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**BRIEF HISTORY OF HOTELS AND ITS ROLE IN TOURISM INDUSTRY***Gavharoy Isroiljon kizi**Andijan State Institute of Foreign Languages, Uzbekistan**Sevara Abdullayeva**Andijan State Institute of Foreign Languages, Uzbekistan*[gavahroy7575@mail.ru](mailto:gavahroy7575@mail.ru)

**Annotation.** This article provides information on the etymology of hotels and the development horizon of the hotel industry in Europe. Here, the authors noted that tourism is witnessing tremendous global growth every year and is projected to grow further in the future. They tried to comprehensively explain the concept of the word "hotel" and explained the etymology and history of hotels through years of facts.

**Key words:** Hotel, Small hotel, Boutique hotels, the inn, lower-priced hotel, modern hotel, full-service hotel, hospitality, traveler, hotel industry.

**Introduction.** From cultural literature we know that a hotel is an establishment that provides paid lodging on a short-term basis. Their facilities provided inside a hotel room may range from a modest-quality mattress in a small room to large suites with bigger, higher-quality beds, a dresser, a refrigerator and other kitchen facilities, upholstered chairs, a flat screen television, and en-suite bathrooms. Small, lower-priced hotels may offer only the most basic guest services and facilities. Larger, higher-priced hotels may provide additional guest facilities such as a swimming pool, business centre (with computers, printers, and other office equipment), childcare, conference and event facilities, tennis or basketball courts, gymnasium, restaurants, day spa, and social function services. Hotel rooms are usually numbered (or named in some smaller hotels and B&Bs) to allow guests to identify their room. Some boutique, high-end hotels have custom decorated rooms. Some hotels offer meals as part of a room and board arrangement. In Japan, capsule hotels provide a tiny room suitable only for sleeping and shared bathroom facilities. [Dr. Hayley, 2014:2]

The precursor to the modern hotel was the inn of medieval Europe. For a period of about 200 years from the mid-17th century, coaching inns served as a place for lodging for coach travelers. Inns began to cater to richer clients in the mid-18th century. One of the first hotels in a modern sense was opened in Exeter in 1768. Hotels proliferated throughout Western Europe and North America in the early 19th century, and luxury hotels began to spring up in the later part of the 19th century.

Hotel operations vary in size, function, complexity, and cost. Most hotels and major hospitality companies have set industry standards to classify hotel types. An upscale full-service hotel facility offers luxury amenities, full-service accommodations, an on-site restaurant, and the highest level of personalized service, such as a concierge, room service, and clothes pressing staff. Full-service

hotels often contain upscale full-service facilities with many full-service accommodations, an on-site full-service restaurant, and a variety of on-site amenities. Boutique hotels are smaller independent, non-branded hotels that often contain upscale facilities. Small to medium-sized hotel establishments offer a limited amount of on-site amenities. Economy hotels are small to medium-sized hotel establishments that offer basic accommodations with little to no services. Extended stay hotels are small to medium-sized hotels that offer longer-term full-service accommodations compared to a traditional hotel.

Timeshare and destination clubs are a form of property ownership involving ownership of an individual unit of accommodation for seasonal usage. A motel is a small-sized low-rise lodging with direct access to individual rooms from the car park. Boutique hotels are typically hotels with a unique environment or intimate setting. A number of hotels have entered the public consciousness through popular culture, such as the Ritz Hotel in London. Some hotels are built specifically as destinations in themselves, for example casinos and holiday resorts.

Most hotel establishments are run by a general manager who serves as the head executive (often referred to as the "hotel manager"), department heads who oversee various departments within a hotel (e.g., food service), middle managers, administrative staff, and line-level supervisors. The organizational chart and volume of job positions and hierarchy varies by hotel size, function and class, and is often determined by hotel ownership and managing companies.

**Research methods.** Historical, differential-semantic and component analysis, as well as conceptual, distributive, transformational methods were used to cover the research topic.

**Discussion and results.** etymology of the word hotel: The word hotel is derived from the French *hôtel* (coming from the same origin as hospital), which referred to a French version of a building seeing frequent visitors, and providing care, rather than a place offering accommodation. In contemporary French usage, *hôtel* now has the same meaning as the English term, and *hôtel particulier* is used for the old meaning, as well as "hôtel" in some place names such as Hôtel-Dieu (in Paris), which has been a hospital since the Middle Ages. The French spelling, with the circumflex, was also used in English, but is now rare. The circumflex replaces the 's' found in the earlier hostel spelling, which over time took on a new, but closely related meaning. Grammatically, hotels usually take the definite article – hence "The Astoria Hotel" or simply "The Astoria".

Facilities offering hospitality to travellers featured in early civilizations. In Greco-Roman culture and in ancient Persia, hospitals for recuperation and rest were built at thermal baths. Guinness World Records officially recognised Japan's Nishiyama Onsen Keiunkan, founded in 705, as the oldest hotel in the world. During the Middle Ages, various religious orders at monasteries and abbeys would offer accommodation for travelers on the road. [World encyclopedia, 2021: 23]

The precursor to the modern hotel was the inn of medieval Europe, possibly dating back to the rule of Ancient Rome. These would provide for the needs of

travelers, including food and lodging, stabling and fodder for the traveler's horses and fresh horses for mail coaches. Famous London examples of inns include the George and the Tabard. A typical layout of an inn featured an inner court with bedrooms on the two sides, with the kitchen and parlour at the front and the stables at the back.

For a period of about 200 years from the mid-17th century, coaching inns served as a place for lodging for coach travelers (in other words, a roadhouse). Coaching inns stabled teams of horses for stagecoaches and mail coaches and replaced tired teams with fresh teams. Traditionally they were seven miles apart, but this depended very much on the terrain.

Some English towns had as many as ten such inns and rivalry between them became intense, not only for the income from the stagecoach operators but for the revenue from the food and drink supplied to the wealthy passengers. By the end of the century, coaching inns were being run more professionally, with a regular timetable being followed and fixed menus for food.

Inns began to cater to richer clients in the mid-18th century, and consequently grew in grandeur and in the level of service provided. Sudhir Andrews traces "the birth of an organised hotel industry" to Europe's chalets and small hotels which catered primarily to aristocrats. One of the first hotels in a modern sense, the Royal Clarence, opened in Exeter in 1768, although the idea only really caught on in the early-19th century. In 1812 Mivart's Hotel opened its doors in London, later changing its name to Claridge's.

Hotels proliferated throughout Western Europe and North America in the 19th century. Luxury hotels, including the 1829 Tremont House in Boston, the 1836 Astor House in New York City, the 1889 Savoy Hotel in London, and the Ritz chain of hotels in London and Paris in the late 1890s, catered to an ever more-wealthy clientele.

Title II of the Civil Rights Act of 1964 is part of a United States law that prohibits discrimination on the basis of race, religion, or national origin in places of public accommodation. Hotels are included as types of public accommodation in the Act. The primary purpose of hotels is to provide travelers with shelter, food, refreshment, and similar services and goods, offering on a commercial basis things that are customarily furnished within households but unavailable to people on a journey away from home.

One of the first hotels in a modern sense was opened in Exeter in 1768. Hotels proliferated throughout Western Europe and North America in the early 19th century, and luxury hotels began to spring up in the later part of the 19th century. Hotel operations vary in size, function, complexity, and cost.

*The history of the hotel industry is a long one.* Dating back to ancient times, hotels have played a key role in the growth of the tourism industry. Before looking into the history of the hotel industry, it is important to recognise what a hotel is. A hotel is defined as an establishment providing accommodation, meals, and other services for travellers and tourists. A hotel is somewhere where one can sleep away

from their home. This could be for a holiday or for business purposes, or for convenience when travelling for any other reason such as a hospital appointment in a different area. They are short-term lets ranging from one night to a few weeks. Hotels take all shapes and sizes and there are a variety of different types of hotels found throughout the world. In fact, the nature of hotels has changed and evolved throughout the years- the history of hotels is a long and interesting one! Hotels go back to ancient times. Not in the way we know them, but right back to the early days of civilization. In those days there were places where you could exchange money or goods for a roof over your head for the night. This was especially important at this time because journeys were taken by foot (or horse and cart, later), so getting places took much longer than it does now. While this matches the concept of a hotel as we know it, it was often just a room in somebody's home. Often it was actually an outhouse! At this point, hotels were somewhere to stay out of necessity as part of a journey – rather than somewhere to make a journey to.

However, savvy ancient business men realised that this was something they could expand on. In the Ancient Roman times, society began to see more of what we would equate to today's hotels. Hospitia, derived from the word hospitality, was used to describe rooms rented in private homes, as explained above. Over time these were commercialised. The hospitia started to offer food and drink as well as somewhere to sleep, and became somewhere that people would travel to for relaxation and holiday purposes – the upper classes, that is!

*The history of hotels is a slow one.* During the middle ages inns and staging posts were established as rest spots for travelers, while abbeys and cloisters also offered places for tired travelers to spend the night. Inns cropped up around Europe and the rest of the world, but travelling during this time wasn't particularly safe and/or common. Pilgrims, couriers and government workers were most likely to use these services. The hotel industry as we know it started around the fifteenth century. In France and England, laws were introduced that meant inn keepers and hotel owners must keep a guest register. Around 600 inns were registered in England at this time. These were precursors to the modern hotel, and very similar to what was offered in Ancient Rome and Ancient Greece. There were just more laws in place now!

These inns provided food and somewhere to sleep as well as stabling and fodder for any horses within the travelling party. Typically, an inn would consist of an inner court with bedrooms on either side, kitchen and parlour at the front, and stables at the back. Coaching inns were vital before the introduction of rail travel. In England, these were about 7 miles apart and there were up to 10 in any one town. There was plenty of rivalry between inn owners!

They allowed horses to be switched out so the journey went as smoothly as possible. Still, at this point, few people were travelling for 'leisure' purposes except for the very wealthy. It was mostly the mail coaches and business trips.

In order to adapt and try to become the inn of choice in any one town, inn owners started running their lodgings in a more professional manner. This meant

proper timetables and fixed food menus. This is where we start to see likenesses to the modern hotel industry!

The history of hotels has not changed massively since the 18th century. During the middle of the 1700s, hotels simply grew and provided more. As wealthy people were beginning to explore further afield and travel became more of a leisure activity than it ever had been (e.g. the upper classes of ancient Greco-Roman culture), hotels had to become grander and give their guests something else. One of the first modern hotels to open was in Exeter in 1768. This was followed by the City Hotel in NYC. However, it wasn't until the early 1800s that people took the idea on board and hotels started to pop up throughout Europe and North America. Mivart's Hotel opened in London in 1812 (later becoming Claridges), while Tremont House in Boston, USA opened a few years later in 1829. Tremont House holds the record for many industry firsts. It was the first hotel to have indoor plumbing with toilets and baths, as well as free soap (a tourist favourite) and a proper reception desk area which did more than just take payment. As time went on, more and more hotels opened. Thanks to the industrial revolution, there was regular but structured work so people had more income as well as time off. Travel started to be more accessible and more appealing.

With the invention of trains and cars as well as reduced working hours and other benefits, travel was no longer something only the wealthy could do! Demand led to a turning point in the history of hotels as they increased in popularity hugely. By the 1900s, there were many hotels around the globe. As the physical aspect of travelling got easier and became more commonplace, the hotel industry boomed.

The second half of the 20th century saw a massive boom in the economy, too. This meant that the population grew, demographics completely changes and many places became more urban. As the desire to travel increased, so did the different types of hotels.

The boom in hotels was a prominent part of the history of tourism. With travel becoming a more popular activity, there had to be plenty of variety. This is why we now see beach resorts and motels, golf resorts and budget hostels around the globe. The diversity within business meant that different target audiences were catered to! It is also meant prices could vary depending on what particular hotels were offering. Hotel categorization brought a whole new level to the industry. And of course, international travel opening up meant that hotels and resorts around the globe had a whole new clientele to cater to: foreign tourists. People were no longer just travelling domestically. They were now visiting other countries to explore, staying for longer time periods and expecting more out of their trip. Like with everything, the history of hotels was impacted by the internet. The travel industry responded quickly to the rise of the internet, and continues to do so. Internet access means people have more choice. It means it is easier to book things like hotels (as well as flights, transfers and car hire) without having to leave your house. You can compare the prices of hotels, reserve without payment and cancel for free. The

digital age has meant the travel industry has needed to adapt. However, it has also presented new opportunities for hoteliers and other industry professionals. With thousands of options at their fingertips on sites like booking.com, avid travellers are able to read reviews and see real-time price updates for hotels in their own area or in far-flung corners of the globe. Tamara Lohan from Mr & Mrs Smith, a boutique hotels website, told the Guardian: “We pivoted from a hotel guidebook to become an online travel agent just as the internet started to become a place people could finally trust with their credit cards. In the whole of that first month online we did 10 bookings – now we do 300 a day.” While she says the business changed its model due to internet and allows online bookings, it still runs 24/7 customer service support via phones “for people who want that human element”. BCE was found. This bordello is considered to be the first proven hospitality establishment that also charged for lodging.

\*The first real guesthouses can be traced back to the early eighth century in Japan. The Nishiyama Onsen and Hoshi Ryokan are the first hotels in human history: 47 generations later, the latter establishment is still owned by the original family.

\*It took another millennium for the first establishment to call itself a hotel. The Grand Hotel opened its doors in London on 25th January 1774.

Today, just 250 years later, there are countless (according to estimates, over 500,000) hotels and gastronomical establishments around the world.

\*According to the Guinness Book of Records, the biggest hotel in the world with 7351 rooms is the First World Hotel in Pahang, Malaysia.

\*The Ritz-Carlton in Hong Kong has the distinction of being the highest hotel in the world. The hotel is located on the 102nd to the 118th floor of the International Commerce Center and lies at an altitude of 484 meters.

\*The record holder for the all time most expensive hotel to be sold is the Waldorf Astoria New York in Manhattan. It was sold to the Chinese Anbang Insurance Group for 1,95 billion US dollars in 2014.

**Conclusion.** Tourism is witnessing huge global growth every year and it is forecast to grow far into the future. It is definitely an industry of the future. Growth means that more and more skilled workers are needed all over the world. By studying tourism you give yourself the skills and knowledge to be a part of this growth. The hotel industry is solely concerned with the provision of guest accommodation and related services. By contrast, the hospitality industry is concerned with leisure in a more general sense. As a result, it covers accommodation, restaurants, bars, cafés, night-life and a number of travel and tourism services. Whether it's by providing information, advice or helping guests feel comfortable and confident, the role of your customer service department is to provide a positive experience to your guests. In doing so, they will be able to associate excellent customer service with your property and become loyal clients.

The most important economic feature of activities related to the tourism sector is that they contribute to three high-priority goals of developing countries: the generation of income, employment, and foreign-exchange earnings.

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