



**Douglas  
College**

**EFFECTIVE: JANUARY 2012**  
**CURRICULUM GUIDELINES**

A. Division: Academic

Effective Date:

**M:** Course Objectives / Learning Outcomes

At the end of the course, the successful student should be able to:

1. Describe the roles and responsibilities of the Front Office;
2. Describe Front Office Procedures;
3. Identify stages of the guest cycle;
4. Apply principals of customer service;
5. Use Front Office accounting procedures;
6. Apply terminology and basic concepts related to front desk operations;

**O:** Methods of Instruction

The course will be conducted on the basis of lectures, discussions and use of a property management system software.

**P:** Textbooks and Materials to be Purchased by Students

Vallen, G., Vallen, J. Check In Check Out, Latest Canadian Ed. Toronto Prentice Hall

And/Or

Kassvana, M. L. and Richard Brooks. Managing Front Office Operations, Latest Ed. New York: Van Nostrand Reinhold.

And/Or

Steadmon, Charles E. Managing Front Office Operations, Latest Ed. East Lansing, MI: The Education Institute of the American Hotel and Motel Association.

**Q:** Means of Assessment

Participation	10%
Class Assignments	20%
Term Projects	30%
Midterm Examination	20%
Final Examination	