

Training Schedule
HOTEL FRONT OFFICE OPERATIONS (360)
(Theory -30 hrs, Practical - 90 hrs)

Session / Day	Lesson	Theory (1 ½ hrs.)	Practical (3 ½ hrs)	Self study /assignment	Learning Outcomes
DAY 1	Introduction to Hotels	1.3 Brief History and evolution of hotels 1.4 Types of hotels 1.5 Departments of the Hotel 1.6 Room as a commodity and its types 1.7 Room Rates 1.8 Plans	Undertake group discussion on: <ul style="list-style-type: none"> • Size • Length of guest shop • Bar • Location • Departments of a hotel • Room as a commodity and its types • Room rates • Plans offered in different types of hotels 	<ul style="list-style-type: none"> • Intext questions 1.1, 1.2, 1.3 • Terminal Question 1.10 • Undertake a visit to a semi residential hotels to study the following; <ul style="list-style-type: none"> • Department of Hotel • Types of rooms • Room rates • Plans • Write a report of your observation in practical file 	<ul style="list-style-type: none"> • Appreciates history and evolution of hotels • Differentiates between the different types of hotels • Demonstrates knowledge about the important department of the hotels. • Is aware of a room as a commodity and its types. • Differentiates between <ul style="list-style-type: none"> ○ Rack Rate ○ Group Rate ○ Company Volume guarantee rate • Explains the various plans like E.P., C.P, A.P. and M.A.P.
DAY 2	L-2 Front Office An Introduction	2.3 What is front office 2.4 Importance of the front office 2.5 Sections of front office <ul style="list-style-type: none"> ○ Reception ○ Information ○ Reservation ○ Bell desk ○ Front office desk ○ Guest relations ○ Lobby ○ Telephones 	Undertake a visit to a hotel to study the location and activities of the various sections of front office.	<ul style="list-style-type: none"> • Intext Questions 2.1, 2.2 • Small group discussion on different sections of front office in a hotel 	<ul style="list-style-type: none"> • Explains the importance and role of front office in a hotel. • Demonstrates knowledge of the different sections of front office.

DAY 3	L-2 Front Office An-Introduction	<p>2.6 Staff organization</p> <ul style="list-style-type: none"> • Staff hierarchy <p>2.7 Co-ordination with other departments</p> <ul style="list-style-type: none"> • Sales and marketing • Housekeeping • Food and beverages 	<ul style="list-style-type: none"> • Practical 2.1 • Write the outcomes of practical 2.1 in the practical file. • Undertake a group discussion on the methods of coordinating activities between the following departments: <ul style="list-style-type: none"> • Sales and marketing • House keeping • Food and beverages 	<ul style="list-style-type: none"> • Intext Question 2.3 • Terminal Question 2.9 • Visit a neighborhood hotels to study the following: <ul style="list-style-type: none"> ○ Number of employees ○ Designation of the different employees • Write a report in the practical file. 	<ul style="list-style-type: none"> • Appreciates the need for staff organization and hierarchal structure of employees • Ensures co-ordination between departments
DAY 4	L-3 Qualities of the front office staff	<p>3.3 Role of front office staff members</p> <ul style="list-style-type: none"> ○ The first impression ○ Point of reference ○ Salesman ○ Co-ordination ○ Solving guest problems <p>3.4 Qualities of front office staff members</p> <ul style="list-style-type: none"> ○ Pleasant appearance ○ Personal hygiene ○ Welcoming cheerful smile ○ Willingness to help ○ Self confidence ○ Calmness ○ Diplomacy ○ Social etiquettes 	<p>Undertake a group discussion on activities of front office staff members.</p> <p>Also discusses the qualities of front office staff members such as:</p> <ul style="list-style-type: none"> ○ Pleasant appearance ○ Personal hygiene ○ Welcoming cheerful smile ○ Willingness to help ○ Self confidence ○ Calmness ○ Diplomacy ○ Social etiquettes 	<ul style="list-style-type: none"> • Intext Question 3.1 • Small group discussion on activities and qualities of front office staff members and write the outcomes of the discussion in the practical file. 	<ul style="list-style-type: none"> • Identifies the basic staff roles in the front office • Appreciates the need for developing appropriate qualities for good front office assistant
DAY 5	L-3 Qualities of the front office staff	<ul style="list-style-type: none"> • Physical fitness • Memory • Communication • Decision making salesmanship • Systematic working • Sincerity 	<p>Group discussion on the following qualities:</p> <ul style="list-style-type: none"> ○ Physical fitness ○ Memory ○ Communication ○ Decision making salesmanship ○ Systematic working 	<ul style="list-style-type: none"> • Intext Question 3.2 • Terminal Question 3.7 • Continue practice of telephone manners with friends and family 	<ul style="list-style-type: none"> • Appreciates the need for developing appropriate qualities for good front office assistant • Knows how to effectively communicate on telephone.

		3.5 telephone manners	<ul style="list-style-type: none"> ○ Sincerity Practice of Telephone manners through role play activities		
DAY 6	L-4 Room reservations	4.3 Need for reservation 4.4 Reservation office 4.6 Procedure of making reservation <ul style="list-style-type: none"> • Room Status board • Reservation charts • Blocking of rooms 4.7 Making changes in a reservation <ul style="list-style-type: none"> • Cancellation • Amendments 	<ul style="list-style-type: none"> • Practical 4.1 • Practical 4.2 • Practical 4.3 • Record the outcomes of the practical 4.1, 4.2 and 4.3 in practical file. • Design performas for: <ul style="list-style-type: none"> ○ Reservation ○ Room status board ○ Reservation charts for period of time • Cancellation • Amendments 	<ul style="list-style-type: none"> • Intext Question 4.1 Visit a hotel and collect samples of the performas used by them for : <ul style="list-style-type: none"> ○ Reservation ○ Room status board ○ Reservation charts for period of time ○ Cancellation ○ Amendments <ul style="list-style-type: none"> • Compare these with those you have designed, comment on each and paste the samples in the practical file. 	<ul style="list-style-type: none"> • Identifies the need for reserving a room. • Receives and processes a reservation request • Maintains reservation correspondence systematically • Makes requested changes and cancel a reservation.
DAY 7	L-4 Room reservations	4.8 Storage of reservation records 4.9 making group reservations 4.10 Arrival lists 4.11 No shows 4.12 Alphabetical codes	<ul style="list-style-type: none"> • Make a chart showing the alphabetical codes. • On the computer create a file for a group reservation giving the following details; <ul style="list-style-type: none"> ○ Name of the group/group leader ○ Arrival details ○ Number of rooms ○ Names of the guest arriving ○ Passport details ○ Meal plan ○ Any other specific information 	<ul style="list-style-type: none"> • Intext Question 4.2 4.3 • Terminal question 4.14 • Visit a hotel to study the procedures adopted by them for the following; <ul style="list-style-type: none"> ○ Making group reservation compiling arrival list ○ Compiling arrival list ○ Handling no shows ○ Continue learning of alphabetical codes. 	<ul style="list-style-type: none"> • Stores reservation records systematically • Makes group reservations • Complies arrival lists • Handles no shows as per prescribed norms of the hotels. • Learns and uses alphabetical codes.
DAY 8	L-5Reception	5.3 A Reception Desk 5.4 Check in Produce 5.5 Guests with less or no baggage	<ul style="list-style-type: none"> • Practical 5.1 • Practical of designing the following performas 	<ul style="list-style-type: none"> • Intext question 5.1, 5.2 • Terminal Question 5.10 • Continue practical of 	<ul style="list-style-type: none"> • Exhibits basic knowledge of receptionist • Handles an arrival or a

		5.6 Group check in 5.7 Change of room 5.8 Departure procedure	<ul style="list-style-type: none"> • Registration card • Arrival/departure register • Group meal plan sheet • Guests room change information record • Departure intimation sheet 	designing of various performas done in class	<ul style="list-style-type: none"> • check-in • Handles check-in • Handles check-in of guests with no or less luggage • Handles group check-in • Changes a room of a guest already staying • Processes departure
DAY 9	L-6Reception Control Activities	6.3 Room Position 6.4 Housekeeping discrepancy report 6.5 Tallying of room and information racks 6.6 key check/key control 6.7 VIP report 6.8 Night receptionist's room report 6.9 Occupancy Statistics	Practical 6.1 Practical 6.2 <ul style="list-style-type: none"> • Write a report on the outcomes of the practical 6.1, 6.2 • Demonstration and practice of the calculations of the following; • Room position • Housekeeping discrepancy report • Tallying of room and information racks • VIP report • Night receptionist's room report • Occupancy statistics 	<ul style="list-style-type: none"> • Intext Question 6.1, 6.2 • Terminal Questions 6.11 • Continue practice of the calculation done in the class 	<ul style="list-style-type: none"> • Calculates the room position • Checks housekeeping discrepancy report • Keeps the rack information updates • Maintains guestrooms keys safely and accurately • Prepares the VIP report for internal circulation. • Prepares the night receptionist's room report • Understands and calculates occupancy statistics
DAY 10	L-7Information	7.3 Handling guest requests and complaints 7.5 Receiving and delivering guest message 7.5 Guest mail 7.6 Providing information to the guest	<ul style="list-style-type: none"> • Practical 7.1 <ul style="list-style-type: none"> ○ Guest request book ○ Guest message slip ○ Registered mail box • Design performa • Record the outcome of the practical 7.1 in the practical file. 	<ul style="list-style-type: none"> • Intext Question 7.1 • Terminal Question 7.8 • Continue practice of the performas done in the class • Gather information of the nearby hotels and city and record it in practical file 	<ul style="list-style-type: none"> • Effectively handles guest requests and complaints • Accurately takes and delivers messages for guests • Provides up to date information on the hotel and city.
DAY 11	L-8 Guest relations	8.3 Guest Relations register 8.4 VIP arrival 8.5 VIP amenities voucher	<ul style="list-style-type: none"> • Practical 8.1 • Design performa of the following: 	<ul style="list-style-type: none"> • Intext Question 8.1, 8.2, 8.3 • Terminal Question 8.8 • Briefly describe the 	<ul style="list-style-type: none"> • Handles a VIP arrival • Issues a VIP amenities voucher

		8.6 Guest history cards	<ul style="list-style-type: none"> ○ Guest relation assistant's call register ○ VIP amenities voucher ○ Guest history card <ul style="list-style-type: none"> • Record the outcome of the practical 8.1 in the practical file. • Make a list of some specific request that may help the guest besides the user request. 	activities you will undertake as a guests relation assistant's for VIP arrival and record in the practical file	<ul style="list-style-type: none"> • Maintains a guest relations register • Fills in the guest history cards.
DAY 12	L-9 Front Office Cash Guest billing	9.3 Billing procedure 9.3.1 Check –in and check-out time 9.4 Guest bill or a folio 9.4.1 The guest's Weekly bill	<ul style="list-style-type: none"> • Practical 9.1 • Record the outcomes of the practical 9.1 in the file • Undertake group discussion on the <ul style="list-style-type: none"> ○ Billing procedure ○ Check in the checkout time ○ Guest bill or a folio ○ Guest's weekly bill • Record the outcome in the practical file 	<ul style="list-style-type: none"> • Intext question 9.1 • Visit a hotel to study the procedure adopted with regard to: <ul style="list-style-type: none"> ○ Billing procedure ○ Check in the checkout time ○ Guest bill or a folio ○ Guest's weekly bill • Design performa for: <ul style="list-style-type: none"> ○ Guest's weekly bill 	<ul style="list-style-type: none"> • Describes the billing cycle • Makes the guest's weekly bill
DAY 13	...Front Office Cash Guest billing	9.4.2 Bill through NCR machine 9.4.3 Computerized billing 9.5 Guest Departure 9.6 Modes of payment <ul style="list-style-type: none"> • Cash • Travelers cheques • Credit cards • Letter of credit • Travel agency voucher • Personal cheques 	<ul style="list-style-type: none"> • Practice of Collecting of dues wide NCR machines computerized billing, credit cards, teller of credit, travel agency vouchers and travelers cheques 	<ul style="list-style-type: none"> • Intext Question 9.2, 9.3 • Terminal Questions 9.8 • Design performa for guest bill charge slip 	<ul style="list-style-type: none"> • Uses NCR machine and computer for billing • Checks with various departments due before guest's departure. • Informant due before guest's departure. • Informed about the use of letter of credit and travel agency voucher • Receives payment wide cash, travelers cheques, credit cards and personal

					cheques
DAY 14	Front office cashier general work	10.3 Encashment of foreign currency 10.4 Formats 10.4.1 Restaurant check 10.4.2 Telephone vouchers 10.4.3 Miscellaneous charges 10.4.4 Cash receipt voucher 10.5 Paid outs 10.6 Allowances 10.7 Safety deposit lockers	<ul style="list-style-type: none"> • Designing of formats for the following: <ul style="list-style-type: none"> ○ Foreign currency encashment ○ Restaurant check ○ Telephone vouchers ○ Miscellaneous charges ○ Cash receipt voucher ○ Paid outs ○ Safety locker deposit 	<ul style="list-style-type: none"> • Intext question 10.1, 10.2 • Terminal Question 10.9 • Visit a hotel to study the procedure adopted with regard to: <ul style="list-style-type: none"> ○ Foreign currency encashment ○ Restaurant check ○ Telephone vouchers ○ Miscellaneous charges ○ Cash receipt voucher ○ Paid outs ○ Safety • Write a report in your practical file. 	<ul style="list-style-type: none"> • Receives foreign currency from guest and give Indian rupees in exchange • Identifies various bills and vouchers sent by different departments • Make a paid out • Operates guest safety lockers
DAY 15	L-11 Night Auditing	11.3 Why and it in the night 11.4 The process of night auditing 11.4.1 Statement of charges posted in the guest accounts 11.4.2 The departmental sales summary 11.4.3 Night receptionist's Room Report 11.5 Night Auditor's adjustments 11.6 Compiling sales summary of the hotel 11.7 Other responsibilities of the night auditor	<ul style="list-style-type: none"> • Designing formats for the following: <ul style="list-style-type: none"> ○ Departmental sales summary ○ Sales summary ○ Night auditor's daily transcript 	<ul style="list-style-type: none"> • Intext question 1.1 • Terminal Question 11.9 • Small group discussion on the following topics; <ul style="list-style-type: none"> ○ Night auditing ○ Night receptionists room report ○ Night auditor's adjustments ○ Compiling sales summary ○ Any other responsibilities. • Write a report on the outcomes in the file. 	<ul style="list-style-type: none"> • Understands the process of night auditing • Recognizes the sales summaries of various departments • Carries out steps involved in night auditing • Prepares a daily sales summary of the hotel • Verifies all other activities of the front office cashier.
DAY 16	L-12 Bell Desk	12.3 Arrival 12.3.1 Scanty Baggage arrival 12.4 Departure 12.5 Group Arrival Departure 12.5.1 Group Arrival 12.5.2 Group Departure 2.6 change of room	Designing of the following performa : <ul style="list-style-type: none"> • Arrival errand card • Departure card • Baggage tog • Left luggage • Demonstration and 	<ul style="list-style-type: none"> • Intext Questions 12.1 • Intext Question 12.2 • Terminal exercise 12.12 • Visit a hotel to study the procedures adopted by their with regard to : • Group arrival and departures 	<ul style="list-style-type: none"> • Handles arrival procedure at the bell desk • Handles departure procedure at the bell desk. • Executes a change of room • Delivers mails and

		<p>12.7 Messages 12.8 Paging 12.9 Left luggage 12.10 Items available to the guest at the bell desk</p>	<p>practice of</p> <ul style="list-style-type: none"> ○ Messaging ○ Paging ○ Attending to group ○ Arrivals and group departures ○ Change of room attending to left luggage. 	<ul style="list-style-type: none"> ● Change of room ● Left luggage ● Scanty baggage ● Write a report of your observation in the practical file 	<p>messages to a guest</p> <ul style="list-style-type: none"> ● Securely handles luggage left by guest
DAY 17	L-13 Telephone	<p>13.3 The first impression 13.4 Handling calls from outside the hotel 13.5 Arrival /Departure procedure 13.6 Connecting calls 13.6.1 Local calls 13.6.2 Long distance calls 13.7 Wake up calls 13.8 Other responsibilities of a telephone operator</p> <ul style="list-style-type: none"> ● Complaint handling ● Secrecy 	<ul style="list-style-type: none"> ● Using role – play practice the following activities: <ul style="list-style-type: none"> ○ Connecting to cal calls ○ Connecting long distance calls ○ Wake-up-calls ○ Complaint handling ● Group discussion on the following topics: <ul style="list-style-type: none"> ○ Handling calls from outside the hotel ○ Arrival/departure procedures ○ Secrecy 	<ul style="list-style-type: none"> ● Intext Question 13.1, 13.2 ● Terminal Question 13.10 ● Continue practice of the activities done in the class ● Undertake small group discussion with family and friends on: <ul style="list-style-type: none"> ○ Handling calls ○ Arrival /Departure procedures ○ Secrecy ● Write a report on your discussion in the practical file. 	<ul style="list-style-type: none"> ● Appreciates the importance of telephone department in the hotel ● Efficiently handles all incoming calls. ● Processes arrivals/departure intimation ● Connects local as well as song distance calls. ● Gives make up calls on request
DAY 18	L-14 Emergency Situations	<p>14.3 Drunk guest 14.4 Damage to hotel property by guest 14.5 theft of hotel property by guest 14.6 Theft of guest’s property 14.7 Lost and found 14.8 Illness or accidents 14.9 Fire in the hotel 14.10 Death in the Hotel</p>	<ul style="list-style-type: none"> ● Organise training for fire and other natural calamities ● Demonstration and practice of handling activities: - <ul style="list-style-type: none"> ○ Damage to hotel property by guest ○ Theft of hotel property by guest ○ Theft of guest’s property ○ Lost and found ○ Illness or accidents ○ Fire in the hotel 	<ul style="list-style-type: none"> ● Intext Question 14.1, 14.2 ● Terminal Question 14.12 ● Continue practice of handling activities done in the class 	<ul style="list-style-type: none"> ● Handles the following Situations confidently: <ul style="list-style-type: none"> ○ Drunk guest ○ Damage to property by guest ○ Theft of hotel property by guest ○ Theft of guest’s property ○ Lost and found ○ Illness or accidents ○ Fire in the hotel ○ Death in the hotel

			<ul style="list-style-type: none"> ○ Death in the Hotel ● Record the procedures observed for each situation in the practical file. 		
DAY 19	L-15 First – aid	15.3 What is first aid 15.4 What to observe while giving first – aid 15.5 First Aid box 15.6 Your approach to situation demanding first aid <ul style="list-style-type: none"> ● Danger to patient ● Immediate requirement ● Diagnosis ● Management ● Removal of clothing ● Disposal 	<ul style="list-style-type: none"> ● Undertake group discussion on the following <ul style="list-style-type: none"> ○ What is first aid? ○ What to observe while giving first aid approach to situation demanding first aid ● Assemble the first aid box 	<ul style="list-style-type: none"> ● Intext Question 15.1, 15.2 ● Record the procedures you will adopt to ensure full control in the following situations: <ul style="list-style-type: none"> ○ Danger to patient ○ Immediate requirement ○ Diagnosis ○ Management ○ Removal of clothing ○ Disposal 	<ul style="list-style-type: none"> ● Assembles a first – aid box ● Recognizes the need for first aid ● Observes the prescribed rules of first aid. ● Assumes full control of big and small situations requiring immediate attention.
DAY 20	...First – aid	15.7 Some first aid treatment <ul style="list-style-type: none"> ● Bleeding ● Burns Scalds ● Fainting ● Shock ● Sprain ● Fracture ● Insect bite ● Foreign object in the eye ● Object in the ear 	<ul style="list-style-type: none"> ● Demonstration and practice of the following; <ul style="list-style-type: none"> ● Bleeding ● Burns Scalds ● Fainting ● Shock ● Sprain ● Fracture ● Insect bite ● Foreign object in the eye ● Object in the ear 	<ul style="list-style-type: none"> ● Intext Question 15.3 ● Terminal exercise 15.9 ● Continue practice of the treatment done in the class. 	<ul style="list-style-type: none"> ● Successfully administers first aid in the following situation: <ul style="list-style-type: none"> ○ Bleeding ○ Burns and scalds ○ Fainting ○ Shock ○ Sprain ○ Fracture ○ Insect bite ○ Foreign object in the eye ○ Object in the ear
DAY 21	Project 1 <ul style="list-style-type: none"> ● Divide the learners into three groups and assign one type of hotel to each group like; <ul style="list-style-type: none"> ○ Transient hotel ○ Residential hotel ○ Semi residential hotel ● Each group gathers the following information with regard to the hotel assigned on the following points; <ul style="list-style-type: none"> ○ Departments of the hotel ○ Types of rooms available 				

	<ul style="list-style-type: none"> ○ Rates charged for each type of room ○ Existing plans ● Write a report and compare and discuss the difference and similarities.
DAY 22	<p>Project 2</p> <ul style="list-style-type: none"> ● Administer first –aid to a hotel guest who is suffering from the following conditions; <ul style="list-style-type: none"> ○ Electric shock ○ Bleeding ○ Sprain/fracture ○ Bruises ○ Fainting ● Record the procedure adopted for each situation in the practical file.
DAY 23	<p>Project 3</p> <ul style="list-style-type: none"> ● A late night guest needs a room for the night. How will you calculate the room position for this purpose and accommodate the guest ● Calculate and sure the procedures you will adopt to get a clearer picture of the room position ● Use the room rack details, departures dates/expected departure dates and the number of rooms required for guest with reservation.
DAY 24	<p>Project 4</p> <ul style="list-style-type: none"> ● The hotel is expecting four VIP guest’s during Diwali. Design a project report detailing the planning giving the following points: <ul style="list-style-type: none"> ○ Action plan ○ Pre-registration ○ Blocking the rooms ○ Aarti and garlanding ○ Escorting ○ Circulation of information ○ Special decorations