

Course Code	COP2VN102				
Course Title	FRONT OFFICE MANAGEMENT				
Type of Course	Vocational Minor				
Semester	II				
Academic Level	100-199				
Course Details	Credit	Lecture per week	Tutorial per week	Practical per week	Total Hours
	4	3	-	2	75
Pre-requisites	Basic idea about hotel industry				
Course Summary	The students will gain an understanding about the operational aspects of Front office management.				

Course Outcomes (CO):

CO	CO Statement	Cognitive Level*	Knowledge Category#	Evaluation Tools used
CO 1	Describe and evaluate the organizational structure	E	P	Quiz/Seminar/ Assignments/
	and role of Front Office department in a hotel			Discussion/ External Examination
CO 2	Describe the various stages of guest cycle and reservation in hotels	U	C	Quiz/Seminar/ Assignments/ Discussion/ External Examination
CO 3	Identify and explain the process and records associated with Guest registration	U	C	Seminar/ Assignments/ Discussion/ External Examination

CO 4	Illustrate the process of guest check-out/departure	U	C	Assignment Project
CO 5	Demonstrate the skills related to Front Office Management	Ap	P	Project
* - Remember (R), Understand (U), Apply (Ap), Analyse (An), Evaluate (E), Create (C) # - Factual Knowledge(F) Conceptual Knowledge (C) Procedural Knowledge (P) Metacognitive Knowledge (M)				

Detailed Syllabus:

Module	Unit	Content	Hours	Marks
I	Introduction to Front Office		15	20
	1	Role and importance of Front Office in Hotel Operation	2	
	2	Functional areas of Front office	2	
	3	Sections and lay out of Front Office Department	2	
	4	Organization of front office staff -Duties and responsibilities - Front Office Manager, Reservation Assistant, Receptionist, Information Assistant, Cashier, Telephone Operator, Bell Boy, Door Attendant	7	
	5	Qualities and Attributes of front office Personnel	2	
II	Guest Cycle & Reservation		12	20
	6	Stages of guest Cycle- Pre- arrival- Arrival - Occupancy_ Departure- Post Departure	4	
	7	Reservation-Importance-Types, modes, and sources	4	
	8	Processing Reservation requests- Cancellation and Amendments Overbooking	4	
III	Guest Registration		12	15
	9	Registration: Pre- Registration Activities and Registration Process – (GRC (F Form) and C Form Passport and Visa) – Guest	3	
	10	Registration Records	2	
	11	Registration Process	2	
	12	Check -in procedures in manual and semi-automated hotels- Guests	5	

		with confirmed reservation-VIPs-Walk -in guests- Groups/Crews - Scanty Baggage Guest-Foreign Guests-Self Check-in terminals		
IV	Guest Check-out / Departure Procedures		6	15
	13	Check-out procedure in manual or semi-automated system- Normal Check-out procedure	3	
	14	Express Check-out - Late check-out- Self heck-out	2	
	15	Collecting feedbacks from guest – procedures	1	
V	Practicum: It is recommended to conduct the practical exercises.		30	
	1	Recommended to implement the following: Role Plays / case studies covering the following scenarios: 1. Handling guest reservation requests, amendments, and cancellation 2. Guest check-in - Scanty baggage, Group, VIP etc 3. Handling Guest Complaints 4. Receiving Guests with confirmed reservation		
	2	Present real-world problem-solving scenarios related to front office management.		
	3	Direct to prepare a course project		
	4	Introduce students to technology tools used in front office management, such as mobile apps and allow students to explore and practice using technologies.		
	5	Debate, discussions		
	6	Practical assignments		

References:

1. Tewari, J.R. (2009), Hotel front office operations and Management, Oxford publication New Delhi

CO	PO 1	PO 2	PO 3	PO 4	PO 5	PO 6	PO 7	PSO 1	PSO 2	PSO 3	PSO 4	PSO 5	PSO 6	Blooms Level
CO 1	3	1	1	1	1	2	2	3	1	1	2	1	1	Understand
CO 2	2	3	1	2	2	1	1	2	3	1	1	1	2	Apply
CO 3	2	3	1	2	3	1	1	2	2	1	3	1	2	Understand
CO 4	2	3	1	2	3	1	1	2	2	1	3	1	2	Apply
CO 5	2	2	1	3	2	2	3	2	1	1	1	1	3	Apply