

**CORE COURSE II (CC) – ADVANCED FRONT OFFICE PROCEDURES**

**1. Front Office Operation :**

- The guest cycle
- Front office systems
- Front office forms
- The front desk
- Front office equipments
- Front office computer application

**2. Front Office Responsibilities :**

- Front office communication
- Inter departmental communications
- Guest relations
- Front office security functions

**3. Front Office Management :**

- Management functions
- Establishing Room rates
- Forecasting room availability
- Budgeting for operations
- Evaluating front office operation

**4. Yield Management:**

- The concept of yield and management
- Measuring yield
- Elements of Yield management
- Using yield management

**5. The Night Audit:**

- Functions
- Operation modes
- Night audit process
- Verifying night audit
- Automated system update

**Reference:**

1. Front Office Procedures – By Seaton
2. Basic Hotel Front Office Procedures (III edn.) – Peter Renner
3. Front Office Procedures – Peter Abbott