

Syllabus for the Post of Junior Instructor (Front Office Assistant) in Industrial Training Department
Cat No:652/2023

MODULE NO	TOPIC	SUB TOPIC	SPLIT UP	MARKS
1	HOSPITALITY INDUSTRY	Introduction to the Hospitality Industry	Orgin and growth	10
			Torism industry	
			Importance of Tourism	
			Industries Related to Tourism	
			Hotel—Definition and Core Areas Core	
		Classification of Hotels	Classification of Hotels and Other Types of Lodging	
			Hotel Tariff Plans	
			Types of Guest Rooms	
2	Hotel Organization	Major Departments of a Hotel	Front Office	10
			Housekeeping	
			Food and Beverage Service	
			Kitchen	
			Engineering and Maintenance	
			Accounts	
			Human Resource	
			Security	
			Sales and Marketing	
			Purchase	

3	Front Office Organization	Functional Areas	Reservation	10
			Reception	
			Information Desk	
			Cash and Bills	
			Travel Desk	
			Communication Section	
			Uniformed Services	
		Organization of Front Office Staff and Duties and Responsibilities of Some Front Office Personnel	Front Office Personnel	
			Front Office Manager	
		Qualities of Front Office Personnel	Reservation Assistant	
			Receptionist	
			Information Assistant	
			Cashier	
			Telephone Operator	
			Bellboy	
Door Attendant				

4	Front Office Communication	Communication	Communication Process	10
			Seven Cs of Communication	
			Importance of Communication	
			Types of Communication	
			Oral Communication	
			Written Communication	
			Non-verbal Communication	
		Flow of Communication	Downward Communication	
			Upward Communication	
			Lateral or Horizontal Communication	
Diagonal or Cross-wise Communication				
Barriers of Communication	Semantic Barriers			
	Psychological Barriers			
	Personal Barriers			
5	Room Tariff	Room Rate Designation	Meal Plans	10
			Room Tariff Card	
			Room Tariff Fixation	
	Guest Cycle and Room Reservations	Guest Cycle	Pre-arrival	
			Arrival	
			Stay	
			Departure and Post-departure	
			Reservations	
	Reservations	Types of Reservation		
		Modes of Reservation Inquiry		
Sources of Reservation				
Systems of Reservation				
Importance of Reservation				

6	Registration	Preregistration and Registration	Form C	10
			Passport	
			Visa	
			Registration Records	
			Registration Process	
			Check-in Procedures	
	Guest Services	Various Guest Services	Handling Guest Mail	
			Message Handling	
			Custody and Control of Keys	
			Guest Paging	
			Safe Deposit Locker	
			Guest Room Change	
			Left Luggage Handling	
			Wake-up Call	
	Guest Complaints	Types of Guest Complaints		
Handling Guest Complaints				

7	Check-out and Settlement	Departure Procedure		10
		Mode of Settlement of Bills	Foreign Exchange	
			Cash Settlement	
	Credit Settlement			
	Front Office Accounting	Introduction	Types of Accounts	
			Vouchers	
			Folios	
			Ledger	
		Front Office Accounting Cycle	Creation of Accounts	
			Maintenance of Accounts	
			Settlement of Accounts	
			Control of Cash and Credit	
	Night Auditing	Night Audit	Duties and Responsibilities of a Night	
		Night Auditor	Auditor	
		Night Audit Process	Establishing the End of the Day	
Completing Outstanding Postings and Verifying Transactions				
Preparing Reports				
	Updating the System			

8	Safety and Security	Fire Safety	Classifi cation of Fire	10
			Procedure in the Event of Fire	
		Accidents	Accidents in Hotels	
			Accident Repor	
		First Aid	First-aid Box	
			First Aid for Some Common Problems	
		Handling Unusual Events and Emergency Situations	Terrorist Activities and Bomb Threat	
			Robbery and Theft	
Guests in Drunken State				
9	Computer Applications in Front Offi ce	Property Management System	Application for Front Offi ce	10
	Human Resource Management	Introduction	Human Resource Planning	
			Human Resource Development	
			Job Analysis 3	
			Purpose of Job Analysis	
			Recruitment	
			Sources of Recruitment	
			Selection	
			Selection Process	
			Orientation	
			Training and Development	

10	BASICS OF COMPUTER	Computer-Introduction	Chracteristics of Computer	10
			Generation of Computer	
			Basic organization of computer	
			Computer Memory-Primary	
			Computer Memory-Secondary	
			Computer Software	
			Types of software	
		MICROSOFT OFFICE	Introduction & objective of word processing	
			Word processing basis	
			Introduction and Objective-Powerpoint	
			Elements of electronic spread sheet	
		NETWORK AND INTERNET COMMUNICATION CONCEPT	Introduction and objectives of Internet,	
			Basic of computer network:-LAN,WAN	
			Internet -Concept	
			Service on Internet:- World wide web and Websites	
			web Browsing software	
			Popular web browsing software	
			Search Engines, Popular search engines	
			E mail- Introduction and objectives	
Basics of E mails				
Using E-mail and advance E-mail features				

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may also appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper.