HTM2107 Front Office Operations

Subject Name   Front Office Operations
Subject Code   HTM2107
No. of Credits  3 credits
Total Contact Hours  42 hours
Prerequisite    None

Subject Description
The aim of this module is to explore the operations of Front Office in a hotel and examine the key relevant issues. This subject introduces students to the principles, systems, procedures and equipment used for the sale and reservation of accommodation, and to demonstrate the technical knowledge and skills necessary for the organisation and control of front office operations. At the end of the subject, students will be able to identify the principle problems and challenges of ensuring customers’ satisfaction and quality standards at particular market levels and anticipates future trends and prospects in Front Office.

Programme Learning Outcomes
See separate file for HD programme outcomes.

Subject Outcomes
Students will be able to describe the nature and characteristics of the hospitality industry, in particular the Hong Kong hotel industry, and explain and justify the functions and duties of the Front Office.

Students will be able to identify and evaluate the basic reservation activities and critically evaluate the Front Office credit control processes.

Students will be able to describe the main duties of the reception department and review the 5 stages of check in process.

Students will be able to explain and justify the role of information technology to create a new reservation, to check in a guest, to leave guest messages, to check out a guest and to perform posting and routing procedures.

Assessment Weighting
Continuous Assessment  60%
Examination            40%
Key topics to be addressed in this subject (Subject to regular update)

1. Introduction to the Hospitality Industry
2. The Front Office Department
3. Basic Reservation Activities
4. Reservation Systems and Documents
5. Check In of New Arrival
6. Other Duties of the Front Desk
7. Front Office Accounting Systems
8. Check Out Procedures
9. Settlement of Accounts
10. Credit Control
11. Technology in the Front Office