



Module Title	Front Office Management		
Module Code	HOS200		
Module Type	Compulsory	ECTS	6
Year / Semester	Year 1/Semester 2		
Module Purpose and Objectives	<p>This module is designed to provide students with a comprehensive understanding of front office management practices and their impact on the guest's experience. Focusing on the significance of the front office, students will gain the necessary competencies for all front office procedures, communications and management within the context of the overall operation of a hotel.</p>		
Learning Outcomes	<p>By the end of this module, students will be able to:</p> <ul style="list-style-type: none"> • Understand the operational functions of the front office. • Explain the crucial role of front office operations in hotel management. • Demonstrate guest check-in and check-out procedures. • Identify communication channels between the front office and other hotel departments. • Compare and contrast perspectives on 'quality service' for guests and hotels. 		
Module Content	<p>This module provides a comprehensive overview of key topics within the hospitality industry. Students explore fundamental roles, interdepartmental communication, staff management, Front Desk structure, hotel sales, guest cycle management, revenue and yield management, in-house sales promotion, and property management systems. This curriculum ensures a thorough understanding of essential concepts for success in hospitality.</p>		
Teaching Methodology	<p>The module is delivered over a combination of lectures, videos, group discussions, audio visual aids, seminars, tutorials, workshops, case studies. All lecture material and additional information will be available through our Moodle platform.</p>		
Assessment	<p>Assessments will be a midterm and final examination, with the final grade including semester attendance & participation and a hotel industrial visit.</p>		