



**Victoria University
of Bangladesh**

Front office Management

**Course Profile
Fall 2016**

Level	Undergraduate
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Unit of Credit	Three(3)
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Duration:	36 Hours
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Course structure: Two lecture of 1.5 hours each per week

Kamrul Hasan Bhuiyan

Lecturer

Department of Tourism & Hospitality Management

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Text book:

Managing Front Office Procedures – 333T - Sixth Edition
 Michael L. Kasavana / Richards M. Brooks

Teaching Philosophy

My teaching philosophy is to effectively facilitate creation of a positive multi-way learning environment, and application of classroom theory into real-world practice.

Course Objective:

The Managing Front Office Operations course is designed to provide students with a basic understanding of front office procedures in the hospitality industry. Students will understand, organize, perform and evaluate front office functions that are critical to the success of a hotel. Students will be trained in the importance of guest service, along with the any technical aspects of front office management.

Lecture	Chapter	Topic cover
Lecture 01	Chapter 01	The Lodging Industry
Lecture 02	Chapter 01	The Lodging Industry
Lecture 03	Chapter 01	Hotel Organization
Lecture 04	Chapter 02	Hotel Organization
Lecture 05	Chapter 02	Reservations
Lecture 06	Chapter 03	Reservations
Lecture 07		Case Study
Lecture 08	Chapter 03	Registration
Lecture 09	Chapter 04	Front Office Responsibilities
Lecture 10	Chapter 04	Security and the Lodging Industry
Lecture 11	Chapter 05	Security and the Lodging Industry
Lecture 12		Case Study Based on Previous lecture
Mid Term Exam		
Lecture 13	Chapter 07	Front Office Accounting
Lecture 14	Chapter 08	Front Office Accounting
Lecture 15	Chapter 08	Front Office Accounting
Lecture 16	Chapter 09	Check-out and Settlement
Lecture 17	Chapter 10	The Front Office Audit
Lecture 18	Chapter 11	The Front Office Audit
Lecture 19	Chapter 11	Planning and Evaluating Operations
Lecture 20	Chapter 11	Planning and Evaluating Operations
Lecture 21	Chapter 18	Presentation and report submission
Lecture 22	Chapter 19	Self Development Program
Lecture 23		Case study
Lecture 24	A review class for the final Exam	
Final Examination		

Assessment for student

Assessment for the course will be based on-

Worksheet(Class Test, Class Percentage, Class participation and assignment)	25%
Presentation and report	15%
Mid Term Exam	20%
Final Exam	40%

The following Grading and point system will be followed:

Numerical Grade	Letter Grade		Grade Point
80% and above	A+	(A plus)	4.0
75% to less than 80%	A	(A regular)	3.75
70% to less than 75%	A-	(A minus)	3.5
65% to less than 70%	B+	(B plus)	3.25
60% to less than 65%	B	(B regular)	3.0
55% to less than 60%	B-	(B minus)	2.75
50% to less than 55%	C+	(C plus)	2.5
45% to less than 50%	C	(C regular)	2.25
40% to less than 45%	D	(D regular)	2.0
Less than 40%	F	(Fail)	0.0

Note 1: If letter grade I (Incomplete) is awarded to any student in any course ,it will indicate that he/she has attended the course but did not appear in the semester final examination .Letter W indicate withdrawn from the course .

Note 2: Term Paper should be 1500-2000 words should at first be sent in the email attachment later by binding process .Presentation should be completed before one week of the semester final examination.

Classroom Policies:

Attendance and participation in class discussion and activities are expected of all students enrolled in this class. Attendance will be taken regularly and at any moment during each class meeting. Students must be present and participating in class discussion and activities in order to obtain credits. If an emergency arises forcing you to be absent from a class period or an activity, it is your responsibility to contact the instructor (in advance if possible) so that an alternative plan can be developed.