SARDAR PATEL UNIVERSITY
Programme: BBA (Hospitality Management)
Semester: II
Syllabus with Effect from: December 2015

Paper Code: UM02CBBH09	Total Credits: 3
Title Of Paper: Front Office Operation – I	

Unit	Description in detail	Weightage (%)
1	**Introduction to Hotel** Definition of Hotel, Classification of Hotels, Hotel Organization, Functions and responsibilities of different segments / departments of a hotel. Types of Guest Rooms, National And International Chain of Hotels	25%
2	**Front Office Organization** Introduction to Front office, Sections and layout of Front Office including lobby, Equipments and tools required for front office operations, Duties and responsibilities of Front office staff , Qualities of front office personnel, Co-ordination of Front office with other departments, Do's and Don'ts at reception counter.	25%
3	**Guest Cycle, Pre arrival procedures** Reservations- Definition, types and importance of reservations, Group reservations, Formulation of group rate, role of travel agents, complimentary policy Modes, sources and system of reservations , Processing reservation requests- receiving reservations, determining room availability, confirming, amending and cancellation of reservations, confirmation procedure of group reservations. reservation reports, position and over bookings	25%
4	**Room Tariff** Basis of charging, Types of rates, meal plans, State capitals, airports and hotels in India Country, capitals, currency and hotels. Name and codes of International and Domestic Airlines Facilities provided by Indian Railways	25%
	Practical:	
1	Front Office Lay-out & Equipments	
2	Do's and Don'ts at Reception counter and grooming standards.	
3	Telephone Handling & face to Face Interaction with Guest	
4	Reservation Handling.	

Basic Text & Reference Books:

- Sudhir Andrews- Text Book of Front Office Operation & Management
- Ahmad Ismail- Front office operations and Management.
- Jatashankar Tewari - Hotel front office operations and management