Risk Management Method

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**Front Office Department**

The front office of the hotel and resort business has a lot of roles that they play. It should be noted that the front desk in a hotel or resort is an area that has a lot of hotels activates involving paperwork and streamlining of company’s check in and check out procedures. This means that this is the point where guests visit when they first visit the resort and when going out of the resort after their stay (Ahmad & Scott, 2014). The nature of the activities that go on at the front office determines their liability. Hence before pointing out the responsibilities, it is significant to mention the events at the front desk. For starters, the front office is the place guests’ check-in, and this means that most payments procedures are done at the front office. In case the resort is using cash payments, they will always be done at the front desk, and if the hotel uses other means of payment, then the verification will also happen at that very point. Secondly, at the front office is where the guests’ information is kept such as who they are, which rooms they have taken as well as other relevant information regarding their stay.

**Front Office’s Liabilities**

What the above information is making evident is that the front office has a data-keeping obligation. When guests check in, their names, nationalities, and all the necessary biodata are kept at the front desk. As seen, it is the place where guests check in and so these are crucial information needed by the hotel (Leung & Law, 2013). Secondly, the front desk is also the station where the payments take place and so the financial information regarding the company is also at their disposal. This only means that the front desk is liable for keeping guests’ data as they check in and resort’s financial data when guests are paying. Finally the same happens when the guests are checking out and so, verification of payment is the responsibility of the front desk department.

**Potential Areas of Negligence**

Based on the liabilities of this department it is possible to point out that the unit can be faced with potential negligence in the overall data keeping. It is possible for a careless front office department not to secure the information involving the guests.it is also possible that if the workers at the front desk are not careful, accounting for finances may be a challenge (Rutherford, & O’Fallon, 2007). Also in connection with funds, negligence can be registered during the check out for the guests so that some guests may leave without making full payments for the services that they have used.

**Potential Litigation and Losses**

Based on the above information on the possible negligence, it can be deduced that the mentioned negligence can cause severe litigations and losses (Rutherford, & O’Fallon, 2007). Take for instance a careless keeping of the guest's information may lead to crucial guests’ data landing in the wrong hands. Say, for instance, a guest’s name and personal information may be stolen by malicious individuals. This can lead to a lawsuit against the resort. Secondly, negligence in keeping financial data can also lead to loss of money through fraud or through guests who may check-out without paying for services.

**Department's Legal Duties in Reducing Risks of Liability for Guests and Employees**

The first legal duty is that the department of the front office has in protecting lowering dangers of accountability for the employees, and the guests are first, efficient training for the employees in the unit. Employees when well-trained can know how to handle guest information as well as the resort’s information and as such they can overcome negligence that then reduces the risks of liability (Leung & Law, 2013). Secondly, the department should purchase and implement practical tools of work that can ensure efficiency in the operation and security of data so that risks of liability are reduced.

**Summary**

Front office ion the resorts have two key activities that take place, and this is guest check-in and checks out as well as financial verification before guests settle to get the company’s services. For this reason, the department is responsible for securing guests’ information and also tracking and updating the finances of the company. With such duties, the department might be negligent in securing guests’ information or tracking and accounting for finances. Such negligence can lead to legal suit if a guest’s information lands on wrong hands or they may lose finances if they do not protect the payments and account for funds. To protect from these liabilities, the company is responsible for initiating training to ensure efficiency of employees as well as employing relevant tools of work that can help in increasing productivity and increase proper and secure way of keeping vital information.

References

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