COLLIN COLLEGE

BUSINESS AND COMPUTER SYSTEMS

COURSE SYLLABUS

Course Information

Course Number: HAMG 1313

Course Title: Front Office Management

Course Description: Functions of front office operations as they relate to customer service. Includes a study of front office interactions with other departments in the lodging operation.

Course Credit Hours: 3
Lecture Hours: 3

Prerequisite: HAMG 1321

Student Learning Outcomes:

- **State Mandated Outcomes:** Upon successful completion of this course, students will:
  1. Identify the various service levels and market segments in the lodging industry as they pertain to the front office area of the hospitality operation.
     (SCANS: C2, C3, C4, C5, C7, C10, C11, C12, C13, C14, C15, C16, C17, C18, C19, F1, F2, F4, F5, F8, F9, F10, F11, F12, F13, F14)
  2. Identify front office responsibilities, accounting procedures, revenue management, checkout and settlement procedures, and night audit functions and verification.
     (SCANS: C1, C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C17, C18, C19, C20, F1, F2, F3, F4, F5, F7, F8, F9, F10, F11, F12, F13, F14, F15, F16)

Secretary's Commission on the Acquisition of Necessary Skills (SCANS)- SCANS skills are a group of foundational skills and workplace competencies that the Secretary's Commission on the Acquisition of Necessary Skills established as vitally important for workplace success in the 21st century. In Collin's workforce programs, the SCANS skills are developed and reinforced throughout the curriculum to provide students with an opportunity to hone these skills/competencies in the context of their education. Over the course of an entire degree program, the successful student is expected to demonstrate all of the SCANS skills and competencies as part of their education. The SCANS Foundation Skills and Workplace Competencies are described at:
http://www.collin.edu/academics/programs/Workforce_SCANS_Skills_Syllabi_Code_Key.pdf

Withdrawal Policy: See the current *Collin Registration Guide* for last day to withdraw.

Collin College Academic Policies: See the current *Collin Student Handbook*

Americans with Disabilities Act Statement: Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to contact the ACCESS office, SCC-D140 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.