

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

COURSE OUTLINE

Course Outline: HOTEL & RESTAURANT MANAGEMENT I - FRONT OFFICE
PROCED.

Code No.: HMG 101-4

Program: HOTEL & RESTAURANT MANAGEMENT

Semester:

Date: SEPTEMBER 1988

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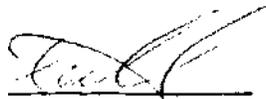
New:

Revision:

X

APPROVED:

Chairperson



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Date

TEXT REQUIRED:

Basic Front Office Procedures - Peter F. Renner

REFERENCE TEXTS:

Front Office Operations - Hazonics TX^U <H5 1°.li

Check In, Check Out - Vallen TY^IS >M^1 V?^v. ""'^^

Front-Office Human Relations - D. Lundberg (X^ll.3

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.)

FRONT OFFICE PROCEDURES

HMG 101-4

TOPICS TO BE COVERED:

FRONT OFFICE

- 1) Function
- 2) Staffing
- 3) Equipment
- 4) Human Relations

GUEST RELATIONS

- 1) First Impressions
- 2) Complaints
- 3) Area update and facts
- 4) Cashier guest relationship

SALESMANSHIP

- 1) Selling room individual
- 2) Telephone sales
- 3) Rush and group sales - techniques

REGISTRATION

- 1) Types
- 2) Legal requirements
- 3) House requirements
- 4) Guest history records

HANDLING CASH & CREDITS

- 1) Credit Cards
- 2) Cheques
- 3) Floats and house book
- 4) Confidential reports

FRONT OFFICE ACCOUNTS

- 1) Guest charges and credits
- 2) Accounts receivable - city ledger
- 3) Cash and cheque records

TRANSCRIPT

- 1) Departmental charges
- 2) Total daily transactions