

PALAU COMMUNITY COLLEGE
TOURISM & HOSPITALITY – HOTEL OPERATIONS

TH 224 Hotel Operations
Internship Task List for AAS/AS

- A. Identify job positions and describe roles and responsibilities of each one.
- General Manager
 - Mid-Managers
 - Supervisors
 - Laundry & Linen Attendants
 - Room Attendants//Chambermaids
 - Public Area Attendants/Handyman
 - Reception/Front Office Attendants
 - Maintenance/Engineering
 - Food and Beverage Staff
 - Security Division
- B. Linen Room
1. Gather linens from the maids and restaurants.
 2. Sort into the correct fabrics and colors
 3. Wash using proper chemicals and filling the washer to the correct weight or height.
 4. Dry the laundry.
 5. Fold using the prescribe methods
 6. Store the laundry allowing it to relax
 7. Deliver the linens to the maids' pantry
- C. Rooms
1. Check and follow procedures to the guestrooms,
 2. Place the cart at the room's entrance
 3. Enter the room announcing housekeeping three times.
 4. Clean the room using the prescribed method
 5. Make the bed using square/hospital corner.
 6. Review safety practices with regards to bloodborne pathogens
 7. Clean the bathroom with proper chemicals and from top down to mopping the floor.
- D. Public Areas
1. Demonstrate proficiency for using cleaning equipment.
 2. Demonstrate the steps used when cleaning public restrooms
 3. Demonstrate the proper use of safety equipment usage and signs in the public areas
 4. Practice using proper safety tips lifting heavy equipments
- E. Identify jobs at the Front Office and Lobby Areas:
1. Front Desk Guest Agents
 2. Reservation
 3. PBX (private branch exchange)
 4. Night Audit
 5. Bell Service
 6. Valet
 7. Cashier

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- F. Prepare the Guest Arrival:
 - 1. Welcome, greet and register arrivals
 - 2. Handle guest check-in by reservation and walk-in
 - 3. File the registration card, guest card and arrival book
 - 4. Verify the payment method
 - 5. Assign the guestroom
 - 6. Handle safe deposit box
 - 7. Use manual credit card imprint

- G. Organize Guest Departure:
 - a. Review and check the expected departure
 - b. Prepare supporting bills
 - c. Recover room key from the guest
 - d. Handle individual, group and VIP check-out
 - e. Handle in-coming/out-going calls & wake-up calls,
 - f. Check Messages & telephone charges,
 - g. Operates & assists overseas calls.

- H. Functions of Security Division:
 - h. Develop safety & security policies,
 - i. Enforce key control policies,
 - j. Arrange Patrol schedules,
 - k. Monitor Drivers,
 - l. Train employees on emergency & fire Procedures,
 - m. Monitor and enforce security issues of employees

- I. Functions of Maintenance & Engineering Division:
 - n. Set-up systematic schedules of maintenance,
 - o. Follow established preventive procedures,
 - p. Check water quality,
 - q. Take an inventory of chemicals
 - r. Check cleanliness and organization of storage areas,
 - s. Monitor swimming pool and SPA,
 - t. Keep records of hotel equipments/inventories.

- J. Functions of Food and Beverage:
 - u. Prepare dining/restaurant area for service
 - v. Prepare and set tables
 - w. Welcome and greet guests/visitors
 - x. Take and process orders
 - y. Serve and clear food and drinks
 - z. Close down restaurant/dining area

- K. Roles and Functions of a Host:
 - aa. Welcome with the Smile and spirit of Alii,
 - bb. Be prompt/speed of service,
 - cc. Serve guest sincerely from the mind and heart,
 - dd. Look after the satisfaction of guests -feeling service was worthy,
 - ee. Keep guests feeling safe and secure.