Module Title: Managing Front Office

Module Code: B2209

Level: BAIHTM – 4th Semester…Lesson Plan

S. No.	Unit	Topic/Activities
1	The Lodging Industry	• The Hospitality Industry • Classifying Hotels • Classifying Guests • The Green Hotel
2	Hotel Organization	• Organizational Missions • Hotel Organization Chart • Front Office Operations
3	Front Office Operation	• The Guest Cycle • Front Office Systems • Front Office Documents • The Front Desk • Telecommunications • Property Management Systems (PMS)
4	Reservations	• Reservations and Sales • Types of Reservations • Reservation Inquiries • Group Reservations • Reservations Availability • Reservation Records • Reservation Confirmation/Cancellation • Reservation Reports
5	Registration	• The Registration Process • Selling the Guestroom • Walk-In Guest • Guest with Guaranteed & Non-Guaranteed Reservation
6	Communications and Guest Services	• Front Office Communications • Interdepartmental Communications • Guest Services • Guest Relations

7	Security and the Lodging Industry	• Developing the Security Program • Management's Role in Security • Setting Up the Security Program
8	Front Office Accounting	• Accounting Fundamentals • Creation and Maintenance of Accounts • Tracking Transactions • Internal Control • Settlement of Accounts
9	Check-Out and Account Settlement	• The Check-Out and Settlement Process • Departure Procedures • Check-Out Options • Unpaid Account Balances • Front Office Records
10	The Front Office Audit	• Functions of the Front Office Audit • The Front Office Audit Process
11	Planning and Evaluating Operations	• Management Functions • Establishing Room Rates • Forecasting Room Availability • Budgeting for Operations • Evaluating Front Office Operations
12	Revenue Management	• The Concept of Revenue Management • Measuring Revenue • Elements of Revenue Management
13	Managing Human Resources	• Recruiting • Selecting • Hiring • Orienting • Skills Training • Staff Scheduling • Staff Motivation