

7 KEY OPERATIONAL AREAS OF HOTEL MANAGEMENT (7 КЛЮЧОВИХ СФЕР УПРАВЛІННЯ ГОТЕЛЯМИ)

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Злагоджена робота готелю не можлива без сімох основних ключових сфер.

A hotel wouldn't run smoothly without the right people and right resources in the right departments.

But most hotels have the following seven areas in common. These areas reflect the various job roles that will need to be filled to keep the organization running. Being aware of these departments can help you plan for future success.

Executives. These are the decision makers within the business. They may be department heads, managers, or directors. Depending on how your company runs and the size of it, executives may be responsible for some of the other areas discussed below, including accounting, marketing, and at times even front desk services.

Front Desk Services. Although no operational segment within a hotel organization is dispensable, it could be argued that very little would happen without the front office staff. These people are constantly in contact with guests, and may even be responsible for taking and handling bookings. Detail-oriented people are often required for this role, since they must meet the exact needs of the guests. Sometimes concierge may also be lumped in with this division of the business, but could be an entirely different department worth building.

Housekeeping. Keeping your guest rooms clean and tidy is an essential task. Your housekeeping team is typically responsible for every detail within a room, from the cleanliness of the sheets to keeping toiletries stocked.

Maintenance. Even the best quality utilities and electronics can break and malfunction. Tech can sometimes also be the responsibility of executives or front desk services, depending on what works best for the organization.

Additionally, in some cases, maintenance might be lumped in with housekeeping or another role. Again, it depends on the size of your business and the personnel available to you.