Front Office
(3 -Month)

TRAINING OBJECTIVES:

Regardless of the class or type of the hotel or property, front office is the most visible and essential focal-point. The Certificate in Front Office is a comprehensive 03 month program to gain insight of systems and procedures required for Front Office Operations. It emphasizes the importance of high standards in personal qualities and the provision of customer service

This course equips students with a practical application of the front-of-house roles that are performed and required in a hospitality industry. During the course, trainees will develop knowledge and skills in reception procedures as well as understanding the key legislation that relates to reception procedures.

CURRICULUM SALIENT'S

Name of Course	Front Office
Entry Level	Intermediate or equivalent
Duration of course	03 Month
Total Training Hours	400 Hours
Training Hours per Day	07 Hrs per day (5 Hrs Friday)
Training Methodology	**Practical 80 % (320 Hrs).**
	Theory 20 % (80 Hrs).
Medium of Instruction:	Urdu / English

SKILL COMPETENCY DETAILS: -

After the completion of this training program, the trainees will:

- Follow the system of the front office department
- Maintain the room inventory
- Use the office equipment
- Handle reservations and implement check in procedures
- Register guests and assign rooms
- Assist in pre-registration and blocking of rooms for reservation
- Provide effective guest services and coordinate guests
- Implement check out procedures
- Post and file all charges to guests, master and city ledger accounts
- Maintain personal grooming and hygiene
- Communicate with the guests and co-workers
- Work in team socially-diverse environment
- Manage time
- Observe occupational health & safety regulations

KNOWLEDGE PROFICIENCY DETAILS

After the completion of this training program, the trainees will:

- Develop communication and social skills for hospitality

- Outline characteristics of the product to customers

- Deal with customer queries effectively

- Describe personal health and hygiene practices

- Accommodate special requests whenever possible

- Thoroughly understand and adhere to proper credit , cheque cashing and cash handling policies and procedures

- Understand room status and room status tracking

- Describe room locations, types of rooms available and room rates

- Use suggestive selling techniques to sell rooms and other services of the hotel

- Coordinate room status updates with the housekeeping department by notifying housekeeping of all check outs, early check ins, special requests and part-day rooms

- Define a working knowledge of the reservations department

- Define same day reservations and future reservations when necessary

- Explain cancellation procedures

- Use proper telephone etiquette mail, package, and message handling procedure

- Coordinate of daily activities and meetings taking place in the hotel

- Coordinate guest room maintenance work with engineering department

- Explain reporting procedure for any unusual occurrences to the manager

SCHEME OF STUDIES
Front Office
(03 - Month)

Sr. No	Main Topics	Theory Hours	Practical Hours	Total Hours
1.	Introduction to Front Office Operations & Hospitality Industry	12	15	27
2.	Maintain Standards and Develop Communication & Social Skills	11	25	36
3.	Follow the System of the Front Office Department	12	20	32
4.	Maintain the Room Inventory	5	18	23
5.	Use the Office Equipments	6	100	106
6.	Handle Reservations and Implement Check In Procedures	13	72	85
7.	Implement Check Out Procedures	11	70	81
8.	Manage Time	10	-	10
Total		**80**	**320**	**400**

DETAIL OF COURSE CONTENTS
Front Office
(03 - Month)

Sr. No.	Detail of Topics	Theory Hours	Practical Hours
1.	**Introduction to Front Office Operations & Hospitality Industry**		
	1.1 Type of Hospitality Organization		
	1.2 Organizational Structure for Front Office	3	
	1.3 Front Office Functions	1	4
	1.4 Front-of-the-House Operations	2	6
	1.5 Back-of-the-House Operations	3	3
		3	2
2.	**Maintain Standards and Develop Communication & Social Skills**		
	2.1 Observe occupational health & safety regulations	2	1
	2.2 Maintain personal grooming and hygiene	3	8
	2.3 Communicate with the guests and co-workers	3	9
	2.4 Provide effective guest services and coordinate guests	2	4
	2.5 Work in team socially-diverse environment	1	3
3.	**Follow the System of the Front Office Department**		
	3.1 Types of Reservation System	3	4
	3.2 Reservation Policies & Procedures	2	3
	3.3 Inventory and Requisition Front Desk Supplies	1	3
	3.4 Accepting or Denying Reservation	1	4
	3.5 Generating Reservation Reports	2	1
	3.6 Managing Reservations	1	2
	3.7 Respond to Emergencies	2	3
4.	**Maintain Room Inventory**		
	4.1 Property Fact Sheet	2	6
	4.2 Types of Rooms & Services	2	4
	4.3 Coordinate with the Housekeeping Department	1	8
5.	**Use the Office Equipment's**		
	5.1 Access Login & Procedures	1	10
	5.2 Using Accessories and Output Devices	2	30
	5.3 Handle Calls	2	45
	5.4 Handle Electronic Messages	1	15

6.	**Handle Reservations and Implement Check In Procedures**		
	6.1 Organize Front Office for Check-In	2	05
	6.2 Front Office Logbook	2	15
	6.3 Types of Reservations & Guests	2	05
	6.4 Block & Unblock Rooms	2	20
	6.5 Documentation & Legal Requirements	2	05
	6.6 Securing Payments from Guests	2	10
	6.7 Handling Special Instructions	1	10
7.	**Implement Check Out Procedures**		
	7.1 Review Account and Liaison with other Departments	3	15
	7.2 Documentary Requirements for Check-Out	3	10
	7.3 Filing Paper Work	1	15
	7.4 Handling Disputes & Complaints	3	20
	7.5 Process Payments	3	10
	Manage Time		
	8.1 Self-management and time management skills	3	
	8.2 Work Load & Task Priority	3	
	8.3 Special Task & Orders	1	
	8.4 Managing Team & Co-Workers	3	
	Total	**80**	**320**

LIST OF PRACTICALS

1. Demonstrate uniform requirement and hygiene

2. Greet guests as they arrive

3. Use the front Desk Computer System

4. Use the Front Desk Printers

5. Use the Facsimile Machine

6. Use the Photocopy Machine

7. Use the Front Office Logbook

8. Prepare and use Arrivals List

9. Block & Unblock Rooms

10. Set up Pre-Registrations for Individuals & Groups

11. Begin Guest Check In

12. Establish payment method during Check In

13. Secure Authorization for Credit Card

14. Issue & Control Guestroom Keys

15. Finish Guest Check In

16. Show rooms to Potential Guests

17. Use a Waiting List when rooms are not ready for Check In

18. Relocate Guests in Sold-out Situations

19. Process Room Charges

20. Use a Manual Room Rack System

21. Process Safe Deposit Box Transactions for Guests

22. Prepare a Cash-only Report for Outlets

23. Process Guests Mail, Packages, Telegrams & Faxes

24. Maintain Guest Information Directory

25. Handle Guest Service Problems

26. Receive payments from Guests

27. Pick Up, use and Turn in your Cash Bank

28. Post Guest Charges & Payments

29. Follow Guest Privacy and Security Measures

30. Process Wake-up Calls

31. Update Room Status

32. Process Guest Check-Outs at Desk

33. Adjust Disputed Guest Charges

34. Transfer Allowable Guest Charges

35. Process Automatic Check-Outs

36. Handle Late Guest Check-Outs

37. Process Late Charges

38. Respond to Emergency Alarms

LIST OF LABS

Front Office
(03 - Month)

1. Fully equipped Reception area for practical work
2. Computer lab having hotel front office software

LIST OF TOOLS AND EQUIPMENT

FOR CLASS OF 25 STUDENTS

Name of Trade	Front Office
Duration of Course	3 – Months

Sr. No	Item	Quantity
1.	Computer lab having hotel front office software and one Main Server	26
2.	Fax Machine	1
3.	Photocopier	1
4.	Printer	2
5.	Scanner	1
6.	Credit Card Machine	1
7.	First Aid Box	2

LIST OF CONSUMABLE MATERIAL

FOR CLASS OF 25 STUDENTS

Front Office
(03 - Month)

Sr. No	Item	Quantity
1.	Stationary (Paper RIM)	5
2.	Ball Points, Pencils, Eraser	25
3.	Writing Pad	25
4.	Sticky Note	25

MINIMUM QUALIFICATION OF TEACHER/ INSTRUCTORS

- DAE in Food Technology with one year Hospitality industry experience

OR

- Graduate Diploma in Hospitality Management with one year Hospitality industry experience

OR

- Graduation with 03 Years practical experience in Front Office Operations

REFERENCE BOOKS

SR. #	TITLE	AUTHOR
1.	Managing Front Office Operations	American Hotel & Lodging Educational Institute (AH LEI)
2.	Front Office Operations	PEARSON
3.	Hotel Front Office Management, 3rd Edition	James A Bardi

EMPLOYABILITY OF THE GRADUATES

The pass outs of this course may find job / employment in the following areas / sectors: -

1. Hotels.
2. Motels.
3. Resorts.
4. Restaurants.
5. Tourism Org.
6. Caterers.
7. Parks.
8. Cruise Ships.
9. Multinational Companies.
10. Clubs.
11. Food & Beverage Org.

EVALUATION CRITERIA

Following procedure will be followed for the evaluation of short courses:-

1   Admitted students will be registered with the Punjab Board of Technical Education Lahore within one month after the last date of admission.

2   The testing of the students shall be carried out as follows:-

A. Grading System (Theory & Practical)

A+   Grade from 80% and above

A   Grade from 70% to 79%

B   Grade from 60% to 69%

C   Grade from 50% to 59%

F   Less than 50%

Fail   Below 40% in Theory & 50% in Practical

Candidate has to pass both Theory and Practical

B. Attendance

Students below 80% attendance will not be admissible to appear in examination.

C. Examination Body

Punjab Board of Technical Education Lahore will be the Testing and Evaluation Authority.

D. Testing

Conduct   The testing shall be conducted in respective institutions under overall supervision of PBTE.

3.   **Methodology**

Following testing methodology will be adopted:-

a) Class attendance / participation   =   10%

b) Sessional Performance   =   40%

(Practical exercises/ quizzes/ assignments).

c) Final Exams.

i.   Theory   =   10%

ii.   Practical =   40%

TOTAL =   100%

4.   The institute concerned will forward the result of students to Punjab Board of Technical Education Lahore on TEV/CURR/F-I from within seven days of termination of course.

5.   Punjab Board of Technical Education will process the result carrying out its scrutiny/ vetting and issue certificate to successful candidates as per specimen attached.

6.   The Secretary PBTE will also coordinate for the endorsement of the said certificate by General Manager (Academic).