

# FRONT OFFICE OPERATIONS (CODE NO. 810)

## JOB ROLE: COUNTER SALES EXECUTIVE

SESSION 2020-2021

CLASS XII

### 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

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

Theory	60 marks
Practical	40 marks
<b>Total Marks</b>	<b>100 marks</b>

The unit-wise distribution of Periods and marks for Class XII is as follows:

<b>CLASS XII (session 2020-2021)</b>				
		<b>No. of Periods for Theory and Practical</b>		<b>Max. Marks for Theory and Practical</b>
	<b>Units</b>	<b>260</b>		<b>100</b>
<b>Part A</b>	<b>Employability Skills</b>			
	Unit 1: Communication Skills-IV	10		10
	Unit 2: Self-management Skills-IV	10		
	Unit 3: Information and Communication Technology Skills-IV	10		
	Unit 4: Entrepreneurial Skills-IV	15		
	Unit 5: Green Skills-IV	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: Evolution of Hotels in India	10	--	05
	Unit 2: Etiquettes and manners for hospitality Professionals	10	12	05
	Unit 3: Hotel Organisation	15	--	05
	Unit 4: Organisation of Front office Department	20	--	08
	Unit 5: Introduction to basic Front office operation 1. Reservation 2. check-in 3. check –out	25	36	10
	Unit 6: Safety and Security in Hotels	15	14	08
	Unit 7: Problem Solving & Situation Handling	10	24	04
	Unit 8: Responsible Hotels	15	04	05
	<b>Total</b>	<b>120</b>	<b>90</b>	<b>50</b>
<b>Part C</b>	<b>Practical Work</b>			
	Practical Examination		---	15
	Written Test		---	10

	Viva Voce	---	05
	<b>Total</b>	---	<b>30</b>
<b>Part D</b>	<b>Project Work/Field Visit</b>	---	---
	Practical File/Student Portfolio		10
	<b>Total</b>		<b>10</b>
	<b>Grand Total</b>		<b>100</b>

## 4. CONTENTS

### CLASS XII (session 2020-2021)

#### PART A: EMPLOYABILITY SKILLS

	Units
1.	Communication Skills –IV
2.	Self-management Skills –IV
3.	Information and Communication Technology Skills – IV
4.	Entrepreneurial Skills – IV
5.	Green Skills – III

#### PART B: SKILLS

S.No	Units	Sub-Topics	Practical
1	Evolution of Hotels in India	Origin and Growth of the Hotel Industry	
		Major Hotel Chains of India	Prepare a chart and write down the timeline history of any hotel of your choice.
		Major International Hotel Chains	Prepare a project of various international chain hotels which are operating in India.
			Prepare a project of any five hotels of your choice along with its location, logo and photo.
2	Etiquettes And Mannersfor Hospitality Professionals	Etiquettes and Mannerism for service professionals	Prepare a chart on basic Etiquettes and Mannerism for Service Professionals
		Golden rules for good telephone techniques.	List any ten attributes required for a good hospitality professional
		Attributes of hospitality professional	

3	<b>Hotel Organization</b>	Departmental organization on the basis of functions.	Prepare a list of 10 single unit hotels and 10 chain hotels.
		Departmental organization on the basis of revenue.	Prepare a chart depicting classification of hotels on the basis of various parameters.
			Prepare a chart on Departmental Organisation and staff organisation of large and medium size hotels
4	<b>Organization Of Front Office Department</b>	Operational structure of Front Office	Prepare a chart on the organization structure of Front Office department.
		Hotel Front Office sections	Draw and label the positioning of Front desk.
		Staff qualities and competencies	
5	<b>Introduction To The Basic Front Office Operation</b> <ul style="list-style-type: none"> <li>· Reservation</li> <li>· Check in</li> <li>· Check out</li> </ul>	Introduction to basic Front Office operation	Write the steps in handling reservation of a guest.
		Global distribution system	Write a note on group reservation.
		Modes of reservation	List and discuss the reports used in reservation process
		Importance of Reservation	
6	<b>Safety and Security in Hotels</b>	Security department in hotel management.	Prepare a list of various equipments used as a safety tool in the hotels.
		Key control and access control	Prepare a plan of action on how you as a security head of a 5 star hotel will deal with a sudden fire threat at your hotel.
		Security of hotels	
7	<b>Problem Solving And Situation Handling</b>	Types of complaints	Role play on handling different complaints in hotels.
		Identifying and handling complaints.	
8	<b>Responsible Hotels</b>	Introduction to Ecotourism	Prepare a list of activities you will inculcate in your hotel to be able to make it a green hotel
		Criteria of Eco-hotels	Prepare a report on the various environment friendly activities performed by any 5 star property of your choice.
		Characteristics of Eco-hotels	

## 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 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 EQUIPMENT AND MATERIALS**

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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**