

Course Abstract

If you need accommodations due to a disability, contact Disability Services in Edison Hall Room 100, 732.906.2546.

To foster a productive learning environment, the College requires that all students adhere to the Code of Student Conduct which is published in the college catalog and website.

Course ID and Name: HCD 201 – Hotel Front Office Operations

Department:

Chairperson or Course Coordinator: Dr. Mary-Pat Maciolek

Office Location: College Center 185

E-mail Address: mmaciolek@middlesexcc.edu

Telephone: 732-906-2538

Prerequisites: CSC 105

Co-requisites: None

Course Description: Theory and practice in front office management for small and large properties Function and operation of systems and equipment used in the front office through the complete guest cycle. Practical application of management concepts through lab exercises and computer simulation. Industry certification.

General Education Status:

Credits: 3.0

Lecture Hours: 2.0

Lab Hours: 2.0

Learning Outcomes:

Upon successful completion of the course, students will be able to

1. Identify the various procedures and systems used in the lodging industry through the entire guest cycle in the front office area.
2. Utilize both manual and computer systems for overall property management and control.
3. Analyze property management systems data and implement changes to maximize revenue.

Course Content Areas:

A study of methods and procedures from reservation to check-out using computer and paper-based systems. Analysis of data for decision making and performance evaluation to maximize profit.