

## **UNIT-7            INTER-DEPARTMENTAL CO-ORDINATION**

The Front Office plays a major role in delivering hospitality to guests. It sets the stage for a pleasant or an unpleasant visit. The front office communicates the guest requirements to other departments, which work in close co-operation and co-ordination to deliver required products and services.

In order to maintain the desired level of service, the front office department communicates with the following department of the hotel –

1. Sales and Marketing
2. Housekeeping
3. Food and Beverage department
4. Maintenance or Engineering department
5. Security department
6. Banquet department
7. Finance Controller
8. Human Resource department

### **Front Office Co-ordination with Sales and Marketing Department**

These two departments co-ordinates with the each other for the following information –

- Guest histories
- Room Reservation Records
- Current Room Availability Status
- Group, corporate and travel bookings
- Setting the transient and bulk room sales
- The front office must take every effort to keep the room information on Room Availability Status and Guest Histories current & accurate.
- The Sales and Marketing executive needs information on room availability as to which rooms to sell in future to design marketing strategy for off season.
- Sales and Marketing needs information on guest types and slogans to develop marketing strategy and target key guest segments. The S&M department needs Front Office support in selling room facilities and service.
- Front office needs information on special promotion. For eg. Special rates, Inclusion campaign etc.

### **Front Office co-ordination with Housekeeping Department**

These two departments communicate with each other for the following information-

- **Room Status:**  
As rooms generate maximum revenue for hotels, the information about the room status should be updated correctly and frequently. Front Office and Housekeeping must closely coordinate on the room status. The Housekeeping

department prepares an occupancy report thrice a day, which is sent to the front desk, where it is tallied with room status records of front desk. This helps to-

- i. Update room status
- ii. Find sleepers (a room from which the guest has checked out but it is showing as occupied in front office room status records).
- iii. Know as the exact house count.
- iv. Charge the guest if an extra person has occupied the room.
- v. Coordinate in guest room change.

- **Security concerns:**

The Housekeeping staff should inform the front office about any unusual circumstances that may indicate a violation of security for the hotel guests. The front office personnel will in turn inform in-house authorities to ensure safety and security of guests.

- **Special arrangements:**

Guests may request for additional or special amenities during their stay, like extra blanket, towel, soap, shampoo, iron and ironing board, etc. when such requests are received at front desk, they should be either immediately informed to the HK Control Desk, or such calls may be forwarded to control desk.

### **Front Office coordination with F&B department**

These departments coordinate with other for the following information –

- Arrival and departure of guest
- Setting up of bar in VIP rooms
- Special arrangements like cookies, fruit baskets and assorted dry fruits.
- In-house and expected VIPs and corporate guests
- In-house and expected groups
- In-house and expected crews
- Information about Scanty baggage guest:  
All Point of Sales (POS) are notified about In-house Scanty baggage guest to receive all payments in cash from them and no credit is given to them.
- Groups and guests with booking of specific meal-plans.

### **Front office coordination with Banquets department**

- The front office department coordinates with banquets for putting information on bulletin boards and placing directional signs for particular function areas.

- The Banquet department sends FP Sheet (Function Prospectus Sheet) to the front desk, so that if any communication from the parties hosting the functions reaches the front desk, the same may be transferred or replied promptly.

### **Front office coordination with Finance Controller**

The front desk provides a daily summary of the financial transactions after night auditing to the finance controller. The information provided by the front desk helps the finance controller to make budgets and to allocate resources for the current financial period. The front office provides the controller the financial data for billing and maintenance of credit card ledgers.

### **Front office coordination with Engineering and Maintenance**

These departments coordinate with each other for the following information-

- Proper upkeep of the equipments and systems installed in the hotel
- Front office informs about any repair work required to be done
- In case of an occupied room in which occurs an extensive maintenance problem, front office requests the guest for his/her room change.

### **Front office with Human Resource Department**

A close coordination and communication between the front desk and the human resource (HR) department helps in the growth and development of front office employees.

- Front office informs the HR department about its requirement of new staff, training requirements for the new staff, refresher training course for existing staff, and cross-training requirements.
- The HR 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 happenings in the hotel industry.

## **Assignment – Unit 7 Interdepartmental Coordination**

Q.1. List and explain the different status of guestrooms in a hotel.

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### **Bibliography**

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