
SOP FLOW – ROOM DIVISION MANAGEMENT EXECUTIVE COMMITTEE

As a Assistant Room Division

1. Planning & Preparation

- Review academic schedule, practicum objectives, and hotel operation standards
- Coordinate with lecturers and training supervisors
- Prepare weekly duty roster for students (Front Office & Housekeeping)
- Ensure SOP manuals and checklists are available

2. Daily Operational Briefing

- Conduct morning briefing with students and assistants
- Explain daily tasks, learning targets, and service standards
- Assign roles (Front Office, Housekeeping, Public Area)

3. Front Office Operations

- Supervise student activities:
 - Guest check-in & check-out simulation
 - Reservation handling
 - Telephone etiquette
- Ensure students follow service SOP and grooming standards

4. Housekeeping Operations

- Supervise room cleaning practice
- Monitor linen handling and room inspection
- Ensure safety, hygiene, and equipment usage procedures

5. Monitoring & Evaluation

- Observe student performance during operations
- Provide direct guidance and corrections
- Record daily performance in logbook

6. Reporting

- Compile daily/weekly operational reports
- Submit reports to lecturer / program coordinator
- Provide feedback for academic assessment

As a Human Resources (HR)

1. Human Resource Planning

- Identify staffing needs for practicum and training activities
- Coordinate with Room Division Management
- Plan student rotation schedule

2. Recruitment & Placement (Students / Assistants)

- Collect student data and practicum requirements
- Assign students to departments based on competence
- Issue placement and duty confirmation

3. Orientation & Training

- Conduct orientation on:
 - School regulations
 - Hotel SOP & work ethics
 - Occupational Health & Safety (OHS)
- Coordinate training sessions with lecturers

4. Attendance & Discipline Management

- Monitor student attendance and punctuality
- Handle discipline issues according to academic regulations
- Record warnings or counseling sessions

5. Performance Evaluation

- Collect performance feedback from Room Division Executive
- Assist in student assessment and grading support
- Maintain student performance records

6. Documentation & Reporting

- Maintain HR files (attendance, evaluation, training records)
- Prepare reports for academic management
- Support accreditation and academic audits

As a Manager On Duty

1. Planning & Pre-Shift Preparation

- Review daily academic and operational schedule
- Check student duty roster and departmental assignments
- Coordinate with Room Division Management and Human Resources
- Ensure operational readiness of Front Office and Housekeeping

2. Operational Briefing

- Lead or supervise daily briefing with students and assistants
- Communicate daily objectives, service standards, and practicum outcomes
- Assign duties and clarify roles for Front Office and Housekeeping

3. Front Office Operations Supervision

- Monitor student performance in check-in, check-out, reservation handling, and guest interaction simulations
- Ensure adherence to institutional SOP and service etiquette
- Provide immediate guidance and correction when required

4. Housekeeping Operations Supervision

- Conduct routine inspections of guest rooms and public areas
- Monitor cleaning procedures, linen handling, and equipment usage
- Ensure safety, hygiene, and operational standards are followed

5. Inter-Department Coordination

- Coordinate operational matters with Human Resources
- Adjust student rotation or staffing when necessary
- Support lecturers and trainers during practicum sessions

6. Problem Handling & Decision Making

- Handle operational issues and service disruptions professionally
- Manage guest complaints (simulated or actual) according to SOP
- Take corrective actions within Manager on Duty authority

7. Student Coaching & Development

- Provide on-the-job coaching and mentoring

- Encourage teamwork, discipline, and professional attitude
- Support student learning outcomes during operations

8. Monitoring & Evaluation

- Observe student discipline, performance, and service quality
- Record observations in the MOD logbook
- Provide feedback to Room Division Management and HR

9. Reporting & Handover

- Prepare daily Manager on Duty report
- Document operational issues and follow-up actions
- Conduct proper handover to the next MOD or academic supervisor