CASPER COLLEGE COURSE SYLLABUS
HOSP 1540-Hotel/Motel Front Office Procedures
Spring 2016

Lecture Hours: Online    Lab Hours: 0    Credit Hours: 3

Class Time: Online    Days: Online    Room: Online

Instructor’s Name: Ginny Garner
Instructor's Contact Information: BU #208
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www.facebook.com/CreatingExperienceMakers
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(I will respond to emails within 24-hours, Monday-Friday)

Office Hours: **Monday & Wednesday**: 1 p.m.-2:30 p.m.
    **Tuesday & Thursday**: 10:30 a.m.-11:00 p.m.
    1:45 p.m.-2:15 p.m.

Other Times: By Appointment
**Course Description:** Hotel/Motel Front Office Procedures is a class for individuals who have a career interest in the field of hotel management and for those who want to learn more about the hotel industry and its front office operations. The course study covers the hotel business from the perspective of the front office, the structure of the hotel industry, reservations, guest service practices and procedures, rate structures, hotel cycles and hotel technology.

**Statement of Prerequisites:** None

**Institutional Outcomes:**
- Demonstrate effective oral and written communication
- Solve problems using critical thinking and creativity
- Appreciate aesthetic and creative activities
- Use appropriate technology and information to conduct research

**Program Goals:**
- The School of Business and Industry provides students with the academic programs of general and specialized learning in preparation for responsible careers in the world of business.
- Business/Hospitality majors have the opportunity to pursue a top-quality two-year degree in Management, Marketing or Hospitality that provides the skills and abilities to succeed in the business world upon graduation.
- This educational experience enables students to develop the expertise needed to function in a retail environment and to develop an understanding of the social and economic forces shaping the future of the world’s economy.

**Course Goals:** To give students an in-depth look at hotel, front office operations. This class will provide students enough content and instruction needed to work within a hotel front office at an entry-level position

**Course Objectives:** At the completion of this course students should be able:
- Explain the service culture and special characteristics of the hotel industry.
- Have an understanding of the different segment and brands in the hotel industry.
- Briefly explain marketing patterns in the hotel industry.
- Be knowledgeable about different methods of hotel ownership and management.
- Explain the different structures within the hotel industry such as building structures and organizational structures.
- Be able to forecast and understand the process and understand the process and uses of forecasting.
- Discuss room availability, overbooking, prefect fill nights and various room inventory management procedures.
- Have a strong understanding of the reservation process, steps and procedures.
- Become knowledgeable about the Global Distribution System and various technologies, internet reservations, and reservations systems.
- Explain the process for managing vendor delivery schedules and the proper procedures for receiving goods.
- Know the difference between individual and group reservation bookings.
- Manage the Guest Experience and Guest Service from the front office perspective.
- Know and have a basic understanding of arrivals, departures, registrations, and room assignments.
- Discuss and have an understanding of room rates, average rates, Revpar, supply and demand.
- Begin to develop an understanding of the Hotel Revenue Cycle and Revenue Management from the front office perspective.
- Basic accounting procedures and front office accounting procedures encountered in the hotel industry.
- Become acquainted with basic hotel technology such as Property Management Systems.

(This Syllabus is Tentative and Subject to Change)

Methodology: Online course with successful completion of ten (14) quizzes, (16) discussion assignments, and one (1) final exam.

Evaluation Criteria: This course is as a total of 1,000 points for the course. These points will be earned through ten (14) quizzes for a total of 280 points; weekly, discussion assignments for a total of 620 points; and a final exam worth 100 points = 1,000 points/course.

Quizzes: There will be fourteen (14) quizzes, one at the end of each week. Quizzes will be given through your Moodle account and will consist of multiple choice questions. Each quiz is worth 20 points/each.
Discussion Assignments: There will be one discussion assignment for each week. All discussion assignments will be posted at the start of each week. Please see the attached sheet for specific dates. Each posting will be worth 40 points excluding the introduction and wrap-up posting which are worth 30 points for a course total of 620 points.

Quizzes and Discussion Assignments are due by 11:59 p.m. (MST) every Sunday.

Final Exam: You will take a comprehensive final exam will be administered through Casper College’s ACT Center. If you complete the test with a 70% or higher, you will receive an American Hotel and Lodging Educational Institute certificate of completion. More information will be provided at a later date: The test is worth 100 points.

DO NOT THROWAWAY YOUR ANSWER SHEET IN YOUR BOOK!
THIS IS YOUR “TICKET” FOR YOUR FINAL EXAM!

Casper College may collect samples of student work demonstrating achievement of the above outcomes. Any personally identified information will be removed from student work.

Participation: If you are not participating in the class, you will not pass.

Grading:

Quizzes: 280 Points 20 points/quiz
Discussion Assignments: 620 Points
Final Exam 100 Points
Total: 1,000 Points

• Grades will be posted in the grade book section of your Moodle account.

• Grades will not be given over the phone or to anyone other than the student without the proper documentation.

• Your final grade will be based on the percentage points you receive on the quizzes, discussion assignments, and final exam.

If you purchase a used or rented textbook you will need to purchase the required answer sheet separately. Please contact your instructor for details.

Class Policies: Last Date to Change to Audit Status or to Withdraw with a W Grade: April 14, 2016.

Student Rights and Responsibilities: Please refer to the Casper College Student Conduct and Judicial Code for information concerning your rights and responsibilities as a Casper College Student.

Chain of Command: If you have any problems with this class, you should first contact the instructor to attempt to solve the problem. If you are not satisfied with the solution offered by the instructor, you should then take the matter through the appropriate chain of command starting with the Department Head/Program Director, the Dean, and lastly the Vice President for Academic Affairs.

Academic Dishonesty: (Cheating & Plagiarism) Casper College demands intellectual honesty. Proven plagiarism or any form of dishonesty associated with the academic process can result in the offender failing the course in which the offense was committed or expulsion from school. See the Casper College Student Code of Conduct for more information on this topic.

Official Means of Communication: Casper College faculty and staff will employ the student’s assigned Casper College email account as a primary method of communication. Students are responsible to check their account regularly.
ADA Accommodations Policy: If you need academic accommodations because of a disability, please inform me as soon as possible. See me privately after class, or during my office hours. To request academic accommodations, students must first consult with the college's Disability Services Counselor located in the Gateway Building, Room 344, (307) 268-2557, bheuer@caspercollege.edu. The Disability Services Counselor is responsible for reviewing documentation provided by students requesting accommodations, determining eligibility for accommodations, and helping students request and use appropriate accommodations.

Class Schedule & Dates to Remember

January 19th-January 24th: Introductions & Review Syllabus
January 25th-January 31st: Chapter 1: The Lodging Industry
February 1st-February 7th: Chapter 2: Hotel Organization
February 8th-February 14th: Chapter 3: Front Office Operations
February 15th-February 21st: Chapter 4: Reservations
February 22nd-February 28th: Chapter 5: Registration
February 29th-March 6th: Chapter 6: Communications and Guest Service
March 7th-March 13th: Chapter 7: Security and Lodging Industry
March 14th-March 20th: Spring Break!
March 21st-March 27th: Chapter 8: Front Office Accounting
March 28th-April 3rd: Chapter 9: Check-Out and Account Settlement
April 4th-April 10th: Chapter 10: The Role of Housekeeping in Hospitality Operations
April 11th-April 17th: Chapter 11: Front Office Audit
April 18th-24th: Chapter 12: Planning and Evaluating Operations
April 25th-May 1st: Chapter 13: Revenue Management
May 2nd-8th: Chapter 14: Human Resources
May 9th-May 12th: Final Exam  (TBD)

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