

As Per NEP 2020

University of Mumbai



Syllabus for Basket of Open Elective (OE) Vertical 3	
Faculty of Humanities	
Board of Studies in Culinary Arts	
UG First Year Program	
Semester	II
Title of Paper	Hotel Front Office – I (Practical)
Credits	2
From the Academic Year	2025-26

Syllabus for Open Elective (OE) (Semester – II)

Hotel Front Office – I (Practical)

Title of Paper - Hotel Front Office – I (Practical)		
Course Code -		
Sr. No.	Heading	Particulars
1	Description of the course:	This course provides students with a comprehensive understanding of front office operations and the critical skills required for effectively managing guest interactions in the hospitality industry. Students will master the art of managing the reception counter, ensuring guests are greeted warmly, and check-in processes are carried out smoothly and efficiently. The course will cover the key responsibilities of front office staff and the rules that guests are expected to follow, which helps maintain professionalism and smooth operations during their stay. Students will be trained in the proper procedures for transferring calls, placing calls on hold, and maintaining a professional tone, ensuring effective communication with guests via phone. Emphasis will be placed on professionally managing and resolving guest complaints, fostering positive guest relations and ensuring satisfaction. By the end of this course, students will be equipped with the skills and knowledge needed to manage a range of front office tasks, ensuring smooth operations and excellent service delivery in any hospitality setting.
2	Vertical: Major/Minor/Open Elective /Skill Enhancement / Ability Enhancement / Indian Knowledge System (Choose By √)	√ Open Elective.
3	Type:	Practical
4	Credit:	2 credits (1 credit = 15 Hours for Theory or 30 Hours of Practical work in a semester)
5	Hours Allotted:	60 Hours
6	Marks Allotted:	50 Marks Internal exam 20 marks External exam 30 marks

7	Objectives of course: - Objective of course is to learn about - • art of reception - Handling Reception counter • rules of the house 1. for the front office staff and 2. which guest are required to follow. • telephone handling - Transferring calls, Call on hold Procedure • guest rooming procedure. • how to handle Guest Complaints • how to handle situations like -Theft, Drunken guest, Difficult guest, Bomb Threat, Fire, Death, Guest with Health Problems, Blacklisted Guest, Wake up call, Discrepancy in charges, Pet Policy.
8	Course outcome: - On completion of this module the student shall be able to: • Demonstrate the art of reception - Handling Reception counter • Know rules of the house 1. for the front office staff and 2. which guest are required to follow. • Demonstrate telephone handling - Transferring calls, Call on hold Procedure • Demonstrate guest rooming procedure. • Explain how to handle Guest Complaints • Explain how to handle situations like -Theft, Drunken guest, Difficult guest, Bomb Threat, Fire, Death, Guest with Health Problems, Blacklisted Guest, Wake up call, Discrepancy in charges, Pet Policy.
9	MODULES: - Hotel Front Office – I (PR)
	1. Appraisal of front office equipment and furniture, Rack, Front desk counter & bell desk 2. Filling up of various proforma 3. Welcoming guests 4. Telephone handling 5. Create and update guest profiles – Guest History Card 6. Make room reservation – Take reservation through Travel Agent / Company (Group room reservation) / Individual or Source, Message and mail handling (Send confirmation letters), Amend a reservation, Make an Add-on reservation 7. Cancel a reservation-with deposit and without deposit 8. Arrivals: Role play - Welcome procedure 9. Role play - Luggage handling 10. Making guest registration / Check in a reserved guest - Filling or Printing Guest registration cards, Check –in a walk-in guest 11. Issue a new key - Issue a duplicate key, Cancel a key, 12. Role play - Paging 13. Guest handling - Guest request, Guest complaints 14. Role play - room change 15. Process guests check out by cash and credit card

	Assignments - 1. Social Etiquettes. 2. Know Your City- Mumbai / Navi Mumbai Etc. - Shopping, Tourist attractions, Beaches, Historical and Archaeological monuments, Religious sites, Hotels and Restaurants, Live Theatres, Cinema Halls and Multiplexes, Handicrafts, Hospitals, Consulates and Embassies, etc. 3. Front Office Management System (Software – Shawmans, Amadeus, Fidelio, GHC)
Note:	Total 60 Students. 30 students per batch for each practical with sufficient staff as per guidelines shall be arranged. Laboratory journal to be submitted at the end of each term for assessment.
10	Reference Books: 1. Hotel Front Office – Training Manua, Sudhir Andrews, McGraw-Hill Education Private Limited. 2010. 2. Hotel Management & Operations, Textbook, John Wiley, New Jersey Rutherford, D.G, 4th ed., 2007, xv,478p., 0-741-4706 3. Hotel housekeeping operations and management, Textbook, Oxford India Raghubalan. G, 2007 xi ,744 p., 647.9401 4. Hospitality Management, Textbook Shroff Pub, Mumbai, Shirke, Gajanan, 2011, 447p., 9789350233 5. Hotel Engineering Management, Textbook, Shroff Pub, Mumbai, Shirke, Gajanan, 1st, 2014, 240p., 9789351103 6. Housekeeping Management, Textbook, John Wiley, Canada, Matt A. Casado, 2000 xiii, 290p., 0-471-2518 7. Facilities Management and Maintenance, Quah, McGraw-Hill ISE 8. Environmental management for hotels Textbook Routledge London Kirk, David, 1st Edn. 0 ix,131p. 9.78075E+12 9. Hotel convention sales, services, and operations, Textbook Butterworth USA Romero, P.G, 1st, 2009, 312p., 9780750679 10. Hotel Facility Planning Textbook Oxford New Delhi Bansal, Tarun, 3rd, 2012, 322p., 9780198064 11. Facilities Management and the Business of Space, Wes McGregor, Danny Shiem-Shin Then, Arnold Publishers

	12. Facilities Management in Networked Organisations, Bob Grimshaw, Blackwell Publishers 13. Facilities Management, Trevor Payne, Chandos Publishing (Oxford) 14. Facility Management: Risks and Opportunities, Bev Nutt, Peter McLennan	
11	Internal Continuous Assessment: 40% (i.e. 20 Marks out of 50 Total Marks)	External Semester End Examination: 60% (i.e. 30 Marks out of 50 Total Marks)
	Individual Passing in Internal and External Examination: 40%	
12	Continuous Evaluation through: Quizzes, Class Tests, presentation, project, role play, creative writing, assignment, etc.	Select at least 3

Examination

PRACTICAL EXAM PATTERN (External and Internal)

SEMESTER – II

Pattern of Practical Examination

Practical Courses Evaluation Scheme for First Year (UG) under NEP

Hotel Front Office – I (Practical) – (C2)

**Hotel Front Office – I (Practical): -
Semester end assessment - 50 marks**

Assessment will be done as follows –

13	Format of Question Paper: for the final examination					
Nature of Examination	Bifurcation of Marks					
	Semester end assessment - 50 marks					
External Assessment			Internal Assessment			Total Marks
Activity One	Activity Two	Viva-voce	Journal / Continuous Assessment	Work sheet	Personal Grooming	
10	10	10	10	5	5	50

Sd/-

**Sign of the BOS
Chairman,
Chef Siraj Shaikh,
Board of Studies in
Culinary Arts**

Sd/-

**Sign of the Offg.
Associate Dean,
Dr. Suchitra Naik
Faculty of
Humanities**

Sd/-

**Sign of the Offg.
Associate Dean,
Dr. Manisha Karne
Faculty of
Humanities**

Sd/-

**Sign of the Offg.
Dean,
Prof. Dr. Anil Singh
Faculty of
Humanities**