HOTEL DEPARTMENT

Definition

A hotel is an establishment which purpose it is to host guests over-night. The property is fitted with multiple rooms each suited with beds, duvets, cushions, a bathroom and everything else required for lodging a guest. The amenities offered vary from property to property, but all is aimed to cater towards the needs and wants of the customer.

Please watch the video for the explanation in Hotel Department!



After you watch the video, you can click HERE for further explanation!

LIVEWORKSHEETS

EXERCISE

Match the departments below according to the appropriate definition!

FO Department	Welcome the guests and carry their luggage.
Housekeeping	Knowledge of terminology, and rules of the final goal kitchen, preparation and service of quality.
FnB Department	Responsible for repairing and maintaining the plant and machinery.
Kitchen and Food Production	Responsible for the acquisition and utilization.
Engineering and Maintenance	Service of food and drinks to guests.
Accounts and Credits	Responsible for the overall security of the hotel building.
Security Department	Responsible for procuring the inventories.
HR Department	Responsible for the cleanliness and maintenance.
Sales and Marketing	Maintains all the financial transactions.
Purchase Department	Responsible for the day-to-day support of all business systems.
IT Department	Increase the sales of the hotel's products.

LIVEWORKSHEETS