Syllabus for the trade

of

FRONT OFFICE ASSISTANT

(SEMESTER PATTERN)

Under

Craftsmen Training Scheme (CTS)

Redesigned in: 2014

By
Government of India
CENTRAL STAFF TRAINING AND RESEARCH INSTITUTE
Directorate General of Employment & Training
Ministry of Labour & Employment
EN - 81, SECTOR – V, SALT LAKE CITY
Kolkata, **West Bengal – 700 091**

1.	**Name of the Trade**	:	Front Office Assistant
2.	**NCO Code No.**	:	4221.10
3.	**Duration of Craftsman Training**	:	One year (2 semesters)
4.	**Power Norms**	:	4.5 KW
5.	**Space Norm**	:	a) Work shop : 56 Sq. Meter
		:	b) Class Room : 30 Sq. Meter
6.	**Entry Qualification**	:	Passed 10th class examination
7.	**Unit Strength**	:	20 Trainees

8. **Instructors/Trainer's Qualification** :

   a) NTC/NAC in the trade with three years' experience in the relevant field.

   OR

   b) Diploma in Hotel Management / Catering Technology with two years' experience in the relevant field.

   OR

   c) Degree in Hotel Management / Catering Technology with one year experience in the relevant field

9. **Desirable Qualification**: : Preference will be given to a candidate with Craft Instructor Certificate (CIC).

Note: Out of the two craft instructors at least one must have degree / Diploma in the relevant field

10. **Job Description** : After successful completion of training, the person will be able to: -

   ✓ Deliver friendly, efficient customer service
   ✓ Create a warm and welcoming atmosphere for all the hotel guests, with the key aim of retaining and attracting new customers.

Syllabus for the Trade of "Front Office Assistant" under CTS System

Duration: Six Months
Semester: First
Semester Code: FOA: SEM I

Week	Trade Practical	Trade Theory
1	a) Introduction to Hotel Industry. b) Grooming hygiene and Body Language. c) First Aid. d) Fire Prevention and Fire Fighting. e) Cross Cultural nonverbal communication. f) Property Tour of a 5 star Hotel	a) Introduction to Hotel Industry / Importance to Front Office. b) Orientation programme on the course and related job opportunities by the industry expert / instructor. c) Different types of Hotels. d) Importance of grooming & Hygiene / Fire Fighting & First-Aid.
2	a) Coordination between departments in a Hotel-Role Play. b) Importance of team work & personality development programme. c) Ways to manage conflict and the common ethical issues encountered.	a) Coordinating departments & importance of team work. b) Organizational hierarchy of FRONT OFFICE Department in a 3 star, 4 star and 5 star hotels c) Personality Development and communication skills.
3-4	a) Telephone Handling and Telephone Etiquettes. b) Business communication - Oral and Written. c) Welcoming and Receiving Guests. d) Giving Information to Guest- Places of Historical /Tourist importance. e) Duties and responsibilities of a Front Office Assistant with regards to registration.	a) Duties and responsibilities of a Front Office service personnel. b) Attributes of FRONT OFFICE services personals c) Procedure of welcoming & receiving a guest.
5-6	a) Type of rooms with specifications b) Room Rates and Tariff cards c) Reservation enquiry over telephone and mail d) Different types of keys and lock systems	a) Type of Rooms b) Room plans and room rates, importance of tariff c) Modes of reservation requests and handling reservations d) Importance of Key Control at Front Office.
7	a) Computer Operational Skills. b) Demonstration and identification of different input /output devices – CPU, VDU, Keyboard, Interconnecting Cords, Hard disk, CD ROMs etc. Key Boarding Skills. Pen drive, other USB based devices c) Demonstration on Window O.S. Booting practice, Use of task bar, start button, title bar, mouse menu and window's help, using My Computer and Recycle bin etc. d) Opening and closing different windows, creating and renaming files and folders. e) Hands on practice of basic files, Directory manipulation commands – Introduction to Linux O.S.	a) History of Computers & Different Type of Computers. b) Introduction of Personal Computer / Microcomputer and Operating System (UNIX, WINDOWS, MS DOS, NETWARE) c) Profiling an Operating System. d) Booting Sequence: Operating System files and command Processor file. e) Definition of a file; File names. Booting from CD and HDD. Warm and Cold reboot

8	**a) Demonstration Practice on MS Office:** **i. Word Processing (MS Word) :** ➢ Creating, Saving, quitting & Opening Document, ➢ Moving Around Document, ➢ Manipulating Windows using tool bar, ➢ Editing Text – Insert, delete, move, copy, paste, Finding, replacing text, spell check, grammar check etc. ➢ Creating modifying Tables and doing calculation, ➢ Creating a formation of charts and graphs etc. ➢ Creating and printing merged documents using mail merge.	**a) Microsoft – Word Processing Package** ➢ Text selection, ➢ Opening Documents and Creating Documents, ➢ Saving Documents / Quitting Documents, ➢ Cursor Control, ➢ Printing Documents, Using the Interface (Menu, Toolbars), ➢ Editing Text (copy, Delete, Move etc.), ➢ Finding and Replacing Text, ➢ Spell Check / Auto Correct Feature, ➢ Grammar Facility, ➢ Auto text, Character and page formatting
9	**ii. Worksheet (MS EXCEL):** ➢ Elements of worksheets, application of electronic worksheet and entering data in Worksheet, ➢ Saving and Quitting, Opening and Moving around worksheet, ➢ Formatting cells and Data copying ➢ Printing, editing and entering formula. **iii. MS – Power point :** ➢ Preparation of different slides, ➢ Presentation planning, ➢ insert, modify, delete, theme, animation etc.	**a)** Functions of Computer Peripherals, ➢ Laser Printer, ➢ DOT Matrix INK JET Printer. ➢ COLOR LASER printer **b)** Introduction to MS- Excel ➢ Fundamentals of MS-Excel ➢ Spreadsheet ➢ Features & Description **c)** An overview of Power Point ➢ Presentation & Slides ➢ Handouts
10-11	**iv. Data Base (MS-Access):** ➢ Data Base Management System – ➢ Microsoft Access Interface, ➢ Title Bar, Menu Bar, Tables, Query, Forms, Report, Printing And Closing Etc	**a) Introduction to MS-Access** ➢ Fundamental of MS-Access ➢ Creating Data Base ➢ Retrieving & Inserting Information from an Access Data Base.
12	**a) Internet Operational Skills:** ➢ Networking concept, LAN WAN, ➢ Services on Internet – Websites (www) E-Mails, Voice Mails, Browser and search engines. ➢ Searching & Downloading, ➢ Printing, saving portion of web page. ➢ E-Mail addressing, Inbox, outbox, viewing, sending and saving mails. ➢ Sending same mails to various Users (multi-address) & sending attachment and enclosures. Web Page Transaction.	**a) Networking and Internet Communication Concept.** **b)** Knowing about how to set up an internet connection **c)** Connect using a dial-up modem / Broadband connection with username and password. **d)** Internet Explorer and its features. **e)** Introduction to the uses of World Wide Web and Internet Browser **f)** Introduction to the Search Engine Google & its features **g)** Creating an email ID **h)** Knowing about the "Outlook Express" **i)** Sending mail through outlook express **j)** File attachment with the email.
13-14	**a)** Practice on preparation of: ➢ Arrival list ➢ Departure list ➢ Room availability chart.	**a)** Procedure of preparation of: ➢ Arrival list ➢ Departure list ➢ Room availability chart

15-16	a) Practice on Preparing guest folio for:
	  ➤ Walk in guest
	  ➤ VIP Guest
	  ➤ Group or Crew
	  ➤ Corporate Guest
		a) Procedure of Preparation of:
		  ➤ Different Guest Folios with performa
		  ➤ Handling Guest arrivals - Work Flow with all performas
		b) Telephone manners

17-20	On the job Training (OJT) (4 weeks) *Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by section / department supervisor.*	

21-23	a) Practice on registration process for:
	  ➤ Walk-in guest
	  ➤ Guest with confirmed booking
	  ➤ Group or crew
	  ➤ Corporate guest
	b) Filling of guest registration card
		a) Procedure of preparation of guest registration card & importance of the data in it.
		b) 'C' form importance & its usages.
		c) Preventing common reservation problems.
		d) Receiving, welcoming of guest and assigning rooms.

24	Revision	
25	Examination	
26	Holiday	

Note: -

- ➤ *At least one industrial visit in every two weeks shall be arranged and the trainees will submit the activities learned there and 10 marks internal assessment will be awarded based on it.*
- ➤ *One hour soft skill classes to be arranged on daily basis.*

Duration: Six Months
Semester: Second
Semester Code: FOA: SEM II

Week	Trade Practical	Trade Theory
1	**a)** People skills i.e. Conflict management, Time management, Team building, Inter personal skills, Motivation	
2-4	**a)** Handling of: ➤ Currency Exchange ➤ Room change ➤ Guest complaints - Room Change (noise)/ AC not effective/ delay in check in process/ laundry complaint/ Delay in Room Service	**b)** Currency exchange procedure **c)** Room change procedure **d)** Handling complaints and situations.
5-6	**a)** Procedure of performing the duties of bell boy during: ➤ Check-in ➤ Check-out	**a)** Duties and responsibility of concierge & bell service.
7-8	**a)** The techniques and guidelines for upselling and suggestive selling. **b)** Practice on handling messages, mail and Parcels for the Guest and in the office	**a)** Marketing and upselling techniques & procedures. **b)** Procedure of handling mail & parcels for the guest & in the office.
9-11	**a)** Practice on handling guest departure & post departure activities.	**a)** Preparation of procedure of handling guest departure.
12-14	**a)** Practice on: ➤ Performing start-of-shift activities. ➤ Handling cash payment ➤ Non-cash payment ➤ Performing bucket check.	**a)** Work flow at the Front Office reception **b)** Cashiering procedures
15-16	**a)** Situation Handling - Scanty Baggage/ Minor guest check in/Wrong Billing/ **b)** Guest without prior reservation/ late check in/ Early Check in/ Lost and Found/ Left Luggage/Skipper/Drunk Guest/Hoax Call **c)** Handle accidents and emergency situations	**a)** Observations during situations and better ways of situation handling as per the students **b)** Handle accidents and emergency situations
17-20	On the job Training (OJT) (4 weeks) ***Note: - During OJT student have to maintain a log book on daily basis indicating activities performed during the day which shall also be countersigned by section / department supervisor.***	
21-22	**a)** Compute occupancy percentages and average room rate figures **b)** Studying and analyzing the movement list Studying and analyzing the Arrival/Departure List etc.	**a)** Preparation & Analyzing of data in front office related to Night Auditor's Report. **b)** Process room and rate change **c)** Check room status discrepancy.
23-24	**a)** Paging System, Preparing Room Packages and Guest Feed backs **b)** Rules and regulations guiding Hotel to allow check In and other operations related to Front Office	**a)** Procedure of handling guest feedback & complaints **b)** Procedure of Paging System, **c)** Process of guest cycle system in a hotel
25	Revision	
26	Examination	

Note: -

➤ *At least one industrial visit in every two weeks shall be arranged and the trainees will submit the activities learned there and 10 marks internal assessment will be awarded based on it.*

➤ *One hour soft skill classes to be arranged on daily basis.*

Trade: Front Office Assistant
List of Tools and Equipment
Trainees Tool Kit for 20 Trainees + 1 Instructor

Sl. No.	Name of the Items	Quantity
1.	Server for LAN. Xeon Latest 64 bit processor or Higher with PCI Express Video Card 4GB VRAM 8 GB RAM 22" TFT Keyboard, Mouse, DVD OR BLU-RAY WRITER with latest license of OS - Server Edition Internet, Antivirus - Server Edition & UPS for Power Back up.	As per requirement
2.	Workstation / Nodes: 2nd Generation Core i3 Processor or Equivalent and above with major minimum features as below: a) 32/64 Bit Processor (3.06 GHz or Higher, 4 MB 4-Core) or Higher. b) Network Card: Integrated Gigabit Ethernet (10/100/1000). c) RAM: 2 GB/ 4 GB DDR3 or Higher. d) HDD: 320 GB / 500 GB or Higher. e) Monitor: 19'' TFT / Higher f) Writer: DVD g) Keyboard: PS2 / USB, h) Mouse: USB/Optical with latest Paper Licensed Operating System / OEM Pack (Preloaded) Professional/Ultimate Edition with Internet Facility.	11 Nos.
3.	Application Software for use in Front Office of Hotel Like: a) Opera b) Fidelio c) Champagne	As Per requirement
4.	Laser Printer	1 No.
5.	16 Port Hub	1 No.
6.	UPS 1KVA for server	1 No.
7.	UPS 0.5 KVA for work station	11 No.
8.	Dot Matrix Pinter	1 No
9.	Multimedia projector	1 No.
10.	Three-in-one Colour Inkjet Printer/Copier / scanner	1 No.
11.	M.S. Office XP or latest (Academic version)	1 No.
12.	Antivirus Software (Academic Version)	1 No.
13.	ISDN Internet Connection with Accessories	1 No.
14.	Over head projector	1 No.
15.	Heavy Duty Plain paper copier	1 No.
16.	FAX Machine	1 No.
17.	Intercom Demonstrator with 20 extensions	1 No.
18.	Telephone Equipments	20 Nos.
19.	OHP Screen	1 No.
20.	White board	1 No.
21.	Room A.C. 1.5 ton capacity	2 Nos.
22.	Castor wheel chair for trainees	20 Nos.
23.	Instructors table (Sunmica table)	1 No.
24.	Sunmica top table for equipment with Drawer facilities to fit as per workshop layout	10 Nos.
25.	Fire extinguisher	As per requirement
26.	First aid box	1 No.
27.	Instructors chair	1 No.
28.	Sundry Equipment	As per requirement

Note: There should be One Mock Front Office Lab in the Institute.