

THM-103L FRONT OFFICE OPERATIONS AND MANAGEMENT (PRACTICAL)

(01 Credit hr)

PRE-REQUISITE

Intermediate: F.A/ F.Sc. / I.Com or equivalent

LEARNING OUTCOMES:

The student will be able to:

1. Identify the independent components of the lodging front desk/front office system.
2. Identify and explain the impacts of the front desk/ front office on the overall lodging operation.
3. Apply and explain skills necessary to seek employment in front desk/ front office supervision and management.
4. Explain and perform the night audit function.

CONTENTS

The essential knowledge and skills required for management in hiring front office employees and renting rooms within the hospitality industry; property management systems, reservations, yield management.

Module-1: The Property Management System

- Selecting The PMS, Guest Account, Guest registration Menu, Guest Accounting Menu, The Check In, Before PMS, PMS Hierarchy, PMS System Interface, The Evolution to PMS. Industry Perspective: Technology in Hospitality

Module-2: Statistics and Reports

- Business Statistics, Key Room statistics, Occupancy reports, Guest Statistics, Operational reports, Forecasts, Financial reports.

Module-3: Practical:

- Perform/Work at Front office for not less than 15 days, Field visits.

ASSIGNMENTS – TYPE AND NUMBER WITH CALENDAR

It is continuous assessment. The weightage of Assignments will be 25% before and after mid term assessment. It includes:

- classroom participation,
- attendance, assignments and presentation,
- homework
- attitude and behavior,
- hands-on-activities,
- short tests, quizzes etc.

ASSESSMENT AND EXAMINATIONS:

Sr. No.	Elements	Weightage	Details
1.	Mid Term Assessment		
2.	Formative Assessment		
3.	Final Assessment		

RECOMMENDED TEXT BOOKS/ SUGGESTED READINGS:

1. Bardi, J. A. (2021). Hotel-Front-Office-Management.
2. Abbott, P., & Lewry, S. (2010). *Front office*. Taylor & Francis.
3. South Asia Tourism Secretariat, (2007). Front Office, SATS.
4. Huyton, J., Baker, S., & Bradley, P. (2001). Principles of hotel front office operations.
5. Dix C., and Baird C., (1998). Front Office 4th Edition, Harlow Longman.