

# FRONT OFFICE AND HOUSEKEEPING ADMINISTRATION

Semester – 6<sup>th</sup>

CC - 15

RM (603)

Credit – 4 + 0 = 4

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## Objectives :-

To enable the students to –

- 1) Understand the organizational procedures of front office.
- 2) Comprehend the principle of front office operation.

## Unit – 1 Front office:

- (A) Duties of front office personal qualities and attributes of front office personal.
- (B) Basic terminology used in the front office.
- (C) Co-ordination and communication between front office and other department.

## Unit – 2 Front office organization:

- (A) Lay out of a front office (Plan).
- (B) Planning Equipment and furniture for the front office.
- (C) Organizational structure of the front office.

## Unit – 3 Housekeeping administration:

- (A) Introduction and importance of hospitality.
- (B) Organization of Housekeeping department.
- (C) Duties and responsibilities of housekeeping staff.

## Unit – 4

- (A) Job description and job specifications.
- (B) Co – ordination of housekeeping department with other department.
- (C) Job procedures, calculation of standard time, types of shift.

**Reference:**

- Andrews, S. (1982): Hotel Front Office Training Manual, Tata Mc Graw Hill.
- Maszom's, J.J.(1971): Front Office Operation, Bobbs.
- Lennox, M., Brauson, J. (1985): Hotel, Hostel and Hospital Ho usekeeping, Pitman Publishing.
- Andrews Sudhir, (1985): Hotel Housekeeping Training Manual, Tata Mc Grow – Hill Publishing Co. Ltd., New Delhi.