Working Together: Hotel Departments Guided Notes (Key)

Fill in the blanks with the correct words.

The main purpose of a lodging property is to sell sleeping rooms. Each lodging business is unique; however, to accomplish the main purpose, each property has to perform the same functions.

Ten Departments in Lodging Business

1. Management
   - Oversee all functions of the business.
   - Making decisions.
   - Make sure the business is operating profitably and meeting customer needs.
   - Setting measurable goals and achieving them.

2. Front Office
   - Telecommunications
   - Reservations
   - Uniformed services – assist with luggage, parking, opening doors, and transportation
   - Checking guests in and out
   - Concierge services - helping guests while they are on the property.

3. Housekeeping
   - Follow guidelines or quality controls to prepare rooms for guests
   - Laundry and repair linens
   - Make sure building, furniture, floors, and all public areas are clean.

4. Marketing and Sales
   - Learn what customers want and need.
   - Develop products that meet the needs and wants.
   - Promote the products and services.
   - Sell the lodging property (rooms) and its services.
5. **Human Resources**
   - Manage all employee issues including:
     - **Compensation** also called pay
     - **Benefits**
     - Recruiting - Hiring
     - **Termination** - Firing
     - Training

6. **Security**
   - Prevent harm to business:
     - Property
     - **Employees**
     - Guests
     - Guests’ property

7. **Safety and Emergency Procedures**
   - Make sure the workplace is **safe** and meets all government safety **requirements**.
   - Make sure that plans are in place in case of **emergency**.

8. **Engineering**
   - Make sure that all the equipment, **plumbing**, **electricity**, and building facilities are working properly.
   - Maintenance of building and equipment.
   - **Grounds keeping** including landscape, pools, and spas.

9. **Accounting**
   - Keep **track** of all the **money** that flows into and out of the business.
   - Assist management with **cost** control.
   - Prepare and analyze **financial** statements.

10. **Purchasing and Receiving**
    - Buy the right **quality** and **quantity** of supplies at the best price.
    - Make sure supplies **arrive** when needed.
    - Establish good relationships with reliable suppliers.
    - Inventory.
Food Services
- Depending on the level of service, many lodging properties have some type of food services available to guests.
- Banquets and catering important for full-service hotels.
- Some Bed & Breakfast places are known for home cooked meals.
- Colleges and senior housing have dining areas.
- Some hotels have room rates that include meals.
  - A room rate that includes meals is called a meal plan.
    - Examples are:
      - Dormitories
      - Club-Med
  - There are 4 types of meal plans:
    - Full American Plan – 3X per day
    - Modified American Plan – 2X per day
    - Continental Plan – continental breakfast
    - European Plan – No meals