

SARDAR PATEL UNIVERSITY
Programme: BBA. Hons (Hospitality Management) (3 years)
Semester: IV
(Under Choice Based Credit System Based on UGC Guidelines)
Syllabus with effect from: November/December 2019

Paper Code: UM04CBBH21	Total Credit: 3
Title of Paper: Front Office Management – I (T+P)	
Objectives: The objective of this paper is to help students to acquire conceptual and practical knowledge of the Front Office Management-I and to impart skills for the development of them to build a career in front office department as a Hospitality Industry.	

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	Budgeting and Yield Management <ul style="list-style-type: none"> • Types of budget & budget cycle • Making front office budget • Factors affecting budget planning • Capital & operations budget for front office • Refining budgets, budgetary control • Forecasting room revenue • Advantages & Disadvantages of budgeting • Yield Management 	25 %

IV	Room Status, Key Control & Occupancy Ratio <ul style="list-style-type: none"> • Room Status Report • Key Control Procedure • Types of Keys & Locking System (Manual and Automated) • Discrepancy Report • Occupancy, Percentage, Foreigners' Occupancy Percentage) 	25 %
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Practical

Unit	Description in detail	Weighting (%)
I	Mail and Message Handling	
II	Upselling and Upgrading	
III	Budget Making	
IV	Front Office Reports and Summary	

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. Guest Interaction, Negotiating Skills, Service Skill, Knowledge of Software (HMS/PMS)

Evaluation : Internal : 40 Marks (Theory)

: External: 60 Marks (Theory) – Two Hours Examination

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
- Grey K. Vallen & J.K. Vallen -Check-in & Check-out
- Ahmad Ismail- Front office operation and Management