

Front office Operations

Course Title	Front Office Operations				
Course Code	THOM – 110				
Course Type	This course serves as both Elective and Requirement, according to the program.				
	Hospitality Diploma/Bachelor		Requirement		
	All Programs		General Elective		
Level	Bachelor (1 st Cycle)				
Year / Semester	Year 1, B' Semester				
Teacher's Name	Dimitris Kouklos				
ECTS	6	Lectures / week	3	Laboratories / week	
Course Purpose and Objectives	<p>To broaden students' knowledge about front office operations. This includes:</p> <ul style="list-style-type: none"> • Understanding of the lodging industry. • Understanding the front office organization. • Understanding the F/O systems. • Understanding the guest cycle. • Learning the ongoing responsibilities. • Understanding of human resources and yield management. 				
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Comprehend the lodging industry and hotel organization. 2. Define the front office operation systems and their key role in hotel operation. 3. Manage effectively the front office operation. 4. Identify and familiarize with front office systems, equipment and quest cycle. 5. Generate reservation reports and distinguish between the different types of reports. 6. Define the functions of the night audit and identify its process. 7. Manage effectively the planning and evaluating process. 				

Prerequisites	THOM – 100 Introduction to Hospitality Management	Required	
Course Content	<p>Provides a systematic approach to front office procedures by detailing the flow of business through a hotel, beginning with the reservation process and ending with checkout and settlement. The course will analyze the lodging industry in general and specifically the management of the front office operations, and also the guest cycle processes.</p> <ol style="list-style-type: none"> 1. The lodging industry 2. Hotel organization 3. Front office operations <ul style="list-style-type: none"> • Front office systems • Front office equipment • The guest cycle 4. Reservations <ul style="list-style-type: none"> • Types of reservations • Reservation reports 5. Registrations <ul style="list-style-type: none"> • The registration record • Methods of payment • Selling the guestroom 6. Front Office Accounting <ul style="list-style-type: none"> • Creation and maintenance of accounts • Tracking transactions • Settlement of accounts 7. The night audit <ul style="list-style-type: none"> • Functions of the night audit. • The night audit process 8. Check-out and settlement <ul style="list-style-type: none"> • Departure procedures • Unpaid account balances 9. Manage of human resources 10. Planning and evaluating <ul style="list-style-type: none"> • Management functions • Forecasting room availability • Evaluating front office operations 11. Yield management <ul style="list-style-type: none"> • The concept of yield management 12. Marketing Aspects 		

Teaching Methodology	The course is delivered through lectures, demonstrations, presentations and discussions.								
Mode of delivery	Face to face.								
Bibliography	Required								
	1. Bardi, J.(2010). <i>Hotel Front Office Management</i> , (5 th ed.), John Wiley & Sons.								
	Recommended								
	<ol style="list-style-type: none"> 1. Tewari, J.,(2009), <i>Hotel Front Office: Operations and Management</i>, OUP India. 2. Jones C., & Paul V., <i>Accommodation Management</i>, Batsford Academic and Educational. 3. Vallen J., & Valley G., <i>Check-in Check-Out</i>, Brown Publishers. 4. James B., <i>Hotel Front Office Management</i>, Van Nostrand Reinhold. 								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="549 1005 1399 1263"> <tr> <td>30 – 50 %</td> <td>Final Exam</td> </tr> <tr> <td>20 – 40 %</td> <td>Mid –Term / Tests / Quizzes</td> </tr> <tr> <td>10 – 30 %</td> <td>Assignments / Projects</td> </tr> <tr> <td>0 – 10 %</td> <td>Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
30 – 50 %	Final Exam								
20 – 40 %	Mid –Term / Tests / Quizzes								
10 – 30 %	Assignments / Projects								
0 – 10 %	Class Attendance & Participation								
Language	English								