



**SARDAR PATEL UNIVERSITY**  
**Vallabh Vidyanagar, Gujarat**  
**(Reaccredited with 'A' Grade by NAAC (CGPA 3.25))**  
**Syllabus with effect from the Academic Year 2021-2022**

**BBA HONS' HOSPITALITY MANAGEMENT – 03Years**  
**(Under Choice Based Credit System Based on UGC Guidelines)**  
**BBA Hospitality Management Semester - II**

Course Code	UM02CBBH71	Title of the Course	Front Office Operations-I
Total Credits of the Course	03	Hours per Week	03

Course Objectives:	<ol style="list-style-type: none"><li>1. The objective of this course is to help students to acquire conceptual and practical knowledge of the Front Office Operation and to impart skills for the operations of front office department in a hotel.</li><li>2. Get knowledge about types of hotel and reservation process of hotel.</li></ol>
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Course Content		
Unit	Description	Weightage * (%)
1.	<b>Introduction to Hotel</b> Organizational structure of Hotel- Small, Medium and Large, Qualities and attributes of front office personal, Use of GRC and C' form, National And International Chain of Hotels. (Self learning- Origin of hotel industry)	25%
2.	<b>Front Office Organization</b> Sections and layout of Front Office including lobby, Equipments and tools required for front office operations, Duties and responsibilities of Front office staff , Coordination of Front office with other departments, Do's and Don'ts at reception counter. (Self learning - SOPs of front office staff).	25%
3.	<b>Reservation Cycle, Pre arrival procedures</b> Reservations- Definition, types and importance of reservations, Group reservations, 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. (Self study- Situation handling during over booking)	25%
4.	<b>Room Tariff</b> Basis of charging, Types of rates, meal plans, State capitals, airports in India, countries' capitals, currency and hotels. Name and codes of International and Domestic Airlines Facilities provided by Indian Railways (Case study on Aviation industry)	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%
3.	University Examination	70%

Course Outcomes: Having completed this course, the learner will be able to	
1.	identify types of hotel.
2.	learn about reservation handling.
3.	identify different currency of different country.
4.	greet the guest as per hotel's SOPs

Suggested References:	
Sr. No.	References
1.	Text Book of Front Office Management & Operation- By-Sudhir Andrew-, Publisher McGraw Education
2.	Front office management - S. K Bhatnagar, Publisher Frank Bros
3.	Hotel front office operations and management - Jatashankar Tewari, Publication- Oxford University press

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



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