



## Syllabus

### HOS 135 Front Office Management

#### General Information

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**Date** February 23rd, 2021

**Author** Paula Knight

**Department** Business

**Course Prefix** HOS

**Course Number** 135

**Course Title** Front Office Management

#### Course Information

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**Catalog Description** This course will provide detailed analysis of the policies and procedures utilized in managing the rooms division of a hotel. Predominant areas of study will include the front office and housekeeping. The student will explore guest check-in and check-out, front office operations and structure, reservations and the switchboard, the accounting process, and the night audit. The day-to-day functions of an effective housekeeping department, cleanliness standards, housekeeping procedures, inspecting, and cleaning supplies and equipment will also be discussed. Each student will focus on methods for cultivating a service-oriented attitude in rooms division employees.

**Credit Hours** 3

**Lecture Contact Hours** 3

**Lab Contact Hours** 0

**Other Contact Hours** 0

**Grading Scheme** Letter

#### Prerequisites

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None

#### Co-requisites

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None

## First Year Experience/Capstone Designation

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This course **DOES NOT** satisfy the outcomes applicable for status as a FYE or Capstone.

## SUNY General Education

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This course is designated as satisfying a requirement in the following SUNY Gen Ed categories

None

## FLCC Values

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**Institutional Learning Outcomes Addressed by the Course**

None

## Course Learning Outcomes

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### Course Learning Outcomes

1. Evaluate a hotel's room cleaning procedure with regard to organizational design and cleaning efficiency
2. Delineate the check-in and check-out processes employed at a hotel front desk
3. Identify the sales responsibilities of the front desk staff
4. Develop and communicate cleanliness standards

## Outline of Topics Covered

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- 1 Departmental organization of the rooms division, challenges of staff management in housekeeping
- 2 The relationship between housekeeping and the front desk, communication, room status
- 3 Uses and management of chemicals and cleaning agents, sustainability, green standards, Adhering to strict cleanliness standards, Sanitation and guest safety
- 4 Proper room cleaning techniques, scientific management applications, The inspection process
- 5 The forms and reports used in managing housekeeping, opening the house, Housekeeping scheduling systems, Security, the lost and found, and pilferage
- 6 Housekeeping equipment, depreciation, budgeting, In house laundry management
- 7 Inventory control including FFE, supplies, essentials, and expendables
- 8 Customer relations & the hard work realities of housekeeping
- 9 Communication and interpersonal skills at the front desk, safety, security and the front desk, handling and effectively resolving guest complaints
- 10 Back office procedures, the hotel accounting process, P&L statements, component parts of the night audit, night audit reports, fundamentals of cash and bank handling
- 11 Fundamentals of guest check in and check out, effective reservation taking and

management, special requests

12 Sales responsibilities of the front office including upselling and suggestive selling, Guest histories and frequent stayer programs, CRM

Uniformed Service effectiveness including rooming the guest

13 On-line reservations and sales intermediaries, disintermediation

14 Systems for maximizing room sales and room revenues including yield management, Rooms forecasting, analysis of rate structures

15 The future of guest service

## Program Affiliation

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**This course is required as a core program course in the following program(s)**

AAS Hospitality and Tourism Management - Hotel and Resort Management