INTRODUCTION TO THE HOSPITALITY INDUSTRY

Assignment 4

Topic: Room Division and Front Office Operations

Student Name: Sunil Kumar
Student ID: PMH26001
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European Institute of Innovation, Entrepreneurship, and Technology (EIIET)

1. Role of the Room Division and the Relationship Between Front Office and Housekeeping

The Room Division is one of the main operating areas of a hotel. Its responsibility is to provide clean, comfortable and safe rooms and to make sure guests receive a smooth accommodation experience. In many hotels, it includes the Front Office and Housekeeping departments. These teams have different duties, but they must work closely because room condition and availability affect guest satisfaction and hotel revenue.

The Front Office is usually the first point of contact for guests. It handles reservations, check-in, check-out, room allocation, guest information, payments and requests during the stay. It also monitors room status in the hotel system and contacts other departments when guests need assistance.

Housekeeping is responsible for the cleanliness and presentation of guest rooms and public areas. Its tasks include cleaning rooms, changing linen, replenishing amenities, reporting maintenance problems and checking that rooms meet the hotel's standards. Housekeeping also updates room status, such as whether a room is being cleaned, inspected or is ready for a guest.

Communication between the departments is essential. When a guest checks out, the Front Office informs Housekeeping so the room can be cleaned. After the room has been serviced and inspected, Housekeeping updates the Front Office so it can be assigned to an arriving guest. If a guest asks for extra towels, reports a problem or needs a room change, the Front Office passes the information to the relevant team. Accurate updates prevent a room being assigned before it is ready and reduce waiting at reception.

Good cooperation improves efficiency, prevents misunderstandings and helps the hotel maintain its service standards. Both departments share the same goal: making sure guests have a pleasant stay and rooms are used effectively.

2. Main Functions of the Front Office Throughout the Guest Cycle

The Front Office supports guests from the time they make a reservation until they leave the hotel. Its work can be divided into four stages: pre-arrival, arrival, occupancy and departure.

Pre-arrival: Before the guest reaches the hotel, staff answer enquiries and manage reservations. They explain room types, rates, facilities and policies, record booking details and note special requests, such as an early check-in or accessibility needs. The team may confirm the reservation and prepare for expected arrivals.

Arrival: Reception staff welcome guests, confirm the reservation, complete registration and explain important hotel information. They assign a suitable room, provide a key or access card and give directions or information about hotel services. A polite and organised check-in creates a positive first impression.

Occupancy: During the stay, the Front Office answers questions, handles complaints and requests, and coordinates with Housekeeping and Maintenance. Staff may provide information about local transport and attractions, arrange wake-up calls, pass on messages, organise room changes and maintain guest accounts. Prompt and professional responses help guests feel supported.

Departure: At check-out, staff prepare and explain the bill, check outstanding charges, receive payment and return deposits where applicable. They may ask for feedback, assist with luggage or transport, update the room status for Housekeeping and thank the guest. Accurate billing and a friendly farewell leave a positive final impression.

Throughout all four stages, the Front Office acts as a communication link between the guest and the hotel. Its organisation and service attitude have a strong influence on the overall guest experience.

References

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