

## COURSE OUTLINE

     New        x   Revised

Effective Date: August 21, 2000

1. **COURSE PREFIX NUMBER:** HRI 265      **CREDIT HOURS:** 3
2. **COURSE TITLE:** Hotel Front Office Operations
3. **PREREQUISITES:** None
4. **COURSE DESCRIPTION:** Analyzes hotel front office positions and the procedures involved in reservation registration, accounting for and checking out guests, and principles and practices of night auditing. Covers the complete guest operation in both traditional and computerized operations. Lecture 3 hours per week.
5. **CONTENT:** (Major Headings)
  - a. This course consists of the study of hotel front office procedures, including reservations, registration, posting to and settlement of accounts, balancing and auditing of ledgers, and generation of rooms division reports.
6. **GENERAL COURSE OBJECTIVES:**

Upon successful completion of the course, the student will be able to

- a. Develop an organization chart depicting the functional relationships among hotel divisions and departments.
- b. Explain the function and operation of the various systems, forms, equipment, and computer applications found in the front office.
- c. Construct an efficient reservation system that records crucial information while avoiding problems in processing various types of reservations.
- d. Construct a registration system that helps ensure a hotel's profitability while meeting the needs of guests by using effective guestroom sales techniques and efficient credit establishment procedures.
- e. Develop an efficient communication system to operate within the front office and between the front office and departments such as housekeeping and maintenance.
- f. Develop procedures regarding hotel safety and security, with particular emphasis on key control and emergencies.
- g. Develop procedures for handling complaints.
- h. Follow basic hotel accounting procedures ranging from posting accounts to conducting cash and check transactions at the front desk.
- i. Develop and follow check-out and settlement procedures.
- j. Explain and perform the steps involved in the night audit process.
- k. Analyze statistics relevant to establishing room rates, forecasting room availability, budgeting for operations, and evaluating front office operations.
- l. Apply basic concepts and principles of yield management in a front office setting.
- m. Explain the important elements of recruiting, selecting, orienting, and training front office employees.