	SUBJECT DESCRIPTION	MODELO PED.014.02
---	----------------------------	------------------------------

013

<i>Course</i>	Hotel Management and Tourism and Leisure	<i>Academic year</i>	2020/2021		
<i>Subject</i>	Accommodation and Front Office	ECTS	5		
<i>Type of course</i>	Required				
<i>Year</i>	2nd	<i>Semester</i>	1st sem	<i>Student Workload:</i>	
<i>Professor(s)</i>	Romeu M. S. Lopes		<i>Total</i>	135	<i>Contact</i> 60
<i>Group Coordinator</i>	Romeu M. S. Lopes				

Planned

1. LEARNING OBJECTIVES

The hotel industry is a fundamental component of the tourism sector, and has its own characteristics and specificities. The aim is to understand the dynamics of the accommodation industry, from an overview of this sector to specific aspects and techniques of the Front Office department. Students will learn theoretical and practical aspects, working methods and techniques, which allow them to act in the context of the hosting service of an accommodation unit, promoting quality service, customer satisfaction and loyalty. The use of specific computer applications will complement the theoretical-practical component and improve the understanding of concepts, methods and techniques.

2. PROGRAMME

I. Introduction and organization of Hotel Companies

- History and evolution of Hospitality
- Tourism enterprises (typology)
- Hotel organizational structure (hierarchies and departments)
- Market segments
- Customer typologies

II. Reception and Service Management

- Front Office organization
- Roles, responsibilities and professional profiles
- Business flow
- Expectation, perception, satisfaction and customer orientation
- Accommodation techniques
- Accommodation arrangements and requirements
- Booking requests and availability
- Booking cancellation and No-Shows
- Occupancy rates
- Overbookings
- Black list and refusal of accommodation
- Contracts with Companies, Agencies and Tour Operatours
- Check-in and registration of guests
- Different procedures (walk-in, day use, lost and found,...)

III. Front Office Software

- System introduction
- Planning
- Business and guest files
- Reservation
- Room assignment
- Check in
- Billing
- Check-out

3. COHERENCE BETWEEN PROGRAMME AND OBJECTIVES

The first part of the syllabus, will give an overview and introduction of this segment of the tourism industry and legal aspects associated with hotel establishments. The theoretical and practical knowledge, as well as working methods and techniques are presented in all points of the content. The transmission of knowledge on specific computer applications complements the theoretical-practical component, making the understanding of the concepts, methods and techniques more effective. At the end, students should be able to develop his activity in the accommodation department autonomously, namely in the planning and organization of tasks, as well as in the management and control of the operations and procedures.

4. MAIN BIBLIOGRAPHY

- Abranja, N. ; Almeida, M.; Almeida, A. (2019). Gestão do Alojamento, Receção e Housekeeping, Lidel.
- Costa, R. (2012). Introdução à Gestão Hoteleira. 4ª Ed. Lisboa: Lidel.
- Cunha, L.; Abrantes, A. (2013). Introdução ao Turismo. Lisboa: Lidel.
- Decreto-Lei n.º 39/2008, de 7 de março. Diário da República, 1ª Série, N.º48, pp. 1440-1456 (regime jurídico da instalação, exploração e funcionamento dos empreendimentos turísticos).
- Declaração de Retificação n.º 49/2015, de 2 de novembro de 2015. Diário da República, 1ª Série, N.º214, pp. 9359-9367 (sistema de classificação dos empreendimentos turísticos).
- itBase SA. (2003 - 2010). Manual de utilizador do InovGuest.
- Walker, J. R (2004). Introduction to Hospitality Management. New Jersey: Pearson Education.

5. TEACHING METHODOLOGIES (INCLUDING EVALUATION)

Continuous Assessment:

- Theoretical and practical frequency - 80%
- Practical group work - 20%

Students must obtain a minimum grade of 7.5 values in each component. The evaluation will be expressed on a scale of 0 to 20 values and will reflect the average of the student's performance in the previous components.

Final Assessment:

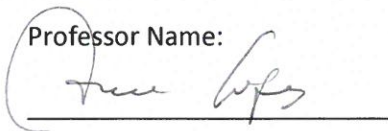
- Practical Theoretical Exam - 100%

None of the instruments for continuous assessment indicated above will be considered for the final grade.

6. COHERENCE BETWEEN TEACHING METHODOLOGIES AND OBJECTIVES

Seia, 12-10-2020

Professor Name:



Area/Group Coordinator:

