

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

Certificate Course – Syllabus

Subject : **Front Office Operations (Theory)**
Course Code : **15702T1**

COURSE OBJECTIVE

The student would understand the evolution growth and structure of hotel industry, its importance and relationship with Travel and Tourism Industry. Classifications of hotels and Types of Room, Layout of Front Office Sections and Front office organization, staff and their task. Bell desk and Concierge procedures and how front office coordinates with other departments of hotel. Students will acquire the skill in taking reservations and registration procedures and be groomed in hotel security and guest quality service

UNIT – I - INTRODUCTION TO HOTEL & CATERING INDUSTRY

- Evolution of Hotel Industry in India & abroad
- Growth and development of Hotel in India
- Inter relationship between travel, tourism and hospitality
- Role of travel agents and airlines
- Basic knowledge of city and knowledge of historical places of India

CLASSIFICATION OF HOTELS

- Star classification - Classification based on size, clientele and location

UNIT – II - INTRODUCTION TO FRONT OFFICE & ORGANIZATIONAL SET UP OF FRONT OFFICE DEPARTMENT

- Layout of front office
- Different section of the front office and their importance
- Reservation, reception, concierge, bell desk, lobby, telephone, cashier
- Hierarchy chart : Small, medium and Large hotels
- Job description and Job specification
- Duties and responsibilities of different front office personnel including uniformed staff
- Bell Desk & Concierge

UNIT – III - BASIC INFORMATION FOR FRONT DESK AGENTS

- Different types of rooms
- Numbering of rooms and food plan
- Basic of charging a guest : Tariff, Rates, Discounts & policy
- Facilities available in Hotels : Brochure & Tariff Card

FOREIGN EXCHANGE

- Foreign Currency
- Passport, Visa, Landing Permits
- Form FXA, FXB, FXC
- Glossary of terms and abbreviations
- Reservation terminology

IMPORTANCE OF COMMUNICATION

- Communicating with various sections verbal, written.
- Coordination with other departments

UNIT – IV Front Office Accounting

Accounting fundamentals

Guest accounts and non-guest accounts

Accounting system

Non automated – guest weekly bill, visitors tabular ledger

Semi-automated fully automated

Charge purchase or privilege Credit monitoring

Account Maintenance

ACCOUNT CONTROLS & TRACKING TRANSACTION

- Cash payments Charge purchases
- Accounts correction Accounts allowance
- Cash advance Cash Banks

UNIT – V - GUEST CHECK OUT PROCEDURE

- Enquiring about quality of product & services
- Retrieving the room key
- Retrieving & reviewing the folio
- To room guest checkout

COMPLETION OF GUEST FOLIO (FOR CHECK OUT)

- Manually prepared folios & electronic folios
- Completing folio & handling late charges
- Advances, discounts & allowances
- Methods of Payments

UNIT – VI - NIGHT AUDITOR

- Function and Role of Night Auditors
- Audit Procedure
- Systems update

COURSE OUTCOME:

On successful completion of this course learners will be able to:

1. Handle front office equipment.
2. Manage the guest during check in and check out.
3. Register and reserve guest at hotel front office.
4. Operate property management systems.
5. Implement hotel safety and security procedures.
6. Maintain quality guest service.

REFERENCE BOOKS:

1. Sudhir Andrews, Text book of Front Office Management & Operations, Tata McGraw Hill Education Private Limited, 2009
2. Jatashankar R. Tewari, Hotel Front Office--Operations and Management, Oxford University Press, 2009.
3. Michael L. Kasavana Richard M Brooks, Managing Front Office Operation, AH&LA, 2007.
4. Gary K-Vallen Jerome J. Vallen, Check in Check Out – Managing Hotel Operation, Indian edition published by Dorling Kindersley India pvt.ltd, 8th Edition, 2009.