

# **Certificate in Front Office Management**

## **Front Office Operation**

### **1. Introduction to the Hotel and Tourism Industry**

- An account of the development and growth of the hotel and tourism industry in the world
- Development and Growth of Hotel and Tourism industry in India.

### **2. Classification of Hotels by**

- Location
- Architectural design
- Number of Rooms
- Ownership
- Pricing Plan
- Type of Clientele
- Duration of Guest stay
- Facilities offered
- Star rating criteria in India (HRACC)

Supplementary accommodation

### **3. Tariff Structure**

#### **3.1. Types of Rooms**

Single, Double, Twin, Hollywood twin, Interconnecting, Adjacent, Adjoining, Lanai, Penthouse, Duplex, Efficiency, Physically Challenged, Studio, Parlour, Hospitality Room, Suite (Types)

#### **3.2. Tariff Fixation**

Check-in and Check-out basis, 24-hour basis, on the basis of competitor's rate, Night basis, Day rate.

#### **3.3. Types of Meal Plans**

European, Continental, Bermuda Plan, Modified American Plan (Half-Board, Demi- Pension), and American Plan (Full-Board: En Pension).

#### **3.4. Packages and Special Rates**

Rack rate, Group rate, Volume rate, Government rate, FIT, Wholesale net rate, discounted rates, Seasonal rate, Crib Rate, Extra bed rate, Family rate, Crew rate, Weekday/Weekend rates,

Membership rates, Executives of the other units of the same chain, Corporate rate, Commercial rate, Advance purchase rate Package rate, Ad-hoc rate

#### **4. Taxation**

- Luxury tax, Expenditure tax, Sales tax, Value added tax, and other statutory taxes.
- Service Charges.

#### **5. Organisation of the Front Office Department**

5. 1. Organisation charts of

- Small Hotel
- Medium Hotel
- Large Hotel

5. 2. Sections of the Front Office Department

5. 3. Inter and Intra departmental Co-ordination

5. 4. Job Specifications and Job Description

- Front Office Manager
- Duty Manager
- Guest Relations Executive

#### **6. Telecommunications**

- Introduction
- Types of Exchange- PBX, PABX, EPABX
- Other Communication Equipment- Walkie- Talkies, Pagers, Mobile Phones, Telephone Instruments, Pay Phones, Facsimile.
- Organisation of the Telecommunications department
- Job descriptions of the Telecommunications department supervisor & Operator
- Skills and Competencies of the Telephone Operator
- General duties of a Telephone Operator
- Internet Access- Introduction, Dial-up access, High speed with wired access, High speed with wireless access
- Future of Hotel telephones- Voice-over-internet-protocol (VOIP)
- AYS – at your service

## **Accommodation Operation**

### **OBJECTIVES:**

The student should be able to understand the concept and functioning of the room reservations, Reception, and Guest Services.

### **RESERVATIONS**

- Sources of Reservations
- Modes of Reservations
- Types of Reservations
- Systems of reservations
- Overbooking
- Job Description of Reservation Person

### **RECEPTION**

- Profiling the guest
- Guest Registration Process
- Regular and Non Regular Guest
- 'C' Form & 'F' Form

### **GUEST SERVICES**

- Handling Guest Mail
- Message Handling
- Custody and Handling of Keys
- Guest Paging
- Safe Deposit Locker
- Guest Room Change
- Custody of Deposited Luggage