

FRONT OFFICE OPERATIONS
CLASS–XII
ELECTIVE
FRONT OFFICE OPERATIONS (753)
THEORY

Time: 3 Hours

Marks: 60

Unit–1: Guest Cycle	10
<ul style="list-style-type: none">• Pre-arrival.• Arrival.• During Stay.• Departure.• Post-departure Activities.	
Unit–2: Reception	8
<ul style="list-style-type: none">• Importance of Registration.• Receiving of Guest.• Pre-registration Activities.• Registration Activities.• Post-registration Activities.• Registration of a Foreigner Guest.• Room Selling Techniques.	
Unit–3: Bell Desk	8
<ul style="list-style-type: none">• Functions.• Equipment and Aids used in Bell Desk.• Procedures of Bell Desk.	
Unit–4: During the Stay Activities	8
<ul style="list-style-type: none">• Message Handling.• Mail Handling.• Key Handling.• Complaint Handling.	
Unit–5: Telephone	6
<ul style="list-style-type: none">• Telephone Manners & Etiquettes.• Telephone Equipment.	
Unit 6: Information and Concierge	7

- Role and Importance.
- Competencies required.

Unit-7: Glossary 7

Unit-8: Assignments 6

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Formats Used in Registration 4

- Registration card.
- C-form.

Unit-2: Formats Used on Bell Desk 4

- Errand card.
- VIP amenity voucher.

Unit-3: Role Play on Luggage Handling 4

Unit-4: Chart for Bell Desk Equipments 4

Unit-5: Role Play on Message and Mail Handling 4

- Message.
- Incoming Mail.
- Outgoing Mail.

Unit-6: Role Play on Receiving a Guest and Filling up Necessary Formats 4

- Etiquettes and manners.
- Role play on complaint handling.

Unit-7: Role Play on Telephone Handling 4

- Conversation between a caller and the Telephone Operator.

Unit-8: Role Play on up Selling Techniques 4

Unit-9: Situation Handling at the Concierge 4

Unit-10: Quiz based on Glossary Terms 4

- Reception.
- Bell desk.
- During the stay activities.
- Information & concierge.

CLASS–XII
ELECTIVE
ADVANCED FRONT OFFICE OPERATIONS (754)
THEORY

Time: 3 Hours

Marks: 60

Unit–1: Cashier	8
<ul style="list-style-type: none">• Role of Front Office Cashier.• Functions & Procedures.• Equipment used by Front Office Cashier.	
Unit–2: Departure Procedure	10
<ul style="list-style-type: none">• Step by Step Process of Guest Check-out Modes of Settlement of Guest Folio.• Cash.• Credit card.• Foreign currency.• Travel Agent Voucher.• Company Billing Letter.• Travellers Cheque.• Express Check-out.• Late Check-out.	
Unit–3: Front Office Accounting	8
<ul style="list-style-type: none">• Basics of Accounting.• Folio and its Types.• Voucher and its Types.• Ledger<ul style="list-style-type: none">(i) Guest Ledger.(ii) Non-guest Ledger.	
Unit–4: Formats used in Manual Accounting System	6
<ul style="list-style-type: none">• Guest Weekly Bill.• Visitors Tabular Ledger.	
Unit–5: Role of PMS in Front Office Department	5
<ul style="list-style-type: none">• Role of Property Management System.	
Unit–6: Front Office Reports	6

Unit-7: Introduction to Night Audit Procedure in Front Office	6
Unit-8: Glossary	5
Unit-9: Assignments	6

References:

- Check-In Check-Out Managing Hotel operations: Gary K.Vallen, Jerome J.Vallen.
- Principles of Hotel Front-Office Opearions: Sue Baker, Jeremy Huyton, Pam Bradley.
- Hotel Front Office Operations & Management: Jatashankar R. Tiwari.
- Front Office Management: Sushil Kumar Bhatnagar.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Filling up and Practice on Formats of Different Vouchers used in Accounting System	7
<ul style="list-style-type: none"> • Paid-out vouchers. • Correction vouchers. • Transfer vouchers. • Charge voucher. • Allowance voucher. 	
Unit-2: Role Play of Express Check-out Process	6
<ul style="list-style-type: none"> • Express check – out form. 	
Unit-3: Manual Practice of Accounting Procedure in non- Automated System	7
<ul style="list-style-type: none"> • Guest weekly bill. • Visitors tabular ledger. 	
Unit-4: Role - Play of Check out Procedure	7
<ul style="list-style-type: none"> • By cash. • By credit. • Bill to Company. • Foreign Currency. • Travelers Cheque. 	
Unit-5: Role Play	7
<ul style="list-style-type: none"> • Folio Postings. • Night Auditing . • Maintaining guest history. 	
Unit-6: Quiz based on Glossary Terms of Guest Accounting System	6