

Working Together: Hotel Departments Guided Notes

Fill in the blanks with the correct words.

The main purpose of a lodging property is to _____. Each lodging business is _____, however, to accomplish the main purpose, each property has to perform the same _____.

Ten Departments in Lodging Business

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

2. _____
 - Telecommunications
 - Reservations
 - _____ services – assist with _____, parking, opening doors, and transportation
 - Checking guests _____ and _____
 - _____ services - helping guests while they are on the property.

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

4. _____
 - Learn what customers want and need.
 - Develop _____ that meet the needs and wants.
 - _____ the products and services.
 - Sell the lodging _____ (rooms) and its services.

5. _____

- Manage all employee issues including:
 - _____ also called pay
 - _____
 - Recruiting - Hiring
 - _____ - Firing
 - Training

6. _____

- Prevent harm to business:
 - Property
 - _____
 - Guests
 - _____

7. _____

- Make sure the workplace is _____ and meets all government safety _____.
- Make sure that plans are in place in case of _____.

8. _____

- Make sure that all the equipment, _____, _____, and building facilities are working properly.
- Maintenance of building and equipment.
- _____ including landscape, pools, and spas.

9. _____

- Keep _____ of all the _____ that flows into and out of the business.
- Assist management with _____ control.
- Prepare and analyze _____ statements.

10. _____

- Buy the right _____ and _____ of supplies at the best price.
- Make sure supplies _____ when needed.
- Establish good relationships with reliable suppliers.
- Inventory.

Food Services

- Depending on the level of service, many lodging properties have some type of _____ available to guests
- Banquets and catering important for full-service hotels.
- Some Bed & Breakfast places are known for _____ 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 _____.
 - Examples are:
 - Dormitories
 - Club-Med
 - There are 4 types of meal plans:
 - _____ American Plan – 3X per day
 - _____ American Plan – 2X per day
 - _____ Plan – continental breakfast
 - _____ Plan – No meals