

Manual De Funciones de un Hotel y Restaurante

Introducción:

El presente material detalla las responsabilidades y funciones de las Áreas Operativas de una Empresa Hotelera y Restaurante, así mismo se puede describir el perfil requerido para cada jefatura o responsable de Área.

Actividad:

Luego de hacer una lectura descriptiva e identificar las funciones de los responsables de cada Unidad Operativa, registrar los riesgos y eventos que se suscitan en el servicio hotelero y de restauración para cada responsable de área.

Descripción por Áreas:

Gerente de A&B

Actividades: En este puesto se dirige las funciones relacionadas con el proceso de producción de A & B, como son:

- Elegir la materia prima
- Buscar el proveedor
- Cuidar del proceso de elaboración
- Regular la frecuencia de compra de materia prima
- Existencia y disponibilidad de los alimentos cuando sean solicitados.

Perfil

- Estudios: Ingeniería en Alimentos.
- Experiencia: mínimo de 2 años en el cargo u relacionados.
- Habilidades: Indispensable dominio en área de desarrollo y procesos de giro alimenticio.

Principales funciones: elaboración de reportes, costos, inventarios, producción Giro alimenticio.

Eventos o Riesgos de su jurisdicción a ser Prevenidos o Corregidos	

Chef

Actividades: Diseñar el menú con sus diferentes platos con criterios de balance nutricional, diseña recetas estándar, coordinar horarios, realizar informes, supervisar, dirigir empleados, delega funciones, verificar rotación de inventarios, inventarios, diseña lista de mercado, recibe mercado, atención al cliente, atención de quejas y reclamos, atención de sugerencias y es el responsable directo de la cocina.

Perfil

- Estudios: Profesional o técnico en gastronomía, cursos certificados, servicio al cliente.
- Experiencia: Mínimo de 3 a 4 años en cocina, manejo de personal.
- Habilidades: Conocer nuevas tendencias gastronómicas, manejo de equipos, personal, idiomas (opcional).
- Cualidades: Honestidad, liderazgo, responsabilidad, respetuoso, organizado, amabilidad.

Manual De Funciones De Un Hotel

Eguzkiñe Urreta Okeranza



Manual De Funciones De Un Hotel:

Gestión de hoteles ,2008-01-14 En este libro se muestran los diferentes elementos que conforman la estructura de un hotel dando una perspectiva global de cómo funcionan los diferentes servicios con una visión diferente del personal que conforman cada uno de los departamentos así como las funciones que tienen que desarrollar los trabajadores en la gestión de hoteles Muestra las técnicas necesarias para informar atender dirigir orientar y satisfacer las necesidades del cliente así como el manejo de las herramientas necesarias para desempeñar el trabajo de gestión NDICE 1 La industria hotelera 2 Departamento operacional del hotel recepción 3 Departamento operacional del hotel restauración y cocina 4 Departamentos operacionales del hotel consejo a comunicaciones y pisos 5 Departamentos staff del hotel servicios auxiliares lencería y lavandería compras y almacén 6 Seguridad e higiene en hoteles Dirección Alimentos y Bebidas En Hoteles Jorge Lara Martínez Lazcano,1985 Obra de gran utilidad para todo profesional en hotelería y gastronomía ya que ofrece una visión general acerca de la organización y operación de restaurantes y cafeterías Además hace hincapié en el tratamiento especial que requieren los departamentos de edecanes servicio de cuartos y banquetes Publisher's description **Organización y prestación del servicio de recepción en alojamientos. UF0052.** Eguzkiñe Urreta Okeranza,2024-01-30 Este Manual es el más adecuado para impartir la UF0052 Organización y prestación del servicio de recepción en alojamientos de los Certificados de Profesionalidad y cumple fielmente con los contenidos del Real Decreto Puede solicitar gratuitamente las soluciones a todas las actividades en el email tutor tutorformacion.es Capacidades que se adquieren con este Manual Analizar la organización y funciones más frecuentes de los departamentos de recepción justificando estructuras organizativas adecuadas a cada tipo de establecimiento Analizar los procedimientos de gestión de la información en la recepción explotando las aplicaciones informáticas propias y justificando su utilización en los diferentes tipos de alojamientos Analizar los procesos propios del departamento de recepción y aplicar los procedimientos idóneos para la correcta prestación y control de los servicios que le son inherentes Desarrollar los procesos de gestión de cobros y facturación aplicando los procedimientos y operaciones idóneos para su realización Analizar el servicio de seguridad propio de establecimientos de hospedaje relacionando la estructura organizativa y las contingencias de seguridad con los elementos y medidas de seguridad aplicables índice El departamento de recepción 5 Objetivos funciones y tareas propias del departamento 6 Planteamiento de estructura física organizativa y funcional 30 Evaluación 46 Instalaciones complementarias y auxiliares de un establecimiento de alojamiento 47 Bar comedor cocina office 48 Instalaciones deportivas piscina y jardines 49 Instalaciones auxiliares 51 Tipos de energía combustible y otros recursos de los establecimientos turísticos 54 Evaluación 57 Gestión de la información en el departamento de recepción 58 Circuitos internos y externos de información Documentación derivada de las operaciones realizadas en recepción 59 Obtención archivo y difusión de la información generada 60 Evaluación 65 Prestación de servicios en recepción 66 Descripción de operaciones y procesos durante la estancia de clientes identificación y diseño de documentación

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Manual de la Masonería Ó Sea El Tejador de Los Ritos Antiguo Escoces, Francés Y de Adopción ..., 1871 **Manual de funciones procedimiento y control para administración de hoteles** Jose Cristo Romero Mendoza, 1978 Calendario manual, y guía de forasteros en Madrid, 1928 Manual de derecho internacional público y privado Ramon Maria de Dalmau marquis de Olivart, 1886 Manual de masonería Andres Cassard, 1886 **Manual de derecho internacional público y privado** Ramón de Dalmau y de Olivart Olivart (marqués de), 1886 **Manual de derecho internacional público y privado extractado y traducido de las obras Calvo (Carlos), Bar (L. de), Neumann (Barón de), etc. con extensas notas y un bosquejo del derecho internacional privado español** Marquis de Olivart, 1886 **Manual de las repúblicas del Plata** Michael George Mulhall, Edward T. Mulhall, 1876 *Manual de accidentes del trabajo* Carlos del Peso y Calvo, 1946 *Calendario, manual y guía de forasteros en Madrid*, 1929 *Manual de derecho internacional marítimo* Faustino Menéndez Pidal de Montes, 1923 **La otra mitad**, 2004 **Manual del librero hispano-americano** Antonio Palau y Dulcet, 1925 **Manual del librero hispano-americano: D-G** Antonio Palau y Dulcet, 1925 *Actuaciones Venezuela. Contraloría General de la*

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Manual De Funciones De Un Hotel Introduction

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