



## Hotel Operations Manual

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The publication of **Standards of Performance (SOP) Manuals**, **On-The-job Training Manuals** in all hotel departments is a prerequisite and significant component of implementing a Training Plan in hotel operations. The manual provides employees with a clear picture of what will be expected of them and, in turn, what they can expect for their dedication to quality.

HCC Hospitality Standards of Performance (SOP) Manuals begin with a set of customer-focused service standards for "Guest Expectations" which apply to all service staff. The service standards must be communicated to all employees to make sure that employees know precisely what is expected of them and gain commitment to meeting these standards.

The content of the "**Standards of Performance (SOP) Manuals**" is a list of key tasks that line employees and supervisors must perform to ensure the delivery of quality service to guests. Most of the key tasks represent opportunities for employees to meet and exceed a guest's expectations.

The core part of the manuals is the "**SERVICE TASK Breakdown**" of different key job tasks inclusive of **PROCEDURES**, and **STANDARDS** of judging correct performance of job duties. A breakthrough of the manuals is that the Task Breakdown of different key tasks is not merely a reference guide for the Training Plan, but can also be the training materials for all employees to perform their daily duties.

The measurement of conformance to standards is particularly important. We must determine how well standards are being met, identify areas needing attention and provide helpful feedback to employees. This includes **recognizing top performers, redirecting incorrect performance and personal coaching for improvement.**

**The system implementation and upkeep of the Training Plan is the responsibility of the Hotel General Manager.**

### MANAGEMENT

General Manager  
Duty Management  
Crisis Management

### FOOD PREPARATION

Kitchen Food Preparation  
Executive Sous Chef  
Garde Manger  
Pastry Cook  
Line Cook  
Stewarding

### FOOD & BEVERAGE

Food & Beverage Service  
Bars & Beverage Service  
Cocktail Barman  
Conference & Banqueting  
In-Room Dining  
Waitron  
Mini Bars  
F&B Telephone Answering  
Procedures

### ROOMS DIVISION

Front Desk Arrivals &  
Departures  
Porters, Concierge & Chauffeur  
Drive  
Reservations  
Guest Relations  
Front of House Telephone  
Courtesy  
Room Attendant  
Public Areas

### TELEPHONE COURTESY

### SECURITY

Security Guidelines  
Security Operating Procedures

### EMERGENCY

Emergency Guidelines  
Emergency Evacuation  
Procedures

### MAINTENANCE

General Maintenance  
Preventative Maintenance Program

### FINANCIAL

Financial Procedures

### BUSINESS CENTRE

General

### HUMAN RESOURCES

Employee Induction Policy  
Employee Induction Manual  
Employee Handbook  
HR Policies & Procedures Manual  
HR Documents/Control  
Employee Job Descriptions

### MONTHLY OPERATIONS REPORT

Operations Report Template

### QUALITY ASSURANCE PROGRAM

Quality Assurance Template

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# Resort Hotel Operations Manual

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