

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

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