

SLS07 - Front Office Management

COURSE CALENDAR 2001/2

The dates and times indicated below are subject to change. All lectures will be held in the Assembly Hall unless otherwise advised.

Week 2

Tuesday 9th October

1415 Introduction
Lecture 1:
Specialist sources of business

Thursday 11th October

1145 Project Brief

Week 3

Thursday 18th October

1145 Lecture 2:
Front Office staffing levels and rotas

Week 4

Tuesday 23rd October

1145 Lecture 3:
Establishing room rates

Thursday 25th October

1145 Group 1: Project meeting #1
1245 Group 2: Project Meeting #1

Week 5

Tuesday 30th October

1145 Group 3: Project Meeting #1
1245 Group 4: Project Meeting #1

Thursday 1st November

1145 Lecture 4:
Contracting rates

Week 6

Tuesday 6th November

1415 Lecture 5:
Occupancy reports and forecasts

Thursday 8th November

1145 Group 1: Project Meeting #2
1245 Group 2: Project Meeting #2

Week 7

Tuesday 13th November

1245 Group 3: Project Meeting #2

1345 Group 4: Project Meeting #2

Thursday 15th November

1145 Lecture 6:
Yield Management

Week 8

Tuesday 20th November

1145 Lecture 7:
Yield Management (continued)

Thursday 22nd November

1145 Group 1: Project Meeting #3

1245 Group 2: Project Meeting #3

Week 9

Tuesday 27th November

1145 Lecture 8:
Data Protection Legislation and the Guest

Thursday 29th November

1145 Group 3: Project Meeting #3

1245 Group 4: Project Meeting #3

Week 10

Tuesday 4th December

1145 Group Meeting:
PowerPoint for Effective Presentations

Thursday 6th December

1145 Lecture 9:
Statutory Requirements and the Front Office Manager

Week 11

Tuesday 11th December

1145 Lecture 10:
The Night Audit

Week 12

Tuesday 18th December

1145 Group 1: Project Meeting #4

1245 Group 2: Project Meeting #4

1345 Group 3: Project Meeting #4

1445 Group 4: Project Meeting #4

Thursday 20th December

1145 Lecture 11:
Evaluating Front Office Operations

Week 13

Tuesday 8th January

- 1145 Lecture 12:
Staff motivation and empowerment
- 1415 Lecture 13:
Security of guests, staff and the hotel

Thursday 10th January

- 1145 Groups: Presentation Rehearsals
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Week 14

Tuesday 15th January

- 1145 (TBC) Group 1: Presentation
- 1415 (TBC) Group 2: Presentation

Thursday 17th January

- 1145 (TBC) Group 3: Presentation
- 1415 (TBC) Group 4: Presentation
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Week 15

Tuesday 22nd January

- 1145 (TBC) Project Debriefing
Revision Lecture

(This lecture will be held in Test Week)
