

Chapter 2 Outline

Organizational Missions
Goals
Strategies and Tactics
Hotel Organization
Organization Charts
Classifying Functional Areas
Rooms Division
Food and Beverage Division
Sales and Marketing Division
Accounting Division
Engineering and Maintenance
Division
Security Division
Human Resources Division
Other Divisions
Front Office Operations
Organization of the Front Office
Work Shifts
Job Descriptions
Job Specifications
Summary

Competencies

1. Explain what a mission is, and describe how goals, strategies, and tactics are used to accomplish a hotel's mission. (pp. 57–60)
2. Describe how hotels are organized and explain how functional areas within hotels are classified. (pp. 60–64)
3. Describe the functions performed by departments and positions within the rooms division. (pp. 64–73)
4. Identify the functions performed by other divisions and departments within a full-service hotel. (pp. 73–76)
5. Describe the organization of the front office, including traditional work shifts, alternative scheduling practices, and the purpose of job descriptions and job specifications. (pp. 77–80)