

Review of Performance: (HTM 170, Fall 2013, 13 students)
 Submitted by: Anna Olivia Dela Cruz

SLO#	Program SLO#	I, D, M	Reflection/Comment
1. Identify the independent components of the lodging front desk/ front office system. 1.1 Identify and explain the front desk/ office task. 1.2 Explain the PMS (property management system) and how front desk/office fits the system. 1.3 Identify and explain the mission of the front desk/office. 1.4 Explain and use both manual and electronic PMS system.	1,5,6	I,D,	How many students were successful on this slo.: 13/13 At what level were the students successful: I,D Other comments on student learning: How was slo assessed: quizzes, case study
2. Identify and explain the impacts of front desk/ front office on the overall lodging operation. 2.1 Explain the definition, characteristics, advantages and disadvantages of various PMS system. 2.2 Describe the management and supervisory structure of various front	1,5,6	I,D	How many students were successful on this slo.: 13/13 At what level were the students successful: I,D Other comments on student learning: How was slo assessed: quizzes, case study, group exercises,

<p>desk/office operation.</p> <p>2.3 Identify and explain the guest experience as related to the skill level of a front desk/office staff and management.</p> <p>2.4 Identify and explain the importance of interdepartmental management and staff meeting.</p>			
<p>3. Apply and explain the skills necessary to seek employment in the front desk/ front office supervision and management.</p> <p>3.1 Correctly perform all front desk position skill sets.</p> <p>3.2 Identify methods for conducting a professionally managed front desk/office.</p> <p>3.3 Identify sources of lodging chain and independent employment opportunities.</p> <p>3.4 Interpret, analyze and communicate guest information, guest data, complaints, request for service and other lodging situations in need of report to management.</p>	1,5,6	1,	<p>How many students were successful on this slo.: 12/13</p> <p>At what level were the students successful: 1</p> <p>Other comments on student learning:</p> <p>How was slo assessed: quizzes, case study</p>

<p>4. Explain and perform the night audit function.</p> <p>4.1 Posting of hotel rooms and tax charges.</p> <p>4.2 Assembling guest charges and payments and reconciling the accounts receivables.</p> <p>4.3 Running the trial balance and preparing the night audit report.</p> <p>4.4 Evaluate and reviews the hotel financial activity in one day.</p>	2,4	1,D	<p>How many students were successful on this slo.: 12/13</p> <p>At what level were the students successful: 1,D</p> <p>Other comments on student learning:</p> <p>How was slo assessed: group project, quizzes, seatwork and exam</p>
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Additional observations: Textbook used for this course is detailed and very helpful in teaching the students the operational structure of hotels.

Special comments: 1 student got A, 2 B's, 8 C's and 1 F

Signature: _____

Anna Olivia Dela Cruz, Faculty

Date: December 12, 2013

Please check which of the following were assessed in this course:

Institutional Learning Outcomes:

COM-FSM graduates will demonstrate that they can:

- a. communicate effectively
- b. employ critical thinking [& problem solving]
- c. possess specific knowledge and skills in a major discipline or professional program of study
- d. take responsibility and develop skills for learning
- e. interact responsibly with people, cultures, and their environment