

Course Objectives/Course Outline
Spokane Community College

Course Title: Front Office Procedures

Prefix and Course Number: HM 202

Course Learning Outcomes:

By the end of this course, a student should be able to:

- know all aspects of front office operations
- be familiar with management tasks in relation to the front office operations

Course Outline

I. Hotel Organization

- A. The Hospitality Industry
- B. Hotel Size

II. Front Office Operations

- A. Systems
- B. Forms
- C. Equipment
- D. Computer Applications

III. The Guest Cycle

- A. Reservations
- B. Registration
- C. Ongoing Front Office Responsibilities
- D. Front Office Accounting
- E. The Night Audit
- F. Check-Out and Settlement

IV. Front Office Management

- A. Planning and Evaluation
- B. Managing Front Office Personnel