

DIPLOMA IN MANAGING FRONT OFFICE OPERATIONS

Areas to be Covered: Front office, Human Resource, Revenue Management.

DURATION- 8MONTHS THEORY& PRACTICAL CLASSES.

ELIGIBILITY-10TH/HIGHER SCHOOL (17+YEARS AGE)

INTERNSHIP: 6 MONTHS(MANDATORY)

AWARDING UNIVERSITY: AHLEI(USA)

TOPICS TO BE COVERED IN THIS COURSE: -

S.NO	NAME OF TOPIC		
UNIT 1	THE LODGING INDUSTRY		
UNIT 2	HOTEL ORGANIZATIONS		
UNIT 3	FRONT OFFICE OPERATIONS		
UNIT 4	RESERVATIONS- TYPES OF RESERVATIONS		
UNIT 5	REGISTRATION- PROCESS		
UNIT 6	COMMUNICATIONS AND GUEST SERVICES		
UNIT 7	SECURITY AND LODGING INDUSRTY		
UNIT 8	FRONT OFFICE ACCOUNTING		
UNIT 9	CHECK-OUT AND ACCOUNT SETTLEMENT		
UNIT 10	THE ROLE OF HOUSEKEEPING IN HOSPITALITY OPERATIONS		
UNIT 11	THE FRONT OFFICE AUDIT		
UNIT 12	PLANNING AND EVALUATING OPERATIONS		
UNIT 13	REVENUE MANAGEMENT		
UNIT 14	MANAGING HUMAN RESOURCES		
UNIT 15	STAFF SCHEDULING		
UNIT 16	STAFF MOTIVATION		