

<b>Course Title</b>	Front Office Operations							
<b>Course Code</b>	THOM – 110							
<b>Course Type</b>	This course serves as both Elective and Requirement, according to the program.							
	<table border="1"> <tr> <td>Hospitality Diploma</td> <td>Requirement</td> </tr> <tr> <td>All Programs</td> <td>General Elective</td> </tr> </table>		Hospitality Diploma	Requirement	All Programs	General Elective		
Hospitality Diploma	Requirement							
All Programs	General Elective							
<b>Level</b>	Diploma (Short Cycle)							
<b>Year / Semester</b>	Year 1, B' Semester							
<b>Teacher's Name</b>	George Markatos							
<b>ECTS</b>	6	<b>Lectures / week</b>	3	<b>Laboratories / week</b>				
<b>Course Purpose and Objectives</b>	<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"> <li>• Learn the role of the Front of Office and the FO manager.</li> <li>• Understand FO operating policies, procedures and processes.</li> </ul>							
<b>Learning Outcomes</b>	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> <li>1. Analyze the front office operation systems and their key role in hotel operation.</li> <li>2. Comprehend the standard operating procedures in front office operations.</li> <li>3. Manage effectively the planning and evaluating process.</li> </ol>							
<b>Prerequisites</b>	THOM – 100 Introduction to Hospitality Management	<b>Required</b>						
<b>Course Content</b>	1. The lodging industry							

	<ol style="list-style-type: none"> <li>2. Hotel organization</li> <li>3. Front office operations <ul style="list-style-type: none"> <li>• Front office systems</li> <li>• Front office equipment</li> <li>• The guest cycle</li> </ul> </li> <li>4. Reservations <ul style="list-style-type: none"> <li>• Types of reservations</li> <li>• Reservation reports</li> </ul> </li> <li>5. Registrations <ul style="list-style-type: none"> <li>• The registration record</li> <li>• Methods of payment</li> <li>• Selling the guestroom</li> </ul> </li> <li>6. Front Office Accounting <ul style="list-style-type: none"> <li>• Creation and maintenance of accounts</li> <li>• Tracking transactions</li> <li>• Settlement of accounts</li> </ul> </li> <li>7. The night audit <ul style="list-style-type: none"> <li>• Functions of the night audit.</li> <li>• The night audit process</li> </ul> </li> <li>8. Check-out and settlement <ul style="list-style-type: none"> <li>• Departure procedures</li> <li>• Unpaid account balances</li> </ul> </li> <li>9. Manage of human resources</li> <li>10. Planning and evaluating <ul style="list-style-type: none"> <li>• Management functions</li> <li>• Forecasting room availability</li> <li>• Evaluating front office operations</li> </ul> </li> <li>11. Yield management <ul style="list-style-type: none"> <li>• The concept of yield management</li> </ul> </li> <li>12. Marketing Aspects</li> </ol>
<b>Teaching Methodology</b>	The course is delivered through lectures, demonstrations, presentations and discussions.
<b>Mode of delivery</b>	Face to face.
<b>Bibliography</b>	<b>Required</b>
	Mishra R.R. Managing Hotel Front Office Operations. CBS Publishers & Distributors PVT LTD.

	<b>Recommended</b>								
<b>Assessment</b>	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="512 477 1366 734"> <tr> <td data-bbox="512 477 940 544">30 – 50 %</td> <td data-bbox="940 477 1366 544">Final Exam</td> </tr> <tr> <td data-bbox="512 544 940 611">20 – 40 %</td> <td data-bbox="940 544 1366 611">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td data-bbox="512 611 940 678">10 – 30 %</td> <td data-bbox="940 611 1366 678">Assignments / Projects</td> </tr> <tr> <td data-bbox="512 678 940 734">0 – 10 %</td> <td data-bbox="940 678 1366 734">Class Attendance &amp; 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								
<b>Language</b>	English								