



Republic of the Philippines

Department of Education

DepEd Complex, Meralco Avenue, Pasig City

STRENGTHENED SENIOR HIGH SCHOOL CURRICULUM

HOTEL OPERATION (FRONT OFFICE SERVICES)

Grade 11/12

Course Description:

Hotel Operation (Front Office Services) is designed to provide basic concepts and skills to deliver efficient guest experience. This covers daily operations in the hotel such as guest reservations, check-in, check-out, and billing procedures. This course will develop customer-relation skills and prepare learners of the different roles in the hospitality industry. Upon completion, learners are eligible to take assessments to earn National Certificate level II in Front Office Services, higher education, and careers relative to hotel services.

Elective: Technical Professional

Prerequisite: None

Time Allotment: In Grade 11, 320 hours for two semesters, 8 hours per week. In Grade 12, 320 hours for one semester, 16 hours per week

Schedule: First/Second Semester

QUARTER I

Content Standard	The learner demonstrates an understanding of hotel front office and its organization and the importance of occupational safety and health standards in hotel operations.	
Performance Standard	The learner will create an organizational chart for the front office department, detailing the roles and responsibilities of front office personnel.	
LEARNING COMPETENCIES	CONTENT	
1. Discuss the overview of hotel front office and organization.	Overview of Hotel's Front Office Organization <ul style="list-style-type: none"> • The front office • Front office operations <ul style="list-style-type: none"> ○ front of the house ○ back of the house • Role of front office in hotel operations <ul style="list-style-type: none"> ○ importance of front office ○ functions of the front office • Workplace and safety practices in front office 	

<p>2. Apply the principles of service quality and guestology.</p>	<p>Hospitality in the Hotel</p> <ul style="list-style-type: none"> • Importance of service quality • Service culture • Guestology <ul style="list-style-type: none"> ○ understanding guest behavior ○ guest segmentation ○ cultural considerations
<p>3. Explain the organizational structure and personnel's duties and responsibilities.</p>	<p>Front Office Department</p> <ul style="list-style-type: none"> • Front office department <ul style="list-style-type: none"> ○ duties and functions of the front office department • Front office organizational structure • Front office personnel <ul style="list-style-type: none"> ○ duties and responsibilities ○ attributes and skills
<p>4. Describe the various areas of the front office and operational structure.</p>	<p>Front Office Area and Operational Structure</p> <ul style="list-style-type: none"> • Areas of front office <ul style="list-style-type: none"> ○ areas of front office ○ front desk <ul style="list-style-type: none"> ▪ uniformed services ▪ concierge ▪ front office accounting system ▪ private branch exchange • Operational structure <ul style="list-style-type: none"> ○ front office communication <ul style="list-style-type: none"> ▪ internal ▪ external ▪ switchboard operators

QUARTER II

Content Standard	The learners demonstrate understanding on guestrooms, hotel guest cycle, and reservations.
Performance Standard	The learners perform stages of guest cycle.
LEARNING COMPETENCIES	CONTENT
1. Categorize different guestrooms, amenities, safety and security measures, technology and cultural considerations in a guestroom	<p>The Guestroom</p> <ul style="list-style-type: none"> • Category of guest room <ul style="list-style-type: none"> ○ single room ○ standard double room ○ standard twin room ○ deluxe double room ○ studio room or apartment ○ junior suite ○ executive suite ○ presidential suite • Amenities • Guestroom safety and security • Technology in a guestroom • Cultural considerations in a guestroom
2. Demonstrate the different guest cycle in a hotel	<p>Hotel Guest Cycle</p> <ul style="list-style-type: none"> • Definition of guest cycle • Importance of guest cycle • Stages of guest cycle <ul style="list-style-type: none"> ○ pre-arrival stage ○ arrival stage ○ occupancy stage ○ departure stage • Challenges in managing the guest cycle
3. Analyze the various types of reservations, reservation systems and technology, and reservation process and policies.	<p>The Reservation</p> <ul style="list-style-type: none"> • Types of reservations <ul style="list-style-type: none"> ○ individual reservations ○ group reservations ○ corporate and business reservations

	<ul style="list-style-type: none"> ○ online vs. offline reservations • Reservation systems and technology <ul style="list-style-type: none"> ○ Property Management Systems (PMS) ○ Central Reservation Systems (CRS) ○ channel management tools ○ importance of revenue management systems • Reservation process <ul style="list-style-type: none"> ○ hospitality ethics in communication ○ reservation phraseology ○ step by step reservation process • Reservation policies <ul style="list-style-type: none"> ○ cancellation and no-show policies ○ re-booking ○ payment and deposit requirements ○ check-in and check-out policies ○ terms and conditions • Tariffs and pricing method • Trends and innovations in hotel reservations
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QUARTER III

Content Standard	The learners demonstrate understanding on guest accounting and cashiering, night audit and yield management.		
Performance Standard	The learners demonstrate billing procedures, cashiering functions, payment processing methods.		
LEARNING COMPETENCIES		COMPETENCIES	
1. Explain the importance of guest accounting and cashiering.		Guest Accounting and Cashiering <ul style="list-style-type: none"> • Overview of guest accounting and cashiering <ul style="list-style-type: none"> ○ definitions ○ importance of guest accounting and cashiering • Billing procedures • Cashiering functions 	

	<ul style="list-style-type: none"> ○ front desk cashiering responsibilities ○ payment processing methods (cash, credit, and digital) ○ handling foreign currency transactions ○ handling guest payments and transactions
2. Demonstrate a step-by-step understanding of night audit procedures.	<p>Night Audit</p> <ul style="list-style-type: none"> • Overview of night audit procedures <ul style="list-style-type: none"> ○ definition and purpose of night audits ○ importance of night audits • Night audit procedures <ul style="list-style-type: none"> ○ step by step process ○ key task of night audit • Reporting and documentation • Handling discrepancies
3. Apply the principles of yield management.	<p>Yield Management</p> <ul style="list-style-type: none"> • Overview of yield management <ul style="list-style-type: none"> ○ definition of yield management ○ importance of yield management • Principles of yield management <ul style="list-style-type: none"> ○ supply and demand in hotel operations ○ discounts and promotions

QUARTER IV

CONTENT STANDARD	The learners demonstrate understanding of PBX (Private Branch Exchange), uniformed services, service excellence, and guest recovery.
PERFORMANCE STANDARD	The learners exhibit customer service relation skills.
LEARNING COMPETENCIES	CONTENT
1. Explain the importance of private branch exchange and uniformed service in hotel front office operations.	<p>PBX (Private Branch Exchange) and Uniformed Services</p> <ul style="list-style-type: none"> • Overview of PBX <ul style="list-style-type: none"> ○ definition of PBX

	<ul style="list-style-type: none"> ○ functions of PBX ○ importance of PBX in hotel operations ● Uniformed services overview <ul style="list-style-type: none"> ○ definition and importance of uniformed services in hotels ○ roles and responsibilities of uniformed staff <ul style="list-style-type: none"> ▪ doormen ▪ bellhops ▪ concierge ▪ parking service ● Personal and interpersonal skills
2. Demonstrate techniques for handling guest complaints.	<p>Service Excellence and Guest Recovery</p> <ul style="list-style-type: none"> ● Service quality standards ● Guest expectations ● Service recovery strategies <ul style="list-style-type: none"> ○ common service recovery and failures ○ techniques for effective service recovery ● Handling guest complaints ● Empowering employees in service recovery ● Guest loyalty

GLOSSARY

Cancellation Policy - A framework delineating the conditions under which a guest can withdraw their reservation without incurring a penalty.

Concierge - A uniformed hotel staff person tasked with assisting customers in services such as reservations, transportation, and local information.

Deluxe Double Room - A guest room characterized by premium furnishings and facilities, intended to accommodate two people in a double bed arrangement.

Guest Accounting - The management of guest transactions, encompassing billing, payments, and financial reporting related to their stay.

Guest Loyalty - An indicator of a guest's dedication to revisiting a hotel or business, derived from favorable encounters and contentment with service.

Night Audit - A nocturnal financial procedure aimed at reconciling daily transactions, generating financial reports, and verifying the correctness of guest accounts.

Online Reservation - A booking conducted via the internet, usually through a hotel's website or an online travel agency, enabling guests to secure lodgings in advance.

Payment Processing - The procedure via which hotels receive and administer payments from patrons, encompassing cash, credit cards, and mobile payments.

Property Management System (PMS) - A software application that oversees hotel operations, encompassing reservations, front office activities, and guest services.

Reservation vocabulary - The precise language and vocabulary employed by hotel personnel when conveying reservation information to guarantee clarity and professionalism.

Service Recovery - Strategies and measures implemented by hotel personnel to rectify service failures and reestablish guest satisfaction following an adverse encounter.

Uniformed Services - Hotel personnel that don designated uniforms and do diverse functions that enhance the visitor experience, including doormen and bellhops.

Yield Management - A revenue management method that entails modifying rates and availability in accordance with market demand to optimize hotel revenue.

REFERENCES

TESDA Training regulations for Front Office Services NC II

DepEd MATATAG Curriculum guides

Walker, John T. *Introduction to Hospitality Management*. 5th ed. Upper Saddle River, NJ: Pearson, 2018.

Brotherton, Benjamin. "The International Hospitality Industry: Structure, Characteristics, and Issues." *International Journal of Hospitality Management* 19, no. 3 (2000): 255-263.

Carev, D. *Hotel Sales and Front Office Operations*. VPS Libertas, 2015.

Hayes, David K. *Hotel Operations Management*. 3rd ed. Pearson, 2017.

TOOLS, EQUIPMENT, MATERIALS, AND SUPPLIES

TOOLS	EQUIPMENT	MATERIALS
Credit Card Voucher holder	Computer (with reservation system) and printer	Logbook
Bell boys' cart	Cash register	Room key
	Fake Bills detector	Ving card
	Hypercom	White board/cork board
	Credit card imprinter	Empty envelopes
	Key card marker	Luggage tag
	Key Card verifier	
	Key rack	
	Cash box drawer	
	Guest folio rack	
	Telephone	

	Fax machine	
	Calculator	
	Safety deposit box/ drop vault	
	Lapel microphone	