

FRONT OFFICE OPERATIONS (CODE NO. 810)
CLASS XII (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: Basic ICT Skills
- Unit 4: Entrepreneurial Skills
- Unit 5: Green Skills

❖ **PART B: (Vocational Skills)**

- Unit 1: Evolution of Hotels in India
- Unit 2: Etiquettes and manners for Hospitality professionals
- Unit 3: Hotel Organisation
- Unit 4: Organisation of Front office Department
- Unit 5: Introduction to Basic Front office operation
- Unit 6: Safety and Security in Hotels
- Unit 7: Problem Solving & Situation Handling.
- Unit 8: Responsible Hotels

❖ **PART C: PRACTICAL WORK**

- Practical Examination
- Written Test
- Viva Voce

❖ **PART D: PROJECT WORK / FIELD VISIT**

- Practical File / Student Portfolio