

RURAL URBAN COUNCIL OF SKILLS & VOCATIONAL STUDIES

FRONT OFFICE EXECUTIVE Syllabus

| FRONT OFFICE EXECUTIVE | |
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| 1 Year Course | |
| Subject Code | Subject Name |
| FOE 101 | Basic of Hotel Management |
| FOE 102 | Communications & Management Systems |
| FOE 103 | Guest Services Management |
| FOE 104 | Promoting In-house Sales |
| FOE 105 | Hospitality & Training |
| FOE 106 | Security Management |

FRONT OFFICE EXECUTIVE

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| Practical 1 | Account Maintenance Files Make like: List types of Accounts, Ledgers and Folios. Computer systems of accounting, knowledge of local sightseeing, reading train, plane and bus time tables, telephone, accepting of credit cards and traveler cheques. |
| Practical 2 | Cash and Foreign Exchange Handling Practical Demo. Practice of standing behind the reception counter, practice of handling telephone and PBX, PABX, EPABX, Fascimile, e-mail and internet access |
| Practical 3 | Prepare a chart illustrating stages of guest cycle with the help of different coloured sketch pens and display it in your practical lab. |
| Practical 4 | (1. Draw the following formats on a chart paper: Arrival & Departure Notification slip, Left luggage card & register, Bell captain control sheet. (2. Practice of preparing the itinerary, booking of trunk calls, writing of telegrams with the help of international telegraphic codes. General awareness about your country and culture. Currencies & conversion rates. Cash and TC's |
| Practical 5 | Viva & Internal Assessment |