

# **FRONT OFFICE OPERATIONS (CODE NO- 410)**

## **JOB ROLE: (FRONT OFFICE EXECUTIVE)**

**SESSION 2019-2020**

**CLASS IX & X**

### **1. Introduction**

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The Hospitality industry is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line and additional fields within the tourism industry. The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or even an amusement park consists of multiple groups such as facility maintenance, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc).

This course is an overview of the management practices utilized to direct, operate and control front office. This course will teach practical knowledge of appropriate service behaviors for a variety of guest types, understand the concept and techniques of good service and demonstrate the skills acquired and capacity and demonstrate various service techniques.

### **2. Course Objectives**

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1. To develop interest and attitudes in hospitality industry.
2. To develop sufficient trained manpower for Hotels, Motels, Restaurants, Railway Catering Services, Flight Catering Services etc.
3. To assist in the tourism development programmes.
4. To develop necessary employable skills in the students.
5. To develop entrepreneurship.

### 3. Curriculum

This course is a planned sequence of instructions consisting of Units meant for developing employability and Skills competencies of students of Class IX and X opting for Skills subject along with general education subjects.

Theory	50 marks
Practical	50 marks
<b>Total Marks</b>	<b>100 marks</b>

The unit-wise distribution of periods and marks for Class IX is as follows:

CLASS IX (SESSION 2019-2020)				
	Units	No. of Periods for Theory and Practical 200		Max. Marks for Theory and Practical 100
<b>Part A</b>	<b>Employability Skills</b>			
	Unit 1: Communication Skills – I	10		10
	Unit 2: Self-management Skills – I	10		
	Unit 3: Information and Communication Technology Skills – I	10		
	Unit 4: Entrepreneurial Skills – I	15		
	Unit 5: Green Skills – I	05		
	<b>Total</b>	<b>50</b>		<b>10</b>
<b>Part B</b>	<b>Skills</b>	<b>Theory</b>	<b>Practical</b>	
	Unit1: Introduction to Tourism	12	-	6
	Unit 2: Major Tourist Destinations of India	20	10	6
	Unit 3: Impacts of Tourism	20	10	8
	Unit 4: Hotels	24	15	10
	Unit 5: Classification of Hotels	24	15	10
	<b>Total</b>	<b>100</b>	<b>50</b>	<b>40</b>
<b>Part C</b>	<b>Practical Work</b>			
	Practical Examination			15
	Written Test			10
	Viva Voce			10
	<b>Total</b>			<b>35</b>
<b>Part D</b>	<b>Project Work/Field Visit</b>			
	Practical File/Student Portfolio			10
	Viva Voce			05
	<b>Total</b>			<b>15</b>
	<b>GRAND TOTAL</b>			<b>100</b>

The unit-wise distribution of periods and marks for Class X is as follows:

<b>CLASS X (SESSION 2019-2020)</b>				
	<b>Units</b>	<b>No. of Periods for Theory and Practical</b>		<b>Max. Marks for Theory and Practical</b>
		<b>200</b>		<b>100</b>
<b>Part A</b>	<b>Employability Skills</b>			
	Unit 1: Communication Skills – II	10		10
	Unit 2: Self-management Skills – II	10		
	Unit 3: Information and Communication Technology Skills – II	10		
	Unit 4: Entrepreneurial Skills – II	15		
	Unit 5: Green Skills – II	05		
	<b>Total</b>	<b>50</b>		<b>10</b>
<b>Part B</b>	<b>Skills</b>	<b>Theory</b>	<b>Practical</b>	
	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
	<b>Total</b>	<b>100</b>	<b>50</b>	<b>40</b>
<b>Part C</b>	<b>Practical Work</b>			
	Practical Examination			15
	Written Test			10
	Viva Voce			10
	<b>Total</b>			<b>35</b>
<b>Part D</b>	<b>Project Work/Field Visit</b>			
	Practical File/Student Portfolio			10
	Viva Voce			05
	<b>Total</b>			<b>15</b>
	<b>GRAND TOTAL</b>			<b>100</b>

## 4. CONTENTS

### CLASS IX (SESSION 2019-2020)

#### Part A: Employability Skills

<b>UNITS</b>	
1.	Communication Skills – I
2.	Self-management Skills – I

3.	Information and Communication Technology Skills-I
4.	Entrepreneurial Skills – I
5.	Green Skills – I
<b>Detailed curriculum of Employability Skills is available separately</b>	

## PART B: SKILLS

S.No.	Units	Sub-Topics	Practical
1	<b>Introduction to Tourism</b>	Definition	Modes of transport used in tourism
		Importance	Reasons of travelling
		Classification	
		Components of Tourism Industry	
2	<b>Major Tourist Destinations of India</b>	Beaches	Any 10 tourist places of India
		Hill stations	Visits as per the location
		Wild life	
		Forts and Palaces	
		Temples and other religious places	
3	<b>Impacts of Tourism</b>	Environmental	Advantages & Disadvantages of Tourism
		Economical	Festivals of India
		Social	Folk dances of India
		Cultural	
4	<b>Hotels</b>	Introduction to hospitality industry	Collect logos of any 10 hotels in India
		History and evolution of hotel industry	Develop a list of the founders of Indian & International hotels
		Major hotel chains of India	
		Major International hotel chains	
5	<b>Classification of Hotels</b>	Size	Prepare a list of any 5 hotels of your state & mention the number of rooms available in them
			Collect brochures of various hotels
		Location and clientele	Collect leaflets of state tourism organizations & tourist destinations of your state
		Supplementary accommodation	
		Single hotels and group hotels	
		Hotel organizational structure	

## CLASS X (SESSION 2019-2020)

### Part A - Employability Skills

UNITS	
1	Communication Skills – II
2	Self-management Skills – II
3	Information and Communication Technology Skills – II
4	Entrepreneurial Skills – II
5	Green Skills – II
<b>Detailed curriculum of Employability Skills is available separately</b>	

### PART B: SKILL

S.No.	Units	Sub-Topics	Practical
1	<b>General Awareness</b>	Importance of reading News Paper	Prepare a college on tourism & Hotels
		Major Countries, Currencies, Capitals Airlines	Article reading
		States of India – Capitals and Chief Ministers	Identification of flags
2	<b>Grooming And Hygiene</b>	Importance of grooming and hygiene in hospitality industry	Collect pictures of staff of different Departments of hotels
		Grooming standards for hospitality professional : Male and Female	Discussion on the importance Of hygiene in hospitality industry
3	<b>Qualities Of Front Office Staff</b>	Punctuality	Team building activities
		Pleasing personality	
		Positive attitude	
		Good communication skills	
		Team work	
4	<b>Front Office</b>	Staff organization of Front office: hierarchy	Prepare an organizational chart of small & Large hotels
		Section in Front office	Collect the pictures of lobbies of different hotels
		Front office functions	Shapes of reception counter
		Layout of hotel lobby	
5	<b>Role Of Computers</b>	Importance of computers	

## 5. TEACHING ACTIVITIES

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The teaching and training activities have to be conducted in classroom, laboratory/ workshops and field visits. Students should be taken to field visits for interaction with experts and to expose them to the various tools, equipment, materials, procedures and operations in the workplace. Special emphasis should be laid on the occupational safety, health and hygiene during the training and field visits.

### CLASSROOM ACTIVITIES

Classroom activities are an integral part of this course and interactive lecture sessions, followed by discussions should be conducted by trained teachers. Teachers should make effective use of a variety of instructional or teaching aids, such as audio-video materials, colour slides, charts, diagrams, models, exhibits, hand-outs, online teaching materials, etc. to transmit knowledge and impart training to the students.

### PRACTICAL WORK IN LABORATORY/WORKSHOP

Practical work may include but not limited to hands-on-training, simulated training, role play, case based studies, exercises, etc. Equipment and supplies should be provided to enhance hands-on learning experience of students. Only trained personnel should teach specialized techniques. A training plan that reflects tools, equipment, materials, skills and activities to be performed by the students should be submitted by the teacher to the Head of the Institution.

### SKILL ASSESSMENT (PRACTICAL)

Assessment of skills by the students should be done by the assessors/examiners on the basis of practical demonstration of skills by the candidate, Practical examination allows candidates to demonstrate that they have the knowledge and understanding of performing a task. This will include hands-on practical exam and viva voce. For practical, there should be a team of two evaluators. The same team of examiners will conduct the viva voce.

**Project Work** (individual or group project) is a great way to assess the practical skills on a certain time period or timeline. Project work should be given on the basis of the capability of the individual to perform the tasks or activities involved in the project. Projects should be discussed in the class and the teacher should periodically monitor the progress of the project and provide feedback for improvement and innovation. Field visits should be organised as part of the project work. Field visits can be followed by a small-group work/project work. When the class returns from the field visit, each group might be asked to use the information that they have gathered to prepare presentations or reports of their observations. Project work should be assessed on the basis of practical file or student portfolio.

**Student Portfolio** is a compilation of documents that supports the candidate's claim of competence. Documents may include reports, articles, photos of products prepared by students in relation to the unit of competency.

**Viva voce** allows candidates to demonstrate communication skills and content knowledge. Audio or video recording can be done at the time of viva voce. The number of external examiners would be

decided as per the existing norms of the Board and these norms should be suitably adopted/adapted as per the specific requirements of the vocational subject. Viva voce should also be conducted to obtain feedback on the student's experiences and learning during the project work/field visits.

## **6. ORGANISATION OF FIELD VISITS/EDUCATIONAL TOURS**

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In field visits, children will go outside the classroom to obtain specific information from experts or to make observations of the activities. A checklist of observations to be made by the students during the field visits should be developed by the teachers for systematic collection of information by the students on the various aspects. Principals and teachers should identify the different opportunities for field visits within a short distance from the school and make necessary arrangements for the visits. At least three field visits should be conducted in a year.

## **7. LIST OF EQUIPMENTS**

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1. Lobby Desk
2. Computer with Internet Facility
3. Printer
4. Property Management System
5. Foreign Currency Exchange Board
6. Credit Card Imprinter / EDC Machine
7. Luggage Rack
8. Luggage Trolley
9. Key Rack
10. Message Rack
11. Information Rack
12. Bell Desk
13. Reception Counter
14. Projector
15. Pen
16. Pencil
17. Ruler
18. Register
19. Note Pads
20. Sketch Pens
21. Charts