

**SARDAR PATEL UNIVERSITY**  
**Programme: BBA (Honours) (Tourism and Travel Management) (3 Years)**  
**Semester: IV**  
**Syllabus with effect from: December – 2016**

<b>Paper Code</b>	<b>UM04CBBT05</b>	<b>Total Credit: 03</b>
<b>Subject Title</b>	<b>Front Office Management (T &amp; P)</b>	

**Theory:**

**Credit:2**

<b>Unit</b>	<b>Description in Detail</b>	<b>Weighting (%)</b>
<b>I</b>	<b>Introduction to Hotels</b> Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office, Classification Of Hotels, Types of rooms.	<b>25</b>
<b>II</b>	<b>Front Office Organisation</b> Functions and sections of Hotel front Office, Front office hierarchy, Duties and responsibilities of front office staff, Personality traits, Lay out and equipments ,Guest Cycle, front office coordination with other departments of hotel.	<b>25</b>
<b>III</b>	<b>Tariff Structure and Payment Handling .</b> Basis of charging, Hubbart formula , Different types of tariffs , Rack Rate, Discounted Rates for Corporate, Airlines, Groups & Travel Agents, Foreign currency Handling, Forms of payments, Credit Card Handling.	<b>25</b>
<b>IV</b>	<b>Reservation :</b> Modes of reservations: Confirming reservation, Taking group reservation. Check in Process for group arrival.VIP arrivals and arrangements. Manual and electronic room status system. Check Out process. Packages offered by the hotels.	<b>25</b>

**Laboratory: Credit: 1**

**Practical**

<b>Unit</b>	<b>Description in Detail</b>	<b>Weighting (%)</b>
<b>I</b>	Foreign currency Handling, Checkin Process.	<b>35</b>
<b>II</b>	Reservation handling.	<b>30</b>
<b>III</b>	Checkout process, Credit Card handling.	<b>35</b>

**Basic Text & Reference Books:-**

- Sudhir Andrew – front office training manual- tata McGraw Hill Publishing Co Ltd.
- Michael L Kasavana .Richard M Brooks managing Front office operations, Educational institute of American Hotel & Lodging Association.