

**College of Micronesia-FSM
Pohnpei Campus
Division of Hospitality and Tourism**

Course Outline

Front Office Management

Course Title

HTM-170

Division & Number

Associate Professor, Howard Rice

Course Description:

This is a semester length course designed to introduce students to all facets of front desk/front office lodging management. The student will have the opportunity to study interlinked front office operations for a variety of hospitality settings. Students will learn how lodging operations rely on connectivity and interdependence as provided by the front desk/front office. Management skills for each front desk/front office position will be covered enabling the student to experience all lodging systems management. Examination of shift management, staffing, scheduling, reservations, concierge, uniformed staff, cashier, key clerk, audit, housekeeping, maintenance, security and food/beverage operations and systems are managed from the front desk/front office, will provide students with a systems perspective.

Program Outcomes:

- A. Students will learn lodging front office/front desk task and supervisory skills enabling them to seek employment within the lodging industry in a supervisory or staff capacity.
- B. Students will be able to participate in discussions about the challenges facing lodging owners and managers enabling them to participate in future management decision making.
- C. Students will be able to identify the interdependent components of front desk coordinating and managing efforts enabling them to effectively manage the guest experience from pre check in to check out utilizing a PMS system.
- D. Students will be able to identify benefits and problems arising from different front desk/front office management systems enabling them to take preventive measures as future employees or owners within the lodging industry.
- E. Students will be able to engage in lodging and front desk/front office specific research.

Course Outcomes:

(Measurable student learning outcomes.)

By the end of the HTM 170 course students will be able to:

- A. Identify the interdependent components of the lodging front desk/front office system.
 1. {Core} be able to identify and explain the mission of the front desk and or front office.
 2. {Core} be able to identify and explain the tasks of each skill area in the front office or front desk.
 3. {Core} be able to explain a PMS system (property management system) and how the front desk/front office fits into this system.
 4. {Peripheral} be able to explain and use both manual and electronic PMS systems.

- B. Identify and explain the impacts of the front desk/front office on the overall lodging operation.
1. {Core} be able to explain the definition of, characteristics of, advantages of and disadvantages of various PMS systems.
 2. {Core} be able to explain the night audit function.
 3. {Core} be able to describe the management and supervisory structure of various front desk/front office operations.
 4. {Peripheral} be able to identify and explain the importance of inter departmental management and staff meetings.
 5. {Peripheral} be able to identify and explain the guest experience as related to the skill level of the front desk/front office staff and management.
- C. Learn skills necessary to seek employment in front desk/front office supervision and management.
1. {Core} be able to correctly perform all front desk position skill sets.
 2. {Core} be able to interpret, analyze and communicate guest information, guest data, complaints, requests for service and other lodging situations in need of report to management.
 3. {Core} be able to identify methods for conducting a professionally managed front office/front desk.
 4. {Core} be able to identify sources of lodging chain and independent employment opportunities.

Instructional Intent:

Students will have the opportunity to experience all skill sets involved in lodging supervision and management. Guest service and systematic PMS management practices will be stressed.

Definitions and parameters used in this outline:

- A. Core- Refers to an outcome that must be attained in order for a student to pass this course.
- B. Peripheral- Refers to an outcome that should be attained but is not required for a student to pass this course.
- C. Optional- Refers to an outcome, which may be optionally covered by the instructor as a tool for illustrative purposes but is not required for a student to pass this course.

Textbook:

Hotel Management and Operations, Rutherford-Van Nostrand Reinhold

Methods of Instruction:

Lecture, research project, lodging facility field trips and internet research exercises.

Attendance:

As per the COM-FSM General Catalog attendance policy description.

Evaluation:

As per the COM-FSM General Catalog Academic Regulations, Course Grading System.