



The Importance of Management For Hotel Accommodation

Raupova Malikabonu Furkatovna

Tutor at “Silk Road” International university of tourism and cultural heritage

Absrtact: Hotel management is critical to the success of a guest accommodation business, and the management and finance department oversees the core day-to-day operations. This can include managing hotel services, overseeing events, devising strategies, solving problems, and meeting with business partners.

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Introduction: Hotel management refers to the overall management of tasks done in a hotel. This includes housekeeping of hotel rooms, food inventory management of in-house restaurants, finance management, distribution, and customer service. Hotel management is a continuous, round the clock, responsibility and is always constantly evolving depending on the market and the needs of a specific hotel’s customers.

As long-distance travel in the medieval ages took days, it was common to seek shelter in the middle of one’s trip to rest for the night. Initially, travelers stayed in people’s homes, borrowing a room or bed, or anywhere they’re allowed in the property. These rooms were called “hospitia,” derived from the word “hospitality.” From there, businessmen realized that housing travelers can be a profitable business, leading to hospitia rooms being commercialized and the creation of inns. Most of the first inns were found around Europe and were catered to pilgrims and government workers. These inns provided lodging and no food or other amenities, as their primary purpose was to give travelers a place to rest in. However, as time passed, in-house restaurants began growing famous, followed by a wide variety of amenities offered for leisure.

It wasn’t until the introduction of guest registers that inns slowly became the modern hotels of today. They began to provide more to their guests, turning the act of staying in an inn or hotel into something leisurely. Following the industrial revolution, travel became easier and hotel establishments also changed their plumbing and structural forms, providing guests with baths and later, free soaps. They also began employing staff members to come in regularly and take days off as they pleased, turning hotels into a place of work as well. With travel becoming easier and more affordable, different types of hotels were created in time with a boom in tourism worldwide. This led to a boom in hotels as well, creating more management processes and thus creating the modern hotel management system today.

Managing the different aspects of a hotel can be a stressful task, especially for head hotel managers who have to oversee everything. With the rise in customers and hotels around the world, hotel managers have switched from using traditional guest lists and other checklists and using digital templates instead.

Hotel management systems and software or apps today are now substituting the traditional pen and paper ways of documentation. With these, hotel managers can oversee their establishments and workers from anywhere in the hotel and anytime, all in one place. This can save them time from doing multiple rounds of inspection on foot, personally approaching their staff, and watching all of their tasks at once. The time spent can then be used on other essential tasks that need more



concentration and effort. Having their documents digitized also promotes less waste in the workplace as it removes the need for paper and stores all digital paperwork in the cloud.

Some things having a hotel management system can help with are:

- Keeping track of guest lists and reservations
- Managing customer data and customer service
- Creating and maintaining housekeeping schedules
- Training housekeeping and other related hotel management staff on work, health, and safety procedures

Accommodation plays a major role in a traveler's overall experience of visiting a place. It is one of the big components of traveler's expenditure. Therefore the role of accommodation manager is crucial in hotel business/tourism industry. Accommodation manager mainly deals with human resources, budget and inventory. It is his/her responsibility to get the staff trained and ensure that quality standards for hygiene, health and safety are met in the hotel environment. Maintenance of the infrastructure too falls under the purview of the manager. Since the professional deals with staff and with customers, it is important for him/her to have positive attitude, higher energy, good communication skills and relationship management skills, knowledge of handling finances and budget and integrity. The manager's services directly impacts the hotel as a brand. When performed well, accommodation management can bring back customers to a hotel or resort for the second, third and multiple number of times. Customer satisfaction and wonderful memories are intangible takeaways for customers that can greatly impact the business's growth.

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