



Article Title

Theory of Lodging [Summary]

Citation

Roberts, C., Young, L., & Johanson, M. (2019). Theory of Lodging. *Journal of Hospitality & Tourism Research*, 43(8), 1135–1152. <https://doi.org/10.1177/1096348019879488>

Abstract

For the initial development of the theory of lodging, the focus was on guest behavior in a hotel room. The theory is expanded to encompass the guest behavior in the entire hotel facility, including entrance into the lobby, private usage of the room, and time spent in such areas as the restaurant, lounge, gift shop, gym, spa, function rooms, and so on. The theory began with the observed differences in human behavior while at home versus during an overnight stay at a commercial lodging establishment. Further consideration is given to the guest behavior inside the public spaces of a hotel, which is beyond the privacy of the guest room but still within the protective boundary of the hotel building itself, and which is all a part of the lodging experience.

Keywords lodging, human behavior, safety and security, comforts of home, entitlement

Summary:

The theory of lodging is centered on the concept of refuge and refresh. The guest seeks a lodging facility for the night so that he or she can take safe shelter while sleeping and then have a bathroom in which to refresh oneself for the coming new day. Beyond sleep, the refreshment of self often includes steps to wash (a bath or shower) and the donning of clean clothes. It is the behavior of the guest within that safe and hygienic space that is used to further develop the theory. The guest sense of entitlement and the diminished sense of responsibility seem to explain some of the more careless behaviors that ensue (as described above). These concepts of

refuge and refresh along with entitlement are added to the model to create the theory of lodging.

The theory can be explained as follows. A need for nightly refuge and refreshment leads to the purchasing of lodging. With that purchase, the lodger receives rights and responsibilities. Within those are the right to a safe and secure place to sleep, along with a hygienic space to rest, eat, and clean oneself. The responsibilities include not destroying or removing the property of the lodging facility during the rented time of use. Imbued within those rights are a sense of entitlement to recreate the daily comforts of life and to do so with little regard to the maintenance of the facility. After all, one has paid for the room. It is unlikely that anyone knows the guest or would likely remember them later. What happens in that private, rented space is the choice of the lodger. The rest is the responsibility of the lodging facility.

"This article summary is distributed under a [Creative Commons Attribution 4.0 license](#) (CC BY).