

SAULT COLLEGE OF APPLIED ARTS & TECHNOLOGY

SAULT STE, MARIE, ONTARIO

COURSE OUTLINE

COURSE TITLE: FRONT OFFICE PROCEDURES

CODE NO-: HMG101 **SEMESTER:** III

PROGRAM: HOTEL & RESTAURANT MANAGEMENT

AUTHOR: KEITH MAIDENS

DATE: SEPTEMBER, 1990

PREVIOUS OUTLINE DATED: SEPTEMBER, 1989

New

Revision:

X

APPROVED:

r^t^o
DEAN, SCHOOL OF BUSINESS &
HOSPITALITY

dfni M
DATE

FRONT OFFICE PROCEDURES

HMG101

COURSE NAME

COURSE CODE

TEXTBOOK: "Managing Front Office Operations", 2nd edition
"Student Manual"

REFERENCE; "Front Office Operations", Hazonics
"Basic Front Office Procedures", Renner
"Check-In, Check-Out", Vallen
"Front Office Human Relations", Lundberg

AUDIO-VIDEOS:

- Guest Service, Building a Professional Team
- Front Office, Guest Relations
- Front Office, Unselling & Suggestive Selling
- Front Office, Handling Guests' Complaints

COURSE DESCRIPTIONS:

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. Construct a registration system that helps ensure hotel's profitability while meeting the needs of guests by using effective guestroom sales techniques and efficient credit establishment procedures.

5. Develop an efficient communications system to operate within the front office and between the front office and departments such as housekeeping and maintenance.
6. Develop 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 front desk.
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. Explain the importance of recruiting, selecting, orientating, and training front office employees.

EVALUATION :

The evaluation in this course outline supersedes all others indicated in the Student Manual which are standards 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.

Where and when permissible, work assignments including night audits may 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.

Periodic class assignments must be submitted on due date to be corrected.

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

EVALUATION (cont'd)

Class Participation	10%	
Class Assignments	30%	(Term tests and Gallery work)
Final Term Test	60%	
Pass	60%	

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.

Instructor's timetable with times available for individual tutoring is posted on office door B114A, Extension 583.