

Course Title	Front Office Operations								
Course Code	THOM – 110								
Course Type	This course serves as both Elective and Requirement, according to the program. <table><tr><td>Hospitality Diploma/Bachelor</td><td>Requirement</td></tr><tr><td>All Programs</td><td>General Elective</td></tr></table>					Hospitality Diploma/Bachelor	Requirement	All Programs	General Elective
Hospitality Diploma/Bachelor	Requirement								
All Programs	General Elective								
Level	Bachelor (1 st Cycle)								
Year / Semester	Year 1, B' Semester								
Teacher's Name	Nikos Magos								
ECTS	6	Lectures / week	3	Laboratories / week					
Course Purpose and Objectives	<p>The course introduces students to the basic and professional knowledge, skills and competencies related to front office operations. It 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. Students will study hotel front office policies and procedures, including reservations, registration/check-in/check-out, posting to and settlement of accounts, balancing and auditing of ledgers, and generation of rooms division reports. Therefore, the course analyzes hotel front office positions and night auditing. The course analyzes the lodging industry in general and specifically the management of the front office operations along with the guest cycle processes.</p> <p>Students are expected to:</p> <ul style="list-style-type: none">• Understand the role and function of the Front of Office and the FO manager• Understand the importance of knowing guests' background• Explore FO operating policies, procedures and processes• Know the procedures for making a reservation, checking-in and checking-out• Deal with guest requests during their stay• Understanding the FO 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. Implement standard operating policies and procedures 5. Identify and familiarize with front office systems, equipment and quest cycle. 6. Generate reservation reports and distinguish between the different types of reports. 7. Define the functions of the night audit and identify its process. 8. Manage effectively the planning and evaluating process. 		
Prerequisites	THOM – 100 Introduction to Hospitality Management	Required	
Course Content	<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 <p>11. Yield management</p> <ul style="list-style-type: none"> • The concept of yield management <p>12. Marketing Aspects</p>								
Teaching Methodology	The course is delivered through lectures, demonstrations, presentations and discussions.								
Mode of delivery	Face to face.								
Bibliography	Required								
	1. Kasavana, L. M. (2017, 10th ed.). Managing Front Office Operations. Florida: Educational Institute of the American Hotel Motel Association.								
	Recommended								
	1. Kumar, C. (2016). Front Office Operation: A Training Manual for Hospitality Professionals. CreateSpace Independent Publishing Platform.								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1"> <tbody> <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> </tbody> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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Language	English								