Semester and Year: SPRING 2010
Course and Section Number: HRM 104
Meeting Times and Locations: TO BE ARRANGED
Instructor: PROF. COHEN
Office Location: E-124
Phone: 201-447-7192
Office Hours: TO BE ARRANGED
Email Address: DCOHEN@BERGEN.EDU

COURSE DESCRIPTION

HRM 104, FRONT OFFICE PROCEDURES presents the principles of the organization and operation of public lodging facilities. Procedures for front office management covers the duties of the manager, assistant manager, room clerk, night auditor, and cashier are discussed, and state of the art software is used to keep accurate records.

1 hr lecture, 2 hrs lab. 2 credits

Student Learning Objectives: As a result of meeting the requirements in this course, students will be able to

1. Develop the understanding of the Front Office Department in both a large and small hotel.
2. define hotel terminology and understand it’s relevance in today’s hotel industry
3. discover the many job opportunities in the hospitality industry and within the hotel environment
4. identify the structure of the six major areas and departments within the hotel
5. explain customer service and the importance to the success of the hotel
6. understand and show the techniques of using the computer in the hotel for various functions and reports
7. successfully use the computer in it’s various aspects by means of practical applications
Means of Assessment

Students will be graded using standard objective and subjective tests and will be required to pass each exam with a grade average of 60 or better. Additionally, students will be required to complete lab assignments using both the computer software and manual assignments and must maintain an average grade of 60 or better. Students will also be required to take a final test using the computer software and successfully complete the assignment.

COURSE CONTENT:

Course introduction and requirements
  Overview of the hotel industry.
  Organization of the Hotel and Front Office
  Duties and job descriptions of the F.O. Staff.
  Relationships between the departments of the hotel.
  The reservation function and relationships with the various departments
  Reservation forecasting and entering reservations into the computer.
  Computer applications
  Guest Relations and Registration procedures
  Room types, rates, sales
  Computer applications
  Cash, Credit, and billing procedure
  Manual and computer
  Credit and credit card procedures
  City Ledger, Statistics, Audit.
  Computer applications

ABOVE SEQUENCE SUBJECT TO CHANGE. FIELD TRIPS ARE PART OF CLASS
Special Features of the Course

Students will be using Nite Vision Front Office Software which will offer a realistic approach to an actual Hotel software application. A 24 station lab will allow each student to work independently of their assignments.

TEXTBOOK:


GRADING ASSESSMENT

Students will be required to take three announced tests during the semester.

2. Computer applications will be tested in the lab section of the course. Students will be expected to complete 3 computer assignments relating to the front office operations.

3. Both manual and computer accounting will be stressed and students must show proficiency in basic bookkeeping and accounting procedures relating to the front office.

3 TESTS........................ 80%
LAB ASSIGNMENTS............ 20% (all in class) 100%

Make up assignments are at the discretion of the instructor.

Course Outline and Calendar

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Note to Students: This Course Outline and Calendar is tentative and subject to change, depending upon the progress of the class.

OTHER COLLEGE, DIVISIONAL, & DEPARTMENTAL POLICY STATEMENTS

STUDENT AND FACULTY SUPPORT SERVICES

The Distance Learning Office – for any problems you may have accessing your online courses Room C-334 201-612-5581; psimms@bergen.edu; Smarthinking Tutorial Service On Line at: www.bergen.edu/library/learning/tutor/awart/index.asp. The Tutoring Center Room L-125 201-447-7908 The Writing Center Room L-125 201-447-7908 The Online Writing Lab (OWL) On Line at: www.bergen.edu/owl The Office of Specialized Services (for Students with Disabilities) Room S-131 201-612-5270 www.bergen.edu/oss. The Sidney Silverman Library – Reference Desk Room L-226 201-447-7436

Special Note on the Tutoring Center The Henry and Edith Cerullo Learning Assistance Center encompasses the Tutoring Center, the English Language Resource Center, and the Writing Center. The website of the Learning Assistance Center is located at www.bergen.edu/pages/2192.asp. Tutoring services are available for this course in the Tutoring Center. I strongly recommend that you make use of those services as we progress through the semester. As listed above, the Tutoring Center is located in Room L-125, and its phone number is 201-447-7908. You can also make appointments for tutoring online through the BCC Virtual Campus, which is located at www.bergen.edu/pages/2864.asp. Click on the link for the "Tutoring Appointment System."