SARDAR PATEL UNIVERSITY
Programme: BBA (Hospitality Management)
Semester: IV
Syllabus with effect from:November/December-2012

<u>Theory</u>

Paper Code: UM04CBBH03	Total Credit: 3
Title Of Paper: Front Office and Accommodation Management – I (T+P)	

Unit	Description in detail	Weighting (%)
I	**Mail & Message Handling** Definition of Mail & Message Difference between Registered & Ordinary Mail Category of Mail(Incoming and Outgoing) Classification of Mail Sorting of Mails Allocation of Mails Types of Registers for Mail Handling Delivery procedure of mail. Flow chart of Mail Handling Message slip and message handling procedure.	25 %
II	**Guest Account Cycle And System** Definition of Guest Folio & Ledger Opening Procedure of Guest Account Types of Folio & Guest Account Types of Guest Ledger Introduction to Guest Account Cycle Posting Procedure & Circumstances Types of Vouchers and posting procedure Manual & Automated System of Accounting Maintenance of Guest Accounts Monitoring Guest Account Balance Floor Limit & House Limit High Balance Report	25 %
III	**Check-Out & Departure Procedure** Difference between Check-out & Departure Mode of Settlement of Bill (Cash, Foreign Currency, Traveler's Cheque, Travel Voucher, Bill to Company) Credit Card Handling Procedure Foreign Currency Exchanging Procedure (FC/TC) Collecting Keys & Guest's Feed back Final Settlement of Bill and Issuing Bill Left Luggage Procedure Departure Procedure	25 %
IV	**Key Control, Room Status & Operating Ratio** Types of Keys & Locking System (Manual and Automated)	25 %

| | Key Control Procedure
Room Status Report
Discrepancy Report
Various Codes (Such as UR, OOO, V, O, DL,)
Operating Ratio(ROP, BOP, DOP, House Count, Position, Local Guest Occupancy, Percentage, Foreigners' Occupancy Percentage) | |

Practical

Paper Code: UM04CBBH03	**Total Credit:**
Title Of Paper: Front Office and Accommodation Management – I (T+P)	

	Description in detail	**Weighting (%)**
	Mail and Message Handling	
	Departure Procedure	
	Check-out and Settlement of Bills	

Evaluation:

Guest Interaction, Negotiating Skills, Service Skill, Knowledge of Software (HMS/PMS) and Journal will be evaluated by concerned teacher.

Basic Text & Reference Books:

➢ Sudhir Andrews- Text Book of Front Office Operation & Management
➢ Daniel Foster - Rooms at Inn: Front Office Operation and Administration
➢ Grey K. Vallen & J.K. Vallen -Check-in & Check-out
➢ Ahmad Ismail- Front office operation and Management