

# GURUKUL EDUCATIONAL AND RESEARCH INSTITUTE

## CERTIFICATE IN RECEPTIONIST/HOTEL/CLERK/FRONT OFFICE

### Subject and Syllabus



2022-23

# Syllabus

## CERTIFICATE IN RECEPTIONIST/HOTEL/CLERK/FRONT OFFICE

DURATION:- 6 MONTHS

### 969 PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

#### Professional Skills

- Register maintenances in front office.  
Knowledge about other department in hotels. Etiquettes in front office.  
Communication skill development Personal appearance  
Procedure for grooming
- Procedure for reservation by online and telephone.  
Procedure of reservation for Indian and foreign guest. Season availability's of rooms.  
Online money transfer for bill payment. Handling credit bills. Procedure for Cancellation.  
Procedure for reservation by online and telephone.  
Procedure of reservation for Indian and foreign guest.  
Season availability's of rooms. Online money transfer for bill payment.  
Handling credit bills. Procedure for Cancellation.
- Procedure for check-out , check –in.  
Procedures for group check –in.  
Procedures for room extension and skipper.  
Advance check -in and check –out. Walking in guest.  
Standard and control of master key.  
Handling key card machines.  
Handling Credit card Machine.
- Arrangement for luggage.  
Information given to guest about room and emergency exit and fire assembly points.  
Errand cards.
- Handling guest complaints and feedback.  
Safety locker management.

Handling incoming and outgoing e-mails.

- Lost and Found procedure.
- Handling Epbax System.  
Telephone techniques.  
Answer and making calls.
- Knowledge of statutory compliance particular to trade requirement.

### Professional Knowledge

- Introduction to hotel industry.  
Basic front office Vocabulary.  
International airlines and tourism industry.  
Travel agent in tourism industry.  
Types of hotel.
- Basic communication theory.  
Organization chart of front office.  
Layout of lobby and front office.  
Basic hygiene and grooming.
- Forecasting room availability.  
Reservation.  
Types of Rate and plane (menu related plane).  
Types of rooms.  
Mode and sources of reservation.  
Types of reservation. Filling system.
- Front desk counter.  
Job description of front office cashier.  
Foreign exchange procedure.  
Guest folio.  
Job description of Night auditor.  
Key handling.
- Bell desk procedure.  
Duties of bell boy and bell captain.  
Left luggage procedure.



Scanty Baggage procedure.

- Hotel security system.  
Security and safety custody system.  
Handling complaints.
- Handling emails  
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- Front office Coordination with other department.  
Basic theory of Telecommunication system.  
Wake-up call procedure
- Awareness of terrorism threats conducting mock drill.

## **970 EMPLOYABILITY SKILLS**

### **English Literacy**

#### **1 Pronunciation :**

Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)

#### **2 Functional Grammar**

Transformation of sentences, Voice change, Change of tense, Spellings.

#### **3 Reading**

Reading and understanding simple sentences about self, work and environment

#### **4 Writing**

Construction of simple sentences Writing simple English

#### **5 Speaking / Spoken English**

Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.

## **I.T. Literacy**

### **1. Basics of Computer**

Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.

### **2 Computer Operating System**

Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc, Use of Common applications.

### **3 Word processing and Worksheet**

Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets

### **4. Computer Networking and INTERNET**

Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber crimes

## **Communication Skill**

### **1 Introduction to Communication Skills**

Communication and its importance Principles of Effective communication Types of communication - verbal, non verbal, written, email, talking on phone. Non verbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise

### **2 Listening Skills**

Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.

### **3 Motivational Training**

Characteristics Essential to Achieving Success The Power of Positive Attitude Self awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise

#### **4 Facing Interviews**

Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview

#### **5 Behavioral Skills**

Organizational Behavior Problem Solving Confidence Building Attitude Decision making Case study/Exercise

### **Entrepreneurship skill**

#### **1 Concept of Entrepreneurship**

Entrepreneurship- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.

#### **2 Project Preparation & Marketing analysis**

Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.

#### **3 Institutions Support**

Preparation of Project. Role of Various Schemes and Institutes for selfemployment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programmes& procedure & the available scheme.

#### **4 Investment Procurement**

Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.

### **Productivity**

#### **1 Productivity**

Definition, Necessity, Meaning of GDP.

#### **2 Affecting Factors**

Skills, Working Aids, Automation, Environment, Motivation  
How improves or slows down.

### **3 Comparison with developed countries**

Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.

### **4 Personal Finance Management**

Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.

## **Occupational Safety, Health & Environment Education**

### **1 Safety & Health**

Introduction to Occupational Safety and Health importance of safety and health at workplace.

### **2 Occupational Hazards**

Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.

### **3 Accident & safety**

Basic principles for protective equipment.  
Accident Prevention techniques - control of accidents and safety measures.

### **4 First Aid**

Care of injured & Sick at the workplaces, First-Aid & Transportation of sick Person

### **5 Basic Provisions**

Idea of basic provision of safety, health, welfare under legislation of India

### **6 Ecosystem**

Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.

### **7 Pollution**

Pollution and pollutants including liquid, gaseous, solid and hazardous waste.

## **8 Energy Conservation**

Conservation of Energy, re-use and recycle.

## **9 Global warming**

Global warming, climate change and Ozone layer depletion.

## **10 Ground Water**

Hydrological cycle, ground and surface water, Conservation and Harvesting of Water

## **11 Environment**

Right attitude towards environment, Maintenance of in-house environment

## **Labour Welfare Legislation**

### **1 Welfare Acts**

Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act

## **Quality Tools**

### **1 Quality Consciousness :**

Meaning of quality, Quality Characteristic

### **2 Quality Circles :**

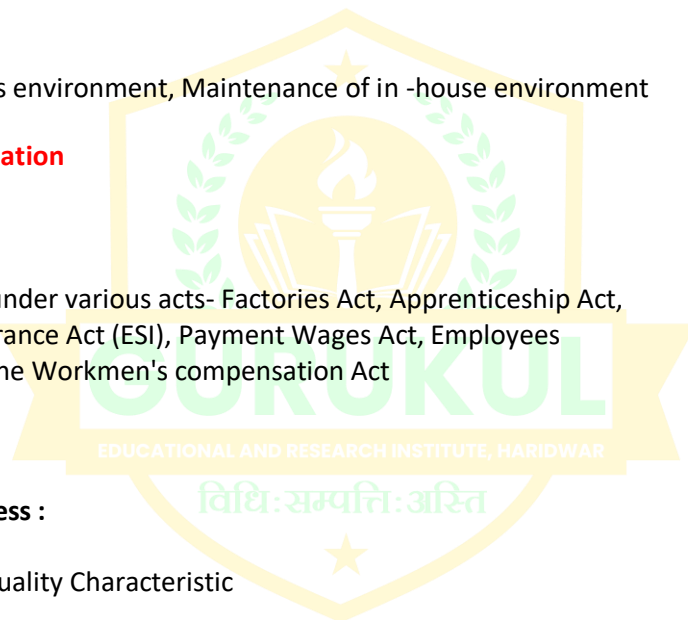
Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.

### **3 Quality Management System :**

Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.

### **4 House Keeping :**

Purpose of Housekeeping, Practice of good Housekeeping.





## **5 Quality Tools**

Basic quality tools with a few examples

**Front Office Operations**

**Principles of Accounts**

**Business Communication**

**Application of Computers**

**Soft Skills**

**Office Organisation**

### **971 FRONT OFFICE OPERATIONS**

Prescription of number of apprentices to be engaged at establishment level instead of trade-wise, Scope has been extended also to non-engineering occupations, Establishments have been permitted to outsource basic training in an institute of their choice. The burden of compliance on industry has been reduced significantly. Read & interpret technical parameters/document, plan and organize work processes, identify necessary materials and tools.

### **972 PRINCIPLES OF ACCOUNTS**

Standard layout of front office department and its sections, Organization structure of hotel with special reference to front office department, Duties and responsibilities of front office employees, Personality traits of front office employees, Front office equipment (non automated, semi-automated & fully automated), Coordination of front office with other departments and sections, Reservation, Reception/front desk, Lobby desk, Guest relation desk, Telephone, Business centre, Mail and message section.

### **973 BUSINESS COMMUNICATION**

Modes and Sources of reservation, Tool and process of reservation, System of reservation, Manual (Card and Hotel Diary), Semi-automated (Whitney , computerized), Fully automated (CRS and GDS), Types of reservation (on different basis)Guaranteed vs. Nonguaranteed, Reservation amendment /modification and cancellation policy, Reservation Network/Channel (CRS)Affiliated reservation network, Non-affiliated, Reservation supply chain (online companies)- Expedia, Make My Trip, Travel Related Services, Reservation terminology and documentation, Define registration and importance of registration.

## **974 APPLICATION OF COMPUTERS**

Home Computers are used at homes for several purposes like online bill payment, watching movies or shows at home, home tutoring, social media access, playing games, internet access, etc. ... medical Field. ... Entertainment ... Industry education government banking business, many organizations uses computer-based training to train their employees, to save money and improve performance. Video conferencing through computers allows saving of time and travelling costs by being able to connect people in various locations.

## **975 SOFT SKILLS**

Aims to increase learner's computer knowledge and unique soft skills so as to develop attributes that enhance an individual's interactions, earning power and job performance, The objective of the programme is to inculcate potential skills in the learners to prepare them to deal with the external world in a collaborative manner, communicate effectively, take initiative, solve problems, and demonstrate a positive work ethic so as to hold a good impression and positive impact, Introduction to Soft Skills: Communication Skills.

## **976 OFFICE ORGANISATION**

Fixing of responsibility on each office, employ reassigning of work on the basis of competency of an office, employee voiding the delay in doing the office work, Completion of work as per the predetermined system and procedure, Proper and adequate delegation of authority for doing work, Providing adequate supervisor for each work, Exercise proper control over the office employees, Proper supply of necessary forms and stationery for doing the work, Effective utilization of available equipment and machines in an office Creating suitable working environment.