

CBSE Syllabus For Class 12 Front Office Operations

Part B: Vocational Skills

- Unit 1: Evolution of Hotels in India
- Unit 2: Etiquettes and manners for Hospitality professionals
- Unit 3: Hotel Organisation
- Unit 4: Organisation of Front office Department
- Unit 5: Introduction to Basic Front office operation
- Unit 6: Safety and Security in Hotels
- Unit 7: Problem Solving & Situation Handling
- Unit 8: Responsible Hotels

Unit 1: Evolution of Hotels in India

The invention of currency and wheel in around 5th century BC are regarded as the two main factors that led to the start of hospitality as a commercial activity. Europe is regarded as the cradle of organized hotel business, and over the past century the modern hotel industry is said to be evolved in the American continent.

From the ancient inns to the present day state-of-the art establishments that provide everything to the modern traveler, the hotel industry has grown by leaps and bounds. The origin and growth of the hotel industry can be studied under the following three periods: Ancient Era, Grand Tour, Modern Era

Unit 2: Etiquettes and manners for Hospitality professionals

When guests arrive at a hotel or a restaurant or an event, they will expect and want to be treated with courtesy and respect. This is where a good grounding in proper etiquette is important for workers in the hospitality industry. In this context, etiquette does not really refer to things like knowing which fork to use at the dinner table. Instead, it refers to a knowledge of the cultural norms that govern interactions.

Hospitality is an important consideration for both the guest and the service professional. Every guest expects and deserves hospitable treatment. Providing hospitality to meet guests' needs involves not only an array of services but a positive attitude combined with etiquettes and manners that make the guest's stay enjoyable.

Unit 3: Hotel Organisation

When we stay in a hotel as guest and enjoy its services and facilities, we seldom think how the hotels are able to provide us such flawless and smooth services. Every hotel, whether it is small or large, is an organization that utilizes its resources in a

definite way to attain its business objectives. The hotel is organized such that it can carry out its vision, mission, objectives and goals.

Unit 4: Organisation of Front office Department

Hotel Front office or reception is the first location where guests arrive and come in contact with the hotel employees. Hotel Front office is a place of work which is the replicate of a hotel. The operation of the hotel Front office is to instantly get in contact with patrons. Employees working in the front office might also care for simple tasks, comparable to sorting emails and serving to on printing and typing tasks. front office employees have got to use extraordinary skills on applied sciences too, reminiscent of utilising the printers, fax machines and cell.

This is the reason why training is required earlier than the staffs started to work, although some might best be easy duties. Essentially the most common work for the hotel front office worker will probably be a mixture of going in touch with purchasers and in addition serving to out internally within the office.

Unit 5: Introduction to Hospitality Industry

The hospitality industry is among the oldest commercial activities in the world. It is, infact an integral part of the larger business enterprise known as travel and tourism, which provide a wide range of travel related services such as modes of travel , accommodation, food and drinks, recreational activities and other facilities required by the modern age traveller.

Unit 6: Safety and Security in Hotels

Lodging property managers have many responsibilities, one of which is security. From the earliest days of the hospitality industry, one of the most important duties of an innkeeper has been to protect guests from any harm to his life or property. Although interpretations of protection may vary from country to country, every legal jurisdiction imposes some form of security obligations on hotels.

Security regulations go beyond the innkeeper-guest relationship to include hotel employees and others on the properties who are not guests. Therefore, providing security in a hotel is the broad task of protecting people, be it the guests, employees, and others and assets. It must be stated, however, that each lodging property is different and has different security needs.

A hotel's safety and security may include in - house security personnel and contracted security officers. Hotels generally prefer ex- army or ex- police officials as their security officers because they are already well - versed with various security aspects and have a lot of experience in the field. Security responsibilities may include patrolling the

property, monitoring surveillance equipment, and in general insuring that the guests, visitors and employees are safe and secure.

Unit 7: Problem Solving & Situation Handling

Hospitality extends through a wide variety of industries and typically deals with different types of customers and their demands. While there are certain niche skill sets that one must have to succeed in the field of hospitality.

Unit 8: Responsible Hotels

Ecotourism - It is a form of tourism that involves visiting natural areas in the remote wilderness or rural environments. According to the definition and principles of ecotourism established by The International Ecotourism Society (TIES) in 1990, ecotourism is "Responsible travel to natural areas that conserves the environment and improves the well being of local people". Martha Honey, expands on the TIES definition by describing the seven characteristics of ecotourism.

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