

FRONT OFFICE OPERATIONS (CODE NO. 810)

CLASS XI (SESSION 2019-2020)

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Theory	60 marks
Practical	40 marks
Total Marks	100 marks

❖ PART A: EMPLOYABILITY SKILLS

- Unit 1: Communication Skills
- Unit 2: Self-Management Skills
- Unit 3: Understanding Media
- Unit 4: Entrepreneurial Skills
- Unit 5: Green Skills

❖ PART B:

- Unit 1: Lets Recall Tourism
- Unit 2: Evolution and Growth of Hotels
- Unit 3: Communication Skills
- Unit 4: Pronunciation & Body Language
- Unit 5: Grooming Standards
- Unit 6: Telephone Manners
- Unit 7: Guest Services in Hotels
- Unit 8: Role of Technology in Hospitality

❖ PART C: PRACTICAL WORK

- Practical Examination
- Written Test
- Viva Voce

❖ PART D: PROJECT WORK / FIELD VISIT

- Practical File / Student Portfolio