

Overview of Catering and Accommodation Operations

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(Designed as a quick-reference guide for students, trainees, and new managers)

1. Core Concepts

Term	Definition	Typical Scope
Catering Operations	Planning, preparing, and delivering food and beverage (F&B) services for a defined group of guests.	Events, conferences, in-house restaurants, room service, banquets, outsourced contracts.
Accommodation Operations	Management of guest rooms, suites, and related facilities to provide comfortable, safe, and efficient lodging.	Front-desk, housekeeping, reservations, maintenance, guest services, revenue management.
Integrated Hospitality	Coordination of catering and accommodation to create a seamless guest experience (e.g., hotels with banquet facilities).	Cross-department scheduling, shared inventory, unified billing, joint marketing.

2. Organizational Structure

General Manager
 ?? Director of Operations
 ? ?? Food & Beverage Manager
 ? ? ?? Banquet/Events Coordinator
 ? ? ?? Restaurant Manager
 ? ? ?? Room Service Supervisor
 ? ?? Rooms Division Manager
 ? ?? Front Office Supervisor
 ? ?? Housekeeping Manager
 ? ?? Maintenance Lead
 ?? Support Functions (HR, Finance, Marketing, IT)

Key points

- **Clear reporting lines** reduce duplication and speed decision-making.
- **Cross-functional teams** (e.g., event planners + front-desk) improve guest satisfaction.

Overview of Catering and Accommodation

- **Standard Operating Procedures (SOPs)** are documented for each department and shared via an intranet or digital handbook

Operations

3. Service Delivery Models

Model	Description	When to Use
In-House (Owned)	All F&B and lodging services are owned and operated by the property.	Luxury hotels, resorts, large conference centers.
Outsourced (Contracted)	Third-party vendors run specific outlets or banquets.	Cost-sensitive properties, seasonal spikes, specialized cuisine.
Hybrid	Core services (room service, main restaurant) are owned; ancillary services (catering for large events) are outsourced.	Mid-scale hotels with occasional large conferences.
All-Inclusive	Meals, drinks, and accommodation bundled into one price.	Resorts, cruise ships, vacation clubs.

4. Key Operational Areas

4.1. Catering Operations

1. Event Planning & Sales

- Client brief ? menu concept ? proposal ? contract.
- Use a **CRM** to track leads, confirmations, and post-event feedback.

2. Menu Development

- Seasonal sourcing ? cost analysis ? nutritional & dietary compliance.
- Standardize **recipe cards** (ingredients, portions, prep time).

3. Production & Service

- **Mise en place** schedule (prep, cooking, plating).

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- Service styles: *plated, buffet, family style, stations, passed hors d'oeuvres.*

Operations

4. Logistics

- Venue layout ? equipment list ? staffing plan ? timing chart.
- Transportation of food & equipment (refrigerated trucks, insulated carriers).

5. Quality & Safety

- HACCP monitoring, temperature logs, allergen labeling.
- Guest satisfaction surveys & post-event debriefs.

4.2. Accommodation Operations

1. Reservation Management

- Channel manager (OTA, direct, G