

BHM OPEN ELECTIVES

FRONT OFFICE

No. of Credits: 4

Maximum Marks: 100

MODULE – I INTRODUCTION TO HOTEL INDUSTRY

- ✂ Definition of Hotel
- ✂ Origin, Growth & Development of Hotel Industry
- ✂ Classification & Categorization of Hotels

MODULE – II HOTEL ORGANIZATION

- ✂ Introduction to Front Office
- ✂ Basic Activities of Front Office
- ✂ F. O. Layout & Equipments
- ✂ Various Sections of the Department
- ✂ Organization Structure of the Front Office Department of a 5 & 3 Star Hotel and that of a large & Small Hotel
- ✂ Role of Key Front Office Personnel with Their Job Description & Job Specification
- ✂ Attributes of a Front Office Personnel
- ✂ Co-ordination with Various Departments

MODULE – III FRONT OFFICE PRODUCT

- ✂ Types of Rooms
- ✂ Types of Room Rate
- ✂ Types of Plan
- ✂ Room Status

MODULE –IV LOBBY AND BELL DESK OPERATIONS

- ✂ Layout of the Lobby
- ✂ Concept of Uniform Services & It's Functions
- ✂ Layout and Equipment of Desk
- ✂ Luggage handling Procedure on guest arrival – FIT, VIP, and Group
- ✂ Luggage handling Procedure on guest Departure – FIT, VIP, and Group
- ✂ Left Luggage procedure
- ✂ Scanty Baggage procedure

MODULE- V RESERVATION CONCEPT

- ✂ Sources and modes
- ✂ Types – Guaranteed & non-guaranteed
- ✂ Reservation Record
- ✂ Method of receiving a reservation
- ✂ Handling special requests