

CLASS NUMBER AND NAME:	TRN138A –FRONT OFFICE OPERATIONS
TOTAL HOURS/ UNITS:	24 HOURS/2 UNITS
PREREQUISITES:	Concurrent enrollment in TRN138B- Front Office Operations
TEXTS AND MATERIALS:	<i>Check In, Check Out: Managing Hotel Operations, 10th Edition, 2018</i> Vallen & Vallen, Pearson, ISBN: 9780134437163
CLASS DESCRIPTION:	This course provides the student with the skills needed to work in a hotel or other lodging property at the front office. Students will learn: check-in and check-out procedures, up-selling, credit guidelines, guest security, walking guests, hotel terms, reservations, room forecasting, and key control.
CLASS OBJECTIVES:	This class will provide the student with insights to the fast-paced environment of the front office of a hotel by discussing terminology, technology, processes, responsibilities of a uniformed employee at the front desk, safety and security, guest service standards, and related management functions including interdepartmental collaboration in a lodging property.
CLASS FORMAT OVERVIEW:	This class is a combination of lecture, on-line assignments, and student participation both in groups and individually.
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 (if possible) will give the student experiential opportunities.
ATTENDANCE:	It is expected that each student will be in class <u>when class begins</u> . Should the student arrive more than <u>five minutes late</u> 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 grad of 60 or better in order to pass the class.

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:

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|---------------------------------|-----|
| 1. Exams | 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 and structure in different industry segments.
3. Demonstrate an understanding of front office operations including the guest cycle, front office process, property management systems, and guest service standards.
4. Demonstrate an understanding of different reservations types.
5. Demonstrate an understanding of the registration process including special requests.
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 including the night audit and City Ledger.
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 management functions involved in planning and evaluating operations including establishing room rates and forecasting room availability.
12. Demonstrate an understanding of the basic principles of revenue management.

Front Office Operations

Week	Reading Chapters	Internet	Class Activities	Homework
One	1 & 2	To be assigned in class each week.	The traditional and modern hotel industries.	Read and prepare notes for <i>each chapter</i> "An Incident in Hotel Management", bringing a copy to class to be turned in and the other to keep to use for class discussions.
Two	3 & 4		Hotel Structures Forecasting and Overbooking	Test: Chapters 1-2-3 Read and prepare notes for <i>each chapter</i> "An Incident in Hotel Management", bringing a copy to class to be turned in and the other to keep to use for class discussions.
Three	5 & 6		Global Reservations Technologies Individual Reservations and Group Bookings	Test: 4-5-6
Four	7, 8, & 9		Guest Services Processes at the Front Desk Room Rate Roles	Test: 7-8-9-
Five	10 & 11		Guest Folios The City Ledger	Test 10 -11
Six	12		The Night Audit	Test: 12

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.