

Course Title	FRONT OFFICE PROCEDURES
Course Code	HTL 121
Course Purpose and Objectives	<p>The purpose of this course is for students to understand the flow of activities and functions in today's lodging operation in relation to the front office procedures.</p> <p>During the course Students will learn how to interact with guests and understand the functions of the front office including its role in the successful running of a hotel. Students will learn the whole range of customer activities and transactions, from the initial request for accommodation, to the actual reception of the customer on arrival and departure.</p> <p>Consequently, the purpose of this module is to provide knowledge about the work roles and responsibilities of front office staff members.</p>
Learning Outcomes	<ol style="list-style-type: none"> 1. Explain the function of the front office and its role in the successful running of a hotel. 2. Discuss front office industry practices and responsibilities 3. Demonstrate knowledge in using the hospitality software. 4. Apply skills in group reservation processes. 5. Apply skills in checking in – checking out processes. 6. Define the guest cycle concept and its importance on the customer satisfaction.
Course Content	<ul style="list-style-type: none"> • Introduction • Advanced bookings • Check-in and related issues • Guest accounting • The night audit • Groups • Other duties of the front office department