



The Client

The client is a global leader in educational publishing, providing scientifically research-based print and digital programs to help students learn at their own pace, in their own way.

They have the most widely trusted and respected programs in educational and professional publishing, and offer the most comprehensive range of educational programs, in all subjects, for every age and level of student, from preK-12 through higher education and on into professional life.

The Challenge

Most modern hotels have computerized front desk operations and the responsibility of the traditional paper forms, charts and graphs that were, in the past, completed and analyzed by hotel clerks have been replaced with complex property management systems (PMS's). The function of a PMS is to collect, sort and interpret information about room reservations, guest stays, financial performance and other operational data.

Most hospitality education programs include one or more courses in "Front Office Management" or "Hotel Operations" that seek to teach students how a hotel's front office department works and collects and manages data. In the past, instructors presented samples of the basic "paper and pencil" forms and reports utilized at the Front Desk to illustrate a hotel's data management processes.

The client wanted to develop simulations that presented multiple scenarios to the learner on multiple topics using an engine that ensured re-playability and role play.

LearningMate Solution

After an in-depth analysis of the project, LearningMate came up with a real life context using a virtual hotel theme. Actual data of revenue, reservation, guest stay and departure, accounts etc was stored in the application hence developed, where the learner was assigned a role play

for each simulation which put him in charge of a front office desk at a hotel.

Each simulation consisted of introducing the learner to the different tasks at the front desk and s/he was made to resolve situations by entering data to see results and making decisions. The tasks were developed from a single, dedicated and unlinked xml-based dataset. The situations developed were closely related to the ones s/he would be facing on the job and the interface was developed in a user-friendly manner and it provided information of the task, available data, forms/reports required for the simulation, and it also provided feedback at the end of the simulation.

The results of this project were highly appreciated by the client, instructors and students who used this course. As stated by an instructor from a well known school, "I am very impressed with your front office management simulation. I found the information requested very similar to that requested when checking in an actual guest at the Embassy Suites. Students should be able to make the transition easily and they would definitely have an advantage in getting hired after completing your simulation." "Your team is prompt, professional, and gifted. I have worked with many talented groups in University settings as well as in the hospitality industry itself. Your team would be considered outstanding among those entities. In fact yours is among the very best I have ever encountered. It is an honor to work with you."

Case Study