



BBA HONS' HOSPITALITY MANAGEMENT – 03Years
BBA Hospitality Management Semester - IV

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| Course Code | UM04CBBH51 | Title of the Course | Front Office Management-I (T+P) |
| Total Credits of the Course | 03 | Hours per Week | |

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| Course Objectives: | To acquire conceptual and practical knowledge of the Mail and message handling and to acquaint skills for the operations of front office department in a hotel, creating and maintaining guest's account and to learn about Front Office budget and night audit. |
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| Course Content | | |
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| Unit | Description | Weightage * (%) |
| 1. | Handling of Mail and Message Definition : Mail <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• Message slip and message handling procedure. (Self learning of national and International courier services and procedure). | 25% |
| 2. | 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. (Self reading of various reports in front office operation). | 25% |





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| 3. | 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 and night audit • (Self study of control expenses in front office). | 25% |
| 4. | Front Operations in Aviation <ul style="list-style-type: none"> • Structure of Front Office in Airlines • National and international airlines and code • Types of Air plane (Air lines) • National and International airport and code • Staffing in Airlines • Career in aviation • Challenges of front office in aviation industry • (Go through the online and access the Aviation and airlines industry.) | 25% |

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| PRACTICAL | | |
| Sr. No. | Description in details | Weightage |
| 1. | Mail and message handling | 25% |
| 2. | Budget making and maintain guest account cycle | 25% |
| 3. | Gust interaction in Aviation industry. | 25% |
| 4. | Front office report and bill summary | 25% |

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| Teaching-Learning Methodology | Lecture, Practical learning, project and assignment, E- learning and case study. |
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| Evaluation Pattern | | |
| Sr. No. | Details of the Evaluation | Weightage |
| 1. | Internal Written / Practical Examination (As per CBCS R.6.8.3) | 15% |
| 2. | Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3) | 15% |





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| 3. | University Examination | 70% |
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Course Outcomes: Having completed this course, the learner will be able

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| 1. | To learn the process of handling incoming & outgoing mail. |
| 2. | To learn about types of ledger, folio and voucher. |
| 3. | To prepare the front office budget. |
| 4. | To learn about cruise industry and cruise hospitality. |

Suggested References:

| Sr. No. | References |
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| 1. | Sudhir Andrews- Text Book of Front Office Management & Operation, Publisher McGraw Education |
| 2. | S. K Bhatnagar- Front office management, Publisher Frank Bros |
| 3. | Shailendra Sengar- Aviation and Hospitality hardcover- Anmol Publisher |

On-line resources to be used if available as reference material

On-line Resources

www.ihmnotessite.net

www.ihmnotes.blogspot.com

<https://www.revfine.com/airline-industry/>

