

Chapter 1 Outline

Types of Hotels

Economy Hotels

Mid-Market Hotels

Luxury Hotels

Hotel Management

Hotel Divisions and Departments

The Rooms Division

The Engineering and Maintenance
Division

The Human Resources Division

The Accounting Division

The Security Division

The Food & Beverage Division

The Sales and Marketing Division

Housekeeping and the Front Office

Housekeeping and Maintenance

Types of Maintenance

Teamwork

Competencies

1. Classify hotels according to the level of service provided. (pp. 3–7)
2. Explain the responsibilities of hotel management and the major divisions and departments of a hotel. (pp. 7–15)
3. Explain the relationship between housekeeping and the front office. (pp. 16–20)
4. Explain the relationship between the housekeeping and maintenance departments. (pp. 21–28)