SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE. MARIE, ONTARIO

COURSE OUTLINE

Course Outline:
HOTEL & RESTAURANT MANAGEMENT I - FRONT OFFICE PROCEU

Code No.:
HMG 101-4

Program:
HOTEL & RESTAURANT MANAGEMENT

Semester:

Date:
SEPTEMBER 1985

Author:
KEITH MAIDENS

New: Revision: X

APPROVED: _____   v s" o *; • J
              Chairperson   Date

HOTEL & RESTAURANT MANAGEMENT 1
    FRONT OFFICE PROCEDURES   HMG 101-4

        Course Name   Course Number

TEXT REQUIRED:

    Basic Front Office Procedures - Peter F. Renner

REFERENCE TEXTS:

    Front Office Operations - Hazonics

    Check In , Check Out - Vailen

    Front-Office Human Relations - D. Lundberg

OBJECTIVES:

The successful student will demonstrate those traits of personality and
presentation essential in a Front Office, in order to sell and maintain a
high occupancy, as well as, ensure the return of previous guests.

Through classroom activity and a scheduled work week in industry, the
student will be expected to:

1) Operate a posting machine in all its transactions including the Night
    Audit,

2) Use the various systems of reservations, ie. racks, charts and books
    for individual, group, packages and travel agencies bookings,

3) Operate a telephone switchboard; taking long distance charges,
    messages, and be aware of the "Wake Up" systems in use today,

4) Communicate effectively within the organization through the various
    reports needed to maintain the Front Office as the "Hub" of the
    Property. (ie. Housekeepers Report, Cashier's Report, Security,
    Room Inspections, V.I.P., etc. etc.)

TOPICS TO BE COVERED:

FRONT OFFICE

    1) Function
    2) Staffing
    3) Equipment
    4) Human Relations

GUEST RELATIONS

    1) First Impressions
    2) Complaints
    3) Area update and facts
    4) Cashier guest relationship

SALESMANSHIP

    1) Selling room individual
    2) Telephone sales
    3) Rush and group sales - techniques

REGISTRATION

    1) Types
    2) Legal requirements
    3) House requirements
    4) Guest history records

HANDLING CASH & CREDITS

    1) Credit Cards
    2) Cheques
    3) Floats and house book
    4) Confidential reports

FRONT OFFICE ACCOUNTS

    1) Guest charges and credits
    2) Accounts receivable - city ledger
    3) Cash and cheque records

TRANSCRIPT

    1) Departmental charges
    2) Total daily transactions

NIGHT AUDIT

    1) NCR 42 Procedure
    2) NCR 5 Procedure

DAILY SALES SUMMARY

    1) Data required
    2) Potential uses

RESERVATIONS

    1) Identify various types of systems in use. (Holidex, Computer, Referrals, etc.)

    2) Projections - uses - Scheduling
                            IIousekeeping
                            Maintenance
                            Sales

ATTENDANCE:

As a great amount of the course content is skill-oriented, the student's success hinges on his/her ability to operate the equipment in the class. This can be acquired by attendance at every class.

EVALUATION:

Assignments must be handed in on due date. Any late assignment will NOT be marked. Only those students, who, due to illness, or some other major (circumstance are late in handing in will be considered for marking.

    1) Participation and discussion (communications) is a prime objective of a Front Office employee, therefore attendance in class, personal appearance, and participation will be considered in marking.

    2) Front-Office Work and Night Audit in the industry are an integral part of this course. These are scheduled on weekends from late October through February. It, as a night audit, would entail night (11pm - 7am) work at times. The student must be free to work his/her schedule as this forms an integral part of the course. Depending on the number of students, the February-break may have to be used to obtain completion of this pre-requisite.

    3) Periodic class assignments must be submitted on due date to be corrected.

    A) A term test will be given in December to cover the semester activity.

Class Participation:	10%	
Class Assignments:	60%	Pass = 60%
Term Test:	30%	

\#   VAILABILITY:

Please check instructor's timetable and should you need help in assigned work or class activity, contact me to arrange it.

      ROOM E268   EXT. 332

DAILY WORK SHEET

DATE : _____ LOCATION:

STUDENT'S NAME: ___ _____ DEPARTMENT:

TASKS PERFORMED:

JOBS OBSERVED:

SUPERVISOR'S COMMENT/SIGNATURE: