

Contents

Preface

v

Part I: Introduction to Hotel Operations

- 1. Introduction to the Hospitality Industry** 3
 - 1.1 Definition and Overview of the Hospitality Industry 3
 - 1.2 Relationship between Tourism and Hospitality Industry 4
 - 1.3 History and Origin of the Hospitality Industry 4
 - 1.4 Departments in a Hotel 5
- 2. Classification of Hotels** 7
 - 2.1 Criteria for Hotel Classification—star rating, size, type of target market, location, level 7
 - 2.2 Room's Product 11
 - 2.3 Types of Guest Rooms 12

Part II: Key Aspects of Hotel Operations

- 3. Front Office Organization** 15
 - 3.1 Sub-departments of Front Office 15
 - 3.2 Organizational Structure of Front Office 18
 - 3.3 Job Description of Front Office Team 18
 - 3.4 Qualities Required in a Front Office Personnel 21
- 4. Front Office Communication** 23
 - 4.1 Definition of Communication 23
 - 4.2 Importance of Communication 23
 - 4.3 Inter-departmental Communication 23
- 5. Guest Cycle and Room Reservation** 26
 - 5.1 The Guest Cycle 26
 - 5.2 Stages of a Guest Cycle 26
 - 5.3 What is a Reservation? 28
 - 5.4 Types of Reservations 29
 - 5.5 Sources of Reservation 30
 - 5.6 Processing of a Reservation 30
 - 5.7 Importance of Reservation 31
- 6. Room Rates and Meal Plans** 33
 - 6.1 Definition of Room Rate or Tariff 33
 - 6.2 Components of a Room Rate 33

6.3	Room Rate Designation	34
6.4	Types of Room Rates	35
6.5	Benefits of Multiple Room Rates	35
6.6	Different Meal Plans Offered by a Hotel	36
7.	Registration and Check-in	37
7.1	Pre-registration Process	37
7.2	Registration Process	38
7.3	Step for Registration Process	41
7.4	Check-in Process	42
8.	Guest Services	45
8.1	Importance of Guest Services	45
8.2	Key Attributes Required for Guest Services	45
8.3	Role of Guest Services	45
8.4	Handling Guest Complaints	46
8.5	Aspects of Complaints	46
9.	Check-out and Settlement	48
9.1	Departure Process	48
9.2	Mode of Settlement of Bills	50
9.3	Potential Checkout Issues with Solutions	54
10.	Front Office Accounting	59
10.1	Definition of Front Office Accounting	59
10.2	Front Office Accounting Cycle	59
10.3	Objectives of Front Office Accounting	60
11.	Night Audit	65
11.1	What is a Night Audit?	65
11.2	Need for Night Audit	65
11.3	Responsibilities of a Night Auditor	66
11.4	Night Audit Process	67
11.5	Night Audit Reports	67
12.	Safety and Security	69
12.1	Access Control System	69
12.2	Security Staff Training	69
12.3	Guest Room Safety	70
12.4	Public Area Safety	70
12.5	Background Check	70
12.6	Emergency Response Plan	70
12.6	Communication System	70
12.8	Collaboration with Local Law Enforcement Authorities	70
12.9	Emergencies Situations (accident, theft, fire threat, bomb threat)	71
12.10	Importance of guest safety	72

Part III: Applications Used and Key Performance Indicators

13. Computer Applications in the Front Office	75
13.1 Definition and uses of Property Management System (PMS)	75
13.2 PMS Applications in the Front Office and Other Departments	76
13.3 Structure of a Property Management System (PMS)	77
14. Evaluating Hotel Performance	78
14.1 Financial Performance	78
14.2 Guest Satisfaction Score	79
14.3 Comparison with the Competition	79
14.4 Measuring Success in Hospitality	80