

# HOTEL DEPARTMENTS

FILL IN THE GAPS WITH WORDS FROM THE LIST

CHAMBERMAIDS - LAUNDRY - CAREERS - STAFF - SKILLS - BEVERAGE - RUNS  
PLUMBERS - BELLBOYS - HOUSEKEEPER - LUGGAGE - MANAGERS

A HOTEL IS A COMPLEX BUSINESS. IT INCLUDES PLACES FOR PEOPLE TO SLEEP, TO EAT, TO SHOP. THAT'S WHY THERE ARE A WIDE VARIETY OF DIFFERENT \_\_\_\_\_ IN THE HOTEL INDUSTRY. THE TOP PEOPLE IN THE HOTEL INDUSTRY ARE THE \_\_\_\_\_. THE PRINCIPAL FUNCTION OF MANAGEMENT IS TO COORDINATE ALL THE DIFFERENT ACTIVITIES THAT TAKE PLACE IN A HOTEL. ONE OF THE MOST IMPORTANT DIVISIONS OF THE HOTEL'S ADMINISTRATIVE \_\_\_\_\_ IS THE ACCOUNTING DEPARTMENT. ALL CHARGES THAT A GUEST INCURS MUST BE POSTED; IN ADDITION, THERE MAY ALSO BE CHARGES RESULTING FROM THE USE OF TELEPHONE, \_\_\_\_\_ SERVICE, THE RESTAURANT, AND SO ON. THE EXECUTIVE STAFF OF A HOTEL INCLUDES MANY PEOPLE WITH SPECIAL \_\_\_\_\_. THE PROMOTION STAFF, FOR EXAMPLE, MUST KNOW NOT ONLY THE HOTEL FIELD, BUT ALSO ADVERTISING, AND PUBLIC RELATION TECHNIQUES. THE HEAD HOUSEKEEPER RUNS A COMPLEX ORGANIZATION WITH MANY EMPLOYEES. THE CHEFS AND COOKS ARE IMPORTANT TO THE SUCCESS OF A HOTEL. SOMETIMES, THE FOOD AND \_\_\_\_\_ DEPARTMENT IN SOME HOTELS BRINGS IN MORE INCOME THAN ROOM RENTALS. MOST OF THE REMAINING WORKERS IN THE HOTEL WORLD CAN BE CLASSIFIED AS SKILLED, SEMI-SKILLED OR UNSKILLED. THE CARPENTERS, UPHOLSTERERS, THE \_\_\_\_\_, ELECTRICIANS AND GARDENERS ARE AMONG THE WORKERS CLASSIFIED AS SKILLED. EXAMPLES OF UNSKILLED WORKERS ARE THE HELPERS, DISHWASHERS, OR THE LABORERS. AT THE HEAD OF THE HOTEL THERE IS A GENERAL MANAGER. HE \_\_\_\_\_ THE HOTEL AND CONTROLS THE WHOLE WORK. THE ASSISTANT MANAGER IS RESPONSIBLE FOR ALL THE DEPARTMENTS. THE HEAD RECEPTIONIST CONTROLS THE WORK OF THE FRONT DESK. HE HAS SOME ASSISTANTS WHOSE DUTY IS TO BOOK ROOMS, TO CHECK IN, AND CHECK OUT THE GUESTS. THEY WORK WITH COMPUTERS AND HOTEL DOCUMENTS. THE HEAD \_\_\_\_\_ GIVES ORDERS TO THE \_\_\_\_\_, WHOSE JOB IS TO SEE THAT ALL ROOMS ARE CLEAN AND EVERYTHING IS IN ORDER. THERE ARE ALSO \_\_\_\_\_. PORTERS, CONCIERGES. THEY FIRST MEET PEOPLE, HELP THEM WITH THEIR \_\_\_\_\_, AND SHOW THEM TO THEIR ROOMS.