

GUJARAT TECHNOLOGICAL UNIVERSITY

Hotel Management & Catering Technology

B. E. SEMESTER: IV

Subject Name: Front Office Operation

Subject Code: 143304

Theory

Sr No	Course Content	Hrs.
1.	Introduction to Hotel • Definition of hotel • Hotel organization • Segments of hotel rooms • Types of hotels & rooms • International and national chain of hotels	06
2.	Front Office Organization • Introduction to front office • Layout of front office • Sections of front desk • Equipments and tools • Co-ordination of front office with other departments • Hierarchy of front office department • Introduction to lobby and its sections • Hierarchy of lobby • Do's and Don'ts at Reception counter • Duties and responsibilities of front office and lobby personnel	06
3.	Types of Rates and Plan • Meals Plan • Basis of charging • Rate structure & types	03
4.	Reservation • Definition of reservation • Sources and modes of Reservation • System of reservation (Diary system, CRS, GDS) • Anatomy of reservation • Group Reservation • Maintenance of reservation records • Cancellation procedure • Taking over bookings • Room Forecasting • Travel Agency & Tour Operators	06

5.	Information • Hotel services information • Passport & Visa • Places of tourist interests in Gujarat • National park of India • Beaches, islands and hill station of India • Country, Capital, Currency and Hotels • State ,Capital and Hotels, Airports in India • Indian Railway and its products	06
6.	Arrival & Check-in Procedure • Welcoming & Greeting guest • Receiving VIP/SPATT • Registration as legal formalities and contract • Registration system (manual and computerize) • Baggage handling & delivery procedureArrival notification & group Movement • Scanty baggage procedure • Safety locker management • Guest History Card	06
7.	Mail & Message Handling • Definition of mail & message • Difference between registered & ordinary mail • Category of mail(Incoming and Outgoing) • Classification of mail & flow chart • Types of Registers for mail handling • Delivery procedure of mail & message	03
8.	Guest Account Cycle And System • Definition of Guest Folio & Ledger • Opening Procedure of Guest Account • Types of Folio & Guest Account • Types of Guest Ledger • Introduction to Guest Account Cycle • Posting Procedure & Circumstances • Types of Vouchers and posting procedure • Manual & Automated System of Accounting • Maintenance of Guest Accounts • Monitoring Guest Account Balance • Floor Limit & House Limit, High Balance Report	12
9.	Check-Out & Departure Procedure • Check-out & Departure • Mode of Settlement of guest bill (Cash, Foreign Currency, Traveller's Cheque, Travel Voucher, Bill to Company) • Credit Card Handling Procedure • Foreign Currency Exchanging Procedure(FC/TC) • Collecting Keys & Guest's Feedback • Final Settlement of Bill and Issuing Bill • Left Luggage Procedure, Departure Procedure	09

10.	Operating Ratio ROP, BOP, DOP, House Count, Position, Local Guest Occupancy Percentage, Foreigners' Occupancy Percentage.	03
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Practical

Sr. No.	Course Contents	Hrs
1.	Basic Etiquettes & Reception	05
2.	Reservation & Telephone Handling	10
3.	Arrival & Check-in Procedure	10
4.	Check-out , bill Settlement & foreign currency exchange	15

Recommended Text Books :-

1. Sudhir Andrews- Text Book of Front Office Operation & Management(8th Edition)
2. Ahmad Ismail- Front office operation and Management

Recommended References :

1. Daniel Foster - Rooms at Inn: Front Office Operation and Administration
2. Grey K. Vallen & J.K. Vallen -Check-in & Check-out