

I. COURSE DESCRIPTION:

This course will provide students with the opportunity to develop knowledge and skills of the rooms division department from a management perspective. The student will study key components such as reservations, registration, night audit, check-out, housekeeping, guest services and security systems. This will provide the student with a solid understanding of how the rooms division contributes to the overall success of a resort or hotel business.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Identify the components of the lodging industry and hotel organization.

Potential Elements of the Performance:

- define and classify hotels, levels of service, hotel ownership, and reasons for travel
- discuss the organization of an accommodation facility
- examine the importance of front desk operations within the lodging industry

This learning outcome will constitute 10% of the final mark.

2. Research and identify the key elements to front desk operations.

Potential Elements of the Performance:

- define and discuss the internal workings of the front desk including; the guest cycle, systems, forms, equipment and types of computer software
- identify and discuss the reservations system of front desk operations
- identify and explain the registration system of front desk operations
- identify and discuss the check-out and settlement process of front desk operations
- outline and discuss all roles and responsibilities of the front office in an accommodations facility

This learning outcome will constitute 20% of the final mark.

3. Apply accounting and financial knowledge and skills to front desk operations.

Potential Elements of the Performance:

- perform front office accounting procedures
- determine the function and process of the night audit
- examine and discuss the concept and application of yield management
- apply computer skills to assist in the recording and compiling of financial information
- discuss strategies of cost control to front office operations

This learning outcome will constitute 20% of the final mark.

4. Perform effectively as an accommodation operations team member.

Potential Elements of the Performance:

- follow procedures for front office operations related to each stage of the guest cycle and use front office terminology
- assess human resources procedures for the management of recruitment, selection, hiring, training, scheduling, motivating and dismissal of employees
- apply knowledge of the organization of an accommodation facility, including guest service departments, to interact appropriately with coworkers and to anticipate and effectively respond to guest needs
- evaluate front office effectiveness in selling rooms
- evaluate accommodation operations, including pre-arrival, arrival, and departure procedures, and recommend changes to improve efficiency and guest satisfaction
- adapt knowledge of front office roles and systems, including reception, reservation, registration and concierge functions, to the procedures of a particular hospitality enterprise
- apply legislation and policies related to the provision of accommodation, and guest property safety and security

This learning outcome will constitute 25% of the final mark.

5. Outline the role of the housekeeping department in the success of the resort and hotel business.

Potential Elements of the Performance:

- describe the role of the housekeeping department in resort and hotel operations
- explain the relationship between housekeeping and maintenance departments
- identify the typical cleaning responsibilities of the housekeeping department
- explain how the executive housekeeper plans the work of the housekeeping department
- identify procedures to ensure efficient and cost-effective use of labour in relation to guestroom cleaning

This learning outcome will constitute 15% of the final mark.

6. Discuss the importance of a security program to the overall success of a resort operation.

Potential Elements of the Performance:

- discuss the goals, concerns, benefits and costs in developing and managing a security system
- describe the role that managers play in a property's security system
- discuss the importance of law enforcement liaison, staffing and training

This learning outcome will constitute 5% of the final mark.

7. Develop ongoing personal professional development strategies and plans to enhance leadership and management skills for the hospitality environment.

Potential Elements of the Performance:

- solicit and use constructive feedback in the evaluation of her/his knowledge and skills
- identify various methods of increasing professional knowledge and skills
- apply principles of time management and meet deadlines
- recognize the importance of the guest, the server-guest relationship, and the principles of good service

This learning outcome will constitute 5% of the final mark.

III. TOPICS:

Note: These topics sometimes overlap several areas of skill Development and are not necessarily intended to be explored in isolated learning units or in the order below.

- The Lodging Industry and Hotel Organization
- Front Office Operations
- Reservations
- Registration
- Front Office Roles and Responsibilities
- Security and the Lodging Industry
- Front Office Accounting
- Check-Out and Guest Settlement
- The Role of Housekeeping in Hospitality Operations
- Front Office Audit
- Planning and Evaluating Front Office Operations
- Revenue Management
- Managing Human Resources in the Rooms Division

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Kasavana, Brooks, Front Office Procedures. 7th ed. Educational Institute of the American Hotel and Motel Association, 2005.

V. EVALUATION PROCESS/GRADING SYSTEM:

Professor's Evaluation

3 Tests (20% each)	60%
Project	25%
Front desk assignment at hotel	10%
Student professionalism (Dress code, attendance, conduct)	5%
Total	100%

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	4.00
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50-59%	1.00
F (Fail)	49% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

ASSIGNMENTS:

Since one of our goals is to assist students in the development of proper business habits, assignments will be treated as reports one would provide to an employer, i.e. in a timely and businesslike manner. Therefore, assignments will be due at the beginning of class and will be 100% complete. All work is to be word processed, properly formatted,

assembled and stapled prior to handing in. No extension will be given unless a valid reason is provided in advance.

TESTS:

If a student is not able to write a test because of illness or a legitimate emergency, that student must contact the professor **prior** to the test or as soon as possible and provide an explanation which is acceptable to the professor. In cases where the student has contacted the professor and where the reason is not classified as an emergency, i.e. slept in, forgot, etc., the highest achievable grade is a "C". In cases where the student has not contacted the professor, the student will receive a mark of "0" on that test.

SPECIAL NOTES:

Dress Code:

All students are required to wear their uniforms while in the Hospitality and Tourism Institute, both in and out of the classroom. **(Without proper uniform, classroom access will be denied)**

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1101 or call Extension 493 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course outline amendments:

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.