

# 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