

As Per NEP 2020

University of Mumbai



Syllabus for Minor Vertical 2	
Faculty of Humanities	
Board of Studies in Culinary Arts	
First Year Program in Minor (Hospitality Operations)	
Semester	II
Title of Paper	Credits
Hospitality Front Office Operations	2
From the Academic Year	2025-26

Sem. - II

Syllabus

B.A. (Culinary Arts)

SEM- II

Title of Paper: - HOSPITALITY FRONT OFFICE OPERATIONS

HOSPITALITY FRONT OFFICE OPERATIONS (Theory)		
Course Code :-		
Sr. No.	Heading	Particulars
1	Description the course : Including but Not limited to :	This is a comprehensive course provides an in-depth understanding of the Front Office operations within the hotel industry. Students will explore the organizational structure and key functions and responsibilities associated with guest registration. Students learn check-in and checkout procedures, issuing room keys, and managing billing processes. The course emphasizes effective communication techniques crucial for addressing guest and ensuring guest satisfaction. This course aims to equip students with the knowledge and skills necessary to excel in Front Office operations and deliver exceptional service in the hospitality industry.
2	Vertical :	Minor
3	Type :	Theory
4	Credit:	2 credits (1 credit = 15 Hours for Theory)
5	Hours Allotted :	30 Hours
6	Marks Allotted:	50 Marks (Internal Exam - 20 Marks/ External Exam - 30 Marks)
7	COURSE OBJECTIVES: Objectives of this course is 1. To provide students with a thorough understanding of the Front Office's critical role in hotel operations and its interaction with other departments. 2. To navigate the various processes involved in Front Office Operation 3. To enhance students' communication skills, enabling them to effectively exceptional guest services, including concierge support and effective complaint resolution, while adhering to safety and security protocols. 4. To gain familiarity with essential Front Office equipment and basic Property Management Systems (PMS), equipping them with the knowledge and skills necessary for successful careers in the hospitality industry.	

8	COURSE OUTCOMES: By the end of the course students will be able to: 1. Demonstrate an understanding of the Front Office's role in hotel operations and its interactions with other departments, including the organizational structure and reservation processes. 2. Perform guest registration, check-in, and checkout procedures, including key issuance, billing processes, while effectively handling guest inquiries, and managing front office interactions. 3. Demonstrate proficiency in using Front Office equipment and basic Property Management Systems (PMS), while providing exceptional guest services, including concierge support, managing special requests, and resolving guest complaints in line with security procedures.		
9		Topic	Total Hrs 30
		Module - 1	
	Sub Unit	INTRODUCTION TO FRONT OFFICE OPERATIONS	15 hrs
	1.1	- Introduction to the Hospitality Industry - Overview of the hospitality industry, importance of Front Office in hotels	
	1.2	- Role of the Front Office in hotels - Functions and responsibilities, structure of the Front Office department	
	1.3	- Sections of Front Office Department	
	1.4	- Coordination with HK department	
	1.5	- Front Office Equipment's used in Front Office department	
	1.6	-Basic Professional Etiquette - Grooming standards, professionalism in the hospitality industry	
	1.7	- Reservation Process - Types of reservations, Sources of reservations, handling reservations	
	1.8	- Check-in Procedures - Guest registration, types of check-ins, key issuance	
	1.9	- Check-out Procedures - Guest check-out process, billing, and settlement	
	1.10	- Introduction to Room Types and Tariffs - Types of rooms, room rates, meal plans	
		Module-2	
		BASIC MANAGEMENT AND COORDINATION	15 hrs
	2.1	- Communication Skills - Importance of communication in Front Office, handling guest inquiries	
	2.2	- Guest Services - Concierge services, handling special requests Handling Guest Complaints / Types of guest complaints	

	2.3	- Safety and Security Procedures - Basic safety and security measures in hotels	
	2.4	- Introduction to Hotel Software - Basic understanding of Property Management Systems (PMS)	
	2.5	- Role of Front Office in Revenue Management - Basics of revenue management, upselling techniques	
10	Reference Books :- 1. "Introduction to Hospitality" by John R. Walker 2. "Rooms Division Management" by Sue Baker, Jos Gone, and Jeremy Haywood 3. Front Office Management by Jatashankar Tewari –Oxford University – New Delhi 4. Hotel Front Office Training Manual by Andrew Sudhir-The Tata McGra Hill-New Delhi 5. "Hotel Front Office Management" by James A. Bardi 6. "Front Office Operations" by Ahmed Ismail and Ali B. Mohd 7. "Hotel Management and Operations" by Michael J. O'Fallon and Denney G. Rutherford		
11	Internal Continuous Assessment: 40%		External Semester End Examination: 60%
	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

QUESTION PAPER PATTERN (External and Internal)

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

Nature of Examination	Particular				Time	Total Marks
I. Internal Evaluation for Theory Courses						
Continuous Internal Assessment (CIA) Assignment	Sr. No	Examination	Module	Marks	Time	Total Marks
	1	Class Test	Module I or on Completed syllabus	10 Marks	30 Min	20 Marks
	2	Assignments / Case Study / Presentations / Project / Group Discussion / Ind. Visit. / Tutorial	I & II	10 Marks	Minimum 30 Min per activity.	

II. External Examination for Theory Courses						
Semester End Examination	Question No	Paper Pattern (Theory question paper pattern: Attempt any two out of four questions)	Module	Marks	Time	Total Marks
	Q. 1	Define / Terminologies / Match the Column / Fill in the Blanks / Multiple Choice Questions (1 Marks each)	I & II	15 Marks	1 Hr.	30 Marks

	Q. 2	Short Notes / Problem. Attempt any Three Questions out of four. (a, b, c & d). (5 Marks each)	I & II	15 Marks		
	Q. 3	Essay Type Questions (Attempt any one out of two)	I	15 Marks		
	Q. 4	Essay Type Questions (Attempt any one out of two)	II	15 Marks		
Note:	1. To appear examination minimum prescribed attendance is compulsory. 2. All questions are compulsory, 3. Individual Passing in Internal and External Examination is compulsory. 4. Certified Journal is compulsory for appearing at the time of Practical Exam.					

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
Prof. Manisha
Karne
Faculty of Humanities**

Sd/-

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