

Ergonomics in practice

– Hotel reception –

The design of a hotel reception often focusses primarily on catering the guests needs. For example, a comfortable height and good contact with the staff are important. The example shows a reception that takes this into account and at the same time is ergonomically designed for the employees.

Ergonomic hotel reception

– Guest side

A reception with different heights – here 75 and 120 cm – offers many advantages: Guests can see whether the reception is occupied without employees feeling that they are being watched too closely.

Employees work partly standing, e. g. when greeting guests, and partly sitting, e. g. when entering data on the PC.

The base of the reception should be 740 ± 20 mm high. In the example, it is 75 cm high and 85 cm deep. On top of this are 45 cm high attachments, so that the upper height is 1.20 m. The attachments can be staggered so that there is a support surface on the guest side. The side border can be extended to provide privacy.

The low area – here in the middle – is convenient for employees and guests in wheelchairs (Fig. 1). In the example, this area is 1.2 metres wide. Short statured employees, for whom the upper height of the reception is at shoulder height, can stand at this low area to greet the guests.

The depth of 85 cm allows an appropriate distance between guest and staff, where the conversation with

the guest can take place without the staff leaning forward or being forced to stand.

In the example, an oval plate (120 cm \times 60 cm) placed at an angle serves as an anchor point for arriving guests and is useful when handing over documents or keys (picture 2).



Figure 1



Figure 2

If there is sufficient space on the guest side, it is advisable to have a distance line in front of the reception.

Ergonomic hotel reception

– staff side

On the staff side, the base of the reception desk should be accessible from below. Roller containers should be available for employees to place as needed.

The top units on the counter are 40 cm deep and open towards the staff side, so that there is sufficient space for keyboard, monitor, mouse, telephone, standing files, folders, etc. The clear height in the top unit must be sufficient for the height of the monitor (Fig. 3).

A standing aid should be provided at the standing workstation. The sub-structure of the work surface should leave a free space of about 25 cm at knee height and about 45 cm on the floor (measured from the edge of the work surface).

The printer should be accessible in close range and should be operated at a height of 80 to 110 cm.

For concentrated and longer work at the PC, an office should be available behind the reception.



Figure 3

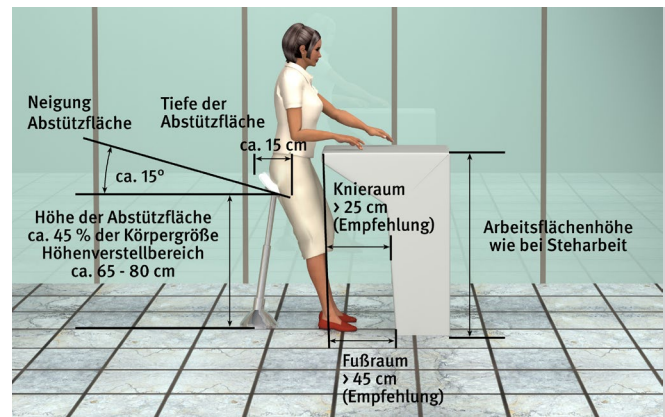


Figure 4

Office chairs (DIN EN 1335) are available for seated work. Footrests (DIN 4556) may be required. Depending on the floor, the castors of the chairs must be suitable for carpet or tiles. There should be at least 1 metre of space from the edge of the work surface for the chair to roll back.

Standing workstation

A place can also be set up designated for computer work while standing. The work surface height should be in the range of 1050 ± 20 mm. In the case of a height-adjustable work surface, a height range of 950 to 1250 mm should be covered.

A standing aid absorbs up to 60 % of the body weight, so that the circulation, joints, ligaments and tendons are less stressed (Fig. 4).

Workplace mats can be provided for hard and cold floors, as they relieve the joints and have a heat-insulating effect. For information on the selection of workplace mats, please refer to „Ergonomics in practice Workplace Mats“.

If glare is caused by direct light, e. g. if there is a window opposite the screens, alternative options for shading must be provided.

Visual contact is possible through a partially frosted glass door, for example.



- **DGUV Info 215-410** Bildschirm- und Büroarbeitsplätze – Leitfaden für die Gestaltung
- **DIN EN 1335** Office furniture – Office work chair
- **DIN 4556** Office furniture – Footrests for working position – Requirements and test methods
- **Ergonomics in practice** – Workplace mats