# DIPLOMA IN FRONT OFFICE

## PAPER- I (FUNDAMENTAL OF FRONT OFFICE PROCEDURE – I)

**Objectives**: To make students understand, organize and perform front office functions that are critical to **the** success of the hotel. **Course Contents**

| S. No. | Unit | Topic |
|---|---|---|
| 1 | Unit-1 | INTRODUCTION TO TOURISM, HOSPITALITY & HOTEL INDUSTRY<br><br>A. Tourism ,it's importance, it's types and factor that promote tourism<br>B. Hospitality , its origin and nature<br>C. Hotels, their evolution and growth International and National level<br>D. Brief introduction to hotel core areas with special reference to Front Office |
| 2 | Unit-2 | CLASSIFICATION OF HOTELS<br><br>A. Size<br>B. Star<br>C. On the basis of ownership<br>D. On the basis of other categories (location , Clientele, level of service, duration of guest stay)<br>E. Time share and condominiums,  Eco hotels, boutique hotel, supplementary accommodation. |
| 3 | Unit-3 | TYPES OF ROOMS<br><br>A. Single<br>B. Double<br>C. Twin<br>D. Suits and other types,<br>E. how is Time share different from hotel business?<br>F. Changing pattern of accommodation sector |
| 4 | Unit-4 | FRONT OFFICE ORGANIZATION<br><br>A. Function areas<br>B. Front office hierarchy in small ,medium and large hotel<br>C. Duties and responsibilities<br>D. Personality traits ,<br><br>HOTEL ENTRANCE, LOBBY AND FRONT OFFICE<br>A. Layout<br>B. Front office equipment (non automated, semi automated and automated) |
| 5 | Unit-5 | BELL DESK<br><br>A. Functions<br>B. Procedures and records,<br>FRENCH: To be taught by a professional French language teacher.<br>A. Greeting,<br>B. Days<br>C. Month<br>D. Seasons<br>E. Numbers 1-25 |

**FUNDAMENTALS OF FRONT OFFICE OPERATIONS – I (PRACTICALS)**

| S. No. | Unit | Topic |
|--------|------|-------|
| 1 | Unit-1 | Introduction to Front office Equipment (automated, Non automated, Semi automated) |
| 2 | Unit-2 | Grooming, Personality Traits, General Etiquettes |
| 3 | Unit-3 | Basic Telephone handling |
| 4 | Unit-4 | Welcoming of guest |
| 5 | Unit-5 | Basic French Communication |

**Recommended books:**

1. Sue Baker, Pam Bradley and Jeremy Huyton, Principles of Hotel Front Office Operations, Cassel,
2. Michael L. Kasavana, Richard M. Brooks, Managing Front Office Operations, EI-AH&LA,
3. Peter Renner, Basic Hotel Front Office Procedures, Van Nostrand,
4. Peter Abbot & Sue Lewry, Front Office Procedures, Social Skills and Management, Butterworth Heinemann,
5. Grace Paige, Jane Paige, Hotel & Motel Front Desk Personnel, Van Nostrand Reinhold, .
6. Karan, Hospitality Ethics, Amazon,
7. Sudhir Andrews, Front office Operations.

## PAPER- II (FRONT OFFICE MANAGEMENT-I)

| S. No. | Unit | Topic |
|--------|------|-------|
| 1 | Unit-1 | PLANNING & EVALUATING FRONT OFFICE OPERATIONS<br>A. Setting Room Rates (Details/Calculations thereof) BTypes of discounted rates – corporate, rack etc.<br>B. Forecasting techniques<br>C. Forecasting Room availability<br>D. Useful forecasting data % of walking % of overstaying % of under stay. |
| | Unit-2 | PLANNING & EVALUATING FRONT OFFICE OPERATIONS :<br>E. Forecast formula<br>F. Types of forecast<br>G. Sample forecast forms<br>H. Factors for evaluating front office operations |
| | Unit-3 | BUDGETING<br>A. Types of budget & budget cycle<br>B. Making front office budget<br>C. Factors affecting budget planning<br>D. Capital & operations budget for front office |
| | Unit-4 | BUDGETING:<br>E. Refining budgets, budgetary control<br>F. Forecasting room revenue<br>G. Advantages & Disadvantages of budgeting |
| | Unit-5 | PROPERTY MANAGEMENT SYSTEM<br>A. Fidelio / IDS / Shawman<br>B. Amadeus |

# FRONT OFFICE MANAGEMENT – I (PRACTICAL)

HMS Training –
1  Hot Function keys
2  How to put message
3  How to put a locator
04 How to check in a first time guest

05 How to check in an existing reservation

06  How to check in a day use

07  How to issue a new key
08  How to verify key

09  How to cancel a key

10  How to issue a duplicate key
11  How to extend a key
12  How to print and prepare registration cards for arrivals

13  How to programme keys continuously
14  How to programme one key for two rooms
15  How to re-programme a key
16  How to make a reservation

17  How to create and update guest profiles

18  How to update guest folio
19  How to print guest folio

20  How to make sharer reservation
21  How to feed remarks in guest history
22  How to add a sharer

23  How to make add on reservation

24  How to amend a reservation

25  How to cancel a reservation

26  How to make group reservation
27  How to make a room change on the system
28  How to log on cashier code

29  How to close a bank at the end of each shift
30  How to put a routing instruction
31  How to process charges
32  How to process a guest check out
33  How to check out a folio
34  How to process deposit for arriving guest
35  How to process deposit for in house guest
36  How to check room rate variance report
37  How to process part settlements
38  How to tally allowance for the day at night
39  How to tally paid outs for the day at night
40  How to tally forex for the day at night
41  How to pre-register a guest
42  How to handle extension of guest stay
43  Handle deposit and check ins with voucher
44  How to post payment
45  How to print checked out guest folio
46  Check out using foreign currency
47  Handle settlement of city ledger balance
48  Handle payment for room only to Travel Agents
49  Handle of banquet event deposits
50  How to prepare for sudden system shutdown
51  How to checkout standing batch totals
52  How to do a credit check report
53  How to process late charges on third party
54  How to process late charges to credit card
55  How to check out during system shut down
56  Handling part settlements for long staying guest
57  How to handle paymaster folios
58  How to handle bills on hold

**Laboratory Experiments:**
1. Different Front Office Operation Related Task on Stander Types P.M.S Software & system System.

**References Books:**
1. Front Office Manual, Sudhir Andrew.
2. Principal of Hotel Front Office Operation, Baker, Bradley & Hyton.

3.Front Office Procedure & Yield Management, Peter Abboff & Sue Lenry.
4.Front Office Operation , Pant, Anoop Rajat Publication New Delhi

## PAPER- III FUNDAMENTALS OF ROOM DIVISION

Course Contents

| S.NO. | UNIT | TOPIC |
|---|---|---|
| 1 | UNIT-1 | 1COMPUTER APPLICATION IN FRONT OFFICE OPERATION<br>Role of information technology in the hospitality industry<br>Factors for need of a PMS in the hotel<br>Factors for purchase of PMS by the hotel<br>Introduction to Fidelio & Amadeus |
| 2 | UNIT-2 | FRONT OFFICE (ACCOUNTING)<br>A. Accounting Fundamentals<br>B. Guest and non- guest accounts<br>C. Accounting system Non automated – Guest weekly bill, Visitors tabular ledger  Semi automated, Fully automated |
| 3 | UNIT-3 | CHECK OUT PROCEDURES<br>Guest accounts settlement - Cash and credit - Indian currency and foreign currency - Transfer of guest accounts - Express check out. |
| 4 | UNIT-4 | CONTROL OF CASH AND CREDIT , NIGHT AUDITING<br>A. Functions, B. Audit procedures (Non automated, semi- automated and fully automated)<br>FRONT OFFICE & GUEST SAFETY AND SECURITY<br>A. Importance of security systems B. Safe deposit, C. Key control, D. Emergency situations (Accident, illness, theft, fire, bomb) |
| 5 | UNIT-5 | FRENCH<br>A. Expressions de politesse et les commander et Expressions d'encouragement<br>B. Basic conversation related to Front Office activities such as Reservations (personal and telephonic)<br>Reception (Doorman, Bell Boys, Receptionist etc.) |

# PRACTICAL

**S. No. Topic**

1. Hands on practice of computer applications related to Front Office procedures such as Reservation, Registration, Guest, History, Telephone, Housekeeping, Daily transactions, Front office accounting procedures o Manual accounting o Machine accounting o Payable, Accounts Receivable, Guest History, Yield Management C. Role Play D. Situation Handling.

2. Hot function keys , Create and update guest profiles 3,Send confirmation letters ,Print registration cards ,Make FIT reservation & group reservation, Make an Add-on reservation, Amend a reservation , Cancel a reservation-with deposit and without deposit ,Log onto cahier code, Process a reservation deposit, Pre-register a guest, Put message and locator for a guest, Make room change, Make check and update guest folios, Process charges for in-house guests and non-resident guests., Handle allowances and discounts and packages.

4. Process advance for in-house guest, Put routing instructions, Print guest folios during stay, Processing foreign currency exchange/ cheque exchange, Process guest check out by cash and credit card, Check out without closing folio-Skipper accounts, Handle paymaster folio, Check out using city ledger, Print guest folio during check out, Close bank at end of each shift, Check room rate and variance report, Tally Allowances for the day at night, Tally paid outs for the day at night, Tally forex for the day at night, Credit check report

**Reference Books:**
1. Hotel front Office Training Manual. -Sudhir Andrews
2. Principles of Hotel Front Office Operations -sue Baker, P. Bradley, J. Huyton
3. Hotel Front Office Bruce Braham
4. Managing Front Office Operations- Michael Kasavana, Charles Steadmon
5. Check-In Check-Out - Jerome Vallen
6. The Hotel Receptionist- Grace Paige, Jane Paige
7. Front Office Procedures and Management - Peter Abbot
8. Front Office operations/Accommodations Operations-Colin Dix
9. Hotel receptions- Paul White and Helen
10. Front Office Operations and Administration (Dennis Foster**)**

## PAPER- IV HOTEL ACCOUNT

| UNIT | TOPIC |
|---|---|
| Unit-1 | Theory of Hotel Accounting: Definition - Need - Accounting Vs Bookkeeping –Accounting Terms, Basic Accounting Equation – Double Entry System of Book Keeping – Classification of Accounts and Corresponding Rules of Debit and Credit, Uniform System of Accounting – Night Audit and its Functions – Revenue and Non-Revenue Earning Departments of Hotels - Various Types of Ledgers Maintained in Hotels - Visitors Tabular Ledger and Guest Folios – Operating Ratios : ARR, REVPAR, Average Food Service check, Food Cost Percentage, Beverage Cost Percentage and Labour Cost Percentage. |
| Unit-2 | Journal, Ledger &amp; Trial Balance: Meaning – Steps Involved in Journalizing –Problems on journalizing, Meaning - Posting to Ledger -Balancing of Accounts –Problems on Ledger and Preparation of Trial Balance. |
| Unit-3 | Subsidiary Books: Theory and Concepts only of Purchases, Sales, Purchases returnsand Sales returns Books, Problems on Preparation of Subsidiary Books. |
| Unit-4 | Cash Book: Single, Double, Three Columns. Bank Reconciliation Statement |
| Unit-5 | Final Accounts: Preparation of Trading, Profit and Loss a/c and Balance Sheet with the following Adjustments only – Depreciation, Closing Stock, Reserves for Bad Debts/ O/S Expenses, Prepaid Expenses, Unearned Incomes, Interest On Capital, Interest on Drawings. |

Recommended books:

1. Raman B.S, Accounting, United Publishers,
2. Rawat R.S., Elements of Hotel Accountancy, Sultan Chand,
3. Jagmohan Negi , Financial Cost Control in The Hotel and Catering Industry , Frank Brothers,
4. Grewal T. S., Introduction to Accounting, Roll,