

### Entitlement

Accommodation services management

### Prerequisites

Not required

### Main aim

To develop student' abilities to analyze accommodation services, to organize the work of the reception department and to apply computer hotel management system in business.

### Summary

The Accommodation Services Management (ASM) module analyzes: accommodation services, reception department work and hotel management systems. The module is designed to acquaint students with the functions and types of companies providing accommodation services, the peculiarities of the classification systems of accommodation establishments in Lithuania and other countries, the structure of the hotel, and the functions of all hotel units. The aim of the module is to acquaint with the significance of hospitality in the hospitality business and to provide the necessary knowledge and practical skills of the hospitality business. The module will provide practical knowledge of working with hotel management programs.

### Learning Outcomes

1. Identify the diversity of accommodation establishments, to describe their services
2. Establish links between hotel guests, room categories and prices
3. Examine hospitality standards. To explain the functions of employees
4. Explain hotel rooms maintenance methods
5. Analyze guest needs according to hotel capabilities
6. List and analyze the types of bookings, guest check-in and check-out processes
7. Demonstrate the ability to use a computerized hotel management system: prepare hotel occupancy, pre-reservations, guest check-in and check-out documents, invoices for services provided, etc.

### Syllabus

1. Analysis of hotel services
2. Business models used in lodging industry
3. Types, grouping and classification of accommodation establishments

4. Providing quality services to guests in the hotel
5. Hotel classification by Hotelstars Union
6. Application of hotel management system in the booking process
7. Micros - Fidelio Suite8 application tools
8. Check-in / check-out in hotel management system
9. Confirmation letter
10. Tasks provided by shifts in reception
11. Guest bill
12. Night audit
13. Individual reservation
14. Final guest invoice
15. Organization of the work of the hotel departments
16. Organization of the work of the hotel front office
17. International hotel chains and their work organization
18. Lithuanian hotels and their work organization
19. Stages of the reservation process
20. Guest cycle
21. Categories of hotel living rooms. Hotel rooms status
22. Maintenance of hotel premises, preparation of guest rooms for accommodation
23. Applying hospitality standards, solving problems during the registration process, handling complaints
24. Registration documents
25. Check in / check out procedures
26. Hotel credit management and accounting
27. Summary of hotel operations (reports)

#### **Evaluation procedure of knowledge and abilities**

Ten grade and gathered evaluation system is applied. The semester's individual work tasks are evaluated by grades; the final grade is given during the examination session while multiplying particular grades by the lever coefficient and summing the products.