

Course Title	ROOM DIVISION MANAGEMENT
Course Code	HTL 416
Course Purpose and Objectives	The purpose of this course is to outline the duties and responsibilities of key executives and department heads. Students will be able to design an organizational chart of the rooms division of a hotel. They will be able to discuss the main functions of the rooms' division departments and the property management systems, calculate occupancy percentages, average daily rates, and actual percentage of potential rooms' revenue. They will also be able to analyze the importance of the reservations and guest services functions and critically evaluate the complexities and challenges of the concierge, housekeeping, and security/loss prevention departments.
Learning Outcomes	<ol style="list-style-type: none"> 1. Critically evaluate the key components of service quality in a guest experience context across all rooms-related departments of an accommodation business. 2. Process guest reservations and manage room bookings efficiently following the correct calculations. 3. Perform guest check-in and check-out procedures. 4. Conduct front-office accounting tasks including posting room charges, maintaining guest accounts and settling accounts upon departure. 5. Perform various housekeeping related tasks, including logging and reviewing room maintenance requests. 6. Critically evaluate the key safety and security issues relevant to hotels and resorts and how they influence the operation of the Rooms Division.
Course Content	<ul style="list-style-type: none"> • The hotel Industry • Room division management • The reservations process • Guest services and rate structures • The hotel revenue cycle