

Course Competencies Template - Form 112

GENERAL INFORMATION			
Name: Shelly Fano/Ana Cruz	Phone #: 305-237-3370		
Course Prefix/Number: HFT 2410	Course Title: Front Office Procedures		
Number of Credits: 3			
Degree Type	<input type="checkbox"/> B.A. <input type="checkbox"/> B.S. <input type="checkbox"/> B.A.S <input type="checkbox"/> A.A. <input checked="" type="checkbox"/> A.S. <input type="checkbox"/> A.A.S. <input checked="" type="checkbox"/> C.C.C. <input type="checkbox"/> A.T.C. <input type="checkbox"/> V.C.C		
Date Submitted/Revised:	Effective Year/Term: 2009-1		
<input type="checkbox"/> New Course Competency <input checked="" type="checkbox"/> Revised Course Competency			
Course to be designated as a General Education course (part of the 36 hours of A.A. Gen. Ed. coursework): <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
The above course links to the following General Education Outcomes: <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; vertical-align: top;"> <input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Numbers / Data <input type="checkbox"/> Critical thinking <input type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective </td> <td style="width: 50%; vertical-align: top;"> <input type="checkbox"/> Social Responsibility <input type="checkbox"/> Ethical Issues <input checked="" type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input type="checkbox"/> Environmental Responsibility </td> </tr> </table>		<input checked="" type="checkbox"/> Communication <input checked="" type="checkbox"/> Numbers / Data <input type="checkbox"/> Critical thinking <input type="checkbox"/> Information Literacy <input type="checkbox"/> Cultural / Global Perspective	<input type="checkbox"/> Social Responsibility <input type="checkbox"/> Ethical Issues <input checked="" type="checkbox"/> Computer / Technology Usage <input type="checkbox"/> Aesthetic / Creative Activities <input type="checkbox"/> Environmental Responsibility
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Course Description: In this intermediate course, students will learn the study of the functions, procedures and organization of the front office department, including the use of accounting machines for processing guest accounts through the hotel night audit.			
Prerequisite(s): N/A	Co requisite(s): N/A		

Course Competencies:

Competency 1: The student will be able to describe the lodging system by:

1. Identifying lodging management associations
2. Identifying and describing revenue sources such as: guest rooms, meeting space, profit margin, room cost and opportunity cost

Competency 2: The student will be able to differentiate classifications of hotels by:

1. Comparing hotel sizes and occupancy numbers
2. Understanding hotel location classifications
3. Identifying hotel product types

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Competency 3: The student will be able to analyze and categorize hotel guests by:

1. Analyzing room sales differentiation
2. Defining market segmentation
3. Analyzing hotel rooms by types, configurations and status reconciliation

Competency 4: The student will be able to describe the hotel organization by functional departments and their responsibilities by:

1. Describing the hotel organization by categories
2. Breaking down the hotel organization by functional departments and their responsibilities
3. Describing the responsibilities of the front office, housekeeping, reservations, food and beverage and accounting
4. Developing motivation and empowerment skills
5. Understanding the principles of team work

Competency 5: The student will be able to provide a front office overview by:

1. Managing information upon guest arrival
2. Understanding the arrival chronology
3. Understanding departures and check out procedures
4. Understanding front office operations

Competency 6: The student will be able to construct a room rate structure by:

1. Understanding room rate structure formulas
2. Understanding room rate designations
3. Discussing rate measurement averages
4. Identifying the Hubbart formula
5. Identifying the Cost rate formula
6. Understanding market tolerance

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Competency 7: The student will be able to manage property systems by:

1. Selecting a Property Management System (PMS)
2. Identifying PMS systems interface

Competency 8: The student will be able to follow night audit procedures by:

1. Examining basic accounting principles and documentations
2. Practicing night audit deployment and reporting
3. Comprehending a night audit checklist

Competency 9: The student will be able to discuss reservation and forecasting principles by:

1. Determining occupancy and availability
2. Discussing overselling
3. Becoming familiar with yield management
4. Understanding reservations sales and management

Competency 10: The student will be able to measure hotel performance by:

1. Understanding quantifiable and qualifiable analyses
2. Describing service standards

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