NOTE: This course is not designed for transfer credit.

Catalog Course Description:

This course covers front office operations and guest services. Emphasis is placed on procedures and functional applications of the front office with respect to the other hotel departments.

Entry Level Standards:

Must be able to read, write, speak, and reason at the college level.

Prerequisite:

HSP 1200

Textbook(s) and Other Reference Materials Basic to the Course:


I. Week/Unit/Topic Basis:

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
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<tbody>
<tr>
<td>1</td>
<td>Lodging Industry</td>
</tr>
<tr>
<td>2</td>
<td>Staffing the Rooms Division</td>
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<tr>
<td>3</td>
<td>Staffing the Rooms Division</td>
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<tr>
<td>4</td>
<td>Reservations Systems</td>
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<tr>
<td>5</td>
<td>Reservations Systems</td>
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<tr>
<td>6</td>
<td>Room Rates</td>
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<tr>
<td>7</td>
<td>Registering the Guest</td>
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<tr>
<td>8</td>
<td>Accounting for the Guest's Stay</td>
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<td>9</td>
<td>The Night Audit</td>
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<tr>
<td>10</td>
<td>Technology in the Rooms Division</td>
</tr>
</tbody>
</table>
II. Course Objectives*:

A. Exhibit knowledge of the guest cycle, office processes, and information handling at the front office location. I, V, VI, VII, VIII

B. Summarize the function of the front office operating and reporting systems. I, II, III, V, VII

C. Demonstrate an understanding of the room status process and the guest accounting process. I, II, III, V, VII, VIII

D. Display an adequate understanding of the staffing needs for the front office, sales and housekeeping departments. I, II, VII, VIII

E. Exhibit knowledge of the front office's relationship to hotel operations. I, II, III, IV, VII

F. Demonstrate management techniques in front office operations. I, II, IV, V

G. Distinguish the relationships among front office operations and the other hotel operating departments. I, V, VI, VII

H. Demonstrate an understanding of the various forms used by the front office operation. III, V, VI, VII, VIII

*Roman numerals after course objectives reference goals of the Hospitality program.

III. Instructional Processes*:

Students will:

1. Write a research report concerning guest safety issues and lodging property liabilities.  
   *Active Learning Strategy, Information Literacy Outcome*

2. Draft an organizational chart of the effects and functions of each component, form, and equipment within the front office to show the relationship between the registration system and hotel profitability and guest satisfaction.  *Transitional Strategy, Active Learning Strategy, Information Literacy Outcome*

3. Refine reading skills and expand hospitality vocabulary through completion of assigned reading exercises.  *Communication Outcome*

4. Write a position paper concerning the role of diversity on front office management.  *Cultural Diversity and Social Adaptation Outcome, Active Learning Strategy, Communication Outcome*
5. Utilize sets of supplied data to perform the yield management process. *Numerical Literacy Outcome, Transitional Strategy*

6. Establish local room rates and business forecasts from supplied data. *Numerical Literacy Outcome, Transitional Strategy*

*Strategies and outcomes listed after instructional processes reference Pellissippi State’s goals for strengthening general education knowledge and skills, connecting coursework to experiences beyond the classroom, and encouraging students to take active and responsible roles in the educational process.

**IV. Expectations for Student Performance***:

Upon successful completion of this course, the student should be able to:

1. Outline an organizational chart depicting the functional relationships among hotel divisions and departments. A, E, G

2. Explain the function and operation of the various systems, forms, equipment, and computers found in the front office area. A, B, C, H

3. Relate how an efficient reservation system records crucial information while avoiding problems in processing various types of reservations. B, F, H

4. Explain how a registration system helps ensure the property's profitability while meeting the needs of the guests by utilizing effective guest room sales techniques and efficient credit establishment procedures. A, B, C, F

5. Discuss the role of communication within the front office department as well as with the remaining hotel departments. F, G

6. Develop procedures regarding hotel safety and guest security. A, B, F

7. Outline procedures for handling guest complaints. B, F, G

8. Explain and perform the duties involved with the night audit process. A, B, F, H


10. Follow basic hotel accounting procedures from posting accounts to cash and check transactions at the front desk. F, H


12. Analyze statistics relevant to establishing room rates, forecasting room availability and budgeting for operations. C, F

13. Identify the personnel/hiring needs for a front office operation. D, F

*Letters after performance expectations reference the course objectives listed above.

**V. Evaluation**:

**A. Testing Procedures:**

Students are evaluated primarily on the basis of tests. A minimum of three exams must be given. Tests count 75% of the final semester grade.
B. Laboratory Expectations:

None

C. Field Work:

Students will be responsible for two computer simulation reports. Details will be presented in a syllabus supplement. These reports amount to 20% of the final semester grade.

D. Other Evaluation Methods:

Class participation, group work, and homework will also comprise the final grade for the course. Each instructor must provide full details the first week of class via a syllabus supplement. These count 5% of the final semester grade.

E. Grading Scale:

<table>
<thead>
<tr>
<th>Score Range</th>
<th>Grade</th>
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<tbody>
<tr>
<td>92 - 100</td>
<td>A</td>
</tr>
<tr>
<td>89 - 91</td>
<td>B+</td>
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<tr>
<td>82 - 88</td>
<td>B</td>
</tr>
<tr>
<td>79 - 81</td>
<td>C+</td>
</tr>
<tr>
<td>72 - 78</td>
<td>C</td>
</tr>
<tr>
<td>65 - 71</td>
<td>D</td>
</tr>
<tr>
<td>Below 65</td>
<td>F</td>
</tr>
</tbody>
</table>

VI. Policies:

Attendance Policy:

Pellissippi State Technical Community College expects students to attend all scheduled instructional activities. As a minimum, students in all courses must be present for at least 75% of their scheduled class and laboratory meetings in order to receive credit for the course.