**Course Code : IHH 2304 Credit : 3(3-0-6) Front Office Operation and Management**

**Semester : 1 Academic Year : 2021 (2564) Lecturer : Ms.Nuntana Ladplee**

**Lecturer Room : 306 Mobile : 095-953-6924**

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**Study Plan**

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| **Week** | **Wednesday**  **13.00-16.00** | **Topic/Outline** | **Remark** |
| 1 | 18 Aug | Course Syllabus and Introduction | **ONLINE** |
| 2 | 25 Aug | Chapter 1 : Front Office Operation  Chapter 2 : Reservation | **ONLINE** |
| 3 | 1 Sep | VDO Case Study (1) | **ON DEMAND** |
| 4 | 8 Sep | Chapter 3 : Arrival Procedure  Chapter 4 : Departure Procedure | **ONLINE** |
| 5 | 15 Sep | VDO Case Study (2) | **ON DEMAND** |
| 6 | 22 Sep | Chapter 5 : Front Office Strategy | **ONLINE** |
| 7 | 29 Sep | Reservation Conversation: **Couple Speaking Test**  **Midterm Examination** | Score 20 points  **ON DEMAND** |
| 8 | 6 Oct | Case Study of Front Office Services in Hotel Business | **ONLINE** |
| 9 | 13 Oct | ***-- Public Holiday --*** |  |
| 10 | 20 Oct | **Submit Individual Report**  Case Study of Front Office Services in Hotel Business | Score 10 points  **ON DEMAND** |
| 11 | 27 Oct | Chapter 6 : English Conversation for Front Office | **ONLINE** |
| 12 | 3 Nov | Couple Practice : Play Role | **ON DEMAND** |
| 13 | 10 Nov | “Checking Out” Departure Conversation:  **Couple Speaking Test** | Score 20 points  **ON DEMAND** |
| 14 | 17 Nov | Hotel Room Inspection **Individual Test** | Score 10 points  **ONLINE** |
| 15 | 24 Nov | *-- This is to make up class, if needed --* |  |
|  | (TBA) | **Final examination** | Score 30 points |

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|  | **Assessment Activities** | **Proportion for**  **Assessment** |
| 1 | Class Attendance Participation/Discipline | 10% |
| 2 | Individual Assignment | 20% |
| 3 | Group Assignment | 20% |
| 4 | Midterm Examination | 20% |
| 5 | Final Examination | 30% |

