An organization is a person or group of persons working together for a common goal.
ORGANIZATIONAL STRUCTURE

- **Purpose** of Organizational Structure
  - Define division of work
  - Define tasks and responsibilities
  - Define channels of communication
  - Define roles within the organization
- **Advantages:**
  - Increase worker productivity & efficiency
SPAN OF CONTROL – WIDE
( FLAT ORGANIZATION )
SPAN OF CONTROL – NARROW
(TALL ORGANIZATION)
Organizational chart is a schematic representation of the relationship between positions within an organization.
HOTEL ORGANIZATIONAL STRUCTURE

- Limited-service Hotel
- Full-service Hotel
HOTEL ORGANIZATIONAL STRUCTURE

Limited-Service Hotel

GENERAL MANAGER

AUDIT  FRONT DESK  HOUSEKEEPING  MAINTENANCE  SALES
REVENUE CENTRE

Revenue centre:- All the departments generating direct revenue by the sale of goods or services to guests.

Ex:- (F & B dept., front office, room service, and telephone.)
SUPPORT CENTRE

Support Centre:- Also referred to as cost centers. The departments which do not generate direct revenue, but provide important support for the hotel’s revenue centers. Ex:- Housekeeping, Accounting, Engineering and Maintenance, and Human Resources.
REVENUE CENTER VS SUPPORT CENTER

Revenue Centers
- Front office
- F&B outlets
- Room service
- Retail stores

Support Centers
- Housekeeping
- Accounting
- Engineering
- Sales & marketing
- Human resources
- Security
HOTEL DEPARTMENTS

- Front of the House
- Guest Contact
- Front Office
- Restaurants
- Uniformed Services

- Back of the House
- Guest Contact
- Housekeeping
- Engineering & Maintenance
- Human resources

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FRONT OF THE HOUSE DEPARTMENTS

Front Office

Restaurant

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BACK OF THE HOUSE DEPARTMENT
ROOMS DIVISION DEPARTMENTS

1. Front Office (heart of the hotel)
2. Reservations
3. Communications:
4. PBX (Private Branch Exchange)
5. Uniformed Services: Bell staff, Valets
6. Concierge
7. Housekeeping
8. Maintenance
FRONT OFFICE
SOURCE OF LODGING INDUSTRY REVENUE

- Retail: 73%
- Telecom: 2.5%
- Profit Ctrs: 2.5%
- F & B: 20.6%
- Rooms: 1.4%

Percent of Revenue
SOURCE OF LODGING INDUSTRY REVENUE

- Casino: 54%
- F & B: 14%
- Rooms: 19%
- Retail: 10%
- Entertainment: 6%
- Other: 3%

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FRONT OFFICE

EQUIPMENTS
1. LUGGAGE TROLLEY
2. KEY RACK
3. TRAVEL DESK
4. SAFE VAULT LOCKERS
5. TYPEWRITER

carriage release lever

platen

type guide (aligns type); ribbon vibrator (raises & lowers ribbon)

paper finger

ribbon spool

keytop

typebars

shift key

space bar

Gautam
6. PHOTOCOPYING MACHINE
7. DUPLICATING MACHINE
8. ROOM RACK
9. BILLING MACHINE/ POSTING MACHINE
10. DATE & TIME PUNCHING MACHINE

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13. INFORMATION RACK
14. TELEX MACHINE
15. FRANKING MACHINE

With a franking speed of 185 items a minute, a special mailing to your top 1,000 customers takes under 6 minutes.

Self-adhesive labels from the automatic dispenser to deal quickly with large or bulky items.

Large, easy-to-read LCD display with user friendly menus, operator prompts and automatic date advance.

Process mixed mail - no need to waste time sorting mail by size, thickness or weight.

Automatic feeder to process mail up to 16 mm thick.

Analyse and allocate costs for up to 500 departments.

Credifon® remote recrediting.

Gauta High volume digital inkjet franking.
16. MAGNETIC STRIP READER
17. ACCOUNT POSTING
MACHINE
18. NCR MACHINE (CASH REGISTER)
19. STENCIL DUPLICATOR
IMPORTANT:

Keep this card with you at all times during your cruise. You will be required to present it at the gangway when you leave or reboard the ship, as well as when you exit or enter on board. If you lose your card, let the Front Office know immediately.

(Signature)

Holland America Line
21. EPABX
22.PBX
23. ROTATING RACK
24. SWITCHBOARD
LOBBY

It includes waiting area which lead to check in, information, and cashiers counters and also includes desks such as concierge, bell desk, travel desk, and elevators. It usually serves as a gathering point for guests.
DUTY ROTA / DUTY ROSTERS

- Duty Rota: It plans sufficient staff requirement, working hours, leave planning, pay roll reports.

- Duty Roster: It is allotment of work and giving specification of job, place, timings, duties.

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UNIFORMED SERVICES

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UNIFORMED SERVICES

- Bell attendants
- Door attendants
- Valet parking attendants
- Transportation personnel
- Concierges
DEFINITION OF FRONT OFFICE

- Front office is defined as front of the house department located around the foyer area of the hotel and are visible to the guests, and visitors.

- Front office is one of the major operational and revenue producing department of then hotel generating two third of the revenue by the sale of rooms.
DIFFERENCE BETWEEN FRONT OFFICE AND RECEPTION

- The reception desk is one small part of the total front office therefore in a large hotel it forms a single department within the complete front office.

- In small hotels where there may be only one or two staffs dealing with the guest during arrival, departure and stay. There the term reception is used.
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