



COURSE OUTLINE

COURSE NO.: HOTR241
CREDIT HOURS: 3
DATE: 2006
TO BE UPDATED: 2007
Dean

COURSE NAME: Front Office Procedures
CLASS HOURS: 3 LAB: 0
PREPARED BY: Anne Polenchar
APPROVED BY: Tom Lambrecht,

PREREQUISITES: None

COURSE DESCRIPTION:

This course is designed to give the student of a starting point in regards to front desk operation. It is intended to provide the basic technical theory, which relates to providing quality service to the guest of the motel, hotel or inn.

COURSE OUTCOMES:

1. Distinguish hotels in terms of target markets and levels of service.
2. Describe the function and operation of the various systems forms, equipment, and computer applications found in the front office.
3. Demonstrate the necessary information required for guest reservation, registration, front office responsibilities and checkout and settlement.
4. Explain the importance of effective communication among hotel departments to ensure guest satisfaction.
6. Identify steps of the night audit process.
7. Calculate daily percentages.
8. Apply basic formulas and principles of revenue management.
9. Prepare students to sit for the final examination issued by the Educational Institute of the American Hotel and Motel Association.
10. Demonstrates the Success Skill, "Communicates Effectively" in an oral presentation.

COURSE MATERIALS:

1. Required Textbook – Managing Front Office Operations, 7th Edition Kasavana & Brooks, Educational Institute

The text is available online and is not necessary to purchase.

SAFETY PRACTICES

None.

TOPICAL OUTLINE - Tentative

WebCT Navigation Assignment

1. Email the Instructor - **10 points**
2. Respond to a posting on the Discussion Board - **10 points**

Chapter 1 - Assignment

1. 6 Review Questions - **12 points**
2. Online Quiz - **10 points**

Chapter 2 - Assignment- to be added

Chapter 3 - Assignment- to be added

Chapter 4 - Assignment- to be added

Chapter 5 - Assignment- to be added

Chapter 6 - Assignment- to be added

Chapter 7 - Assignment- to be added

Chapter 8 - Assignment- to be added

Chapter 9 - Assignment- to be added

Chapter 10 - Assignment- to be added

Chapter 11 - Assignment - To be added

Chapter 12 - Assignment- to be added

Chapter 13 - Assignment - to be added

Chapter 14 - Assignment - to be added

Final Examination - 100 multiple choice questions 100 points

USE OF CELL PHONES OR OTHER ELECTRONIC DEVICES

Not applicable in the online delivery format.

STUDENT INSURANCE/COVERAGE

Hocking College insurance does not cover a student in case of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to

enroll in the plan.

DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center , Office of Disability Services in JL 249 regarding accommodations.

**HOCKING COLLEGE
EVALUATION OF THE STUDENT**

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Procedures

COURSE NAME: Front Office

INSTRUCTOR: Anne Polenchar

DATE PREPARED: 2006

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Dean

The objective of the instructor is to help the student become familiar with front office procedures. The purpose of evaluation is to indicate to some degree, the extent to which the student has learned.

Learning is a shared responsibility between the instructor and student. The student should be aware what his status is, in terms of accomplishment.

The factors listed below will be used to determine a final grade for the course.

SPECIFIC FACTORS

1. EXAMINATIONS:

There will be fourteen (14) online quizzes plus a certified comprehensive final examination. The exam will have 100 multiple-choice questions. The final exam requires an authorized proctor to administer the exam.

2. PROJECTS/HOMEWORK:

Assigned projects are listed in the Topical Outline. Students are expected to complete all assignments in a timely manner.

3. ATTENDANCE:

Hocking College equates attendance in class to attendance on the job and attendance on the job to work success. Online involvement is required for successful completion of the course.

4. CLASS PARTICIPATION:

In the online delivery format, you will be asked to participate in discussions and sometimes-collaborative learning projects. Again, your success as an online learner will depend on your participation in the course.

5. EXTRA PROJECTS:

With the express, prior permission of the instructor, a student may be permitted to undertake a project that is related to the course content. The quality of the project will determine the number of points awarded. The maximum is 5 points to be added to the

final average to determine course grade.

6. GRADING SCALE:

% OF GRADE	GRADE
100-93%	A
92-90%	A-
89-86%	B+
85-83%	B
82-80%	B-
79-76%	C+
75-73%	C
72-70%	C-
69-66%	D+
65-63%	D
62-60%	D-
59-Below	F
Incomplete	I

7. POLICY REGARDING HONESTY:

Honesty and integrity are major elements in professional behavior and are expected of each student. This is part of the **Success Skill** "Maintains a Code of Ethics." All work is assumed to be your own unless special permission is granted from the instructor or sources are appropriately cited. It is expected that you will be honest in all endeavors related to the completion of this course, just as you must be in all activities at work.

The definition of academic misconduct that is provided in the *Hocking College Student Guide* applies to this course and all other courses that you are taking at the College. It is a Code I Offense:

- A. **Academic Misconduct** refers to dishonesty in examination (cheating); presenting the ideas or writing of someone else's as one's own (plagiarism); knowingly furnishing false information to the college by forgery, alteration, or misuse of college documents, records or identification. Academic dishonesty includes but is not limited to:
1. Permitting another student to plagiarize or cheat from your work,
 2. Submitting an academic exercise, written work, project, or computer program that has been prepared totally or in part by another,
 3. Improperly acquiring knowledge of the contents of an exam,
 4. Using unauthorized material during an exam, to include notes, information, calculators, or other electronic devices or programs during exams or for assignments from which they have been expressly or implicitly prohibited,
 5. Submitting the same paper in two different courses without

- knowledge and consent of all faculty members involved,
6. Obtaining academic material through stealing or other unauthorized means,
 7. Falsification of research findings and methodology.

Academic Misconduct is unacceptable behavior in all Hocking College courses. A student observed or found to be engaged in academic misconduct on a test or assignment in this course will receive (*Insert consequences as decided by individual faculty/program or academic unit*). A written report of the incident, signed by the instructor and the student, will be submitted to the Campus Judiciaries Office. Should a second incident of cheating occur in any course, the student will receive (*Insert consequences as decided by individual faculty, program academic unit*).

Further information pertaining to Academic Misconduct can be found by contacting the Office of Campus Judiciaries, Oakley 210, or by referring to the *Student Code of Conduct* found on the Hocking College website (www.hocking.edu).

The instructor should then **specifically** state what his/her policy will be in regard to dishonesty, such as cheating on a test, plagiarism on a term paper, etc. In general, the policy should be phrased in a positive manner, but nevertheless clearly indicating the consequences. Your policy cannot conflict with the general College policy. All course evaluations should include the following statement: **Instances of dishonesty will be reported to Campus Judiciary.**

8. FINAL GRADE CALCULATION:

Will be emailed and updated shortly.

9. ACADEMIC GRADE APPEAL PROCESS

Academic grade appeals consist of complaints from students concerning final grades given. The Appeals Process is available only for final grades not for an individually graded assignment. When a student believes that his or her academic performance has been unfairly or improperly graded, the first recourse will be communication with the faculty member in an attempt to resolve the complaint. Grade appeals will be considered only if grading was based on something other than performance, if different standards were used for different students, or if the grading was a departure from the instructor's previously stated final grade calculations. If the informal attempt at resolving the complaint between student and faculty is unsuccessful, a formal appeal will begin. A student appeal of a final grade must be formally initiated within one term of the grade being posted. Students should understand that the burden of proof will be theirs to demonstrate. The steps for the grade appeal process are available in each academic unit office and online in the current Student Code of Conduct found under the current student link on the Hocking College website.

10. STUDENT GRIEVANCE DUE PROCESS PROCEDURES

Due process procedures for the College are located in the current *Student Code of Conduct* listed as Hocking College Student Grievance Procedures available online

under the current student link on the Hocking College website.