SARDAR PATEL UNIVERSITY
Programme: BBA (Honours) (Hospitality Management) (3 Years)
Semester: III
Syllabus with effect from: June-2016

Paper Code: UM03CBBH09	Total Credit:3
Title of Paper: Front Office Operation-II (T+P)	

Theory

Unit	Description in detail	Weighting (%)
I	**Reservation & Handling** **Group :** Definition Of Group Complimentary Policy Formulation Of Group Rate **Role of Travel Companies :** Travel Agency & Tour Operator Coordinating With Escort & Tour Leader Negotiating With Travel Agents Taking Group Reservation & Issuing Confirmation Group Arrival & Handling Through Group Coordinating Desk	25 %
II	**Procedure of Arrival** Welcoming & Greeting of Guest Baggage Handling & Delivery Procedure Arrival Notification & Group Movement Scanty Baggage Procedure Guest History Card Black Book Arrival List Steps Of Arrival Procedure In Brief	25 %
III	**Registration & Check-In of Guest** Define the Guest (FIT and GIT) Define the Registration Format of Registration Difference Between Arrival & Check-In Registration Of FIT (Domestic And Foreigner Client) Registration Of GIT (Domestic And Foreigner Clients) Registration System (Manual And Computerize)	25 %
IV	**Information** Introduction Impact Of Information Setting Parameters And Providing Information Hotel Services Information Passport & Visa	25 %

Practical

Unit	Description in detail	Weighting (%)
I	Group Handling	
II	Arrival Procedure	
III	Registration & Check-In	
IV	Information	

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.

Evaluation:
- Guest Interaction, Negotiating Skills, Service Skill, Knowledge of Software (HMS/PMS) and Journal will be evaluated by 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