

## IMPROVING STANDARDS IN TURISM OF THE REPUBLIC OF KOSOVO AND IMPROVING THE QUALITY OF TURIST OFFER

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### SUMMARY

*Standards are important tourist to increase the quality of services so requests be available to the tourist offer. In this way the tourist market will become more attractive. Establish quality standards means raising the quality of service in tourist activity. Its purpose is to raise the value of tourism consumption in the country, with dogs that are available tourism potential, only remains of functional and used by what is required. And this should be done according to standards and in this way will it comes to tourism development and economic growth.*

**Keywords:** standards, tourism, quality, R. Kosovo.

### 1. INTRODUCTION

Tourism as economic activity has its role and function of economic development of various countries and regions. Countries with tourism potential are basic elements for the development of tourism activities. There are several platforms about the standards we have scope which are not suitable for standardization and standards in tourism. Countries with tourist potential have different standards on the development and progress in meeting the standard tourist. There are several platforms in this area that they lack and are not harmonized in all countries. Different countries have their own specifications, which are linked with the tourist offer in this context bone very hard to have harmonized standards. And improving their standards in the field of tourism in the Republic of Kosovo is important for the country. This relates to the tourist who is also a prerequisite for the realization of tourist consumption. Standard definition of tourism is unified rather difficult task, as different countries.

### 2. STANDARDS IN KOSOVO HOTELS

Standards and their use in hotels of the Republic of Kosovo can not be represented as isolated from other countries in the region. Their development and their application are important basis for development of tourism. Tourist offer today requires standards developed in accordance with the applicant's bid. In different countries are not harmonized and unified. More in this area acted upon country-specific. Each country keeps its obligations in order that standards be met in favor of providing the best possible conditions for tourists. In countries

that have developed tourism standards in the field of hospitality has been paid proper attention. In our country we still have no real standard for hotel development. Even earlier they did not coincide with the tourist mirfillt bid. The process of classification and grading of tourist facilities is in the stage of implementation. Visitors today very well known standards and the country which wants to visit.

We place all our accommodation facilities will be classified and categorized according to the legislation of the country resort "Law on tourism and tourist services." Classification and categorization are mandatory in order that the subjects of accommodation units are obliged to classify and categorize. It is aimed at raising standards and providing the best possible conditions for tourists.

### **3. CRITERIA AND STANDARDS FOR CLASSIFICATION AND CATEGORIZATION**

In the Republic of Kosovo there has been never authentic hotel classification. Now the process of classification and categorization provided is based on the criteria and standards. Which evaluated the star classification? Their division is into five categories:

- Hotels, from "stars" five stars"
- Apartment-Hotel, by "a stars" to five stars"
- Motels, from "a stars" to "three stars"
- Hostels / pensions, from "a stars "to "three stars"
- Tourist villages, categorized in:
  - The Villas, by "a stars "to "four stars"
  - Bungalow, from "a star "to "three stars"
- Camps, from "a stars "to "three stars"

#### **3.1. Hotels with an one stars \***

Capacity to establish minimum 6 rooms

Equipped with reception counter, safe and price list

Chambers, their surface should be:

- For a person 10 m<sup>2</sup>
- 12 m<sup>2</sup> for two persons (couple bed)
- 14m<sup>2</sup> for two persons (single beds)
- Room temperature and internal environments from 18 to 20 OC.
- Phone and fax available to guests.
- The space allocated for the needs of administration, such as office managers and other technical staff.
- Elevator for hotels higher than 4 floors.
- Reception hall with an area of 16 - 25m<sup>2</sup>, must be equipped with necessary joinery depending on the size and capacity of the hotel.
- TV in the lobby or common areas.
- Provide first aid.
- Fire protection system.
- Providing 24 hours of the facility.

#### **3.2. Two star hotels\*\***

Two-star hotels have to meet all the criteria of hotels with a star plus:

- The surface of the hall 30m<sup>2</sup>
- Bar and restaurant separated from the lobby.
- TV in the room.
- Parking for vehicles for min 20% of capacity.

- Room for storing luggage.
- Heating system.

### **3.3. Hotels with three stars \*\*\***

Three-star hotels must meet all criteria plus two-star hotels:

The surface of the hall 50 to 80 m<sup>2</sup>

The surfaces of the rooms.

- For a person 12 m<sup>2</sup>
- For two people (double bed) 14m<sup>2</sup>
- For two persons (beds) 16 m<sup>2</sup>
- For three persons (bed) 16 m<sup>2</sup>

- The apartments may pose a maximum of 20% of total rooms.

- Minibars.

Phone in all rooms.

Overview minimum size 180x60cm.

Air conditioning system in all environments.

Restaurant menu.

The floor of the room with: Granite, marble, flooring, laminate, etc.

The floor of the room covered: wool carpet, synthetic carpet, etc..

Desk in the room.

Measures against fire.

Automatic alarm system resistant to heat and smoke.

- Fire stairs
- Hallmarks of running crossing
- Fire extinguishing equipment

Elevator with an alarm system and ventilation.

Provide first aid.

Device for cleaning shoe.

Reception hall for meetings and conferences.

Washing and ironing services.

Storehouse for goods and equipment.

Warehouse for baggage.

The information in the room for the services provided.

Transfer of baggage service.

Morning service at will.

Booking services and payments so computerized.

Parking for vehicles for min 30% of capacity.

Bathrooms and toilet in all rooms.; Minimum area 3.5 m<sup>2</sup>.

The bathrooms should be equipped with a bathtub, sink, mirror soap dish, towel verse, verse hangers, toilet paper holder, waste basket, soap, shampoo, hair dryer, washing hat, small towel (50-70 cm Towel large (120 - 170cm).

The system of natural or artificial ventilation.

### **3.4. Four-star hotels \*\*\*\***

Four-star hotels must meet all criteria plus three-star hotels:

The main entrance gate or rotary double.

Reception hall with minimum area 120 m<sup>2</sup> and more angles to rest and equipped with necessary joinery.

The surfaces of the rooms

- For a person 14 m<sup>2</sup>
- For two people (double bed) 16m<sup>2</sup>
- For two persons (bed) 18 m<sup>2</sup>

- Apartments may constitute more than 20% of total rooms.

- Minimum area 40 m<sup>2</sup>
- No more than three beds
- Not less than two divisions

Minimum two couches in the room or hallway.

TV cable system / satellite.

Restaurant that offers high level services.

Snacks -bar, aperitif-bar, terrace, specializing restored, grass, etc. service.

Washing laundry, cleaning and ironing.

Flooring with high quality materials.

Facilities for entertainment and sports games.

Pool and for hotels in urban locations as a substitute should have room congress halls high level.

24 hour service.

Free bag for clean clothes.

Pens needle and sewing.

Minimum a souvenir shop.

Conference room seats 50 with a minimum area 1.5 m<sup>2</sup> per person

Tourist information

Bathrooms and toilet in all rooms

- Minimum area 4m<sup>2</sup>

The bathrooms should be equipped with a bathtub, sink, mirror, soap dish, towel rack, towel hangers, toilet paper holder, waste basket, soap, shampoo, hair dryer, bathing cap, towel for hands, body and legs.

The system of natural or artificial ventilation.

- Business premises: fax, telephone, internet, printer, Xerox etc..

### **3.5. Hotels with five stars \*\*\*\*\***

Five-star hotels belonging to superior categories and must meet the criteria and norms of a high level.

Important criteria to be met by these hotels are: location, dimensions, comfort, architecture and decoration, the quality of services at a very high level.

Five-star hotels must meet all criteria plus four-star hotels:

- Reception Hall 160 m<sup>2</sup> minimum

- Rooms:

- For a person 16 m<sup>2</sup>
- For two people (double bed) 18m<sup>2</sup>
- For two persons (bed) 20 m<sup>2</sup>

- Rooms for non-smoker

- Apartments may constitute more than 20% of the total number of rooms.

- Minimum area 60 m<sup>2</sup>
- Not less than three sections

- 100% of rooms with acoustic insulation

Comfort in accordance with contemporary standards and high quality.

Minimum three halls for, press conferences, meeting etc..

Hall for congresses, conferences with at least 100 countries and acoustic insulation and equipped with all necessary equipment and apparatus for amplifiers and translation.  
 Safe in the room for storing items of value.  
 Telephone with urban cross.  
 Equipment for ironing wait.  
 Phosphor card "do not disturb" hanging on the door from outside.  
 Button to call in the bathroom if needed.  
 TV with cable system / satellite.  
 Parking in the garage to open and close with sufficient capacity.  
 Pool open / covered with cabin filtration system, and personnel gear guardian  
 Nightclub or disco, special games of chance.  
 Medical services 24 hours.  
 Gymnastic and fitness with tools aerobic, sauna, massage room.  
 Not less than two quality restaurants in relations with accommodation capacity, the menu and offer local specialties and Confectionery hall.  
 Special lift for handicap.  
 Special elevator personnel.  
 Toilets for the disabled.  
 Laundry, sewing, space and dry cleaning.  
 In every room, hotel information and notes for notes.  
 Shopping stores: for valuable items, souvenirs, gifts, perfume, paper, flowers, etc..  
 Rents service vehicles – car  
 24 hour service  
 Inventory petite (forks, spoons, knives, plates, cups, table coverings should be of a very high quality and emblem of the hotel).  
 Services such as reservations, account, payments etc should be computerized. All hotels in the Republic of Kosovo the facilities are classified and categorized according to country-specific standards and taking into account the many countries of the region.

#### **4. CONCLUSION**

Information exchange and dissemination is the most important pillar of the tourism industry. Republic of Kosovo is in the stage of implementation of processes to improve tourism standards. With the dog that no unique standard for the classification and grading, thus this country has taken the best ways to tourist standards. All the yen will feature tourist offer. The present paper presents part of hotel. While the other accommodation units valued according to the criteria and standards appropriate for the country. Just how important are standards and improve their tourism with the best shows tourist offer which is interconnected with these standards.

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