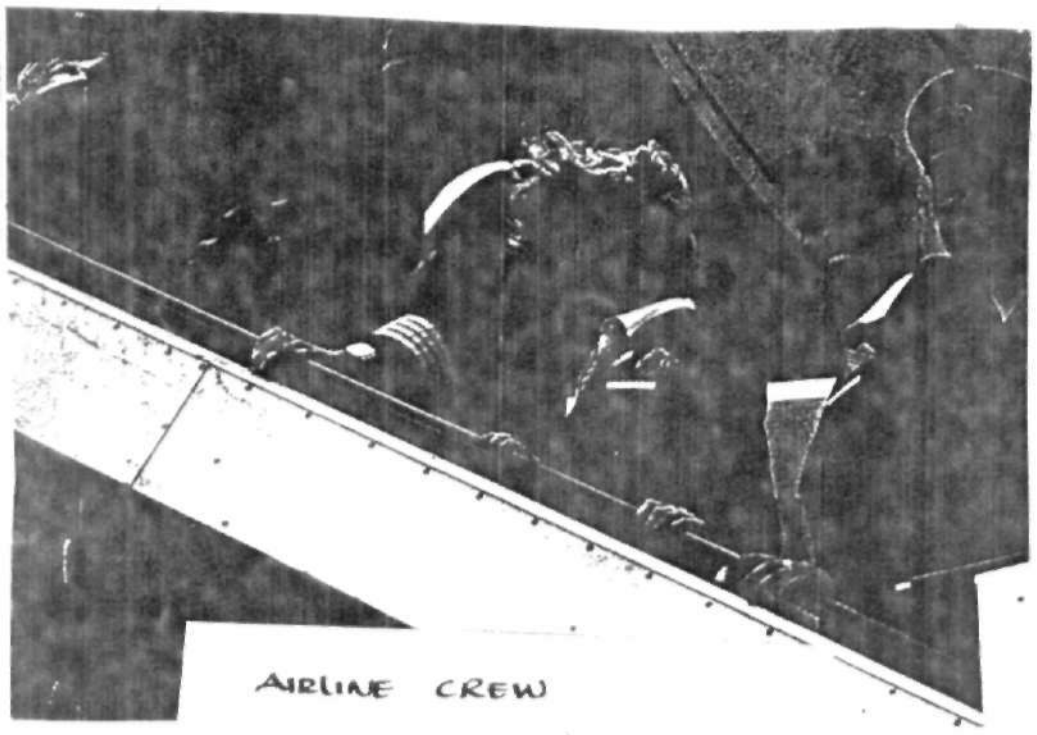
Thus this department would serve as a training ground for the airline stewardess and hostee as to knowing how the meals they serve on board are being prepared, equipment care taking, methods of tray setting (serving trays) and service, also trainned as to taking care of airlifted passengers.

The food handlers are also trainned as to the food hygiere and personal hygiene. The types and methods of meals prepared since this is a branch of catering known as speciality training.



First class Executive travel of KLM WITH SUPERB CUISINE — Indeed way to passangeris heart is through the stomach.

Plate 6·1·1



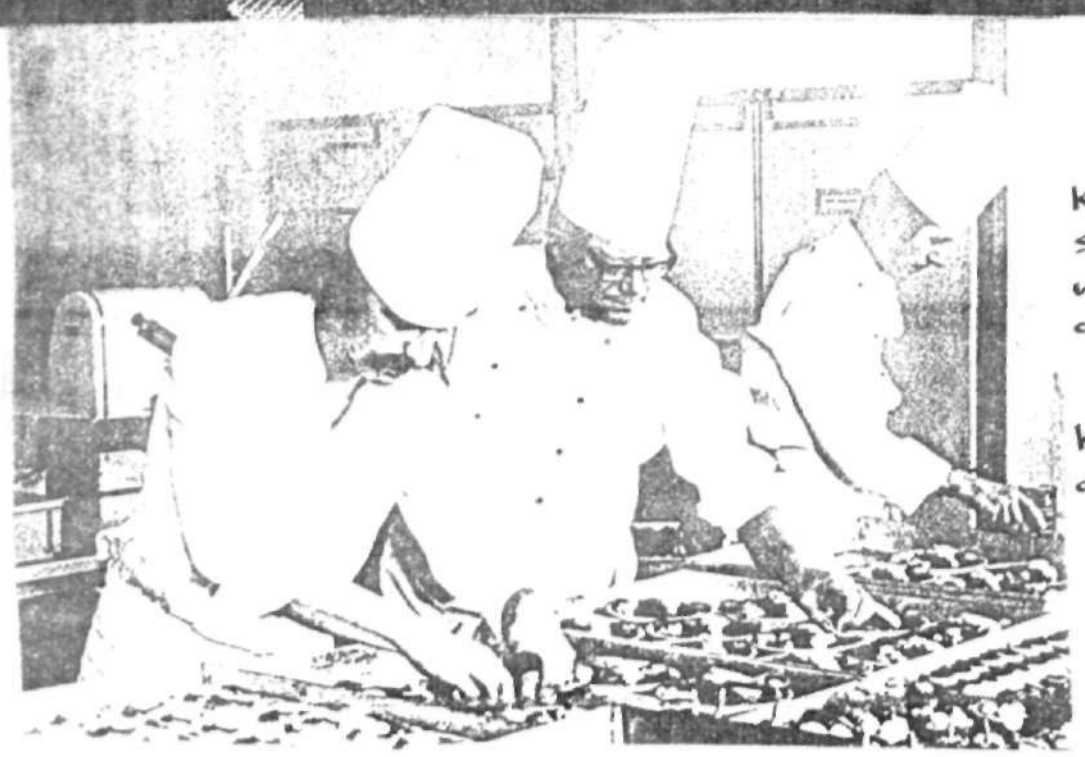
AIRLINE CREW

Plate 6·1·2



FOR KLM, good SERVICE IS THE smile on the face of the PASSENGER. Attendant explaining on board.

Plate 6.1.6



Kitchen staff sorting out wide varieti of food.

Kitchen staf at work.

Plate 6.1.7

CHAPTER SEVEN

THE SITE AND PLANNING

As a preliminary to planning a hotel development, it is necessary to establish the level of market demand for the proposed facility and whether such a project would be economically viable. This help in reducing the risk in investment and also help in indicating the main potential sources of business and the numbers of customers likely to be attracted, their needs, and preferences and type of facilities which would best satisfy them. Thus proper siting of any hotel is very important especially the Airport hotel and the Airways catering department so as to meet the requirement of the travelling public with the servicing of hygienic meal on board.

7.1 SITE LOCATION

Without doubt, the most important factor in the success or failure of this proposed project (hotel and catering services for Nigeria Airways Ltd., Kano) is the site location.

The site for this project thus, is located within the Mallam Aminu Kano International Airport, Kano. As one approaches the Airport's entrance gate, the site is on the northern direction (Left hand side). To the East is an open field, up north is the cargo shed and the Airport terrace with the airport terminal building, and to the south at some distance is the Nigerian Airforce base, Kano. The site is about 8 kilometers to Kano City which can be easily reached owing to good connecting tarred roads.

7.2 SITE SELECTION AND INSPECTION

Location of the site with the Airport is very important considering the fact that the hotel is to serve various groups of travellers and as such should be within the immediate environment, also is the catering department which is to prepare meals for airlifted passengers which should not be far away from the Airport so as to enhance proper access.

To further buttress the choice of the site, its inspection was made bearing in mind the following:

i) Access: The site is well connected by good roads that takes one to and from the terminal building, the termac and into the town, thus easily accessible.

ii) Utilities: Utilities such as water and electricity into the site are of no problem whatsoever since passing through are the power lines and water pipes also is the sewer lines.

iii) Drainage: This comes easy since passing along the main entrance road is a wide gutter and considering the natural site drainage sloping towards the gutter.

iv) Land: The land is relatively bare with few trees around and considering the size, gives way for expansion when necessary.

v) Noise: This is solely from the flying aircraft which would be taking care of by proper insulation of the building especially the guest rooms.

(vi) Towards the north is an interesting view of the tarmac when guests can see taking off and landing of Aircrafts, to the east is the aerial view of part of the town (Brigage Quaters). Loking towards the south also is the aerial view of the town (Sabon gari area and no man's lan land) and the west is the nice view towards the Federal Secretariat and the Dala hills.

(vii) Restrictions: This comes probably with the height of building since within the Airport vicinity air traffic control prevents high elevated structures.

(viii) Transportation: This of course shall not cause much problem since provision would be made for Airport shuttle bus from the complex to the terminal building. Also available are the Taxi cabs to and from the Airport.

7.3 SITE ANALYSIS

The site can be described as relatively flat close observation shows that the site land area slopes gently towards the south-east wards where there is a gutter close to the main Airport access road. Alsopassing through the site is a foot-path that leads to a far-away farmland, which is westward. I have observed that trees are scanty with shrubs. Soil type is the red-laterite type. The site is such that can be cleared easily to removing the top-soil for construction work to commence.

7.4 ANALYSIS OF EXPECTED GUESTS TYPE

In order to establish a standard of accommodation and service that meets the market expectations and demands, analysis of type

of guests expected in the hotel is of major importance.

Most of the travellers using the facilities of Airport hotels may be classified by:

- Their purpose of travelling (function)
- The expected length of stay
- The expected demand for the variety of services offered
- Their expections with regard to the standard of accommodation (category).

Thus the classification to international hotel categories are as follows:

L - De Luxe (Suites)

IA - First class

IB - Upper standard class

IC - Economy (Tourist)

Group of travellers	Standard of hotel demand	Expected length of stay	Expected frequency of services offered
Businessmen	Majority IA Occasionally IB	Short	Accomodation Restaurant, Bar, Transportation and meeting rooms
Congress Participants	Majority IA Occasionally IB	Short to medium	Accommodation, Restaurant Bar, Transportation, sports, conference rooms, recreational facilities
Transit passengers	Majority IB Occasionally IA	Short	Accommodation, Restaurant Transportation
Tourist	Majority IB Occasionally IC	Short to medium	Accommodation, Restaurant, Transportation, Bar, sports Recreational facilities
Airway Crew	Cockpit IA Cabin IB	Short	Accomodation, Restaurant, Coffee shop, Recreational facilities.
Government Officials	L and IA	Short	Accommodation, Conference Room, Room Service

Table 7.4.1: Analysis of Expected guests type

According to this analysis, the group of travellers concerned will demand mainly an accommodation and service category between IA and IB, which means upper standard class. Nevertheless, demands for higher standards that may arise by government officials can be met by providing a limited number of suites, located on the upper floor preferably.

7.5 ORGANIZATIONAL CHART

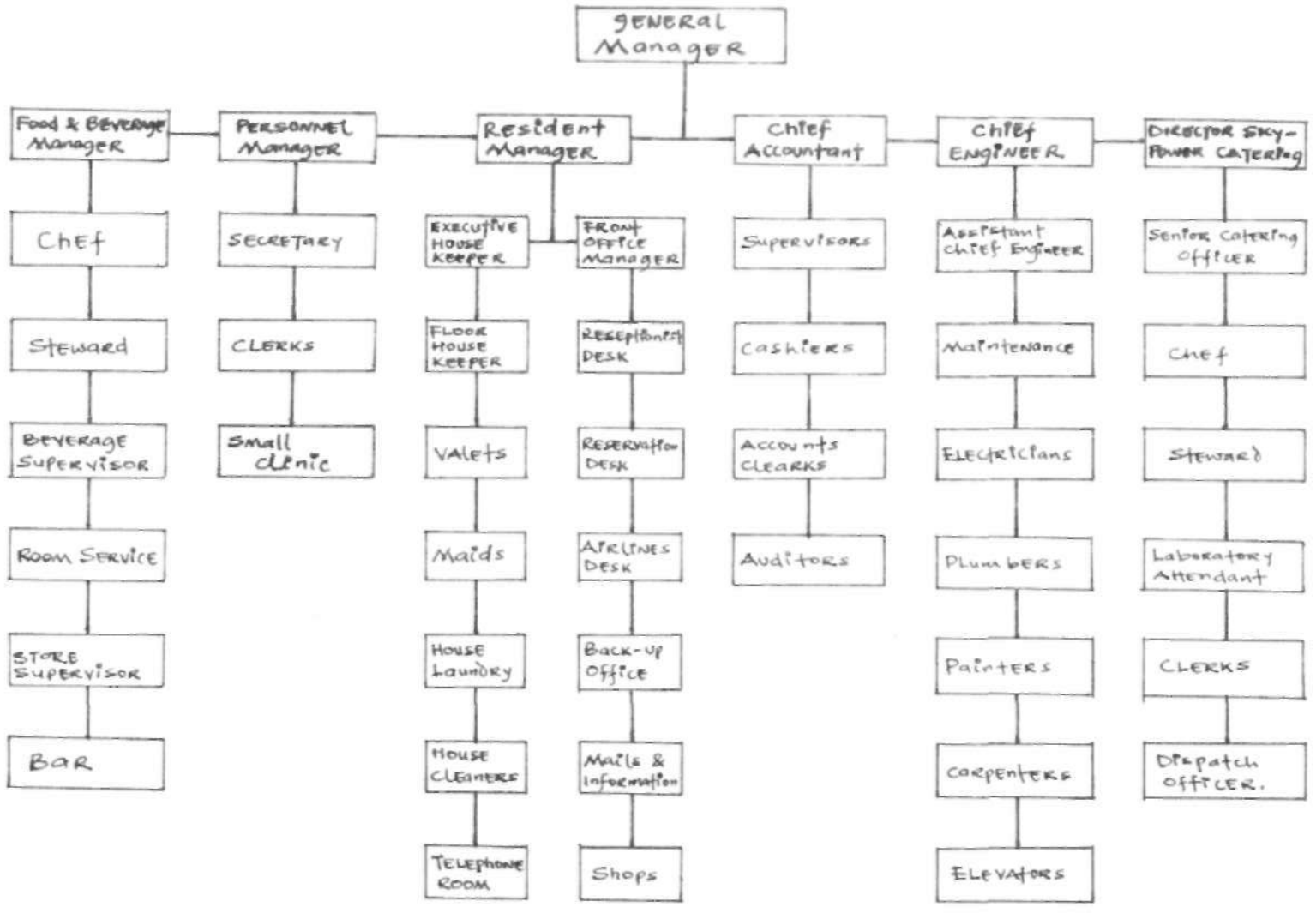


FIGURE 7.5.1: Organizational Chart.

7·6 FUNCTIONAL RELATIONSHIP

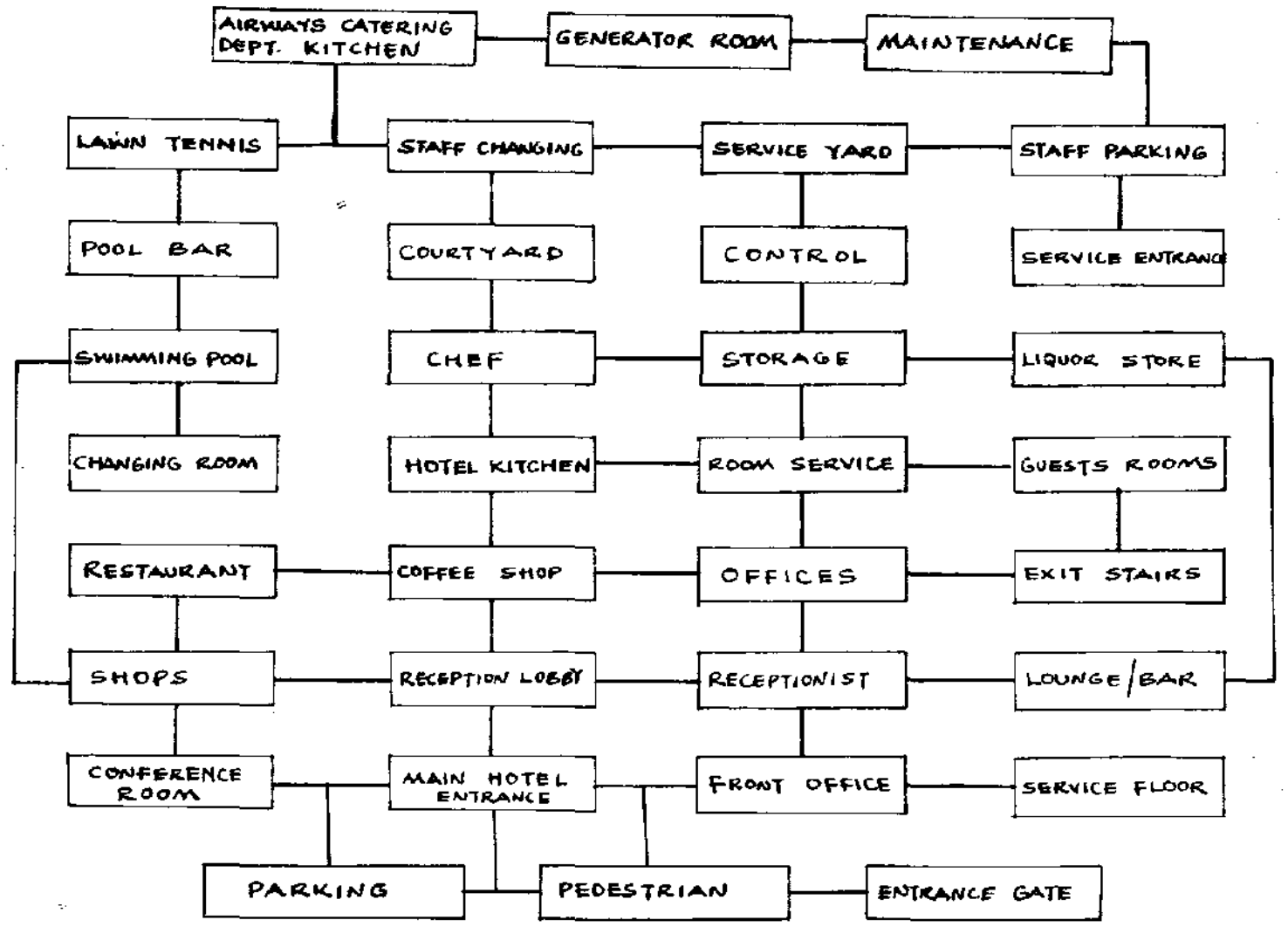


Figure 7·6·1: Functional Relationship.

7.7 SCHEDULE OF ACCOMMODATION

	Area (m^2)
(a) Administration	
- General Manager	30
- Resident Manager	20
- Food and Beverage Manager	24
- Personnel Manager	24
- Front Office Manager	24
- Chief Accountant	24
- Chief Engineer	24
- Chief Housekeeper	24
- Secretaries	16
- Board Room	60
- Accounts/Audit Department	50
- Receptionist	42
- Cashier	20
(b) Catering facilities	
- Restaurant	240
- Coffee shop	90
- Conference/Banquet	240
- Lounge/Bar	360
- Staff Canteen	120
- Kitchen	180
- Dry store	30
- Vegetable store	18
- Liquor store	60
- Staff Lockers/Toilets	115
- Cold store	18

(c) Accommodation

- Double room	24
- Suite	48
- Maid's room/Valet's room	12 each
- Floor House keeper	20
- Cleaner's Room	12

(d) Maintenance

- Laundary	60
- Workshops	40 each
- Warehouse	60
- Boiler	60
- Linen room	60
- Generator room	45
- Fuel storage	30
- A/C & Fan Equipment Room	60

(e) Recreation

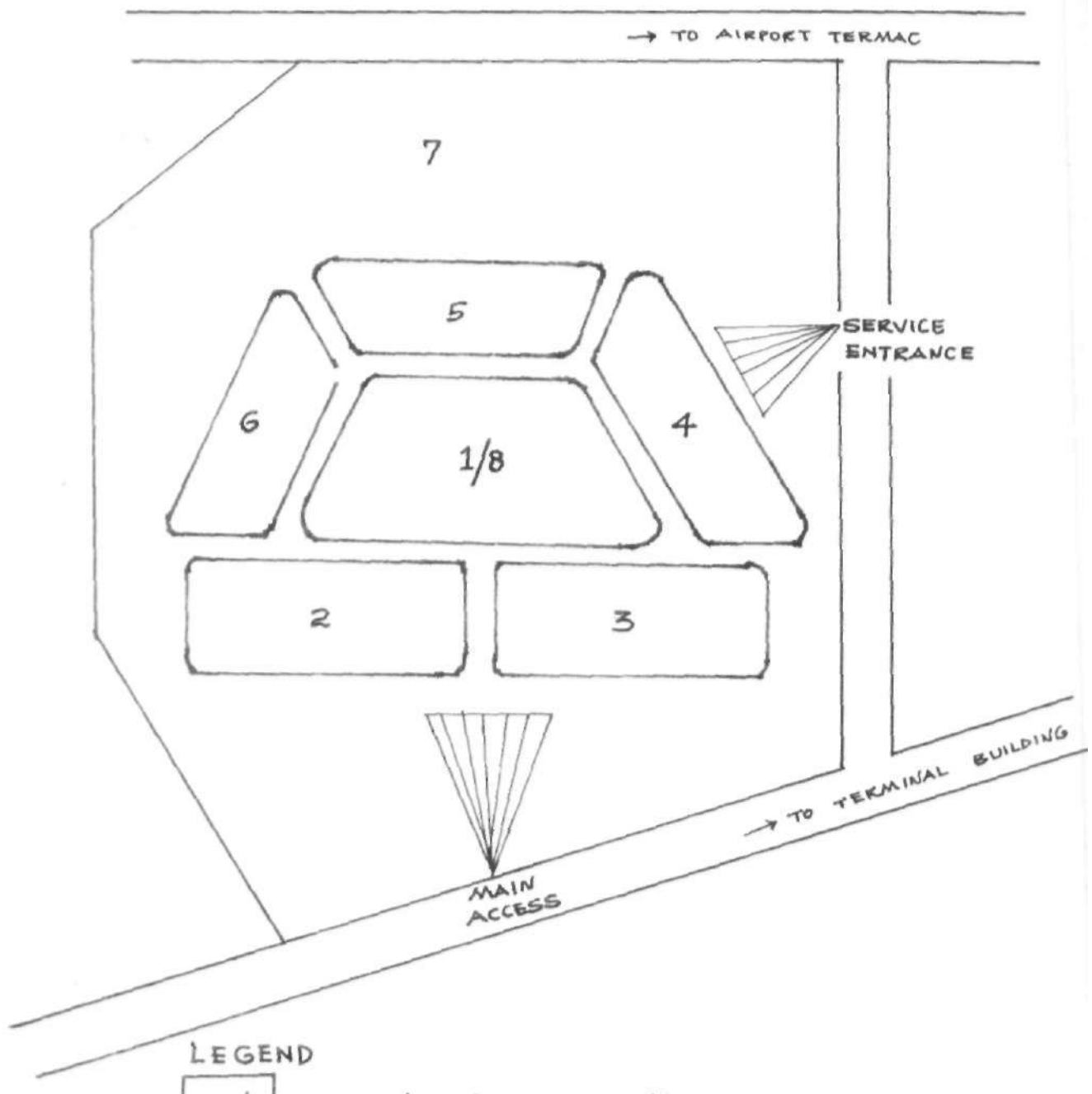
- Swimming pool	220
- Changing room	60
- Pool storage	30
- Sauna Bath	50
- Fitness room	70
- Lawn Tennis court	300

(f) Airways Catering Department

- Director skypower catering	24
- Senior catering officer	18
- Chef	12

- Dispatch clerks 20
- Dry storage 30
- Cold storage 20
- Vegetable storage 20
- Ice, coffee, tea & juice preparation room 24
- Pastry room 35
- Equipment store 24
- Tray set-up 48
- Preparatory Room (International) 20
- Preparatory room (domestic) 20
- Wash-up room 18
- Laboratory/store 48
- Training school 42
- VIP Reservation room 18
- Kitchen area 200

7.8 PLANNING CONCEPT — ZONNING



LEGEND

1/8	RECEPTION/ACCOMMODATION
2	PARKING AREA
3	CIRCULATION AREA
4	SERVICE YARD
5	AIRWAYS CATERING DEPARTMENT
6	RECREATIONAL AREA
7	AREA FOR FUTURE EXPANSION

CHAPTER EIGHT

SERVICES CONSIDERATION

Services in a hotel such as electricity, water supply, heating and cooling systems, fire protection etc. have always been of great importance with the sole responsibilities of the engineering department. In recent years, owing to the continuing energy crisis, that importance has increased many-fold, particularly in relation to the department's impact on the overall profitability of a hotel operation.

This department has two distinct areas of responsibility. The first is to provide the hotel on a day-to-day basis with the utility services required for its proper operation - electricity, hot water, steam air conditioning and other services, all grouped under the heading of "Heat, light and power". The second is the responsibility for the repair and maintenance of equipment, furniture, and fixtures in the hotel, group under the heading "Repairs and Maintenance".

On the engineer staff thus, are the plumbers, carpenters, painters, electricians and other technicians who do this work. It is my suggestion therefore that all works under this department be carried out by the engineering staff of the hotel instead of employing the services of outside contractors so as to allow for proper continuity in all respects.

Proper maintenance and provision of hotel services have a significant effect on the attitude of a guest toward the hotel. A lobby, elevator, or room that has not been maintained properly, that looks shabby creates a bad impression on the guest. And

of course, inadequate air-conditioning, poor heating or improper plumbing will result in immediate complaints. Thus the chief engineer and his staff have an important role in satisfying the guests' demand and thus helping to maintain the profit level of the hotel. At the same time, the costs of the engineering department must be properly monitored and controlled.

8.1 ELECTRICAL AND GAS INSTALLATIONS

8.1.1 Electrical Installations

As with other services and equipment, electrical installations are subject to national codes and regulations stipulating standards of quality, performance and protection in the interests of safety. Its principal uses are to provide heat, light and power.

Electrical energy to the entire complex should be purchased from the local utility that provides electricity for the area, i.e the National Electric power Authority (NEPA). This should be by the Electric mains supply - 3 phase AC with a cycle frequency of 50-60HZ through a transformer, which will be located externally in a fenced oof part of the site. The supply cable from the transformer, terminates in a seperate switch-room located as close as possible with the main switchboard controlling secondary distribution to various parts of the building. It is of great importance that each floor have its own circuit breaker so as to enhance protection when fault develops.

In event of a main power failure, an automatic transfer switch should be connected in such a way that would enable emergency supply from the power generating plant on site be

brought into use driven by a gasoline or diesel engine.

For proper operation of the entire complex, electricity supply must be for a period of 24 hours daily.

8.1.2 Gas Installations

Gas supply for use may be in the form of natural gas (methane) supplied from mains, or liquified gas (propane, butane) from local storage in pressurised containers. Gas provides a fueldfor combustion in boilers, heat exchangers, cooking equipment and incinerators.

Gas installation requirements such metering, control, safety, protection etc. are subject to Local codes and regulation which must be met by the services engineer responsible for the installation. Precautions must be taken also to prevent leakage, risk of fire and explosion with instructions given for correct use.

8.2 HEATING AND COOLING SYSTEMS

The heating and cooling systems refers to the air conditioning system which helps in fighting the four atmospheric conditions which affect human comfort as follows.

i) Temperature of the surrounding air

ii) Humidity of the air

iii) Air movement and

iv) Air purity

It is important to note that air conditioning does not refers only to conditioned air for room cooling only but also

for room heating too, and are used where the natural environmental conditions cannot be utilized for adequate ventilation, room heating and room cooling.

For use within the complex, I recommend the use of the year round Air conditioning systems which is usually a four-pipe heating and cooling fan-coil unit, supplied with cooling water or heating water depending on whether the guest requires heating or cooling. This system has automatic controls with supply being central. Guest rooms are individually supplied for economic reasons while the public spaces is through the ducts system direct to ceiling diffusers i.e duct work is house in the ceiling void with various outlets. The airconditioning main plant is located at the first floor level.

8.4 WATER SUPPLY AND SOIL/WASTE PIPES

8.3.1 Water Supply

Large quantities of water are required for the complex for personal use, food preparation, cleaning and general domestic purposes, and possibly for fire fighting, cooling and heating plants, laundary, boiler, swimming pool, cleansing of pavement and irrigation of green/planted areas.

Water supply into the complex is via mains from the local public water supply in Kano known as Water Resources and Engineering constructions Agencies (WRECA).

The design of water supply and distribution systems in hotels, is complex in view of the large numbers of connection

required and the multiplicity of pipes which are usually within the same duct enclosures. Pipe networks for water supply and distributive systems includes:

- cold water supply for drinking
- cold and hot water distribution to kitchen, dishwashing and laundry
- cold and hot water distribution to bathrooms fittings
- supplies to water closets and urinals distribution to air conditioning systems.

Thus, proper plumbing fixtures are very important and should be handled by a qualified engineering firm.

To further enhances sufficient water supply for daily need, water tanks are placed on top of the central staircases for water storage.

8.3.2 Soil and Waste Pipes

The grouping pairs of bathrooms adjacent to vertical ducts permits the installation of short branch pipes and single stack system of drainage with connections repeating from floor to floor, the stacks tapering to form an end relief vent pipe. At a level above the ground floor and below the bedroom floor, the ducts terminates and ths stacks integrated into three major ducts that descends to the ground through the technical (service) floor for disposal. The waste are then transferred to the main sewer along the road. Separate soil and waste pipes are provided in other areas like the kitchen to serve equipment required to discharge to grease.

Efficient jointing, adequate sealing of outlets to fittings with precautions against removal of seals by syphonage, momentum or pressure and proper ventilation of the system is very essential. As such required the handling by those trained in this field.

8.4 LIGHTING AND VENTILATION

Lighting is an important element in architectural and interior designs. It is used externally to display the character and features of the building complex, to reveal views of the interior and draw interest, including an inviting entrance. Thus natural lighting (external lighting) is allowed into the building by providing openings around the external walls meeting the requirement for safety, security and control. However, internal lighting (Artificial lighting) would be used also to emphasise features of the decor, to reveal or conceal surfaces, apparently heighten or diminish spaces, create patterns and texture and to provide colour and contrast.

Ventilation is required in hotel complex by law, but the degree to which this is provided vary considerably from are to area. Ventilation is required to sustain human life, removal of hot air (Extremely important in kitchen area), removal of air that is moist, undesirable odours, smoke and dust. The simplest ventilation system is simply done by opening windows at two or more sides of the building walls. This is not easily achieved in hotels complex, as such air conditioning systems are employed to helping in proper ventilation and the

use of air exhaust ducts employed in kitchens and probably the guest bathrooms too.

8.5 ACOUSTICS AND FIRE PRECAUTIONS

Airport hotels requires special acoustics treatments, for external noise from flying aircraft is a major concern. Other noise source such as from high speed or concentrated traffic noises of highways, adjacent car parking area and other generated from large lobbies, public areas, kitchens, mechanical plants in the building. Methods of reducing the possible irritations of noise fall into three categories:

(i) Planning: This was achieved by the proper seperating of the public areas to that of the private (guests) area. Noise shadows with the use of balconies was was created and the irregular plan shape used.

(ii) Absorption: Acoustical treatment of floors e.g. by the use of Rug, walls by the use of sound absorbers e.g. panel absorbers or surface absorbers and acoustical ceilings is highly recommended in all public spaces within the hotel complex.

(iii) Insullation: This applies to the guestrooms mainly where the level of comfort is expected to be very high. The noise from the flying aircraft would be reduced to a point where few guests would have any reason to complain by insullating the rooms using sealed doors and windows with rooms centrally heated and air-conditioned.

Fire precaution is a vital and safety requirement in any public building, as such be given adequate attention. This would be achieved as follows:

(i) Active protection: This include installation of automatic fire dectectors, alarm and control systems, provision of portable appliances such as fire extinguishers on each floor, for manual operation and the complex be reached easily by fire fighting vehicles,

(ii) Structural protection: This include the use fire resistance building elements and components and the limitations on the use of conbustible materials and finishes, which have a high rate of surface flame spread.

(iii) Means of Escape: For the occupants in the event of fire outbreak, the staircase at the terminals of the guest-bedroom wings for immediate evacuation of people to the external environment is used.

8.6 DRAINAGE AND SANITATION

Drainage provision includes both storm and surface water and foul water disposal, which should be kept seperate to faciliate drainage design and treatment of sewage. The storm and surface water drainage design criteria are based on plan covered by buildings, roads, car parks and other surfaces, their degree of impermeability, the surface and drainage gradient available. Thus, gutters would be allowed to slope along the site slope direction. Storm water can be collected into storage tanks for man-made or natural garden.

Efficient refuse storage is a necessary requirement for good organisation and control. The system of refuse disposal will be by the placement of refuse bins in each of the guest room and floor-space. The kitchens having a waste bin area linking the wash-up area and would be accessible from outside for refuse collection by refuse van.

8.7 PEDESTRIANS AND VEHICULAR MOVEMENT

The hotel complex has approaches for both pedestrian and vehicular traffic. Pedestrian and other users coming in will approach through the main pedestrian entrance, taking in the beautiful scenery. Parking for private vehicle is provided in a well landscape parking lots close to the main building with seperate parking for the staff.

There is another service road linking the back of the house (service yard) where goods are delivered to both the hotel kitchen and the Airways catering department kitchen with the maintenance workshops and generator room. This road also joins the road leading to the Airport termac for easy access of the termac truck bringing or taking food to or from the Aircraft.

8.8 COMMUNICATION SYSTEMS

Communication systems in airport hotels is perhaps one of the most important services for both the guests and the hotel staff. The need for proper coordination of the complex to that of the Airport terminal building can best be enhanced through adequate and well functioning communication systems. For long

distance call, proper monitory of the entire complex, reservation purpose, telexes etc. can best be achieved by type of communication system in the complex, as such be given proper consideration.

8.8.1 TELEPHONE

Telephone is a relatively minor department, but it merits special attention for prompt, efficient, and accurate telephone service is a key element in building and maintaining good guest relations.

In hotels telephone department we have the operators with the principal role being to service incoming calls and also handles all in-house calls, while the circuit operators takes care of all incoming calls requiring room numbers, this last placed in the front office. The guest's right to privacy should be protected at all times for example, only the guest should be the one to give his/her room number to any caller.

External and internal telephone system is a very essential for the proposed hotel and catering services for Nigeria Airways, Kano.

8.8.2 RADIO, TELEVISION AND VIDEO

Each of the guest room should be installed with a Radio set with individual control. A television set each should be provided too for guest comfort with a centrallized video controlled in the front office, this is usually done by the front office manager in most hotels and the duty manager at night. This service goes as far midnight in some hotels. A television set

is also required in all public space like the lounge and waiting area.

8.8.3 AIR MOVEMENT CONTROL AREA

Air movement control area is very important for it is her ehta announcements pertaining the Airport proceedings are made such as taking off and landing, flight cancellation, flight re-schedule etc. Thus all public spaces (areas) and every guest room should placed a small loudspeaker unit so that when such announcement(s) are made, they can be heard easily. This department is also best placed in the front office for easy accessibility of both the guests, receptionists and the entire staff.

8.8.4 WALKIE TALKIES

Walkie talkies are essential engendient required for direct linkage between the catering service department and tarmac, the hotel and the terminal building etc. As such, senior staff like the hotel manager, Director skypower catering, front office manager and perhaps the senior catering officer and the chefs require one each for direct talk. This help cases of emergencies when such staff is not in his/her office, and an urgent message is to be sent down, he/she can hear fast even while driving or toileting. As such is an instrument to be carried about wherever one is going.

CHAPTER NINE

9.1 DESIGN SYNTHESIS

The hotel complex consists of seven floors with the ground floor containing the public areas facing the approach road and the service area at the back yard meeting the service route. The first floor contains the management offices, maintenances facilities and the service floor. The second to the fifth floor contains 144 double bedroom accommodation with the sixth floor containing 6 suites and 2 manager's suites.

The airways catering services department forms part of the service yard which is connected to the road leading to the Airway tarmac for easy accessibility.

The unbuilt area of the site which forms part of the entire complex environment should be protected from mis-use. The drive way should therefore be constructed from such materials that would reduce glare. The use of trees and shrubs around the roads within the site should be provided to maintain the ground texture and to provide microclimatic variation, also to protect people and cars in the car parking areas.

The open space between the hotel complex and the catering service department is deliberate one and is intended to serve as a courtyard and Gas storage space for the use in the hotel kitchen and Airways catering department kitchen.

9.2 CONCLUSION

In most projects of this kind the architect has only a relatively small area to make vital decisions apart from his own research, all other information emerges from the operator's policy statment which itself is not an easy tasks.

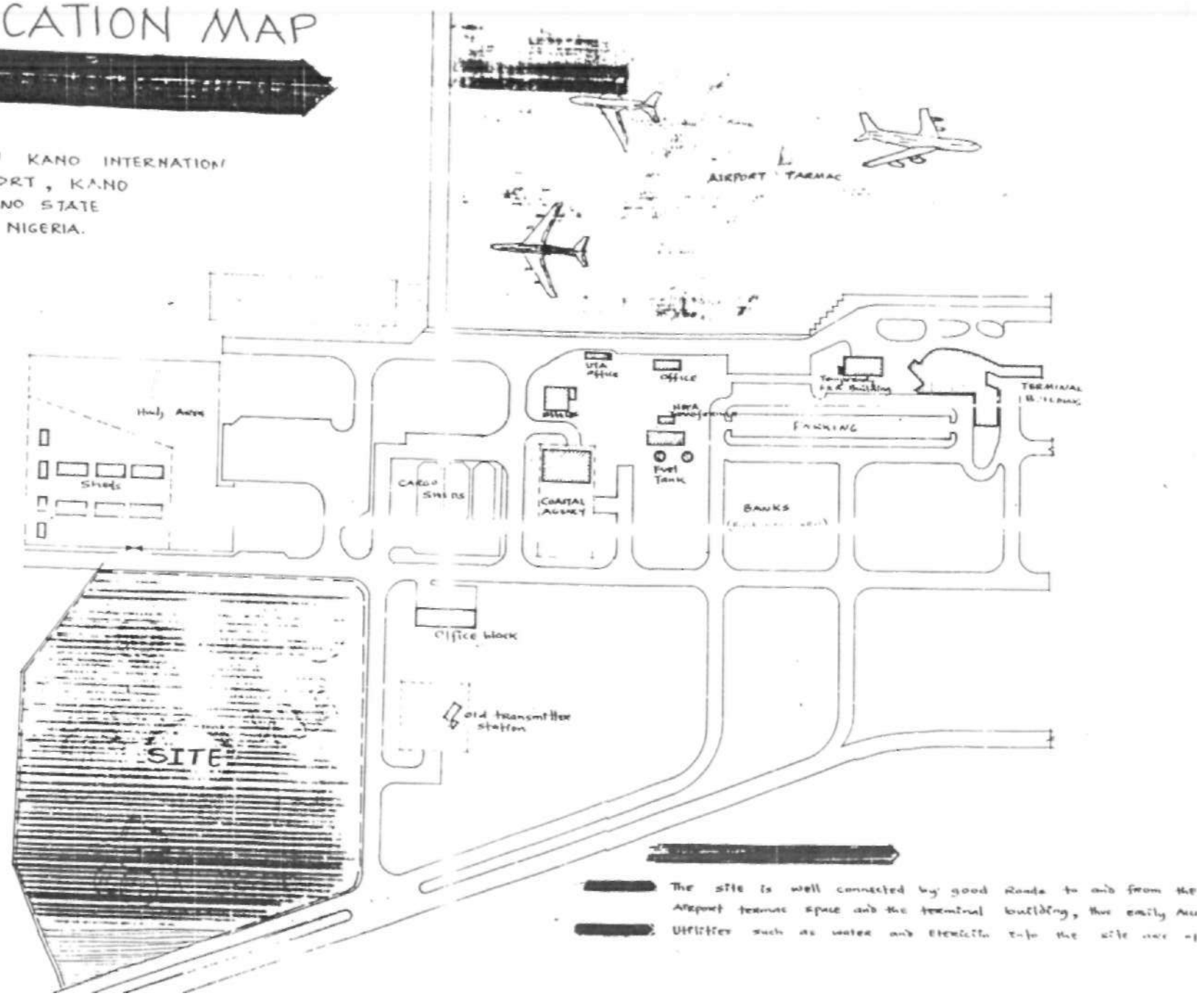
Given the right impetus by the Nigeria airways governing council, this project will spring up, consequently attempting to solving the much needed hotel accommodation within the Airport and the service of hygienically prepared food to airlifted passengers, also uplifting the economic strength of the airways. It will also help in solving the ever increasing unemployment and meeting the aim and objective for which it was designed.

To sum up the further of this project, it would seem that, like many other industries in our rapidly changing society, it will have its share of problems in the years to come, but with effort, cooperation, and the ability to make use of the new technology, it will surely survive and prosper.

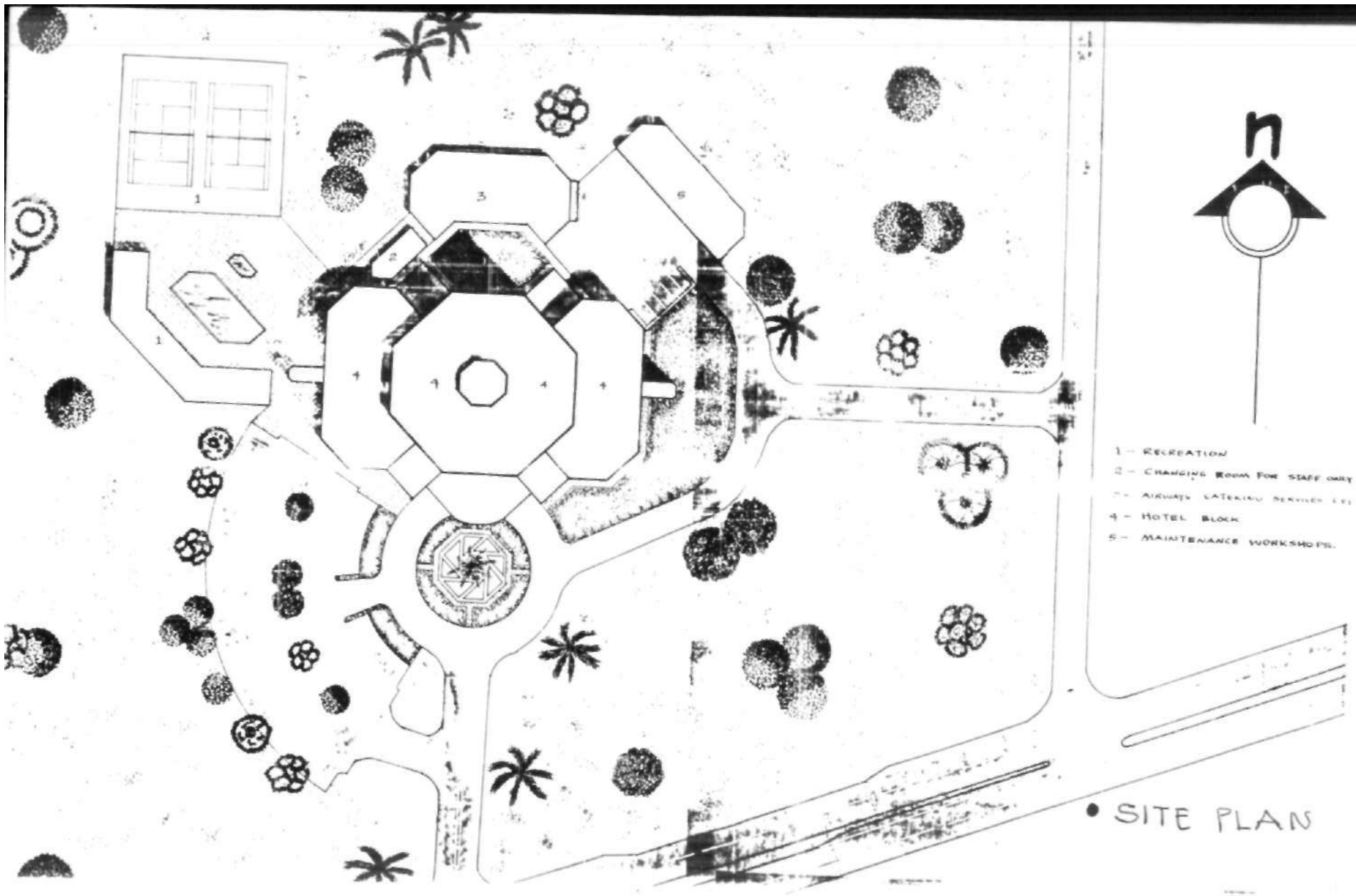
I see it as a purely commercial and viable venture for Nigeria Airways Limited.

• LOCATION MAP

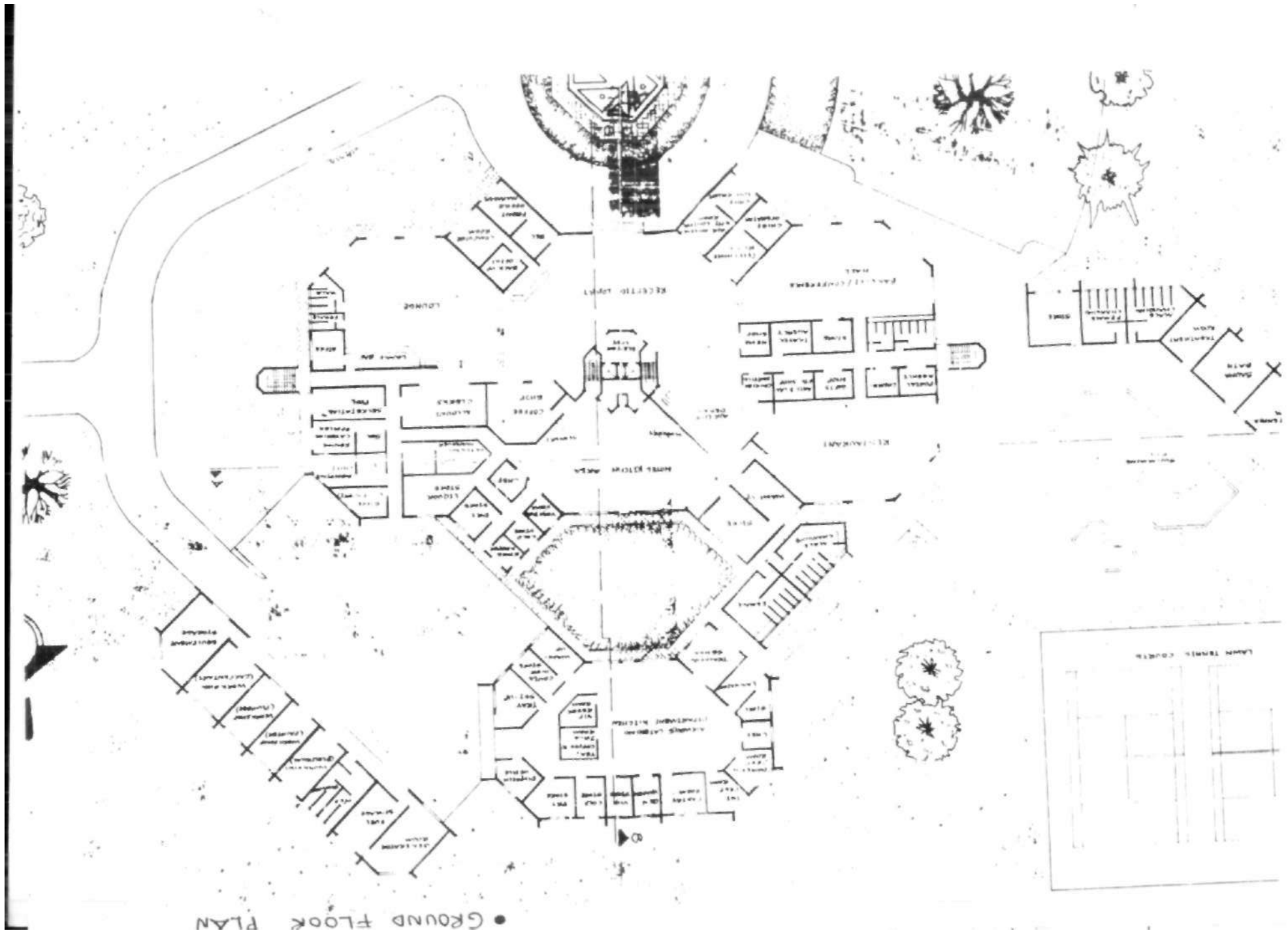
AMINU KANO INTERNATIONAL
AIRPORT, KANO
KANO STATE
NIGERIA.



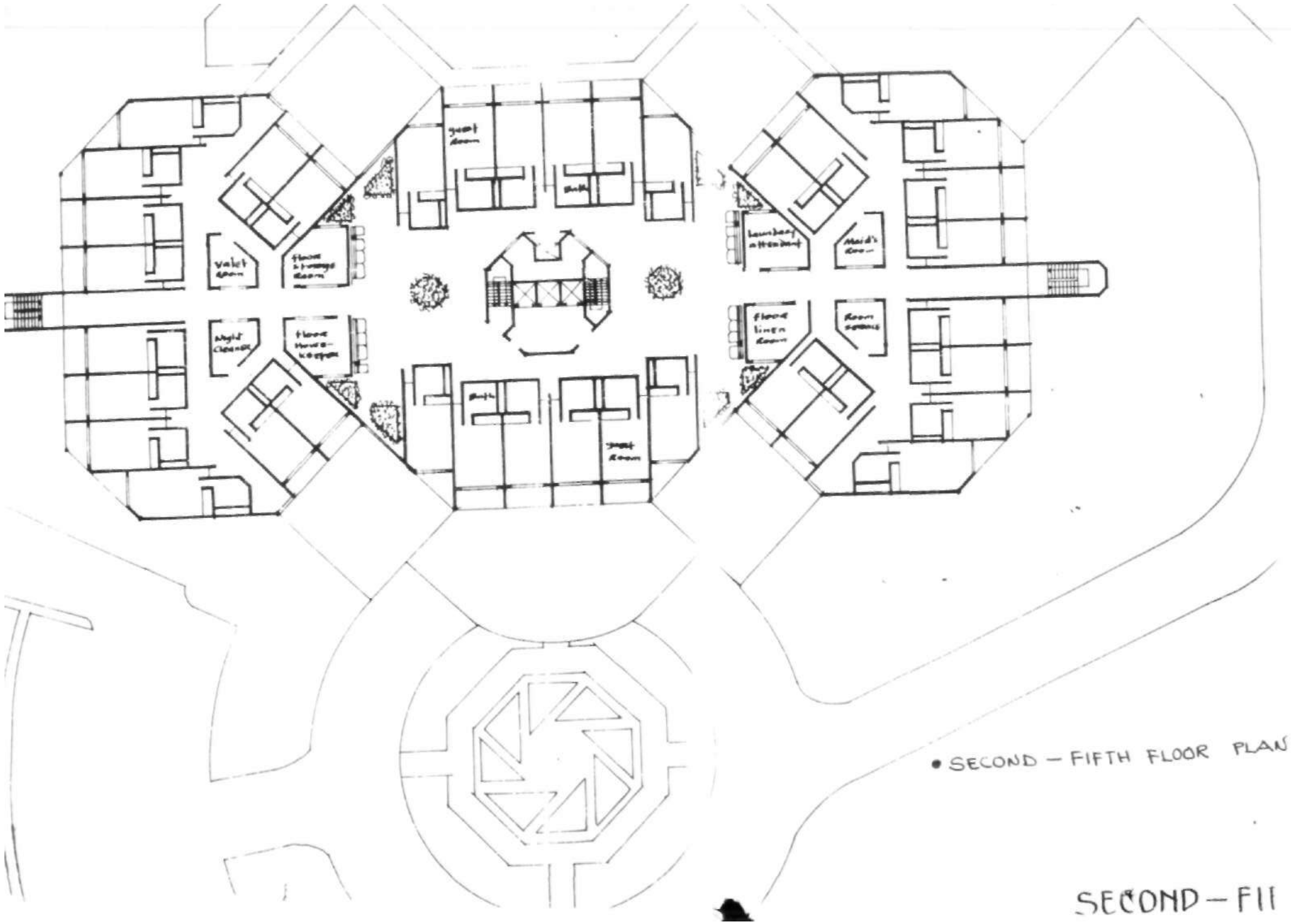
The site is well connected by good Roads to aid from the Airport terminus space and the terminal building, the easily Ac
Utilities such as water and Electricity to the site are a


n
1 – RECREATION
2 – CHANGING ROOM FOR STAFF ONLY
3 – AIRWAYS CATERING SERVICES LTD
4 – HOTEL BLOCK
5 – MAINTENANCE WORKSHOPS.

• SITE PLAN

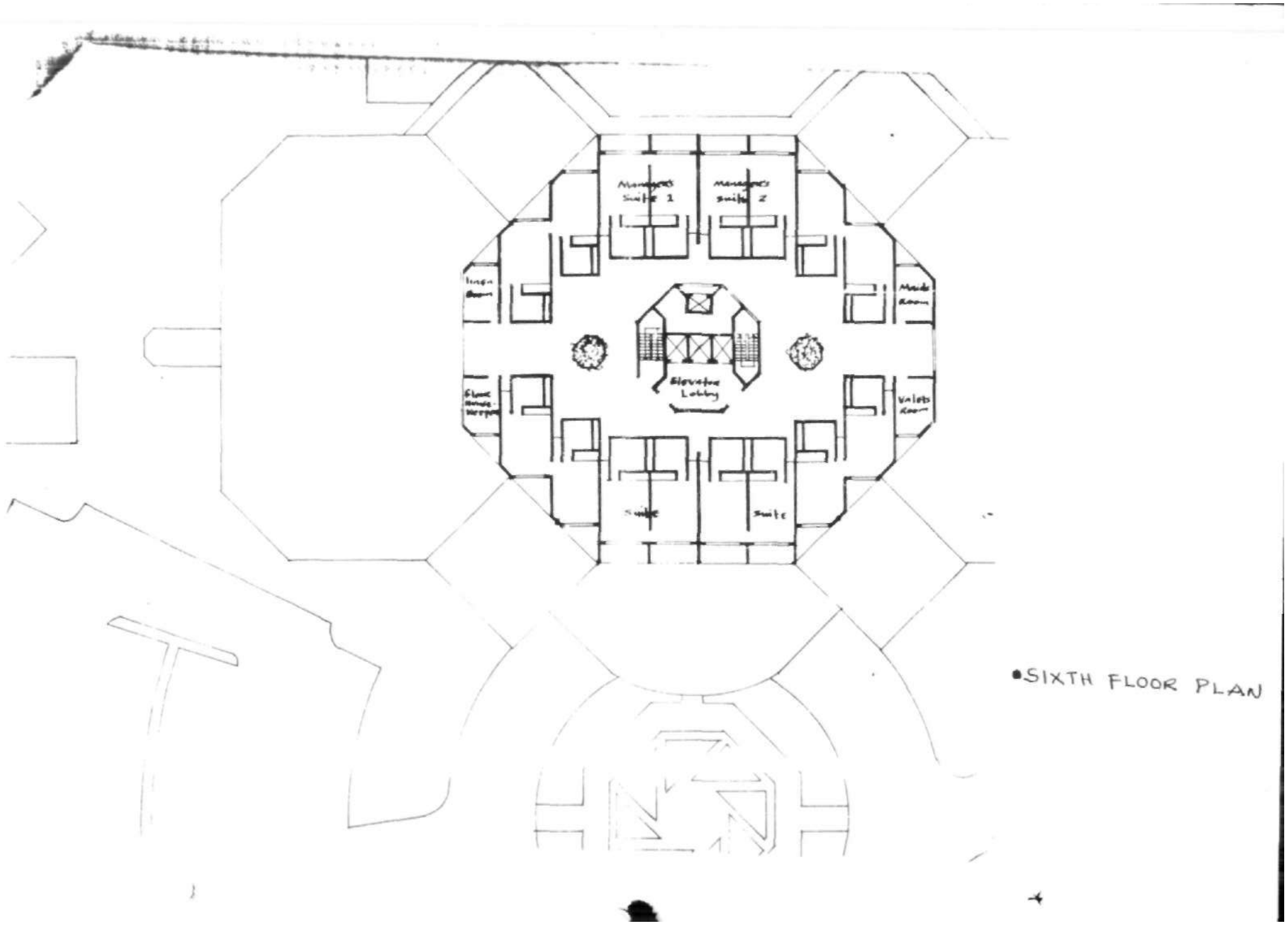


• GROUND FLOOR PLAN

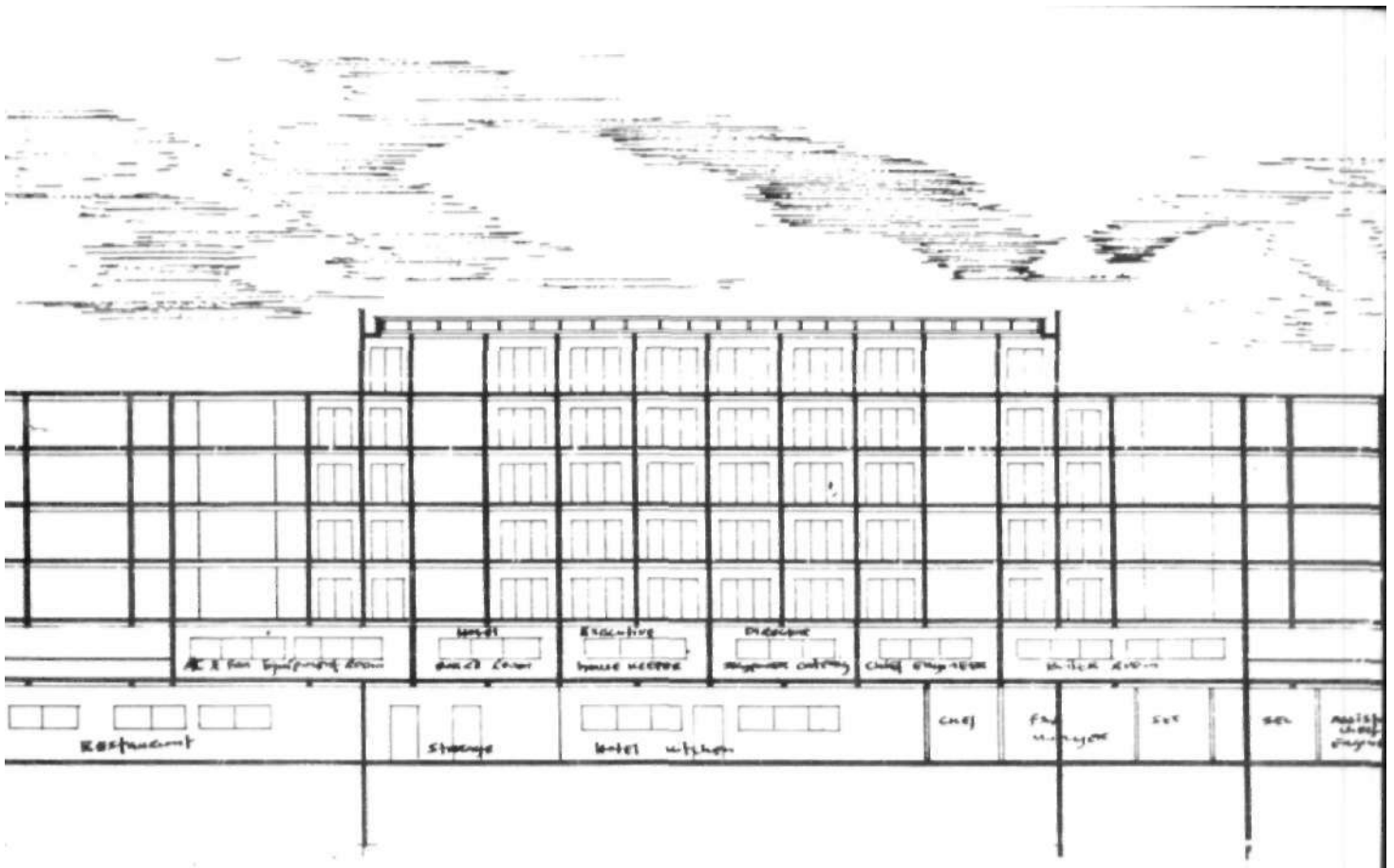


• SECOND – FIFTH FLOOR PLAN

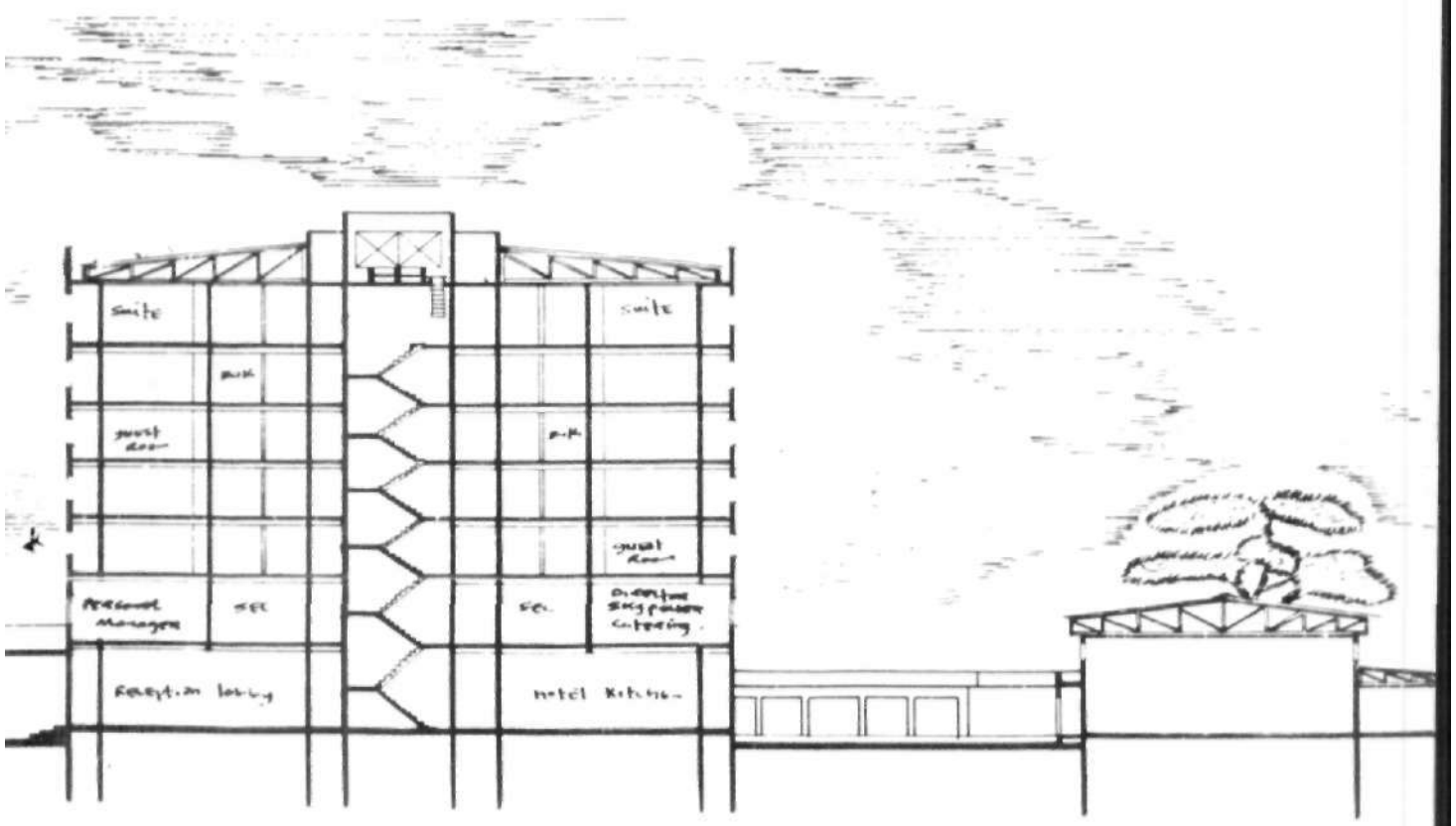
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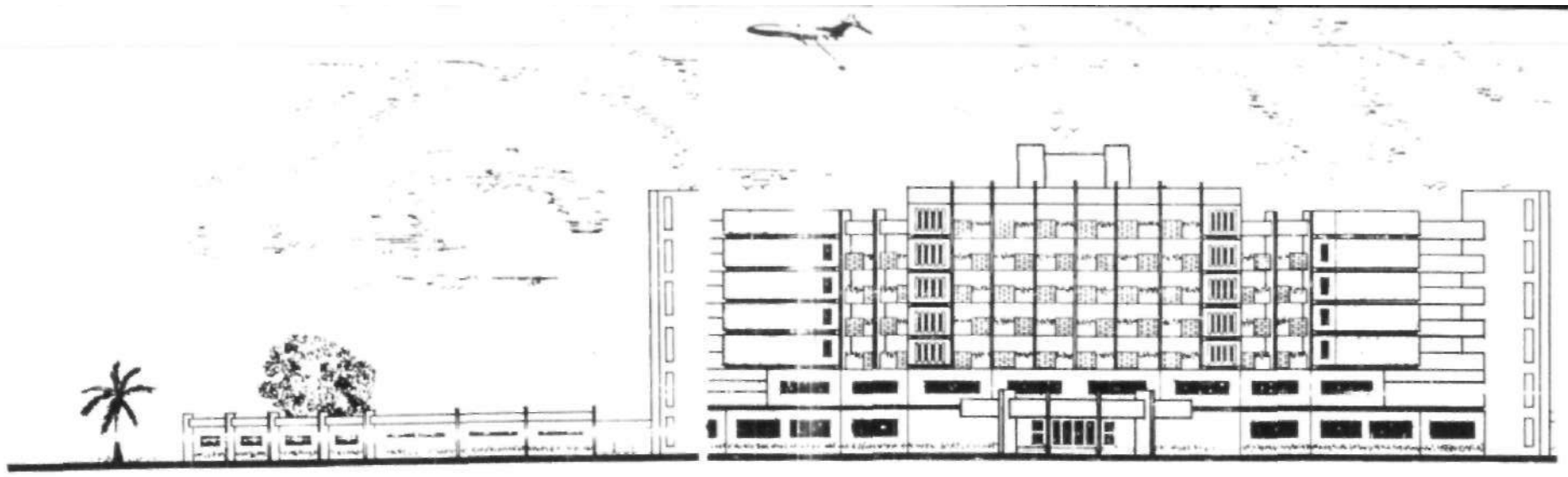
•SIXTH FLOOR PLAN



• SECTION A-A 1:250



• SECTION B-B



• FRONT ELEVATION

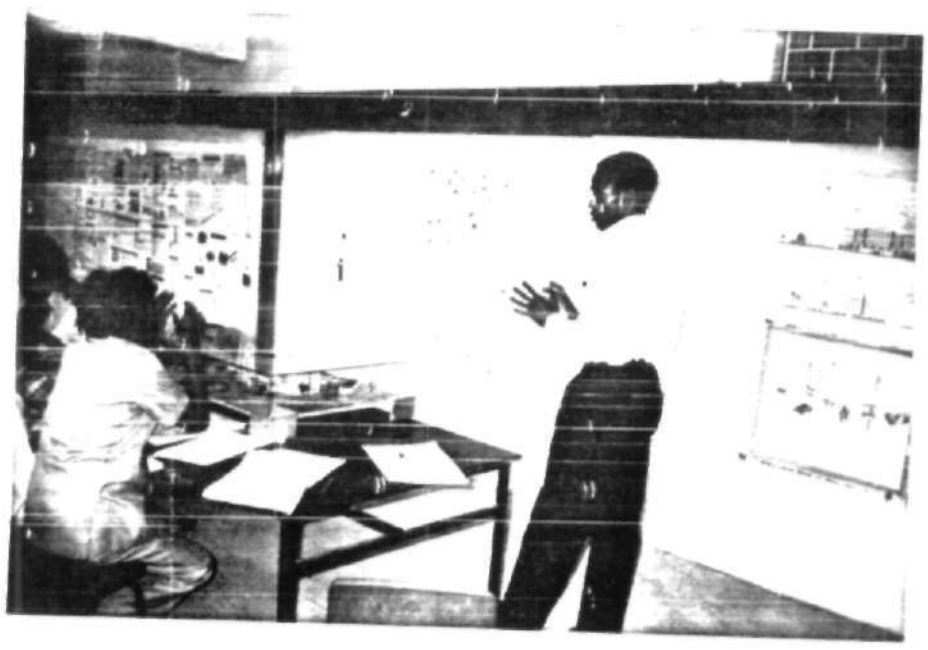


• SIDE ELEVATION

THESIS DEFENCE.....



— A CLOSE INTERRACTION: THE VERY BEGINING.



— PUTTING THE AIRING'S MESSAGE ACROSS

FINAL PRESENTATION.

Mission Accomplis
Thanks to Co

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