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Function Areas : Front Office Organization

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Categories: 1st Sem Front Office Notes



Function areas under The Front Office Organization

Reception/Registration Section

This section is located in the lobby. It also allocates the room and established the rates for different types of guests. The person of the section is called Receptionist. GSA (Guest Service Officer) has direct contact guests. The functions of this section are:-

1. Warmly received all arrival guests.
2. Complete registration formalities and perform guest check-in. Perform pre-registration formalities for a group, VIPs, and disable guests.
3. Co-ordinate closely with the house-keeping department for clearance of department room, room change, and UR (Under Repaired) rooms.

4. Issue VIP amenities voucher to the food and beverage service.
5. Co-ordinate closely with the bell desk for luggage handling and room keys.

Information

It is located at a front desk and responsible for handling mail and messages with room keys. It also provides information regarding outside and inside of the hotel's rules and regulations, facilities, services. It also handles the e-mail, fax, xerox machine, cable through the business center.

Cashier

It is also located at the front desk and handle by the front cashier. The main functions of a cashier are as follows:-

1. The secure payment from the guest's arrival.
2. To change foreign currency as per rules and regulation of the hotel,
3. To manage the safety deposit locker.
4. To settle the guest accounts while check-out.
5. To balance cash at the close of shift.
6. To complete the guest check-out procedure.

Reservation

The term reservation means booking in advance. It basically blocks/reserve the room as per the requestor specifies data. The main functions are as follows:-

1. Handle all cancellations and revisit as a reservation made by the guest from different sources and modes.
2. Keep out reservation correspondence complete and systematic.
3. Process and confirm the reservation request.
4. Forecast future room reservation status.
5. Update the room availability chart.

Telephone Section

This section is handled by telephone operators and it is located at the back of the office. Its main function is to handle incoming and outgoing calls. It is also responsible for managing wake up calls as requested by the guest and preparation of telephone bills made by guests and staff.

Lobby

It is an area which is located at the entrance of a hotel building with a sitting arrangement for guest's visitors to meet and wait. It is synonymous with the word

“Foyer” which means a wide passage or large hall just inside the entrance of a public building. The dimension and design of this area rely upon the size and design of the building. Basically lobby area must be furnished with all the necessary things.

Example:- Lobby desk, Bell desk, GRE/GRO, Reception desk, Cash counter, Restroom, Business center, Safety lockers, etc

Bell Desk

It is located at either side of the lobby entrance headed by the bell captain and followed by bell boys. This desk is responsible for handling the guest luggage during arrival and departure. The bell desk section also handles the paying, deliver guest mail and messages to the concerned guest room.

Business Center

The person who handles the business center is known as Business Centre attended and the main function of this section is to provide communication facilities and services like STD, ISD, E-mail, internet, fax, xerox, etc.

Travel Desk

This section of the front office is responsible for arranging the packages, tickets, etc for the guest as per their request.