



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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