

Hotel Divisions and Departments

UNIT 7

adjectives

1. I think scuba diving is than climbing. (fascinating).
2. He thinks this test was than the last one. (difficult).
3. His thirst grew and (big / big)
4. the you the you (learn/grow)
5. I am Person alive! (happy)
6. This is (expensive) hotel in London.
7. The weather this summer is as as last year. It hasn't stopped raining for weeks. (bad)

Division = a unit of an organization

Department = a part of an organization that deals with a particular area of work



Front-of the-House/Back-of-the-House

Front-of the-House direct guest contact

- *the front office*
- *the food and beverage facilities (restaurants, bars, cocktail lounges, etc.)*

Back-of-the-House: **little** or **no** direct guest contact

- *the engineering and maintenance*
- *accounting*
- *human resources (HR).*

ROOMS DIVISION / FOOD AND BEVERAGE DIVISION

Rooms Division:

departments and personnel that deal with accommodation

- Front office
- Reservations
- Switchboard
- Uniformed service department
- Housekeeping

Food and Beverage Division

departments and personnel providing all kinds of food and beverage services

- table service restaurants, bars, coffee shops, lounges and clubs; room service, banquet planning, catering

NAMES OF THE MAIN HOTEL DEPARTMENTS:

Front office

Reservations

Switchboard

Uniformed service department

Housekeeping

Engineering and maintenance

Accounting

Sales and marketing

Human resources / Personnel

Security

Front office: receptionist, cashier, concierge

Reservations: reservations agent

Switchboard: telephone operator

Uniformed service department: door attendant, bell attendant, valet parking attendant, driver, concierge



Housekeeping: chambermaid, room inspector, linen room attendant

Engineering and maintenance: plumber, electrician, groundskeeper, carpenter



Food and beverage division: chef, cook, assistant cook, dishwasher, waiter, waitress, hostess, barman, (US bartender), maitre d'hotel (=maitre d'); /, meɪt.rə 'di:z/



Identify a job

1. the person in charge of a restaurant or of the people who bring food to your table in a restaurant _____
2. a person whose job is to supply and connect or repair water pipes, baths, toilets, etc _____
3. a person who puts in, checks, and repairs electrical wires and electrical equipment _____
4. _____ ensures the delivery of clean uniforms, towels, and linens to clients. Duties include sorting, assembling, and wrapping linen packs and restocking as needed.
5. _____ Inspects the cleaning of guest rooms to achieve a high level of cleanliness and guest satisfaction.

maître d', plumber, electrician, linen room attendant, room inspector

repair bathroom equipment / answer phone calls / receive payments from guests / repair electrical equipment / deal with the guest's luggage / repair furniture and other wooden objects / clean guestrooms / register guests

◦ A waiter *takes orders and serves food in a restaurant.*

◦ A chambermaid _____

A chambermaid **cleans guestrooms**

◦ A telephone operator _____

A telephone operator **answers phone calls**

◦ An electrician ____

An electrician **repairs electrical equipment**

◦ A front desk agent _____

A front desk agent **registers guests**

◦ A bell attendant _____

A bell attendant **deals with the guest's luggage**

◦ A cashier _____

A cashier **receives payments from guests**

◦ A plumber _____

A plumber **repairs bathroom equipment**

◦ A carpenter ____

A carpenter **repairs furniture and other wooden objects**

Relative clauses - We use WHO in a relative clause when we are talking about people

Example:

*A waiter is a person/someone **who takes orders and serves food in a restaurant.***

- *A waiter **takes orders and serves food in a restaurant.***
- A chambermaid **cleans guestrooms**
- A telephone operator **answers phone calls**
- An electrician **repairs electrical equipment**
- A front desk agent **registers guests**
- A bell attendant **deals with the guest's luggage**
- A cashier **receives payments from guests**
- A plumber **repairs bathroom equipment**
- A carpenter **repairs furniture and other wooden objects**

guest payments / foreign currency / hotel furniture /
taking messages / meetings / guest complaints /
guestroom area / motel / paperwork

- Front desk agents deal with _____
- A carpenter's job involves repairing _____
- Cashiers deal with _____
- The job of a receptionist involves a lot of _
- I run a small _____
- I'm a manager, so I have to attend a lot of _____
- I'm executive housekeeper. I'm responsible for _
- I'm a switchboard operator. My job involves _____
- As a front office cashier, I do not deal with _____

revision

What are typical hotel divisions?

What is the difference between front-of-the-house and back-of-the-house jobs?

What are front-of-the-house areas and jobs?

What are back-of-the-house departments?

What departments does rooms division include?

To get a job

To hold down (=keep) a steady (=permanent) job

To apply for a job

To give up your job

To be out of job (=unemployed)

To be up to the job (=be able to do)

To lose sb's job

To get-on-the-job training

To be jobless

To take any job

To run training schemes for the jobless

Work, job, position

Work is the use of mental and physical energy to perform some activity and to achieve certain results.

Job is the regular work which a person does to earn money.

full-time job / part-time job

A position is the place that is occupied by an individual. A position may be **vacant** or **filled**.

Working hours

- ❑ For many people in Britain, these are 8.30-9.00 a.m. to 5.00-5.30 p.m.
- ❑ So people often talk about a **nine-to-five job** (= regular working hours).
- ❑ Some people have **flexi-time** (= they can start an hour or so earlier or finish later).
- ❑ Some have to **do shift work** (= working at different times, e.g. days one week and nights the next week).
- ❑ Some people also **work / do overtime** (= work extra hours, in addition to normal working hours).
- ❑ Some people are paid for overtime work, and so we say that they **get overtime** (= the money that you are paid for working more hours than usual); others are not paid, so they do not get overtime.

match

- earn
- work
- pay
- go to
- deal with
- run

overtime
meetings
a shop
clients
\$500
income tax

ASKING PEOPLE ABOUT THEIR JOB

*What do you do?
What's your job?*

*What do you do for a
living?*

- *I'm a waiter / a chambermaid / a plumber / an electrician / a receptionist*
- *I **work in** a hotel / restaurant / in the hospitality industry.*
- *I **work for** Union Bank.*

*What does your job
involve? What do you
do in your job?*

- *I'm **in charge of** housekeeping department.*
- *I **have to deal with** reservations.*
- *I **run** a coffee bar*
- *I **have to attend** a lot of meetings.*
- *My **job involves doing** a lot of paperwork.*

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commis chef - a junior cook in a restaurant kitchen:

The sandwiches were made by our young commis chef.

Commis chefs perform cooking, cleaning, delivery, and other support duties as instructed by the chef de partie.

the chef de partie.

is in charge of a particular area of production. In large kitchens, each chef de partie might have several cooks or assistants. In most kitchens, however, the chef de partie is the only worker in that department.

Chef de cuisine

Sous-chef /su: ʃef/ - the second most important cook in a hotel or restaurant kitchen, who helps the chef

Chef de partie /ʃef də pa:'ti:/ - a chef who is in charge of one section of a kitchen in a restaurant:

Commis (chef)