

**CBSE | DEPARTMENT OF SKILL EDUCATION**  
**CURRICULUM FOR SESSION 2020-2021**  
**FRONT OFFICE OPERATIONS (SUB.CODE-810)**

**JOB ROLE: COUNTER SALES EXECUTIVE**

**RATIONALIZED CURRICULUM FOR CLASS XII**  
**SESSION 2020-2021**

**Total Marks: 100 (Theory-60 + Practical-40)**

	<b>UNITS</b>	<b>NO. OF HOURS for Theory and Practical</b>		<b>MAX. MARKS for Theory and Practical</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: ICT 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>Subject Specific Skills</b>	<b>Theory</b>	<b>Practical</b>	<b>Marks</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>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>260</b>	<b>100</b>

## DETAILED CURRICULUM/TOPICS FOR CLASS XII:

### Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration(in Hours)
1.	Unit 1: Communication Skills- IV	10
2.	Unit 2: Self-management Skills- IV	10
3.	Unit 3: Information and Communication Technology Skills- IV	10
4.	Unit 4: Entrepreneurial Skills- IV	15
5.	Unit 5: Green Skills- IV	05
	<b>TOTAL DURATION</b>	<b>50</b>

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

### Part-B – SUBJECT SPECIFIC SKILLS

UNIT	TOPIC	SUB- TOPIC
1	EVOLUTION OF HOTELS IN INDIA	<ul style="list-style-type: none"><li>• Origin and Growth of the Hotel Industry.</li><li>• Major Hotel Chains of India.</li><li>• Major International Hotel Chains.</li></ul>
2	ETIQUETTES AND MANNERS FOR HOSPITALITY PROFESSIONALS	<ul style="list-style-type: none"><li>• <b>Etiquettes and mannerism for service professionals. (To be assessed in practical only)</b></li><li>• Golden rules for good telephone etiquettes.</li><li>• Attributes of hospitality professional.</li></ul>
3	HOTEL ORGANIZATION	<ul style="list-style-type: none"><li>• Departmental organization on the basis of functions.</li><li>• Departmental organization on the basis of revenue.</li></ul>
4	ORGANIZATION OF FRONT OFFICE DEPARTMENT	<ul style="list-style-type: none"><li>• Operational structure of Front Office.</li><li>• Hotel Front Office Sections.</li><li>• Staff qualities and competencies.</li></ul>
5	INTRODUCTION TO THE BASIC FRONT OFFICE OPERATION	<ul style="list-style-type: none"><li>• Introduction to basic Front Office operation.</li><li>• Global Distribution system.</li><li>• Modes of reservation.</li><li>• <b>Six stages of Check-in procedure (To be assessed in practical only)</b></li><li>• <b>Check-out procedure (To be assessed in practical only)</b></li></ul>

UNIT	TOPIC	SUB- TOPIC
6	<b>SAFETY AND SECURITY IN HOTELS</b>	<ul style="list-style-type: none"> <li>• Security department in hotel management.</li> <li>• Key control and access control.</li> <li>• Security of hotels</li> <li>• <b>Bomb threat emergency situations.</b></li> <li>• <b>Fire threat emergency situation.</b></li> <li>• <b>Accidents, its symptoms and precautions.</b></li> </ul> <p><b>(The above three topics to be assessed in practical / Project only)</b></p>
7	<b>PROBLEM SOLVING AND SITUATION HANDLING</b>	<ul style="list-style-type: none"> <li>• Types of complaints.</li> <li>• Identifying and handling complaints.</li> <li>• <b>Types of customers and how to deal with them.</b></li> </ul> <p><b>(The Meek customer, Aggressive customer, High Roller customer, Rip-Off customer &amp; The chronic complainer customer)</b></p> <p><b>(To be assessed in practical only)</b></p>
8	<b>RESPONSIBLE HOTELS</b>	<ul style="list-style-type: none"> <li>• Introduction to Eco Tourism</li> <li>• Criteria of Eco-hotels</li> <li>• Characteristics of Eco-hotels.</li> <li>• <b>Green certifiers of European Union &amp; Latin American &amp; Caribbean.</b></li> </ul> <p><b>(To be assessed in practical/ Project only)</b></p>