

## Master Syllabus

### HMT 1136 - Front Office Operations

**Division:** Business and Public Services

**Department:** Hospitality Management

**Credit Hour Total:** 2.0

**Lecture Hrs:** 2.0

**Prerequisite(s):** HMT 1105

**Date Revised:** March 2013

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### Course Description:

This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel, from the reservations process to check-out and account settlement. The course also examines the various elements of effective front office management, paying particular attention to the planning and evaluation of front office operations.

### General Education Outcomes:

- Computer Literacy Competency
- Oral Communication Competency

### Course Outcomes:

#### Reservation

Discuss the sales dimension of the reservations process and identify the tools managers use to track and control reservations

**Assessment Method:** Simulations

**Performance Criteria:**

Using the front office software, students must score a 70% or above on the reservation section of the Hospitality Interactive simulation

#### Registration

Perform the seven steps of registration process and discuss creative registration options

**Assessment Method:** Simulations

**Performance Criteria:**

Using the front office software, students must score a 70% or above on the registration section of the Hospitality Interactive simulation

#### Departure

Perform the seven steps related to the check-out and account settlement process

**Assessment Method:** Simulations

**Performance Criteria:**

Using the front office software, students must score a 70% or above on the departure section of the Hospitality Interactive simulation

### Outline:

Organization and classification of hotels

The four stages of the guest cycle

Check-In to Check-Out

The audit process

Ratios and formulas used to forecast room availability