

Duty and Powers of Accommodation Service Managers

Accommodation Service Managers are responsible for overseeing the daily operations of lodging facilities such as hotels, guest houses, and resorts. Their role involves ensuring high-quality customer service, maintaining cleanliness and safety standards, managing staff, and handling administrative tasks. They act as a link between guests and the organization, making sure that guests have a comfortable and satisfactory experience while also ensuring the business runs efficiently and profitably.

Duties and Powers (Points):

- Supervise and coordinate daily operations of accommodation services
- Ensure cleanliness, maintenance, and safety standards are met
- Manage bookings, reservations, and room allocations
- Handle guest complaints and resolve issues effectively
- Recruit, train, and supervise staff members
- Monitor budgets, expenses, and financial performance
- Set service standards and ensure quality customer service
- Coordinate with other departments (housekeeping, catering, maintenance)
- Enforce rules, policies, and legal regulations
- Make decisions regarding pricing, promotions, and service improvements