BANGLADESH TECHNICAL EDUCATION BOARD

4-YEAR TOURISM AND HOSPITALITY PROGRAM
SYLLABUS (PROBIDHAN-2016)

Tourism and Hospitality
TECHNOLOGY CODE: 99

SYLLABUS

(PROBIDHAN-2016)

FIRST SEMESTER

Tourism and Hospitality
1st Semester

Sl. No	Subject Code	Name of the subject	T	P	C	Marks				Total
						Theory		Practical		
						Cont. assess	Final exam	Cont. assess	Final exam	
1	69911	Introduction to Tourism and Hospitality	1	3	2	30	20	25	25	100
2	69912	History and Culture of Bangladesh	1	3	2	30	20	25	25	100
3	69913	Basic English	2	3	3	60	40	25	25	150
4	69914	Safety and Hygiene for T &H	1	3	2	30	20	25	25	100
5	69915	Accounting Theory and Practice	2	3	3	60	40	25	25	150
	69916	Computer Fundamentals and Application	1	6	3	30	20	50	50	150
7	69917	Bangla	3	3	4	90	60	25	25	200
		Total	**11**	**24**	**19**	**330**	**220**	**200**	**200**	**950**

DIPLOMA-IN- TOURISM AND HOSPITALITY

						MARKS				
header: 2nd Semester										
Sl. No	Subject code	Name of the subject	T	P	C	Theory		Practical		Total
						Cont. assess	Final exam.	Cont. assess	Final exam	
1	69921	Front Office Operation-1	2	3	3	60	40	25	25	150
2	69922	Food & Beverage production - 1	2	3	3	60	40	25	25	150
3	69923	Housekeeping & Laundry Operation -1	1	6	3	30	20	50	50	150
4	69924	Food & beverage Service-1	2	3	3	60	40	25	25	150
5	69925	Customer Service in Hospitality	1	3	2	30	20	25	25	100
6	69926	Communicative English-1	2	3	3	60	40	25	25	150
7	69927	Personality Development and Etiquettes	1	3	2	30	20	25	25	100
	Total		11	24	19	330	220	200	200	950

Bangladesh Technical Education Board

Diploma in Tourism & Hospitality Management

A. **Course Code** : **69931**
B. **Course Title** : **Front Office Operation-02**
C. **Credit & Hour** :

Credit: 3	Theory: 2 hrs/cr.	Practical: 3 hrs/cr.

D. **Course Description:**

E. This course is being designed to provide students with an advance understanding of front office accounting along with planning and evaluation of front office operations in the hospitality industry. They will understand the importance of people who performs the operations of front office, along with the critical aspect of front office operation including security.

F. **Course Outline:**

Unit	Learning Outcome
1. Understand the Guest Activities during the stay	1.1 Information services 1.2 Message and Mail Handling 1.3 Key Handling 1.4 Room selling technique 1.5 Hospitality desk 1.6 Complaints handling 1.7 Guest handling 1.8 Guest history.
2. Manage Computer Application in Front Office	2.1 Describe different functions of Night auditing. 2.2 Audit procedures (Non automated, semi automated and fully automated)
3. Understand Front Office Accounting	3.1 Summarize front office accounting fundamentals, including issues surrounding accounts, folios, vouchers, points of sale, and ledgers. 3.2 Describe the process of creating and maintaining front office accounts. 3.3 Describe typical procedures for processing and tracking common front office accounting transactions. 3.4 Describe internal control procedures for front office operations and explain typical settlement procedures.
4. Handle Check-Out and Account Settlement	4.1 Identify functions and procedures related to the check-out and settlement process, including departure procedures involving methods of settlement and late check-outs. 4.2 Describe express check-out and self-check-out procedures. 4.3 Explain how hotels handle unpaid account balances and summarize account collection procedures. 4.4 Describe how managers use guest history files, outline how the front office staff can support the hotel's marketing program through the check-out process, and summarize front office data privacy concerns.
5. Understand The Front Office Audit	5.1 Identify the functions of the front office audit. 5.2 Identify the steps in the front office audit process. 5.3 Explain the function of a system update and describe centralized front office audits.

6. Security and the Lodging Industry	6.1	Explain important issues in developing and managing a security program.
	6.2	Describe the role that managers play in a property's security program.
	6.3	Explain the importance of setting up a security program, including security staffing and having a liaison with local law enforcement.
	6.4	Identify the elements of security training that are critical to an effective security program.
	6.5	List and describe the legal concepts and societal concerns related to security issues.
7. Planning and Evaluating Operations	7.1	Describe the management process in terms of the functions front office managers perform to achieve organizational objectives.
	7.2	Identify room rate categories and explain how managers establish room rates.
	7.3	Discuss issues involved with forecasting room availability and apply the ratios and formulas managers use.
	7.4	Explain how front office managers forecast rooms revenue and estimate expenses when budgeting for operations.
	7.5	Describe how managers use various reports and ratios to evaluate front office operations.
	7.6	Explain what front office managers can do to plan for disasters
8. Revenue Management	8.1	Explain the concept of revenue management, and discuss how managers can maximize revenue by using forecast information in capacity management, discount allocation, and duration control.
	8.2	Discuss common formulas managers use to measure and manage revenue.
	8.3	Explain how revenue management decisions are affected by group room sales, transient room sales, other revenue opportunities, local and area-wide activities, special events, and fair market share forecasting.
	8.4	Discuss the revenue manager's role and position, summarize typical revenue meetings, outline potential tactics to use in periods of high and low demand, discuss revenue management tactics, and explain how revenue management software helps hotel managers.

Practical:

1 Hot function keys
2 Create and update guest profiles
3 Send confirmation letters
4 Print registration card
5 Make FIT reservation & group reservation
6 Make an ADD-on reservation
7 Amend a reservation
8 Cancel a rreservation-with deposit and without deposit
9 Log onto cashier code
10 Process a reservation deposit
11 Pre-register a guest
12 Put message and locator for a guest
13 Put trace for guest
14 Check in a reserved guest
15 Check In a day use
16 Check-in a walk –in guest
17 Maintain guest history
18 Make sharer reservation
19 Add a sharer to a reservation
20 Make A/R account
21 Take reservation through Travel Agent/Company/ Individual or Source
22 Make room change
23 Make check and update guest folios
24 Process charges for in-house guests and non-resident guests.

						MARKS				
Sl. No	Subject code	Name of the subject	T	P	C	Theory		Practical		Total
						Cont. assess	Final exam.	Cont. assess	Final exam	
1	69951	Tour operations	2	3	3	60	40	25	25	150
2	69956	Food Science & Nutrition	2	0	2	60	40	-	-	100
3	69952	Hotel Information System	1	3	2	30	20	25	25	100
4	69953	Tourism Destination and Heritage	2	6	4	60	40	50	50	200
5	69954	Introduction to Finance	2	0	2	60	40	-	-	100
6	69955	Tour Guiding-2	2	6	4	60	40	50	50	200
7	69957	Business Organization & Communication	2	-	2	60	40	-	-	100
		Total	13	18	19	390	260	150	150	950

Bangladesh Technical Education Board

TOURISM & HOSPITALITY

5th Semester

DIPLOMA IN ENGINEERING

DIPLOMA-IN- TOURISM AND HOSPITALITY

PROBIDHAN-2016

Sl. No	Subject code	Name of the subject	T	P	C	Theory		Practical		Total
						Cont. assess	Final exam.	Cont. assess	Final exam	
1	69961	Travel Agency & Ticketing	2	3	3	40	60	25	25	150
2	69962	Team Building & Leadership	2	3	3	40	60	25	25	150
3	69963	Hospitality Sales & Marketing	2	3	3	40	60	25	25	150
4	69964	Tourism policy ,rules and regulation	2	0	2	40	60	0	0	100
5	69965	Principles of Tourism Management	3	0	3	60	90	0	0	150
6	69966	MICE Management	2	3	3	40	60	25	25	150
7	69967	Responsible Tourism	3	0	3	60	90	0	0	150
	Total		16	12	20	300	480	100	100	1000

The table header "6th Semester" and "MARKS" spanning applies above.

DIPLOMA IN ENGINEERING

DIPLOMA-IN- TOURISM AND HOSPITALITY

PROBIDHAN-2016

7th Semester (Major) in Food& Beverage Division/Room Division/Travel & Tourism											
Major Group (Choice any one)	**Sl. No**	**Subject code**	**Name of the subject**	**T**	**P**	**C**	MARKS				**Total**
							Theory		Practical		
							Cont. assess	Final exam.	Cont. assess	Final exam	
Food& Beverage Division/Room Division/Travel & Tourism	1	69971	Hotel Engineering and Maintenance	2	3	3	40	60	25	25	150
	2	69972	Hospitality Human Resource Management	3	0	3	60	90	0	0	150
	3	69973	Community Based Tourism and Entrepreneurship	2	3	3	40	60	50	0	150
	4		subject 1	2	3	3	40	60	25	25	150
	5		subject -2	2	3	3	40	60	25	25	150
	6		subject -3	2	3	3	40	60	25	25	150
	7		subject-4	2	3	3	40	60	25	25	150
		Total		15	18	21	300	450	175	125	1050

Sl. No	Subject code	Name of the subject	T	P	C	MARKS					
						Theory		Practical		Total	
						Cont. assess	Final exam.	Cont. assess	Final exam		

Sl. No	Subject code	Name of the subject	T	P	C	Cont. assess	Final exam.	Cont. assess	Final exam	Total
1	69982	Bar & Restaurant Management	2	3	3	40	60	25	25	150
2	69983	Food & Beverage Cost Control	2	3	3	40	60	25	25	150
3	69984	International Cuisines	2	3	3	40	60	25	25	150
4	69985	Food Purchasing and Storage	2	3	3	40	60	25	25	150
	Total		8	12	12	160	240	100	100	600

7th Semester

(Major) in Food& Beverage Division

						MARKS				
						Theory		Practical		
Sl. No	Subject code	Name of the subject	T	P	C	Cont. assess	Final exam.	Cont. assess	Final exam	Total
1	69986	Lodging Service Management	2	3	3	40	60	25	25	150
2	69987	Security and Loss Prevention Management	2	3	3	40	60	25	25	150
3	69988	Room Division Management	2	3	3	40	60	25	25	150
4	69989	Innovation in Tourism	2	3	3	40	60	25	25	150
	Total		8	12	12	160	240	100	100	600

7th Semester

(Major) in Room Division

SI. No	Subject code	Name of the subject	T	P	C	MARKS				Total
						Theory		Practical		
						Cont. assess	Final exam.	Cont. assess	Final exam	
1	69991	Travel Logistic Management	2	3	3	40	60	25	25	150
2	69992	Destination Management	2	3	3	40	60	25	25	150
3	69993	Resort and Entertainment Operations	2	3	3	40	60	25	25	150
4	69989	Innovation in Tourism	2	3	3	40	60	25	25	150
	Total		8	12	12	160	240	100	100	600

7th Semester

(Major) in Travel & Tourism