



**Technical Examinations Board, Gujarat State,
Gandhinagar**

FRONT OFFICE MANAGEMENT

Title	67: Front Office Management
Level	Trade Certificate
Course Duration	One Year (full time)
Entry Qualification	S. S. C. Pass or Equivalent
With Effect from	June 2023

Teaching Scheme:

Sub Code	Subject Name	Teaching Scheme		Examination Scheme				Term Work Marks	Total Marks
		Theory	Practical	Theory Marks	Hrs.	Practical Marks	Hrs.		
6710	F.O. Procedure	06	12	100	3	100	03	50	250
6720	Hotel Accounting & Bookkeeping	04	04	100	3	-	-	50	150
6730	Hotel Communication	02	04	50	2	-	-	100	150
6740	On the Job Training	-	-	-	-	-	-	100	100
6750	Project	-	-	-	-	-	-	100	100
Total		12	20	250	08	100	03	400	750

Total Week = 32

Total Teaching slot/Week = 32

Theory Periods = 12

Practical Periods = 20

Remarks

22 weeks at institute. 10 weeks on job industrial training in a hotel specified by the principal of the institute who will give the marks of "On the Job training".

67: FRONT OFFICE MANAGEMENT

Course Objectives:

- To provide deep knowledge about Hotel Operation/ systems/ law/ communications and management policies followed in the hotels.
- To give the students a basic exposure to the role of front office in a hotel, its working, functions & management.
- To expose the students to the concepts of book keeping and its importance to the hospitality industry.
- To give the students basic knowledge of book keeping and financial accounting and the need for it in hospitality industry
- To develop and understanding regarding the importance of English as language in Hospitality Industry, Communication skills in particular oral communication, comprehension ability and of writing strategies in both literary and commercial situations.
- To create awareness among the students, the importance of FRENCH In their Profession.
- To understand recall and be able to use the common hotel management related terminologies.

Course Subjects:

Sr. No	Sub Code	Subject Name	Theory in Hrs	Practical in Hrs
1	6710	Front Office Procedure	132	264
2	6720	Hotel Accounting & Bookkeeping	88	88
3	6730	Hotel Communication	44	88
4	6740	On The Job Training	10 weeks(480Hrs)	
5	6750	Project	--	--
		Total	264	440

6710 : FRONT OFFICE PROCEDURE	
Unit-1	Introduction to Lodging Industry
1.1	Types Of Hotels, Classification, Types Of Rooms, Types of Hotel Guests
Unit-2	Concept Of Front Office
2.1	Front Office Setup
2.2	Front Office Organization, Sub Department of Front Office
2.3	Equipment Used In Front Office
2.4	Roles & Responsibilities Of F.O. Staff, Qualities Of F.O. Staff
Unit-3	Accommodation Management
3.1	Occupancy, Full House, Overbookings, Complaints, Key Handling, Guest History Cards, International Telephone codes, Discrepancy, Report, Safe Deposit Lockers.
3.2	Check-In, Re-confirming wake up calls, breakfast, lunch, dinner times, informing all departments, using updated rooming list.
3.3	BELL DESK, Greeting guest & escorting to reception, Informing if SB, Escorting guest to the room, Message /Mail Delivery, Paging.
3.4	CHECK OUT Getting the guest luggage's, keys, checking for stolen/broken fixture of guest room. Mail/errands, Left Luggage, Arranging Shifts, Luggage trolley& Luggage tags ready.
3.5	ARRIVAL Unloading luggage, Handling baggage tags to tour leader, Identifying rooms & baggage, transporting luggage.
Unit-4	Registration
4.1	Registration Activity
4.2	Room & Rate Assignment, Method Of Payment
4.3	Issuing The Room Key, Fulfilling Special Requests
4.4	Creative Options, Selling The Guestroom
4.5	When Guest Cannot Be Accommodated, Both RNC & Turn away
Unit-5	Information Management
5.1	Dealing With Ordinary Messages, Insured & Registered Mail, Dealing With Telephone Message Distribution To The Guest, Paging, Maintaining Guest Index.
Unit-6	Cash & Bill
6.1	Check Out & Account Settlement, Departure Procedures, Check Out Options
6.2	Unpaid Account Balances, Account Collection, Front Office Record

Unit-7	The Night Audit
7.1	Functions Of The Night Audit, Operating Modes, The Night Audit Process, Verifying The Night Audit, Automated System Update
Unit-8	Front Office Lobby
8.1	Hierarchy, Co-Coordinating With Other Departments, Guest Relations Lobby Control, Traditional Welcome, PR Calls, Maintaining Guest History, Information About Town, Important Numbers, Identifying Rooms& Informing All Departments, Keeping Keys Ready, Welcome Drink, Passport & Visas From Tour Leader, Payment Details,& Handing Over Keys.
Unit-9	Coordinating with other departments
9.1	House Keeping, Room Service, Accounts, Maintenance, Stores, Stores, Sales & Security.
Unit-10	Supervisory Aspects
10.1	Supervising Tasks, Duty Roster /Shifts, Staff Training & Development, Self-Development Programs, Group Reservation & Checkin, FO Formulas & Their Applications, Front Office Night Reports
Unit-11	Situation & Emergency Handling
Unit-12	Case Study
12.1	Non availability of room, Missing reservation, Guest turn away, Hotel facilities not up to date.
Unit-13	Computer Application
13.1	Computer In Hospitality Industry, Essentials of Computer, Data Processing,
13.2	Electronic Data Processing, Input-Output Units, Keyboard, Touch Screen terminals, Other Input Devices, Monitors, Printers, Common I/O Unit in The Hospitality Industry.
13.3	The Central Processing Unit, Read Only Memory-Rom, Random Access Memory-Ram, External Storage Devices, Magnetic Tapes Floppy Disc, Hard Disc, C.D Technology. Software
Note	Three Periodic Tests Of One Hour Each. Application of Knowledge And Skill Learned During Class Room Learning

6720 : HOTEL ACCOUNTING AND BOOK KEEPING

Unit-1	Introduction And Concepts
Unit-2	Modes Of Record Keeping
Unit-3	Cross Reference Accounting Documents
Unit-4	Audit Posting Formula
Unit-5	City Ledger

Unit-6	Single Entry System And Double Entry System
Unit-7	Primary And Secondary Books
Unit-8	Transcript
Unit-9	Trial Balance
Unit-10	Front Office Accounting System
Unit-11	Front Office Billing
Unit-12	Functions And Methods Of Check-Out And Settlement
Unit-13	Guest Departure Control
Unit-14	Capital, Revenue Concepts And Revenue Earnings
Unit-15	Credit Card – Concepts, Procedure For Handling Credit Cards
Unit-16	Allowance Vouchers- Concept And Aspect Of Processing Allowance Vouchers.
Note	Three Periodic Tests Of One Hour Each. Class Assignments on Applications

6830 : HOTEL COMMUNICATION	
Unit-1	Grammar
1.1	Subject, predicate, noun-pronoun, verb, article, composition, parts of speech active & passive voice, figures of speech phrase, clause, sentences & synthesis, precise, comprehensions. Common errors.
Unit-2	Business Communication
2.1	Spelling, Punctuation, Formation, Paraphrasing, Letter Writing.
Unit-3	Concept Of Communication
3.1	Definition, meaning, scope, function & purpose of communication.
Unit-4	Elements Of Communication
4.1	Sender, message, treatment, channels, receiver, role of sender & receiver.
Unit-5	Types Of Communication
5.1	Direct & indirect communication, verbal & non-verbal communication, clarity in communication, techniques of communication, sensitivity, observation, empathy
5.2	Quest for knowledge, feedback, barriers to communication, predisposition, limited perspective, lack of knowledge, lack of appreciation, physical state of mind.
Unit-6	Sales Promotion

6.1	Importance & Technique: Information of facilities available in house, comparison with other hotels, justification of non-availability, house count, room occupancy.
Unit-7	Handling Emergencies
7.1	Types of emergencies, first aid, fire protection.
Unit-8	First Aid & Fire Protection
8.1	Wounds & cuts, Bandage & types of knot, respiration, first aid to fracture, Asphyxia, Food positioning,
8.2	Fire Protection. Definitions & importance & basic rules Roles of the first aider and the first aid kit. Types of dressing & their uses What To Do In Case Of: A) Bleeding. B) Burns & Scalds Electrics Shocks C) Fractures D) Food Poisoning
Unit-9	French As A Language And Its Relevance To The Hotel Management Education
9.1	Details of French usages with correct pronunciations: les numb rec de 1 a 100,le seasons Politesse. Days of the week, months of the year, seasons, fruits, vegetables , fish with meats ; culinary terms ; the table appointments (the cover); the hostel; kitchen ; culinary terms : As cuisine e material de la cuisine; le restaurant; le service ; q hotel, lachamber de 1 hotel; les repas; le menu (important); les joursdelasemaine; all verbs and terms relevant to cooking. as ill types of work in the kitchen ,the reception and the housekeeping, menus in French ; more culinary terms.
Unit-10	Personnel Grooming
10.1	Posture / appearance / mannerisms /etiquettes
Note	Three periodic tests, monthly class assignments

6840 : On the Job Training

Student should maintain a logbook the training & meeting a daily even their in. They should also report and problem found by them & how did they overcome the same.

6850 : Project

The student will be requested to identify one problem in any given area of the specialization study in detail & come up with the functional suggestions (as per the opinion of the student) They should submit a written report of the problems, process of identification, study process & minimum (30 typed pages)

Reference Books:

1. Sudhir Andrews – Manual of Front Office Procedures
2. Financial Terms By Surendra Sundarajan
3. Basic Financial Accounting By Raymond S. Schmidgall, James W. Damitio

4. Tourism And Hotel Management By Pushpinder Gill
5. Wren And Martin – English Grammar And Composition
6. Daniel Jones – English Pronouncing Dictionary 14th Edition
7. Red Revel & Trish Scott English For The Hotel And Catering Industry
8. Maugser G.Cours De Langue Et. De. Civilization Franchises.
9. Lemaitre Joseph French How To Speak And Write

Suggested List of Practical's

Sr. No	Practical Category
1	Front office procedures
2	Reservation procedures
3	Showing rooms to the guests
4	Bell Desk Procedures
5	Whitney slip
6	Registering the guests
7	Handling guest's queries
8	Telephone conversation procedures
9	Handling guest's messages, parcels
10	Postings charges to guest rooms
11	List of guest services
12	Guest's departure procedures and check-out procedures
13	Billing and methods of payments
14	Guest history card
15	Log book format
16	Flow chart of FO
17	Computer operations: Making reservations in the software, Filling guest details after check-in, Filling C-Form in software, Front office applications, Front office software Hotel accounting
18	Marketing and advertising process
19	First aid: Artificial respiration, Attending injuries, Attending fractures, Types of burns, Types of accidents, Safety and security procedures
20	Firefighting: Types of fire, Different fire extinguishers, Operating of fire extinguishers
21	Hygiene and sanitation
Note	Student will be required to prepare & maintain a journal.

Subject Course Committee

Sr. No	Name	Designation & Address
1	Shri Rishi Kashyap	Principal, GIHM, Vadodara
2	Shri Abhay Raghav	GIHM, Vadodara
3	Shri Jyotimoni Nath	GIHM, Vadodara

Invited Experts

Sr. No	Name	Designation & Address
1	Shri R. M. Gohil	Principal, GTHS, Ahmedabad
2	Shri R. K. Jethwa	Principal, GTHS, Vadodara