

## **Hotel Operations Manual**

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The publication of Standards of Performance (SOP) Manuals, On-The-Job Training Manuals in all hotel departments is a prerequisite and significant component of implementing a Training Plan in hotel operations. The manual provides employees with a clear picture of what will be expected of them and, in turn, what they can expect for their dedication to quality.

HCC Hospitality Standards of Performance (SOP) Manuals begin with a set of customer-focused service standards for "Guest Expectations" which apply to all service staff. The service standards must be communicated to all employees to make sure that employees know precisely what is expected of them and gain commitment to meeting these standards.

The content of the "Standards of Performance (SOP) Manuals" is a list of key tasks that line employees and supervisors must perform to ensure the delivery of quality service to guests. Most of the key tasks represent opportunities for employees to meet and exceed a guest's expectations.

The core part of the manuals is the "SERVICE TASK Breakdown" of different key job tasks inclusive of PROCEDURES, and STANDARDS of judging correct performance of job duties. A breakthrough of the manuals is that the Task Breakdown of different key tasks is not merely a reference guide for the Training Plan, but can also be the training materials for all employees to perform their daily duties.

The measurement of conformance to standards is particularly important. We must determine how well standards are being met, identify areas needing attention and provide helpful feedback to employees. This includes recognizing top performers, redirecting incorrect performance and personal concludes for improvement.

# The 1992em implementation and upbeep of the Training Plan is the responsibility of the Hotel General Manuals.

## MANAGEMENT

General Manager Duty Management Crisis Management

#### FOOD PREPERATION

Kitchen Food Preperation Executive Sous Chef Garde Manger Pastry Cook Line Cook Stewarding

#### FOOD & BEVERAGE

Food & Beverage Service Bars & Beverage Service Cocktail Barman Conference & Banqueting In-Room Dining Waitron Mini Bars F&B Telephone Answering Procedures

#### ROOMS DIVISION

Front Desk Arrivals & Departures Porters, Concierge & Chauffeur Drive Reservations Guest Relations Front of House Telephone Courtesy Room Attendant Public Areas

#### TELEPHONE COURTESY

SECURITY
Security Guidelines
Security Operating Procedures

EMERGENCY Emergency Guidelines Emergency Evacuation Procedures

### MAINTENANCE

General Maintenance Preventative Maintenance Program

#### FINANCIAL

**Financial Procedures** 

#### **BUSINESS CENTRE**

General

#### HUMAN RESOURCES

Employee Induction Policy Employee Induction Manual Employee Handbook HR Policies & Procedures Manual HR Documents/Control Employee Job Descriptions

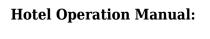
## MONTHLY OPERATIONS REPORT

Operations Report Template

#### QUALITY ASSURANCE PROGRAM Quality Assurance Template

# **Hotel Operation Manual**

**Lauren Gardner** 



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