

CBSE | DEPARTMENT OF SKILL EDUCATION

CURRICULUM FOR SESSION 2022-2023

FRONT OFFICE OPERATIONS (SUB.CODE-810)

JOB ROLE: COUNTER SALES EXECUTIVE

CLASS XII

1. Introduction

The Hospitality industry is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line and additional fields within the tourism industry. The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or even an amusement park consists of multiple groups such as facility maintenance, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc).

This course is an overview of the management practices utilized to direct, operate and control front office. This course will teach practical knowledge of appropriate service behaviors for a variety of guest types, understand the concept and techniques of good service and demonstrate the skills acquired and capacity and demonstrate various service techniques.

2. Course Objectives

1. To develop interest and attitudes in hospitality industry.
2. To develop sufficient trained manpower for Hotels, Motels, Restaurants, Railway Catering Services, Flight Catering Services etc.
3. To assist in the tourism development programmes.
4. To develop necessary employable skills in the students.
5. To develop entrepreneurship.

3. Curriculum

This course is a planned sequence of instructions consisting of Units meant for developing employability and Skills competencies of students of Class XII opting for Skills subject along with general education subjects.

Theory	60 marks
Practical	40 marks
Total Marks	100 marks

FRONT OFFICE OPERATIONS XII (SUB.CODE-810)

Total Marks: 100 (Theory-60 + Practical-40)

	UNITS	NO. OF HOURS for Theory and Practical		MAX. MARKS for Theory and Practical
		Theory	Practical	Marks
Part A	Employability Skills			
	Unit 1: Communication Skills- IV*	10	-	-
	Unit 2: Self-Management Skills- IV	10	-	3
	Unit 3: ICT Skills- IV	10	-	3
	Unit 4: Entrepreneurial Skills- IV	15	-	4
	Unit 5: Green Skills- IV*	05	-	-
	Total	50	0	10
Part B	Subject Specific Skills			
	Unit 1: Evolution of Hotels in India	10	--	05
	Unit 2: Etiquettes and manners for Hospitality Professionals	10	12	05
	Unit 3: Hotel Organisation	15	--	05
	Unit 4: Organisation of Front Office Department	20	--	08
	Unit 5: Introduction to basic Front Office Operation 1. Reservation 2. Check-in 3. Check –out	25	36	10
	Unit 6: Safety and Security in Hotels	15	14	08
	Unit 7: Problem Solving & Situation Handling	10	24	04
	Unit 8: Responsible Hotels	15	04	05
	Total	120	90	50
Part C	Practical Work			
	Practical Examination			15
	Written Test			10
	Viva Voce			05
	Total			30
Part D	Project Work/ Field Visit			
	Practical File/ Student Portfolio			10
	Total			10
GRAND TOTAL		260		100

Note: * marked units are to be assessed through Internal Assessment/ Student Activities. They are not to be assessed in Theory Exams

DETAILED CURRICULUM/TOPICS FOR CLASS XII:

Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration(in Hours)
1.	Unit 1: Communication Skills- IV*	10
2.	Unit 2: Self-management Skills- IV	10
3.	Unit 3: Information and Communication Technology Skills- IV	10
4.	Unit 4: Entrepreneurial Skills- IV	15
5.	Unit 5: Green Skills- IV*	05
	TOTAL DURATION	50

Note: * marked units are to be assessed through Internal Assessment/ Student Activities. They are not to be assessed in Theory Exams

The detailed curriculum/ topics to be covered under Part A: Employability Skills can be downloaded from CBSE website.

Part-B – SUBJECT SPECIFIC SKILLS

UNIT	TOPIC	SUB- TOPIC
1	EVOLUTION OF HOTELS IN INDIA	<ul style="list-style-type: none">• Origin and Growth of the Hotel Industry.• Major Hotel Chains of India.• Major International Hotel Chains.
2	ETIQUETTES AND MANNERS FOR HOSPITALITY PROFESSIONALS	<ul style="list-style-type: none">• Etiquettes and mannerism for service professionals. (To be assessed in practical only)• Golden rules for good telephone etiquettes.• Attributes of hospitality professional.
3	HOTEL ORGANIZATION	<ul style="list-style-type: none">• Departmental organization on the basis of functions.• Departmental organization on the basis of revenue.
4	ORGANIZATION OF FRONT OFFICE DEPARTMENT	<ul style="list-style-type: none">• Operational structure of Front Office.• Hotel Front Office Sections.• Staff qualities and competencies.

5	INTRODUCTION TO THE BASIC FRONT OFFICE OPERATION	<ul style="list-style-type: none"> • Introduction to basic Front Office operation. • Global Distribution system. • Modes of reservation. • Six stages of Check-in procedure (To be assessed in practical only) • Check-out procedure (To be assessed in practical only)
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UNIT	TOPIC	SUB- TOPIC
6	SAFETY AND SECURITY IN HOTELS	<ul style="list-style-type: none"> • Security department in hotel management. • Key control and access control. • Security of hotels • Bomb threat emergency situations. • Fire threat emergency situation. • Accidents, its symptoms and precautions. <p>(The above three topics to be assessed in practical / Project only)</p>
7	PROBLEM SOLVING AND SITUATION HANDLING	<ul style="list-style-type: none"> • Types of complaints. • Identifying and handling complaints. • Types of customers and how to deal with them. (The Meek customer, Aggressive customer, High Roller customer, Rip-Off customer & The chronic complainer customer) <p>(To be assessed in practical only)</p>
8	RESPONSIBLE HOTELS	<ul style="list-style-type: none"> • Introduction to Eco Tourism • Criteria of Eco-hotels • Characteristics of Eco-hotels. • Green certifiers of European Union & Latin American & Caribbean. <p>(To be assessed in practical/ Project only)</p>

***NOTE: Please note that no question shall be asked from the highlighted portion in theory examination. These topics shall be assessed through Practicals only.**