BUHM 055: HOTEL FRONT OFFICE AND HOUSEKEEPING OPERATIONS

Originator
ybender

Justification / Rationale
Nothing sends a stronger message than cleanliness in a hospitality operation. No level of service, friendliness, or glamor can equal the sensation a guest has upon entering a spotless, tidy and conveniently arranged room. To send this message of quality, housekeeping must be endowed with the same professionalism as other hospitality functions.

From the time a guest makes a reservation and arrives at a hotel through the time he/she departs, front office personnel play a central role in coordinating resources and services designed to meet the guest's needs. Guests generally have more contact with the front office staff than with any other hotel department. Ensuring smooth and profitable hotel operations are based on properly trained front office employees.

Front office operations and housekeeping operations work hand in hand to provide the guest with an exemplary experience. In this class, the students will learn about both of these vital departments.

Effective Term
Fall 2022

Credit Status
Credit - Degree Applicable

Subject
BUHM - Business/Hotel & Restaurant

Course Number
055

Full Course Title
Hotel Front Office and Housekeeping Operations

Short Title
FRONT OFFICE HOUSE OPS

Discipline

Disciplines List
Hotel and Motel Services

Modality
Face-to-Face
100% Online
Hybrid

Catalog Description
Front office operations and housekeeping operations work hand in hand to provide the guest with an exemplary experience. In this class, students will learn about both of these vital departments and how to manage them properly and professionally to provide the guest with an exemplary experience.

Schedule Description
Front office operations and housekeeping operations. Advisory: BUHM 050

Lecture Units
3
Lecture Semester Hours
54

In-class Hours
54

Out-of-class Hours
108

Total Course Units
3
Total Semester Hours
162

Prerequisite Course(s)
Advisory: BUHM 050

Required Text and Other Instructional Materials

Resource Type
Book
Open Educational Resource
No

Formatting Style
MLA

Author
Michael L Kasavana

Title
Managing Front Office Operations

Edition
Tenth

City
Lansing

Publisher
American Hotel and Lodging Educational Institute

Year
2017

College Level
Yes

ISBN #
978-0-86612-550-5

Resource Type
Book
Open Educational Resource
No

Formatting Style
MLA

Author
Michael L. Kasavana

Title
Managing Front Office Operations - eBook

Edition

Tenth

Publisher

American Hotel and Lodging Educational Institute

Year

2017

ISBN #

978-0-86612-551-2

Resource Type

Book

Open Educational Resource

No

Formatting Style

MLA

Author

Aleta A. Nitschke and William D. Frye

Title

Managing Housekeeping Operations

Edition

Revised Third Edition

Publisher

American Hotel and Lodging Educational Institute

Year

2008

College Level

Yes

ISBN #

978-0-86612-336-5

Resource Type

Book

Open Educational Resource

No

Formatting Style

MLA

Author

Aleta A. Nitchke and William D. Frye

Title

Managing Housekeeping Operations - eBook

Edition

Revised Third Edition

Publisher

American Hotel and Lodging Educational Institute

Year

2008

ISBN #

978-0-86612-387-7

For Text greater than five years old, list rationale:

The Managing Housekeeping Operations textbook is required by the American Hotel and Lodging Education Institute to award certificates and designations to students.

Class Size Maximum

25

Course Content

- The Role of Housekeeping in Hospitality Operations
- Environmental and Energy Management
- Planning Organizing the Housekeeping Department
- Housekeeping Human Resource Issues
- Managing Inventories
- Controlling Expenses
- Safety and Security
- Managing an On-Premises Laundry
- Guestroom Cleaning
- Public Area and Other Types of Cleaning
- Ceilings, Walls, Furniture, and Fixtures
- Beds, Linens, and Uniforms
- Carpets and Floors
- Tubs, Toilets, and Vanities
- The Lodging Industry
- Hotel Organization
- Front Office Operations
- Reservations
- Registration W
- Communications and Guest Services
- Security and the Lodging Industry
- Front Office Accounting
- Check-Out and Account Settlement
- The Role of Housekeeping in Hospitality Operations
- The Front Office Audit
- Planning and Evaluating Operations
- Revenue Management C
- Managing Human Resources

Course Objectives

	Objectives
Objective 1	Summarize front office operations during the entire guest cycle.
Objective 2	Identify the role of housekeeping in a hospitality operation.
Objective 3	Explain the concept of revenue management and discuss how managers can maximize revenue by using forecast information in capacity management, discount allocation, and duration control.

Objective 4	Explain the role executive housekeepers play in managing such human resource concerns as diversity, turnover, recruitment, selection, training, scheduling, and motivation
Objective 5	Describe the flow of laundry through an on-premises laundry and describe the function of each machine, the routine of guestroom cleaning from room assignments through inspections and turndown service, public space areas that the housekeeping department is responsible for cleaning and the tasks associated with each one, and Identify major areas of a guest bathroom and how to select and care for each element.
Objective 6	Explain the role executive housekeepers play in managing such human resource concerns as diversity, turnover, recruitment, selection, training, scheduling, and motivation

Student Learning Outcomes

	Upon satisfactory completion of this course, students will be able to:
Outcome 1	Discuss the sales dimension of the reservations process and identify the tools managers use to track and control reservations.
Outcome 2	Summarize the steps in the front office audit process.
Outcome 3	Apply the ratios and formulas managers use to forecast room availability.
Outcome 4	Describe how to plan and organize the work of the hospitality housekeeping department.
Outcome 5	Describe how an executive housekeeper budgets and controls expenses.

Methods of Instruction

Method	Please provide a description or examples of how each instructional method will be used in this course.
Lecture	The lecture will be the cornerstone of the course. Through weekly lectures, students will gain a better understanding of the subject matter.
Participation	Each student will be expected to participate in all class activities as a way of learning how to interact and discuss different points of view, which are necessary for the workplace.
Role Playing	Role-playing will be used so that students can practice the proper way of interacting with guests, learn methods of conflict resolution, and deal with emotional labor.
Experiential	Housekeeping methods and best practices will be practiced for all sections of a hotel.
Discussion	Classes will include active discussions so that students can share ideas, and see different points of view. These discussions will be used by the instructor to evaluate their understanding of the subject.
Collaborative/Team	There will be group activities that students will work on throughout the semester. Hospitality is very much a collaborative effort in the workplace. This group activity will test their knowledge, apply the principles learned throughout the semester, and instill in them a sense of teamwork.

Methods of Evaluation

Method	Please provide a description or examples of how each evaluation method will be used in this course.	Type of Assignment
College level or pre-collegiate essays	Essays will be used to evaluate the overall understanding of specific theories and practices that are covered in class.	In and Out of Class
Tests/Quizzes/Examinations	These methods will be used to evaluate the understanding of concepts.	In Class Only
Group activity participation/observation	Hospitality is very much a collaborative effort in the workplace. Group activities will test their knowledge, apply the principles learned throughout the semester and instill in them a sense of teamwork.	In and Out of Class
Mid-term and final evaluations	These methods will be used to evaluate the understanding of concepts.	In Class Only

| Written homework | Utilize real-world case studies to foster a deeper understanding of the topics being discussed. | In and Out of Class |

Assignments

Grade Methods
Letter Grade Only

Distance Education Checklist

Include the percentage of online and on-campus instruction you anticipate.

Online %
50
On-campus %
50

Instructional Materials and Resources

If you use any other technologies in addition to the college LMS, what other technologies will you use and how are you ensuring student data security?
Hotel property management systems and hotel housekeeping systems by way of experiential training at a local property based on availability.

If used, explain how specific materials and resources outside the LMS will be used to enhance student learning.
By practicing at a real hotel the students will gain a better understanding of the systems used to manage the front office and housekeeping operations.

Effective Student/Faculty Contact

Which of the following methods of regular, timely, and effective student/faculty contact will be used in this course?

Within Course Management System:
Discussion forums with substantive instructor participation
Online quizzes and examinations
Regular virtual office hours
Timely feedback and return of student work as specified in the syllabus
Weekly announcements

For hybrid courses:
Field trips

Briefly discuss how the selected strategies above will be used to maintain Regular Effective Contact in the course.
The strategies listed above will provide consistent interaction between the instructor, and students as well as foster a team environment by encouraging replies to other student posts and feedback from the instructor.

If interacting with students outside the LMS, explain how additional interactions with students outside the LMS will enhance student learning.
Field trips to a local hotel if based on availability.

Other Information

Provide any other relevant information that will help the Curriculum Committee assess the viability of offering this course in an online or hybrid modality.
Offering this course in an online format will enable students that have other obligations, such as full-time work or children, to fulfill their quest to attain a degree, and learn the skills, that will help them secure a better paying job.

MIS Course Data

CIP Code
52.0909 - Hotel, Motel, and Restaurant Management.

TOP Code
130700 - Hospitality

SAM Code
C - Clearly Occupational

Basic Skills Status
Not Basic Skills

Prior College Level
Not applicable

Cooperative Work Experience
Not a Coop Course

Course Classification Status
Credit Course

Approved Special Class
Not special class

Noncredit Category
Not Applicable, Credit Course

Funding Agency Category
Not Applicable

Program Status
Program Applicable

Transfer Status
Not transferable

General Education Status
Y = Not applicable

Support Course Status
N = Course is not a support course

Allow Audit
No

Repeatability
No

Materials Fee
No

Additional Fees?
No

Files Uploaded

Attach relevant documents (example: Advisory Committee or Department Minutes)
Hospitality and Culinary LMI 2021.pdf
Hospitality Management Advisory Board.docx
COD Hospitality Management ProgramFaculty AQdvisory Committee Spring 2021.pdf

Approvals

Curriculum Committee Approval Date
3/17/2022

Academic Senate Approval Date
3/24/2022

Board of Trustees Approval Date
4/22/2022

Chancellor's Office Approval Date
5/04/2022

Course Control Number
CCC000631332