

COURSE TITLE	FRONT OFFICE MANAGEMENT -I
COURSE CODE	04AH0302
COURSE CREDITS	4

Course Outcomes: After completion of this course, student will be able to:

- 1 Develop the role and functions of the front office in the hospitality industry, including the processes of reservation, check-in, check-out, guest services, and concierge
- 2 Demonstrate strong communication skills, both verbal and non-verbal, essential for interacting with guests, addressing inquiries, handling complaints, and maintaining customer satisfaction
- 3 Apply computerized reservation systems (CRS) and Property Management Systems (PMS) to manage bookings, guest data, and room availability, optimizing operational efficiency
- 4 ability to manage daily front desk operations smoothly, including check-ins, check-outs, room assignments, guest requests, and coordination with other hotel departments
- 5 Develop techniques for effectively handling guest complaints, resolving issues, and fulfilling special requests to maintain a positive guest experience and build brand loyalty.

Pre-requisite of course:NA

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	25	30	20	25	0

Contents : Unit	Topics	Contact Hours
1	Introduction to Front office Front Office operations, Organization charts, Defining work and duties of front office Staff and reporting Structure, Staff skills for guest handling	15
2	Front Office Operations The Guest Cycle, Operation of Front Office system, Front Office Documentation and policies, Telecommunication and their equipment's	15
3	Reservations Reservations and Sales, Types of Reservations, Reservation Reports and Records, Group Reservations	15
4	Registration Process of Registrations, Type of Registrations, Room Assignments and documentation process, Folios of guests	15
Total Hours		60

Textbook :

- 1 Front office training Manual , Sudhir Andrews , McGraw Hill Education, 2021
- 2 Accommodation Management , J.R Tiwari , McGraw Hill Education, 2023
- 3 Textbook of Hotel Front Office, Manoj Kumar Yadav, Aman Publications, 2021

References:

- 1 Front Office Management in hotel , Front Office Management in hotel , B.K Chakravarti, Asian Books, 2012
- 2 Front Office, Front Office, Peter Abbott, Sue Lewry, British Library , 2017

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery					
Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

- 1 Project Based Learning Case Based Learning Flipped Classroom Collaboration Learning