

SARDAR PATEL UNIVERSITY
Programme: BBA (Honours) (Hospitality Management) (3 Years)
Semester: IV
Syllabus with effect from: December – 2016

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

Theory

Unit	Description in detail	Weighting (%)
I	Handling of Mail and Message <ul style="list-style-type: none"> • Definition : Mail • 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 • Flow chart of Mail Handling • Definition : Message • Message slip and message handling procedure. 	25 %
II	Guest Account Cycle And System <ul style="list-style-type: none"> • Definition of Guest Folio & Ledger • Opening Procedure of Guest Account • Types of Folio • 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	Departure Procedure <ul style="list-style-type: none"> • Departure Procedure Check-Out Procedure <ul style="list-style-type: none"> • Difference between Departure & Check-out & • 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 	25 %
IV	Room Status, Key Control & Operating Ratio <ul style="list-style-type: none"> • Room Status Report • Key Control Procedure • Types of Keys & Locking System (Manual and Automated) • Discrepancy Report • Various Codes (Such as UR, OOO, V, O, DL,) • Occupancy, Percentage, Foreigners' Occupancy Percentage) 	25 %

Practical

Unit	Description in detail	Weighting (%)
I	Mail and Message Handling	
II	Departure Procedure	
III	Check-out and Settlement of Bills	

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