

DIPLOMA IN FRONT OFFICE OPERATIONS (728)

Institutional Requirements:

The institution or hotel seeking accreditation must have at least 20 students in each batch. Additionally, a minimum of three batches must have graduated or been certified before applying for accreditation.

Infrastructural Requirements:

The Institution/Hotel having the following requisite infrastructure may apply for accreditation:

A. Classroom:

1. The classroom should be adequate in size to seat 50 students. It should be well lit and ventilated with comfortable chairs for the students.
2. The classroom should have a black board/white board preferably smart board.
3. The Institute should possess a first aid kit and have a fire extinguisher on the premises.

B. The Lab: (for 25 students in a Batch)

- a. Functional/Dummy station having all subsections -reception, information, bell-desk, concierge & cash counter.
- b. Lab size (20'x20')

C. Faculty:

1. B.Sc./M.Sc. Hotel Management/Bachelor in Hotel & Hospitality Administration/Travel & Tourism from NCHMCT/ Recognized university
2. Three Years Diploma in Hotel Management/One-year Diploma in Front Office with 2 years experience/Certificate course in Front Office from Recognized institutions with 5 years Experience.
3. B. Voc/D. Voc* in Hospitality & Tourism and allied streams. (*2 years relevant experience)

D. Collaboration for OJT/Internships:

- a. The institutions applying for accreditation with NIOS must have collaboration with Hotels for providing OJT/Internship for NIOS learners as per the requirement of the course.
- b. Similarly, the Hotels applying for accreditation must have their own set-up as per laid down norms or collaboration with institutions offering hospitality courses for the requisite theory sessions.

The copy of the signed MoU/Agreement between the Hotel/restaurant and the Institute needs to be attached at the time of applying for accreditation.

E. Tools

Tools	Quantity	Tools	Quantity
Computer with latest PMS software	4	Registers (Arrival /Departure)	2
Telephone	2	Railway – Air time table	As required
Multi-functional printer	1	Emergency services contacts	As required
Telephone Directory	1	First Aid kit	1
Display Board	1	Appropriate stationery	As required
Inventory forms	Bill books	Mock reception desk	1
Key box	1	Exchange rates board	1
Wall clocks with different time-zones	3-5	Luggage trolley	1
Information Brochure	As required		

A. **Library/e- Library:** Library should have utility books/articles/magazines in related subject.

B. **Internet Connectivity:** Internet access to be provided to learners for extended learning.

C. **Batch Size:** Maximum 50 students in a batch. An Institution can run maximum 2 batches for this course at a time.

D. General Requirements

- Changing room with lockers
- Washroom for Gents and Ladies
- Drinking water supply with water purifier
- Audio Visual Aids