**Rooms’ Division Management**

**TS2 (90 Hours)**

**Course Description**

This course provides students with an in-depth look at the management of the front office department and how it interacts with other hotel departments to create a memorable guest experience. The course is revised with new material on the potential impact of automated information technologies on a variety of front office functions. This course also includes new information on revenue managers; how blogging and social networking affect hotels, manual backup procedures for automated system failure, identify theft prevention, payment cards security standards, and green hotels. In addition a full coverage of the complementary department that support the front office: the Housekeeping. Its role, functions as well as step by step cleaning of all hotel areas under its responsibilities in addition to security department role in the hotel that is considered under the umbrella of rooms division in some hotel chain

**Learning Outcomes:**

After the completion of this course, students will be able to:

1. What is lodging industry and hotel organization
2. What are the different types of reservation, registration, Check in and check out
3. Security role in lodging industry
4. Accounting role in the front office department
5. Responsibility of the front office
6. Role of housekeeping, as well as the new role of housekeeping in saving the environment
7. How do we plan for the housekeeping department
8. OPL and inventory management
9. Cleaning room, bathroom and public area
10. Human resources issues in HK and FO

**Topics covered:**

1. Lodging industry
2. Hotel organization
3. Front Office operations
4. Reservations, registration
5. Front office responsibilities
6. Security in lodging industry
7. Front office accounting
8. Check out and settlement
9. Role of Housekeeping in lodging industry
10. Environmental and energy management
11. Planning and organizing a housekeeping department
12. Managing inventories and controlling expenses
13. Safety and security
14. OPL
15. Cleaning guestrooms and public areas