

Hotel Management Cheat Sheet (A1+ to A2-)

1. Strategic Planning

- Think about the hotel's future.
- Make plans to get more guests.
- Solve problems.
- Write easy steps for staff.
- Watch trends and busy days.
- Work with managers to improve rooms and service.

Who needs it: All managers.

2. Financial Management

- Take care of hotel money.
- Check budgets, bills, salaries, and profits.
- Save money and plan for the future.
- Make simple reports.
- Decide prices or new investments.

Who needs it: Managers, finance staff, department heads.

3. Marketing & Sales

- Make hotel popular.
- Plan ads, offers, and online campaigns.
- Talk to travel agencies and companies.
- Understand guests and competitors.
- Sell rooms and increase income.

Who needs it: Sales and Marketing Director, managers, front desk staff.

4. Team Leadership & Motivation

- Help staff work together.
- Show how to do tasks.

- Solve problems.
- Encourage staff.
- Give praise and teach skills.
- Make a happy workplace.

Who needs it: Managers, supervisors, department heads.

5. Customer Satisfaction

- Make guests happy.
- Solve problems fast.
- Listen to guests and help politely.
- Notice small things: clean rooms, friendly staff.
- Plan ways to improve guest experience.

Who needs it: All staff, managers, reception, concierge.
