

MAJOR PAPER-VIII: FRONT OFFICE AND ACCOMMODATIONS
OPERATION - II III)

1. Night Auditor
 - a. job description of night auditor
 - b. preparation of the transcript
 - c. night auditors sales recapitalation
 - d. statement of bills exceeding limits

2. General
 - a. departments that front office co-ordinates with
 - b. front office procedures for emergencies (Lost & found, death, fire, accident, vandall drunken guest, theft).
 - c. front office terminologies
 - d. firing of room rates and basis of charging room rates.
 - e. the guest (different types of guests their handling, handling compalints
 - f. knowledge of currencies of different countries and exchange rates, different airlines of various countries capitals of states & countries.

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g. important festivals and
cultural events

h. role of travel agent &
functions

i. places of tourist importance
in Tamil Nadu & India

ACCOMMODATION OPERATION

1. Interior Decoration

- 1.1. Colours - standard colour harmonies, factors affecting colour schemes
- 1.2. Wall treatment
- 1.3. Floors and floor coverings
- 1.4. Furnishing and soft fabrics
- 1.5. Accessories - role in interior decoration
- 1.6. Art elements and principles
- 1.7. Lighting
- 1.8. Decorating aguerst Room

2. Flower Arrangement

- 2.1. Principles
- 2.2. Purpose of flower arrangement and placement
- 2.3. Western and oriental arrangement
- 2.4. Materials used, conditioning of plant materials
- 2.5. Types of Western arrangements

3. Hygiene

- 3.1. Personel Hygiene
- 3.2. Need for Physical fitness, fresh air and balanced diet
- 3.3. Bacterial (poisoning and infection)
- 3.4. Psychological importance of Hygiene
- 3.5. Hygienic practices

4. First Aid

- 4.1. Aims of First Aid
- 4.2. Emergency First Aid measures (Fractures, unconsciousness, burns, bleeding, heat exhaustion and poisons)
- 4.3. Bandages and dressings.

5. Pest control

- 5.1. Types of pests
- 5.2. Areas of infestation
- 5.3. Preventen and control methods
- 5.4. Role of Housekeeping in pests control

6. Budgeting

6.1. Types and cost control measures

7. Inventories

7.1. Purpose

7.2. Items stocked

7.3. Control measures

7.4. Formate used.