Name:_____ Date: _____

Revenue Centers vs. Cost Centers

Revenue Centers – are departments that generates income for the hotel through the sale of services or products to guest.

Cost/Support Centers – does not directly generate income but acts as a support center to the departments producing revenue

Instructions: Read each job duty described below and assign it to the correct centers. Write the acronym in the spaces provided. (1 point each).

Acronym	Centers Name
CC	Cost Centers
RC	Revenue Centers

Acronym	Description
	1. Ashton cleans twelve occupied guestrooms each day.
	2. Alexis serves food and beverages to hotel guests in Bimini Restaurant
	3. Jacora is responsible for hiring new employees.
	4. Lanadia maintains the interior and exterior of Blue Mountain Resort.
	5. Tiana creates multiple plans for marketing and advertising the Sunny Isles Resort.
	6. Bob monitors the property's surveillance system.
	7. Michael manages the Sun Fun Resort fitness center.
	8. Sarah works at the concession cart near the Aqua Pool.
	9. Alexander parks guest & non-guest vehicles.
	10. Abby is the Director of Engineering.
	11. Michael tracks daily, weekly and monthly operating costs.
	12. Dwanye handles all employee-related issues.
	13. Melissa performed 200 guest check in and 500 guest check out last month.
	14. Mary designed a new employee initiative to help employees come to work on time.
	15. William sells meeting spaces to event planners and convention groups.
	16. John repaired the broken toilet seat in room 706.
	17. John the doorman greets all guests as they arrive and/or leave the hotel
	18. Dale patrols the property to ensure guest and employees are safe.

LIVEWORKSHEETS