

Global Learning Semesters

Course Syllabus

Course: HOSP-245 Front Office Management

Department: Hospitality and Tourism

Host Institution: University of Nicosia, Nicosia, Cyprus



Course Summary		
Course Code	Course Title	Recommended Credit Hours
HOSP-245	Front Office Management	3
Semester Offered	Contact Hours	Prerequisites
Spring	42	HOSP-100
Department	Level of Course	Language of Instruction
Hospitality and Tourism	Lower Division	English

Course Description

Provides a systematic approach to front office procedures by detailing the flow of business through a hotel, beginning with the reservation process and ending with checkout and settlement. The course will analyze the lodging industry in general and specifically the management of the front office operations, and also the guest cycle processes

Instructor

Mr. Aris Mousoulides

Course Aims and Objectives

To enable students to supervise a front office operation of a hotel unit.

Teaching Methods

The course is delivered through lectures, field trips and guest speakers.

Course Teaching Hours

42 hours (lectures). The course is delivered during the spring semester over a 14 week period (3 hours / week).

Evaluation and Grading

Class Participation: 10%
Report: 20%
Mid-term: 30%
Final Exam: 40%

Readings and Resources

Required Textbook

M. Kasavana, Managing Front Office Operations, Educational Institute of AHLA, (ISBN 0-86612-061-0).

Recommended Reading

-C.Jones & V. Paul, Accommodation Management, Batsford Academic and Educational, (ISBN 0-7134-4807-5)

-J. Vallen and G. Valley, Check-in Check-Out, Brown Publishers, (ISBN 0-697-10289-0)

-B. James, Hotel Front Office Management, Van Nostrand Reinhold, (ISBN 0-471-28712-1)