

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY  
SAULT STE. MARIE, ONTARIO

COURSE OUTLINE


Course Title: FRONT OFFICE PROCEDURES  
Code No.: HMG 101-5  
Program: HOTEL & RESTAURANT MANAGEMENT  
Semester: III  
Date: SEPTEMBER 1989  
Author: KEITH MAIDENS

New:

Revision

X

APPROVED:

  
Chairperson

Date

•/x

**TEXT REQUIRED:**

Basic Front Office Procedures - Peter F. Renner

**REFERENCE TEXTS:**

Front Office Operations - Hazonics

Check In, Check Out - Vallen

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, i.e.. 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. (i.e. Housekeepers Report, Cashier's Report, Security, Room Inspections, V.I.P., etc. etc.)

**TOPICS TO BE COVERED:**

**MODULE ONE:**            -        CHAPTERS 1 AND 2

This module will discuss the hospitality industry as it relates to world tourism – the impact of tourism on our economy, the various types of accommodations available in the marketing, their organization and structure.

**Objectives:**

Upon completion of Module One, the student will be able to:

- briefly trace development of tourism and explain its economic significance on our communities
- contract types of operations
- analyze chain, referral and franchise systems and their ranking
- be familiar with various departments and functions performed by their departmental managers
- identify job functions and job titles
- describe training and experience needed to function at various levels of organization

**MODULE TWO:**            -        CHAPTERS 3 AND 4

At this point, the student is specifically introduced to the functions and equipment found in a Front Office.

**Objectives;**

Upon completion of Module Two, the student will be able to:

- describe functions of front desk relative to size, style and location of property
- show functional relationship of front office to other hotel departments
- spell out competencies expected of front office personnel in order to perform practical functions and enhance management view that require excellent guest-service network
- describe factors that influence layout of front office
- explain use of various racks, charts and their use in reservations and selling process
- identify advantages of electronic and computerized systems of front office performance

**MODULE THREE:        -        CHAPTERS 5 AND 6**

Interpersonal skills as they relate to guests and fellow employees are discussed. The ability to identify positive communication and establish productive communication by proper listening and use of transactional analysis is introduced. The students are exposed to the concepts of "values" and how they motivate and satisfy persons in the guests/fellow employee relationship.

**Objectives:**

Upon completion of Module Three, the student will be able to:

- illustrate the basic components of interpersonal communications in customer relations
- give an overview of the principals of transactional analysis
- suggest specific ways to apply increased awareness of communication in daily encounters with others, especially in areas that cause tension of possible problems
- state how complaints are handled
- summarize good telephone communications in sales and reservations

**MODULE FOUR:        -        CHAPTER 7**

Reservation systems and their importance to attain full-house occupancy are covered.

**Objectives:**

Upon completion of Module Four, the student will be able to:

- list and describe functions of reservations regardless of type of hotel involved
- identify and explain types of forms and charts used in reservations
- describe day of arrival procedures
- describe group, package and convention bookings and how they are handled
- describe and explain procedure of "Full-House Management"

**MODULE FIVE:        -        CHAPTER 8**

This module describe the daily functions of the Desk Clerk and registration of guests with/without reservations. The duties of bell-hops, doormen, mail clerks, are discussed as it relates to guest services. The rate structures, room types, credit limits and other functions in the selling process are covered.

**Objectives:**

Upon completion of Module Five, the student will be able to:

- chart the sequence of steps involved in the rooming process and explain each task in the process
- illustrate the various forms used in the rooming task
- be able to discuss the importance of credit worthiness, and the tasks performed by bellmen, doormen, and others involved in the greeting and service to the new arrival
- list the types of special room rates and plans
- identify the steps in the event of overbooking
- describe the procedure of mail and message handling

**MODULE SIX;**        -    CHAPTERS 9 & 10

This module covers the concept of accounting as it relates to front office. The maintenance of the ledgers handled at the desk and how cash and credit are controlled will be discussed.

**Objectives:**

Upon completion of Module Six, the student will be able to:

- post guest charges manually, electronically and in a computerized system
- do a night audit in the three common systems used in motels and hotels (manually, electronically-computerized)
- determine cash deposits at shift-end and fill out necessary forms for the task
- identify the various managerial reports needed and their use in making managerial decisions

**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 prerequisite.
- 3) Periodic class assignments must be submitted on due date to be corrected.
- 4) Use of Hotel software in conjunction with "Gallery Inn" operation - reservations, registration, and city ledger (College charge) accounts.

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

**AVAILABILITY:**

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

**ROOM B114**

**EXTENSION 583**

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DAILY WORK SHEET

DATE :

LOCATION :

STUDENT'S NAME :

DEPARTMENT :

TASKS PERFORMED :

JOBS OBSERVED :

SUPERVISOR'S COMMENT/SIGNATURE :