

SARDAR PATEL UNIVERSITY
PROGRAMME: BBA (HONS') (Hospitality Management) (3 Years)
(Under Choice Based Credit System Based on UGC Guidelines)
Syllabus with effect from: November / December-2018

Semester: II

Paper Code: UM02CBBH21	Total
Title of Paper: Front Office Operation – I (T+P)	Credits: 3
Objective : The objective of this course is to help students to acquire conceptual & practical knowledge of the Front Office Operation and to impart skills for the operations of hotel front office.	

Unit No.	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, Coordination 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.

Evaluation :

1. The examination will be conducted in two parts: Written and Practical. Both will carry equal weightage in internal as well as external examination in the ratio of **60:40**.
2. The Written examination will be of **Two Hours** duration and carry **60 Marks**.
3. Practical examination will comprises of practical in respective area / subject, Journal Preparation and Viva Voce.
4. The total number of marks obtained by a candidate out of **120**, i.e. the total of written and practical examination shall be divided by two as to get marks out of **60** at external examination.

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