SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

NORTHERN ONTARIO HOSPITALITY AND TOURISM INSTITUTE

SAULT STE. MARIE, ONTARIO

Sault College

COURSE OUTLINE

COURSE NAME: Rooms Division

CODE NO. : RES 130   **SEMESTER:** 2

PROGRAM: Hospitality Operations – Food and Beverage

Hospitality Management – Hotel and Resort

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DATE:	**May 2009**	**PREVIOUS OUTLINE DATED:**	**Dec 2008**
APPROVED:		"Penny Perrier"	May 14/09

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                CHAIR   **DATE**

TOTAL CREDITS: 4

PREREQUISITE(S): None

HOURS / WEEK: 3

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, <u>Front Office Procedures</u>. 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	**5%**
(Dress code, attendance, conduct)	
Total	**100%**

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

Grade	Definition	Grade Point Equivalent
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)**

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.

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.

Prior Learning Assessment**:**
Students who wish to apply for advance credit transfer (advanced standing) should obtain an Application for Advance Credit from the program coordinator (or the course coordinator regarding a general education transfer request) or academic assistant. Students will be required to provide an unofficial transcript and course outline related to the course in question. Please refer to the Student Academic Calendar of Events for the deadline date by which application must be made for advance standing.

Credit for prior learning will also be given upon successful completion of a challenge exam or portfolio.

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

Disability Services:
If you are a student with a disability (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Disability Services office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

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*. A professor/instructor may assign a sanction as defined below, or make recommendations to the Academic Chair for disposition of the matter. The professor/instructor may (i) issue a verbal reprimand, (ii) make an assignment of a lower grade with explanation, (iii) require additional academic assignments and issue a lower grade upon completion to the maximum grade "C", (iv) make an automatic assignment of a failing grade, (v) recommend to the Chair dismissal from the course with the assignment of a failing grade. 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.

Student Portal:
The Sault College portal allows you to view all your student information in one place. **mysaultcollege** gives you personalized access to online resources seven days a week from your home or school computer. Single log-in access allows you to see your personal and financial information, timetable, grades, records of achievement, unofficial transcript, and outstanding obligations, in addition to announcements, news, academic calendar of events, class cancellations, your learning management system (LMS), and much more. Go to https://my.saultcollege.ca.

Electronic Devices in the Classroom:
Students who wish to use electronic devices in the classroom will seek permission of the faculty member before proceeding to record instruction. With the exception of issues related to accommodations of disability, the decision to approve or refuse the request is the responsibility of the faculty member. Recorded classroom instruction will be used only for personal use and will not be used for any other purpose. Recorded classroom instruction will be destroyed at the end of the course. To ensure this, the student is required to return all copies of recorded material to the faculty member by the last day of class in the semester. Where the use of an electronic device has been approved, the student agrees that materials recorded are for his/her use only, are not for distribution, and are the sole property of the College.

Attendance:
Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

<u>Tuition Default:</u>
Students who have defaulted on the payment of tuition (tuition has not been paid in full, payments were not deferred or payment plan not honoured) as of the first week of *November* will be removed from placement and clinical activities. This may result in loss of mandatory hours or incomplete course work. Sault College will not be responsible for incomplete hours or outcomes that are not achieved or any other academic requirement not met as of the result of tuition default. Students are encouraged to communicate with Financial Services with regard to the status of their tuition prior to this deadline to ensure that their financial status does not interfere with academic progress.