

FOUNDATION OF FRONT OFFICE OPERATIONS**Course Code : 322321****Programme Name/s : Hotel Management & Catering Technology****Programme Code : HM****Semester : Second****Course Title : FOUNDATION OF FRONT OFFICE OPERATIONS****Course Code : 322321****I. RATIONALE**

The Front Office is the “Nerve Center” of the Hotel. It is the hub of the guest activities. All the guest needs are being looked after by the Front Office Department – from the reservations to receiving and registering guests, assigning rooms, handling of guest sundry services, presenting bills, and to settling guest accounts at the time of departure. It is important for the front office staff to provide flawless services to guests, as it goes a long way in creating an indelible image of the hotel. The maintenance of records and documents is of utmost importance and is the major responsibility of front office staff.

II. INDUSTRY / EMPLOYER EXPECTED OUTCOME

The aim of this course is to help the student attain the following industry-identified outcomes through various teaching-learning experiences: Develop the concept of handling the Front Office procedures.

III. COURSE LEVEL LEARNING OUTCOMES (COS)

Students will be able to achieve & demonstrate the following COs on completion of course based learning

- CO1 - Identify the duties and responsibilities of Front Office staff
- CO2 - Handle the reservation request smoothly
- CO3 - Recognize the registration process applicable for the various categories of guest
- CO4 - Apply the desirable procedure for dealing with sundry guest services
- CO5 - Use of the glossary terms in day to day operations

IV. TEACHING-LEARNING & ASSESSMENT SCHEME

Course Code	Course Title	Abbr	Course Category/s	Learning Scheme						Credits	Paper Duration	Assessment Scheme										Total Marks
				Actual Contact Hrs./Week			SLH	NLH	Theory			Based on LL & TL				Based on SL						
				CL	TL	LL						Practical										
							FA-TH	SA-TH	Total			FA-PR		SA-PR		SLA						
Max	Max	Max	Min	Max	Min	Max	Min	Max	Min	Max	Min											
322321	FOUNDATION OF FRONT OFFICE OPERATIONS	FFOS	DSC	3	-	2	1	6	3	3	30	70	100	40	25	10	25#	10	25	10	175	

Total IKS Hrs for Sem. : 2 Hrs

Abbreviations: CL- Classroom Learning , TL- Tutorial Learning, LL-Laboratory Learning, SLH-Self Learning Hours, NLH-Notional Learning Hours, FA - Formative Assessment, SA -Summative assessment, IKS - Indian Knowledge System, SLA - Self Learning Assessment

Legends: @ Internal Assessment, # External Assessment, *# On Line Examination , @\$ Internal Online Examination

Note :

1. FA-TH represents average of two class tests of 30 marks each conducted during the semester.
2. If candidate is not securing minimum passing marks in FA-PR of any course then the candidate shall be declared as "Detained" in that semester.
3. If candidate is not securing minimum passing marks in SLA of any course then the candidate shall be declared as fail and will have to repeat and resubmit SLA work.
4. Notional Learning hours for the semester are (CL+LL+TL+SL)hrs.* 15 Weeks
5. 1 credit is equivalent to 30 Notional hrs.
6. * Self learning hours shall not be reflected in the Time Table.
7. * Self learning includes micro project / assignment / other activities.

V. THEORY LEARNING OUTCOMES AND ALIGNED COURSE CONTENT

Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
1	TLO 1.1 Outline different stages in guest cycle. TLO 1.2 Describe the duties and responsibilities of the front of staff.	Unit - I Guest cycle and Job Descriptions 1.1 Guest Cycle: Importance of Guest Cycle, Stages of Guest Contact in Hotel 1.2 Job description of Assistant Front Office Manager, Reservation Manager, Front office Assistant (Receptionist, Reservationist and Informationist), Bell Captain, Bell boys	Presentations Chalk-Board
2	TLO 2.1 Enumerate modes, sources and types of reservations. TLO 2.2 Outline the process of handling reservation. TLO 2.3 Describe various reservation systems.	Unit - II Reservation Cycle 2.1 Pre – arrival Stage: Reservation process - Importance and functions of reservations, Modes of reservation-verbal and written, Sources of Reservation-Affiliated and non-affiliated network system, Types of reservations - confirmed, guaranteed and non-guaranteed booking, waitlisted, tentative. Reservation Form. 2.2 Basic Reservation Activities: Reservation systems - Computerized system and Centralized reservation system. Procedure of handling reservation request-telephonic, in person and correspondence, Group Booking 2.3 Confirmation, cancellation and amendments of booking. Overbooking.	Video Demonstrations Role Play Presentations Hands-on

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Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
3	<p>TLO 3.1 Sketch out the basic check-in activities</p> <p>TLO 3.2 Differentiate the arrival activities carried out for the different type of guest.</p> <p>TLO 3.3 Recognize the formats, records and registers required for the registration of guest.</p> <p>TLO 3.4 Specify the new technologies in registration.</p>	<p>Unit - III Guest Registration</p> <p>3.1 Basic Check – in activities: Preparing for the guest arrival in reception section - Receiving, welcoming and greeting guest, Systems of registration: Manual, Semi-Automatic, Automatic, Express check in system. Self Check In</p> <p>3.2 Rules of the house for the guests. Handling Blacklisted guests.</p> <p>3.3 Registration procedure for various categories of guests: FIT, Walk-In, Scanty Baggage, Foreigner (C form), Early Check-in, Black listed guest, Skippers, VIP (Categories and handling the VIP's), SPATT'S, Groups and Crew Arrivals</p> <p>3.4 Rooming and Escorting the guest.</p> <p>3.5 Notification and updating the records and registers, Notifying No-shows.</p> <p>3.6 Criteria for taking the advance</p> <p>3.7 New technologies in hotel for handling guest arrivals.</p>	<p>Video Demonstrations Presentations Role Play Chalk-Board Hands-on</p>
4	<p>TLO 4.1 Analyze the different tasks carried out at Bell desk.</p> <p>TLO 4.2 Deliver smoothly various sundry guest services.</p> <p>TLO 4.3 Enumerate new trends in handling sundry guest services.</p>	<p>Unit - IV Bell Desk & Guest Sundry Services</p> <p>4.1 Bell Desk: Importance and functions of Bell Desk, Equipment at bell desk, Co – ordination of bell desk with other departments, Handling of luggage- FIT and Group (during check-in & check-out).</p> <p>4.2 Sundry Guest Services: Paging (Methods Involved), Message handling, Wake up call, Mail handling, Room Change, Left Luggage Procedure, Valet service.</p> <p>4.3 Handling Information: Providing information about the cultural background of the city, places of tourist interest, dance, music.</p> <p>4.4 New trends in handling sundry guest services</p>	<p>Video Demonstrations Presentations Flipped Classroom Chalk-Board</p>

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Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
5	TLO 5.1 Implement the glossary terms used in day to day Front Office Operation	Unit - V Glossary Terms 5.1 Glossary Terms related to Front Office Operations: Arrival / departure report, Affiliate reservation network, Adds, Advance deposit, Allowance, Affiliate hotel, All suite hotels, Arrival Date, Arrival time, Arrival / departure and change sheet, Available rooms, Back office, Back to Back, Bed and breakfast, Blanket reservation, Bounced reservation, Booked room, Blacklisted guest, Bumped reservation, Chance guest, Check in, Check out, Company made reservation, Concierge, Central reservation system, Cancellation, confirmed reservation, Day rate, , Departure date, Departure notification slip, Double up, DNA, Early arrival, Family plan rate, Farm out, Fixed room rate, Guaranteed reservation, Group plan rate, Information rack rate, In season rate, Key and mail rack, Key card, Late arrival, Light luggage, Late hold, Overselling, Overbooking, No show, Occupancy, Off season rate, On the house, Overstay, Pax, Pre – arrival, Pre assignment, Package, Rack rate, Rate cutting, Refusal report, Registration card, Registration, Release date, Retention charges, RNA, Room assignment, Room availability, Room rack, Rooming a guest, Rooming list, Room status, Scanty baggage, S.I.T.S., Safe deposit boxes, Self check out, Self registering kiosk, Self registration / check out terminal / kiosk, Sell up, Sells position, Shoulder period, Six P.M. release, Sleep out, SPATT, Stay over, Stop over guest, Sold out, Tariff, Time shared hotel, TIPS, Turn away, Under booking, Under stay, Upgrade, Walk in, Wait listed, Walk out, Walking a guest, Watch down	Collaborative learning Cooperative Learning

VI. LABORATORY LEARNING OUTCOME AND ALIGNED PRACTICAL / TUTORIAL EXPERIENCES.

Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 1.1 Specify different stages in guest cycle	1	Demonstrate the stages of guest contact with the hotel	2	CO1 CO2 CO3 CO4
LLO 2.1 Perceive and associate the duties to be performed by the particular designation.	2	Draft the duties and responsibilities of the Front Office Staff as per location, category and size of the hotel assigned	2	CO1 CO2 CO3 CO4
LLO 3.1 Indicate the various modes, sources and types of reservations.	3	Recognize various modes, sources, and types of reservations.	2	CO1 CO2 CO3 CO4 CO5
LLO 4.1 Inculcate the procedure of handling reservations	4	Handle reservation request in person, on the telephone, and through correspondence, intercell agencies *	2	CO1 CO2 CO3 CO4 CO5

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Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 5.1 Handle the group booking process LLO 5.2 Identify the pre-arrival formalities	5	Practice the Group booking and Process the pre-arrival formalities for various types of guest *	2	CO1 CO2 CO3 CO4 CO5
LLO 6.1 Handle registration of FIT.	6	Role Play for welcoming, registration , assigning of keys and luggage handling for FIT guests (Free Individual Traveller) . *	2	CO1 CO2 CO3 CO4 CO5
LLO 7.1 Demonstrate arrival procedure	7	Perform the arrival procedure of walk-in guest and scanty baggage guests.*	2	CO1 CO2 CO3 CO4 CO5
LLO 8.1 Apply the arrival formalities for groups and crew.	8	Perform the arrival procedure for foreign guests and VIP guests. *	2	CO1 CO2 CO3 CO4 CO5
LLO 9.1 Apply the arrival formalities for groups and crew.	9	Role play on Group and crew arrival. *	2	CO1 CO2 CO3 CO4
LLO 10.1 Handle the messages of the guest.	10	Role play for handling messages.*	2	CO1 CO2 CO3 CO4 CO5
LLO 11.1 Implement Various systems of paging.	11	Demonstrate the systems of paging guests.	2	CO1 CO2 CO3 CO4 CO5
LLO 12.1 Deliver the wake-up call and mails to the guests.	12	Role-plays for giving the wake-up call to the guests and handling mail.*	2	CO1 CO2 CO3 CO4 CO5
LLO 13.1 Administer the luggage of the check-out guest.	13	Perform the left luggage procedure.*	2	CO1 CO2 CO3 CO4 CO5
LLO 14.1 Pursue the procedure of handling luggage.	14	Role play for room change procedure.*	2	CO1 CO2 CO3 CO4 CO5

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Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 15.1 Use the appropriate terminology in day to day Front Office Operations.	15	Quiz on glossary terms in day-to-day front office operations.*	2	CO1 CO2 CO3 CO4 CO5
Note : Out of above suggestive LLOs - <ul style="list-style-type: none"> * Marked Practicals (LLOs) Are mandatory. Minimum 80% of above list of lab experiment are to be performed. Judicial mix of LLOs are to be performed to achieve desired outcomes. 				

VII. SUGGESTED MICRO PROJECT / ASSIGNMENT/ ACTIVITIES FOR SPECIFIC LEARNING / SKILLS DEVELOPMENT (SELF LEARNING)**Micro project**

- Prepare the scrape book on the tourist places of Maharashtra (beaches, hill stations, forests, religious places, caves, amusement parks).
- Perform the street show promoting and cherishing tourist places in your city in terms of sustainability (protecting the historical sites, maintaining cleanliness, using resources properly)
- Search in the search engines about the inter-sell agencies.
- Visit different hotels in Nagpur and collect the information of different registration systems followed in the hotel.
- Search the places where the 'C' form is submitted in Nagpur and collect the information on the C form submission.
- Visit different hotels and find the new technology/ trends followed in registration procedures.
- Search in the search engine the latest trends observed in the industry for providing guest sundry services
- Collect the information on Indian Culture (Religions, Dances- folk, and classical, music.). can refer to search engines, magazines, etc.

Assignment

- Prepare the folder of the formats, records and registers required during the different stages of guest cycle.
- Maintain a diary on common phrases used in front office during different stages in guest cycle.
- Search in the search engines and design your own registration card for the arrival of the guest.
- Make a chart of the schedule of international and Indian Airlines operating in your City or the nearest airport.
- Prepare a Railway time table of the trains arriving and departing in your city.
- Prepare a report on Countries, Capitals, Currencies and language spoken.
- Prepare a report on Current affairs in India (refer to newspapers and magazines)
- List out the names of Cabinet Ministers of state and in central.

Activity

- Prepare the chart of the guest cycle mentioning the stages of guest contact.
- Prepare a skit emphasizing the legal formalities to be carried out for the foreign guest
- Prepare the videos explaining the cultural heritage of Maharashtra.

VIII. LABORATORY EQUIPMENT / INSTRUMENTS / TOOLS / SOFTWARE REQUIRED

Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
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Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
1	Furniture-Reception counter Bell Desk Upholstered Sofa set with Coffee table, 3+2+2 sitting capacity sofa. Standard-size reception counter with pigeon holes. Bell desk counter. All the furniture should be made up of wood (teak wood, engineered wood)	All
2	Telephone with intercom system, entire Institute should be connected with intercom, should have PA system facility, alarm facility.	2,3,4,5
3	Computer: processor IV, windows 10 updated Printer: having scanning and printing facility.	2,3,4,5
4	Function Board made up of Brass. Display board made of brass or stainless steel, wood, etc.	2,3,4,5
5	Newspaper stand made of wood or any other material with proper sockets to place newspaper and magazines.	2,3,4,5
6	Luggage Trolley: stainless steel or Brass Bell hop trolley (for handling group luggage): Stainless steel or brass. Luggage net: Nylon	2,3,4,5
7	Page board: made of brass with bells attached.	2,3,4,5
8	Public Address System: Equipment should be installed in such a way that the voice should reach every premise of the institute.	2,3,4,5

IX. SUGGESTED WEIGHTAGE TO LEARNING EFFORTS & ASSESSMENT PURPOSE (Specification Table)

Sr.No	Unit	Unit Title	Aligned COs	Learning Hours	R-Level	U-Level	A-Level	Total Marks
1	I	Guest cycle and Job Descriptions	CO1,CO2,CO3,CO4	4	4	6	0	10
2	II	Reservation Cycle	CO1,CO2,CO3	12	2	4	10	16
3	III	Guest Registration	CO1,CO2,CO3,CO4	12	2	6	8	16
4	IV	Bell Desk & Guest Sundry Services	CO1,CO2,CO3,CO4	12	8	0	8	16
5	V	Glossary Terms	CO1,CO2,CO3,CO4,CO5	5	4	4	4	12
Grand Total				45	20	20	30	70

X. ASSESSMENT METHODOLOGIES/TOOLS**Formative assessment (Assessment for Learning)**

- Each practical will be assessed considering - 60% weightage to process and 40% weightage to product. Mid term test, Assignments, Self Learning, Work Seminar and Presentation

Summative Assessment (Assessment of Learning)

- End Term Examination Rubric for CO's, viva Voce, Laboratory Performance.

XI. SUGGESTED COS - POS MATRIX FORM

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Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes* (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	1	-	-	-	-	-	3			
CO2	3	3	3	2	3	-	3			
CO3	3	3	3	2	3	2	3			
CO4	3	3	3	3	3	2	3			
CO5	2	-	1	-	-	-	3			

Legends :- High:03, Medium:02,Low:01, No Mapping: -
*PSOs are to be formulated at institute level

XII. SUGGESTED LEARNING MATERIALS / BOOKS

Sr.No	Author	Title	Publisher with ISBN Number
1	S.K. Bhatnagar	Front Office Management	Frank Bros& Co. ISBN : 9788171706525.
2	Peter Abott	Front Office Procedure, social Skills and Managemen	Butterworth Heinemann Ltd.Halley Courts, Jordan Hill Oxford ISBN9780750600248
3	Sudhir Andrews	Hotel Front Office Training Manual	Tata McGraw Hill Publications Co. Ltd. ISBN 0-07-451513-6
4	Sue Baker, Pam Bardi Jeremy Huyton	Principle of Hotel Front Office Operations	Cassell Wellington House, 125 Strand London, WC 2R OBB
5	JatashankarTiwari	Hotel Front Office Operations & Management	Oxford University Press ISBN-10:0-19-569919-X
6	Dennis L. Foster	Front Office Operations and Administration	McGraw-Hill International ISBN 0-07-112995-2

XIII . LEARNING WEBSITES & PORTALS

Sr.No	Link / Portal	Description
1	https://asianhotelandcateringtimes.com/	Gives information on new trends in food and hospitality
2	https://www.magzter.com/IN/The_Indian_Express_Ltd/Food_&_Hospitality_World/Business/	HotelierIndia.com is the new digital destination for India hospitality, catering and leisure professionals, and the home of ITP's industry
3	https://www.youtube.com/	hub of information with videos on related subjects
4	https://setupmyhotel.com	Provides the SOP's of operating departments of hotel.
5	www.webcrawler.com	Provides the related videos