

## 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