



**I. COURSE DESCRIPTION:**

This course will provide students with the opportunity to develop knowledge and skills of the room's 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 hotel and 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
- Communications and Guest Services
- Security and the Lodging Industry
- Front Office Accounting
- Check-Out and Account Settlement
- The Role of Housekeeping in Hospitality Operations
- Front Office Audit
- Planning and Evaluating Operations
- Revenue Management
- Managing Human Resources in the Rooms Division

### IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Brooks, Richard, Kasavana, Michael, 2009. Managing Front Office Operations ( 8th ed.). Lansing, Michigan: The American Hotel and Lodging Institute.

### V. EVALUATION PROCESS/GRADING SYSTEM:

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

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
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 /clinical placement or non-graded subject areas.
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.
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.

Note: Students may be assigned an "F" grade early in the course for unsatisfactory performance.

### Professor's Evaluation

<b>3 Tests (20% each)</b>	<b>60%</b>
<b>Project</b>	<b>25%</b>
<b>Front desk assignment</b>	<b>10%</b>
<b>Student professionalism (Dress code, attendance, conduct)</b>	<b>5%</b>
<b>Total</b>	<b>100%</b>

If a faculty member determines that a student is at risk of not being academically successful, the faculty member may confidentially provide that student's name to Student Services in an effort to help with the student's success. Students wishing to restrict the sharing of such information should make their wishes known to the coordinator or faculty member.

**VI. SPECIAL NOTES:****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. ***It is the departmental policy that once the classroom door has been closed, the learning process has begun. Late arrivers will not be granted admission to the room.***

**Dress Code:**

All students are required to wear their uniforms while in the hospitality and tourism institute, both in and out of the classroom. For further details, please read the Hospitality Centre dress code.

**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 and agreed to by the professor in advance.

**Testing Absence:**

If a student is unable to write a test for medical reasons on the date assigned, the following procedure is required:

- In the event of an emergency on the day of the test, the student may require documentation to support the absence and must telephone the College to identify the absence.
- The student shall provide the Professor with advance notice preferably in writing or e-mail of his/her need to miss the test with an explanation which is acceptable to the professor.
- The student may be required to document the absence at the discretion of the Professor.
- All decisions regarding whether tests shall be re-scheduled will be at the discretion of 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.
- The student is responsible to make arrangements, immediately upon their return to the College with their course Professor in order to make-up the missed test.

**VII. COURSE OUTLINE ADDENDUM:**

The provisions contained in the addendum located in D2L and on the portal form part of this course outline.