

A: Division: **INSTRUCTIONAL** Date: **MARCH 1996**  
 B: Faculty: **COMMERCE AND BUSINESS ADMINISTRATION** New Course: **X**  
 Program: **HOTEL AND RESTAURANT MANAGEMENT** Revision of Course Information form:  
 C: **HORM 240** D: **FRONT DESK AND HOUSEKEEPING OPERATIONS** E: **3**

Subject & Course No. Descriptive Title Semester Credit

F: Calendar Description: This course introduces students to the accommodations sector. Topics include: travel patterns affecting the lodging industry, different types of lodging, functions of the various departments within a lodging operation, and human resource deployment issues specific to hotel operations and management. This course familiarizes students with the principles of front desk operational procedures; examines current trends in guest services; discusses competitive tactics that hotels use in their services and amenities; and introduces students to the principles of professional housekeeping operations.

Summary of Revisions:

G: Type of instruction: Hrs per week  
 Lecture: 1 Hrs.  
 Laboratory: 5 Hrs.  
 Seminar: Hrs.  
 Clinical Experience: Hrs.  
 Field Experience: Hrs.  
 Practicum: Hrs.  
 Shop: Hrs.  
 Studio: Hrs.  
 Student Directed Learning: Hrs.  
 Other (Specify) \*: Hrs.  
 Total: 6 Hrs.

H: Course Prerequisites:  
**ENGL 12 with a grade of C+ or better and MATH 11**

I: Course Corequisites:  
**nil**

J: Course for which this Course is a Prerequisite:  
**HORM 340 and HORM 430 and HORM 450**

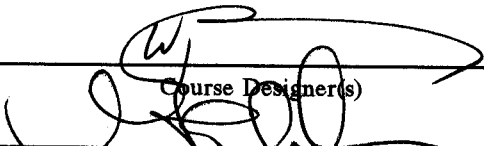
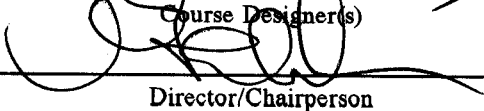
K: Maximum Class Size:  
**35**

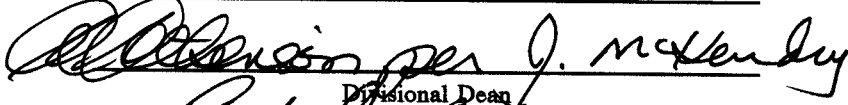
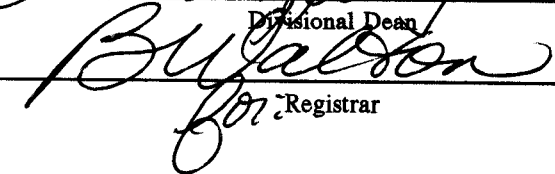
L: College Credit Transfer   
 College Credit Non-Transfer   
 Non-Credit

M: Transfer Credit: Requested:   
 Granted:

Specify Course Equivalents or Unassigned Credit as appropriate:

BCOU  
 SFU  
 UBC  
 UNBC  
 UVIC  
 Other:

  
 Course Designer(s)  
  
 Director/Chairperson

  
 Divisional Dean  
  
 Registrar

**N: TEXTBOOKS AND MATERIALS TO BE PURCHASED BY STUDENTS**

Kassvana, M. L. and Richard Brooks. Managing Front Office Operations, Latest Ed. New York: Van Nostrand Reinhold.

or

Steadmon, Charles E. Managing Front Office Operations, Latest Ed. East Lansing, MI: The Education Institute of the American Hotel and Motel Association.

and

Tucker, G. and M. Schneider. The Professional Housekeeper, Latest Ed. New York: Van Nostrand Reinhold.

**O: COURSE OBJECTIVES**

The student will be able to:

1. discuss how the uses of lodging are different for business travelers, conventioners, and travelling families and tourists;
2. describe the different types of lodging categorized by location and service mix;
3. describe how value and function are determined in the different kinds of hotels;
4. discuss standard policies and procedures in front office operations;
5. describe the key issues in housekeeping operations and in security and maintenance programs.

**P. COURSE CONTENT**

1. Current trends in guest services.
2. Routes for advancement in the hotel industry -- front office, sales and marketing, accounting, and food and beverage -- and the advantages and disadvantages of each.
3. Property management systems related to managing the front desk.
4. Different levels of service provided by: economy, mid-scale, up-scale, and

luxury accommodation.

5. Competitive tactics used by hotels in their services and amenities: food service, concierge service, superfloors, fitness facilities and personal amenities.
6. Terminology and basic concepts related to front desk operation.
7. Procedures and equipment used by the front office through the guest cycle, from the original reservation to departure and guest history.
8. The function of all the departments in a hotel and the important role of the front desk in their coordination.
9. Accounting procedures and controls in the front office.
10. The night audit.
11. Reservations systems and procedures.
12. The areas of housekeeping responsibility in a lodging establishment and techniques of management for housekeeping administration.
13. Planning staffing for a housekeeping department using job descriptions and specifications.
14. The interdependence and cooperation between housekeeping and other major departments in a lodging operation.
15. The importance of, and main factors influencing, job satisfaction and morale of employees in the housekeeping department.
16. Current strategies and procedures for improving security in a lodging establishment.
17. Security controls to protect the property and persons of guests, employees and owners of a lodging establishment.
18. Safety programs for guests, employees and management.
19. Effective contingency plans for the following emergencies: fire, medical, accidents, power failures, search and rescue, natural disasters and first aid.
20. Policies and procedures for ensuring room key security, fire safety systems, bomb threat action, emergency evacuation plans, employee training plans and emergency communication plans.

21. The roles and responsibilities of a director of security and discussion of the roles and responsibilities in terms of the management team.
22. Policies and procedures for handling disturbances.
23. The different systems or facilities in a lodging property that must be part of a maintenance program.
24. The critical components and procedures for successful maintenance of a lodging property.

**Q. METHOD OF INSTRUCTION**

The course will be conducted on the basis of lectures and discussions , with field trips to participating hotels.

**R. COURSE EVALUATION**

Class Assignments (2 @ 15%)	30%
Term Project	25%
Midterm Examination	20%
Final Examination	<u>25%</u>
	<u>100%</u>

**STUDENTS MUST COMPLETE ALL COMPONENTS OF THE COURSE TO OBTAIN CREDIT FOR THE COURSE.**

© Douglas College. All Rights Reserved.