



**BBA HONS' HOSPITALITY MANAGEMENT – 03Years**  
**BBA Hospitality Management Semester - III**

Course Code	UM03CBBH71	Title of the Course	Front Office Operation-II (T+P)
Total Credits of the Course	03	Hours per Week	3

Course Objectives:	<ul style="list-style-type: none"><li>• To acquire conceptual and practical knowledge of the Group handling</li><li>• To impart skills for the operations of front office department in a hotel</li><li>• To get the knowledge of cruise hospitality</li></ul>
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Course Content		
Unit	Description	Weightage * (%)
1.	<b>Group Handling</b> Definition Of Group, Complimentary Policy, types of group and group Rate. <b>Role of Travel Companies:</b> Travel Agency & Tour Operator & Tour Leader. Negotiating With Travel Agents. Taking Group Reservation & Issuing Confirmation. (Self-learning- about national and international travel agencies).	25%
2.	<b>Procedure of Guest's Arrival</b> Steps Of Arrival Procedure In Brief, Welcoming & Greeting of Guest, Baggage Handling(Role of bell boy), <b>Procedure of Guest Check-In</b> Check In Process (Manual And Computerized) brief, Registration and documentation, Various formats used in Operations, Scanty Baggage Procedure, Guest History Card, Black Book, (Self learning - SOPs of guest welcoming).	25%
3.	<b>Check-Out Procedure of Guest-</b> Guest check out procedure briefly, Express check out, Guest's Account Settlement, Foreign Currency Exchanging Procedure, Guest's Feedback, Role of bell desk during guest check out. <b>Computer Application In Front Office Operation-</b> Functions of PMS In Hotel, Factors for need of a PMS in the hotel, Factors for purchase of PMS by the hotel, Various Software used in Front Office Operations (Self-study about group and late checkout)	25%
4.	<b>Front Office Operations in CRUISE</b> Front Office Section of cruise ship	25%





	Services & facilities provided by cruise liner Staffing at cruise Layout Challenges of Front Office Staff in Cruise Duties and responsibilities	

PRACTICAL		
Sr. No.	Description in details	Weightage
1.	Role of bell desk	25%
2.	Guest Arrival, Registration & Check in	25%
3.	Check out and bill settlement procedure	25%
4.	Prepare boarding pass for cruise traveller	25%

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	
1.	To learn about group handling.
2.	To learn about guest check in and checkout process.
3.	To know about importance of information technology in hotel.





4.	To learn about cruise industry and cruise hospitality.
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Suggested References:

Sr. No.	References
1.	Sudhir Andrews- Text Book of Front Office Management & Operation, Publisher McGraw Education
2.	S. K Bhatnagar- Front office management, Publisher Frank Bros
3.	Philip Gibson- Cruise Operation Management: hospitality perspective, publisher Routledge

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

On-line Resources

[www.ihmnotessite.net](http://www.ihmnotessite.net)

[www.ihmnotes.blogspot.com](http://www.ihmnotes.blogspot.com)

[www.revfine.com/cruise-industry/.com](http://www.revfine.com/cruise-industry/.com)

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