



National Kaohsiung University of Hospitality and Tourism
International Bachelor Program in Tourism Management (ITM)

Course Outline

Subject : 客務實務 Front Office Operations

Credit : 3

Course Hours : 3

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Teaching Purpose	In this course, the importance of the Front Office operations in the hotels will be explained. After completion of the course, the students will have the basic information that is needed to operate one of the most important departments in the hotels.
Course Content	The course covers the subjects like an introduction to front office operations, reservation procedures, check-in procedures, check-out procedures, guest accounting, yield management, statistics, and reports, security and safety responsibilities, guest services and communications, selling methods used by front office staff. The course also includes preparing the students for the Guest Service Gold Certification of AHLEI.
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