

SENIOR SCHOOL CURRICULUM

2017-18

FRONT OFFICE OPERATIONS

CLASS–XI ELECTIVE BASIS OF FRONT OFFICE (753) THEORY

Time: 3 Hours

Marks: 60

Unit–1: Hotel Organization	5
<ul style="list-style-type: none">• Departmental organization of hotels.• Staff hierarchy chart of hotels.	
Unit–2: Hotel Room	5
<ul style="list-style-type: none">• Types of hotel rooms.	
Unit–3: Meal Plan & Basics of Charging	5
<ul style="list-style-type: none">• Types of meal plan.• Different basis of charging.	
Unit–4: Front Office	8
<ul style="list-style-type: none">• Staff organization of front office: hierarchy.• Section in front office.• Equipment used in front office.• Duties & responsibility of front office staff.	
Unit–5: Lobby and its Layout	6
Unit–6: Co-ordination of Front Office with other Departments	6
Unit–7: Safety and Security	8
<ul style="list-style-type: none">• For the hotel.• For the guest.• Role of technology in security.	

Unit-8: Reservation

10

- Importance for guest and hotel.
- Types of reservation.
- Modes & sources.
- Process- automated and Manual.
- Cancellation & amendments.

Unit-9: Assignments

7

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1:

5

- **Activity I:** Students to write on a paper their experience of visiting a hotel and a restaurant. They should discuss the difference they found in the product and services of the two.
- **Activity II:** Draw the staff hierarchy of a large hotel and present it to the class in a team of four students.
- **Activity III:** Draw the Management organization chart of a large hotel and present it to the class in a team of four students.
- **Activity IV:** Draw the departmental organization chart on the basis of revenue and present it in the class.
- **Activity V:** Discuss in the class room about the staff positions which may be eliminated in a medium size hotel and a small size hotel respectively.
- **Activity VI:** Discuss in the class room the advantages and disadvantages of multi tasking by staff members in a hotel. Assume that you are the Front office manager of a hotel, from your perspective, what are the advantages and disadvantages of working in a large hotel with specialized positions in comparison to a small hotel where many positions are combined into one position.

Worksheet

- **Activity VII:** Students to classify the following departments on the basis of revenue and write in the column.

– Department	– Classification
– Front office	–
– Engineering & maintenance	–
– Kitchen	–
– Shopping Arcade	–
– Food & beverage service	–
– Accounts	–

– Human resource	–
– Sales & marketing	–
– Purchase	–
– Travel Desk	–
– Business Centre	–

Unit-2:

5

- **Activity I:** Each student to prepare a model of any one type of guest room in a hotel and present it to the rest of class with explanation of its unique features.
- **Activity II:** In a group of four students to prepare a chart depicting four different types of rooms keeping in view the dimensions of beds and other facilities.
- **Activity III:** Group discussion on the relationship between type of hotel and the type of rooms offered by that type of hotel.
- **Activity IV:** Discussion on alternative type of room which may be offered to the guest if his desired type of room is not available in the hotel.

Unit-3:

5

- **Activity I:** Students to perform a role play interacting as a group of guests and front office personnel discussing the contents of different meal plans offered by the hotel and their applicability depending upon the specific requirement of each guest.
- **Activity II:** Work sheet.

Fill the following in given chart:

Room only Plan, Bed & Breakfast Plan, Room + American Breakfast, Room + Continental Breakfast+ Lunch+ Dinner, Resorts.

Meal Plan	Other Name	Inclusions	Preferred by
European Plan		Room only	Business hotel ,Transit hotel, Motels.
Continental Plan		Room + Continental Breakfast	Business Hotels.
Bermuda Plan	Bed & Breakfast Plan		Hotels with lot of sightseeing around such as historical / heritage destinations.
American Plan	Full Board / En Pension		Resorts
Modified American Plan	Half Board/ Demi-Pension	Room + Continental Breakfast+ Lunch/ Dinner	Resorts

- **Activity III:** Group discussion on relative merits and demerits of Check out time basis of charging and 24 hrs basis of charging.
- **Activity IV:** A guest checked in at 09.00 hrs and checked out at 18.00 the next day. According to the 12 noon check-out time basis he is to be charged for three days. Enact a role play on the ensuing argument between the guest and the cashier and the explanation provided by the hotel to the guest on this system of charging.
- **Activity V:** Students should visit nearby hotels and collect tariff cards from the reception. Each student should design a tariff card of Hotel ABC on the basis of his own creativity.
- **Activity VI:** Role play by 2-students one as a guest other one as a receptionist.

Unit-4:

5

- **Activity I:** Students in group to draw the front office staff organization chart for a large hotel and medium sized hotel respectively on the chart paper and present it in the practical class room.
- **Activity II:** Teacher to familiarize the students with the different racks and equipments in the practical lab.
- **Activity III:** School should organize a field trip for the students to have a firsthand look at the equipments used in hotel for front office department and their usage.
- **Activity IV:** In groups of four each, Students to prepare a presentation on any one section of front office and to present it to rest of the class with the help of chart papers.
- **Activity V:** Each student to impersonate different front office personnel by speaking 2-3 lines of a dialogue about his job profile . Other students of the class should try and recognize whom he is impersonating.
- **Activity VI:** Chart preparation of departmental organization of hotels.

Unit-5:

5

- **Activity I:** Students to draw the layout of lobby in their chart papers with use of different coloured sketch pens to demarcate functional areas of front office department.
- **Activity II:** Students should collect pictures of lobby of different hotels and prepare a collage out of it for display in the practical class room.
- **Activity III:** Students should individually, visit the lobby of a nearby hotel and share their experiences in the class room.

Unit-6:

5

- **Activity I:** Students to perform a role play highlighting the coordination among different departments of the hotel. Role play to be followed by a discussion on the topic.
- **Activity II:** A group of students to enact the role-play of morning meeting of the executives of the hotel and highlight the co-ordination among them for efficient functioning of the hotel.

Unit-7:

5

- **Activity I:** Students should visit a nearby hotel and have a look at the equipments used for security purpose such as Metal detector, Fire alarm, smoke detector, CCTV, safety locker, etc.
- **Activity II:** Fire fighting demonstration by an expert for all the students.
- **Activity III:** First aid demonstration/training for all the students by an expert.
- **Activity IV:** Teacher to divide the students in groups. Each group to plan and act a role play on the handling of following emergency situations:

- a) Handling Guest Illness.
- b) Handling a Bomb Threat.
- c) Handling a Drunk Guest.

Unit-8:

5

- **Activity I:** Assignment for the students to visit the websites of different hotels & hotel booking portals and discuss in class about their observations.
- **Activity II:** Role play on handling of reservation request over telephone and filling of reservation form.
- **Activity III:** Exercise in filling up booking diary.
- **Activity IV:** Exercise on Filling up of advance letting chart.
- **Activity V:** Exercise on filling up of density chart.
- **Activity VI:** Exercise on handling room reservation through Whitney system.
- **Activity VII:** Exercise on filling of cancellation/Amendment form.
- **Activity VIII:** Exercise on filling of Room Status Board.

**CLASS-XI
ELECTIVE**

**INTRODUCTION TO TOURISM AND HOTEL INDUSTRY (754)
THEORY**

Time: 3 Hours

Marks: 60

Unit-1: Tourism

8

- Definition and Importance of Tourism and Tourist.
- Classification of Tourism.
- Component of Tourism Industry.
- Impacts of Tourism Industry .
 - (i) Environmental.
 - (ii) Economical .
 - (iii) Socio cultural.

Unit-2: Hotels

10

- Introduction to hospitality industry and Definition of hotels.
- History and evolution of hotel industry.
- Classification of hotels.
 - (i) Size.
 - (ii) Star.

- Location and clientele.
 - (i) Supplementary accommodation.
 - (ii) Time share and condominium.
 - (iii) Single hotels and group hotel.

Unit-3: Communication **8**

- Definition of communication.
- Types of communication.
- Importance of communication.
- Barriers in communication.
- Communication in hospitality industry.

Unit-4: Grooming and Hygiene **6**

- Importance of grooming and hygiene in hospitality industry.
- Grooming standards for hospitality professional : Male and Female.

Unit-5: Role of Computers in Hospitality Industry **6**

Unit-6: Personality Traits Required for Front Office Personnel **8**

- Punctuality, pleasing personality, positive attitude, good communication skills, team work, patience, leadership qualities etc.

Unit-7: Abbreviations **8**

- Used in hospitality industry.

Unit-8: Assignments **6**

- Country, capital and currency of the world.
- Different countries' airlines and their codes.
- Different facilities available at airport.
- Various tourist destinations.
- Hotel chain properties.
- Benefits of computers.
- Wild life sanctuaries and national parks of India.
- Char 'Dham' of India.
- Major hill stations and beaches of India.
- Personality trait of front office personnel.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1:

5

- Prepare a project on the conservation of energy resources that are getting affected with the various activities of Tourists.
- Students need to prepare a chart revealing the negative impacts of Tourism on the Environment.
- Visit different tourist destinations of your city and prepare a report by taking feedback from the visitors regarding improvements that are required at tourist destinations.
- Chart preparation on classification of tourism classification.
- Project work on environmental impact of tourism.

Unit-2:

5

- Conduct a survey on any two profit-making and non-profit making businesses in the hospitality industry in your local area. Observe below mentioned points for both the businesses and compare them.
 - (i) Food and beverage items served.
 - (ii) Type of food service Décor of the establishment.
 - (iii) No. of employees.
 - (iv) Rate Range.
- Make a list of the top ten lodging operations in your community. Show their name, chain affiliation, no. of guest rooms, and rate range.
- Chart preparation on classification of hotels.

Unit-3:

5

- Role play and identification of the type of communication involved in the below mentioned situations by the students:
 - (i) Telephonic conversation between two friends.
 - (ii) Circular taken out by the Front Office Manager.
 - (iii) Person thinking in his mind and talking to himself.
 - (iv) Group discussion among two or three persons.
 - (v) Instructions given by a Boss to his Junior.
 - (vi) Suggestions given by a Subordinate to his Senior about the improvements required at the work place.
 - (vii) Person transmitting message through facial expressions or gestures.
- Alone, or in group of five, make a list of the kinds of communication that you consider helpful and those you find causing hindrance while performing a work.

Unit-4:

5

- Role plays by students on the grooming standards of the following staff:
 - (i) Grooming standards of Chauffer evaluated by Bell captain.
 - (ii) Grooming standards of Bell boy evaluated by Lobby Manager.
 - (iii) Grooming standards of Guest Relations Executive evaluated by Duty Manager.
 - (iv) Imagine that you are the Front-office Manager of a hotel. What instruction would you give to your staff to ensure that they always look well groomed and in a presentable condition in front of the guest?

Unit-5:

5

- You are the Front-office Manager of a hotel. Recently, there have been a lot of complaints from guests that they had to wait for a very long time when checking out. Suggest what help you could do to solve the problem.
- There is a newly built hotel in your area. To the owner of a newly built hotel would you recommend him to install computers in the hotel or not.

Unit-6:

5

- Imagine that you are a guest in a hotel. To which attribute of an employee you would appreciate more.
- Assume that you are the Front-office Manager of a hotel. You are expecting a VIP guest who is about to arrive later in the afternoon. Explain what type of attributes having in an employee you will assign for handling VIP guest.
- Demonstration of personality traits required for front office personnel through role play.
- Perform role plays revealing the below mentioned important attributes of Front-office personnel.
 - (i) Punctuality.
 - (ii) Honesty.
 - (iii) Communication.
 - (iv) Courtesy.
- Role play of receiving a guest at main porch.
- Role play of welcoming a guest.
- Role play of receiving a guest at reception.

Unit-7:

10

- Prepare an assignment on Country, Capital and Currency of the world.
- Does a project work on different countries' Airlines and their Codes?
- Make an assignment on different facilities available at Airport.
- Neatly prepare an assignment on various tourist destinations in India.
- Prepare an assignment on five chain hotel properties operating in India and list 10 hotel properties of each chain along with their location.
- Make assignment on enumerating the benefits of computer in our day-to-day life.
- Neatly prepare an assignment on different wild life sanctuaries and National parks situated in India.
- With the help of pictures depict "Char Dham" of India and briefly introduce each of them.
- Make a project on major hill stations and beaches of India.
- Pick any one personality trait of front office personnel and illustrate it with the help of 50 words. Neatly depict it with the help of a picture.

CLASS-XI
GENERAL FOUNDATION COURSE (501)
 (Common for Food Production, Food and Beverage Services,
 Bakery and Confectionery and Front Office Operations)

(Refer to page 8)

CLASS–XII
ELECTIVE
FRONT OFFICE OPERATIONS (753)
THEORY

Time: 3 Hours

Marks: 60

Unit–1: Guest Cycle	10
<ul style="list-style-type: none">• Pre-arrival.• Arrival.• During Stay.• Departure.• Post-departure Activities.	
Unit–2: Reception	8
<ul style="list-style-type: none">• Importance of Registration.• Receiving of Guest.• Pre-registration Activities.• Registration Activities.• Post-registration Activities.• Registration of a Foreigner Guest.• Room Selling Techniques.	
Unit–3: Bell Desk	8
<ul style="list-style-type: none">• Functions.• Equipment and Aids used in Bell Desk.• Procedures of Bell Desk.	
Unit–4: During the Stay Activities	8
<ul style="list-style-type: none">• Message Handling.• Mail Handling.• Key Handling.• Complaint Handling.	
Unit–5: Telephone	6
<ul style="list-style-type: none">• Telephone Manners & Etiquettes.• Telephone Equipment.	
Unit 6: Information and Concierge	7
<ul style="list-style-type: none">• Role and Importance.• Competencies required.	

Unit-7: Glossary	7
Unit-8: Assignments	6

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Formats Used in Registration	4
<ul style="list-style-type: none"> • Registration card. • C-form. 	
Unit-2: Formats Used on Bell Desk	4
<ul style="list-style-type: none"> • Errand card. • VIP amenity voucher. 	
Unit-3: Role Play on Luggage Handling	4
Unit-4: Chart for Bell Desk Equipments	4
Unit-5: Role Play on Message and Mail Handling	4
<ul style="list-style-type: none"> • Message. • Incoming Mail. • Outgoing Mail. 	
Unit-6: Role Play on Receiving a Guest and Filling up Necessary Formats	4
<ul style="list-style-type: none"> • Etiquettes and manners. • Role play on complaint handling. 	
Unit-7: Role Play on Telephone Handling	4
<ul style="list-style-type: none"> • Conversation between a caller and the Telephone Operator. 	
Unit-8: Role Play on up Selling Techniques	4
Unit-9: Situation Handling at the Concierge	4
Unit-10: Quiz based on Glossary Terms	4
<ul style="list-style-type: none"> • Reception. • Bell desk. • During the stay activities. • Information & concierge. 	

CLASS-XII ELECTIVE

ADVANCED FRONT OFFICE OPERATIONS (754)

THEORY

Time: 3 Hours

Marks: 60

Unit-1: Cashier	8
<ul style="list-style-type: none">• Role of Front Office Cashier.• Functions & Procedures.• Equipment used by Front Office Cashier.	
Unit-2: Departure Procedure	10
<ul style="list-style-type: none">• Step by Step Process of Guest Check-out Modes of Settlement of Guest Folio.• Cash.• Credit card.• Foreign currency.• Travel Agent Voucher.• Company Billing Letter.• Travellers Cheque.• Express Check-out.• Late Check-out.	
Unit-3: Front Office Accounting	8
<ul style="list-style-type: none">• Basics of Accounting.• Folio and its Types.• Voucher and its Types.• Ledger<ul style="list-style-type: none">(i) Guest Ledger.(ii) Non-guest Ledger.	
Unit-4: Formats used in Manual Accounting System	6
<ul style="list-style-type: none">• Guest Weekly Bill.• Visitors Tabular Ledger.	
Unit-5: Role of PMS in Front Office Department	5
<ul style="list-style-type: none">• Role of Property Management System.	
Unit-6: Front Office Reports	6
Unit-7: Introduction to Night Audit Procedure in Front Office	6
Unit-8: Glossary	5
Unit-9: Assignments	6

References:

- Check-In Check-Out Managing Hotel operations: Gary K. Vallen, Jerome J. Vallen.
- Principles of Hotel Front-Office Operations: Sue Baker, Jeremy Huyton, Pam Bradley.

- Hotel Front Office Operations & Management: Jatashankar R. Tiwari.
- Front Office Management: Sushil Kumar Bhatnagar.

PRACTICAL

Time: 2 Hours

Marks: 40

Unit-1: Filling up and Practice on Formats of Different Vouchers used in Accounting System	7	
<ul style="list-style-type: none"> • Paid-out vouchers. • Correction vouchers. • Transfer vouchers. • Charge voucher. • Allowance voucher. 		
Unit-2: Role Play of Express Check-out Process		6
<ul style="list-style-type: none"> • Express check – out form. 		
Unit-3: Manual Practice of Accounting Procedure in non- Automated System		7
<ul style="list-style-type: none"> • Guest weekly bill. • Visitors tabular ledger. 		
Unit-4: Role - Play of Check out Procedure		7
<ul style="list-style-type: none"> • By cash. • By credit. • Bill to Company. • Foreign Currency. • Travelers Cheque. 		
Unit-5: Role Play		7
<ul style="list-style-type: none"> • Folio Postings. • Night Auditing . • Maintaining guest history. 		
Unit-6: Quiz based on Glossary Terms of Guest Accounting System		6

CLASS-XII

GENERAL FOUNDATION COURSE (501)
 (Common for Food Production, Food and Beverage Services,
 Bakery and Confectionery and Front Office Operations)

(Refer to page 13)

LIST OF RECOMMENDED BOOKS

1. Basis of Front Office, Class–XI, Published by CBSE.
2. Introduction to Tourism and Hotel Industry, Class–XI, Published by CBSE.
- 3.

LIST OF EQUIPMENTS

1. Lobby Desk
2. Computer with Internet Facility
3. Printer
4. Property Management System
5. Foreign Currency Exchange Board
6. Credit Card Imprinter / EDC Machine
7. Luggage Rack
8. Luggage Trolley
9. Key Rack
10. Message Rack
11. Information Rack
12. Bell Desk
13. Reception Counter
14. Projector
15. Pen
16. Pencil
17. Ruler
18. Register
19. Note Pads
20. Sketch Pens
21. Charts

