



**Philadelphia University**  
**Faculty of Administration and Financial Sciences**  
**Department of Tourism and Hotel Management**  
**First Semester, 2008/2009**

**Course Syllabus**

<b>Course Title :Accommodation Management 1</b>	<b>Course code: 0381210</b>
<b>Course Level: second year</b>	<b>Course prerequisite (s) and/or corequisite (s): 0381101</b>
<b>Lecture Time:</b>	<b>Credit hours:3</b>

**Academic Staff Specifics**

<b>Name</b>	<b>Rank</b>	<b>Office Number and Location</b>	<b>Office Hours</b>	<b>E-mail Address</b>

**Course module description:**

**This course aims to provide students with the necessary skills and knowledge of the Front office function and its relationship with other departments within the organizational chart of the hotel. The emphasis will be on the recent techniques for reservation and guest relation.**

**Course module objectives:**

- 1- To recognize and discover the importance of room division in the management policy of the hotel front office and back the house .
- 2- To determine the front office department .

**Course/ module components**

- **Books (title , author (s), publisher, year of publication)**
- **Food and Brevard service by dennis.R John.A Fifth Edition**
- **Support material (s) (vcs, acs, etc). 1-Monthly Statistical Bulletin , Contal Bank of Jordan**
- **Study guide (s) (if applicable) 2- IMF : International Financial Statistics**
- **Homework and laboratory guide (s) if (applicable).**

**Teaching methods:**

Lectures, discussion groups, tutorials, problem solving, debates, etc.

**Learning outcomes:**

- **Knowledge and understanding**
  - 1- To understand the job- task for the different departments of the hotel .
  - 2- To make students become more fouriliar and understand the relationship between various hotel departments within the organizational structure
- **Cognitive skills (thinking and analysis).**

**Communication skills (personal and academic).**

- 1- To make the student familiar with the natural and skills of front of office
- 2- To make the student feels that he is apart of the hotel product .

- **Practical and subject specific skills (Transferable Skills).**

- 1- Skills of using and applying computer programs and systems i-e-fidelio program for hotel reservation .

**Assessment instruments**

- Short reports and/ or presentations, and/ or Short research projects
- Quizzes.
- Home works
- Final examination: 50 marks

<b><u>Allocation of Marks</u></b>	
<b>Assessment Instruments</b>	<b>Mark</b>
First examination	<b>15</b>
Second examination	<b>15</b>
Final examination: 50 marks	<b>50</b>
Reports, research projects, Quizzes, Home works, Projects	<b>20</b>
Total	<b>100</b>

### **Documentation and academic honesty**

- Documentation style (with illustrative examples)

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- Protection by copyright
- Avoiding plagiarism.

### **Course/module academic calendar**

<b>week</b>	<b>Basic and support material to be covered</b>	<b>Homework/reports and their due dates</b>
(1)	An introduction to the hotel front office department	
(2)	The organizational chart of the hotel F. F. department	
(3)	Analyzing the employee job- task	
(4)	Reception department	
(5)	Information department	
(6)	Reservation department	
<b>First examination</b>		
(7)	Accounting department	
(8)	The relationship between F. O. and other hotel departing	
(9)	Preparing for tourist arrival contact and welcome	
(10)	Front office reports	
(11)	Room yield management	
<b>Second examination</b>		
(12)	Principles and hotel of hotel bwines	
(13)	Tourist rights and responsibilities according to international law	
(14)	Case student	
(15)	Training	
<b>Specimen examination (Optional)</b>		
(16)	General review	
<b>Final Examination</b>		

**Expected workload:**

On average students need to spend 2 hours of study and preparation for each 50-minute lecture/tutorial.

**Attendance policy:**

Absence from lectures and/or tutorials shall not exceed 15%. Students who exceed the 15% limit without a medical or emergency excuse acceptable to and approved by the Dean of the relevant college/faculty shall not be allowed to take the final examination and shall receive a mark of zero for the course. If the excuse is approved by the Dean, the student shall be considered to have withdrawn from the course.

**Module references****Books:**

code	course	Author	Title	Edition	Publisher	ISBN
0381210	ادارة الاىواء 1	د. حميد الطائي	إدارة المكتب الأمامي في الفنادق	الأولى	دار زهران	383.47677
		د. نزيه الدباس	إدارة قسم الغرف الدوائر الأمامية والحجوزات	الثانية	دار الحامد	6479
		Bardi	Hotel front office management	Second	Wiley	-471-0 4-28568
		Abbot, lewry	Front office, procedures, socral skills and yield management	Second	Butterworth Heinemann	0-7506- 4230-0
		Rutherford	Hotel , management & Operation	Second	Wiley	0-471- 28568-4

**Journals**

- 1- American hotel and motel association
- 2- Annals of tourism research
- 3- Tourism review

**Websites**

Library.Uef-edu.resen,quide food asp.