



Module Structure

Module Title : Front Office Operations II

Module Code : HTPM223

Programme of Study/Year of Study : Hospitality and Tourism Management/Year 2

Group : HTMII RD **Semester :** Spring

Number of Hours Taught : 2 hours (theory) **ECTS :** 6
5 hours (practical training)

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Pre-requisite(s) : Front Office Operations

Module Rationale

This module is designed for students who want to embark on a career in the front desk of a hotel. It exposes the students to operations within the Front Office Department so they can gain hospitality knowledge, skills and competencies through a structured training program. It is especially designed with hands - on practical training to meet the industrial needs.

Aims

This advanced module is a blend of theory and practice, developing student knowledge, skills and competences required to work in the front office department. The module provides comprehensive information on the department's role, functions and relationships with other departments and enables students to effectively perform all the front office tasks and procedures in hotel operations and other contexts.

Intended Learning Outcomes

On successful completion of this module, students will be able to:

1. To understand the procedures and daily operations within the Front Office department
2. To be familiar and comfortable with the local area, local transportation and community
3. Acknowledge the role and Interaction of the Front Office with other departments
4. To familiarise students with different hotel types of rooms and rates, facilities, services
5. To understand the importance of guest service, how service is measured at the property and how employees learn to develop guest service skills



6. To understand the importance of guest complaints handling
7. To develop knowledge and familiarity of financial responsibilities, cash handling/point of sales operations within the department appropriate to the different stages of the guest cycle.

Delivery Methods:

Lectures, Discussion, Coursework, Practical Training

Assessment:

Coursework/Assignments/Presentations	10%
Test	10%
Practical Training	40%
Final Examination	40%

Module Requirements

Refer to the students' manual for the module requirements

Module Plan and Content

Week	Dates	Topics to be Covered	Reference Chapter / Material
1.	28/01– 01/02	<ul style="list-style-type: none"> • Organisation of the Front Office Department • Learning the Property Management Systems (PMS) 	
2.	04/02-08/02	<ul style="list-style-type: none"> • The Guest Cycle - Pre-Arrival • Overview of reservation system 	
3.	11/02-15/02	<ul style="list-style-type: none"> • Overview of reservation system • Types of Reservation (guaranteed, non-guaranteed) • Assignment/Presentation 	
4.	18/02-22/02	<ul style="list-style-type: none"> • The Guest Cycle: Arrival • Importance of first guest contact • The Role and Interaction of the Front Office with other departments 	
5.	25/02-01/03	<ul style="list-style-type: none"> • Components of the Registration Activity • Room and Rate Assignment • Assignment/Presentation 	
6.	04/03-08/03	<ul style="list-style-type: none"> • Check-In Procedures • Procedures for Group Arrival • Handling Special Requests 	
7.	12/03-15/03	<ul style="list-style-type: none"> • Check-In Procedures • Procedures for Group Arrival • Handling Special room type Requests and features • Test 	
8.	18/03-22/03	<ul style="list-style-type: none"> • The Guest Cycle: Occupancy • Creation and Maintenance of accounts 	



Week	Dates	Topics to be Covered	Reference Chapter / Material
9.	26/03-29/03	<ul style="list-style-type: none"> Responding to guest information requests (concierge) Identify typical service requests from guests Handling guest complaints Assignment/Presentation 	
10.	02/04-05/04	<ul style="list-style-type: none"> Responding to guest information requests (concierge) Identify typical service requests from guests Handling guest complaints 	
11.	08/04-12/04	<ul style="list-style-type: none"> Learn to prevent security incidents Key control Electronic and mechanical card access control 	
12.	15/04-19/04	<ul style="list-style-type: none"> The Guest Cycle: Departure Different types of folios used Distinguish Guest Ledger from City Ledger Check out and account settlement Assignment/Presentation 	
13.	22/04-23/04 & 02/05-05	<ul style="list-style-type: none"> The Guest Cycle: Departure Different types of folios used Distinguish Guest Ledger from City Ledger Check out and account settlement 	
	24/04-30/04	EASTER HOLIDAYS	
14.	06/05-10/05	<ul style="list-style-type: none"> Obtaining Future Reservations Guest Histories Revision 	

Essential Reading

Tewari, Jatashankar R., 2009. *Hotel Front Office Operations and Management*. India: Oxford University Press

Additional Reading

- Abbott P. and Lewry S. 2000. *Front Office: Procedures, Social Skills, Yield and Management*. 2nd ed. Butterworth-Heinemann: Oxford
- Baker S., Huyton J., and Bradley P. 2000. *Principles of Hotel Front Office Operations*. 2nd ed. Thomson: London
- Bardi, A. James, 2011. *Hotel Front Office Management*. 5th ed. Wiley: New Jersey
- Clayton W. Barrows and Tom Powers. 2009. *Introduction to Management in the Hospitality Industry*. 9th ed. Wiley: New Jersey
- Michael L. Kasavana and Richard M. Brooks. 2005. *Managing Front Office Operations*. 7th ed. Educational Institute: AH&LA



