

CBSE | DEPARTMENT OF SKILL EDUCATION
CURRICULUM FOR SESSION 2020-2021

FRONT OFFICE OPERATIONS (CODE NO. - 410)

JOB ROLE: FRONT OFFICE EXECUTIVE

RATIONALIZED CURRICULUM FOR
CLASS-X FOR SESSION 2020-21

Total Marks: 100 (Theory-50 + Practical-50)

	UNITS	NO. OF HOURS for Theory and Practical 200		MAX. MARKS for Theory and Practical 100
Part A	Employability Skills			
	Unit 1 : Communication Skills-II	10		10
	Unit 2 : Self-Management Skills-II	10		
	Unit 3 : ICT Skills-II	10		
	Unit 4 : Entrepreneurial Skills-II	15		
	Unit 5 : Green Skills-II	05		
	Total	50		10
Part B	Subject Specific Skills	Theory (In Hours)	Practical (In Hours)	Marks
	Unit 1: General Awareness	20	5	9
	Unit 2: Grooming and Hygiene	10	10	8
	Unit 3: Qualities of front office staff	20	5	7
	Unit 4: Front office	30	10	12
	Unit 5: Role of computers	20	20	4
		Total	100	50
Part C	Practical Work			
	Practical Examination			15
	Written Test			10
	Viva Voce			10
		Total		
Part D	Project Work/Field Visit			
	Practical File/ Student Portfolio			10
	Viva Voce			05
		Total		
	GRAND TOTAL	200		100

DETAILED CURRICULUM/ TOPICS:

Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1: Communication Skills-II	10
2.	Unit 2: Self-management Skills-II	10
3.	Unit 3: Basic Information and Communication Technology Skills-II	10
4.	Unit 4: Entrepreneurial Skills-II	15
5.	Unit 5: Green Skills-II	05
	TOTAL	50

NOTE: For Detailed Curriculum/ Topics to be covered under Part A: Employability Skills can be downloaded from CBSE website.

Part-B – SUBJECT SPECIFIC SKILLS

S. No.	UNITS	SUB-TOPICS
1.	General Awareness	<ul style="list-style-type: none">• Importance of reading Newspaper• Major Countries, Currencies, Capitals (To be assessed in practical / Project only)• Airlines and their codes (To be assessed in practical / Project only)• States of India – Capitals and Chief Ministers.
2.	Grooming and Hygiene	<ul style="list-style-type: none">• Importance of grooming and hygiene in hospitality industry• Grooming standards for hospitality professionals: Male and Female. (To be assessed in practical / Project only)• Hygiene.
3.	Qualities of Front Office Staff	<ul style="list-style-type: none">• Punctuality• Pleasing personality• Positive attitude• Good communication skills• Team work• Patience
4.	Front Office	<p>Staff organization of Front office: hierarchy chart of medium and large hotels. (To be assessed in practical / project only)</p> <ul style="list-style-type: none">• Section in Front office• Front office functions• Layout of hotel lobby
5.	Role of Computers	<ul style="list-style-type: none">• Importance of computers• Advantages and disadvantages of computer. (To be assessed in practical / project only)