

SARDAR PATEL UNIVERSITY
Programme: B.Sc (Home Science)
Semester: IV
(Family Resource Management)
Syllabus with effect from: November/December-2012

Objectives:

To enable the students to:

- Understand the organizational procedure of the front office.
- Comprehend the principle of front office.
- Develop effective communication skills and the art of dealing with paper.

Paper Code:UH04CFRM09	Total Credit: 2
Title Of Paper: Front Office Management	

Unit	Description in detail	Weighting (%)
I	Introduction Importance of the hospitality industry and its relationship to tourism. Classifications of hotels. Major departments in a hotel. Numbering of rooms and food plans. Management structure of a hotel. Room rates, tariff structure and basis of charging.	15%
II	Hotel Guests Types of hotel guests. Guest and their needs. The guest cycle. Interaction between guest and front office personnel.	10%
III	Front office operation Front office salesmanship. Duties of front office personnel Qualities and attributes of front office personnel. Basic terminology used in front office. Co-ordination and communication between front office and other departments. Front office organization Layout of a front office. Planning equipment and furniture for front office. Organizational structure of a front office.	25%
IV	Reservation Sources of hotel booking. Modes of room reservation. System of room reservation-Conventional, Whitney, Computerized. Recording room reservation-Charts, Records, Diaries, Forms, etc. Filing system. Advance booking. Reception Expected arrival and departure list.	10%



	<p>Contractual terms between hotel and guest. VIP procedure. Functions of all room rack and mail rack. Change of guest room. Key handling and control. Room status report, occupancy percentage. Preparing room report, night clerk's report .</p>	
V	<p>Information about the hotel and city Postal regulations. Transportation, travel agents, package tours. Shopping center, monuments. Local festivals. Rules and regulations regarding foreign currency.</p>	10%

