



UNIVERSITI TEKNOLOGI MARA

HTH225: FRONT OFFICE MANAGEMENT

Course Name (English)	FRONT OFFICE MANAGEMENT APPROVED	
Course Code	HTH225	
MQF Credit	3	
Course Description	no description provided	
Transferable Skills	lectures lab practical	
Teaching Methodologies	Lectures, Lab Work, Practical Classes	
CLO	<p>CLO1 Apply the knowledge, principles and procedures of the Front Office department in managing operation of guest accommodation functions.</p> <p>CLO2 Efficiently use the property management system to perform the front office procedures.</p> <p>CLO3 Practice effective people skills in managing operation of guest accommodation functions.</p>	
Pre-Requisite Courses	No course recommendations	
Reading List	Reference Book Resources	<ul style="list-style-type: none"> • Ismail, A. 2002, <i>Front Office Operation and Management</i>, Thomson Delmar: New York. • Bardi, J. A. 2007, <i>Hotel Front Office Management</i>, 4 Ed., John Wiley & Sons Inc.: New York. • <i>Fidelio V7.13-Window Based Software</i>. • Woods, R., Ninemeier, J.D., Hayes, D.K. & Aus 2006, <i>Professional Front Office Management</i>, Prentice Hall • Vallen, G.K. & Vallen, J.J. 2008, <i>Check in Check Out: Managing Hotel Operations</i>, Prentice Hall
Article/Paper List	This Course does not have any article/paper resources	
Other References	This Course does not have any other resources	