

# GUJARAT TECHNOLOGICAL UNIVERSITY

## Diploma in Hotel Management & Catering Technology

### Second Year (DHMCT)

**Subject Code**

**Subject Name** FRONT OFFICE OPERATIONS - II

Sr. No.	Course content
1.	<b>MANAGING F.O. LOBBY:</b> 1.1 Layout of lobby. 1.2 Welcoming of guest:(by serving welcome drink, traditional welcome, welcoming of VIP, Group) 1.3 Guest relation and Guest history 1.4 Handling group arrival :(room allocation, keeping room key ready, controlling lobby) 1.5 Information directory.
2.	<b>SUPERVISORY FUNCTIONS:</b> 2.1 Coordinating with other Department. 2.2 Supervisory tasks & Aspects. 2.3 Duty roster of front office staff. 2.4 Handling guest complaints and different situations & Emergency. 2.5 Staff training & development.
3.	<b>NIGHT AUDITING:</b> 3.1 Function of night auditor 3.2 Audit procedure (Non – Semi – Fully - Automated system). 3.3 Important terms.
4.	<b>ROLE OF COMPUTERS IN FRONT OFFICE:</b> 4.1 Introductions & Importance. 4.2 Importance of PMS. 4.3 Computer in hotels
5.	<b>FRONT OFFICE ACCOUNTING:</b> 5.1 Accounting fundamentals in brief. 5.2 Accounts: (Guest a/c, Non guest a/c). 5.3 Folios. 5.4 Vouchers. 5.5 P.O.S. 5.6 Ledger 5.7 Settling a bill (cash/ credit) 5.8 Transaction (cash payment, cash advance, charge purchase, account correction, account transfer, allowance voucher).

6.	<b>INFORMATION MANAGEMENT:</b> 6.1 Message handling procedure 6.2 Mail handling(incoming & outgoing)
7.	<b>CASE STUDIES:</b> (Give difficult situations to students and guide them for solutions). 7.1 Handling guests (complains/ arrivals). 7.2 Handling while emergency/ critical situation (fire/ bomb blast/ police case/ arrival of antisocial aliments)
8.	<b>LABORATORY EXPERIMENTS:</b> <ol style="list-style-type: none"> <li>1. Message &amp; Mail handling.</li> <li>2. Maintaining Guest History Card</li> <li>3. Group arrival</li> <li>4. Bill settlement.</li> <li>5. Key card &amp; Controlling.</li> <li>6. Bell desk activities at time of arrival.</li> <li>7. Night auditing function</li> <li>8. Pre arrival activities</li> <li>9. Models of different cards and registers.</li> </ol>

## 9. Reference Books:

Front Office Manual  
 Principles of Hotel front office Operations  
 Front office Procedure & yield Management  
 Front Office Operations

Sudhir Andrew  
 Baker, Bradely & Huyton  
 Peter.Abboff &Sue Lenry  
 Pant, Anoop  
 Rajat publications New Delhi

Accountancy for Hospitality Industry

Pant, Anoop  
 Rajat publications New Delhi