



Unit 4 — Hotel Jobs and Responsibilities

Reading: Hotel Staff Positions and Responsibilities

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Staff positions in a hotel can vary greatly depending on the type of hotel. In general the staff can be placed into three different categories: administration, guest services and support staff. Administration positions range from managers to secretaries. Guest services are the staff that care for the guests directly e.g. maids, waiter/waitress and cooks. Finally, the support staff look after the hotel itself e.g. plumbers, gardeners, and electricians.

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Discussion Questions

What factors need to be taken into account when choosing staff for a hotel?

Compare the benefits of having flexible staff (able to work in different departments of the hotel). Why is this important?