

SARDAR PATEL UNIVERSITY
Programme: BBA (Hospitality Management)
Semester: III
Syllabus with effect from: June-2012

Theory

Paper Code: UM03CBBH03	Total Credit:3
Title Of Paper: Front Office Operation-II (T+P)	

Unit	Description in detail	Weighting (%)
I	Group Reservation & Handling Definition Of Group Complimentary Policy Formulation Of Group Rate Coordinating With Escort & Tour Leader Travel Agency & Tour Operator Negotiating With Travel Agents Taking Group Reservation & Issuing Confirmation Reconfirmation Procedure Group Arrival & Handling Through Group Coordinating Desk	25 %
II	Arrival Procedure Welcoming & Greeting Guest Receiving Vip/Spatt Baggage Handling & Delivery Procedure Arrival Notification & Group Movement Scanty Baggage Procedure Guest History Card Black Book Arrival List Steps Of Arrival Procedure In Brief	25 %
III	Guest Registration & Check-In Definition Of Guest (Fit And Git) Definition Of Registration Difference Between Arrival & Check-In Registration As Legal Formalities And Contract Documents Required Registration Of Fit(Domestic And Foreigner Client) Registration Of Git (Domestic And Foreigner Clients) Anatomy Of Registration Registration System (Manual And Computerize) Safety Locker Management	25 %
IV	Information Definition Of Information Analyzing Value And Impact Of Information Setting Parameters And Providing Information Hotel Services Information Passport & Visa	25 %



Places Of Tourist Interests In Gujarat Wild Life Sanctuaries Of India National Park Of India Beaches And Islands Of India Hill Station Of India	
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Practical

Paper Code: UM03CBBH03	Total Credit:3
Title Of Paper: Front Office Operation-II (T+P)	

Unit	Description in detail	Weighting (%)
I	Group Handling	
II	Arrival Procedure	
III	Check-in & Registration	
IV	Information	

Laboratory:

- Practicing the real Guest cycle, Case studies, Situations and other procedures of the subject area and same would be recorded in as theory in the prescribed format in the journals.

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

