**Rooms’ Division Lab**

**TS1 (60 Hours)**

(60 Hours)

**Course Description:**

This practical course is aiming to introduce the newly enrolled student in hospitality management to the principles and basic applications of the front office operations. It is divided into six parts that represent the stages every guest will go through when using a hotel room. The wisdom behind delivering this course is to let the student practice tangibly all sort of forms used to handle and control the guest account from the pre-arrival stage to the departure stage. It will also introduce the student to all kinds of computations used to measure the performance of the rooms’ division.

**Learning Outcomes:**

After the completion of this course, student should be able to:

* Describe all activities pertaining to the pre-arrival stage of hotel guests.
* Distinguish among all types of reservations, sources of reservations, room types, and the booking procedures.
* Describe the main duties of the front office department.
* Illustrate the basic check-in activities upon guest arrival.
* Explain how to handle guests’ inquiries during their stay.
* Prepare the guest’s account.
* List and explain the functions of the night audit.
* Prepare the daily transcript (La main Courante).
* Illustrate the basic check-out activities upon guest departure.
* Explain the methods of account settlement.
* Understand all types of records used to keep track of hotel guests.
* Compute and analyze all kind of ratios used to measure the performance of the rooms’ division.

**Topics For Training Sessions:**

1. The pre-arrival stage.
2. The arrival stage.
3. The occupancy stage.
4. The maintenance of guests accounts.
5. The departure stage.
6. The measuring of rooms’ division performance.

**Chapter One**

**Pre-Arrival Stage**

**Learning Objectives:**

1. Explain all types of reservations.
2. List and differentiate among all sources of reservations.
3. Describe all room types.
4. Explain how to make a reservation.
5. Explain the difference between individual versus group reservations.

**Contents:**

* 1. The guest cycle
  2. Types of reservations
     1. Guaranteed reservations
     2. Non-guaranteed reservations
  3. Room types
  4. How to make a reservation?
     1. Receiving reservations
     2. Determining room availability
     3. Preparing the reservation form
     4. Preparing a reservation confirmation
     5. Reservation list
     6. Processing deposits
     7. Reservation cancellation and amendment
     8. Managing reservations
  5. Group reservations
     1. pricing
     2. planning
     3. Sources
     4. Booking procedures

**Chapter Two**

**Arrival Stage**

**Learning Objectives:**

1. Explain the main duties of the front office.
2. Prepare for guest’s arrival.
3. Describe the procedures of registration.
4. Assigning room rates.
5. Explain the special concerns for group arrival.

**Contents:**

2.1 The main duties of the reception department

2.2 Welcoming the guest

2.3 Basic check-in activities

2.4 Preparation for guest arrival

2.4.1 The room status report

2.4.2 The expected arrival list

2.4.3 Expected arrivals with special requests

2.4.4 The occupancy planning form

2.5 Registration

2.5.1 Guests with reservations

2.4.2 Walk-in guests

2.4.3 The registration form

2.4.4 The police form

2.6 Room assignment and room rate

2.6.1 Expected arrival

2.6.2 Walk-in guests

2.6.3 Room assignment

2.6.4 Room rate

2.7 Checking the method of payment

2.8 Issuing the room key

2.9 Escorting guests and handling their luggage

2.10 Special concerns for group arrival

2.10.1 Arrival day

2.10.2 The rooming list

**Chapter Three**

**Occupancy Stage**

**Learning Objectives:**

1. Explain the procedures of changing a guest room.
2. Describe all activities related to guests’ requests during their stay.
3. Explain all procedures related to controlling room keys.

**Contents:**

* 1. Changing a guest room
     1. Reasons for changing a room
     2. Changing room procedures
     3. Updating the front desk documents
  2. Information directory
  3. Mail handling
  4. Guest’s messages handling
  5. Telephone and wake-up services
  6. Safe deposit boxes
  7. Controlling room keys
  8. Controlling luggage
  9. Paid outs

3.10 lost and found

**Chapter Four**

**Maintain Guests Accounts**

**Learning Objectives:**

1. Explain the functions of the front office account system.
2. Describe the front office accounting cycle.
3. Define the functions of the night audit.
4. Analyze the daily transcript (La main courante).

**Contents:**

* 1. Functions of the front office accounting system
  2. The front office accounting cycle
  3. Creation of accounts
  4. Maintenance of accounts
  5. Preparing a guest folio
  6. The night audit
  7. Functions of the night audit
  8. The daily transcript

**Chapter Five**

**Departure Stage**

**Learning Objectives:**

1. Understand the check-out procedures of individual versus group.
2. Explain the methods and types of account settlement.
3. Describe how to update the front office records.
4. Analyze the guest history records.

**Contents:**

* 1. Check-out procedures
  2. Departure of a group
  3. Methods of account settlement
  4. Types of settlement
     1. Cash
     2. Check
     3. Traveler’s check
     4. Credit cards
     5. Travel agency voucher
  5. Updating front office records
     1. Room status and front office records
     2. Guest history records

**Chapter Six**

**Measuring Performance of the Rooms Division**

**Learning Objectives:**

1. Understand, analyze, and describe all figures and formulas related to rooms’ division performance.

**Contents:**

* 1. Occupancy percentage
  2. Bed occupancy percentage
  3. The average daily room rate
  4. Average rate per guest

**Recommended Training Manual:**

The principles and applications in Front Office Operations. An appendix of the textbook: Introduction to the Management of Lodging Operations. Second Edition. Sharafeddine, Daouk, Hammoud.