



Philadelphia University
Faculty of Administrative and Financial Sciences
Department of Hotel and Tourism Management
First Semester, Academic Year 2014/2015

Course syllabus

Course title: Hotel Operations 1	Course code: 0381312
Course level: 3rd Year	Course prerequisite (s) and/or co requisite (s): 0381141
Lecture time: 9.10 – 10.00	Credit hours: 3 credit hours

Academic Staff Specifics

Name	Rank	Office number and location	Office hours	E-mail address
Rami Tawil	Assistant Professor	32502 Fifth Floor		rtawil@philadelphia.edu.jo

This course is covered in the following College and Department Learning Outcomes:

Department Learning Outcome no. 1, no. 2, no. 3, no. 4, and no. 5

Course module description:

This course will focus on a study of the systems and procedures for operating and controlling accommodation activities in hotels and the management of rooms division operations. This course will also aim to provide students with the necessary skills and knowledge of the front office functions and its relationship with other departments within the organisational chart of the hotel.

Course module objectives:

- Students will be able to learn the operation of front office, which is the front of the house to run a hotel operation smoothly.
- Students will be able to understand the Guest needs & Services, and will acquire the knowledge & techniques required for Guest Cycle.
- Students will be able to recognise and understand the importance of rooms division department in the management policy of the hotel.

Course/ module components

- **Books (title , author (s), publisher, year of publication)**
- **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 understand the job- task for the front office department and its importance.
 - 2- To make students become more familiar and understand the relationship between front office department and various hotel departments within the organisational structure.
- Cognitive skills (thinking and analysis).
 - 1- To demonstrate critical review and problem-solving abilities related to front office management and operations.
- Communication skills (personal and academic).
 - 1- To ensure a high degree of customer satisfaction by anticipating customer needs and providing front of the house services in a professional manner.
 - 2- To develop a solid understanding of customer-oriented and profitable operation within the front office department.
- Practical and subject specific skills (Transferable Skills).
 - 1- To adapt to various and changing technologies, systems, and computer applications for hotels such as Fidelio programme for hotel reservations.

Assessment instruments

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Homework
- Final examination: 40 marks

<u>Allocation of Marks</u>	
Assessment Instruments	Mark
First examination	20
Second examination	20
Final examination	40
Reports, research projects, quizzes, homework, Projects	20
Total	100

Documentation and academic honesty

- Documentation style (with illustrative examples)
- Protection by copyright
- Avoiding plagiarism.

Course/module academic calendar

week	Basic and support material to be covered	Homework/reports and their due dates
10/23 -10/19	Introduction to Rooms Division department and the Front Office	
10/30 -10/26	Main duties of the Front Office	
11/6 -11/2	The Guest Cycle	
11/13 -11/9	The Four Stages of the Guest Cycle	
11/20 -11/16	Property Management Systems	
11/27 -11/23 First Exam	The Night Auditor	
12/4 -11/30	Occupancy and Revenue Operating Reports	
12/11-12/7	Yield Management	
12/18 -12/14	Planning and Evaluating Front Office Operations	
12/25 -12/21	Planning Functions	
2015/1/1 -12/28 Second Exam	The Reservation Department and Reservation Forms	
1/8 -1/4	The Black List	
1/15 -1/11	The Communication Department	
1/22 -1/18	Uniformed Services and The Concierge	
1/ 29 -1/25	Case Studies/Discussion	
2/9 -2/1 Final Exam	Revision	
2/12 - 2/9	Submitting Final Exam Results	

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

- Hayes, D. and Ninemeier, J. (2007). *Hotel Operations Management*, Prentice Hall, New Jersey.
- Walker, J.R. (2006). *Introduction to Hospitality*, Prentice Hall, New Jersey.
- Abbot, P. and Lewry, S. (1999). *Front Office Procedures, Social Skills, Yield, and Management*, Butterworth-Heinmann, Oxford, UK.

Journals

- Cornell Hotel Restaurant Administrative Quarterly
- International Journal of Hospitality Management

Websites

- www.unwto.org/hotels
- www.google.com/scholar?hl=en&q=hotel+operations&btnG=Search