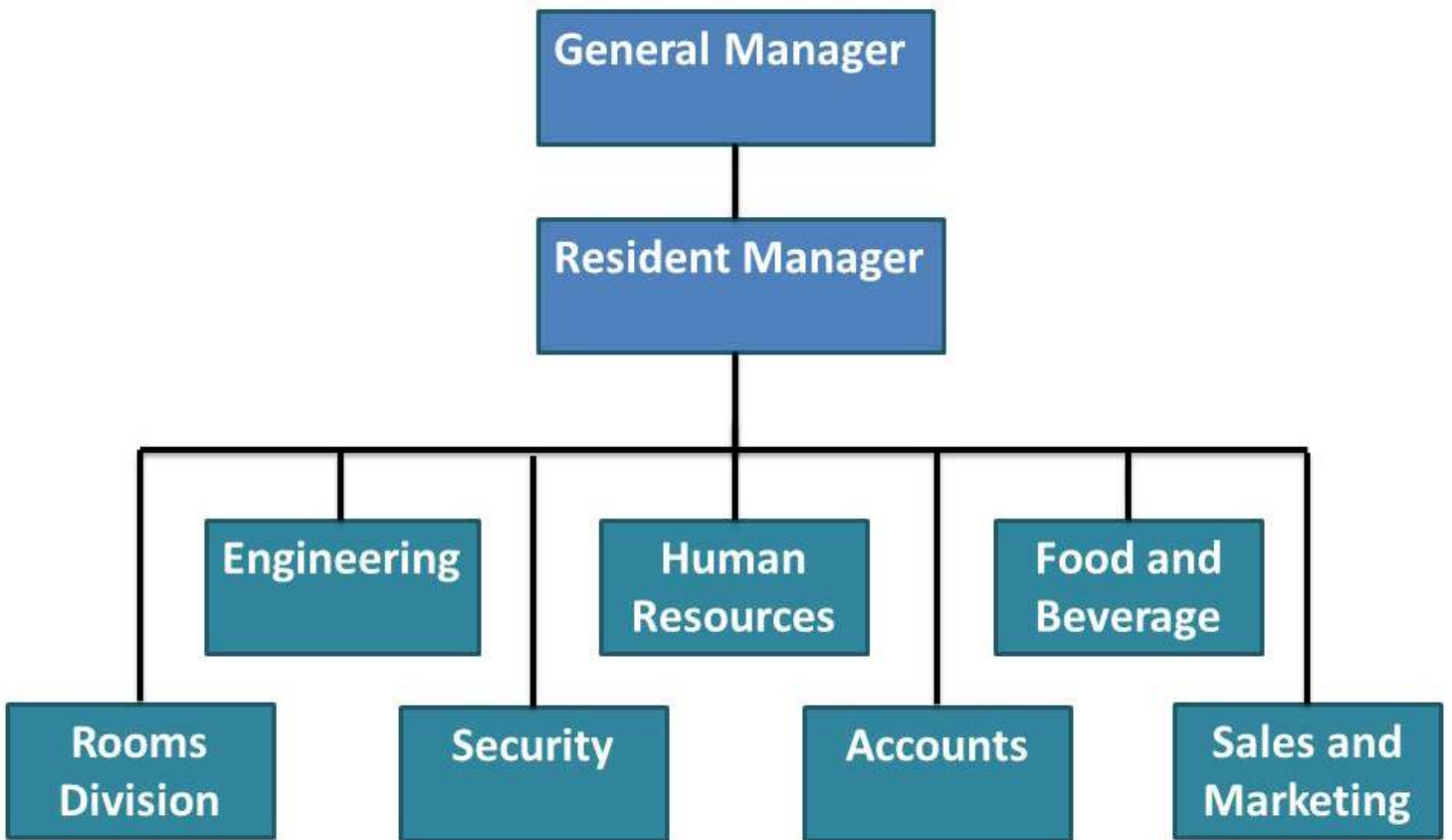
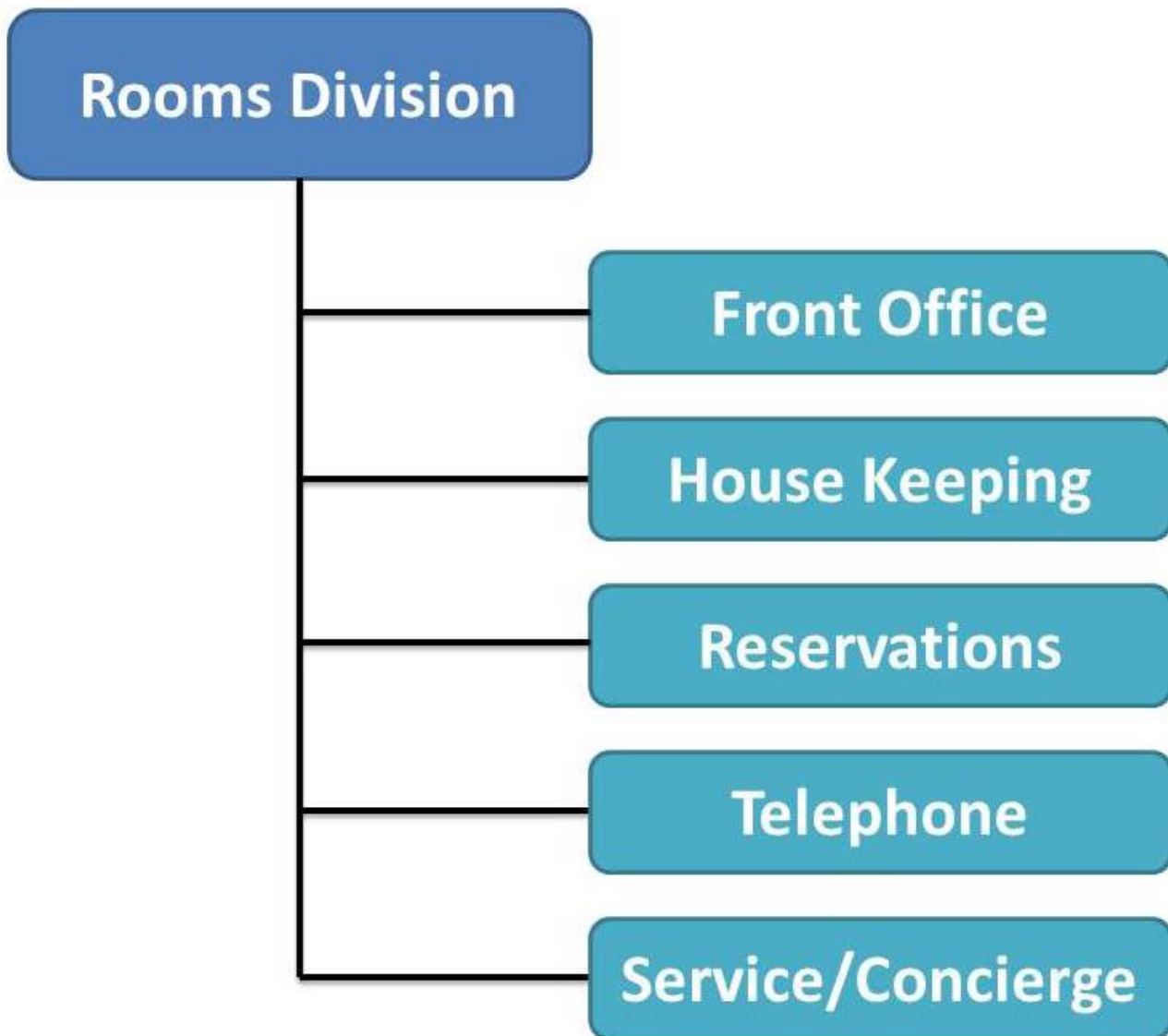
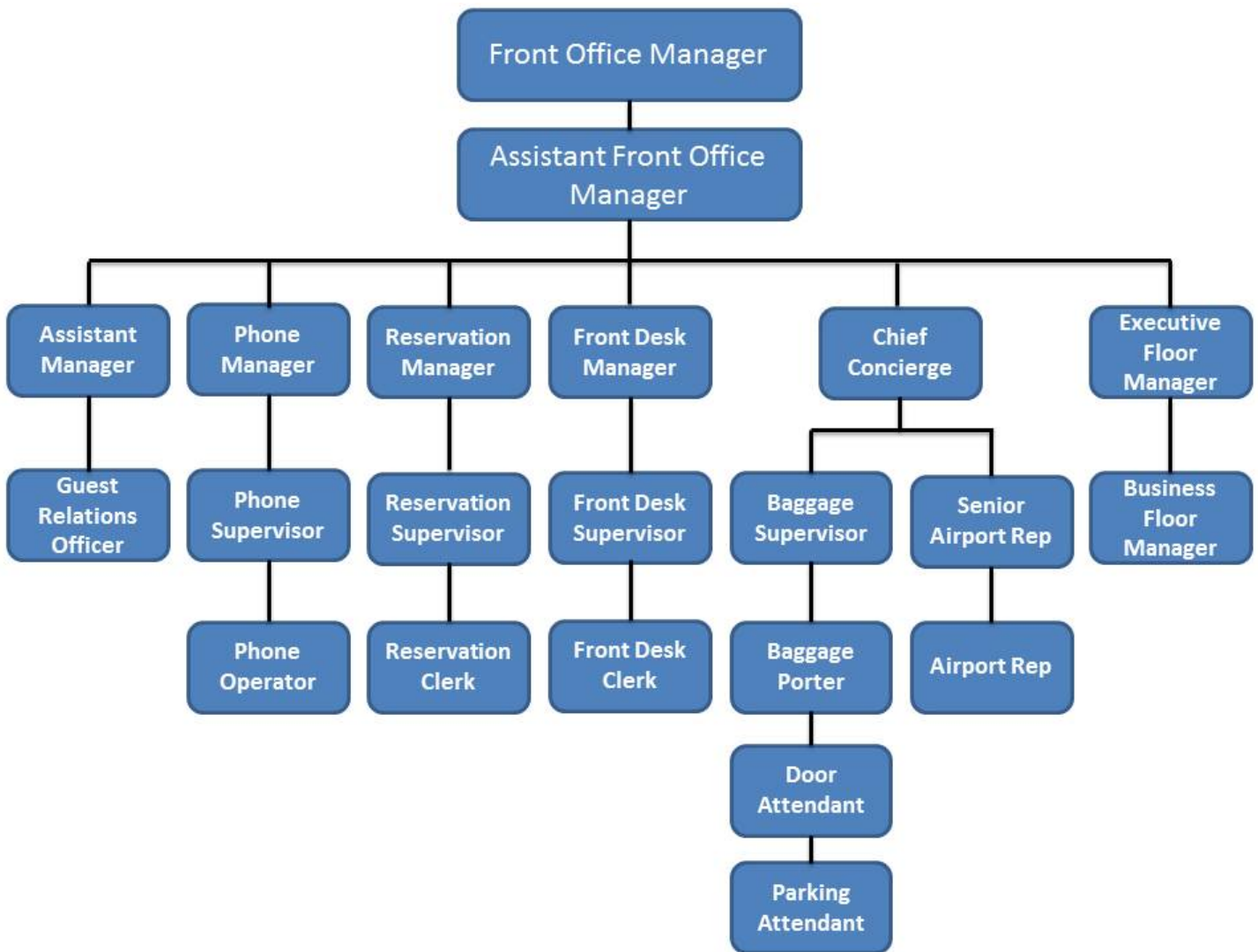


**Module 15 Hotel Front Office Operations, Unit 02 Organization and Function of Hotel Departments  
Hotel Organizational Structure**





Module 15 Hotel Front Office Operations, Unit 01 Front Office Department  
Organization Chart of a Hotel Front Office Department



## Registration/Check In Procedures

1. Greet the guest
2. Verify guests identity
3. Present the registration form
4. Confirm method of payment
5. Update guests account
6. Issue room key
7. Escort guest to room