

**NATIONAL COUNCIL FOR HOTEL MANAGEMENT
AND CATERING TECHNOLOGY
NOIDA**

**DIPLOMA
IN
FRONT OFFICE OPERATIONS**

CURRICULUM

FOR DIRECTORATE GENERAL RESETTLEMENT (DGR)

DIPLOMA IN FRONT OFFICE OPERATIONS

Eligibility: Defence personals.

Duration: 16 Weeks

Teaching hours per week: 35 Hours

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks
THEORY				
1	DFO-01	Front Office Operations	6	100
2	DFO-02	Principles of Accounts	6	100
3	DFO-03	Hotel Accounts	4	100
4	DCS-03	Business Communication	2	50
5	DFO-04	Application of Computers	1	-
TOTAL			19	350
PRACTICAL				
6	DFO-11	Front Office Operations	8	100
7	DFO-12	Application of Computers	4	50
8	DFO-13	Office Organisation	2	50
9	DCS-12	Library	2	-
TOTAL			16	200
GRAND TOTAL			35	550

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years



FRONT OFFICE OPERATIONS (DFO-01)

TIME ALLOTTED: 06 HOURS PER WEEK

MAXIMUM MARKS: 100

Learning objectives: After completion of the course the students will be able to:

1. Describe the organization of the tourism and hospitality industry from the perspective of a hotel's Front Office Operations.
2. Explain the organization structure of a hotel, the delegation of authority to various levels and interdepartmental coordination and team work necessary for the smooth operation of a hotel.
3. Enumerate the different sections of Front Office and describe their respective duties.
4. Describe the various steps involved in the hotel guest cycle.
5. Explain the correct procedure of dealing with difficult situations and emergencies

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Introduction to Tourism, Travel and Hotel Industry • Introduction to tourism, travel and hotel industry and their inter-relationship • Interdependency of tourism, travel and hospitality industry • Acronyms and terminology of hotel industry • Classification of hotel ○ On the basis of star category, service, size, number of rooms, clientele, ○ Supplementary accommodations.	08	10%
2	An Overview of Room Division • Prologue with room division department and its sub-departments (front office, uniformed service and	10	10%



	housekeeping) and their sections. • Standard layout of front office department and its sections • Organization structure of hotel with special reference to front office department • Duties and responsibilities of front office employees • Personality traits of front office employees • Front office equipment (non-automated, semi-automated & fully automated) • Coordination of front office with other departments and sections		
3	Functions of different sections of room division department Front office • Reservation • Reception/front desk • Lobby desk • Guest relation desk • Telephone • Business centre • Mail and message section • Cashier desk • Night auditor Uniformed service • Bell desk • Concierge • Travel desk • Airport representative Housekeeping • Control desk • Horticulture • Linen and uniform room • Laundry Room status terminology	08	10%
4	Hotel Rooms and Tariff structure • Definition of room and its characteristics	10	10%



	- Room taxonomy (Standard, Promoted and Suite Configured Rooms) - Definition of room tariff and its fixation basis - Room rate taxonomy (Standard, Special/Discounted & Promoted Room Rates) - Group rates - Discount and allowances.		
5	Guest Cycle - Different Stages of Guest Cycle and involved activities - Guest cycle operation under- manual, semi-automated and fully automated system - Guest cycle activities under- VIP, Group, Airline crew member and transient guest - Equipment under different modes of guest cycle Documentation under different modes of guest cycle	08	10%
MID TERM EXAM			
6	Reservation - Definition and importance of reservation - Modes and Sources of reservation - Tool and process of reservation - System of reservation - Manual (Card and Hotel Diary) - Semi-automated (Whitney , computerized) - Fully automated (CRS and GDS) - Types of reservation (on different basis) - Guaranteed vs. Non-guaranteed - Transient vs. Group - Reservation amendment/modification and cancellation policy - Reservation Network/Channel (CRS) - Affiliated reservation network - Non-affiliated	10	10%



	- reservation/referral group - Reservation supply chain (online companies)- Expedia, Make My Trip, Travel Related Services - Reservation terminology and documentation		
7	Registration - Define registration and importance of registration - Concept of registration - Activities of registration stage - Process of registration under – - Guest with reservation - Walk-in guests - Group guests - Transient guest - Airline crew member - Incentive guest - VIP and CIP - SPATT - Modes of registration - Front desk directed (Express Check Out and Computerized Check Out) - Guest directed (Video check-out and Self-Check-out) - Registration terminology - Documentation	10	10%
8	Safety and Security - Safety and security of guest (their valuables) and hotel staff - Key control - Types of keys - Key control measures - Electronic keys - Safe deposit vaults and in room electronic safes	08	10%
9	Guest Account Settlement - Modes of account settlement - Cash - Credit (travellers check, travel	10	10%



	agent voucher, foreign currency, charge cards, airline vouchers, third party billing) • Control measures for cash and credit based account settlement policy • Forex (licences, exchange rates and policy) ○ Currency exchange during arriving in India ○ Currency exchange during departing from India • Reservation section terminology • Documentation		
10	Situation and Complaint Handling • Situation handling ○ Usual situation (skipper, scanty baggage, walking, walk-in, paging, room change, luggage handling during check-in and check-out, left luggage procedure, etc.) ○ Unusual situations (death, fire, theft, bomb threat and terrorist attack) • Complaint handling ○ Types of guest ○ Types of guest complaints ○ Complaint as a gift philosophy • The complaints handling procedure and redressal	08	10%
Total		90	100%



PRINCIPLES OF ACCOUNTS (DFO-02)

TIME ALLOTTED: 06 HOURS PER WEEK

MAXIMUM MARKS: 100

Learning objectives: After completion of this course students should be able to;

1. Explain meaning of accounts,
2. Record in prime and secondary books,
3. Prepare trial balance, final accounts,
4. Prepare bank reconciliations statement,
5. Calculate depreciation by different methods.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Introduction to accounting A. Meaning and definition B. Types and classification C. Principles of accounts D. System of accounting E. Generally accepted principle of accounting (GAAP)	08	10%
2	Books of original entry (journal) A. Meaning and definition B. Format of journal C. Rules of debit and credit D. Opening entry, simple and compound entries E. Practical Problems	10	10%
3	Ledger A. Meaning and uses B. Formats C. Posting D. Practical Problems	08	10%



4	Subsidiary books A. Need and uses B. Classification I. Purchase book II. Sales book III. Purchase return book IV. Sales return book V. Debit note VI. Credit note VII. Practical Problems	10	10%
5	Cash book A. Meaning B. Advantages C. Simple double and three column D. Handling cheque E. Practical problems	08	10%
6	Bank reconciliation statement A. Meaning B. Reasons of difference in pass book and cash book balances C. Preparation of bank reconciliation statement D. Practical Problems	10	10%
7	Trial balance A. Meaning B. Methods C. Advantages D. Limitation E. Practical problems	10	10%
8	Final accounts A. Meaning B. Procedure for preparation of final accounts C. Difference between trading accounts profit & loss accounts and balance sheet. D. Adjustment Closing stock Practical problems	10	10%



9	Capital and revenue expenditure A. Meaning B. Definition of capital and revenue expenditure	08	10%
10	Depreciation A. Meaning & causes B. Methods- fixed instalments Diminishing balance Practical problems	08	10%
Total		90	100%



HOTEL ACCOUNTS (DFO-03)

TIME ALLOTTED: 04 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning objectives: After completion of this course students should be able to;

1. Describe uniform system of accounts & its importance in hotel industry
2. Solve examples on uniform system of accounts, income statement, departmental income statement
3. Handle computerised accounting system
4. Describe importance of yield management
5. Calculate room rates, ARR and RevPAR.

UNIT	CONTENT	HOURS ALLOTTED	WEIGHTAGE FOR EXAM
1	Uniform System of Accounts For Hotels A. Introduction to Uniform System Of Accounts B. Advantage & disadvantages	12	10%
2	Income statement under uniform system of accounts A. Revenue and non-revenue producing departments of the hotel B. Contents of the income statement C. Practical problems	12	10%
3	Departmental income Statements Under Uniform System Of Hotel Accounts A. Room departmental income schedule B. Food and beverage department income schedule C. Practical problems	12	10%
4	Internal Control A. Meaning & Objectives of internal	12	10%



	control B. Characteristics of internal control		
5	Ledger & Computerised Accounting A. Types of ledger used in hotel B. Point of sale C. Property management system D. Introduction to computerised accounting system	12	10%
MID TERM EXAM			
6	Night auditing A. Need of night auditing B. Night auditors duties & responsibility C. Reports prepared by night auditor	12	10%
7	Room rates A. Fixing room rates B. Basis of charging room rates C. Calculation of single rate & double rate D. Calculation of average room rate (practical problems)	12	10%
8	Yield management A. Meaning & importance in selling rooms	12	10%
9	Ratio analysis A. Meaning of ratio B. Profitability ratio C. Turnover ratio	12	10%
10	Departmental accounting A. Introduction to departmental accounting B. Allocation & apportionment of expenses C. Basis of allocation D. Method I. Gross profit method II. Net profit method	12	10%
Total		120	100%



BUSINESS COMMUNICATION (DCS-02)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

LEARNING OBJECTIVES:

Knowledge:

- Understand the fundamental principles of effective business communication
- Identify different forms of communication
- Evaluate the difference between the types of communication
- Understand the concept of body language and its correct use

Competencies:

- Apply effective communication in today's business world
- Use correct form of communication depending on business situation and circumstances
- Organise ideas and express in writing and speaking
- Participate effectively in groups with emphasis on listening, critical and reflective thinking and responding
- Avoid common body language mistakes

Mindset:

- Understand the importance of specifying audience and purpose, and to select appropriate communication choices

No	UNIT	TIME ALLOTTED	WEIGHTAGE FOR EXAM
1	Introduction to Business Communication • Definition • Objectives • Principles of effective communication • Importance of good communication	10	20%
2	Types of communication • Formal • Informal • Verbal	05	10%



	• Written • Horizontal • Vertical		
3	Essentials of good business letter and types of letters – Official, D.O	05	15%
4	Letter writing • Circular • Memo • Notice • U.O. Note • Applications • Bio-data (C.V.) • Covering letter • Invitations • Greetings • Apologies	10	20%
MID TERM EXAM			
5	Communication with guest and Body language • Effective Speaking – Polite and effective enquiries & responses, Addressing a group • Listening and note taking skills • Body language- Importance & application	10	15%
6	Speech Improvement • Pronunciation, stress, accent • Importance of speech in hotels • Common phonetic difficulties • Connective drills exercises • Introduction to frequently used foreign sounds	10	10%
7	Electronic modes of communication: • Use of telephone • Taking telephonic orders • Telephone etiquette's • Fax • E-mail and protocol • Responsible social media	10	10%
Total		60	100%



APPLICATION OF COMPUTERS (DFO-04)

TIME ALLOTTED: 01 HOURS PER WEEK

MAXIMUM MARKS: 00

Learning objectives: After completion of this course students should be able to;

1. Explain characteristics of computers,
2. Identify the basic component of a computer
3. Explain the importance of various units of a computer
4. Differentiate between system software and application software
5. Explain the importance of operating software
6. Get acquainted with open source, and
7. Appreciate the need of computer security.

UNIT	CONTENT	HOURS ALLOTTED
1	Characteristics of computers • Speed • Accuracy • Diligence • Versality • Power of remembering	3
2	Computer and its components • Input unit • Storage unit • Central Processing Unit • Output unit	4
3	Computer software • System software • Application software	3
4	Computer language • Machine language • Assembly language • High level language • Compiler & interpreter • Open source software	4
5	Operating system • Windows	4



	Linux	
6	Windows (Latest) desk top elements - Start a programme - Quit a programme - Getting help - Searching files & folders - Changing system settings - Using my computer for browsing disk drives.	4
7	File management in windows - Using windows explorer - Opening drives & folders - View file details - Copying & moving files use windows explorer - Create a new folder - Rename a file or folder - Delete a file or folder	4
8	Computer security - Views and threats - Protecting computer system using antivirus. - Precautions to be taken against viruses.	4
Total		30



FRONT OFFICE OPERATIONS PRACTICAL (DFO-11)

TIME ALLOTTED: 08 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

Learning objectives: After completion of this course the students will be able to comfortably carry out the following tasks;

1. Use various forms, formats and registers maintained in the front office department of a large hotel in paper form or on the PMS.
2. Communicate effectively with guests, colleagues and staff from other departments of the hotel verbally including on telephone, in writing and body language
3. Use the information available discreetly ensuring safety, security and privacy of guest, colleagues and organisation.

UNIT	CONTENT	HOURS ALLOTTED
1	Introduction to front office equipment • Non automated equipment • Fully automated equipment	15
2	Various types of forms, log books used in front office (Registration card, guest feedback form, reservation form, C- Form, etc...)	20
3	Basic French • Greetings • Days • Months • Seasons • Numbers	20
4	General awareness • Country, capital and currencies	15



	General knowledge	
5	Telephone handling: - Telephonic etiquettes (do's and don'ts) - Role play on: - Telephonic reservation between reservation department and guest - Complaint handling through telephone - Telephonic queries by guest to front office department for rooms and information's, etc...	20
6	Complaint Handling: - Types of guest in hotel and nature of complains faced in front office department. - Role play on handling a complaint between: - Fussy guest and front office staff - Skipper and front office staff - Scanty baggage guest and front office staff - Drunken and front office staff, etc...	30
MID TERM EXAM		
7	Role play on: - Pre arrival - reservation- done by guest through mail - reservation - done by walk-in guest - reservation – done by telephonic conversation by a guest - Arrival - Paging (electronic and manual paging) – in pickup areas (airport, bus stand, railway station), message or visitors for a guest in the hotel. - Luggage handling – bell boy's role in maintaining errand card, escorting of guest to the rooms. - Welcoming – welcoming by GRE to the guest check in the hotel. - Registration- done by guest who has reservation, guest who is a walk in, guest who requires the room for day purpose only. - Key handover – procedures followed during key handover to the guest, how to generate keys and assign rooms to the guest. - During stay - How to handle Message and mail for residential and non- residential guest in a	30



	- hotel - Departure - Procedures followed during check out of a guest such as: comment cards, billing, etc... - After departure - Role and importance of guest history card.	
8	PMS PRACTICAL - Introduction to keys used in front office PMS - Hands on practice on PMS How to – - Take guest reservation - Modify guest reservation - Cancel guest reservation - Amend guest details - Check in guest with reservation - Check in a walk in guest - Check in a group reservation - Check in multiple guest to save time - Allot guest room to guest with reservation - Allot guest room to a walk in guest - Change guest rooms due to complaints or request - Update guest registration - Set credit limit - Add messages for the guest - Change tariff - Print a single bill during check out - Split a bill during check out - Update if any advance deposit is made - Night auditing procedure	90
Total		240



**MARKING SCHEME FOR PRACTICAL EXAMINATION
FRONT OFFICE OPERATIONS PRACTICAL (DFO - 11)**

Maximum Marks	100	Pass Marks	50
----------------------	------------	-------------------	-----------

Part 'A' 25 Marks

		MARKS
1. Uniform & Grooming	:	05
2. Journal	:	10
3. Viva	:	10
Total	:	25

Part 'B' 75 Marks

1. PMS tasks (4 tasks from the syllabus) (4x10)	:	40
2. Role Play & Situation Handling	:	20
3. Speech, Courtesy & Manner	:	15
Total	:	75

Note: Speech, Courtesy & Manners may be observed throughout the practical.



APPLICATION OF COMPUTERS PRACTICAL (DFO-12)

TIME ALLOTTED: 04 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning objectives: After completion of this course the students will be able to comfortably carry out the following tasks;

UNIT	CONTENT	HOURS ALLOTTED
01	WINDOWS OPERATIONS A. Creating Folders B. Creating Shortcuts C. Copying Files/Folders D. Renaming Files/Folders E. Deleting Files F. Exploring Windows G. Quick Menus	10
02	MS WORD CREATING A DOCUMENT A. Entering Text B. Saving the Document C. Editing a Document already saved to Disk D. Getting around the Document E. Find and Replace Operations F. Printing the Document FORMATTING A DOCUMENT A. Justifying Paragraphs B. Changing Paragraph Indents C. Setting Tabs and Margins D. Formatting Pages and Documents E. Using Bullets and Numbering F. Headers/Footers G. Pagination SPECIAL EFFECTS A. Print Special Effects e.g. Bold, Underline,	50



	Superscripts, Subscript B. Changing Fonts C. Changing Case CUT, COPY AND PASTE OPERATION A. Marking Blocks B. Copying and Pasting a Block C. Cutting and Pasting a Block D. Deleting a Block E. Formatting a Block F. Using Find and Replace in a Block USING MS-WORD TOOLS A. Spelling and Grammar B. Mail Merge C. Printing Envelops and Labels TABLES A. Create B. Delete C. Format GRAPHICS A. Inserting Clip arts B. Symbols (Border/Shading) C. Word Art PRINT OPTIONS A. Previewing the Document B. Printing a whole Document C. Printing a Specific Page D. Printing a selected set E. Printing Several Documents F. Printing More than one Copies	
MID TERM EXAM		
03	MS-EXCEL A. How to use Excel B. Starting Excel C. Parts of the Excel Screen D. Parts of the Worksheet E. Navigating in a Worksheet F. Getting to know mouse pointer shapes CREATING A SPREADSHEET A. Starting a new worksheet	30



- B. Entering the three different types of data in a worksheet
- C. Creating simple formulas
- D. Formatting data for decimal points
- E. Editing data in a worksheet
- F. Using AutoFill
- G. Blocking data
- H. Saving a worksheet
- I. Exiting excel

MAKING THE WORKSHEET LOOK PRETTY

- A. Selecting cells to format
- B. Trimming tables with Auto Format
- C. Formatting cells for:
 - Currency
 - Comma
 - Percent
 - Decimal
 - Date
- D. Changing columns width and row height
- E. Aligning text
 - Top to bottom
 - Text wrap
 - Re ordering Orientation
- F. Using Borders

GOING THROUGH CHANGES

- A. Opening workbook files for editing
- B. Undoing the mistakes
- C. Moving and copying with drag and drop
- D. Copying formulas
- E. Moving and Copying with Cut, Copy and Paste
- F. Deleting cell entries
- G. Deleting columns and rows from worksheet
- H. Inserting columns and rows in a worksheet
- I. Spell checking the worksheet

PRINTING THE WORKSHEET

- A. Previewing pages before printing
- B. Printing from the Standard toolbar
- C. Printing a part of a worksheet
- D. Changing the orientation of the printing
- E. Printing the whole worksheet in a single pages
- F. Adding a header and footer to a report
- G. Inserting page breaks in a report
- H. Printing the formulas in the worksheet

ADDITIONAL FEATURES OF A WORKSHEET



	A. Splitting worksheet window into two four panes B. Freezing columns and rows on-screen for worksheet title C. Attaching comments to cells D. Finding and replacing data in the worksheet E. Protecting a worksheet F. Function commands MAINTAINING MULTIPLE WORKSHEET A. Moving from sheet in a worksheet B. Adding more sheets to a workbook C. Deleting sheets from a workbook D. Naming sheet tabs other than sheet 1, sheet 2 and so on E. Copying or moving sheets from one worksheet to another CREATING GRAPHICS/CHARTS A. Using Chart wizard B. Changing the Chart with the Chart Toolbar C. Formatting the chart's axes D. Adding a text box to a chart E. Changing the orientation of a 3-D chart F. Using drawing tools to add graphics to chart and worksheet G. Printing a chart with printing the rest of the worksheet data EXCEL's DATABASE FACILITIES A. Setting up a database B. Sorting records in the database	
04	MS-POWER POINT A. Making a simple presentation B. Using Auto content Wizards and Templates C. Power Points five views D. Slides - Creating Slides, re-arranging, modifying - Inserting pictures, objects, audios, videos, hyperlinks - Setting up a Slide Show E. Creating an Organizational Chart	20
05	Internet & E-mail	10
Total		120



MARKING SCHEME FOR PRACTICAL EXAMINATION

APPLICATION OF COMPUTERS PRACTICAL (DFO - 12)

Maximum Marks	50	Pass Marks	25
----------------------	-----------	-------------------	-----------

		MARKS
1. Typing & Printing (20 lines)	:	10
2. Three tasks (3x10 marks)	:	30
(MS Office, MS Excel, MS Power point and Internet & E-mail)		
3. Viva	:	10
Total	:	50



OFFICE ORGANISATION PRACTICAL (DFO-13)

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2 ½
Mid-term exam marks	12 ½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

Learning objectives: After completion of this course the students will be able to comfortably carry out the following tasks;

1. Effectively operate and use various tools, equipment and machines used in the front office department.
2. Suggest the logical and agronomical layout of the office and the flow of documents and records.
3. File documents in the relevant file as per the laid down logic of the department.
4. Retrieve the records desired in the appropriate time allowed.
5. Learn to prioritize tasks in the order of urgency and importance.
6. Effectively weed out outdated documents records from the department using appropriate policy for doing so.

UNIT	CONTENT	HOURS ALLOTTED
1	System of Record keeping 1. Understanding record keeping system of the office. 2. Naming logic of files 3. File indexing	07
2	Office Tasks 1. Communication a. Sending and receiving mail b. Filing the communication for records c. Sending e-mails	08
3	Operating office equipment 1. Computers 2. Printers 3. Photocopiers	08



	4. Dictaphone 5. Fax 6. Franking machine 7. Card Swiping machine 8. Cash counting machines 9. Paper shredder 10. Digital projectors	
4	IN-Basket exercise 1. Prioritizing work on basis of urgency and importance 2. Meeting the deadlines	07
MID TERM EXAM		
5	Looking for information on the web 1. Browsing the net for information 2. Compiling information 3. Making reports	10
6	Weeding out records 1. Organizing the filing cabinets 2. Destroying old and useless records 3. Destroying obsolete files and freeing up filing space	10
7	Organizing the records on the computer 1. Deleting temp files on the computer 2. De fragmenting the hard disk 3. Running anti-virus and anti-spam ware 4. Protecting confidential information on the computer	10
Total		60



MARKING SCHEME FOR PRACTICAL EXAMINATION

OFFICE ORGANISATION PRACTICAL (DFO-13)

Maximum Marks **50** **Pass Marks** **25**

		MARKS
1. Journal	:	05
2. Practical in basket	:	15
3. Record Retrieval	:	10
4. Organisation of Folders in Computer	:	10
5. Speed and Accuracy	:	05
6. Operating the Office equipment	:	05
Total	:	50

