Working Together
Hotel Departments
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Learning Objectives

- Identify the 10 functions in the lodging business
- Explain the role and responsibilities of each function within lodging business
- Describe the role of foodservices in many lodging properties
- Develop job-specific technical vocabulary
Departments in Hotels

Management
Front Office
Human Resources
Marketing and Sales
Accounting
Security
Housekeeping
Safety and Emergency Procedures
Engineering
Purchasing and Receiving
Management

- Oversee all functions of the business
- Make decisions
- Make sure the business is operating profitably and meeting customer needs
- Set measurable goals and achieves them
Front Office

- Handle all activities involved with:
  - telecommunications
  - making reservations
  - uniformed services – assist with luggage, parking, opening doors, transportation
  - checking guests in and out
  - concierge services - helping guests while they are on the property
Manage all employee issues including:

- Compensation - Pay
- Benefits
- Recruiting - Hiring
- Termination - Firing
- Training
Marketing and Sales

- Learn what customers want and need
- Develop the products that meet the needs and wants
- Promote the products and services
- Sell the lodging property and its services
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
Security

- Prevent harm to business:
  - Property
  - Employees
  - Guests
  - Guests’ property
Housekeeping

- Follow guidelines or quality controls to prepare rooms for guests
- Launder and repair linens
- Make sure building, furniture, floors, and all public areas are clean
Safety and Emergency

- Make sure the workplace is safe and meets all government safety requirements
- Make sure that plans are in place in case of emergency
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
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
Foodservice

- Level of service of property usually determines level of food service available
- Banquets and catering are important for full-service hotels
- Some Bed and Breakfasts are known for home cooked meals
- Colleges and senior housing have dining areas
Foodservice

- Some hotels have room rates that include meals
- A room rate that includes meals is called a meal plan
  - 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
References and Resources

Textbook:

Website:
- O*NET OnLine has detailed descriptions of the world of work for use by job seekers, workforce development and HR professionals, students, researchers, and more!
  http://www.onetonline.org/

YouTube(tm):
- How to Make a Six Panel Overlap
  Students can use this manipulative as a sequential description of a topic or to show connection between a central idea, concept or process.
  http://youtu.be/UILX5mMhXyA