

University of Hawai'i



K A P I ' O L A N I C O M M U N I T Y C O L L E G E

Hospitality and Tourism Education Department Fall Semester 2013

Wednesday, August 28 to Wednesday, Dec. 11, 2013 (Instruction days)

Final Exam: Wednesday, Dec. 18, 2013

Course Syllabus

COURSE:	HOST 152 – Front Office Operations
CRN:	32005 (4 credits)
TIME:	Wednesdays/Fridays, 9:00 a.m. – 11:05 a.m.
LOCATION:	`Ōlapa 115
INSTRUCTOR:	Debbi Leilani Keolanui, CHE
PHONE:	808 – 734-9749
EMAIL:	djk@hawaii.edu
OFFICE HOURS:	`Ōlapa 226 Wednesdays & Fridays, 11:30 a.m. - 1:30 p.m. Or by appointment
MAIL BOX IN:	`Ōlapa 112
TEXTBOOK: (Required)	Managing Front Office Operations, 9 th Edition Kasavana, Michael L. (Ph.D.) ISBN 978-0-86612-412-6 American Hotel & Lodging Educational Institute <ul style="list-style-type: none"> • The textbook can be purchased at the KCC Bookstore which will include the textbook and a computer final exam scan sheet. You must keep the computer scan sheet in excellent condition, and take it to the KCC Test Center in Lama Library during final exam week. • NOTE: Used and borrowed books do not have a scantron final exam sheet. KCC Bookstore information can be obtained via: http://www.bookstore.hawaii.edu/uhkcc/home.asp

COURSE DESCRIPTION:

HOST152 is the study of the philosophy, theory, equipment, and current operating procedures of a hotel front office. This course will concentrate on the human relations skills necessary for effective guest and employee relations and the technical skills necessary to operate a manual, mechanical, or computerized front office operation.

HOST 152, WED/FRI, 9:00A-11:05A

CRN 32005

Fall 2013, Wed 8/28-Wed 12/11/13, Final Exam 12/18/13

COURSE OBJECTIVES AND COMPETENCIES:

Upon successful completion of HOST-152, the student should be able to:

1. Identify the tasks and responsibilities carried out in various front office positions.
2. Describe the interrelationships between the front office and other departments.
3. Identify the personal attitudes, characteristics, and work practices essential in providing excellence in front office guest service.
4. Demonstrate computer proficiency in reservations, check-in, posting, settlement, and night audit functions of the Front Office.
5. Demonstrate accurate application of guest accounting procedures.
6. Identify controls for cash collection, check cashing, and the acceptance and processing of credit cards.
7. Demonstrate effective complaint handling procedures.
8. Demonstrate effective telephone call-handling techniques.
9. Produce and analyze management reports.
10. Identify staffing requirements of a front office.

STUDENT LEARNING OUTCOMES:

The HOST 152 competencies/learning outcomes connect to the student learning outcomes of the HOST Program (updated spring 2012). Students should be able to:

1. Use knowledge and skills associated with problem solving, creative and critical thinking, reflection and decision making to function effectively in the classroom, community and industry.
2. Apply the concepts and skills necessary to achieve guest satisfaction.
3. Demonstrate leadership and teamwork to achieve common goals.
4. Conduct him/herself in a professional and ethical manner, and practice industry defined work ethics.
5. Communicate effectively and confidently in the classroom, community and industry.
6. Demonstrate knowledge of multicultural perspectives to meet the needs of the guests and employees.
7. Lead with the knowledge that the foundation of tourism is based on the respect for the host culture with the responsibility to perpetuate the unique values, traditions, and practices of that place.
8. Use knowledge of best practices to further sustainability (economic, environmental, and cultural/social) in the industry.
9. Demonstrate ability to perform basic and supervisory level job functions in travel/tourism and hotel/restaurant careers.

Class Format/Participation

The class utilizes a combination of lecture, discussion, blogs, case studies, activities, assignments, group work, simulated Front Office computer system, and tests. This class is intended to be very interactive in nature. Students are expected to participate and contribute to the success of the class and in-class activities.

Group Presentations

As a requirement for this class, you will complete 3 group presentations related to the topics being discussed in class. You will receive an Assignment Sheet and Rubric Matrix (grading criteria) for each of these activities. Groups will be assigned, and will be different for each presentation. You will have the opportunity to evaluate your group member's performance and participation which will be included in the grade of the assignment.

TIPS FOR THIS CLASS:

- ◆ All **Tests (4)** are in the *Tasks, Tests, and Surveys tool* of Laulima.hawaii.edu, they are 25 multiple choice questions, closed book with a 50 minute timer. On these test days, we will NOT meet in class. You will access your test on-line via *Laulima* any time between 12 a.m. to 11 p.m. on the day it is scheduled. Note: it will time out at 11 p.m., so make sure that you give yourself time to complete it.
- ◆ All **Assignments** will be submitted via *Laulima*. I will not accept any assignments via Email.
- ◆ If you need to contact me via **email**, please use the *Mail tool* in *Laulima*, so that it will identify you as a student, and will identify your class. This will give you priority in my email, and allow me to respond to you faster. Please note that my work time, does not include weekends, holidays, and evenings; so please do not expect responses during those times, unless I happen to be on-line.
- ◆ **Power Points** for each chapter are located in *Resources tool* they are additional tools to help you learn the information.
- ◆ To enter our *Laulima class site* it is recommended that you use **Mozilla Firefox as your web browser**. So if you do not have it on your computer, please click on this link to download it free: www.mozilla.com/en-US/
- ◆ Using Mozilla Firefox as your web browser, go to: laulima.hawaii.edu/portal
- ◆ Once you arrive at the *Laulima* site, enter the prefix of your hawaii.edu email username at the top right hand of the page (example: my email address is djk@hawaii.edu, so I would enter [djk](mailto:djk@hawaii.edu)). Then enter your password (the same as your email password). Then click login.
- ◆ Click on the tab labeled HOST-152-0 [KAP.32005.FA13] to enter our class site.
- ◆ The **Final Exam** is 100 multiple choice questions, closed book, in class, paper test with a scan sheet (your scan sheet came with your new book). If you borrowed a book, or bought a used book, please see the instructor regarding the final exam sheet.
 1. **Tests and the Final Exam** must be taken on the scheduled days. No make-up tests or exam will be given with the exception of these cases: 1) a medical emergency involving yourself that requires the services of a medical professional. 2) A death in your immediate family. 3) A serious illness that requires a visit to a Doctor.
 2. It is your responsibility to contact me prior to the test/exam or as soon as possible to let me know of the situation and to furnish proper documentation. Should I determine a make-up test/exam is permissible, it is your responsibility to take the test prior to the next class period or as soon as possible as agreed upon between you and me.

3. The use of electronic dictionaries will **not** be permitted during tests or the exam. If you need assistance with understanding the question, you may ask the instructor for clarification. When a test or exam requires the completion of calculations, the use of cell phones will not be permitted.
- ◆ Keep track of your points on the Assignment Grade Point Chart on your syllabus in the last column, next to the maximum points available for the activity. You can determine how you are doing by dividing your score by the total points available for the activity, then multiplying by 100:
 - a. 90% or better is an A
 - b. 80-89% B
 - c. 70-79% C
 - d. 60-69% D
 - e. Less than 60% F
 - All your grades are also recorded in Laulima, including a course percentage (please note that until I enter zeros for any assignments that you miss, this course percentage will not be accurate). If you do not miss any assignments or tests, this percentage is accurate.
 - You must keep up with assignments and tests; and do your best. Your points will automatically record, and therefore at the end of the semester (final grading time) your points will determine your grade (there will not be a chance at the end of the semester to make up anything that has been missed).

Classroom Etiquette

In school and in the classroom, you are practicing professionals and in an effort to simulate the real world of working in the hospitality and tourism industry, we expect you to follow certain conduct and etiquette guidelines. Consider class as if you were in a business meeting with your bosses and colleagues. As in the real world, inappropriate behavior in the classroom is a reflection of you and will not be tolerated. These behaviors include, but are not limited to: texting, emailing, searching the web, smoking (actual cigarettes or cigarette-like devices), the use of cell or smart phones, and any disruptive behavior. While it might be necessary on occasion to leave the classroom during proceedings, you should do so in a respectful way that minimizes the disruption to the presenter and the participants. If you really have more pressing, important matters to attend to, then do so away from the classroom.

Student Conduct Code: (Please see Catalog)

As stated in the KCC catalog, Academic Dishonesty, Cheating and Plagiarism is a violation of the Student Conduct Code and may result in expulsion from Kapi`olani Community College. Students caught cheating will receive an automatic F and face the standard University Systems disciplinary action process.

Disability Statement:

If you are a student with a documented disability and have not voluntarily disclosed the nature of your disability and the support you need, you are invited to contact the Disability Support Services Office, Ilima 103, 734-9552 (V/T), or email kapdss@hawaii.edu for assistance.

“Are you a first- or second-semester student with questions about campus services available to you? Do you need to know who to contact for advising about courses for your major? If so, you are invited to contact the First-Year Experience (FYE) initiative at kapstart@hawaii.edu or call us at 734-9245.”

- SOS (Secrets of Success) workshops are available for free for all KCC students. These workshops help to prepare you to get through college. Click on this link to go to the SOS website to check on the workshop schedule: <http://library.kcc.hawaii.edu/SOS/>

Attendance

Attendance will count towards your overall points. Roll will be called at the beginning of each class. In order to earn credit for attendance you must be on time. If you are not present by the time roll is called, you will be considered absent.

If you miss a day, you are responsible to make up the exercise on your own time to keep up with the class. For example, if you miss the class including computer simulation reservations in-class activity. You will not be able to progress to registration.

Your primary responsibility is to come to class. Your second responsibility is to read the assigned chapter before coming to class, and get involved with the class discussions, asking questions, and giving your opinions.

Disappear Policy

Students who have ceased to participate in class and who do not officially withdraw from the class are considered to have “disappeared”, and will receive a permanent “F” if they do not officially withdraw from the class by the deadline.

CLASS ASSIGNMENTS AND SCHEDULE (subject to change)

DAY	DATE	TOPIC	CHAPTER	Point Value
Wed	8/28	Welcome Overview Syllabus & Course structure Assign Group 1, Get to know your team Venn Diagram Homework: Read Ch. 1 and Case Study “A Big Fish in a Small Pond Flounders in the Great Lakes”		
Fri	8/30	Discuss Ch. 1 The Lodging Industry Group Work: Case Study “A Big Fish...” Discuss Group 1 Assignment: Hotel Research & Property Tour Homework: Read Ch. 2	1	

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Wed	9/4	Discuss Ch. 2 Hotel Organization Group Work: Mini Case Study Handout “A Compass for the Kapi`olani Resort and Spa” Group Work: Research Assigned Hotel Company Homework: Read Ch. 3	2	12
Fri	9/6	Discuss Ch. 3 Front Office Operations Team Game “Know your Terminology (Ch. 1-3)” Practice test on Laulima	3	
Wed	9/11	Group Fieldtrips to assigned hotels (Hotel, Front Office & Room Tour), take pictures, ask for a brochure, rate card, fact sheet and business card		
Fri	9/13	Progress Test 1 – On own, On-line, Laulima You can also use this day to work on your group presentations out of class	1,2,3	50
Wed	9/18	Group Presentation 1 (Hotel Research & Property Tour) Homework: Read Ch. 4		25
Fri	9/20	Review Progress Test 1 Discuss Ch. 4 Reservations Handouts: Reservation Script, Hotel Fact Sheet, Sign on to PMS & Views Homework: Study/Memorize Reservation Script & Hotel Fact Sheet Select & Make Appointment for Group 2 FOM Interview	4	
Wed	9/25	Inn Quest Video: Res Example 1:20-1:25 Build 3 Reservations (own, make-up, role-play team member) Assignment: Mini Case Study: “Testing The New Reservations Agent” Homework: Read Ch. 5	4	9 12
Fri	9/27	Video: Front Desk First Impressions Discuss Ch. 5 Registration	5	
Wed	10/2	Inn Quest Video: Check ins/Check in Guest Ledger 1:25 Check in 2 Reservations (Role Play 1 each) Cancel 1 Reservation Role Play & Check in a Walk in Homework: Read Ch. 6	5	9
Fri	10/4	Group Field Trip (Front Office Manager Interview)		
Wed	10/9	Discuss Ch. 6 Communications and Guest Service Work on a Front Office Manager Thank You Letter	6	
Fri	10/11	Communications and Guest Service Continued Homework: Case Study Paper “Service Recovery at the Simpson Hotel”	6	15

Wed	10/16	Group Presentation 2 (Front Office Manager Interview)		25
Fri	10/18	Progress Test 2, On own, On-line, Laulima Homework: Read Ch. 8	4,5,6	50
Wed	10/23	Review Progress Test 2 Discuss Ch. 8 Front Office Accounting	8	
Fri	10/25	Front Office Accounting InnQuest Vid Front Desk Function Guest folios, sub folios, postings 1:33 Post Charges to your own reservation Homework: Read Ch. 9	8	9
Wed	10/30	Discuss Ch. 9 Check Out and Settlement	9	
Fri	11/1	Check Out and Settlement Settle and Check Out 3 guests, Role Play 1 each Homework: Read Ch. 11	9	9
Wed	11/6	Front Office Audit in class exercise, bring your book and calculator	11	
Fri	11/8	Front Office Audit in class exercise, bring your book and calculator	11	
Wed	11/13	Front Office Audit in class exercise, bring your book and calculator	11	25
Fri	11/15	Progress Test 3, On own, On-line, Laulima Homework: Read Ch. 12	8,9,11	50
Wed	11/20	Review Progress Test 3 Discuss Ch. 12 Planning and Evaluating Operations Homework: Read Ch. 13	12	
Fri	11/22	Discuss Ch. 13 Revenue Management Homework: Read Ch. 14	13	
Wed	11/27	Discuss Ch. 14 Managing Human Resources Work on Group Training Assignment	14	
Fri	11/29	Thanksgiving Holiday, no school		
Wed	12/4	Group Presentation: Training Assignment	14	25
Fri	12/6	Progress Test 4, On own, On-line, Laulima	12,13,14	50
Wed	12/11	Review Progress Test 4 Last Day of Instruction, Review for Final Exam		
WED	12/18/13	FINAL EXAM 7:45a.m. – 9:45a.m., Olapa 115 Bring Student ID # & #2 Pencil & Scantron Exam Sheet	All chapters except 7 & 10	100

FINAL GRADE POINT CHART

ASSIGNMENT	MAXIMUM POINTS	STUDENT POINTS	%	Letter Grade	Competencies	Student Learning Outcome
Progress Test 1	50				1,2,9	1
Progress Test 2	50				1,2,3,6,9	1
Progress Test 3	50				1,2,3,6,9	1
Progress Test 4	50				1,2,3,9,10	1
Group Presentation 1 Hotel & Front Office Overview	25				1,2,3	1,3,4,5
Assignment Group Work: Mini Case Study "A Compass for the Kapi`olani Resort and Spa"	12				2	1-9
Group Presentation 2 Front Office Manager Interview and Power Point	25				1,2,3	1-9
Group Presentation 3 Training Assignment	25				1,3	1-9
Assignment: Case Study: "Service Recovery at the Simpson Hotel"	15				1,2,3,7,10	1,2,3
Assignment: Mini Case Study: "Testing The New Reservations Agent"	12				1,2,3	1,2,9
Build 3 Room Master Reservations	9				1,2,3,4,5,8	1,2,4,5,6,9
Check-in 2 Reservations, Cancel 1, and Walk-In 1	9				1,2,3,4,5,6,	1,2,4,5,6,9
Post Charges to your own Reservation	9				1,2,3,4,5,6,	1,2,4,5,6,9
Settle & Check-out the 3 Reservations that you checked-in	9				1,2,3,4,5,6,	1,2,4,5,6,9
Front Office Audit, In Class Exercise	25				1,2,5,6,9	1,2,4,9
Final Exam	100				1,2,3,6,10	1,4
Attendance	30					3,10
TOTAL POINTS	505					

(divide your total points by 505 and multiply by 100 for your %)

REFERENCE CHART

A	90-100%	454-505 points
B	80-89%	404-453 points
C	70-79%	353-403 points
D	60-69%	303-352 points
F	0-59%	0-302 points