Name:_____ Date: _____

Hotel Divisions & Functions

Instructions: Read each job duty described below and assign it to the division responsible for accomplishing that task. Write the acronym in the spaces provided. (1 point each).

Acronym	Divisions
RD	Rooms Division
S	Security
SM	Sales and Marketing
HR	Human Resources
AC	Accounting
EM	Engineering and Maintenance
FB	Food and Beverage

Acronym	Description
	1. Cleans all occupied guestrooms each day
	2. Provides food service to hotel guests
	3. Processes employee payroll
	4. Maintains interior and exterior of hotel
	5. Creates a plan for marketing the property
	6. Implements emergency preparation programs
	7. Repairs broken or damaged equipment
	8. Handles hiring of new employees
	9. Provides valet services
	10. Patrols the property and monitors surveillance cameras
	11. Tracks daily, weekly and monthly operating costs
	12. Handles employee-related issues
	13. Checks guests in and out
	14. Assists with guest luggage
	15. Responsible for hiring and firing
	16. Provides bar and lounge services to guests
	17. Develops all advertising campaigns
	18. Caters guest receptions and special events
	19. Meets and greets guests as they arrive at the hotel
	20. Identify potential groups for the hotel

LIVEWORKSHEETS