

**Course Syllabus**

<b>Course Code</b>	<b>Course Title</b>	<b>ECTS Credits</b>
HSPO-206	Front Office Operations	4
<b>Prerequisites</b>	<b>Department</b>	<b>Semester</b>
HSPO-101	Hospitality	Fall
<b>Type of Course</b>	<b>Field</b>	<b>Language of Instruction</b>
Required	Hospitality	English
<b>Level of Course</b>	<b>Lecturer(s)</b>	<b>Year of Study</b>
Diploma		2 <sup>nd</sup>
<b>Mode of Delivery</b>	<b>Work Placement</b>	<b>Corequisites</b>
Face to Face	1	None

**Course Objectives:**

The main objectives of the course are to:

1. Provide the ability to analyse the guest cycle with the aim of exceeding guest expectations.
2. Develop skills on daily front office procedures (Reservation, Check-In, Check-Out, Account Settlement).
3. Develop the ability to evaluate the significance of the hotel revenue cycle in order to optimize revenues.

**Learning Outcomes:**

After completion of the course students are expected to be able to:

1. Describe the critical role of the front office in hotel operations, focusing on communication and customer service both within the front office and with other departments.
2. Articulate the responsibilities of a front office manager (students should be able to understand the responsibilities of the different front office positions).
3. Discuss daily operations of the front office (students should be able to design departmental organization scheduling).
4. Identify the traits and skills needed by front office employees (students should acquire the necessary skills needed for front office positions).
5. Trace the flow of information (students should be able to control and critically evaluate information from reservations through to the night audit).

6. Use software for front office applications (students should acquire the necessary knowledge in order to be able to use front office software that requires a set of communication and computer skills and be familiar with the GDS and CRS).
7. Describe the application of yield management (students should be able to use room revenue maximization techniques).
8. Discuss the role of the front office in security and loss prevention (students should acquire knowledge on security systems and policies).
9. Define hospitality terms and phrases (students should be able to use hospitality front office terminology leading to effective and efficient communication).
10. Comprehend and implement the valuable role of the Front Office Department as the “heart” of a hotel operation.

## Course Content:

1. The Context of Front Office Operations: Overview of the Lodging Industry, Front office is one of the main hotel departments responsible for room reservation. Overview of the Lodging Industry, trends and case studies.
2. Front Office and the Guests: Planning for Quality Service Overview of the Front Office Department, communication skills, problem-solving scenarios
3. Front Office Operations Technology: Global distribution systems (GDS), The Front Office Property Management System (PMS), Fidelio, reservation software’s practical implementations
4. Managing Forecast Data: use and understand front office forms- decision making
5. Revenue Management: Utilization of appropriate software for maximizing profits, management decisions
6. Distribution Channel Management: Management of Data Generating Front Office Sub-Systems, links and communication with other hotel departments e.g. accounting, housekeeping, maintenance
7. Front Office and the Guest Cycle: Reservation, Reception and Room Assignment Management Front Office and the Guests, delivering Quality Service, Guest Charges, Payments and Check-Out procedures
8. Night Audit and Report Management: the role of the night audit, responsibilities and duties, balance sheet, trial balance reports

## Learning Activities and Teaching Methods:

Lectures, Case Studies Analysis and Discussion, Lab Sessions and Applications

# INTERCOLLEGE

## Assessment Methods:

Class/Lab Participation, Assignments, Mid-Term Exam, Final Exam

## Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Hotel Front Office S.O.P	Gupta, S.	Kindle Edition	2021	B08TT89KTD
Front Office Operation	Saxena, S	Kindle Edition	2020	B089GV6XGS

## Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Hotel Front Office	Bedi, S.	BFC Publications	2022	B0BN21QTRM
Front Office Operation	Singh, A.	Kindle Edition	2020	B0859FDX25