



**CLASS NUMBER AND NAME:** **TRN138A –GUEST SERVICES I**

**TOTAL HOURS/ UNITS:** 24 HOURS/2 UNITS

**PREREQUISITES:** Concurrent enrollment in TRN138B-Guest Services II

**TEXTS AND MATERIALS:** *Managing Front Office Operations, American Hotel and Lodging Association, Ninth Edition (ISBN 978-0-86612-4126-69)*

**CLASS DESCRIPTION:** This course provides the student with the skills needed to work in a hotel, specifically the front office. Students will learn: how to use all front desk equipment, check-in and check out procedures, up-selling, credit guidelines, guest security, walking guests, hotel terms, reservations, room forecasting, and key control. Upon successful completion of the final exam, students will receive a certificate from the American Hotel and Lodging Association.

**CLASS OBJECTIVES:** This class will provide the student with the fast paced environment of the front office of a hotel by discussing terminology, the technology used, the processes, the responsibility and several management functions.

**CLASS FORMAT OVERVIEW:** This class is a combination of lecture, on-line assignments and student participation.

**REQUIREMENTS:** Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.

**METHOD OF INSTRUCTION:** Each topic will be discussed thoroughly and will be supplemented with written materials. Class work, homework and site inspections will give the student experiential opportunities.

**ATTENDANCE:** It is expected that each student will be in class when class begins. Should the student arrive more than five minutes late they should notify the instructor of their presence, it will be up to the instructor to decide if the student has arrived in time to be counted as present- the instructor's decision is final.

**80% attendance is mandatory**  
**90% or above is mandatory for those who are in a full program**  
**and qualify for the internship**

It will be the student's responsibility to learn of any assignments given in class when absent.

**TESTING:**

A final exam will be given during the sixth week of the module. All assignments and exercises must be satisfactorily completed with an overall passing grade of 60% or better in order to pass the class. Students who pass the Final Exam with a 70% or higher will earn a certificate from the American Hotel and Lodging Association – Educational Institute. Exam retakes are allowed following the policies set forth by the American Hotel and Lodging Association – Educational Institute. The policy for exam retakes are:

- ❑ Students who score less than 70% on the Final Exam may retake the exam once at no additional charge. Further retakes are available at a charge of \$35.00 payable to the American Hotel and Lodging Association
- ❑ Students must schedule a retake date with the instructor within two weeks of receiving the review for the retake.
- ❑ Students must retake the exam on the scheduled date and time.

**LATE TESTING:**

A late test will result in a 10% penalty (tests start with a B). All retakes and tests must be rescheduled with the instructor in a timely manner.

**GRADING POLICIES:**

Complete all assignments with at least 60% accuracy.

The students will participate in a minimum of 90% of in-class group assignments.

The final grade is computed on:

- |                                 |     |
|---------------------------------|-----|
| 1. Exam                         | 30% |
| 2. Assignments                  | 50% |
| 3. Attendance and participation | 20% |

90-100%	A
80-89%	B
70-79%	C
60-69%	D
0-59%	F

ANTICIPATED LEARNING  
OUTCOMES:

Upon completing this course, the student will be able to:

1. Demonstrate an understanding of hotel classifications.
2. Demonstrate an understanding of hotel organization.
3. Demonstrate an understanding of front office operations including the guest cycle, front office process, and property management systems.
4. Demonstrate an understanding of reservations.
5. Demonstrate an understanding of the registration process including special requests and what to do when guests cannot be accommodated.
6. Demonstrate an understanding of the responsibilities of the front office.
7. Demonstrate an understanding of security in the lodging industry.
8. Demonstrate an understanding of front office accounting.
9. Demonstrate an understanding of the check-out and settlement process.
10. Demonstrate an understanding of the role of housekeeping in hospitality operations.
11. Demonstrate an understanding of the front office audit.
12. Demonstrate an understanding of the management functions involved in planning and evaluating operations including establishing room rates and forecasting room availability.
13. Demonstrate an understanding of revenue management.
14. Demonstrate an understanding of human resources in the front office including recruiting, selecting, skills training and staff motivation.

**Tourism, Hospitality and Wine**  
**Guest Services I class schedule**

Week	Reading Chapters	Internet	Class discussions	Homework
One	1, 2, 3	<a href="http://www.starwoodhotels.com/corporate/company_info.html">www.starwoodhotels.com/corporate/company_info.html</a>  (See end of chapter)	Classifying Hotels Hotel Organization & Front Office Operation The Guest Cycle Property Management Systems	Review Questions Chapter Reviews: 1, 2, 3 Case Studies (See page 34-40) (See page 84-90) (See page 133-139) Reading
Two	4, 5, 6	(See end of chapter)	Reservations Registration Guest Services	Chapter Reviews: 4, 5, 6 Case Studies (See page 180-186) (See page 220-228) (See page 254-262) Reading
Three	7, 8, 9	(See end of chapter)	Security Front Office Accounting Check-out & Settlement	Chapter Reviews: 7, 8, 9 Case Studies (See page 299-308) (See page 336-337) (See page 360-363) Reading
Four	10, 11, 12	(See end of chapter) <a href="http://www.hcareers.com">www.hcareers.com</a>	Housekeeping Front Office Audit Planning & Evaluating Operations	Chapter Reviews: 10, 11, 12 Case Studies (See page 386-393) (See page 415-418) (See page 133-139) Reading
Five	13	(See end of chapter)	Revenue Management Human Resources	Chapter Reviews: 13,14 Case Studies (See page 526-528) (See page 576-582)
Six	14	(See end of chapter)	Human Resources Final Exam	Chapter Reviews: 14 Case Studies (See page 576-582)

Please note, this is just a suggested class schedule. Guest speakers and/or site inspections will be scheduled based on availability and class schedule will be adjusted accordingly.