

HOST 152 : Front Office Operations

Credits: 3

Class Hours: 3 lecture

Recommended: "C" or higher in HOST 101.

Comments: Prior Learning Assessment credit available for this course.

Description: This course studies the philosophy, theory, and current operating procedures of a hotel front office. It concentrates 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.

Semester Offered: Fall

Course Student Learning Outcomes (CSLOs):

1. Interpret statistical information that affects lodging operations.
2. Distinguish and connect the various classifications of lodging operations to work effectively in a front office environment.
3. Perform each of the major front office functions following industry regulations to facilitate transition into a lodging front office environment.