SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar, Gujarat
(Reaccredited with 'A' Grade by NAAC (CGPA 3.11)
Syllabus with effect from the Academic Year 2023-2024

BBA Hospitality Management
Semester – I

Course Code	UM1MABBH02	Title of the Course	Front Office Operations
Total Credits of the Course	04	Hours per Week	04

Course Objective	1. The objective of this course is to help students to acquire conceptual and practical knowledge of the Front Office Operation. and to impart skills for the operations of front office department in a hotel. 2. Get knowledge about types of hotel and reservation process of hotel. 3. Get the knowledge of reservation process in hotel. 4. Get the knowledge of making room tariff. 5. Enhance the knowledge of aviation and railways' facilities.

Course Content		
Unit	Description	Weightage * (%)
1.	**Introduction to Hotel** • Organizational structure of Hotel- Small, Medium and Large, • Qualities and attributes of front office personal. • Use of GRC and C' form. • National and International Chain of Hotels. **Front Office Organization** • Sections and layout of Front Office including lobby. • Equipments and tools required for front office operations. • Duties and responsibilities of Front office staff. • Coordination of Front office with other departments. • Do's and Don'ts at reception counter. (Self learning - SOPs of front office staff).	25%
2.	**Reservation Cycle Pre arrival procedures** • Reservations Definition. • Types and importance of reservations. • Group reservations (FIT). • Modes and sources of reservations. **Reservation Processing** • Processing reservation requests- receiving reservations, determining roomavailability, confirming. • Amending and cancellation of reservations, • Confirmation procedure of group reservations. • Reservation reports,position and over bookings.	25%

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3.	**Procedure of Guest's Arrival** • Steps Of Arrival Procedure In Brief • Welcoming & Greeting of Guest • Baggage Handling(Role of bell boy), **Procedure of Guest Check-In** • Check In Process (Manual And Computerized) brief, Registration and documentation, Various formats used in Operations • Scanty Baggage Procedure, Guest History Card, Black Book	25%
4.	**Check-Out Procedure of Guest-** • Guest check out procedure briefly • Express check out, Guest's Account Settlement, • Foreign Currency Exchanging Procedure, • Guest's Feedback, Role of bell desk during guest check out.	25%

Teaching-Learning Methodology	Lecture, Practical learning, project and assignment, E- learning and case study.

Practical		
Sr. No.	Details of the practical	Weightage
1.	Guest welcoming, GRC and C form filling	25%
2.	Reservation handling	25%
3.	Handling over booking situation	25%
4.	Making of tariff cards.	25%

Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	15%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	15%
3.	University Examination	70%

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Course Outcomes: Having completed this course, the learner will be able to	
1.	identify types of hotel.
2.	learn about reservation handling.
3.	identify different currency of different country.
4.	greet the guest as per hotel's SOPs

Suggested References:	
Sr. No.	References
1.	Text Book of Front Office Management & Operation- By-Sudhir Andrew-, Publisher McGraw Education
2.	Front office management - S. K Bhatnagar, Publisher Frank Bros
3.	Hotel front office operations and management - Jatashankar Tewari, Publication-Oxford University press

On-line resources to be used if available as reference material
On-line Resources
www.ihmnotessite.net
www.ihmnotes.blogspot.com

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