

# INTER-DEPARTMENTAL RELATIONSHIP & CO-ORDINATION



# SESSION OBJECTIVES

After the end of the session one should be able to understand the inter-departmental relation & the co-ordination between FOOD & BEVERAGE and other departments.



# CONTENTS

- Interdepartmental relation & Coordination
- Relation with Kitchen
- Relation with House Keeping
- Relation with Front Office
- Relation with Engineering
- Relation with Human Resource
- Relation with other Departments



# DEFINITION

The relation between Food & Beverage and other departments & to work together in an efficient, coherent & organised way with other departments for the smooth functioning of the hotel.



# RELATION WITH KITCHEN

- Food Orders
- KOT tracking
- Standing orders & Special requests
- Menu Compiling & Menu training
- Liaison
- Guest interaction & cooking class
- Kitchen show round for the guest
- Guest's request for recipe



# RELATION WITH H.K.

- Provides linen & uniform
- Linen disposal & Exchange
- Liaison
  
- Guest's request & miscellaneous works



# RELATION WITH F. O.

- Provides guest personal information's (e.g. guest being intolerance against gluten)
- Bill settlements
- Table reservation for restaurants
- Early Morning Tea service
- Wake-up call
- VIP arrival report/or arrival report
- Welcoming of guest during check-in time
- Liaison
- Guest's request & miscellaneous works



# RELATION WITH ENGINEERING

- Changing of fused bulbs
- Maintenance jobs should be given in written to the engineering and a proper follow up should be done
- Liaison
- Guest's request & Miscellaneous work





# RELATION WITH H. R.

- Staff should report in time & Attendance
- Maintaining leaves record
- Employee personal file.
- Grooming & Discipline
- Liaison
- Staff counseling
- Recruitment
- Grievances handling



# RELATION WITH OTHERS

- Smooth operation
- Optimum utilisation of resources
- Liaison
- Salary & Wages
- Store requisition & Purchases
- Control
- Moral & legal obligations.



# REVIEW

Each department in a hotel is depended on others for the smooth operation & optimum utilisation of resources.



# BIBLIOGRAPHY

- Food & Beverage Service (Manoj Kumar Yadav pg 151-160)
- Google [www.scribd.com/doc/.../Manual-for-Food-Beverage-Service](http://www.scribd.com/doc/.../Manual-for-Food-Beverage-Service)

