

ACTORS GLOSSARY

Term	Description
Reservation Manager	An employer who checks system and reservations to hote
Front Office Manager	An employer who takes care about registration, information, telephone handling.
System Manager	Manages whole system. Reports about the activities to owner.
Sales & Marketing	Sales department mainly takes care of banquet sales and bookings. Marketing department also identifies prospective guests for future.
Maintenance Department	This department makes system work as productive and continuity.
Data Warehouse	A system that process, store data, optimizing performance and reducing total cost of ownership.
IT Services Department	Handles technique issues, software consulting, and optimizing system.
Account Department	Keeps track of business translactions, repair financial statement, daily operating reports and reports for the manager.
Customer	Someone who pays for goods or services and makes a remote reservation (web & phone).
Personnel & Training Manager	Responsible for administering a training curriculum and monitoring the performance of principal instructors and guest instructors.
In House IT Staff	Home office working and reducing the cost.
Marine Security Operation Center	Responsible for secure of whole hotel system.