

# **Hotel Operations Manual**

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Swiss International Hotels &  
Resorts Operating Manual Page 6

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## **HOTEL OPERATING MANUALS STANDARD OPERATING PROCEDURES “SOP.s”**

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Talk to Varnisikha D N about Hotel Operations Manual - 1. Operations manual...All businesses should have one of these. It will play a big part in helping to communicate with staff. It will guide your staff and help them to adapt to the culture of your business. 2. Systems...As they say, the people run the systems and the systems run the business.

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The manual will hopefully be a valuable tool to all small hotel

managers and their staff. It is not meant to be the definitive guide on how to run a small hotel, but rather, a collection of insights from some of the region's hospitality, tourism and business experts, to help you the reader in your day-to-day operations.

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### Hotel Operations Overview

Through a simulated learning environment, students will acquire the basic knowledge and skills in the various aspects of hotel operations, including front office, housekeeping and food and beverage

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