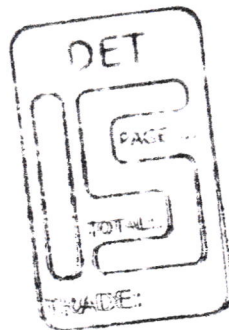


**SYLLABUS FOR: FRONT OFFICE
OPERATION / MANAGEMENT**

**UNDER CODE OF REGULATIONS FOR
INDUSTRIAL SCHOOL :**

As Approved By
DEPARTMENT OF EMPLOYMENT AND
TRAINING, CHEPAUK
CHENNAI- 600 005.



LIST OF COMMITTEE MEMBERS

FOR THE TRADE OF : FRONT OFFICE OPERATION/MANAGEMENT

1. Thiru. S.Subbiah M.E.M.B.A
Regional Joint Director of Training.
Trichy-20
2. Mr.M.Sivapathi, DHMCT, MTM,
Principal,
V.J.P. Industrial School of Catering and Hotel Management,
Siruganur,Trichy-621 105
3. Mr. Rajesh Prakasan M.A.,Public Admn.,DHMCT
PRINCIPAL,
Shevaroy's college of Hotel Management and Catering Technology,
Yercaud-Hills -636601
4. Mr.J.Vijay, DHMCT,MTM
Senior Lecturer,
V.J.P. Industrial School of Catering and Hotel Management,
Siruganur,Trichy-621 105

COURSE DETAILS ✓

Name of Trade : FRONT OFFICE AND HOTEL
OPERATION MANAGEMENT

Qualification : 10TH PASS / FAIL

Age : 14-40 Years

Duration : 1 Year

Number of Trainees : 20

Number of Practical hours : 32 hrs. per week

Number of Theory Hours : 12 hrs. per week

Space Required

Workshop : 400 sq. feet

ClassRoom : 200 sq. feet

Power Required in KW : 3 k.w.

Weekly syllabus for Practical & Theory

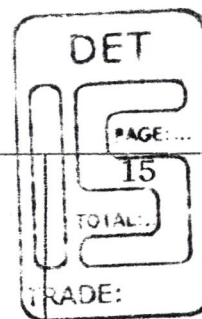
FRONT OFFICE OPERATION

PRACTICAL : 27 Hrs Per Week

THEORY : 15 Hrs Per Week

TRADE:

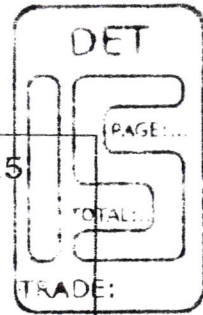
No. of Weeks	Practical & Theory	Practical in Hours	Theory in Hours
1 st week	Introduction to the Hotel Industry Historical Background of the Hospitality Industry	27	15
2 nd Week	Introduction to the Hotel Industry Historical Background of the Hospitality Industry	27	15
3 rd Week	Growth of the Hotel industry in India	27	15
4 th Week	Growth of the Hotel industry in India	27	15
5 th Week	Employment Scope of the Industry	27	15
6 th Week	Employment Scope of the Industry	27	15



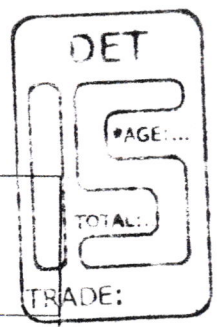
7 th Week	Classification & Types of the Hotel Industry	27	15
8 th Week	Classification & Types of the Hotel Industry	27	15
9 th Week	Organizational structure in Hotel Industry	27	15
10 th Week	Organizational structure in Hotel Industry	27	15
11 th Week	Introduction to the front office 1.Reception	27	15
12 th Week	Introduction to the front office 1.Reception	27	15
13 th Week	Reservation & Registration of Guest	27	15
14 th Week	Reservation & Registration of Guest	27	15
15 th Week	Uniform Service/ Communication	27	15
16 th Week	Uniform Service/ Communication	27	15
17 th Week	Guest Relations	27	15

DET
 PAGE: 15
 TOTAL: 15
 TRADE:

18 th Week	Guest Relations	27	15
19 th Week	Occupancy Position	27	15
20 th Week	Occupancy Position	27	15
21 st Week	Check out Procedures	27	15
22 nd Week	Check out Procedures	27	15
23 rd Week	NIGHT AUDIT(Hotel A/c) 1.Duties & Responsibilities of Night Auditor 2.Verify the Non-Registered Guest	27	15
24 th Week	NIGHT AUDIT(Hotel A/c) 1.Duties & Responsibilities of Night Auditor 2. Verify the Non-Registered Guest	27	15
25 th Week	Daily Statements of Accounts	27	15
26 th Week	Post Room Rates & Taxes	27	15
27 th Week	Verify the Guest Bills	27	15
28 th Week	Credit Cards Dr/Cr	27	15
29 th Week	Property Management System(Computer) 1.Importance & Advantage of PMS	27	15



30 th Week	Selection factors of Hardware & Software	27	15
31 st Week	Computer Applications in Property Management & Facility Management	27	15
32 nd Week	Personality Development Skills 1. Spoken English, Hindi & French and Regional Language	27	15
33 rd Week	Inter Personal Skills	27	15
34 th Week	Handling Situations Handling Telephones & Telephone - Manners	27	15
35 th Week	Knowledge of Historical Places in India & Abroad	27	15
36 th Week	Knowledge of Essential Stationeries in Front office	27	15
37 th Week	Importance of Overseas Guest	27	15
38 th Week	Personality Development	27	15
39 th Week	Registration & Reservation Procedures	27	15



40 th Week	Maintenance of Accounts	27	15
41 st Week	Knowledge of Hardware and S/w	27	15
42 nd Week	Guest Suggestions & Complaints	27	15
43 rd Week	Value of Foreign Exchange	27	15
44 th Week	Handling of Credit Cards	27	15
45 th Week	Arranging Tours for Domestic and International Guest	27	15
46 th Week	Role of Uniform Service	27	15
47 th Week	Library	27	15
48 th Week	Library	27	15

49 to 52 Revision, Test & Common Examination



ACHIEVEMENTS:

1. After completion of the training ,the student is eligible for a front office personnel.
2. The student is able to handle the Guest and Tackling Complaints .
3. The student is having through knowledge about the working premises.
4. Appreciated the students personality development skills.
5. He will be familiar with the packages offered by different Tour Operators.
6. He will be knowing the Foreign Travels System
7. He is a person having through knowledge of Tourism spots in India and Abroad.

INDUSTRIAL SCHOOLS**TRADE SYLLABUS – REVISED** ✓

Name of the Trade : **FRONT OFFICE AND HOTEL OPERATIONAL MANAGEMENT**

Space Required :

(1) **Workshop/Lab** : 400 sq. ft.

(2) **Class Room** : 200 sq. ft.

Trade Theory : No change

Trade Practical : No change

List of Tools & Equipments
For The Trade of FRONT OFFICE AND HOTEL OPERATIONAL MANAGEMENT.

FOR A BATCH OF 20 TRAINEES

<u>SL.NO</u>	<u>EQUIPMENT</u>	<u>QUANTITY REVISED</u>
1 ✓	Computer with Email internet Facility (pc)	3
2	Printer ✓	1
3	Canon Xerox machine ✓	1
4	Fax ✓	1
5	Telephone ✓	2
6	Wall clock	1
7	Newspaper stand	2
8	Fan ✓	2
9	Unit A/C Machine ✓	1
10	Fire extinguisher (Co ₂)	2
11	Fire Extinguisher (DCP) ✓	1
12	Sand Buckets ✓	2
13	Fire Alarm ✓	1
14	Display Board ✓	1
15	Key Box (master key) ✓	1
16	File Rack ✓	1
17	Handle Mike ✓	1
18	TV with cable Facilities ✓	1
19	Spare CD'S	1
20	Calculator	1

21	Safety Locker	1
22	First Aid Box	1
23	Credit Card on Line Machine	1
Furniture		
24	Sofa set with Tea poi	1 set
25	Reception Counter (mica finish)	1
26	Key Rack	1
27	Complaint / Suggestion Box	1
28	Side Table	1
29	Bell Captain Desk	1
30	Service Trolley	1
31	Announcer podium	1
32	Working Chair	2
33	Working Table	2
34	Notice Board	1

STATIONARIES

35	Check in Register	1
36	Check out Register	1
37	Daily Statement	1
38	Registration Book	1
39	Advance Reservation book	1
40	Overseas Guest particulars	1
41	Daily Occupancy Register	1
42	Night Audit Report	1
43	Guest Tariff Book Night /Day	1
44	Key Register	1
45	Guest Message Book	1
46	Complaint / Suggestion Book	1
47	Lost & Found Register	1
48	Log Book	1
49	Movement Register	1
50	Attendance Register	1
51	Train Time Table	1
52	Air Time Table	1
53	City Bus Route	1
54	Map	1
55	Calendar	1
56	Carbon paper	1 box
57	Scale	2
58	Pencil	5
59	Bond paper	500 sheets
60	Pen	6
61	Stapler	1
62	Stapler Pins	1 box
63	Jump clip	1 box
64	Whitener	1

65	File Tag	50
66	Envelopes	50
67	Message Clip	50
68	Guest Registration card	25
69	Credit voucher	1Book
70	Credit Account Book	1
71	Ledger (guest)	3
72	File pad	50
73	Key Hand overing Register	50
74	Luggage Tag	1
75	Arrival / Departure Register	1
76	Security Register	1
77	Bell Pin	1Box
78	Paper Weight	1
79	File Clip	1Box
80	File Cover	5
81	Wake up Call Register	1
82	Visiting Card	50
83	Hotel Brochure & Tariff Card	50
84	Letter Pad, Seal, Stamp pad	1
85	VIP Register	1

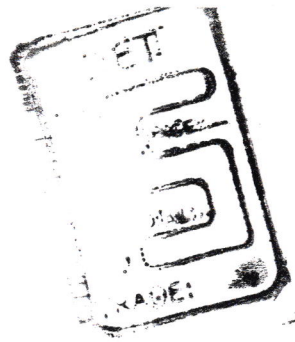
Tentative Hours of Practical /Theory per week

TEACHING SCHEME			
SN O	SUBJECT	THEORY	PRACTICAL
1	FRONT OFFICE	8	12
2	HOTEL ACCOUNT	2	4
3	MANAGEMENT INFORMATION SYSTEM	4	8
4	LANGUAGE(HINDI,FRENCH,ENGLISH -SPOKEN)	-	3
5	LIBRARY	1	-
		15 Hrs	27 Hrs
	TOTAL HOURS	42 Hrs	

EXAM PATTERN/

/PRACTICAL= 4 Hrs- 100 Marks

/ THEROY = 3 Hrs - 100 Marks



Reference Books and Authors related with Front office Operation/ Management

1. Front office Management of Operation – J.BARDI
2. Front office Training Manual – Sudhir Andrews
3. Customer Craft (Keeping the customer satisfied)- Roy Apps
4. Human Resources Management in the hospitality – M.J.BOELLA
5. Check in /check out Front office Management instructor Manual- Jerome J.Vallen , Gary K.Vallen
6. Front office Management – Linsley T.Deveau Patricia