## Certificate Course In Accommodation Operation

### Section - II  Front Office

**Ch I**  
**Introduction to Hotel Industry**  
Classification of hotels according to size, location, length of stay etc

**Ch II**  
**Introduction of Front office department**  
Organizational chart of small, medium, and large hotel  
Layout of Front office department  
Duties and responsibilities of Front office staff  
Co-ordination with other departments

**Ch III**  
**Basis of charging tariff**  
Types of rooms  
Types of room rates  
Basis of room charging

**Ch IV**  
**Reservation**  
Guest cycle  
Modes and sources of reservation  
Importance of reservations  
Types of reservations  
CRS  
Cancellation and amendments of reservation  
Overbooking

**Ch V**  
**Bell Desk**  
Location; Function; Importance

**Ch VI**  
**Registration**  
Pre – arrival activities; Arrival procedures; Types of registration  
Arrival procedure for reserved guest and walk – in guest.  
Arrival procedure for V.I.P.  
Arrival procedure for Group.

### Practicals:
1. Telephone manners  
2. Incoming / outgoing call,  
3. Handling messages  
4. Procedure at bell desk at the time of arrival  
5. Procedure at bell desk at the time of departure  
6. Registration Card