

<b>COURSE TITLE</b>	<b>ACCOMMODATION MANAGEMENT</b>
<b>COURSE CODE</b>	<b>04MB0378</b>
<b>COURSE CREDITS</b>	<b>4</b>

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

- 1 Understand the role and importance of the front office in the overall operations of service industries, particularly in the hospitality sector.
- 2 Develop skills for providing excellent customer service and understanding the guest's needs, expectations, and preferences.
- 3 Learn the key elements of a booking system, including availability checking, booking confirmation, cancellations, and modifications.
- 4 Familiarize with the technology tools and software used in front office operations, such as Property Management Systems (PMS), Customer Relationship Management (CRM) systems, and Point-of-Sale (POS) systems.

**Pre-requisite of course:**NA

#### Teaching and Examination Scheme

<b>Theory Hours</b>	<b>Tutorial Hours</b>	<b>Practical Hours</b>	<b>ESE</b>	<b>IA</b>	<b>CSE</b>	<b>Viva</b>	<b>Term Work</b>
4	0	0	50	30	20	0	0

<b>Contents : Unit</b>	<b>Topics</b>	<b>Contact Hours</b>
1	<b>Introduction to Front office</b> • Front Office operations : Exploring various departments of Front office and their working pattern. • Organization charts: Understanding of work profile of front Office personals and their job allocation in different types of Hotel formation • Job descriptions: Defining work and duties of front office Staff and their reporting formation for smooth operations • Job specifications: Staff skills and their qualifications for their assign duties for guest handling	15
2	<b>Front Office Operations</b> • The Guest Cycle: Guest life cycle is how guests to a hotel experience the hotel. It starts with an inquiry and ends with customer satisfaction. • Front Office system : Operations of front office for Guest bookings and Handling procedures • Front Office Documents: Legal Documents for Government policies and for hotel policies for Domestic and International Guests. • Telecommunication and their equipment's:Phone call handlings and their non-conform reservation stages on call, Guest complains handling on calls, exploring equipment's such as EPBX for internal communication	15

<b>Contents : Unit</b>	<b>Topics</b>	<b>Contact Hours</b>
3	<b>Reservations</b> • Reservations and Sales: Exploring hotel reservation procedures and sales department of hotels and central reservation procedures • Types of Reservations: Understanding of conform and non-conform reservation in hotel industry, B2C and B2B reservation, VVIP reservation. • Reservation Reports and Records: Understanding the documents of reservation, Guest records for registration and further billing procedures. • Group Reservations: Exploring group reservation/travel agent reservation for bulk rooms, Marriage booking	15
4	<b>Registration</b> • Process of Registrations: Understanding of registration and basic documents need to while registration. • Type of Registrations: Exploring different types of registration such as express registration, VVIP registration, Self-Registration. • Room Assignments and documents: Understanding of key allocations and C form for international guests • Folios of guests: Understanding of types of guest and their folios for client relationship for further business in future.	15
<b>Total Hours</b>		<b>60</b>

**Textbook :**

- 1 Front office training Manual , Sudhir Andrews , Tata McGraw Hill Education Private Limited, 2010
- 2 Accommodation Management , J.R Tiwari , Oxford University Press, 2015

**References:**

- 1 Front Office Management in hotel , Front Office Management in hotel , B.K Chakravarti, Asian Books, 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					
<b>Remember / Knowledge</b>	<b>Understand</b>	<b>Apply</b>	<b>Analyze</b>	<b>Evaluate</b>	<b>Higher order Thinking / Creative</b>
10.00	10.00	20.00	20.00	20.00	20.00

**Instructional Method:**

- 1 Classroom ,PPT