



Duties and Responsibilities within Each Department

adapted from: <http://www.sfasu.edu/>

The Rooms Division

The **Rooms Division** consists of three major areas, *front office*, *housekeeping*, and *uniformed services*.

Of these, the front office is the revenue producer. The other areas are staff functions.

Front office

The main guest representative of the front office is the **Guest Service Agent (GSA)**.

This is the position that welcomes guests, registers them, assigns guest rooms and rates, checks them out, and answers all questions about the hotel and the surround community.

For many guests the front office is the hotel. The GSA fulfills many responsibilities. We list among them cashier, reservations, pbx (telephone), and night audit.

The **Night Audit** is a GSA that works the "C" or graveyard shift, 11:00 pm - 7:00 am.

The primary focus of this shift is to perform the audit but they are still a GSA.

A **cashier** is a GSA that is performing the function of checking guests out of the hotel. A reservations agent may be a very specialized position. However, at most hotels, the reservation function is handled by a GSA. Similarly, at the greatest hotel chains the pbx may be a specialized position but at most hotels the GSA handles this responsibility.

Housekeeping

The **Housekeeping** department is the largest in virtually all hotel properties. Whether the hotel does its own laundry or sends the laundry out to be done, the housekeeping department will be in charge of that function.

The bulk of the employees in housekeeping are room attendants. These are the people who clean the guest rooms and, usually, the public spaces of the hotel. The housemen are usually males who perform cleaning activities but who also perform manual labor that the housekeepers may have difficulty with.

The **inspectors** are supervisors who actually inspect the work of the room attendants. Many hotels have eliminated the inspector position, choosing instead to have random inspection performed by a manager.

Uniformed services

The **uniformed services** of a hotel consist of *bell-staff*, *doorpersons*, *valet*, and *concierge*.

At many properties many of these positions have been eliminated because of cost. However, at major properties you will still encounter member of the **bell-staff**. These people will take your baggage to your hotel room, introduce you to the many services of the property and generally be able to answer virtually any question you may have about the property or surrounding area.

Major properties may also have **doorpersons**. This staff will transfer your baggage from your vehicle to your room. They actually hold the door for you to enter the property.

Valet representatives park your vehicle. These employees are usually available in major downtown or resort properties where parking is scarce or remote to the property.

A **concierge** employee can be several things. This person is a facilitator or expeditor. Most hotels incorporate the concierge into the GSA.

Glossary

PBX: acronym for Private Branch Exchange, that is a private telephone system in a company or, as in our specific case, in a hotel.

The Food and Beverage Division

The **Food and Beverage Division (F&B)** may be the largest division in a hotel depending on the number of outlets that F&B operates. We start with the **restaurant**. Generally this is the facility that operates for breakfast, lunch, and dinner. There may be only one at the hotel. There may be several, depending on the size of the facility. A large hotel may have several restaurants and a specialty restaurant.

The **lounges and entertainment rooms** tend to focus on alcohol sales; however remember that each of the restaurants has alcoholic beverage service available, too.

Major hotel properties have a **room service** function that can be quite exceptional. It is generally quite expensive, also. The successful hotels that generate profits from room service provide a significant amount of service. Most hotels have let their "service" deteriorate. Most room service departments provide only room delivery.

A) Decide if these sentences are true (T) or false (F) 

T F

1. The room division is the main operational sector of the hotel		
2. The front office is in charge with the hotel income		
3. The Night Audit and the Concierge have the same role		
4. Doorpersons park the guests' car after unloading their luggage		
5. The Food & Beverage division is the hotel biggest one		

B) Match the definition... 

... to the correct word

1. Private branch exchange: a phone system for managing calls between different phone numbers in a particular business or office, and for calls to and from numbers outside the business	a. Audit
2. Examination or inspection	b. pbx
3. The income that a company receives regularly	c. laundry
4. The central part of a city	d. downtown
5. A business that washes clothes, sheets, etc. for customers	e. revenue

C) Choose the correct option looking at the text 
1. The expression *GRAVEYARD SHIFT* means:

- the period of work that begins late at night and finishes early in the morning
- the period of work that begins late in the afternoon and finishes early in the morning
- the period of work that begins late at night and finishes at Midday
- the period of work that begins late in the morning and finishes early in the evening

2. The expression *BULK OF EMPLOYEES* means:

- the smallest number of workers
- the largest number of workers
- the most industrious workers
- the well-known workers

3. The verb *TO HANDLE* means:

- to sell
- to refuse
- to manage
- to accept

D) Assign each person the proper hotel figure in the list (one is exceeding) 

a. *inspector* – b. *GSA* – c. *cashier* – d. *barman* – e. *room attendant*

- Brian works a lot, but he enjoys himself so much. He works in the lounge room of a famous hotel in London where he prepares tasteful drinks and cocktails. The Russian Mule is his masterpiece!
- Muriel is always very tired at night and she goes to bed very early, because she begins her job very early in the morning and before Midday she must have cleaned all the rooms of the hotel where she works at.
- Mark is an educated and skilled guy with great responsibilities because he is the image of the hotel he works at. He speaks four languages and it is an essential aspect of his job because he meets a lot of people every day. He welcomes them and helps them for any needs.
- Denise has a difficult job; her position is not always easy because she has to check others' job. The room attendants are often worried about her survey, but her monthly reports are essential to keep high quality level of the hotel she works for.