

<b>Name of the professional figure</b>
Room Division Manager
<b>Where it works</b>
The Room Division Manager is in charge of all housekeeping and room-related activities. He works as an employee under the direction and supervision of the Hotel Manager or Director
<b>The activities</b>
The Room Division Manager ensures the implementation of the standard procedures prepared by the management and coordinates and supervises the departments of his sector, ensuring maximum collaboration to meet the demands of customers and management quickly. The Room Division Manager is responsible for managing the staff of the Room Division. Tasks include planning the department activities, supervising the working process of staff to meet the hotel standards, coordinating with other departments to meet customers' requirements, and handling customer complaints. The manager needs to ensure and maintain a high level of service and professionalism in the area of its competence, ensuring a correct and professional attitude towards customers to maintain the hotel's style and class. He or she guarantees the state of efficiency and safety of the systems, furnishings and equipment, as well as the custody of the materials entrusted to it. They inspect a selection of rooms and common areas reserved for customers daily, verifying the level of comfort, cleanliness and hygiene. They suggest improvements by formulating asset investment requests for equipment, equipment and various materials. As the Head of the division they involve in recruiting, training, evaluating and promoting staff of the Division.
<b>Qualifications</b>
This figure is usually held by tourism graduates or in courses of study in business administration, economics and language.
<b>Technical skills</b>
The Room Division Manager must have extensive experience through lower to higher levels in the division. Beyond the qualification required, numerous training and specialization courses form this professional figure. This figure is formed in the field, first covering operational roles and then having the responsibility of individual services within the structure.
<b>Computer and linguistic knowledge</b>
This professional figure requires a strong command of the English language (both written and spoken). He/She must also possess computer skills as an expert user using specific software for hotels.
<b>Personality and availability</b>
This figure should possess the ability to organize one's work and that of others, managing team work, problems solving, and the relationship with customers. He/she must be courteous and patient, able to self-control and manage stress, attentive to details and able to handle customer complaints. He/She must be available to work outside hours and on weekends.