



10 MANAGEMENT STRATEGIES

Cooperation Between Hotel Departments:
From Conflicting to Complementary

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Strategies for Clear Communication

Unified Vision Communication

Clearly document the overall goals of the property and articulate how each department contributes. Whether it's revenue targets, guest satisfaction scores, or sustainability benchmarks, these shared goals need to be communicated across the board, not just at management level. For example, when housekeeping understands how their turnaround speed impacts room revenue, they become more invested in the bigger picture.

Transparent Decision-Making Processes

Major decisions, such as changing check-in procedures or modifying breakfast service hours, affect multiple departments. Therefore, transparency is key. Adopt a consultative approach, bringing department heads into early planning stages and openly sharing the rationale behind changes. Not only does this improve the quality of decisions, but it also increases buy-in, reducing friction and resentment later on.



Making Your Team Feel Like a Team

Inter-Departmental Job Shadowing

There's no better way to understand a colleague's challenges than walking a day in their shoes. By allowing front desk staff to shadow housekeeping or enabling F&B personnel to experience the front-of-house pressure, hotels can build genuine empathy. These sessions don't have to be long, even two hours observing a typical shift can break down assumptions and create new respect among teams.

Empathy and Communication Training

Professional development shouldn't just focus on technical skills. Emotional intelligence, active listening, and conflict resolution are critical tools in any hospitality setting; not just for guests, but also for cooperating with colleagues. Offering training in these soft skills empowers employees to handle misunderstandings constructively and collaborate more effectively across departments. When staff feel understood and supported, their willingness to cooperate naturally increases.



Getting and Keeping Everyone up to Speed

Regular Check-ins (“Homeroom” Huddles)

Hotels are fast-paced environments, and priorities can shift by the hour. That’s why brief daily huddles—10 to 15 minutes with representatives from each key department—are so valuable. These quick stand-ups ensure everyone is aligned on room availability, VIP guest needs, maintenance issues, or large group arrivals. Over time, these huddles create a rhythm of proactive collaboration, minimizing last-minute surprises.

Real-Time Task Tracking Tools

Traditional communication methods like paper logbooks or radio calls often lead to dropped information. Switching to integrated task tracking software, preferably linked to your PMS, solves this. Imagine a housekeeping supervisor updating room readiness in real time, and the front desk seeing it instantly. No calls, no confusion, no guests waiting. These systems also provide a transparent audit trail, which helps with accountability and process improvement.



Setting the Example for Success

Leadership Collaboration Demonstrations

Culture starts at the top. When department heads make joint decisions publicly or co-lead initiatives, staff take notice. This could be as straightforward as a front office manager and F&B lead co-hosting a staff briefing. These acts send a clear message: collaboration isn't optional, it's expected and valued.

Reward Collaborative Success

Teams that collaborate well should be celebrated. This could be as simple as a "Teamwork Trophy" passed monthly between departments or shout-outs in all-hands meetings. Tangible rewards, like vouchers or bonus points, tied to collaboration-based achievements reinforce the value of working together. For instance, a successful early check-in program that required coordination between reception, housekeeping, and maintenance deserves more than a passing nod.

TEAMWORK *Trophy*



Fostering Structural Cooperation

Cross-Functional Task Forces

When recurring challenges arise, such as bottlenecks during group check-ins or inefficient linen inventory, form a task force. Bring together staff from affected departments, give them access to relevant data, and set a clear objective. Cross-functional teams often produce smarter, faster, and more realistic solutions than top-down fixes.

Continuous Improvement Initiatives

Once improvements are in place, the work isn't over. Use metrics from your PMS or operational dashboards to track how well new processes are working. Set quarterly reviews with representatives from involved departments. This continuous feedback loop helps refine systems over time and keeps all departments invested in the outcome.



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