

Introduction to Accommodation Operations

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

1. What Is “Accommodation Operations”?

Aspect	Description
Definition	The set of coordinated activities that deliver lodging services to guests, from reservation to checkout.
Core Goal	Provide a safe, comfortable, and memorable stay while achieving the property’s financial and brand objectives.
Typical Environments	Hotels, resorts, boutique inns, serviced apartments, hostels, extended-stay facilities, and vacation rentals.

2. Key Functional Areas

Functional Area	Primary Responsibilities	Typical Positions
Front Office	Reservations, check-in/out, guest inquiries, billing, night-audit.	Front Desk Agent, Receptionist, Guest Service Manager
Housekeeping	Room cleaning, linen management, inventory of amenities, public-area upkeep.	Housekeeper, Room Attendant, Housekeeping Supervisor
Food & Beverage (F&B)	Restaurant, bar, room service, banquet operations that serve guests on-site.	F&B Manager, Banquet Captain, Room Service Attendant
Engineering/Maintenance	Preventive maintenance, repairs, safety inspections, energy management.	Maintenance Engineer, Facilities Manager
Sales & Marketing	Group sales, online distribution, rate management, promotions.	Sales Executive, Revenue Manager

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Functional Area	Primary Responsibilities	Typical Positions
Security & Safety	Guest protection, emergency response, loss prevention.	Security Officer, Safety Coordinator
Finance & Accounting	Budgeting, cost control, payroll, financial reporting.	Accountant, Controller
Human Resources	Recruitment, training, employee relations, compliance.	HR Manager, Trainer

3. The Guest Journey (Touch?Points)

1. **Pre?Arrival** – Research ? Booking (direct, OTA, GDS) ? Confirmation email.
2. **Arrival** – Greeting, ID verification, key issuance, luggage assistance.
3. **Stay** – Room service, housekeeping, concierge, amenities, issue resolution.
4. **Departure** – Checkout, bill settlement, feedback collection, loyalty enrollment.
5. **Post?Stay** – Follow?up email, survey, loyalty points, re?marketing.

Each touch?point is an opportunity to reinforce brand standards and generate revenue.

4. Standard Operating Procedures (SOPs)

SOP Category	Example Tasks	Why It Matters
Reservation Handling	Verify guest details, apply appropriate rate code, record special requests.	Prevent overbooking, ensure accurate pricing.
Check?In Process	Confirm ID, collect payment method, issue room key, provide property map.	Smooth first impression, security compliance.
Room Cleaning Cycle	Strip, clean, inspect, restock, make bed, log completion.	Consistency, health standards, guest satisfaction.
Lost & Found	Log item, secure, notify guest, track disposition.	Guest trust, legal compliance.
Emergency Response	Fire alarm procedure, evacuation routes, guest communication.	Safety, legal liability, brand reputation.

All SOPs should be documented, reviewed annually, and trained to staff at appropriate levels.

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5. Revenue Management Basics

1. **Yield Management** – Adjusting room rates based on demand patterns (e.g., high?season vs. low?season).
2. **Distribution Channels** – Direct website, global distribution systems (GDS), online travel agencies (OTAs), wholesale contracts.
3. **Key Metrics**
 - **ADR** – Average Daily