

COURSE OUTLINE

Rooms Management

Course Description

HM 203. Rooms Management. 3 hours credit. Prerequisite: HM256 Hotel/Motel Operations or departmental approval. The course will enable the student to recognize the components of front office and housekeeping departments within a hotel setting. Areas emphasized include: front office operations, reservations, registration, front office responsibilities, front office accounting, check-out and settlement, night audit, planning and evaluating operations, revenue management, and managing human resources within the front office. In housekeeping units, the student will explore the day-to-day operations and the managerial functions of the housekeeping department.

Course Relevance

The principles learned in this course will allow the student to understand the process of managing front desk and housekeeping operation in a hotel. The student will develop his/her ability to think analytically and critically in regard to the interdependence between the two departments.

Required Materials

HM 203 Textbook:

Deveau, L., Deveau, P., de J Portocarrero, N., & Escoffier, M. (1995). *Front office management operations*. Upper Saddle River, NJ: Prentice Hall.

Learning Outcomes

The intention is for the student to be able to:

1. Develop critical thinking skills in regard to the responsibility of controlling hotel operations
2. Demonstrate a working knowledge of how to set room rates, calculate room revenue and read and analyze financial statements to make adjustments and improve profits

Primary Learning PACT skills that will be DEVELOPED and/or documented in this course

Through the student involvement in this course, he/she will develop his/her ability in the following primary PACT skill areas.

1. Critical Thinking
 - Through activities conducted in class and written assignments, the student will develop critical thinking and analytical skills
2. Field Related Technology

- Through activities conducted in class and written assignments, the student will develop a working knowledge of how to calculate room rates, revenue, costs and read financial statements

Secondary Skills (developed but not documented)

Self-concept
 Time Management
 Teamwork
 Valuing Diversity
 Leadership
 Problem Solving
 Reading
 Writing
 Listening
 Computer Literacy

Major Summative Assessment Tasks:

These learning outcomes and primary Learning PACT skills will be demonstrated by:

1. Preparing assignments using calculations to analyze and calculate costs of doing business in a hotel operation
2. Preparing a final project reporting service learning activities related to the hospitality industry

Course Content:

- I. Themes – Key recurring concepts that run throughout the course:
 - A. Identification of different hotel operations
 - B. Analyzing the different departments and how to control them.
 - C. Responsibilities of management for consistency and quality customers service
 - D. Setting of standards.
 - E. Managing employees to meet expectations of cost and service.
- II. Issues – Key issues that will be addressed in this course: areas of conflict that must be understood in order to achieve the intended outcome:
 - A. How to achieve accuracy in stating revenue and expenses
 - B. Controlling the work behaviors of employees to achieve operational goals
 - C. Retaining service standards on a consistent basis
- III. Concepts – Key concepts that must be understood to address the issues:
 - A. Identify different types of revenue and costs in hotels.
 - B. Calculating costs and financial statements
 - C. Identifying and setting standards for products and service to maintain control over quality and costs.
- IV. Skills / Competencies:
 - A. Review the components of a lodging facility

- B. Define staff requirements for the rooms division
- C. Review reservation system policies
- D. Analyze effective pricing of room rates
- E. Review guest registration process
- F. Review accounting methods for guest charges
- G. Review night audit procedures
- H. Analyze property management systems
- I. Review check-out and collection policies
- J. Analyze safety and security issues for guests and employees
- K. Define training needs for front-office personnel
- L. Review budgeting for the rooms division

Learning Units:

- I. Introduction to the Lodging Industry
 - A. Nature of the lodging industry
 - B. Physical components of the lodging facility
 - C. Structure of the lodging operations
 - D. Department functions
- II. Staffing the Rooms Division
 - A. Front office
 - B. Front desk
 - C. Reservations
 - D. Uniformed services
 - E. PBX
 - F. Housekeeping
 - G. Security
- III. Reservations Systems
 - A. Central reservations
 - B. Property systems
 - C. Inventory systems
 - D. Forecasting methods
 - E. Registration forms
 - F. Cancellation policy and procedures
 - G. Overbooking
- IV. Room Rates
 - A. Room rates
 - B. Discounting
 - C. Setting room rates
- V. Registering the Guest
 - A. Guest arrival
 - B. Group arrivals
 - C. Registration preparation
 - D. Registration process
- VI. Accounting for the Guest Stay
 - A. Objectives of front office accounting

- B. Types of charges and credits
- C. Accounting formula
- D. Accounting flow for billings
- E. Nonsales charges
- F. Collections and credits
- V. Night Audit
 - A. Objectives
 - B. Verifying room status
 - C. Posting transactions
 - D. Balancing
 - E. Reports
- VI. Technology in the Rooms Division
 - A. Property management systems
- VII. Check-out and Collections
 - A. Objectives of the check-out process
 - B. Cashiers functions
 - C. Guest statistics and guest history
 - D. Forms of payment
 - E. Distribution of check-out information
 - F. Accounts receivable
- VIII. Safety and Security of Guests and Employees
 - A. Legal aspects
 - B. Emergency procedures
- IX. Training the Front Office
 - A. Guest service training
 - B. Guest complaints
 - C. Managing stress
- X. Budgeting in the Rooms Department
 - A. Budgeting
 - B. Uniform system of accounts
 - C. Income statements
 - D. Cash flow

Learning Activities

Independent and collaborative learning activities will be assigned within and outside the classroom to assist the student to achieve the intended learning outcomes. Learning activities will be geared toward practices and analysis of managerial situations to understand the principles of food, beverage and labor cost control management in the hospitality industry. Field trips and guest speakers will allow the student to know what is required of managerial jobs in the hospitality industry. Student skills will be expressed by the use of computers, written assignments, examinations and oral presentations.

Grade Determination

The student will be graded on satisfactory completion of assessment tasks, learning activities, projects, and attendance, adequate participation and discussion.