

Course Outline
HRMT 208
Front Office Operations
3 credits

The Community College of Baltimore County

I. General Course Description

Front Office Operations

Covers various information on different management systems in the hotel front office; examines inter-departmental communications, computer applications, managerial reporting, a review of future trends, and decision-making skills using front office information systems.

Prerequisite: HRMT 101, HRMT 203 or written permission of the instructor

II. General Course Objectives

When the student completes the course, he/she will be able to:

- A. Explain in writing the responsibilities of the front desk clerk and the relationship with other hotel department.
- B. Explain the proper procedure for checking hotel guest in and out.
- C. Understand how to operate the Microcomputer system.
- D. Describe the duties of the night auditor.
- E. Understand the role and functions of the PMS.
- F. Explain the role of the CRS.
- G. Define yield management.
- H. Understand the relationship of the front office with back office, marketing and F/B management departments.
- I. List the functions of the security department.
- J. Analyze and describe how to trouble shoot front office technical problems.
- K. Understand the role of the telephone PBX system.
- L. Explain the proper procedure for checking out guest.
- M. Define the role of each front management staff.

III. Major Topics

- A. Front office procedures and systems
- B. Front office operating departments
- C. Customer Service techniques for front office employees
- D. The night audit function
- E. Front office accounting
- F. Supervision and management in the front office

IV. Course Requirements

Specific assignments and procedures for evaluating student performance in this course will be described in the individual class syllabus. However, all students will:

- A. Participate actively in class activities to include checking a guest in and out.
- B. Respond to required reading and homework assignments.
- C. Successfully complete a minimum of two exams that demonstrate a mastery of the major concepts in the course.
- D. Produce a written analysis of various front office case studies presented in class.
- E. Present/participate in individual or group presentations.