

FRONT OFFICE OPERATIONS 2:**(4 Credits)****(60 hours)****Objectives:**

At the end of the course the student will be able to

Analyse the activities associated with the stages of guest cycle, Perform functions of guest services, Understand the purpose and usefulness of night audit, duties and responsibilities of night auditor, Analyse the role of hotel staff in ensuring the safety and security of the guests

Content:

1. Registration: Pre-registration, registration, records and process
2. Check-in procedures: Check-in in manual/ semi automated Hotels and in fully automated hotels
3. Guest services: Handling Guest mail: Message Handling, Custody and Control of Keys, Guest paging, Safe deposit lockers, Guest Room Change, Left Luggage Handling & Wake up calls
4. Guest complaints: Types of complaints, Handling guest complaints
5. Check out and Settlement: Departure Procedure in fully automated system, Mode of settlement of Bills- Foreign Exchange, Cash settlement & Credit Settlement.
6. Potential Check out Problems and Solutions: Late check-outs, Long queues at the cashier, Improper posting of charges
7. Front Office Accounting: Types of Accounts- Vouchers, Folios and Ledgers, Front Office Accounting Cycle – Creation, maintenance and Settlement of accounts.
8. Night Auditing: Night Audit, Night Auditor, Duties and Responsibilities
9. Night Audit Process: Establishing end of the day, Completing Outstanding Postings, Verifying Transactions, Verifying No shows, preparing reports, updating the system.
10. Safety and Security: Hotel security staff and system, Role of Front office, Control of Room Keys, Fire safety, Accidents in Hotels, accident Report, First aid
11. Handling emergencies and unusual situations: Terrorist Activities and Bomb threat, Robbery and theft, Guest in drunken state.

Pedagogy: The systems thinking will be developed through lectures, tutorials, field work, outreach activities, project work, term papers, assignments, presentations, self-study, Case Studies etc . Sessions will be interactive in nature to enable peer group learning.

Suggested Reading:

1. Jatashankar R Tewari, Hotel Front Office Operations and Management, Oxford
2. S.K.Bhatnagar, Front Office Management, Frank Bros & Co.
3. Sudhir Andrews, Text Book of Front Office Management & Operations, Tata McGraw Hill.