

FRONT OFFICE MANAGEMENT – I

UNIT – I INTRODUCTION

- Introduction to hotel industry
- Growth of hotel industry in India
- Classification of catering Establishments
- Origin of Hotel Industry
- Opportunities in Hotel Industry
- Types of hotels

UNIT – II ORGANISATION OF HOTEL

- Organisation chart of large, medium and small hotels
- Organisation and layout of front office
- The importance of Receptionist
- The Status of receptionist as a partner in the hotel industry.

UNIT – III FRONT OFFICE

- Introduction to front office
- Qualities of front office staff
(Front office salesmanship, Knowledge of products, Sales promotion, Guest needs, Desire to help, Communication)
- Front office assistant
- Importance of Job Description
- Job Description of front office assistant

UNIT – IV RESERVATION

- Importance of reservation
- Advance reservation office
- Reservation Enquiries and reservation
- Forecasting room reservation
- Over booking
- Diaries and charts used in reservation
- Whitney rack system
- Group reservation
- Rights and liabilities of hotels and travel agencies in room reservation.
- Reservation Terminologies

UNIT – V RECEPTION

- Receiving the guest at the front office
- Rooming a guest with reservation
- Rooming of a walk-in-guest
- Registration of guests
- Duties of Night Receptionist
- Duties of Receptionist of a small hotel
- Knowledge of various registers and forms used in reception
- Room rack
- Black list

REFERENCE BOOKS :

- 1) Hotel Front Office Training Manual – Sudhir Andres (Tata Mc.Graw Hill Publications)
- 2) The Hotel Receptionist – Grade Paige and Jane Paige (ELBS Publications).
- 3) Manual of Hotel Reception – Medlik.