**EASTERN MEDITERRANEAN UNIVERSITY FACULTY OF TOURISM**

**ACCOUNTING FOR TOURISM AND RECREATION INDUSTRY II COURSE OUTLINE**

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| **COURSE CODE** | | THRM211 | **COURSE LEVEL** | | 2nd year and 3rd semester | |
| **COURSE TITLE** | | Front Office Operations | | | | |
| **COURSE TYPE** | | Faculty Core | | | | |
| **LECTURER(S)** | | Ali Özduran | | | | |
| **CREDIT VALUE** | | 3 | | **ECTS VALUE** | | 5 |
| **PREREQUISITES** | |  | | | | |
| **COREQUISITES** | |  | | | | |
| **DURATION OF COURSE** | | 14 weeks | | | | |
| **WEB LINK** | [http://tourism.emu.edu.tr -](https://tourism.emu.edu.tr/) [ali.ozduran@emu.edu.tr](mailto:ali.ozduran@emu.edu.tr) | | | | | |
| **AIM OF THE COURSE:**  This course presents a systematic approach to front office procedures by detailing the flow of business through a hotel. This course seeks to develop the knowledge of students in front office operations starting from the reservations process to check-out and account settlement. The course also examines the various elements of effective front office management. It is also aimed to provide the students with opportunities to experience real life situations related to the industry. | | | | | | |
| **GENERAL LEARNING OUTCOMES (COMPETENCES)**  On successful completion of this course, all students will have developed **knowledge** and **understanding** of:  1. Front office operations during the four stages of the guest cycle.  2. The process of taking different types of reservations.  3. Typical service requests that guests make at the front desk, and describe general approaches to handling guest complaints.  4. The seven steps of the registration process, explain the function of preregistration, and identify  preregistration activities  5. Functions and procedures related to the check-out and settlement process, including departure procedures involving methods of settlement and late check-outs.  On successful completion of this course, all students will have developed **their skills in**:  6. Technology by preparing home works and projects by using various computer programs.  7. Practicing appropriate ways of responding to guest requests.  8. Problem solving as there might be some disagreements with other group members for the project.  On successful completion of this course, all students will have developed **competencies in**:  9. Learning how to work as a team for several group assignments.  10. Communicating ideas and opinions in multicultural environments such as with work colleagues and hotel customers from different countries. | | | | | | |
| **RELATIONSHIP WITH OTHER COURSES**  It is a key concept in developing the knowledge and skills of students in both practical and theoretical aspects;  therefore, it is closely related to Housekeeping and Lodging courses. | | | | | | |
| **LEARNING / TEACHING METHOD**  Class lectures / presentations will be delivered to explain the topic. An active learning environment will be provided by encouraging the students to attend and participate in workshops designed and site trips. Real forms used in hotel operations will be explained during the lectures. | | | | | | |

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| **ASSIGNMENTS**  Team activities and home works covering the chapter topics will be assigned for students. Students will work as an individual and in groups of two people.  Educational trips to local lodging properties will be organised as a class to observe the operations at the front office departments of these properties. Teams will be formed during these trips and reports of each  team will be evaluated.  Team project will be given to pairs of students to practice the check-in and check-out processes at the hotels.  There will be closed-book quizzes and final exam in which material from lectures, assigned readings/handouts, and the textbook will be covered. The exams will test understanding of the course  material and ability to apply the concepts learned. |
| **METHOD OF ASSESSMENT**  The quality of students` work will be assessed against specific expectations, which will be clear to you before you submit your work for assessment by the instructor. Students have to undertake the following forms of assessment:  Exercises : 20%  Activity based studies : 10%  Project : 15%  Attendance and Participation : 5%  Reflections : 20%  Final Examination : 30% |
| **ATTENDANCE**  Regular attendance of all enrolled classes is expected. If you miss a class, it is your responsibility to “make up” all work, including items discussed in class. Participation will be measured in terms of quality not the quantity of your contribution to the class.  Do not be late to the class. If you need to leave early for whatever reason, you should exercise politeness and notify your lecturer at the commencement of the session. Attendance is compulsory and absenteeism of more than 20% of classes will be graded as “F”. Students with poor interest, poor attendance and lack of data are graded NG. |
| **TEXTBOOK/S**  Kasavana, Michael L. and Brooks, Richard M. (2014), Managing Front Office Operations, 9th Ed., Lansing, Michigan: Educational Institute of American Hotel and Lodging Association. |
| **LEARNING RESOURCES**  There are many texts that can provide you with information relevant to this course. You should gather information from different resources and share it with classmates. You should do research at the library, talk with others in the field, and visit other faculty members within this department to enhance your knowledge in this area. |
| **PLAGIARISM**  This is intentionally failing to give credit to sources used in writing regardless of whether they are published or unpublished. Plagiarism (which also includes any kind of cheating in exams) is a disciplinary offence and will be dealt with accordingly. |

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| **GRADING CRITERIA**  The following grading criteria is used university wide: | | | |
| Grade | Marks | Value |  |
| A | 85-100 | 4.0 |
| A- | 80-84 | 3.7 |
| B+ | 75-79 | 3.3 |
| B | 70-74 | 3.0 |
| B- | 66-69 | 2.7 |
| C+ | 63-65 | 2.3 |
| C | 60-62 | 2.0 |
| C- | 57-59 | 1.7 |
| D+ | 54-56 | 1.3 |
| D | 50-53 | 1.0 |
| D- | 45-49 | 0.7 |
| F | 0-44 | 0.0 |
| **SEMESTER OFFERED**  2016-2017 Fall Semester | | | |
| **CONTENT & SCHEDULE**  The lecture topics within the semester are in the following schedule:  **DATE TOPICS READING**  Week 1 The Lodging Industry Textbook: Chapter 1  Hotel Organization Textbook: Chapter 2  Week 2 Front Office Operations Textbook: Chapter 3  Week 3 Reservations Textbook: Chapter 4  Week 4 Registration Textbook: Chapter 5  Week 5 Communications and Guest Services Textbook: Chapter 6  Week 6 Security and Lodging Industry Textbook: Chapter 7  Week 7 Reflections  Week 8  Week 9 Front Office Accounting Textbook: Chapter 8  Week 10 Check-out and Settlement Textbook: Chapter 9  The Role of Housekeeping in Hospitality Operations Textbook: Chapter 10  Week 11 The Front Office Audit Textbook: Chapter 11  Planning and Evaluating Operations Textbook: Chapter 12  Week 12 Revenue Management Textbook: Chapter 13  Week 13 Managing Human Resources Textbook: Chapter 14  REVISION  Week 14 **FINAL EXAM PERIOD**  This is a tentative course of study; it may requiree adjustment, according to progress, supplies and student’s ability. | | | |

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| **Course Code: THRM 211**  **Number of ECTS credits: 5**  **ECTS**  **(student work load: 150)** | | | **Course Name: Front Office Operations** | **Instructor Name: Ali Özduran** | | | **Date:** |
|  | Student Work Load | | | Weight  of Asses. (%) |
| Wee  k | Course  LOS | Program LOS | Educational Activities | Lecture  s | Independe  nt Work | Assessment  Hours |
| 1 | 1 | 1,2 | The Lodging Industry  Hotel Organization | 3 | 1 |  |  |
| 2 | 1 | 1,2,3 | Front Office Operations | 3 | 2 |  |  |
| 3 | 1,2 | 1,2,4,5 | Reservations | 3 | 2 |  |  |
| 4 | 1,2,3 | 1,2,3,4,11 | Registration | 3 | 2 |  |  |
| 5 | 1,3 | 1,2,11 | Communications and Guest Services | 3 | 2 |  |  |
| 6 | 1 | 1,2 | Security and Lodging Industry | 3 | 1 | **Exercise –15hrs** | **20** |
| 7- 8 | 1,2,3,4 | 11 | Reflections | 3 | 1 | **Reflections –**  **18hrs** | **20** |
| 9 | 1,2 | 1,2 | Front Office Accounting | 3 | 1 |  |  |
| 10 | 1,2,3,5 | 1,2,3,4,11 | Check-out and Settlement  The Role of Housekeeping in Hospitality  Operations | 3 | 2 | **Activity based**  **study – 10hrs** | **10** |
| 11 | 1,5 | 1,2 | The Front Office Audit  Planning and Evaluating Operations | 3 | 1 |  |  |
| 12 | 1,2,4,5 | 1,2 | Revenue Management | 3 | 1 |  |  |
| 13 | 1,3 | 1,2 | Managing Human Resources | 3 | 1 |  |  |
| 14 | 6,7,8,9,10 | 3,4,5,10,11,1  3 | Revision and presentation of projects | 3 | 1 | **Project- 15 hrs.** | **15** |
| 15 |  |  | **Final Exam** |  |  | **Exam – 35 hrs.** | **30** |
|  |  |  |  |  |  | **Participation** | **5** |
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| **Total** |  |  |  | **39** | **18** | **93** | **100 %** |

*NOTE*: According to the university by-laws the weight of the final exam should not be more than 50%, and the decision of the Faculty

Executive Board, the total weight of written exams (final and quizzes) should not be more than 60%.

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| **THRM211**  **Front Office**  **Operations** | **Program outcomes in**  **terms of**  **Knowledge** | | **Program outcomes in terms of Skills** | | | | | **Program outcomes**  **in terms of Competencies** | | | | | |
|  | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 |
| 1 | F | F | P | P |  |  |  |  |  |  |  |  |  |
| 2 | F | F | P | P | P |  |  |  |  |  |  |  |  |
| 3 | P | P |  | P |  |  |  |  |  |  | F |  |  |
| 4 | P | P | P | F |  |  |  |  |  |  | P |  |  |
| 5 | P | P | P | P |  |  |  |  |  |  | F |  |  |
| 6 |  |  |  |  | F |  |  | F |  | F | F |  | F |
| 7 |  |  |  | F |  |  | P |  |  |  | F |  |  |
| 8 |  |  |  |  |  |  | F | F |  | P | F |  |  |
| 9 |  |  |  |  |  |  |  | F |  |  | F |  |  |
| 10 |  |  |  |  | P |  |  | P |  |  | F |  |  |