FRONT OFFICE OPERATIONS
(Skill Track)

Programme Structure

Course Code	Course Title	Lectures (L) Hours per week	Tutorial (T) Hours per week	Practical (P) Hours per week	Total Credits
VHM2153	Fundamentals of Front Office Operations	1	-	4	3
VHM2253	Handling Reception	1	-	4	3
VHM2353	Check-in & Check-out Process	1	-	4	3
VHM2453	Front Office Supervisory Skills	1	-	4	3
VHM2553	Front Office Yield Management	3	-	-	3
VHM2653	Managing Front Office	3	-	-	3
	TOTAL				**18**

FRONT OFFICE OPERATIONS

Syllabus - Semester First

FUNDAMENTALS OF FRONT OFFICE OPERATIONS

Course Code: VHM2153   **Credit Units: 03**

Prerequisites   : 10+2
Course Objective:
At the end of the semester the students will be able to –
>   Understand the various types of hotels and their features
>   Explain the structure of Front Office Department
>   Develop clear concept about Accommodation facilities
>   Handle Reservation activities
>   Deal effectively with Guests &Colleagues
>   Maintain Personal Care & Safety

Course Contents:
Module – I
1.0 Structure of Front Office Department
>   1.1 Functional Organisation of Front office
>   1.2 Front Desk Layout and Equipment

Module – II
2.0 Accommodation Concept
>   2.1 Size and Types of Hotel
>   2.2 Types of Rooms
>   2.3 Rate Categories
>   2.4 Food Plans
>   2.5 Basis of Charging Room Rates
>   2.6 Tariff Card

Module – III
3.0 Reservation Activities
>   3.1 Processing of reservation request
>   3.2 Systems & Tools used

Module – IV
4.0 Communicate with customer and colleagues
>   4.1 Maintain standard of etiquette and hospitable conduct
>   4.2 Maintain customer-centric service orientation
>   4.3 Follow gender and age sensitive service practices

Module – V
5.0 Personal Care &Safety
>   5.1 Maintain health and hygiene
>   **5.2** Maintain safety at work place

Examination Scheme:

Components	Internal Assessment			EE	
	V	**LP**	**A**	**Th**	**Pr**
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :
- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

HANDLING RECEPTION

Course Code: VHM2253   **Credit Units: 03**

Prerequisites   : Fundamentals of Front Office Operations(VHM2153)

Course Objective:
At the end of the semester the students will be able to –
> Handle 'On-Arrival' Procedures of a Guest
> Understand & Explain various terminologies used in Hotel reception
> Handle Guest's Queries, Complaints & Requests
> Prepare Guest Bill & Complete the transaction

Course Contents:

Module – I
1.0 On-Arrival Procedures
> 1.1 Receiving, Greeting, Welcoming A Guest
> 1.2 Assessing The Guest Requirements
> 1.3 Registration & Rooming Procedure
> 1.4 Room Change

Module – II
2.0 Concept of - Over Booking, Scanty Baggage, Room Position, Cancellation, Amendment, Walk-in Guest, walking a Guest, Black listed Guest

Module – III
3.0 Attend to guest queries
> 3.1 Handling Guest Requests
> 3.2 Mail Handling Procedures
> 3.3 Message Handling Procedure - Importance, Procedure, Method of Receiving and Transmitting Messages for Guest, Location Form, Paging Procedure

Module – IV
4.0 Checkout & Settlement
> 4.1 Procedures at Reception, Cash Section, Bell Desk
> 4.2 Reduction of Late Charges
> 4.3 Effective Billing & Collection

Module – V
5.0 Maintain IPR of organisation and customers

Examination Scheme:

Components	Internal Assessment			EE	
	V	**LP**	**A**	**Th**	**Pr**
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :
- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
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- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

*After successful completion of study of the above Courses (*VHM2153*&*VHM2253*), the student becomes eligible to appear for "Qualification Pack: Front Office Associate" (NSQF level - 4) examination under THSC & NSDC by paying fees as applicable.*

CHECK-IN & CHECK-OUT PROCESS

Course Code: VHM2353   **Credit Units: 03**

Prerequisites   : Handling Reception (VHM2253)

Course Objective:
At the end of the semester the students will be able to –
       Understand the importance of Communication
       Deal with special situations that may arise during Front Office operations
       Handle Guest complaints
       Guide staffs in handling situations
       Prepare Duty Rota

Course Contents:
Module –I
1.0 Front office Communication
      2.1   Importance of inter-Departmental Communication
      2.2   Types & Methods of Communication

Module – II
2.0 Handling of Special Situations Like
      2.1 DNS, DNA, RNA, NI (No information)
      2.2 Scanty Baggage Guest
      2.3 Refusing Accommodation
              2.3.1   Black Listed Guest
              2.3.2   Walking A Guest

Module – III
3.0 Assist guest in check-in and checkout process –'Express Check-Out'&'Self Check-Out'

Module – IV
4.0 Handling guest complaints and guide front office staff – Staff Organisation, Duty Rotas& Work
    Schedule

Module – V
5.0 Front Office related terms

Examination Scheme:

Components	Internal Assessment			EE	
	V	**LP**	**A**	**Th**	**Pr**
Weightage (%)	05	20	05	40	30

  V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
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- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

After successful completion of study of the above Course (VHM2353)*, the student becomes eligible to appear for "Qualification Pack: Front Office Executive" (NSQF level - 5) examination under THSC & NSDC by paying fees as applicable.*

FRONT OFFICE SUPERVISORY SKILLS

Course Code: VHM2453   **Credit Units: 03**

Prerequisites   : Check-in & Check-out Process (VHM2353)
Course Objective:
At the end of the semester the students will be able to –
>   Understand need of Guests
>   Handle Guests Requests, Complaints, Messages, Mails
>   Understand Hotel's Security System
>   Perform as par the operating System of the department
>   Guide Staffs in dealing with guests

Course Contents:
Module – I
1.0 Communicating with Guests
>   1.1 Handling Guest Requests & Guest Complaints
>   1.2 Message Handling Procedure – Importance, Procedure, Method of Receiving and
>   Transmitting Messages for Guests, Location Form, Paging Procedure
>   1.3 Importance of Handling Mail without Delay, Sorting of Mail

Module – II
2.0 Facilitate a smooth stay for the guests at the hotel
>   2.1 Manual Key Control Procedure
>   2.2 Left Luggage Procedures
>   2.3 Handling of Special Situations Like – VIP / Spat / DG Guests

Module – III
3.0 Hotel / Front office Security System
>   3.1 Methods
>   3.2 Equipment Used
>   3.3 Card Key Control
>   3.4 Emergency Procedures
>   3.5 Management's Role in Security

Module – IV
4.0 Front office Systems
>   4.1 Non-Automated
>   4.2 Semi- Automated
>   4.3 Fully- Automated

Module – V
5.0 Train and supervise front office staffs for –
>   5.1 Receiving, Greeting, Welcoming A Guest
>   5.2 Assessing The Guest Requirements in cases like – FIT, VIP, Group, Foreigner

Examination Scheme:

Components	Internal Assessment			EE	
	V	**LP**	**A**	**Th**	**Pr**
Weightage (%)	05	20	05	40	30

V-Viva; LP-Lab Performance; A-Attendance; EE-End Semester Examination

Suggested Readings :
- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhal Nagar
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- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
- Front Office by Abbott, Butter Worth Hiemann.
- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

After successful completion of study of the above Course (VHM2453)*, the student becomes eligible to appear for "Qualification Pack: Guest Relations Manager" (NSQF level - 6) examination under THSC & NSDC by paying fees as applicable.*

FRONT OFFICE YIELD MANAGEMENT

Course Code: VHM2553   **Credit Units: 03**

Prerequisites   : Front Office Supervisory Skills (VHM2453)

Course Objective:

At the end of the semester the students will be able to –
        Explain the concept of Yield Management
        Take measures to maximize yield of the department
        Deal with Staff needs
        Analyze Training needs and arrange Training

Course Contents:
Module –I
1.0 Yield Management
        1.1 Concept of Yield Management
        1.2 Capacity Management
        1.3 Discount Allocation

Module – II
2.0 Measuring Yield
        2.1 Potential Average SGL / DBL Rate
        2.2 Multiple Occupancy Percentage
        2.3 Rate Spread
        2.4 Potential Average Rate
        2.5 Room Rate Achievement Factor
        2.6 Yield Statistic
        2.7 Equivalent Occupancy
        2.8 Required Non-Room Revenue Per Guest

Module – III
3.0 Elements of Yield Management
        3.1 Group Room Sales
        3.2 Transient Room Sales
        3.3 Food & Beverage Activity
        3.4 Special Events

Module – IV
4.0 Application of Yield Management Concepts

Module – V
5.0 Human Relations Management

Examination Scheme:

Components	Internal Assessment				EE
	V	**H**	**CT**	**A**	**Th**
Weightage (%)	05	05	15	05	70

V-Viva; H-Home Assignment; CT-Class Test; A-Attendance; EE-End Semester Examination

Suggested Readings :
- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
- Hotel Management by Dr. Jagmohan Negi, Himalaya Publishing House, New Delhi.
- Professional Hotel Management by Dr. JM Negi, S. Chand & Co, New Delhi
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- Front Office Manual by Sudhir Andrews, Tata McGraw Hill

MANAGING FRONT OFFICE

Course Code: VHM2653   **Credit Units: 03**

Prerequisites   : Front Office Yield Management (VHM2553)

Course Objective:
At the end of the semester the students will be able to –
        Explain the various types of Meals
        Define & explain the concept of Menu
        Classify various methods of Service
        Calculate bill for meals & Handle payment made by the guests
        Deal with different types of guests in different situations
        Maintain hygiene and safety at workplace

Course Contents:
Module – I
1.0 Planning & Operations
        1.1 Plan and control day to day front office activities
        1.2 Assist in managing the front office operation
        1.3 Manage the front office staffing process

Module – II
2.0 Establishing Room Rates
        2.1 Market Condition Approach
        2.2 Rule-of-Thumb Approach
        2.3 Hubbart Formula

Module – III
3.0 Forecasting Room Availability
        3.1 Forecasting Data
        3.2 Percentage of No-Shows
        3.3 Percentage of Walk-Ins
        3.4 Percentage of Over-stays
        3.5 Percentage of Under-stays
        3.6 ARR (Average Room Rate)
        3.7 RevPAR (Revenue Per Available Room)
        3.8 Forecast Formula
        3.9 Room Count Considerations

Module – IV
4.0 Budgeting for Operations
        4.1 Forecasting Rooms Revenue
        4.2 Estimating Expenses

Module – V

5.0 Evaluating Front Office Operations

       5.1 Daily Operations Report

       5.2 Occupancy Ratios

       5.3 Rooms Revenue Analysis

       5.4 Operating Ratios

       5.5 Rooms Division Income Statement & Budget Reports

Examination Scheme:

Components	Internal Assessment				EE
	V	**H**	**CT**	**A**	**Th**
Weightage (%)	05	05	15	05	70

V-Viva; H-Home Assignment; CT-Class Test; A-Attendance; EE-End Semester Examination

Suggested Readings:

- Front Office Management by Bardi, John Willy and Sons
- Front Office Management by Mr. Sbhal Nagar
- Professional Hotel Front Office Management – Anutosh Bhakta
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- Hospitality Management: Current Trends & Practices by Dr. JM Negi, Amity University Press, New Delhi
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