

MAJOR PAPER-III: FRONT OFFICE AND ACCOMMODATION OPERATION-I

FRONT OFFICE

1. Introduction to the Hotel Industry
 - a) Introduction to the Hotel industry, growth of hotel industry in India
 - b) Classification of catering establishments.
 - c) Origin of the Hotel industry
 - d) Opportunities in the Hotel industry
 - e) Organisation chart of a large medium small hotels.
 - f) Organisation & lay out of Front office
 - g) The status of a receptionist as a partner in the hotel industry.
 - i) Types of Hotels
(Categorised by location, number of rooms, type of plan, type of guest, length of guest stay facilities it offers).
 - j) Front office introduction
 - k) Qualities of front office assistants
 - l) Front office salesmanship, knowledge of the products, sales promotion, guest needs, desire to help, communication.

FRONT OFFICE ASSISTANT

- a) Importance of job-description
- b) Job description of Front Office Assistants.

2. RESERVATION

- a) Importance of reservations
- b) advance reservation office
- c) reservation enquiries and reservation
- d) forecasting room reservation
- e) over-booking
- f) diaries and charts used in reservation
(bookings dairy, reservation slip, reservation forms, advance reservation chart, density chart, cancellation/amendment slip arrival list).
- g) whitney rack
- h) group reservations
- i) rights and liabilities of hotel & travel agencies in room reservation (commission terms, hotel tariff table, F.I.T.S. cancellation terms, GITS cancellation terms, terms for payment of hotel bills)
- j) Reservation terminologies

3. Reception

- a) receiving the guest at the front office
- b) rooming a guest with reservation
- c) rooming of a walk-in guest
- d) registration of guests
- e) duties of a night receptionist
- f) duties of a receptionist in a small hotel
- g) knowledge of various registers and forms used in reception.
(registration cards, arrival and departure register, guest history cards, key cards, notification registers or forms, VIP lists, crew sheets, group meal information sheet, VIP amenities voucher, room discrepancy reports, room rack slips (forms) logbook)
- h) Room rack
- i) black list

ACCOMMODATION OPERATION

1. ROLE OF HOUSEKEEPING
 - 1.1 In the hotel
 - 1.2 In guest satisfaction and repeat business
2. FUNCTIONS OF HOUSEKEEPING DEPARTMENT
 - 2.1 Areas of cleaning - special cleaning
 - 2.2 Selection and purchase of cleaning equipment and agents and supplies
 - 2.3 Controlling costs - budgeting
 - 2.4 Inventories and record-keeping
 - 2.5 Dealing with guests - lost & found
3. SERVICES AND FACILITIES OFFERED BY VARIOUS HOTELS
4. TYPES OF ROOMS
 - 4.1 Ordinary(single, studio, double, double double, turn executive)
 - 4.2 Suites (executive, duplex, deluxe, presidential, pent house)
 - 4.3 Other types (e.g. Cabana, Hollywood, Parlour etc.)
5. ORGANISATIONAL STRUCTURE OF HOUSEKEEPING DEPARTMENT
 - 5.1 Small Hotel
 - 5.2 Medium Hotel
 - 5.3 Large Hotel
6. DUTIES AND RESPONSIBILITIES OF HOUSEKEEPING STAFF
 - 6.1 Executive Housekeeper
 - 6.2 Deputy Housekeeper
 - 6.3 Floor supervisors: mornings, late duty and night shift-routine duties explaining records maintained (i.e. Room inspection checklist, Housekeeper's report, Floor register, Stores requisition linen exchange book, record of special cleaning and major jobs done.)
 - 6.4 Desk supervisor-routine duties explaining records maintained (i.e complaints register, departure log,

debit note, book, job order book, guest's register, consolidated room occupancy report, 000 room receipt, register of lost and found and lost and found slip, Key register, day book, log book, record of attendance)- mention the use of computer terminal and handover records paging device.

6.5 P.A. supervisor - routine duties mentioning, records maintained (i.e. record of special cleaning and major jobs done)

6.6 Room attendance - routine duties mentioning records maintained (i.e. worksheet and maids report).

6.7 Storekeeper Tasks performed and records maintained.

6.8 Houseman - routine duties

6.9 A brief explanation of duties of Linen and Laundry staff

7. CLEANING EQUIPMENTS

7.1 General considerations for selection

7.2 Classification and types of equipment (manual and mechanical)

7.3 Method of use and mechanism for each type

7.4 Care and maintenance

8. CLEANING AGENTS

8.1 General criteria for selection

8.2 Classification (water-hard and soft, soaps, detergents and their composition, alkalis, acids, solvents, absorbers, abrasives, deodorizers, disinfectants, seals and polishes)

8.3 Use, care and storage

8.4 Distribution and control

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9. INTER DEPARTMENTAL CO-OPERATION

9.1 Front office, maintenance, laundry, security, food and beverage service, stores computer centre, accounts, personnel other departments.

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