



Scheme of work Rooms Division

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Department:	Academic Management
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Scheme of work

Course details					
Course name: Rooms Division			Program: EY-IHB		Code: 1008
Lecturer: Patrick Abi Nader, Tiago Ferreira, Naike Demarchi		Number of contact periods: 60	Course level: 4	Year / semester: 2026.1	

Course week (Depends on the timetable - refer to your class timetable)	Periods or Dates (Based on 3 hours per week)	Ref. to Learning Outcomes	Class topic Specific contents Lesson learning outcomes	Teaching materials Teaching methods Student text chapters Moodle content	Reading / Homework Assignments Milestones Hand-in deadlines	Comments
FO	Monday AM	Click or tap here to enter text.	Welcome to Rooms Division Introduction to Front Office operations Hotel Terminologies	PPT PPT PPT / Group work	Click or tap here to enter text.	Click or tap here to enter text.
HK	Monday PM		Introduction to Housekeeping Room cleaning sequence	PPT	Read the HK cleaning procedure for practice in Glion.	
FO	Tuesday AM	Click or tap here to enter text.	Review of the previous day Guest cycle Reservation Security	Teacher's questions PPT PPT PPT	Click or tap here to enter text.	Click or tap here to enter text.
HK	Tuesday PM		Review of the previous day Safety & Security Performance & Productivity	Teacher's questions PPT Individual exercise		
FO	Wednesday AM	Click or tap here to enter text.	Review of the previous day Calculations Night Audit	Teacher's questions PPT / Individual exercise PPT	Graded homework on calculations for tomorrow	Click or tap here to enter text.

HK	Wednesday PM		Turndown service Guest supplies	PPT Group exercise		
FO	Thursday AM	Click or tap here to enter text.	Homework correction Hotel information	PPT	Read student Concierge Procedures for tomorrow	Click or tap here to enter text.
HK	Thursday PM		Laundry & Linen	PPT & Exercises	Give homework on calculation	
FO	Friday AM	Click or tap here to enter text.	Review of the previous day PPT Student Concierge preparation	PPT / Group exercises	Click or tap here to enter text.	Click or tap here to enter text.
HK	Friday PM	Click or tap here to enter text.	Homework correction Stock control	PPT / Exercises	Click or tap here to enter text.	Click or tap here to enter text.
PMS	Monday	Click or tap here to enter text.	Explain Oracle's E-Learning Introduction to PMS Opera cloud functions How to create a profile	PPT Demonstration Practice	Watch videos in Oracle's e-learning's Website until Friday	Click or tap here to enter text.
PMS	Tuesday	Click or tap here to enter text.	Review of previous day Reservation	PPT Demonstration Practice	Create 3 reservations for next day	Click or tap here to enter text.
PMS	Wednesday	Click or tap here to enter text.	Review of previous day Registration (Check-in and Pre Check-in)	PPT Demonstration Practice	Click or tap here to enter text.	Click or tap here to enter text.
PMS	Thursday	Click or tap here to enter text.	Review of previous day Billing (Check out)	PPT Demonstration Practice	Last reminder to complete E-Learning	Click or tap here to enter text.
PMS	Friday	Click or tap here to enter text.	E-Learning quiz Weekly recap Oral Examination	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Guest Relation	Monday	Click or tap here to enter text.	What is Guest Relations Guest Relation Manager Hotel concept	PPT Discussion Group work		Click or tap here to enter text.
Guest Relations	Tuesday	Click or tap here to enter text.	Review of previous day Concierge Golden keys Host & Butler Intro to guest speaker	Teacher's questions PPT ExercisesClick or tap here to enter text.	Give homework for tomorrow (prepare questions for guest speaker)	Click or tap here to enter text.
Guest Relations	Wednesday	Click or tap here to enter text.	Review of previous day Other type of concierge Cultural awareness Guest speaker	Teacher's questions PPT Group works Discussion	Give homework for Friday (role play on cultural awareness)	Click or tap here to enter text.
Guest Relations	Thursday	Click or tap here to enter text.	Review of previous day Complaints handling Online reviews Mystery guest	Teacher's questions PPT Exercises Discussion	Remind final exam for RD tomorrow afternoon + Role plays	Click or tap here to enter text.
Guest Relations	Friday	Click or tap here to enter text.	Role play Cultural awareness Guest speaker "Wow experience" Final quiz	Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

Related documents

Policies

Faculty Handbook (03-A008-GW)

Department contacts & links

Academic & Research Coordinator : anna.feldman@glion.edu

Compliance

This document responds to GIHE's Quality standards 4.1 and 5.1.

For more information about GIHE's Quality standards, please refer to [Quality standards \(02-A002-GW\)](#).

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Publication approval

The template of this document has been approved for publication by Audrey Reynaud on 08.11.2024.