

DEPARTMENT OF BUSINESS AND OFFICE ADMINISTRATION

COURSE OUTLINE – Fall 2024

HP2410 (A2): Front Office & Hotel Operations – 3 (3-0-1) 60 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR: Bianca Dudenhoffer **PHONE:** (780) 539 - 2864
OFFICE: C205 **E-MAIL:** bdudenhoffer@nwpolytech.ca
OFFICE HOURS: Mon/Wed: 11:30 am – 1:00 pm or by appointment, best way to contact: email

CALENDAR DESCRIPTION:

In this course, students are introduced to the accommodations industry within Canada. Theoretical and practical operations of the rooms division within hotels are explored with a focus on the flow of business from reservations to check-out. Hotel organizational structure, guest relations, security and emergency response, housekeeping, night audit, revenue and yield management are all explored in the course.

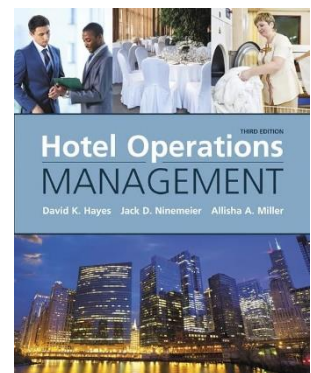
PREREQUISITE: BA1150

REQUIRED TEXT/RESOURCE MATERIALS:

Hayes, D. K., Ninemeier, J. D., & Miller, A. A. (2017). Hotel Operations Management. (3rd Edition). Boston: Pearson.

For device, software, and network requirements, please visit the following link:

[Student Technical Support | Northwestern Polytechnic \(nwpolytech.ca\)](https://www.nwpolytech.ca/technical-support)



DELIVERY MODE(S): On-campus (face-to-face) – This type of course will be delivered on campus in a specific location which will be indicated on the student timetable. Students are expected to fully attend in person. On a weekly basis, HP2410 has three hours of instructional time and one hour of lab time. The classwork will be comprised of lectures, class discussions, group work, presentations, and examinations. Where appropriate and when available, guest speakers and field study will be used, which may require flexibility in scheduling.

LEARNING OUTCOMES:

Upon completion of this course students will be able to:

1. Compare accommodations industry components and service levels.
2. Examine segmentation as it applies to the accommodation industry and specify how hotels market to guests.
3. Demonstrate front desk customer service techniques including courteous guest relations, individual customer requests, effective time management and appropriate technical skills.
4. Determine strategies to protect customer/guest personal information.
5. Describe how front office staff contribute to organizational revenue management.
6. Perform basic Front Office accounting processes and controls in preparation for the night audit.
7. Assess the functions of facilities management within the accommodations sector.
8. Describe the integration and collaboration of the various departments within a hotel.
9. Explain guest management systems and their importance in the accommodations industry.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check to ensure the transferability of this course at the Alberta Transfer Guide main page

<http://www.transferalberta.alberta.ca>.

**** Grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability**

EVALUATIONS:

Assessment	Weighting
Participation	15%
Quizzes (10)	15%
Midterm	15%
Opera Software Training	25%
Final Exam	30%
Total	100%

ASSIGNMENT AND PROJECT POLICIES:

- You are strongly encouraged to complete all participation exercises, assignments, quizzes, outings, and exams.

- You must contact the instructor to make arrangements if you anticipate missing an evaluation BEFORE the evaluation date. Valid reasons include conflict with religious beliefs, domestic problems, bereavement, or illness. In the case of illness (physical, mental, or emotional), medical documentation may be required.

Quizzes

- There will be 10 quizzes dispersed throughout the semester administered through MyClass.
- All quizzes must be completed before the due date expires or the student will receive a mark of zero (0) for any missed quizzes.
- You will be given 1 attempt at each quiz.
- Once the quiz has been started, you must complete the entire quiz within the set time limit.
- Logging off or losing the internet connection during the quiz will result in a grade based only on the proportion of the exam that has been completed. It is important to have a reliable internet connection when attempting an exam.
- The lowest score on the quizzes will drop off, so you will be graded on 9 out of 10 quizzes.

Midterm Exam

- This midterm is to be taken in class, so please be sure to be present.
- The midterm format will be communicated to you through MyClass before the midterm date.
- If you miss an exam, you will have a grade of 0 for that test, unless you had prior permission with a valid reason. Valid reasons include conflict with religious beliefs, domestic problems, bereavement, or illness. In the case of illness (physical, mental, or emotional), medical documentation may be required.

Final Exam

- Final exams will be written as scheduled by the Registrar's office during the exam period. Do not plan activities during this period. Examinations will start at the scheduled time. Extra time will not be allotted to students who arrive late for an examination.
- Students who fail to report for a scheduled examination, and who do not qualify for a deferred examination, will receive a grade of "F" for the missed examination.
- Deferred final examinations may only be granted when an examination has been missed or interrupted because of illness, domestic problems, or a conflict with religious beliefs. In the case of illness (physical, mental, or emotional), medical documentation may be required.
- The Final Exam for HP2410 will be a 2-hour exam.
- The final exam format will be communicated to you through MyClass before the midterm date.

GRADING CRITERIA:

Please note that most universities will not accept your course for transfer credit **IF** your grade is **less than C-**.

Grading Chart for courses with Alpha Grading:

Alpha Grade	4-point Equivalent	Percentage Guidelines	Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100	C+	2.3	67-69
A	4.0	85-94	C	2.0	63-66
A-	3.7	80-84	C-	1.7	60-62
B+	3.3	77-79	D+	1.3	55-59
B	3.0	73-76	D	1.0	50-54
B-	2.7	70-72	F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

HP 2410 - Front Office & Hotel Operations, Tuesday/Thursday				
Module	Week Start Date	Topic	Required Reading	Activity
1	Sept 4	Course Information/Course Overview	Course Outline	
2	Sept 8	Overview of the Hotel Industry	CH 1	CH 1 Quiz Due Sunday 11:59 pm
3	Sept 15	The Guest Service Imperative	CH 2	CH 2 Quiz Due Sunday 11:59 pm
4	Sept 22	The Hotel General Manager	CH 3	CH 3 Quiz Due Sunday 11:59 pm
5	Sept 29	Hotel Accounting	CH 6	CH 6 Quiz Due Sunday 11:59 pm
6	Oct 6	Revenue Management	CH 7	CH 7 Quiz Due Sunday 11:59 pm
7	Oct 13	Midterm	CH 1,2,3,6,7	Midterm, Thursday October 17
8	Oct 20	Front Office	CH 9	CH 9 Quiz Due Sunday 11:59 pm
9	Oct 27	Housekeeping	CH 10	CH 10 Quiz Due Sunday 11:59 pm
10	Nov 3	Food & Beverage	CH 11	CH 11 Quiz Due Sunday 11:59 pm
11	Nov 10	FALL BREAK (NO CLASSES)		
12	Nov 17	Property Operation and Maintenance	CH 12	CH 12 Quiz Due Sunday 11:59 pm
13	Nov 24	Personal Safety & Property Security	CH 13	CH 13 Quiz Due Sunday 11:59 pm
14	Dec 1	OPERA Skills Week	OPERA Software	
15	Dec 8	Last day of class/review	1-3,6-7,9-13	

The above schedule may be revised at the discretion of the instructor based on class requirements.

STUDENT RESPONSIBILITIES:

Attendance: Students are expected to attend all scheduled lectures, arrive on time, and remain for the duration of the activities. Arriving late and leaving early is disruptive to the entire class. Frequent tardiness

may be treated as an absence. **Students with absences in excess of 6 classes may be refused permission to write the final exam.**

Email: Email is the preferred option to communicate with your instructor. **Email correspondence to your instructor must be sent from your NWP student email account.** Emails should be professionally formatted and include a subject, correct spelling and grammar, and a reference to course material and/or textbook pages, etc. Emails that do not adhere to this format may not be responded to.

Recording: Photographing and/or recording course content is strictly prohibited unless advance permission is obtained from the instructor and any guest presenter(s). In the event permission is granted, such recordings may only be used for individual study, and may not be reproduced, transferred, distributed or displayed in any public manner.

Please click on the following link to read the student Rights and Responsibilities Policy:

<https://www.nwpolytech.ca/about/administration/policies/fetch.php?ID=69>

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available at <https://www.nwpolytech.ca/about/administration/policies/index.html>.

**Note: all Academic and Administrative policies are available on the same page.