Paper Code: UM03CBBH21	**Total Credit: 3**
Title of Paper: Front Office Operation-II (T+P)	

Objectives: The objective of this paper is to help students to acquire conceptual and practical knowledge of the Front Office Operation and PMS, to impart skills for the development of them to build a career in front office department as a Hospitality Industry.

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 Procedure of Guest** Introduction Registration and Check In Process (Manual And Computerized) Various formats used in Operations **Check-Out Procedure of Guest** Guest's Account Settlement Foreign Currency Exchanging Procedure (FC/TC) Collecting Keys & Guest's Feed back	25 %
IV	**COMPUTER APPLICATION IN FRONT OFFICE OPERATION** Role of information technology in the hospitality industry Functions of PMS In Hotel Factors for need of a PMS in the hotel Factors for purchase of PMS by the hotel Introduction to Various Softwares used in Front Office Operations Culinary Terms and Foreign Currencies	25 %

Practical

Unit	Description in detail
I	Group Handling
II	Arrival Procedure
III	Registration & Check-In
IV	Departure Procedure and Settlement of Bills

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 : Internal : 40 Marks (Theory)
: External: 60 Marks (Theory) – Two Hours Examination

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