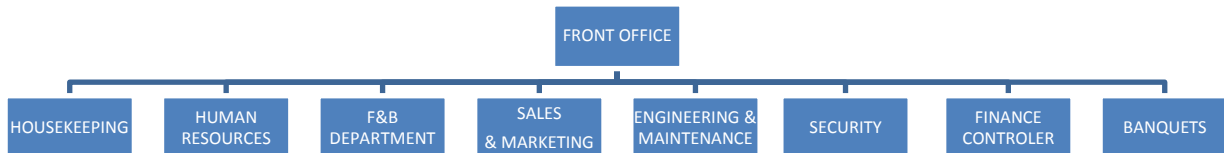




FRONT OFFICE CO-ORDINATION.

To maintain the desired level of services the front office department communicates with the following department of the hotel.



1. **Housekeeping:** As room generates maximum revenue for hotels, the information about the room status should be updated correctly and frequently. The housekeeping department prepares an occupancy report, which is sent to the front office department where it is tallied with room status record of front desk. It helps in :
 - Update the room status.
 - Find sleepers (Guest checked out but showing occupied in front office room status.
 - Know as the exact house count.
 - Charge the guest if an extra person has occupied the room.
 - Co-ordinates in the guest room change.
 - **Security Concerns:** The housekeeping personnel should inform the front office about any unusual circumstances that may indicate a violation of security for the hotel guest.
 - **Special Arrangement:** Guest may request for additional or special amenities during their stay like blanket, towel, soap, shampoo, etc. When such request is received at the front desk, they should be immediately conveyed to the housekeeping department.
2. **Food & Beverage Department:** The front office department informs about the arrival & departure of guest which helps them to plan their work schedule and staff requirement.
 - Setting up bars in VIP rooms.
 - Special arrangements like cookies, fruit basket and assorted dry fruits.
 - In house and expected VIPs and corporate guest.
 - In house expected groups
 - In house and expected crews.
 - Groups and guest with booking of specific meal plans.
3. **Sales & marketing Department:**
 - Guest history.
 - Room reservation record.
 - Current room availability status.
 - Group, corporate, and crew bookings.
 - Setting the transient and bulk room sales.



4. **Engineering & maintenance:**

- For proper upkeep of the equipments and system installed in the hotel.
- Inform the maintenance about any repair work required in guest room.

5. **Security:** When a guest has security concern like fire, robbery, theft, and any other emergency, the front desk should explain the emergency procedure to the guest while calling security personnel to resolve the problem.

6. **Finance Controller:** The front desk provides a daily summary of the financial transaction after night auditing to the finance controller. It helps in marketing budget and allocates resources for the current financial period.

7. **Human Resources:** The front desk informs the H.R department about its requirements of

- New Staff
- Training requirements for new staff.
- Refreshers training for the existing staff.
- Cross training requirements.

The H.R department works in close coordination with the front office department to procure quality personnel for the front desk and to impart training to the employees to keep them up-to date with the latest happening in the hotel industry.

8. **Banquets:** Coordinates with banquet for putting information on bulletin and placing directional signals for particular function. Receives the function prospectus so as to be updated what is going on in the hotel.

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