

Virginia Western Community College
HRI 265
Hotel Front Office Operations

Prerequisites

n/a

Course Description

Analyzes hotel front office positions and the procedures involved in reservation registration, accounting for and checking out guests, and principles and practices of night auditing. Covers the complete guest operation in both traditional and computerized operations. Lecture 3 hours per week.

Semester Credits: 3 Lecture hours**Required Materials****Textbook:**

Managing Front Office Operations 10th edition by Michael L. Kasavana American Hotel and Lodging Educational Institute ISBN#: 978-0-86612-550-5

Other Required Materials:

1. 2 full uniforms, consisting of: chef jacket with school logo and name embroidered, black & white chef check pants, neckerchief, slide, white apron, white Baker's Cap, closed-heel, closed toe, non-skid shoes.
2. Knife kit – only the kit sold at the VWCC bookstore is acceptable. 7-piece set with knife roll plus garnishing kit. Mercer Brand.
3. Pen, pencil, calculator.
4. Bi-metallic stemmed thermometer, dial or digital, Black Sharpie Marker
5. A 3-D knife cut model kit, sold in the VWCC bookstore is highly recommended.

Course Outcomes**At the completion of this course, the student should be able to:**

1. Classify the different types of hotels.
2. Understand the organizational structure of a hotel
3. Understand reservations
4. Understand registration of guests
5. Be able to communicate with guests
6. Understand about hotel security

7. Understand check-out procedures and front office accounting
8. Understand the role of all departments in a hotel.

Topical Description

Chapter 1: The Lodging Industry

Chapter 2: Hotel Organization

Chapter 3: Front Office Operations

Chapter 4: Reservations

Chapter 5: Registration

Chapter 6: Communications and Guest Services

Chapter 7: Security and the Lodging Industry

Chapter 8: Front Office Accounting

Chapter 9: Check-out and Account Settlement

Chapter 10: The Role of Housekeeping in Hospitality Operations

Chapter 11: The Front Office Audit

Chapter 12: Planning and Evaluating Operations

Chapter 13: Revenue Management

Chapter 14: Managing Human Resources

Notes to Instructors

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