

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	George Markatos			
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"> • Learn the role of the Front of Office and the FO manager. • Understand FO operating policies, procedures and processes. 			
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> 1. Analyze the front office operation systems and their key role in hotel operation. 2. Comprehend the standard operating procedures in front office operations. 3. Manage effectively the planning and evaluating process. 			
Prerequisites	THOM – 100 Introduction to Hospitality Management		Required	
Course Content	1. The lodging industry			

	<ol style="list-style-type: none"> 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
	Mishra R.R. Managing Hotel Front Office Operations. CBS Publishers & Distributors PVT LTD.

	Recommended								
	Kasavana, L. M. Managing Front Office Operations. Florida: Educational Institute of the American Hotel Motel Association.								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="512 477 1364 732"> <tr> <td data-bbox="512 477 940 544">30 – 50 %</td> <td data-bbox="940 477 1364 544">Final Exam</td> </tr> <tr> <td data-bbox="512 544 940 611">20 – 40 %</td> <td data-bbox="940 544 1364 611">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td data-bbox="512 611 940 678">10 – 30 %</td> <td data-bbox="940 611 1364 678">Assignments / Projects</td> </tr> <tr> <td data-bbox="512 678 940 732">0 – 10 %</td> <td data-bbox="940 678 1364 732">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
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Language	English								