1	Name of Syllabus	**C.C.In Basic Front office (415103)**
2	Max.Nos of Student	25
3	Duration	6 months
4	Type	Part Time
5	Nos Of Days / Week	6 Days
6	Nos Of Hours /Days	4 hrs.
7	Space Required	1) Front office = 400 sqfeet 2) Class Room = 200 sqfeet TOTAL = 600 sqfeet
8	Entry Qualification	9th
9	Objective Of Syllabus/ introduction	1) Develop proper knowledge of Front office 2) Develop skill in various types of Front office work 3) Develop confidence and handling guest by giving different situations by lectures of personnel from industries.
10	Employment Opportunity	He can get job in Hospitability Sector.
11	Teacher's Qualification	Diploma / Degree in Hotel Management
12	Training System	**Training System Per Week**

Theory	Practical	Total
6 hrs	18 hrs	24 hrs

13 Exam. System

Sr. No.	Paper Code	Name of Subject	TH/PR	Hours	Max. Marks	Mini. Marks
1	**41510311**	Basic Front office	TH-I	3 hrs.	100	35
2	**41510321**	Telephone Operation	PR-I	6 hrs.	200	50
3	**41510322**	Basic Front office	PR-II	3 hrs.	100	100
		Total			**400**	**185**

Syllabus : - Basic Front office

THEORY – I - Basic Front office

Sr No	Topics Name
1	Introduction to the institute and in particular to Front office course safety precautions observed by the trainees
2	Maintaining personal cleanliness & Hygiene Practices Carry out basic First Aid treatment/notifying accident. Practicing Fire Safety measures Occupational hazards and safety norms. Safety rules in Kitchen Basics of Personal Hygiene
3	Do Reservation charts and room allocation
4	Maintain Guest history Cards.
5	Handling incoming and outgoing calls on the EPABX
6	Handles in house calls. Transfers calls.
7	Maintain various registers in use in the telephone exchange.
8	Knowledge about important phone numbers about fire, police, doctors etc. Fax, computer and e-ticketing Knowledge and simple computer skills(MS-Word)
9	Methods of payments, use of credit Cards and deduction of frauds in credit Cards Conversion of currencies Local Laws, Passport and Visa details
10	Knowledge about bell desk Equipments and familiarization of their handling in
11	Handle Guest enquiries and complaints. Knowledge local laws and practices Handling high profile guests like head of the States and Countries
12	Page Guest shifting Guest baggage. Handles left luggage
13	Fill registration Card. Calculate room position. Give information to the Guest Take down messages for the Guest.
14	Co-ordination with other departments
15	Understand the roll of the Night auditors

PRACTICAL – I - Telephone Operation

Sr No	Topics Name
1	Techniques of telephonic conversation.
2	Group Reservation
3	Forecasting room Reservation.
4	Qualities of a good telephone operator.
5	Handles in house calls

PRACTICAL – II - Basic Front office

1	Handling incoming and outgoing calls on the EPABX
2	Maintain Guest history Cards
3	Knowledge about national and international telephone codes
4	Calculate room position
5	Handle Guest enquiries and complaints. Knowledge local laws and practices Handling high profile guests like head of the States and Countries

****