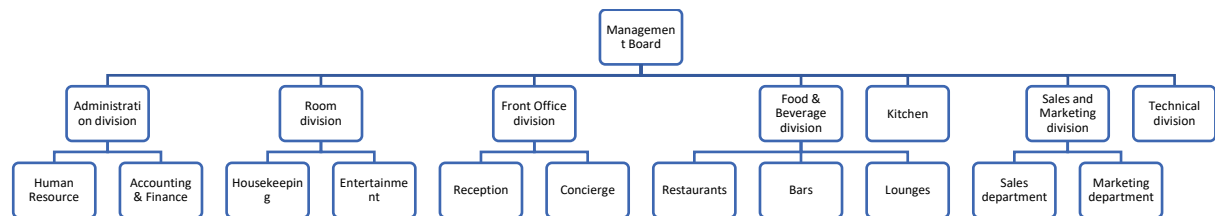


The typical organizational structure of four-star and five-star hotels is divided into five macro functional areas within which at least one manager and one or more employees operate.



- The **Management** is where all the activities related to the organization, coordination and strategic and financial management of the hotel are carried out.
- The **Administration Division** is where all the activities related to the hotel's administrative, accounting and financial management and the selection and management of human resources are carried out. Most of the four-star and separate five-star Accounting from Human Resource functions. Therefore, the administration area includes the Finance department (accounting and procurement) and Human resource department (recruitment and training).
- The **Sales and Marketing Division** is where all the activities are aimed at promoting, marketing and selling all services provided by the hotel. The division is responsible for planning, developing strategies, marketing, advertising, and promoting hotel services. It is also in charge of studying the market, and competitors, identifying potential customers, managing customer lists, and taking customer care. The division manages the communication and image of the hotel.
- The **Rooms Division (housekeeping)** is the main operating sector of the hotel company, where all the activities related to the management of reception and accommodation services plus any ancillary services are carried out. The housekeeping division includes three main functions: room attendance, public attendance and laundry. Many hotels include ancillary services (fitness, swimming pool, sauna, massages, etc.). Some other hotels have a separate Entertainment department.
- The **Front Office Division**: is where the check-in operations (reception and registration of the customer), customer assistance during the stay and check-out operations (relating to the customer's departure) are carried out. The division includes

reception and concierge departments. The **Reception Department** manages the reservation system, welcomes customers, manages the assignment of the rooms, and provides accounting with information on customer arrangements. The **Concierge Department** manages the luggage service, the supervision of the hotel, the registration of customers, customer assistance, the cloakroom service, the elevator service, and the taxi call and car traffic management.

- The **Food & Beverage Division** is where the activities related to preparing and administering complete meals, food, and drinks served to customers on tables arranged in one or more special rooms are carried out. The Division is structured in restaurants, bars and lounges.

- The **Kitchen Division** is where all the activities related to food preservation and meal preparation are managed. The kitchen division is responsible for setting the menus and preparing, processing and cooking various food items. This division also prepares meals for hotel staff, serving as a canteen function.

- The **Technical division** deals with installing equipment, repairing and maintaining various tools and equipment, plants and green areas and supports other departments.