

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

COURSE OUTLINE

COURSE TITLE: FRONT OFFICE PROCEDURES  
CODE NO.: HMG - 101  
PROGRAM: HOTEL & RESTAURANT MANAGEMENT  
SEMESTER: THREE  
DATE: MAY 19 9 5  
  
PREVIOUS OUTLINE  
DATED: SEPTEMBER 1994  
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New: Revision X

APPROVED: DEAN, SCHOOL OF BUSINESS &  
HOSPITALITY

DATE

FRONT OFFICE PROCEDURES

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TEXTBOOK: "Managing Front Office Operations", 4th edition "Student Manual"

REFERENCE: "Front Office Operations", Hazonics  
 "Basic Front Office Procedures", Renner  
 "Check-In, Check-Out", Vallen  
 "Front Office Human Relations", Lundberg (all of the above are available in the College Library)

AUDIO-VTDEOS: - Guest Service, Building a professional Team  
 - Front Office, Guest Relations  
 - Front Office, Unselling & Suggestive Selling  
 - Front Office, Handling Guests' Complaints

COURSE DESCRIPTION:

Through the use of practical application in Gallery operations, individual and group assignments in the community, the student is exposed to the various types and applications of front office procedures. The text and student manual will convey a systematic approach to these by detailing the flow of business in a hotel beginning with the reservation process and ending with the check out and settlement. The course also examines the various elements of effective management paying particular attention to planning and evaluating front office operations and personnel management.

SESSIONAL OBJECTIVES:

Upon successful completion, the student will be able to:

- 1) Develop an organizational chart depicting the functional relationships among hotel divisions and departments.
- 2) Explain the function and operation of the various systems, forms, equipment, and computer applications found in a front office.
- 3) Construct an efficient reservation system which records crucial information while avoiding problems in processing various types of reservations.
- 4) Assemble a registration system that helps ensure hotel's profitability while meeting the needs of guests by using effective guest room sales techniques and efficient credit establishment procedures.
- 5) Produce an efficient communications system to operate within the front office and between the front office and departments such as housekeeping and maintenance.

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- 6) Generate procedures regarding hotel safety and security with particular emphasis on key control and emergencies.
- 7) Develop procedures for handling complaints.
- 8) Follow basic hotel accounting procedures ranging from posting accounts to conducting cash and cheque transactions.
- 9) Explain and perform the steps involved in the night audit process.
- 10) Develop and follow check out and settlement procedures.
- 11) Analyze statistics relevant to establishing room rates, forecasting room availability, budgeting for operations, and evaluating front office operations.
- 12) Define the importance of recruiting, selecting, orientating, and training front office employees.
- 13) Have a basic knowledge of hotel management computer software.
- 4) Possess a general knowledge of actual front office procedures and the steps experienced while assigned to the industry as a student front office agent.

#### EVALUATION;

The evaluation in this course outline supersedes those of the Educational Institute of the AH and MA and in no way are relevant to the successful completion of your course at Sault College.

The student must complete 11 basic self - scoring review quizzes, a series of four progress tests and a final overall examination.

Participation and discussion is a prime objective of front office employees, therefore, attendance, personal appearance and discussion of outside assignments will be considered in the marking.

Work assignments including night audits will be scheduled in industry. Students must be available for these assignments and will be graded according to their employers' comments as to their knowledge and productivity in the work place.

Front office simulations will be evaluated according to the students' participation and knowledge of procedures. Front office positions during the Gallery Inn operations will be graded using the (student) General manager's evaluation, Gallery instructor evaluation and one-on-one discussions between the student and the professor.

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Periodic class assignments must be submitted on due date to be corrected. A penalty of 5% will be deducted for each day late with a mark of Zero after the fifth day.

Use of hotel software in conjunction with Gallery Inn operation, reservations, check-ins, check-out, guest history and night audit will be part of the student's marking evaluation.

A final grade will be derived as follows:

Attendance, Class participation & quizzes (5% each)	15%
Class assignments <4 equally weighted term tests & assignments)	20%
Industry work assignments, front office simulations & Gallery front office (5% each)	15%
Software assignment	10%
Final Exam	40%
	<u>100%</u>

TOTAL  
PASS 60%

A+	90 -100
A	80 - 89
B	70 - 79
C	60 - 69
R	BELOW 59%

SPECIAL NOTES:

Students with special needs, (e.g. physical limitations, visual impairments, hearing impairments, learning disabilities) are encouraged to discuss required accommodations confidentially with the instructor.

AVAILABILITY:

Please check schedule, the Front Office Lab and the Play Hotel software is available to the students to enhance their skills whenever these are free.

YOUR INSTRUCTOR RESERVES THE RIGHT TO MODIFY THE COURSE AS HE/SHE DEEMS NECESSARY TO MEET THE NEEDS OF THE STUDENTS.

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