



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 coaching for improvement.**

The system implementation and upkeep of the Training Plan is the responsibility of the Hotel General Manager.

MANAGEMENT

General Manager
Duty Management
Crisis Management

FOOD PREPARATION

Kitchen Food Preparation
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
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Employee Handbook
HR Policies & Procedures Manual
HR Documents/Control
Employee Job Descriptions

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The Routledge Handbook of Hotel Chain Management Maya Ivanova, Stanislav Ivanov, Vincent P. Magnini, 2016-05-05
Understanding the global hotel business is not possible without paying specific attention to hotel chain management and dynamics. Chains are big business; approximately 80 percent of hotels currently being constructed around the world are chain-affiliated, and in 2014 the five largest brands held over a one million rooms. The high economic importance of the hotel chains and their global presence justifies the academic research in the field; however, despite this, there is no uniform coverage in the current body of literature. This Handbook aids in filling the gap by exploring and critically evaluating the debates, issues, and controversies of all aspects of hotel chains from their nature, fundamentals of existence and operation, expansion, strategic and operational aspects of their activities, and geographical presence. It brings together leading specialists from a range of disciplinary backgrounds and regions to provide state-of-the-art theoretical reflection and empirical research on current issues and future debates. Each of the five inter-related sections explores and evaluates issues that are of extreme importance to hotel chain management, focusing on theoretical issues, the expansion of hotel chains, strategic and operational issues, the view point of the individual affiliated hotel, and finally the current and future debates in the theory and practice of hotel chain management arising from globalisation, demographic trends, sustainability, and new technology development. It provides an invaluable resource for all those with an interest in hotel management, hospitality, tourism, and business, encouraging dialogue across disciplinary boundaries and areas of study. This is essential reading for students, researchers, and academics of Hospitality as well as those of Tourism, Marketing, Business, and Events Management. *Hotel Housekeeping and Front Office Operations* Mr. Rohit Manglik, 2024-04-07 EduGorilla Publication is a trusted name in the education sector committed

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Hotel Housekeeping Operations Shailendra Rai,2020-06-18 The book explores the key elements of housekeeping as also its theoretical foundations and techniques of operations the structure and layout of the housekeeping department housekeeping inventory guest room layout and maintenance flower arrangement and interior decoration

The Hotel Monthly John Willy,1916

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Modern Hotel Operations Management Michael Chibili,Shane de Bruyn,Latifa Benhadda,Conrad Lashley,Saskia Penninga,Bill Rowson,2019-11-22 A comprehensive and wide ranging introduction to operational hotel management this textbook brings together business administration management and entrepreneurship into a complete overview of the discipline Essential reading for students of hospitality management the book also benefits from online support materials

Enjoying the Beat of Appearance: An Emotional Symphony within **Hotel Operation Manual**

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