

Introduction and Course Objectives	This UNIT aims at learning about all the Front office operations in detail including Reservation, Reception, Information and Telephone operations.
Main Concepts	Reception, Information & Telephone areas of the front office.
Student Learning Objectives	At the end of the course the student should be in a position to understand the full operations of the front of the hotel

UNIT - 1 RESERVATION OPERATIONS: Reservations and sales, Reservation inquiry – CRS, Intersell Agencies, GDS, Internet and Property Direct. Group Reservations, Reservation reports

UNIT - 2 FRONT DESK OPERATIONS: Information, Role of Information, Handling of mails, registered posts, parcels etc. Handling of messages, Handling of guest room keys. Paging, Providing information to the guest. Aids used in Information section,

UNIT - 3 RECEPTION: Introduction to reception, Coordination between FO and other departments Types of keys and their control, Room change procedure, Preparation of expected arrival & Departure Reports Preparation of other documents, Preparation of Guest History Card, Arrival procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group, Departure procedure – FIT, FFIT, Walk-in, Scanty Baggage, Corporate guest & Group Records and forms used, Job description and specification – Receptionist.

UNIT - 4 TELEPHONE: Role of telephone Department Staff organization, Telephone etiquette Records and forms used, Special features for hotels – HOBIC, CAS etc. Types of calls

Practical's

- Handling messages,
- Handling keys
- Providing information to the guest
- Handling group reservations
- Handling registration – FIT, FFIT, VIP/Regular, Corporate, Group/crew guest Security
- Deposit Box handling,
- Credit Card Handling procedure,
- Foreign Currency exchange procedure