

Overview of Accommodation Operations

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Designed as a quick-reference guide for hospitality students and new staff

1. Definition & Scope

- **Accommodation Operations** – The department that manages guest rooms and related services (housekeeping, front office, guest services, maintenance, and revenue management).
 - **Primary Goal** – Deliver a safe, comfortable, and memorable stay while maximizing occupancy and profitability.
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2. Core Functional Areas

Functional Area	Key Responsibilities	Typical KPIs
Front Office	• Reservations & booking management	Average Daily Rate (ADR), RevPAR, Guest Satisfaction Score
	• Check-in / check-out processing	
	• Guest profile creation & upselling	
	• Cash handling & billing	
	• Room cleaning & turn-down service	
Housekeeping	• Linen & amenity inventory	Rooms Cleaned per Hour, Turn-Down Time, Guest Room Cleanliness Index
	• Public-area upkeep	
	• Coordination with maintenance	

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Functional Area	Key Responsibilities	Typical KPIs
Guest Services / Concierge	• Information & local recommendations • Transportation, tickets, reservations • Handling special requests (e.g., extra pillows)	Service Request Response Time, Guest Loyalty Index
Engineering / Maintenance	• Preventive maintenance schedule • Quick-response repairs • Energy & sustainability initiatives	Mean Time to Repair (MTTR), Energy Consumption per Guest Night
Revenue Management	• Pricing strategy & yield control • Forecasting demand & occupancy • Distribution channel optimization	RevPAR, Occupancy %, Booking Pace
Security & Safety	• Access control, CCTV monitoring • Emergency procedures & evacuation plans • Compliance with local regulations	Incident Rate, Audit Compliance Score

3. Guest Room Lifecycle (Step by Step)

1. Pre-Arrival

- Reservation entry ? confirmation email ? pre-arrival questionnaire (preferences, arrivals time).

2. Arrival / Check-In

- ID verification ? room assignment ? key issuance (physical or mobile).

3. Stay

- Housekeeping service cycles (clean, turn-down, deep-clean).

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- Guest service requests logged in PMS (Property Management System).

4. Departure / Check-Out

- Bill review ? payment processing ? key collection ? post-stay survey.

5. Post-Stay

- Room inspection ? inventory update ? reporting (occupancy, revenue, guest feedback).

4. Technology Backbone

System	Purpose	Typical Modules
PMS (Property Management System)	Central hub for reservations, billing, and guest data	Front desk, housekeeping, reporting
Channel Manager	Distributes inventory to OTA/booking sites in real time	Rate parity, availability sync
POS (Point-of-Sale)	Captures on-property sales (restaurants, spa, mini-bar)	Integration with PMS for folio posting
CRS (Central Reservation System)	Handles direct bookings across multiple properties	Group bookings, corporate accounts
Revenue Management System (RMS)	Automates pricing decisions based on demand data	Forecasting, dynamic pricing
Housekeeping Management Software	Schedules cleaning, tracks room status	Status flags (Clean, Out of Order, Inspected)

5. Standard Operating Procedures (SOPs) Highlights

1. Room Inspection Checklist

- Bed linens, towels, amenities