

Hotel Department Roles and Responsibilities Outline

1. Front Office

- Guest reservations and check-in/check-out
- Handling guest inquiries and complaints
- Room assignment and key management
- Maintaining guest accounts and billing

2. Housekeeping

- Cleaning guest rooms and public areas
- Laundry and linen management
- Room inspection and maintenance reporting
- Inventory of cleaning supplies

3. Food & Beverage

- Restaurant and bar services
- Banquet and event catering
- Room service operations
- Food safety and hygiene compliance

4. Engineering & Maintenance

- Facility maintenance and repairs
- Preventive maintenance schedules
- Energy management
- Emergency response and safety systems

5. Sales & Marketing

- Sales promotion and advertising
- Event and group bookings
- Market analysis and strategy
- Customer relationship management

6. Human Resources

- Recruitment and onboarding
- Employee training and development

- Payroll and benefits administration
- Performance management

7. Accounting & Finance

- Financial record keeping
 - Budgeting and forecasting
 - Auditing and compliance
 - Vendor payments and procurement
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Other Departments (as applicable)

- Spa and Recreation
- Security
- IT and Technical Support
- Concierge and Guest Services