

# Rooms' Division

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LIA 1

# Rooms Division

- Rooms, the core product of a hotel, are managed by the Rooms' Division Department.
- Rooms' division has two major departments:
  - front office;
  - housekeeping.

# Rooms Division

- A typical structure of the rooms' division has sub-units:
  - Front Office
  - Housekeeping
  - Reservations
  - Telephone
  - Uniformed Service / Concierge

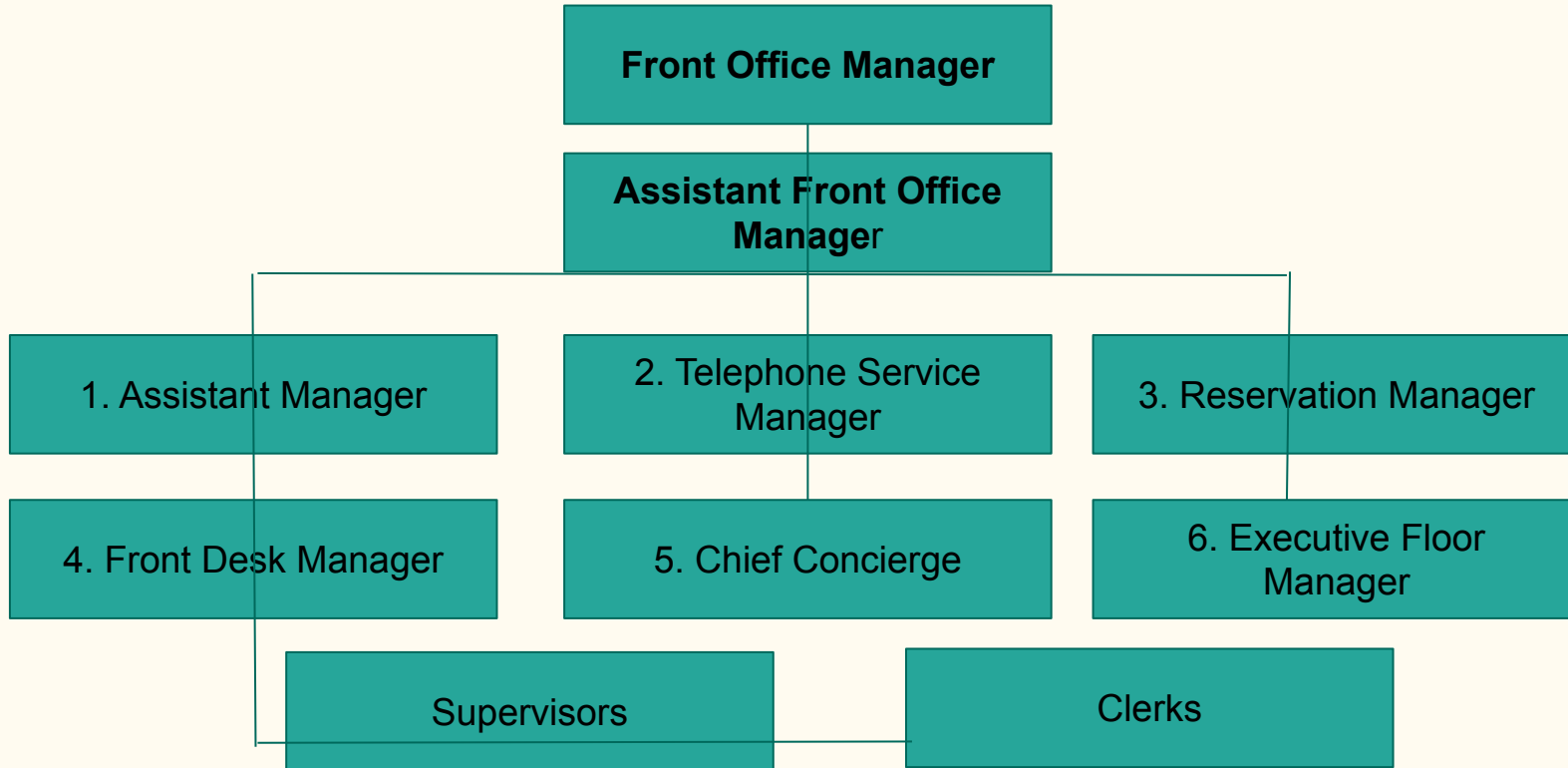
# Front Office Dep.

- Front Office Operations
  - The front office is the nerve center / hub of a hotel.
  - It makes the first and last guest's impression,
  - It is the place the guests approach for information & service during the stay

# Front Office Dep.

- Main functions
  - Selling rooms;
  - Maintaining balanced guest's accounts;
  - Providing services & information to guests.

# Organization of Front Office Dep.



# Duties of Key Positions

- Front Office Manager (FOM):
  - Monitoring reservation status;
  - Looking over market mix & preparing occupancy forecasts;
  - Determining rate structures & supervising implementation of rate policies;
  - Reviewing previous night occupancy and average room rate;
  - Making staff adjustments needed for arrivals & departures;
  - Reviewing VIP list, checking VIP rooms, meeting VIP & entertaining them.

# Duties of Key Positions

- Assistant manager
  - Welcoming VIP upon check-in;
  - Conducting guest relation role;
  - Handling efficiently all guests' enquiries & complaints;
  - Ensuring smooth functioning of all hotel departments.



# Duties of Key Positions

- Telephone
  - Provide general info. on the hotel, local attractions over the phone;
  - Place guests' international calls, morning calls & wake-up calls;
  - Administer hotel paging system;
  - Administer in-room movie hotel system;
  - Be familiar w/ hotel VIP names;
  - Protect guest privacy & report suspicious person;
  - Communicate weather emergency to management, engineering, security & guests;
  - Perform as the communicative center in emergency events.

# Duties of Key Positions

- Reservations
  - Handle reservation requests & prepare reservation confirmation slips;
  - Requests guests to confirm or guarantee room reservations;
  - Keep detailed records of reservations & number of room reservation taken for each night;
  - Provide front desk w/ details of room reservation for the next day;
  - Prepare VIP list;
  - Update guest history records.

# Duties of Key Positions

- Front Desk (Reception Desk)
  - Overseeing the smooth running of the front desk;
  - Compiling duty roster (duty list);
  - Greeting VIP;
  - Assigning rooms to guests;
  - Dealing w/ group arrivals;
  - Handling w/ guest's requests: room change & complaints.

# Duties of Key Positions

- Concierge includes: chief concierge, airport rep., driver, parking attendant, door attendant, baggage porter, baggage supervisor.
  - Providing information/advice on hotel services, entertainment, attractions, sightseeing tours & local restaurants;
  - Confirming airline tickets;
  - Reserving tables at restaurants & tickets to shows;
  - Arranging/Hiring transportation service;
  - Handling guest's requests & inquiries: shopping request, directions to local bank etc.

# Duties of Key Positions

- The Executive Floor
  - Overseas floor smooth operation of the executive floors & business center.