

**BHARATHIAR UNIVERSITY : COIMBATORE**  
**DIPLOMA IN FRONT OFFICE MANAGEMENT**  
**(School of Distance Education)**

**DURATION: 1 YEAR**

**ELIGIBILITY: 12<sup>TH</sup> PASS**

**For the Candidates admitted from the year 2010-2011**

**SCHEME OF EXAMINATIONS**

	SUBJECT AND PAPER	EXAMINATIONS	
		DURATION	MARKS
Paper I	Introduction to the Front Office Departments	3	100
Paper II	Front Office Procedures	3	100
Paper III	Communication Skills	3	100
Paper IV	Computer Skills	3	100
Paper V	Human Resource Management	3	100
	Total		500

## **Paper I - Introduction to the Front Office Department**

### **Unit 1 Organizational Chart.**

- Vision
- Mission
- Hotel organization
- Definition of organizational charts
- Front office hierarchy
- Duties and responsibilities of front office staff
- Functions of organization
- Relationships with other departments and divisions

### **Unit 2 Hotel safety and security**

- Hotel security staff and systems
- Security and key control
- Fire safety
- Classification of fires
- Accidents
- Accidents in hotels
- First aids

### **Unit 3 Guest Services**

- Various guest services
- Handling guest mail
- Message handling
- Guest paging
- Guest room change
- Left luggage handling
- Wake up call
- Guest complaints
- Types of guest complaints
- Handling guest complaints

### **Unit 4 Classification of hotels**

- Classification with different categories
- Basis of sizes
- Classification on basis of location
- Classification on basis of clientele
- Classification on basis of duration
- Classification on basis of level of service
- Classification on basis of ownership

### **Unit 5 Rooms**

- Types of rooms
- Alternative accommodations
- Tariff on rooms
- Supplies in guest rooms
- Amenities in guest rooms
- Formats used in guest rooms

### **References**

Hotel front office operations and management

Jatashankar R Tewari

Practice Kit for Medical Front Office Skills, Medisoft Version: From Practice to Application

## **Paper II - Front office procedures**

### **Unit 1 Front office procedures**

- Functions and operations of various systems
- Different forms used in front office
- Equipments found in front office
- Computer applications used in front office
- Layout of the front office department

### **Unit 2 Reservations**

- Importance of reservation
- Modes of reservation
- Channels and sources
- Types of reservation
- Systems
- Cancellation, amendments and overbooking

### **Unit 3 Room selling techniques**

- Types
- Discounts
- Meal plans
- Room tariff card
- Room tariff fixation
- Cost basis pricing
- Market based pricing
- Guest room cycle

**Unit 4 Hotel accounting procedures**

- Basic accounting procedures
- Posting
- Cash and check transactions
- Check out and settlement procedures
- Steps in the night audit process
- Reconciling transactions
- Verifying no shows
- Updating the systems

**Unit 5 Room rates**

- Establishing room rates
- Forecasting room averages
- Budgeting for operations
- Evaluating front office procedures
- Yield management
- Concepts and principals
- Yield management prospectus

**Reference**

**Front office management -SK Bhatnagar**

**Paper III - Communication Skills**

**Unit 1 Communication systems**

- Aspects of communication
- Types of communication
- Components of the communication system
- The communication process
- The 7 c's of communication
- Flow of communication

**Unit 2 Language and grammar**

- Units of expression
- Sentence elements
- Basic grammar
- Language skills

**Unit 3 Verbal communication**

- Barriers of communication
- Semantic barriers
- Psychological barriers

- Personal barriers
- Writing skill
- Oral communication
- Non verbal communication

**Unit 4 Interdepartmental communication**

- Housekeeping
- Food and beverage service
- Sales and marketing
- Engineering and maintenance
- Security
- Finance controller
- Human resources
- Banquets

**Unit 5 flow of communicating**

- Down ward communication
- Upward communication
- Lateral or horizontal communication
- Diagonal or cross wire communication

**Reference**

**Impact, Penguin to Functional English-Peter Watey Jones**  
**Oxford PracticalGrammar- John Eastwood**

**Paper IV - Computer application**

**Unit 1**

- **Introduction to computers**
- Operating systems
- Microsoft office (MS word, Excel, Power Point, Access)

**Unit 2 Property management systems**

- Introduction
- Types of management systems

**Unit 3 PMS Application in Front office**

- Reservation module
- Front desk module
- Rooms module
- Cashier module
- Night audit module
- Set up module
- Reporting module

- Back office module

#### **Unit 4 PMS interface**

- Interface with stand alone
- Systems
- Property management
- Micros
- Amadeus PMS
- IDS Fortune

#### **Unit 5 Practical applications**

- FIDELO applications
- MS office applications
- Power point presentations
- Formats using excel
- Calculations using excel

#### **Reference**

**Introduction to computers- Norton**

### **Paper V - Human Resource Management**

#### **Unit 1 Evaluating hotel performance**

- Performance
- Occupancy ratio
- Average daily rate
- Average room rate per guest
- Revenue per available
- Rev Par
- Market share index
- Evaluation by guests

#### **Unit 2 Hospitality marketing**

- Basic concepts of marketing
- Marketing mix
- Sales and marketing
- Hospitality products
- Sales and marketing team
- Sales techniques
- Budget
- Types of budget
- Budgetary control

**Unit 3 Human resource management**

- Requiring, selection of staff
- Supervisory concerns
- Time management
- Productivity and controlling labor costs.
- Job analysis
- Recruitment
- Selection
- Orientation
- HR Challenges
- Employee motivation

**Unit 4 Environmental Management**

- Environmental and Ecology
- Environmental Pollution
- Environmental Education
- Objective of Environment
- Environmental Legislations
- Environmental Audit
- Environmental Management Programs

**Unit 5 Total Quality Management**

- Guest Perception of Quality
- Total Quality Management
- Practices in Total Quality
- Japanese 5 S Practice
- Quality Control Circles
- Benchmarking

References:

Handbook of Hospitality Human Resources Management- Tesone, Dana V.  
Fundamentals of Human Resource Management-- Noe, Raymond Andrew