

COURSE OUTLINE

1. GENERAL INFORMATION

FACULTY	ECONOMY AND MANAGEMENT		
DEPARTMENT	ORGANIZATIONS MANAGEMENT, MARKETING AND TOURISM		
LEVEL OF STUDY	UNDERGRADUATE		
COURSE CODE	1605 - 230622	SEMESTER	6th
TITLE	FRONT OFFICE MANAGEMENT AND FUNCTIONS		
Autonomous Teaching Activities		WEEKLY TEACHING HOURS	CREDITS
Lectures, Laboratory Exercises		1T3L	5
TOTAL		4	5
COURSE TYPE	SPECIAL BACKGROUND		
PREREQUISITE COURSES	NONE		
TEACHING LANGUAGE	GREEK AND ENGLISH		
COURSE OFFERED TO ERASMUS STUDENTS	YES		
COURSE WEBPAGE (URL)	http://ommt.ihu.gr/wp-content/uploads/courses21/210624_Per_Dioikhsh-kai-leitoyrgies-ypodoxhs.pdf		

2. LEARNING OUTCOMES

Learning outcomes
<p>1. KNOWLEDGE: The management and organization functions of the reception department of a hotel business are described in detail, while the room reservations, the arrival, stay and departure procedures of the clients in collaboration with the housekeeping and maintenance department are determined. The possibility of learning all the above functions through specialized hotel programs on PC is combined, acquiring satisfactory knowledge of handling them.</p> <p>2. UNDERSTANDING: Crises such as hotel overcrowding are assessed and addressed.</p> <p>3. APPLICATION: Price lists are classified by market segment. The financial transactions during the stay of the customers up to the moment of the issuance of the legal document at the departure of the customer are examined and calculated with absolute accuracy. Calculates the debts for the goods and services provided.</p> <p>4. ANALYSIS: Combines internal control in both debit and cash registrations. Revenue is analyzed and accommodation statistics are developed in conjunction with proper data control at the end of each day.</p> <p>5. COMPOSITION: The necessary collaborations are proposed between the staff of the same department as well as the other departments of the company. New services of high quality are created and implemented, contributing to customer satisfaction.</p> <p>6. EVALUATION: Evaluates the methods for providing security to customers and accommodation</p>

staff. Compares service data and concludes new methods for maintaining and upgrading them.

General Skills

- Search, analysis and synthesis of data and information, using the necessary technologies
- Adaptation to new situations
- Decision making
- Autonomous work
- Teamwork
- Respect for diversity and multiculturalism
- Work in an international environment

3. COURSE CONTENT

1. Hotel Industry
2. Hotel Business Rooms Department
3. Reception Department
4. Reservations
5. Sales
6. Arrivals
7. Provided Services
8. Hospitality
9. Departures
10. Fund Functions
11. Revenue and statistics analysis
12. Hotel Security
13. Reception Management

4. TEACHING AND LEARNING METHODS - ASSESSMENT

TEACHING METHOD	Face to Face	
ICT USE	Use of ICT in theory, in the laboratory, and communication with students.	
TEACHING ORGANIZATION	<i>Activities</i>	<i>Working Load per Semester</i>
	Lectures	13
	Computer lab exercises with hotel programs and internet use	39
	Seminars	20
	Educational visits	42
	Tutoring	36
	TOTAL	150
ASSESSMENT	<p>The assessment is done in Greek and English for Erasmus students.</p> <p>In theory with short development and multiple-choice questions at the end of the semester.</p> <p>In the laboratory with exercises in real working conditions with computers at the end of the semester.</p>	

	Students are allowed to see the correct answers and to cross-check the correctness of their grading on the course website.
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5. REFERENCES

-Suggested bibliography:

- Front Office Management, Theocharis N, 2012
- Hotel business room management, Theocharis N, 2016.
- Hotel management and operations, Denney G. Rutherford, Michael J. O'Fallon, John Wiley and Sons, 2010
- Foundations of lodging management, David K. Hayes, Jack D. Ninemeier, Pearson / Prentice Hall, 2005
- Hotel Operations Management, Hayes, D. & Ninemeier, J. (2004), New Jersey: Prentice-Hall
- Managing Front Office Operations, Michael L. Kasavana, and Richard M. Brooks
- Hotel and Lodging Management: An Introduction, 2nd Edition, Alan T. Stutts, James Wortman, 2005
- Front Office Operations, Dix Colinand BairdChris
- Front Office, Abbott Peter - Lewry Sue
- Rooms at the Inn: Front Office Operations & Administration, Foster Denis
- Hotel Front Office Management, James A. Bardi

WEBSITES

- <http://www.grhotels.gr/GR/Pages/default.aspx> (Ξενοδοχειακό Επιμελητήριο Ελλάδας)
- <http://www.sete.gr/> (Σύνδεσμος Ελληνικών Τουριστικών Επιχειρήσεων)
- <http://greektourismblog.com/> (Το blog του Συνδέσμου Ελληνικών Τουριστικών Επιχειρήσεων)
- <http://www.grhotels.gr/> (Ινστιτούτο Τουριστικών Ερευνών και Προβλέψεων, ΙΤΕΠ)
- <http://www.hotelwalker.gr/> (Οδηγός Ξενοδοχειακών Πληροφοριών)
- <http://www.traveldailynews.gr/> (Ηλεκτρονική Τουριστική Εφημερίδα)
- <http://www.touristiki-agma.gr/> (Τουριστικό Περιοδικό)
- <http://www.lhw.com/> (Leading Hotels of the World)
- <http://www.slh.com/> (Small Leading Hotels of the World)
- <http://www.preferredhotels.com/> (Preferred Hotels and Resorts)
- <http://www.hots-simulation.com/> (simulation based on the management of a large hotel)
- <http://www.hotelschool.cornell.edu/research/chr/> (The Center for Hospitality Research of the Cornell University)
- <http://www.lhonline.com> (Lodging Hospitality: ideas for hotel developers and operators)
- <http://www.hotelmotel.com> (Hotel and Motel Management)
- <http://www.pkfc.com> (Hospitality Research Company)
- <http://www.hotelmule.com> (On-line community for hospitality and tourism industry professionals)