**Course Code : HIM 2304 Credit : 3(3-0-6) Front Office Operation and Management**

**Semester : 2 Academic Year : 2017 (2560) Lecturer : Ms.Nuntana Ladplee**

**Lecturer Room : 305 Mobile : 095-953-6924**

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Front desk operation; guest service cycle; hotel terminology; systems; techniques for dealing with guest; departmental structure and management; reservations; check-in and check-out; guest requests and issues.

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| **Week** | **Wednesday****09.00-12.00** | **Topic/Outline** | **Remark** |
| 1 | 10 Jan | Introduction and explanation of course syllabus  | VDO Analysis |
| 2 | 17 Jan | **Chapter 1** : Front Office Operation |  |
| 3 | 24 Jan | **Chapter 2** : Reservation  |  |
| 4 | 31 Jan | **Chapter 3** : Arrival Procedure |  |
| 5 |  7 Feb | Quiz | Score 5 points |
| 6 | 14 Feb | **Chapter 4** : Departure Procedure |  |
| 7 | 21 Feb | **Chapter 5** : Front Office Strategy |  |
| 8 |  *~~28 Feb~~\** | *Lecturer will attend conference in Austria* |  |
| 9 | 7 Mar | Midterm Examination  | Score 20 points |
| 10 | 14 Mar | **Chapter 6** : English Conversation for Front Office Department  |  |
| 11 | 21 Mar | Individual Presentation  | Score 10 points |
| 12 | 28 Mar | Hotel Room Inspection **Test** @ Mock Up | Score 10 points |
| 13 | 4 Apr | Attend “Seminar” at SSRUIC in Room 306 |  |
| 14 | 11 Apr | Submit Case Study of Front Line Services (Couple Assignment) | Score 10 points |
| 15 | 18 Apr | Make up class (If needed) |  |
| 16 | (TBA) | Final examination  | Score 30 points |

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|  | **Assessment Activities** | **Proportion****for****Assessment** |
| 1 | Class Attendance | 5% |
| 2 | Participation/Discipline | 5% |
| 3 | Individual Assignment/Homework/ Class Activity | 20% |
| 4 | Couple Assignment | 20% |
| 5 | Midterm Examination | 20% |
| 6 | Final Examination | 30% |

**Week 1**

**Class Activity Today**

**VDO**

**What front office attendant should not do when working ?**

**Please list 20 unprofessional front office duties.**