

SARDAR PATEL UNIVERSITY
Programme: BBA (Hospitality Management)
Semester: II
Syllabus with effect from:November/December-2011

Theory

Paper Code:UM02CBBH03	Total Credit:3
Title Of Paper: Front Office Operation– I (T/P)	

Unit	Description in detail	Weighting (%)
I	Introduction to Hotel Definition of Hotel Hotel Organization Segments of Hotels Types of Hotels Segments of Rooms Types of Rooms International and National chain of Hotels	25 %
II	Front Office Organization Introduction to Front office Lay-out of Front Office Sections of Front Desk Equipments and tools Co-ordination of Front office with other departments Importance of Hierarchy Hierarchy of Front office Department Introduction to Lobby and its sections Hierarchy of Lobby Do's and Don'ts at Reception counter Duties and Responsibilities of Front Office and Lobby personnel	25 %
III	Types of Rates and Plan Meals Plan Basis of Charging Rate Types	25 %
IV	Reservation & Information Definition of Reservation Sources and modes of Reservation System of Reservation(Diary system, CRS, GDS) Anatomy of Reservation Maintenance of Reservation Records Cancellation Procedure Taking Overbooking's Country ,Capital, Currency and Hotels State Capital and Hotels Airports in India International and Domestic Airlines Indian Railway	25 %



Practical

Paper Code: UM02CBBH03	Total Credit:3
Title Of Paper: Frount Office Operation – I (T/P)	

Unit	Description in detail	Weighting (%)
I	Frount Office Lay-out & Equipments	
II	Do's and Don'ts at Reception counter	
III	Telephone Handling & face to Face Interaction with Guest	
IV	Reservation	

Laboratory:

Practicing the real guest registration and other procedures of the subject area and same would be recorded in the prescribed format in the journals.

Evaluation: The journals will be evaluated by the 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
- Vermouth -Check-in & Check-out
- Ahmad Ismail- Front office operation and Management

