

Role of the Rooms Division Operation in Hospitality Industry: Case study of Hotel “The Covanro”

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Hospitality Industry can be recognized as one of the fastest growing industry in the world and it is playing a vital role in providing accommodation, travel, food and beverage and entertainment for the guests. Combination of the front office and housekeeping department mainly considered as the rooms division operation. Rooms division operation plays a major role in hospitality industry as it always communicates with the customers. It represents as the heart of an organization which causes first and last impression to a customer. Through effectiveness of rooms division, accurate supervision of front office process and the exact supervision of housekeeping operation ultimately able to provide excellent customer service within a hotel. The purpose of the research on Role of the Rooms Division operation in Hospitality Industry- Case study of hotel “The Covanro”, is to identify how the theoretical concepts in rooms division operation using in Covanro hotel, state out the emerging issues in relevant premises according to title concepts and identify the recommending methods for development of front office and housekeeping departments in the hotel. The data of the study is derived from the literature review, document analysis and observation. Practical implication of the study is exploring the rooms division operation process in the hotel Covanro and identify the current issues according to relevant concepts and finally to provide recommendations for further improvement.

Keywords: Hospitality, Front office, Housekeeping, Supervision, Rooms division operation

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