

Room Division Management

Intended Module Learning Outcomes

On successful completion of this module learners will be able to:

1. Identify the key functions of the Rooms Division department
2. Associate the role of the Rooms Division Manager with the management function of a hospitality provider in an effective manner
3. Explain the rooms division manager/front office manager's role as leader and decision maker
4. Discuss the importance of the Rooms Division department in the service provision within the hospitality context
5. Demonstrate the basic techniques of reservations, registration, room allocation and guest accounting
6. Examine the role of Revenue Management and its application within the Rooms Division department
7. Design standard operational procedures that can be utilised in the management of guest services
8. Identify and examine the various technology packages used in the management of the rooms division department
9. Explain the role of Rooms Division managers in managing human resources.

Module Objectives

This module focuses on the key principles of room's division management within the international hospitality industry. It provides learners with an insight into this dynamic hospitality sector and demonstrates to them the importance of this department as a major revenue generator with the lodging sector. It also gives the learner's the opportunity to develop their operational and management knowledge of this key functional department.

This module aims:

- To provide learners with a full appreciation of the aspects of managing the rooms division department

- To enable learners to identify and critically examine the role the rooms division manager in the management of lodging operations
- To ensure learners are fully aware of the importance of providing customers with quality lodging services
- To enable learners to identify the rooms division manager's role as a leader and decision maker.

Module Curriculum

Rooms Division Management

- An overview of the Rooms Division Department
- The role and responsibilities of a Room Division Manager

Front Office Operations

- The Guest Cycle, reservations, registration, legal issues, room assignment, check in procedures, key cards etc.
- Front Office Responsibilities
- Front Office accounting
- Check-out and settlement, the night audit, safety deposit
- The use of technology in the front office department – Property Management Systems, Reservation Technology Systems
- Selling from the Front Office

Room Division/Front Office Management

- Planning and Evaluating Operations
- Revenue Management – Statistical Reporting; Room Rate Management;
- Managing Human Resources
- Managing Guest Services
- Future trends and developments in the Rooms Division