

FRONT OFFICE PRACTICALS : (2 CREDITS)

Objective:

At the end of the course, the student will understand and practise interpersonal skills which are critical to front office operations. Identify various vouchers, Telephone etiquettes and manners. Front desk grooming and other essentials – body language, speech modulation which includes articulation, variation control of pitch and tonal quality.

Students will be able to handle Reservations, Cancellation & Amendments independently. Student will also learn the features of front office software.

Content

Practising effective verbal and nonverbal communication (facial expressions, posture, body language)

Practising telephone etiquette.

Learning various vouchers

- Registration Card
- Reservation Form
- Amendment Slip
- Cancellation Slip
- Arrival/departure notification slip
- VIP amenities voucher
- Miscellaneous charge voucher
- Allowance voucher
- Paid out voucher
- Message slip

Live examples of situation handling

Handling reservations

Amendment and cancellation of reservation

Using MIS (hotel front office software)

Pedagogy

Experiential activities, mock situations, group discussions

Demonstration and use of software.

Minimum depth of coverage will be at the level of the following books/readings:

Jatashankar Tewari, Hotel Front Office Operations and management, Oxford

Body Language Alan Pease

Hotel Front office software (Fidelios or IDS)