

Front Office Management Project

You are required to research and prepare for group presentation the following project relating to the Management and Organisation of the Front Office.

Scenario

You are the Front Office Consultant for the construction of a 300-bedroom, luxury hotel overlooking the sea in Malta. The predominant markets are Tourist and Business. All rooms will have a sea view, and are situated on 3 floors. The hotel has 24 suites, 146 twins and 130 double rooms.

You are required to:

1. Design the Front Office area including the lobby, front desk, Concierge and Back Office. (20%)
2. Prepare seasonal tariffs for each room indicating which method you used to calculate them. (15%)
3. Compile a Standard of Performance manual for taking a last minute ("chance") booking and checking in of a guest. (20%)
4. Calculate the staffing levels for all Front Office areas, producing a staff budget for the first year of operation. (15%)
5. Complete one of the following:
 - a. Prepare a training plan for the Concierge staff, indicating the costs involved. (10%)
 - b. Decide on the equipment and stock levels required to run the Front Desk and prepare a budget. (10%)

The remaining 20% of the final mark will be based on your individual performance in the presentation of the project. You will be assessed on the project prior and during the final presentation.

NB

All modern Front Office departments make use of a Management Information System. It is not within the scope of this module to look into the various factors that influence the choice of a M.I.S. (this will be dealt with in an optional module in Semester 2). You are not required to select a system for your hotel, however you must take a computer system into account when designing the Front Office area.