



Course Description

HFT2410 | Front Office Procedures and Lodging Operations | 4.00 credits

In this intermediary course the student will learn about various positions in the rooms division. Focus in hotel front office procedures involved in reservations, registering and checking out guests. Guest services, revenue management, accounting procedures and the operation of a PMS (Property Management System) are discussed. Special attention to hotel operations including security, housekeeping and engineering.

Course Competencies:

Competency 1: The student will be able to describe the lodging system by:

1. Identifying lodging management associations
2. Identifying and describing revenue sources such as guest rooms, meeting space, profit margin, room cost, and opportunity cost

Competency 2: The student will be able to differentiate classifications of hotels by:

1. Comparing hotel sizes and occupancy numbers
2. Understanding hotel location classifications
3. Identifying hotel product types

Competency 3: The student will be able to analyze and categorize hotel guests by:

1. Analyzing room sales differentiation
2. Defining market segmentation
3. Analyzing hotel rooms by types, configurations, and status reconciliation

Competency 4: The student will be able to describe the hotel organization by functional departments and their responsibilities by:

1. Describing the hotel organization by categories
2. Breaking down the hotel organization by functional departments and their responsibilities
3. Describing the responsibilities of the front office, housekeeping, reservations, food and beverage, and accounting
4. Developing motivation and empowerment skills
5. Understanding the principles of teamwork

Competency 5: The student will be able to provide a front office overview by:

1. Managing information upon guest arrival
2. Understanding the arrival chronology
3. Understanding departures and check-out procedures
4. Understanding front office operations

Competency 6: The student will be able to construct a room rate structure by:

1. Understanding room rate structure formulas
2. Understanding room rate designations
3. Discussing rate measurement averages
4. Identifying the Hubbart formula
5. Identifying the Cost rate formula
6. Understanding market tolerance

Competency 7: the student will be able to manage property systems by:

1. Selecting a Property Management System (PMS)
2. Identifying PMS systems interface

Competency 8: The student will be able to follow night audit procedures by:

1. Examining basic accounting principles and documentation
2. Practicing night audit deployment and reporting
3. Comprehending a night audit checklist

Competency 9: The student will be able to discuss reservation and forecasting principles by:

1. Determining occupancy and availability
2. Discussing overselling
3. Becoming familiar with yield management
4. Understanding reservations sales and management

Competency 10: The student will be able to measure hotel performance by:

1. Understanding quantifiable and qualifiable analyses
2. Describing service standards

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Use quantitative analytical skills to evaluate and process numerical data
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Use computer and emerging technologies effectively