Module Title: Front Office and Rooms Division (Practical)

Module Code: B2210

Level: BAIHTM – 4th Semester…Lesson Plan

S. No.	Units	Topics / Activities
1	Introduction to Front Office Operations and PMS	• Role of Front Office Department • Organizational Structure • Introduction to PMS • Creating Guest Profiles in PMS
2	Reservations Management	• Types of Reservations • Reservation Process • Room Status Codes • Reservations Handling in PMS
3	Guest Check-In Procedures	• Pre-Arrival Preparations • Standard Check-In Process • Guest History File Management • PMS-Based Check-In Practice
4	Billing and Account Management – I	• Posting Room Charges and Services • Splitting and Combining Accounts
5	Billing and Account Management – II	• Allowances and Account Transfers • Modes of Payment • Credit Billing and Settlement • Generating Final Bills
6	Guest Check-Out and Settlement	• Standard and Express Check-Out • Handling Billing Disputes • Invoice and Receipt Generation
7	Security and Emergency Handling	• Front Office Security Protocols • Lost and Found Procedures • Key Control and Data Privacy • Emergency Response Handling
8	Communication Skills and Professional Etiquette	• Guest Complaint Handling • Verbal and Non-Verbal Communication • Front Desk Role Plays and Simulations

9	Full Guest Journey Simulation	• Reservation to Check-Out Process
		• Complete Front Desk Operations
		• Performance Feedback
10	Practical Assessment	• Practical Evaluation
		• Demonstration of Front Office Competencies