

**SEMESTER 1st
MINOR COURSE**

HCT122N HOSPITALITY AND CATERING TECHNOLOGY (FRONT OFFICE OPERATIONS)

CREDITS: THEORY = 04; PRACTICALS = 02

Course Objectives: This course is designed to familiarise the students with day to day operations of the front office department of a standard hotel. It further aims to provide both theoretical knowledge and practical skill in front office operation mainly in reservations and guest registration. The course also covers the relationship of front office with the other departments of the hotel.

Learning Outcomes: This course will enable the students in understanding the fundamental operations activities of front office and its significance in acting as a nerve centre of the hotel.

(A) Theory

Unit 1: Front Office

Reservation, Registration, Information/Concierge, Cash & Bills, Travel Desk, Communication System, Guest Cycle, Guest Services, Checkout & Settlement, Night Auditing, Tariff Structure.

Unit 2: Front Office techniques

Front office layout & activities, guest activities in the hotel reservation, role of reception- registration procedure, handling guest on arrival, billing & departure activities, group handling activities.

Unit 3: Front office organization

Functional areas, front office hierarchy, duties & responsibilities of front office manager, assistant front office manager, lobby manager, night auditor. Personality traits of front office employees.

Unit 4: Relationship with other Departments

Interdepartmental relationship with housekeeping, food & beverage service, food production, security, maintenance, stores, accounts & personnel department. Use of computers in front office. (B)

Practical

Unit 5:

One day field visit followed by reporting & presentation of front office department of reputed national hotel chains & local hotel brands.

Unit 6:

One day field visit followed by reporting & presentation of front office department of reputed international hotel chains.

Suggested readings:

1. *Jatashankar, Tiwari, R, Hotel front office operations and management, 2009 Oxford university press*
2. *James A. Bardi, Hotel Front Office Management, 2010 wiley publications.*
3. *Vallen&Vallen, Check-in Check-Out: Managing Hotel Operations, 9th Edition, Pearson.*
4. *Robert Woods, Professional Front Office Management, Pearson New International Edition*