

Introduction and Course Objectives	This UNIT is prescribed to appraise the basics of Front of the house in the Hotel industry. It also aims to understand the working pattern of the organization while handling the guest in the hotel.
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Main Concepts	Understanding the significance of Front Office
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Student Learning Objectives	Introduction to the hotel industry, and highlight the role of front office while dealing with the guest. These objectives need to correspond with NOS framework.
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UNIT -1 INTRODUCTION TO TOURISM, HOSPITALITY AND HOTEL INDUSTRY: Tourism and its importance, Concept of Hospitality and its origin, Origin, History, Growth and Development of hotel industry – India and global, Classification and Categorization of Hotel Industry.

UNIT – 2 HOTEL ORGANIZATION: Introduction to Front Office, Basic Activities of Front Office, F O Layout & Equipment, Various Sections of Front Office, Organization Structure of Front Office department of a 5 star and 3-star Component hotel.

UNIT - 3 FRONT OFFICE PRODUCTS: Types of rooms, Types of room rates, Types of plans Room status definitions

UNIT - 4 INTRODUCTIONS TO GUEST CYCLE HANDLING: Pre-arrival, Arrival, Occupancy, Departure

Practical's

- Grooming and Hospitality etiquette
- Welcoming/ greeting the guest
- Basic telephone handling