

HOSP 1010: Hotel Tour Report

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HOSP 1010: Introduction to Hospitality

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Account of Interactions

Rotation 1: Ariccia & Piccolo - George Godsy

During my HOSP 1010 course's tour of the Hotel at Auburn University, the first location we visited was the Ariccia restaurant and Piccolo lounge. Our tour guide was George Godsy, the hotel's assistant restaurant manager. Mr. Godsy described the restaurant as an entity that can be divided into four outlets; The bar and lounge, café, restaurant, and in-room dining (room service). The Piccolo entity is the hotel's bar and lounge aspect which features live jazz music throughout the week. It typically stays open until 10:00 p.m. throughout the week. On Friday and Saturday, the Piccolo closes at midnight. Additionally, on Friday and Saturday, from 8:00 p.m. to 11:00 p.m. the room is reserved for any adult who is twenty-one or older. This event allows young adults to mingle in the Piccolo and enjoy unique drinks and hors d'oeuvres. The second, and most important entity of the hotel is the Ariccia restaurant itself. Although the restaurant operates in two entities (bar and kitchen), both areas come together as one unit when doors open. Food comes from the kitchen while all drinks come from the bar. Ariccia welcomes guests for breakfast, small bites (lunch hour), and dinner dining times. Ariccia boasts of containing three private dining areas and an extensive wine list for all guests to enjoy. The wine list includes eighty brand name wines and over seven-hundred-and-fifty bottles stored in the wine room at all times. The final two entities in which the Ariccia restaurant caters to are the in-room dining experience and the stop-and-go café, located in the lobby of the hotel. For any guest interested in enjoying a meal or a snack within the comforts of their hotel room, they have the option of ordering directly from the Ariccia restaurant. The restaurant then selects a staff member to deliver the food to the room of the guest. The café, on the other hand, is designed to meet the on demand needs of guests looking for a quick grab-and-go bite. The café offers pasties, coffee, and

bacon, egg, and cheese croissants. Mr. Godsy described his role as a helpmeet for the restaurant staff. He typically opens the restaurant and sets the lights and temperature to the proper setting. He will also unlock the bar, turn the TVs on, monitor staff arrivals, and prepare for guests to arrive.

Rotation 2: Culinary - Chef Tendron and Chef Dallas Lee

The second location my group visited was the Hotel at Auburn's catering kitchen. At this location, we were introduced to Chef Tendron and Chef Dallas Kee. Chef Tendron serves mainly as the hotel's banquet catering chef but he also provided our group with more information on the Ariccia kitchen. We learned more about the Italian inspiration behind both kitchens as well as how the banquet kitchen serves the conference center and off site events. The banquet kitchen provides catering for any group, whether that is six individuals or more than five-hundred individuals. When preparing a catering order, the cold food is prepared first and hot food is prepared second. Our group was taught about the importance of Banquet Event Orders (BEOs) and how they assist the catering kitchen and banquet staff in preparing for an event. In terms of catering, BEOs tell Chef Tendron what food is on the menu and what drinks are needed. In the kitchen, Chef Tendron described his typical day as working to be two days ahead of the current date. Being two days ahead allows him to make the proper requisition orders in terms of food products. Chef Dallas Kee serves as the hotel's head pastry chef. She generally prepares all of the desserts served with any event occurring through the hotel as well as all of the gelato that is served in the Hay Day Market.

Rotation 3: Housekeeping - David Phillips

The next individual our group was introduced to was David Phillips, the Hotel at Auburn's Area Director of Housekeeping. Mr. Phillips walked our group through the

housekeeping service area located underneath the Laurel Hotel. The housekeeping service area serves both the Hotel at Auburn and the Laurel Hotel, as well as the spa center, banquet staff, pool areas, and the 1856 restaurant located in the Rane Center. His staff generally works from 7:30 a.m. until 4:30 p.m. His staff is charged with the tasks of ensuring rooms are cleaned properly and all locations have clean linens. For both hotels, check-in is generally around 3:00 p.m. When training new staff members, it takes Mr. Phillips around two weeks to train them. This time period prepares room attendants to be able to flip around twenty rooms in a day when their training is complete. Mr. Phillips also described the amount of time it takes to clean a room for a new guest. A regular room generally takes about forty to thirty minutes to clean, while the luxury rooms in the Laurel Hotel take around forty-five minutes to an hour to clean. The other staff apart of Mr. Phillips housekeeping team include hall attendants, lobby attendants, laundry supervisors and team members. A typical day for a lobby attendant consists of maintaining all public areas of the hotel and cleaning these areas when necessary. Hall attendants serve as a support for room attendants by bringing supplies when needed. The laundry supervisor and team are responsible for utilizing the iron and towel folding machines to prepare clean linens for all.

Rotation 4: Banquets/Conference Center - Kelley Land

The fourth location our group visited was the banquets and conference center. There, we met Kelley Land, the assistant banquet manager. Mrs. Land talked about the different entities of the conference center and how banquets operate as a team. The Hotel at Auburn offers fifteen meeting rooms in total, some of which can be divided into smaller spaces. The banquets team also offers off-site locations including providing concessions and/or catering at the Jay and Susie Gogue Performing Arts Center (GPAC), the Red Barn, and Samford Lawn. Within the hotel, the conference center also offers a shared public space that is called “Pre-Function.” This space

cannot be rented but different groups may use the area for their events. Out of all the different event spaces, the auditorium was the only space that did not undergo renovations recently. One of the important events the Hotel at Auburn hosts is the Hospitality Gala for the School of Hospitality. The banquets team comprises of three main positions; Banquet captains, banquet set-up, and banquet servers. All team members are on a tip point pay system in which their hours are divided among a money pool that is made up of event service charges and tips. That being said, the banquets team is not on a set pay, but rather a pay that fluctuates based on how busy the season is.

Rotation 5: Front Office

The final location our group visited was the front office area. Here, we met Emma Stuttard, the Group Reservations Coordinator at the Hotel at Auburn University. Mrs. Stuttard informed our groups about the different guest services which take place behind the scenes, as well as what her staff is in charge of. The valets are described as the most profitable position at the hotel. They strive to impress guests with a warm welcome and a fond farewell. The valets and bellmen generally receive the best comments and highest satisfaction levels from guest reviews. Most premium rooms at the hotel begin at a base price of \$309 for a one night stay. This is described as the best available rate (BAR) but will go higher or lower based on the season. When Auburn shifts into graduation and football seasons, rooms shift to a minimum and maximum stay period. This means guests are only able to book a room for so many nights and they are not able to book less time than what is being offered. Another important part of the front office area is the front desk. The front desk comprises of three positions; Guest Service Agent, Manager on Duty, and Front Desk Manager. Both the front desk and the valet team are an

integral portion of the hotel and without them, the hotel would not be able to achieve the level of excellence that it does.

Tour Reflection

Overall, I found the tour of the Hotel at Auburn interesting and a great learning experience. Since I work with the Hotel at Auburn as a banquet staff, it was nice to see many friends along the way. Although I work with the hotel, I loved being able to learn more about the housekeeping and restaurant aspects. I have never personally been to the Piccolo location and I was truly impressed. I never knew they had a specific time period for young adults on the weekend or that pasta was made to order. I knew the pasta in the restaurant was made fresh but I particularly loved learning their method for portion sizes. For instance, one order of pasta would be two cuts of pasta from the pasta machine. I did come to realize that the restaurant and hotel portions of the hotel are not a career choice I would willingly choose. As much as I love serving, I have come to realize that those occupations are not my passion. I thoroughly enjoyed the banquet portion of the tour and I feel strongly I will one day go into the events. The idea of entertaining multiple groups with multiple locations simultaneously excites me.