

<b>Introduction and Course Objectives</b>	This UNIT prescribes to appraise students about hotel front office and various functioning of the front office desk, and the importance & operations of the Lobby.
<b>Main Concepts</b>	Reservation of Rooms in a Hotel. Lobby.
<b>Student Learning Objectives</b>	To learn about the Lobby & Bell desk operations. To learn about the concept of Reservation
<b>Prospects</b>	After completion of first year this course the students will acquire the basic knowledge and can easily work in the front office area at entrant level.

- UNIT – 1      LOBBY:** Layout of a lobby, Concept of Uniformed Services & it's function, Job description and specification – Concierge, Bell Captain, Bell Boy, Doorman & Parking Valet
- UNIT – 2      BELL DESK OPERATIONS:** Layout & equipment of Bell Desk, Luggage handling Procedure on guest arrival – FIT, VIP, and Group, Luggage handling Procedure on guest Departure – FIT, VIP, and Group, Left Luggage procedure, Scanty Baggage procedure
- UNIT – 3      RESERVATION CONCEPTS:** Sources and modes, Types – Guaranteed & non- guaranteed, Reservation Record, Method of receiving a reservation, Handling special requests.
- UNIT – 4      RESERVATION PROCESS:** Confirmation of reservation, Modification of reservation, Cancellation of reservation, Reservation Charts, Records and forms used, Job description and specification – Reservation Assistant

### **Practical's**

Countries, capitals, currencies and official airlines of the world (assignment) Luggage handling – FIT, walk-in, scanty baggage, regular, crew and group guest. Reservations.

- Taking down a reservation for FIT, FFIT, Corporate guest and group
- Special requests
- Amendment of reservation
- Cancellation of reservation