

SARDAR PATEL UNIVERSITY
Programme: BBA (Honours) (Tourism and Travel Management) (3 Years)
Semester: IV
Syllabus with effect from: November/December-2019
(Under Choice Based Credit System Based on UGC Guidelines)

Paper Code	UM04CBBT23	Total Credit: 3
Subject Title	Front Office Management (T+ P)	

Objective: The objective of this paper is to help students to acquire conceptual & practical knowledge of the Front Office Management (T& P) and to impart skills for the development of them to build a career and help them to understand to provide services with manners in Tourism Industry.

Theory:

Credit:2

Unit	Description in Detail	Weighting (%)
I	Introduction to Hotels Hotels, their evolution and growth, Brief introduction to hotel core areas with special reference to Front Office, Classification Of Hotels, Types of rooms.	25
II	Front Office Organisation 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.	25
III	Tariff Structure and Payment Handling . 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.	25
IV	Reservation : 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.	25

Laboratory: Credit: 1

Practical

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

Evaluation : Internal : 40 Marks (Theory)

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

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.