



## Course Syllabus

<b>Course Code</b>	<b>Course Title</b>	<b>ECTS Credits</b>
HOSP-245	Managing Front Office Operations	6
<b>Prerequisites</b>	<b>Department</b>	<b>Semester</b>
None	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>
Face to Face	N/A	None

### Course Objectives:

The main objectives of the course are to:

- Analyze 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. Discuss Front Office dimensions and tools (such as the sales dimension, the guest cycle, track and control reservation tools, registration processes, front office accounts, and creative registration options).
2. Explain Front Office tasks/ processes (including managing a security program, hiring and orientation, liaising with housekeeping, dealing with customer requests).
3. Identify functions and procedures related to the check-out and settlement process.
4. Recognise the steps in the front office audit process.
5. Apply the ratios and formulas managers use to forecast room availability.
6. Explain the concept of revenue management and forecast information in capacity management, discount allocation and duration control.

**Course Content:**

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

**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	The most recent version	0-471-20331-9

**Recommended Textbooks / Readings:**

Title	Author(s)	Publisher	Year	ISBN
e-book resources Click <a href="http://wps.prenhall.com/chet_hayes_foundations_2/186/47658/12200657.cw/-/t/index.html">http://wps.prenhall.com/chet_hayes_foundations_2/186/47658/12200657.cw/-/t/index.html</a> link to open resource.				