

**V I S T A S**  
**School of Hotel & Catering Management**

**Certificate Course – Syllabus**

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**Subject** : **Front Office Operations (Practical)**  
**Course Code** : **15702P1**

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1. Use of F.O. Stationary.
2. How to take Reservations, Amendments in Reservations, Cancellation, Room availability charts.
3. Telephonic Conversations - Standard Phrases, Manners, Do's & Don'ts
4. Reception and Reservation Activities
5. Concierge and Cash Counter Activities.
6. Major tourist attractions in India.
7. Major airports in India.
8. International airlines.
9. International hotel chains.
10. World - countries, capitals and currencies.
11. Communication Systems - Different types of calls, Screening Practice.
12. Telephone Equipment - Telex, Fax, E-mail Operations, Central Reservation Network System.
13. Handling Complaints
14. Identification of Vouchers - List prepared by F.O. and sub departments.
15. Preparation of guest folio.
16. Method of settlement – cash, credit card, bill to company, travelers cheque
17. Accounting formulae
18. Foreign exchange.
19. Allowance and discounts
20. Night Audit Report