

Sault College _ Applied Arts and Technology

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.Course—Outline

FRONT OFFICE PROCEDURES

HMG 101-4

-revised September *till*
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FRONT OFFICE PROCEDURES
HMG 101-4

TEXT: Check In Check Out - Vallen
Manual in package

REFERENCE: Front Office Management - Dukas
Front Office Psychology

OBJECTIVE:

Successful completion of the course will equip the student to understand and function at a front desk including the handling of reservations, billing and check out procedures. He or she will understand that different operations have their own systems which are adaptations of ideals taught.

METHOD:

Lectures and demonstrations will form the major part of in class work. The student is expected to spend time in learning the operation of the NCR class 5 and NCR 42 machines.
Field trips to hotels will be scheduled.

EVALUATION:

Assigned work	40
Term tests	30
Final test	20
Attendance, neatness, punctuality	10
	100"

Pass mark - 60

Assignments will not be accepted after the due date unless permission has been received previous to that date.

There will be no rewrite of tests.

More than one Incompletion will require the student to attend the make-up period at the end of term.

-2-
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<u>TOPIC</u>	<u>SUBJECT</u>	<u>ASSIGNMENT</u>
1	The Scope of the Industry	Read text ch.1
2	Dealing with Customers	library research N.B. Front Office Psychology
	Front Office Structure	Read ch.2 complete assignment 1 in manual
4	Registration	read ch.3 complete assignment 2 in manual
5	Room Rates	read ch.4 complete assignment 3 in manual
6	Room Assignments	read ch.5 complete manual assignment 4
7	Room Racks	read ch.6 & 7 complete manual assignment 5
8	Reservations	read ch. 14 & 15 complete manual assignment 11 &
9	Statistics & Rep	read ch. 16 complete manual assignment 13 &
10	Billing	read ch. 8 complete manual assignment 6
11	Cash, charges, c	read ch. 9 & 10 complete manual assignment 7 & J
12	Night audit	read ch. 11 complete manual assignment 9 complete option 2 NCR 42