



## Course Syllabus

<b>Course Code</b>	<b>Course Title</b>	<b>ECTS Credits</b>
HMGT-200	Front Office Management	10
<b>Prerequisites</b>	<b>Department</b>	<b>Semester</b>
HMGT-100	Hospitality, Tourism and Sports Management	Fall/Spring
<b>Type of Course</b>	<b>Field</b>	<b>Language of Instruction</b>
Compulsory	Hospitality	English
<b>Level of Course</b>	<b>Lecturer(s)</b>	<b>Year of Study</b>
1 <sup>st</sup> Cycle	Yianna Orphanidou	2 <sup>nd</sup>
<b>Mode of Delivery</b>	<b>Work Placement</b>	<b>Corequisites</b>
Distance Learning	N/A	None

### Course Objectives:

The main objectives of the course are to:

- Attain the ability to analyze and evaluate the guest cycle with the aim of exceeding guest expectations.
- Develop skills in the management and implementation of guest service.
- Develop the ability to evaluate the significance of the hotel revenue cycle in order to optimize revenues.

### Learning Outcomes:

After completion of the course students are expected to be able to:

1. Classify hotels in terms of their levels of service, ownership, and affiliation.
2. Describe how hotels are organized and explain how functional areas within hotels are classified.
3. Summarize front office operations during the four stages of the guest cycle.
4. Discuss the sales dimension of the reservations process and identify the tools managers use to track and control reservations.
5. List the seven steps of the registration process and discuss creative registration options.
6. Identify typical service requests that guests make at the front desk.
7. Explain important issues in developing and managing a security program. Describe the process of creating and maintaining front office accounts.

8. Identify functions and procedures related to the check-out and settlement process.
9. Discuss the housekeeping department's typical cleaning responsibilities.
10. Summarize the steps in the front office audit process.
11. Apply the ratios and formulas managers use to forecast room availability.
12. Explain the concept of revenue management and discuss how managers can maximize revenue by using forecast information in capacity management, discount allocation, and duration control.
13. Identify the steps in effective hiring and orientation.

**Course Content:**

- The Lodging Industry
- Hotel Organization
- Front Office Operations
- Reservations
- Registration
- Communications and Guest Services
- Security and the Lodging Industry
- Front Office Accounting
- Check-Out and Account Settlement
- The Role of Housekeeping in Hospitality Operations
- The Front Office Audit
- Planning and Evaluating Operations
- Revenue Management
- Managing Human Resources

**Learning Activities and Teaching Methods:**

Lecture, self-assessment, activities, case studies, videos, Discussion forums

**Assessment Methods:**

Assignment, Final Exam, participation in discussion forums, quizzes

**Required Textbooks / Readings:**

<b>Title</b>	<b>Author(s)</b>	<b>Publisher</b>	<b>Year</b>	<b>ISBN</b>
Managing Front Office Operations	Michael L. Kasavana	AHLEI	2017	ISBN 978-0-86612-550-
Hotel Front Office Simulation, Workbook and Software package	Williams, S. F.	Hotel Front Office Simulation, Workbook	2003	0-471-20331-9