SARDAR PATEL UNIVERSITY
Vallabh Vidyanagar, Gujarat
(Reaccredited with 'A' Grade by NAAC (CGPA 3.11)
Syllabus with effect from the Academic Year 2024-2025

BBA HONS HOSPITALITY MANAGEMENT
(Under Choice Based Credit System Based on UGC Guidelines)
BBA Hospitality Management Semester- III

Course Code	UM03MABBH03	Title of the Course	Front Office Management (T+P)
Total Credits of the Course	04	Hours per Week	4

Course Objectives:	1. To acquire conceptual and practical knowledge of the Group handling
	2. To get the knowledge of Complementary services in hotels.
	3. To impart skills for the operations of front office department in a hotel.
	4. To get the knowledge of hotel's PMS.
	5. To get the knowledge of bell desk.

Course Content		
Unit	Description	Weightage *(%)
1.	**Group Handling** • Definition Of Group, Complimentary Policy, types of group and group Rate. **Role of Travel Companies:** • Travel Agency & Tour Operator & Tour Leader. • Negotiating With Travel Agents. • Taking Group Reservation & Issuing Confirmation. • (Self-learning- about national and international travel agencies).	25%
2.	**GUEST CYCLE** • Guest's selection of a hotel. • Guest's arrival at the hotel • Guest's stay at the hotel • Guest's departure the hotel	25%
3.	**Computer Application In Front Office Operation-** • Functions of PMS In Hotel • Factors for need of a PMS in the hotel • Factors for purchase of PMS by the hotel • Various Software used in Front Office Operations (Self-study about group and late checkout)	25%

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4.	**Telephone operation** • Role of telephone department • Staff organization • Telephone etiquettes • Records and forms • Types of calls • Latest trends in hotel communication	25%

PRACTICAL		
Sr. No.	Description in details	Weightage
1.	Role of bell desk	25%
2.	Group Arrival, Registration & Check in	25%
3.	Check out and bill settlement procedure	25%
4.	Telephone handling	25%

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

Evaluation Pattern		
Sr. No.	**Details of the Evaluation**	Weightage
1.	Internal Written / Practical Examination (As per CBCS R.6.8.3)	25%
2.	Internal Continuous Assessment in the form of Practical, Viva-voce, Quizzes, Seminars, Assignments, Attendance (As per CBCS R.6.8.3)	25%
3.	University Examination	50%

Course Outcomes: Having completed this course, the learner will be able	
1.	To learn about group handling.
2.	To learn about group check in and checkout process.
3.	To know about importance of information technology in hotel.
4.	To learn about hotel system software

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Suggested References:	
Sr. No.	**References**
1.	Sudhir Andrews- Text Book of Front Office Management & Operation, Publisher McGraw Education
2.	S. K Bhatnagar- Front office management, Publisher Frank Bros
3.	Philip Gibson- Cruise Operation Management: hospitality perspective, publisher Routledge

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

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