

## **The Job Role and Responsibilities and Competencies & Skills Required**

### **Front Office**

- 1. Registration of guests and assigning rooms.**
- 2. Maintain an inventory of reservation, vacancies and room assignments.**
- 3. Answer enquiries regarding hotel services, provide assistance and respond to guests' complaints**

### **Food & Beverage**

- 1. Greeting customers, escorting them to seats, taking food and drink orders, and serving food and beverages.**
- 2. Answer questions regarding the hotel services, explaining menu items and specials, and offering personal attentive treatment.**
- 3. Co-coordinating with team workers to plan events, parties etc.**

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### **Housekeeping**

- 1. Responsible for maintaining the hygiene and appearance of the hotel**
- 2. Servicing and maintaining the guest rooms and replenishing stock as and when needed.**
- 3. Providing service items to guest rooms upon requests from the guests**

### **Food Production**

- 1. Preparation of simple food items like vegetable preparation, salads, cold starters etc.**
- 2. Work according to established health and safety guidelines. Kept the kitchen area clean and hygienic.**
- 3. Keep a check on stock and order for replenishments as and when necessary.**