

Introduction to Catering and Accommodation Operations

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Designed as a quick-reference guide for students, trainees, or new staff members.

1. Core Concepts

Term	Definition	Typical Settings
Catering	Planning, preparing, and delivering food and beverage services for a defined group of guests.	Hotels, conference centres, hospitals, airlines, schools, corporate events.
Accommodation	Providing lodging facilities, including rooms, suites, and related guest services.	Hotels, resorts, motels, serviced apartments, hostels.
Operations Management	Coordinating people, processes, and resources to deliver consistent, high-quality guest experiences while controlling costs.	All hospitality venues.

Key Goal: Seamlessly integrate food-service and lodging functions to meet guest expectations, maximize revenue, and maintain profitability.

2. Organizational Structure

- General Manager
 - Food & Beverage Director (Catering)
 - Executive Chef / Kitchen Manager
 - Banquet Manager
 - Restaurant Manager(s)
 - Rooms Division Director (Accommodation)
 - Front Office Manager
 - Housekeeping Manager
 - Maintenance Supervisor
 - Revenue Management Analyst

Smaller properties may combine roles (e.g., a “Food & Beverage Manager” who also oversees banquet operations).

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3. Key Functional Areas Operations

3.1. Catering Operations

1. Menu Development

- Seasonal sourcing, cost control, dietary inclusivity.
- Use of *food cost percentage* = $(\text{Food cost} \div \text{Menu price}) \times 100$.

2. Event Planning & Sales

- Site inspection, client brief, proposal, contract.
- Tools: event management software, Gantt charts for timelines.

3. Production & Service

- **Mise en place** ? prep ? cooking ? plating ? service.
- Service styles: *buffet, plated, family?style, stations, room service*.

4. Logistics

- Staffing schedules, equipment (chafing dishes, tables, linens).
- Transportation & storage of perishable goods (cold chain).

5. Quality & Safety

- HACCP monitoring, allergen labeling, temperature logs.

3.2. Accommodation Operations

1. Front Office

- Reservations, check?in/out, guest profiling, upselling.
- Key performance indicators (KPIs): Occupancy %, ADR (Average Daily Rate), RevPAR.

2. Housekeeping

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- Room cleaning cycles, linen management, inventory control.
- Guest?room inspection checklist (cleanliness, amenities, maintenance).

3. Maintenance

- Preventive maintenance schedule, work?order system, energy?efficiency initiatives.

4. Revenue Management

- Forecasting demand, dynamic pricing, distribution channel management.

5. Guest Services & Experience

- Concierge, valet, in?room dining, loyalty programs.
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4. Integrated Workflow Example

1. **Client books a conference** (rooms + catering).
2. **Revenue Management** sets optimal room rates; **Banquet Sales** prepares a catering proposal.
3. **Front Office** confirms room block; **Housekeeping** allocates rooms.
4. **Kitchen** finalizes menu, orders supplies, schedules staff.
5. **Event Day** – Banquet Manager coordinates with Front Office for guest arrival, with Housekeeping for room