Course Title	Rooms Division Management		
Course Code	THOM – 150		
Course Type	This course serves as both Elective and Requirement, according to the program.		

Hospitality Bachelor	Requirement
All Programs	General Elective

Level	Bachelor (1st Cycle)		
Year / Semester	Year 1, A' Semester		
Teacher's Name	Dr Sotiris Kefalas		
ECTS	6	Lectures / week	3	Laboratories / week	

Course Purpose and Objectives

The course will provide students the competencies and knowledge needed to manage front office and housekeeping departments in hospitality operations. Students will proceed with an in-depth analysis of the major components of the "rooms division" within a hotel (i.e. front office, guest services, housekeeping, reservations, engineering/maintenance and security). Also, the interaction between this division and the other areas of the hotel will be explored with respect to the impact on guest service. The concepts of revenue management and cost containment are explained from a yield management approach and students will have an opportunity to develop their operational and management knowledge of this key functional department.

Students are expected to:

- Understand all the aspects of managing the rooms division department

- Describe the key functions of the rooms division within hotels and the role and responsibilities of the rooms division manager knowledge of a discipline

- Identify and critically examine the role of the rooms division manager in the management of hospitality operations

- Become aware of the importance of providing customers with quality services related to the rooms division

- Examine the rooms division manager's role as a leader and decision maker

- Evaluate contemporary perceptions and values associated with roles and processes of the rooms division operations ethical practice knowledge of a discipline

- Analyze factors affecting managers in rooms division and management trends

- Apply theories and principles of rooms division management to establish operational solutions

Knowledge·Excellence·Wisdom

Learning Outcomes	Upon completion of this course students will be able to:
	• Describe the key functions of each component of the rooms division in hotels & resorts and their role in providing quality guest service
	• Demonstrate a knowledge of the staff roles, responsibilities and tasks performed by staff in these departments.
	• Process guest reservations and manage room bookings efficiently through a property management system (guest check-in and check-out procedures)
	• Employ the basic practical skills learnt in providing accommodation services and customer care in a hotel environment, taking into account work health and safety and security procedures.
	• Recognize the knowledge of the skills required in room attending, public area cleaning and laundry operations.
	• Perform various housekeeping related tasks, including logging and reviewing room maintenance requests
	• Explain the principles of revenue management and cost containment in the accommodation industry and the challenges associated with implementing these practices

Prerequisites	None	Required	

Course Content	1. Hotel organization
	2. Introduction and accommodation services
	3. Role and function of housekeeping
	4. Managing housekeeping
	5. Guest services
	6. Concierge and porter service management
	7. Reservation process
	8. Front office operations
	9. Revenue management - budgeting
	10. Night audit
	11. Safety and security
	12. Human resource management
	13. Trends and changes in rooms division

Teaching Methodology	The course is delivered through lectures, demonstrations, and group discussions.

Mode of delivery	Face to face.

Bibliography	**Required**
	Rooms Division Management. (2017). USA, NY: 3G E-Learning LLC. ISBN-9781680956658

	Recommended
	Raghubalan, G., Raghubalan, S. (2016). Hotel Housekeeping: Operations and Management. UK, Oxford: Oxford University Press. ISBN: 199451745 Kasavana, L. M. (2017). Managing Front Office Operations. USA, Florida: Educational Institute of the American Hotel Motel Assoc. ISBN: 0866125507
Assessment	The following assessment methods are employed to assess this course: |	
30 – 50 %	Final Exam
20 – 40 %	Mid –Term / Tests / Quizzes
10 – 30 %	Assignments / Projects
0 – 10 %	Class Attendance & Participation	
Language	English