# CONTENTS


9 Guide to the Report

14 Sample Structure

15 Part 1: Administration

16 General Manager

17 Assistant General Manager

18 Hotel Manager

19 Operations Manager

20 Quality Assurance Manager

21 Personal Assistant

22 Part 2: Finance

23 Director of Finance

24 Finance Manager

25 Financial Controller

26 Assistant Financial Controller

27 Cost Controller

28 Credit Controller

29 Income Auditor

30 Accounts Executive

31 Accounts Clerk

# CONTENTS


32 Part 3: Human Resources

33 Director of Human Resources

34 Human Resources Manager

35 Assistant Human Resources Manager

36 Training, Learning and Development Manager

37 Training, Learning and Development Executive

38 Talent Acquisition Executive

39 Human Resources Executive

40 Payroll Executive

41 Human Resources Administrator/Coordinator

42 Part 4: Commercial

43 Commercial Director

44 Director of Sales

45 Sales Manager

46 Sales Executive

47 Events Sales Manager

48 Sales Coordinator

49 Marketing Manager

50 Marketing Executive

# CONTENTS


51 Marketing Administrator/Coordinator

52 Part 5: Food and Beverage

53 Director of Food and Beverage

54 Food and Beverage Manager

55 Assistant Food and Beverage Manager

56 Food and Beverage Supervisor

57 Banqueting Manager

58 Restaurant Manager

59 Assistant Restaurant Manager

60 Restaurant Supervisor

61 Attendant/Waiter

62 Bars Manager

63 Bar Supervisor

64 Bartender

65 Part 6: Kitchen

66 Executive Head Chef

67 Head Chef

68 Restaurant Chef

69 Senior Sous Chef

# CONTENTS


70 Sous Chef

71 Junior Sous Chef

72 Pastry Chef

73 Assistant Pastry Chef

74 Chef Tournant

75 Senior Chef De Partie

76 Chef De Partie

77 Demi Chef de Partie

78 Chef de Rang

79 Commis Chef

80 Chief Steward

81 Stewards Supervisor

82 Kitchen Steward

83 Part 7: Front Office

84 Rooms Division Manager

85 Front Office Manager

86 Assistant Front Office Manager

87 Duty Manager

88 Front Office Supervisor

# CONTENTS


89 Reservations Manager

90 Reservations Supervisor

91 Reservations Agent

92 Night Manager

93 Night Auditor

94 Guest Relations Manager

95 Guest Relations Officer

96 Cashier

97 Front Office Agent

98 Telephone Operator

99 Head Concierge

100 Concierge

101 Porter

102 Part 8: Maintenance

103 Chief Engineer

104 Maintenance Manager

105 Assistant Maintenance Manager

106 Maintenance Supervisor

107 Maintenance Officer

# CONTENTS


108 Technician

109 Maintenance Storekeeper

110 Carpenter

111 Gardener

112 Part 9: Housekeeping

113 Executive Housekeeper

114 Assistant Executive Housekeeper

115 Senior Housekeeping Supervisor

116 Housekeeping Supervisor

117 Housekeeping Attendant

118 Laundry Supervisor

119 Laundry Attendant

120 Public Area Attendant

121 Pool Attendant

122 Part 10: Information Technology

123 IT Manager

124 IT Systems Administrator

125 IT Support Officer

126 Part 11: Procurement

127 Purchasing Manager