

**MAHARASHTRA STATE BOARD OF VOCATIONAL EDUCATION EXAMINATION,
MUMBAI -51**

1	Name of Syllabus	C. C. In Hotel Reception And Book-Keeping (401102)																																															
2	Max.Nos of Student	25 Students																																															
3	Duration	6 Month																																															
4	Type	Part Time																																															
5	Nos Of Days / Week	6 Days																																															
6	Nos Of Hours /Days	4 Hrs																																															
7	Space Required	Workshop = 300 Sq feet <u>Class Room = 200 Sq feet</u> TOTAL = 500 Sq feet																																															
8	Entry Qualification	S. S. C. Pass																																															
9	Objective Of Syllabus/ introduction	To train the student in Front-Office Operation and Maintaining Accounts.																																															
10	Employment Opportunity	To Work as a receptionist in Star Hotels / Catering Institutes To Work as an accountant in Hotel Industry.																																															
11	Teacher’s Qualification	Diploma or Degree in HMCT (Hotel Management & Catering Technology)																																															
12	Training System	<table><tr><th colspan="4">Training System Per Week</th></tr><tr><td>Theory</td><td>Practical</td><td colspan="2">Total</td></tr><tr><td>6 Hours</td><td>18 Hours</td><td colspan="2">24 Hours</td></tr></table>						Training System Per Week				Theory	Practical	Total		6 Hours	18 Hours	24 Hours																															
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13	Exam. System	<table><tr><th>Sr. No.</th><th>Paper Code</th><th>Name of Subject</th><th>TH/PR</th><th>Hours</th><th>Max. Marks</th><th>Min. Marks</th></tr><tr><td>1</td><td>40110211</td><td>Hotel reception</td><td>TH-I</td><td>3 hrs</td><td>100</td><td>35</td></tr><tr><td>2</td><td>40110212</td><td>Computerized Book Keeping and accounts</td><td>TH-II</td><td>3 hrs</td><td>100</td><td>35</td></tr><tr><td>3</td><td>40110221</td><td>Hotel reception</td><td>PR-I</td><td>3 hrs</td><td>100</td><td>50</td></tr><tr><td>4</td><td>40110222</td><td>Computerized Book Keeping and accounts</td><td>PR-II</td><td>3 hrs</td><td>100</td><td>50</td></tr><tr><td></td><td></td><td>Total</td><td></td><td></td><td>400</td><td>170</td></tr></table>						Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Min. Marks	1	40110211	Hotel reception	TH-I	3 hrs	100	35	2	40110212	Computerized Book Keeping and accounts	TH-II	3 hrs	100	35	3	40110221	Hotel reception	PR-I	3 hrs	100	50	4	40110222	Computerized Book Keeping and accounts	PR-II	3 hrs	100	50			Total			400	170
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Hotel Reception And Book-Keeping

SYLLABUS :-

Theory -I. HOTEL RECEPTION

English : General aim to develop ability to arrange and express ideas precisely and purposefully in speech and writing.

Training : Recording, comprehending and reproducing verbal instructions. Exercises in the use of the telephone. Writing of report, business letters, telegrams, notice and advertisements, with full regard to punctuation, neatness and general type : use of reference books, e.g. directories and time tables.

Speech Department And Personal Qualities : To develop good standards of speech and deportment consideration of personal qualities and conduct required from receptionists.

Presentation of accounts, methods of dealing with guests correspondence and hotel mail Custody of visitor's property of local knowledge.

- (a) Timings of trains, aircraft, local transport.
- (b) Places of historic interest.
- (c) Currency regulations and rates of exchange.
- (d) Use of telephone, times and rates of trunk calls.

COMMUNICATIONS

OBJECTIVES :-

Students will be able to comprehend and communicate using specific term of speech in the specified area., write essential letters and reports.

Basics of letters Writing ., letters of apology., Letters of application. resignation and requests for leave.

Report writing ., basic format and details., report on accident's details., thefts.

Basic of Writing memoranda., log books., messages.

Vocabulary of the food and beverage industry.

General 1: Reported speech and dialogue writing; Role playing; Analyzing situation; Situation.

Dictation and comprehension related to the food and beverage industry.

Practical - I. HOTEL RECEPTION

Reception office :-

Practical organisation.

- (a) Necessary books, vouchers, diaries required.
- (b) Equipment necessary viz.. telephone, cash register, adding machine.
- (c) Changing of money and ability to give foreign equivalents speedily.

DUTIES :-

- (a) Operation of reservation charts.
- (b) Reception board; arrival and departure list.
- (c) Entry of forward booking diaries.
- (d) Ability to render service with regard to travel arrangements, placing of historical interests. Entertainment and shopping.
- (e) Prohibition laws where applicable.

CONDUCT :-

- (a) Welcoming guests.
- (b) Ability to give instructions to the uniformed staff.
- (c) Tactful handling of complaints.

THEORY II. COMPUTERIZED BOOK – KEEPING AND ACCOUNTANCY

Accounts in Hotel-Daily Tabular Book – keeping, visitors bill, visitor's paid outs, chance book and departmental checking system as affecting book-keeper Receptionist.

COMPUTER

INTRODUCTION TO COMPUTER

1. What is Computer ?

Characteristic of Computers

Basic application of Computer

2. What is Computer System ?

Hardware & Software

System Unit & Memory

3. Classification of Computers.

4. Configuration of today's Computer

5. Tutorial : The students is allowed to enumerate in what ways he can use the computer for this own purpose or business.

Practical : The student's need to shown various components.

TALLY 7.0

MS EXCEL

Introduction of MS Excel Uses

1. Handling of Work book & Work sheet
2. Elements of Electronics Spread Sheet
3. Manipulation of Cells
4. Using Formulae in Excel
5. Excel Advance option to create

Accounting, chart Wizard, Bills, Invoices, Monthly reports

PRACTICAL :- II COMPUTERIZED BOOK – KEEPING AND ACCOUNTANCY

Calculations : In addition to calculations already dealt with in the course, short methods and mental calculations relating to bills, invoices, stores, stocks sheets, and other business vouchers, percentages and discounts.

Finding balance by complementary methods.

BUSINESS PRACTICE :-

Office organisation, correspondence, filling and index systems, banking, legal tender, cheques, money orders etc. Use of telephone and record books, accommodation enquires and telephone reservations.

RESOURCE MATERIAL:-

Parsons, C. J. and Hughes. S. J. (1970) written communication for Business Studies. Edward Arnold, London.

Wordily V.(1972) Special English for Hotel Personnel Book 2 Bar and Restaurant Employees. Collier Macmillan publishers, London.

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List of Tools & Equipment

S.N.	Name of Items	Quantity
1	Reception Desk	01 No.
2	Computer with internet Convertor	04 Nos.
3	Intercom	02 Nos.
