

SEMESTER – IV - ELECTIVE COURSE – V - FRONT OFFICE MANAGEMENT

OBJECTIVES.

1. To understand the Varie dimensions of a Gödel industry with special reference to front office.
2. To study the Concepts of organization, Communication, and operational procedures in a front office.

UNIT I

TITLE	TOPIC	COURSE OUTLINE
I. Hotel Industry	Hotels Hotel Organization Functional Department in a hotel	Definition, Classification based on star Category, size and location Organization Pattern in a large, medium and small sized hotel. Roomsdivision :- Front office, Housekeeping, Reservations, Night audit and loss Huns, Night audit and loss /prevention Security departments. Food and beverage allounting Engineering and Sales departments.
II The Guest and Guest Rooms	The Guestroom – categorizing the guest room Key control Room sales differentiation Market segmentation	Room types, Room configuration, Room Designations , Room Numbering, Room status reconciliation. Various Key control systems, Group rooms, Transient rooms, Transient reservation avenues. - Group market segments, Transient market segments.
III Room Rates and Reservation	Room Rate Designations Reservations – Determining occupancy and availability	Rack rate, Corporate rate Volume account rates, Government rate, seasonal rates weekday / Weekend rates, membership rates, Industry rates, Walk in rates, Premium rates, halfdayrates, Advance Purchase rates, Package rates, Per person rates, Group rates. Availability factors and overselling.
IV Front office Overview	The Arrival Chronology Departure	Greeting, Transition, Registration and Completion – Group arrivals. Front desk Checkout, Guest directed Computer checkout, Automated checkout.

	Front office operations	Communications, staffing Values added Services – safe deposit boxes, Mail and document handling.
V Guest Accounting and Night Audit	Guest Accounting Night Audit	Accounting basics, Guest history account – Guest Ledger – City ledger – Accounting entries. Guest Accounting and the front desk. Night audit overview, Night audit, reporting, Ancillary Night audit duties.

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4. Dinnis . J. Foster (1993) Rooms at the inn: Front office operations and administration, Mc-Graw Hill publications.
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7. G.Raghubalan, Smritee Raghubalan, Hotel Housekeeping operations and Management, Oxford University Press.
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9. Peter Jones (1988) Food service operations, cassell publications.
10. Tarachand (2000) Hotel and Restaurant Managenet, Mohit Publications, New Delhi.