

2. RECEPTIONIST

Introduction:

The front office management has assumed great significance with big corporate establishments coming into picture due to liberalization and globalization and worldwide competitions. The "Receptionist", otherwise called as the "Front Office Executive / Liaison Officer / Public Relations Assistant" has vast job potential, both in wage as well as in self-employment. There is no education and training system for developing middle level skilled human power from the Middle and low-income groups. Board of Intermediate Education is offering a one-year "Receptionist" course for the benefit of S.S.C. discontinued and other students, to equip them with necessary skills and prepare them for the world of work.

Objectives:

- i. To providing knowledge in the area of arrangement, and maintenance of Reception Counter, handling various communication equipment and registers and prepare them for gainful employment.
- ii. To develop Skills in the area of communication, drafting, aesthetics
- iii. To develop positive personality traits, pleasing mannerism

Skills to be provided:

- i. Communication Skills & Etiquette
- ii. Skills in receiving and attending on visitors, providing guidance
- iii. Skills in handling Telephone, and other communication equipment such as PBX, PABX, EPABX, Telex, FAX, e-mail etc.
- iv. Skills in handling Guests & their complaints
- v. Skills in Reservation Procedures, Record Maintenance
- vi. Skills in Front Office Accounting and handling Cash & foreign currency Credit Cards, Traveller Cheques etc.
- vii. Skills in Bell Desk Procedures & Departure Procedures.
- viii. Skills in Settlement of Bills, Bank Reconciliation Statements.

Employment opportunities:

- Wage:**
1. Receptionist in Organisations, companies, Hospitality Industry
 2. Telephone / Telex operator
 3. Office Assistant / Clerk
 4. Accounts Assistant / Cashier

- Self:**
1. Starting a small service provider organisation
 2. Starting a subsidiary to a group of hotels, companies, organizations

Schemes Of Instruction Per Module

Module	Theory		On Job Training		Total	
	Hours	Weightage	Hours	Weightage	Hours	Weightage
I	72	30	216	70	288	100
Total	72	30	216	70	288	100

Schemes Of Instruction Per Week

Module	Theory	On the Job Training	Total
Modules I/II/III	6 Hours	18 Hours	24 Hours

DETAILED SYLLABUS:

MODULE -1: Introduction to Hospitality

Theory

On the Job Training

1	Introduction to Hospitality Industry	Introduction to Grooming
2	Definition of Hotel, Origin Classification of Hotels	Introduction to Basic Etiquette
3	Classification of Hotels	Basic Telephone Skills and Manners
4	Hotel Organization, Hotel Org. Chart	Practice of Standard Phrases Used
5	Functional Areas of the Hotel	Handling Telephone Enquiries - Practical
6	Inter Departmental Communications	Handling Telephone Enquiries - Practical
7	Qualities of Front Office Staff Job Description of Front Office Staff	Communication Skills – Written 1
8	Job Description of Front Office Staff	Communication Skills – Written 2
9	Guest Cycle Pre-Arrival, Arrival, Occupancy, Departure, Guest relations & its importance	Communication Skills – Oral 1 Handling guest complaints & follow-up procedures
10	Telecommunications and Its Importance	Communication Skills – Oral 2
11	Equipment in Use – PBX, PABX, EPABX	Practice on various Communication Equipments
12	Telex, Facsimile(FAX), e-Mail	-do-

MODULE – 2: Hotel Operations - I

Theory On the Job Training

1	Introduction to Reservations Types of Reservation	Familiarization of Reservation Department
2	Modes of Reservation Requests	Reservation Procedures
3	Sources of Reservation	Reservation Procedures
4	Types of Rooms, Plans, Room Rates	Taking a Reservation & Confirmation - Demo
5	Types of Rooms, Plans, Room Rates	
6	Reservation Records, Their Importance	Maintaining of Records
7	Reservation Records, Their Importance	Telephonic Reservation Practice
8	Reservation Availability Forecasting Room Reservations	In-Written Reservation Practice
9	Individual Reservations	In-Person Reservation Practice
10	Group Reservations	Group Reservation Practice
11	Reservation Confirmation, Amendment, Cancellation	Confirmation of Reservations -1
12	Reservation Confirmation, Amendment, Cancellation	Making Amendments to Reservations - 2

MODULE – 3: Hotel Operations -II

Theory On the Job Training

1	Pre-Registration Activity	Cancellation of Reservations - 3
2	Registration Records Guest Registration Card, C-Form	Familiarization of Reception Department
3	Room and Rate Assignment	Reception Functions, Maintaining of Records
4	Methods of Payment –I Cash, Credit Card Methods of Payment -II Travelers Cheque, Travel Agent Direct Billing	Reception Functions, Maintaining of Records Pre-Registration Activity
5	Front Office Accounting Methods of Settlement	Practice of handling Credit Cards & Foreign Currency Settlement of Bills-Direct by cash/credit
6	Issuing of Room Keys	Guest Check-in Procedures – Walk-In

7	When Guest cannot be accommodated- Walk-in, Over Booking Procedures to be followed	Guest Check-in Procedures – Reserved Guest
8	Group Arrival Pre-Registration Activities	Guest Check-in Procedures – Groups
9	Group Arrival Check-in, Rooming of a Group	Guest Check-in Procedures – Foreign Guest
10	Introduction to Bell Desk Functions of Bell Desk, Paging	Bell Desk Procedures - 1 Guest Arrival/Departure Bell Desk Procedures - 2 Left Luggage, Scanty Baggage Paging, Wake-Call etc
11	Bell Desk Records	Maintaining of Records
12	Departure Procedures(Check out & Settlement, F.I.T., Walk-in, Foreigners etc.)	Procedures, Maintenance of Records, Checkout & Settlement: F.I.T., Walk-in, Foreigners & Groups.

List of Tools & Equipment:

5 Computers – Pentium II and above with Internet facility & Necessary software (latest versions)
Fax, Telex, PBX, PABX, EPABX and such other communication equipment
5 Printers

Qualifications for Teaching Faculty:

One year Diploma in Front Office with any Degree
3 year Degree in Hotel Management

Books for Reference:

1. A Manual of Hotel Reception - Beavis Jr. Medlik
2. Accommodation Operations and Management – Collin Dix
3. Text Book on “ Tourism & Travel Technique” for Intermediate Vocational Course
- G. Krishna Ranga Rao
4. Front Office Training Manual – Sudhir Andrews

List of Participants

1. K.A.MADHAVA
Retd. Principal
IHM-Hyderabad
2. S.SUDHEER, DHMCT&AN, MTM,(M.Phil)
Hyderabad.
3. G.Krishna Ranga Rao
Training In-Charge, THTC, Hyderabad.