

3 ACCOMMODATIONS 1

Prerequisite: Introduction to the Business of Tourism/Hospitality

Credits: 4

Overview

This course is designed to provide the students with theory and practice relative for proficiency in the Accommodation sector. The learner will focus on all aspects of the relationship between the rooms division and other departments within a lodging operation. A variety of vacation facility alternatives will also be examined.

General Objectives

This course is designed to:

- 1 assess the role and importance of the Rooms Division function within the Hospitality Industry
- 2 provide the student with a foundation of knowledge and skills applicable to the Front Office and Housekeeping functions within a variety of hotel and catering outlets
- 3 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, learners will:

- 1 describe the procedures and equipment used by the Front Office department.
- 2 apply basic terminology and concepts related to front office operations.
- 3 describe the function of all the departments in a hotel and the role of the Front Office in their coordination.
- 4 demonstrate the procedures applicable to the guest cycle from reservation to departure.
- 5 describe and differentiate types of lodging.
- 6 describe the roles and responsibilities of the support department in the accommodation sector.
- 7 explain the various areas of housekeeping and describe their purpose in the lodging establishment.
- 8 apply and demonstrate operational techniques for the housekeeping department.

- 9 formulate a staffing plan for a housekeeping department.
- 10 describe the interdependence and cooperation between housekeeping and major departments of the lodging establishment.
- 11 identify and explain strategies and procedures utilized in security in a lodging establishment.
- 12 explain procedures relative to rooms division.
- 13 explain the relationship of the engineering department to the housekeeping department.
- 14 differentiate between each category of vacation facility alternative

Unit 1

Topics

1.0 Hotel Classification Methods

Objectives

Upon completion of the topic the student will be able to:

- 1.1 identify different types of hotels accommodation
- 1.2 list the various types of services available in hotels
- 1.3 describe methods of classifying accommodation
- 1.4 discuss the various following vacation facility concepts: resorts, apartments, condominium, time sharing, club concept, theme vacations, camp site and caravanning, villas, community/home accommodation
- 1.5 discuss local and international promotional techniques of each vacation facility alternative
- 1.6 list the advantages and disadvantage of each concept to the consumer

Content

- Types of hotels
- Types of services
- Methods of classification
- Vacation facility alternatives

2.0 Organization of the Hotel and Rooms Division

Objectives

Upon completion of the topic the student will be able to:

- 2.1 explain the function of organizational charts
- 2.2 create an organizational chart
- 2.3 explain the terms “back” and “front of the house”
- 2.4 describe work routines and shifts in the Rooms Division

Content

- Organization chart
- Terminology
- Work routine

3.0 Front Office Systems Past and Present

Objectives

Upon completion of the topic the student will be able to:

- 3.1 describe the stages of the guest cycle
- 3.2 describe various front office systems of operation (manual, semi-automated and computerized)
- 3.3 describe uses of computer applications in the rooms division

Content

- The guest cycle
- Front Office systems
- Computer applications

4.0 Housekeeping Services as an Integrated Component of the Rooms Division

Objectives

Upon completion of the topic the student will be able to:

- 4.1 describe what is opening of the house and the importance of Front Office Reports to this function
- 4.2 describe, daily periodic and spring cleaning
- 4.3 identify the procedures for cleaning of rooms and public areas
- 4.4 list the steps of and demonstrate how to carry out turn down service

Content

- Front office reports

- Cleaning schedules
- Turn down service

5.0 Registration/Check-In Procedure

Objectives

Upon completion of the topic the student will be able to:

- 5.1 describe the preparations required for Registration
- 5.2 create a registration record
- 5.3 describe room and rate assignments
- 5.4 discuss creative registration options
- 5.5 describe and discuss circumstances and procedure when a guest cannot be accommodated
- 5.6 describe and demonstrate up-selling techniques
- 5.7 list special guest requests and describe how they can be fulfilled

Content

- Registration procedures
- Room and rate assignment
- “Walking” a guest
- Up-selling techniques
- Handling guest requests

6.0 The Reservation Procedure

Objectives

Upon completion of the topic the student will be able to:

- 6.1 describe the two kinds of reservations
- 6.2 create the reservation record
- 6.3 describe how to maintain individual and group reservations
- 6.4 post reservations to the conventional chart

Content

- Types of reservations
- Reservation record
- Group reservation

7.0 Front Office Accounting Methods

Objectives

Upon completion of the topic the student will be able to:

- 7.1 describe the fundamentals of Front Office accounting
- 7.2 create and maintain a guest account
- 7.3 discuss the advantages and disadvantages of manual and Computerized accounts
- 7.4 describe and demonstrate the use of various methods of settlement

Content

- Front office accounting
- The guest account
- Computer applications
- Methods of settlement

8.0 Guest Checkout and Account Settlement

Objectives

Upon completion of the topic the student will be able to:

- 8.1 describe the functions of check-out and settlement
- 8.2 discuss and demonstrate departure procedures
- 8.3 discuss and describe check-out options
- 8.4 discuss front office responsibilities for guest checking out with an account balance

Content

- Check-out
- Types of settlement
- Departure procedures
- Account balances

Unit 2

Topics

9.0 Housekeeping Equipment

Objectives

Upon completion of the topic the student will be able to:

- 8.1 identify and describe different types
- 8.2 demonstrate the use of different types
- 8.3 describe the selection and use of different types

Content

- Equipment used in housekeeping
- Selection of equipment

10.0 Cleaning Chemicals

Objectives

Upon completion of the topic the student will be able to:

- 10.1 identify and describe different types of chemicals
- 10.2 demonstrate the use of different types of chemicals
- 10.3 describe the selection and use of different types of cleaning chemicals with regards to Front Office equipment.

Content

- Types of chemicals
- Use of chemicals
- Types of equipment

11.0 Cleaning Procedures

Objective

Upon completion of the topic the student will be able to:

- 11.1 describe and list the methods of cleaning the various items in the room and public areas (Baths/showers, washbasin, toilet/urinals, windows and mirrors, refrigerators/water fountains, walls, partitions and furniture)

Content

- Cleaning methods

12.0 Wall and Floor Coverings

Objectives

Upon completion of the topic the student will be able to:

- 12.1 describe the various categories of wall and floor coverage
- 12.2 discuss the advantages and disadvantages of the different types of wall and floor coverings
- 12.3 describe the care and maintenance of the various categories of wall and floor coverings

Content

- Categories of wall and floor coverings
- Advantages and disadvantages of using various types of wall and floor coverings
- Care and maintenance techniques

13.0 The Linen Room

Objectives

Upon completion of the topic the student will be able to:

- 13.1 describe the layout, function and the location of the linen room
- 13.2 identify types of linen, use and care
- 13.3 describe the linen cycle (Linen exchange, inventory control, taking linen out of circulation)
- 13.4 describe the benefits and disadvantages of using On-site vs. Commercial laundry facilities.

Content

- The function and layout of the linen room
- Types of linen
- Use and care of various types of linens
- The linen cycle
- On-site vs commercial laundry facilities

14.0 The Laundry

Objectives

Upon completion of the topic the student will be able to:

- 14.1 describe the process of laundering
- 14.2 demonstrate the removal of a variety of stain
- 14.3 describe the process of handling guest laundry
- 14.4 describe the dry cleaning process

Content

- The laundering process
- Stain removal
- Guest laundry
- Dry cleaning

15.0 Room Maintenance Procedures

Objectives

Upon completion of the topic the student will be able to:

- 15.1 describe and demonstrate how to change a light bulb
- 15.2 describe and demonstrate how to unblock sinks, washbasins and toilets
- 15.3 describe and demonstrate the use of electricity breakers
- 15.4 describe the advantages of implementing cost effective environmental practices.

Content

- The light bulb
- Unblocking drains
- Electricity breakers
- Cost effective environmental practices

16.0 Communication Methods

Objectives

Upon completion of the topic the student will be able to:

- 16.1 describe and list inter-departmental and external communication devices
- 16.2 describe and demonstrate how to handle guest complaints
- 16.3 describe and demonstrate professional customer relations.

Content

- Inter-departmental and external communication devices
- Professional customer relations



Instructions Methods

Lecture and discussion
Project and case studies
Simulated exercises
Practical demonstrations
Field trips
Audio Visual Aids

Assessment and Evaluation

- This coursework mark accounts for 60% of the final grade for the course and is distributed as follows:
 - Two term papers - 40%
 - One group assignment - 20%
- The final examination accounts for 40% of the final grade for the course.

Recommended Text

Managing Front Office Operations, 6th Edition,
Michael L. Kasavana and Richard M. Brooks.

Hotel, Hostel and Hospital Housekeeping, 5th Edition,
Branson and Lennox.

Hotel Front Office Management, 5th Edition 2010,
J A Bardi; published by Wiley

Hotel Housekeeping Operations and Management,
2nd Edition 2011, G Raghubalan; published by
Oxford

Front Office Management in Hospitality Lodging
Operations, 2014, M A Casado; published by Create
Space Independent Pub. Platform

Front Office Operations and Management, 2001, A
Ismail; published by Cengage Learning

Resources

Hotel Front Office Management, 3rd Edition, J a
Bardi; published by Wiley and Sons.

Commercial Housekeeping and Maintenance,
Jones and Phillips.

Front Office Texts

CTISP Skills for Front Desk Employees

CTISP Guest Room Exceptional Attendant Training

Attendance

Students are encouraged to attend all class sessions as
all information presented may not be covered in the
required text. Participation of students is an integral
component of the learning process.