

DESCRIPTION AND SYLLABUS

Name of the subject in Hungarian:	Hotel Front Office Operations
Name of the subject in English:	Hotel Front Office Operations
Credit value of the subject:	6
The code of the subject in the electronic study system:	BN-HOTFRO-06-KG
Classification of the subject:	Obligatory
Language of instruction (in case of non-Hungarian courses):	English
Institute or department responsible for the subject:	Institute of Tourism
Course type and number of contact hours:	Lecture + Practical, class per week: 2+2, class per semester: 0+0
Mode of study: (Full-time / Part-time):	Full-time training
The semester in which the subject is open for registration:	2022/2023 1st semester
Prerequisite(s):	-

THE PURPOSE OF THE SUBJECT, LEARNING OUTCOMES:

The aim of this subject is to introduce the place and role of the Front Office within the organizational structure of a hotel. The students will get an overall picture of the operative and administrative tasks of this area. They will learn about the different positions here and the stages of the Guest cycle.

The seminar goes along with the lectures. With the help of the Property Management System, the students will learn how to handle the administrative tasks of the Guest Cycle. Pre arrival, check-in, guest stay and check out. The system also provides all the necessary reports, the hotel needs for operation.

With the help of the knowledge provided by us, the student can not only perform certain tasks in the “desk”, but also be able to perform hotel work processes in addition to management.

SUMMARY OF THE CONTENT OF THE SUBJECT

The aim of this subject is to introduce the tasks and positions of the Front Office. The students are going to learn how to handle the operative and administrative tasks through the Property Management System hotel software program.

The course also outlines the duties and responsibilities of key executives at the Room Division department. Describes the Property Management Systems. Introducing to the complexity and challenges of the HK and the FO

The student will be able to learn how to get along with professional issues, tasks, problems. How to communicate it at the workplace.

Students will learn the tasks in details of the reservation agent, the receptionist, the concierge, the cashier and the night auditor.

STUDENT’S TASKS AND PLANNED LEARNING ACTIVITIES:

During the course, students, in cooperation with a professional partner, are given real professional project tasks that help them to complete their tasks, such as

1. Hotel visit
2. Networking with professional partners: hotel managers, sales professionals, Front Office staff
3. Solving a professional problem: here you will have the opportunity to participate in individual and group tasks where you can get to know yourself in different roles: Leader, subordinate. They will be able to learn the basics of effective collaboration.

EVALUATION OF THE SUBJECT:

Assessment is multi-layered: during group project assignments, students assess:

1. Themselves — in different roles, depending on whether they were in a group leader or subordinate role.
2. Each other - also in connection with the position and task in the group,
3. The students receive feedback from the instructor,
4. Or from invited professional guests

Fulfilled seminar projects by deadline and proper contents are the entrance for the exam.

Detailed descriptions and deadlines of the projects will be found on the Coospace before the beginning of the Semester.

Exams are opened for those only who fulfilled each and every project for the deadline and proper content. An assignment that is not submitted by the deadline and / or completed with inappropriate

content will be automatically deducted -20 points, and the student can only take the exam if he / she completes the assignment by a specified deadline.

The composition of the exam: drop-in (making a PMS booking) + oral

Offered grade can be given: No.

OBLIGATORY READING LIST:

- Bardi, James A.: *Hotel front office management*. John Wiley & Sons, 2011
- Harding, Keith: *High season : English for the hotel and tourist industry : student's book*. Oxford University Press, 2018
- Tanji, Hotelier: *Hotel Front office training manual with 213 SOP : professional front office management guide for hot*. Hoteiler Tanji, 2016
- John R Walker: *Introduction to Hospitality*, Pearson, 2020, https://www.amazon.com/Introduction-Hospitality-8th-John-Walker-dp-0135209811/dp/0135209811/ref=dp_ob_title_bk?asin=B07TJ783YX&revisionId=&format=4&depth=1
- Micah Solomon: *The Heart of Hospitality: Great Hotel and Restaurant Leaders Share Their Secrets*, Select Books, 2019, https://www.amazon.de/-/en/Micah-Solomon/dp/1590794893/ref=sr_1_4?adgrpid=105979045820&gclid=CjwKCAjw7SWBhAnEiwAx8ZLanckaHyy412658616&hydacr=3803_1819029&keywords=hotelmanagement&qid=1657692948&sr=8-4

RECOMMENDED READING LIST:

- *A hospitable world? : organising work and workers in hotels and tourist resorts*. , 2015
- *Hotel accommodation management*. , 2018
- Harper, David: *Hotels and resorts : an investors' guide*. , 2017
- Tanji, Hotelier: *170 Hotel Management Training Tutorials : [practical training manual for professional hoteilers & ho*. Hoteiler Tanji, 2013