



**Philadelphia University**  
**Faculty of Administrative and Financial Management**  
**Department of Tourism and Hotel Management**  
**Semester, 2008/2009**

**Course Syllabus**

<b>Course Title: Accommodation Management</b>	<b>Course code: 381219</b>
<b>Course Level: second year</b>	<b>Course prerequisite (s) and/or co requisite (s): 0381101</b>
<b>Lecture Time:</b>	<b>Credit hours:</b>

**Academic Staff Specifics**

<b>Name</b>	<b>Rank</b>	<b>Office Number and Location</b>	<b>Office Hours</b>	<b>E-mail Address</b>

**Course module description:**

This course provides an operational view of the Rooms Division department, and all its sub-departments. It explains the functions of both the Front and Back offices in Hotels, and their inter-related duties.

**Course module objectives:**

- 1- Identify the importance of the room- division .
- 2- Study the different levels of the organization structure of the hotel .
- 3- Determine the job – task of the front – office .
- 4- Determine the sections of the back – office .
- 5- To be familiar with various terms concerning all the hotel department .
- 6- To be familiar with the techniques of managing the hotel organization .

**Course/ module components**

- Books (title , author (s), publisher, year of publication)

Constantions S. (edt) Accommodation Management . Thomson ( Publisher) 1999.

- Support material (s) (vcs, acs, etc).
- Study guide (s) (if applicable)
- Homework and laboratory guide (s) if (applicable).

**Teaching methods:**

Lectures, discussion groups, tutorials, problem solving, debates, etc.

**Learning outcomes:**

- Knowledge and understanding
- 1- To Know the nature and job- task for the room division and the other hotels departments.
  - 2- To understand the importance of the function for all hotel departments .
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- Cognitive skills (thinking and analysis).
- 1- To realize the importance of room- division department and its role to the guest satisfaction .

- Communication skills (personal and academic).
- 1- **skill of communication with all types of guests .**
  - 2- **skills of correspondence .**
- Practical and subject specific skills (Transferable Skills).
- 1- **practice of different programmers in reservation by Fedillo & opera system .**

#### **Assessment instruments**

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Home works
- Final examination: 50 marks

<b><u>Allocation of Marks</u></b>	
<b>Assessment Instruments</b>	<b>Mark</b>
First exam	<b>15</b>
Second exam	<b>15</b>
Final exam 50 marks	<b>50</b>
Reports, research projects, Quizzes, Home works, Projects	<b>20</b>
Total	<b>100</b>

#### **Documentation and academic honesty**

- Documentation style (with illustrative examples)

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- Protection by copyright
- Avoiding plagiarism.

#### **Course/module academic calendar**

<b>week</b>	<b>Basic and support material to be covered</b>	<b>Homework/reports and their due dates</b>
(1)	<b>Introduction : Managerial approach</b>	
(2)	<b>The context of provision</b>	
(3)	<b>Hotel organization chart</b>	
(4)	<b>Front office duties</b>	
(5)	<b>Reception department</b>	
(6)	<b>Reservation department</b>	
<b>First examination</b>		
(7)	<b>Back of the house department</b>	
(8)	<b>Guest relation</b>	
(9)	<b>Department accounting</b>	
(10)	<b>Introduction to house keeping</b>	
(11)	<b>Housekeeping organization chart</b>	
<b>Second examination</b>		
(12)	<b>Laundry department</b>	
(13)	<b>Maintenance department</b>	
(14)	<b>Security department</b>	
(15)	<b>On-job practical training</b>	
<b>Specimen examination (Optional)</b>		
(16)	<b>revision</b>	
<b>Final Examination</b>		

**Expected workload:**

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

**Attendance policy:**

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

**Module references****Books**

Code	Course Name	Author	Title	Edition	Publisher	ISBN	Language
0381210	Accommodation Management	Baker , Huyton ,Bradely	Principles of Hotel Front office Operations	Second	Continuum	0-8264-4709-0	2
		Abbot, Lewry	Front Office , Procedures, social skills and yield management	Second	Butterworth Heinemann	0-7506-4230-0	2
		Bardi	Hotel Front Office Management	Second	Wiley	0-471-28712-1	2
		Rutherford	Hotel Management & operations	Second	Wiley	0-471-28568-4	2
		د. عماد عبد الهادي، د. حسن الرفاعي، محمود الديماسي، حسين عطير	إدارة الإيواء	الأولى	دار المسيرة		1
		د. نزيه الدباس د. نبيل حوامدة	إدارة الإيواء	الأولى	دار الحامد	2002/1/254	1
		Tuckor	The Professional Housekeeper		Ekplbs		1
		د. نائل علي	إدارة الإشراف الداخلي في الفنادق	الأولى	دار زهران		1
		Rutherford	Hotel management operation	Second	Wiley	0-47-28568-4	2
		Branson	Hotel and Hospital Housekeeping	Second	ekpbbs		2

**Journals**

Tourism and hospitality planning and development .

**Websites**

Library Uef.edu of roseu / guide foed asp.

