**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. Four stages of the guest cycle
3. What are the different types of reservation, registration, Check in and check out
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. Safety, health and security in HK department

**Topics covered:**

1. Introduction to front office operations
2. Guest Reservation Stage
3. Guest Arrival Stage
4. Departure Stage
5. Guest Accounting
6. Yield Management
7. Introduction to Housekeeping
8. Cleaning Rooms
9. Laundry and Linen
10. Maintenance
11. Health, Safety and Security

**CHAPTER 1**

**Introduction to Front Office Operations**

**Contents**

1. What is the front office?
2. Why are front of house activities important?
3. Organization structure of a hotel
4. The Rooms Division
5. Role and responsibilities of front of house staff

* Reservations
* Reception (front desk or GSA)
* Guest accounting/billing
* Cashiering and night audit
* Switchboard or telephone operator
* Concierge and uniformed staff
* Guest relations or GRO

1. Job descriptions for front office roles
2. The four sages of the guest cycle
3. Communication with other departments

* Other departments in the hotel
* Property managements systems

1. Different types of hotels

* Different types of establishment
* Different hotel types
* Different guest types
  + Leisure or pleasure travelers
  + Business travelers

**Objectives**

In this chapter you will learn to:

1. The importance of effective front office operations
2. The organization structure of front office operations
3. The role and responsibilities of front-of-house departments and staff
4. An overview of the guest cycle: pre-arrival, arrival, occupancy and departure
5. The role of property management system
6. How front-of-house departments liaise and communicate with other departments in the hotel

**CHAPTER 2**

**Guest Reservation Stage**

**Contents**

1. Handling Inquires

* Means of Reservations-How do enquiries of reservations come in?

1. Handling advanced reservation

* Reservation form
* Will you accept the booking request?
* Can you fulfill the booking request?
* Planned overbooking
* Whitney system card racks
* Room available records
* Guest histories

1. Understanding rooms and rates

* Room and bed types
* Room rates or tariffs
* Inclusive and non-inclusive tariffs
* Price display
* Value added tax (VAT)

1. Confirmations and Guarantees

* Confirming reservations
* Non-guaranteed reservations
* Cancellation procedures
* Group reservation

1. Reservations from other sources

* Central Reservation Systems or CRS
* Global Distribution System-GDS or inter sell agencies

**Objectives**

In this chapter you will learn

1. How to handle initial enquiries
2. How to receive and record reservation requests
3. How to use manual and electronic systems for recording bookings
4. How to guarantee reservations, using deposits and pre-payments
5. The different packages and rates offered by hotels
6. How rooms are allocated
7. How to confirm reservations
8. How to monitor the status of reservations
9. How to cancel reservations if required

**CHAPTER 3**

**Guest Arrival Stage**

**Contents**

1. Receiving and checking-in guests

* Pre-arrival
* Welcoming or receiving guests
* Registration
* Room allocation or assignment
* Booking-out or 'walking out' the guest
* Checking the method of payment
* Issuing keys
* Information and services
* Automated or self-service check-in

1. Monitoring room status

* Checking room status
* Room racks or reception boards

1. Chance arrivals, non-arrivals and booking changes

* Chance arrivals-walk in guests
* Non-arrivals or cancellations
* Changes to the booking or room move

1. Group check-in

* Pre-registration
* Group check-in arrangements

1. VIP guests and special requirements

* Who are 'important guests'?
* Special attention guests (SPATTS)

**Objectives**

In this chapter you will learn

1. Procedures for receiving and checking-in guests
2. How to use room status systems
3. How to deal with chance arrivals, group check-ins, foreign guest registrations and non-arrivals
4. How to deal with VIP guests and guests with special requirements

**CHAPTER 4**

**Departure Stage**

**Contents**

1. Checking-out guests

* Check-out procedures
* Express and self-check-out
* Group check-out

1. Preparing and presenting guest bills

* Guest accounting and billing systems
* Recording deposits and pre-payments
* Agency (commissionable) bookings
* Posting charges
* Handling account queries
* Payment procedures
  + Cash
  + Foreign currency
  + Cheques
  + Traveler cheques
  + Credit cards
  + Debit card
  + Travel agents' vouchers
* Credit accounts

1. What happens if a guest can't pay the bill or fails to do so?

* Walk-outs, skippers and runners

1. Visitors paid outs (VPOs) or disbursements

**Objectives**

In this chapter you will learn

1. Procedures for posting charges, recording deposits and prepayments
2. Procedures for preparing and presenting guest bills
3. Procedures for accepting guest payment, using different methods of payment
4. Procedures for processing visitors paid outs (VPOs), disbursements and petty cash
5. Procedures for foreign currency exchange
6. Procedures for express check-out, late check-out and group check-out
7. Measures to protect the security of cash and other forms of payment

**CHAPTER 5**

**Guest Accounting**

**Contents**

1. Front office accounting

* The purpose of front office accounting and billing systems
* The front office accounting cycle

1. Manual billing systems

* Ledger accounts
* The tabular (guest) ledger or La Main Courante
* Using the tabular ledger
* The City Ledger
* Machine billing systems or Electronic Cash Register ECR
* Computer billing systems

1. Banking

* Banking procedures

1. Cash floats

* How much should be kept in a cash float?
* Administering the cash float

1. Night audit

* What is night audit?
* Night audit tasks and reports
* Computerized audit functions

1. Credit control

* Credit policies
* Guest credit limits
* Why grant privilege-credit- to some customers and not others?

**Objectives**

In this chapter you will learn

1. The basic purpose and nature of front office accounting systems
2. How to use manual, machine and computer billing systems
3. How to conduct banking procedures
4. How to administer cash floats
5. The purpose of night audit procedures and reports
6. The use of ledger accounts
7. The importance of credit checking and credit control

**CHAPTER 6**

**Yield Management**

**Contents**

1. Yield management
2. Decisions involved in yield management

* The profitability of different types of business
* Advance bookings
* When is yield management appropriate?
* Computerized yield management systems
* Average length of stay
* Guest origin
* Average guest expenditure
* Source of booking
* Occupancy and revenue statistics
* Sleeper occupancy percentage
* Revenue, yield and profit statistics
* Yield (percentage revenue achieved)
* RevPAR (Revenue per available room) / Room yield
* GOPPAR (Gross operating profit per available room)

1. Front office reports

* Daily occupancy reports
* Occupancy forecasts
* Departmental notifications
* Arrivals list
* Change notifications
* Guest list
* Room list
* VIP/SPATT and service lists
* Departures list
* Operational reports

**Objectives**

In this chapter you will learn

1. The nature and use of yield management
2. How front office can contribute to maximize occupancy and revenue
3. How to gather and use guest, occupancy and revenue statistics
4. What notifications and operational reports are exchanged between front office and other departments of the hotel

**CHAPTER 7**

**Introduction to Housekeeping**

**Contents**

1. Introduction to Housekeeping

* Challenges for the Housekeeping department:
* Quality controls in housekeeping

1. Organization, staffing and structures

* The housekeeping team
* Turndown service
* The Executive Housekeeper
* Job Description
* Executive Assistant Housekeeper
* Room Attendant (or chambermaid)
* Public Area Cleaner (PA)
* Butler
* Other issues related to Housekeeping
* Outsourcing room cleaning

1. Communication with other departments

* Communication: Housekeeping and Front office
  + Room status terminology
* Communication: housekeeping and maintenance
* Communication: Housekeeping and Food and beverage
* Communication: Housekeeping and Administration
* Communication: Housekeeping and Security
* Communication: Housekeeping and Sales

**Objectives**

In this chapter you will learn

1. Explain the importance of good housekeeping for customers, employees and the organization
2. Present strategies for effective housekeeping quality control
3. Discuss key positions within the department, their responsibilities and organization
4. Describe the housekeeping departments relationship with other departments within the hotel

**CHAPTER 8**

**Cleaning Guest Rooms**

**Contents**

1. Cleaning of guest rooms
2. General step by step room cleaning procedure
3. Entering of a guest room
4. Task to be completed in the room

* Strip the bed(s)
* Making the bed(s)

1. Task to be completed in the bathroom
2. Linen and the supplies needed to prepare the room
3. Placement of guest supplies

* Behind the main door
* In the wardrobe
* Near the luggage rack
* On the mini bar cabinet
* Inside the writing table drawers
* On the top of writing table
* On the bedside table
* Inside the bedside table shelf
* Inside the bathroom

1. VIP guests supplies and amenities
2. Other areas that the housekeeping is responsible for

**Objectives**

In this chapter you will learn

1. How to clean the room
2. How to prepare the bed
3. How to clean bathroom
4. What are supplies needed in guestrooms
5. What are supplies for VIPs

**CHAPTER 9**

**Laundry and Linen**

**Contents**

1. Types of linen

* Considerations when selecting and purchasing linen

1. Laundry

* On Premise Laundry-OPL- or internal laundry
* Advantages and Disadvantages of laundry 'own or contract'?

1. The linen cycle steps

* Step 1 - Use of linen/soiled linen
* Step 2 - transport of linen to linen room
* Step 3 - counting and sorting of linen
* Step 4 - washing of linen
* Step 5 - drying linen
* Step 6 - pressing and folding
* Step 7 - storing linen
* Step 8 - issuing linen

1. The control of linen

**Objectives**

In this chapter you will learn

1. Explain the different types of linen, their strengths and weaknesses
2. Describe the considerations when selecting and purchasing linen
3. Present the linen cycle and explain the key quality and financial considerations at each stage
4. Discuss the function of a linen room, its equipment and systems
5. Define different strategies to control linen

**CHAPTER 10**

**Maintenance**

**Contents**

1. Introduction to maintenance

* Objectives of the maintenance department

1. Staffing and resources

* Chief Engineer - job description
* Main areas of maintenance
* Types of maintenance
  + External contracted maintenance
  + Emergency maintenance
  + Renovations and refurbishments
* The 'work order system' - day-to-day repairs

1. Environmental management in accommodation

* Advantages of going greener
  + Common environmental challenges and problems in hotels
  + Green hotel strategies in bedrooms
  + Eco initiatives in the laundry
  + How hotels can achieve good environmental management
  + Working with the 'local community‘
  + Examples of how hotels can work with the local community

**Objectives**

In this chapter you will learn

1. Explain the Importance of good maintenance for customers, employees and the organization
2. Present strategies for effective maintenance quality control
3. Discuss key positions within the department, their responsibilities and organization
4. Discuss the different types of maintenance and explain the main areas of responsibility for this department within the hotel.
5. Explain ways that hotels can be more environmentally friendly in their operations and towards the community

**CHAPTER 11**

**Health, Safety and Security**

**Contents**

1. The importance of health, safety and security

* Who is responsible?
* Communication

1. Safety and security risks for customers

* Examples

1. Health and safety risks for housekeeping employees

* Security of customers and their assets

1. Prevention and legislation

* The Health and Safety
* Manual Handling Regulations
* Ergonomics - a safe office environment
* Control of Substances Hazardous to Health
* Material Safety Data Sheet (MSDS)
* Personal Protective Equipment at Work Regulations 'PPE'
* First-aid regulations
* Fire
* Safety Signs and Signals Regulations

1. Risk assessment

* What is a risk?
* What is a hazard?
* Requirements

1. Hotel leisure facilities

**Objectives**

In this chapter you will learn

1. Identify the importance of Health and Safety in the workplace
2. Highlight some of the Health and Safety risks in the workplace and suggests steps which could be taken to minimize these
3. Explain the importance of security to customers
4. Identify some security risks that might be found in a hotel
5. Carry out a risk assessment
6. Detail the main health and safety considerations in operating leisure facilities