Programme: Integrated MBA Hospitality, Travel and Tourism
Course Code: HTC 122 **Number of Credits:** 2
Title of the Course: MANAGEMENT INFORMATION SYSTEM IN FRONT OFFICE

Objectives: At the end of the course the students will have the ability to perform various front office related tasks on a Front Office Operating system
Content:

S.No.	Topic
01	HMS Training – Hot Function keys
02	How to put message
03	How to put a locator
04	How to check in a first time guest
05	How to check in an existing reservation
06	How to check in a day use
07	How to issue a new key
08	How to print and prepare registration cards for arrivals
09	How to make a reservation
10	How to create and update guest profiles
11	How to update guest folio
12	How to print guest folio
13	How to feed remarks in guest history
14	How to add a sharer
15	How to make add on reservation
16	How to amend a reservation
17	How to cancel a reservation
18	How to make group reservation
19	How to make a room change on the system
20	How to process a guest check out
21	How to check out a folio
22	How to process deposit for arriving guest
23	How to process deposit for in house guest
24	How to check room rate variance report
25	How to process part settlements
26	How to post payment
27	How to print checked out guest folio
28	Check out using foreign currency

Pedagogy: Hands on practice of computer applications on PMS front office procedures such as: Night audit, Income audit, Accounts, Situation handling – handling guests & internal situations requiring management tactics/strategies

Minimum depth will be covered using any of the popular Hotel management softwares such as :

Fidelios, IDS, Ezee Technology, Opera, Amadeus, Champagne (Fourth Dimension)