

Chapter 10

Hotel and Lodging Operations

<http://www.youtube.com/watch?v=Z4KXF7NWFRE>

LODGING OPERATIONS

- Whether 100 rooms or over 5,000 rooms, functions remain essentially the same
- Size does affect how responsibilities are separated however (and staffing)
- Hotels are generally divided into three major functional areas



HOTEL OPERATIONS



- ▣ Rooms Division
 - ▣ Includes Front Desk, Reservations, Uniform Services (Security, etc.), and Housekeeping
- ▣ Food and Beverage department
 - ▣ Includes Restaurants, Bars, Banquets and Room Service
- ▣ Staff and support departments
 - ▣ Includes Accounting, Engineering, Marketing, Human Resources, and Contracted areas