

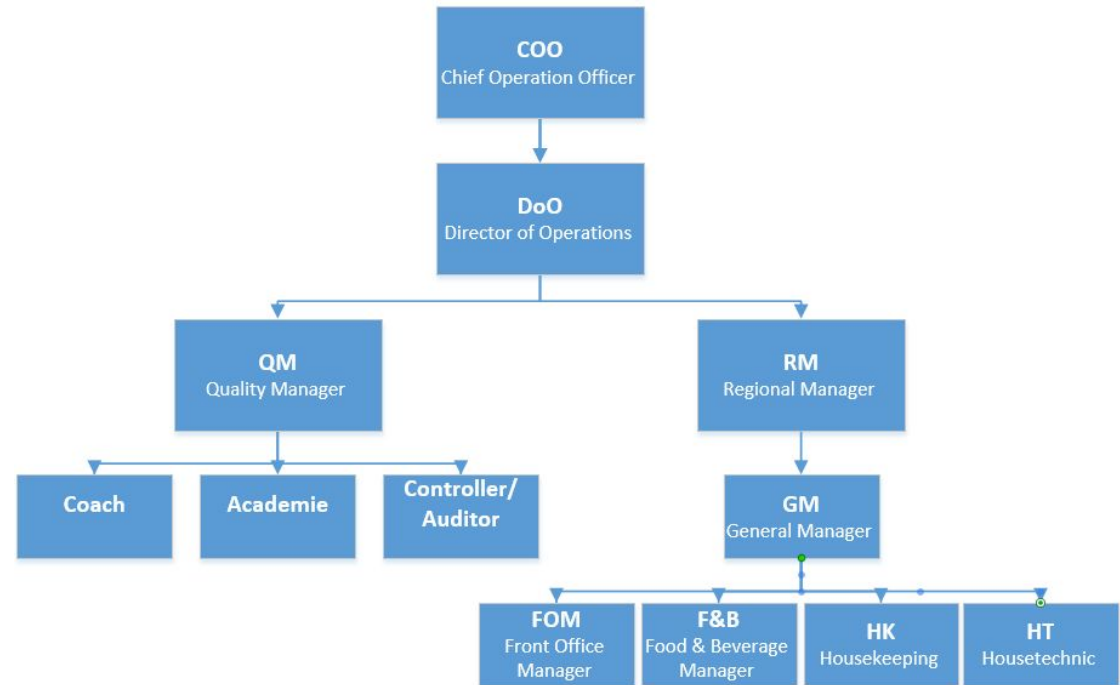


a&o Hostels

Who does what in the a&o
operative
Your points of contact!



Organisation Chart a&o Operative





COO

- ❖ He is responsible for everything that belongs to the operational area.
- ❖ He represents the operational staff at board meetings with TPG and at staff meetings with the department heads in the administration.
- ❖ He plans and organizes the operational strategy.
- ❖ He keeps very good contact to DoO, QM, RL, GM.
- ❖ The communication path is as follows:



DoO

- ❖ He selects the RM's, GM's and trainees
- ❖ He plans the location of the GM's
- ❖ He organizes the new openings
- ❖ He plans our SWAT team, which is sent into the houses for the conservation of value.
- ❖ It organizes meetings of regional managers
- ❖ He has full focus on the costs
- ❖ He communicates very strongly with the RM's and GM's
- ❖ Delegates tasks and controls their implementation and compliance.
- ❖ He works closely with QM



RM

- ❖ He is responsible for his own house like a GM.
- ❖ At the same time he bears responsibility for an entire region.
- ❖ He is the first contact point for our GM's.
- ❖ He organises regional meetings with the GM's.
- ❖ He represents his houses at the regional managers meeting.
- ❖ He is the fire protection officer for his regional houses.



QM

- ❖ Together with the COO, DoO, RM and trainers, he develops our standards and the processes to comply with the standard.
- ❖ He regularly evaluates the reviews in Customer Alliance.
- ❖ He travels to the houses and does small audits.
- ❖ He is always happy to receive ideas that simplify our product, improve the work and make the guest happier.
- ❖ He works very closely with the DoO and supports him in his work.
- ❖ Together with the trainers, he plans the training sessions.
- ❖ He coordinates the auditors.





GM

- ❖ He is responsible for the entire operational and administrative area of the hotel.
- ❖ He is responsible for the entire operational and administrative area of the hotel.
- ❖
- ❖ He is responsible for the selection of employees in his hotel.
- ❖ He is responsible for keeping all costs in his house.
- ❖ He is responsible for ensuring that the review objectives are achieved.
- ❖ He is the first contact person for his employees.
- ❖ He organizes team meetings and team events.
- ❖ He is responsible for compliance with all maintenance etc.
- ❖ He organises the roster.



FOM

- ❖ He works closely with all departments in the company.
- ❖ The reception is the communication and control center in a hotel.
- ❖ He guides and directs the front office staff.
- ❖ He optimises the activities in the front office area.
- ❖ He monitors the work processes in connection with the maintenance of the hotel system.
- ❖ He optimises room occupancy in ASSD and thus increases utilization.
- ❖ He coordinates the reception area.
- ❖ He takes over shifts.
- ❖ He is a role model in the field of guest care and complaint management.
- ❖ He controls the working time keeping of his employees.

F&B

- ❖ He works closely with all departments, especially with the reception.
- ❖ He leads, directs and manages his team.
- ❖ He is responsible for compliance with the HACCP concept (MHD etc.)
- ❖ He optimizes processes and quality in the F&B area.
- ❖ He does calculation, ordering of goods, receiving of goods and storage of goods.
- ❖ He does the inventories together with the GM.
- ❖ He takes shifts.
- ❖ He prepares and takes care of conferences.



HT

- ❖ He works closely with all departments, especially with the reception and housekeeping.
- ❖ He is responsible for the fact that the house is without exception in a good condition and that there is no value maintenance backlog.
- ❖ He does painting work and any repair work.
- ❖ He does maintenance of the outdoor facilities / winter service
- ❖ He supervises the contractors working at the site
- ❖ Support in monitoring the maintenance intervals of the systems requiring maintenance in the house.





HK

- ❖ Is responsible for the overall cleaning quality in the house. This includes the public areas and the rooms.
- ❖ Assigns the cleaning staff.
- ❖ Check the cleaned rooms and report the rooms as cleaned.
- ❖ Monitoring of the cleaning plans.
- ❖ Order cleaning agents and hygiene products.
- ❖ Management of the Lost and Found.
- ❖ Decoration of the house for special occasions (Christmas).



Controller/ Auditors

- ❖ They go into the houses and check the compliance with our given standards.
- ❖ For this purpose they use a prefabricated list of questions.
- ❖ They assess the situation and the impression they get soberly and unemotionally.
- ❖ They forward the protocol to the management and the GM.
- ❖ Together with QM, they evaluate the protocols at certain intervals and determine which processes are working well or not well for which reasons.



Coach

- ❖ Our coaches select training topics and develop their own training programs
- ❖ They plan the trainings.
- ❖ They carry out the trainings.
- ❖ They are always close to their departments to learn about the problems and to solve them if necessary.
- ❖ They are very much involved in the new openings.
- ❖ A major task is to optimize the processes together with the QM department.

Academy

- ❖ The Academy houses are our hotels in which the trainees are trained.
- ❖ Here, the trainees are taught the necessary standards and processes that are necessary to succeed in their future position as GM, F&B or FOM.





TÜVRheinland®
Genau. Richtig.



aohostels.com

everyone can travel

a&o