



GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

COMPETENCY BASED CURRICULUM

FRONT OFFICE ASSISTANT

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



SECTOR – TOURISM & HOSPITALITY



Directorate General of Training

FRONT OFFICE ASSISTANT

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL - 4

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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1. COURSE INFORMATION

During the one-year duration of “Front Office Assistant” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered under Professional skill subject are as below: -

The trainee learns about safety and environment, adheres to all safety procedures. Confers and cooperates with other departments as needed to ensure coordination of activities. Includes answering inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions, undertake responsibility for proper key control and other security measures, keep records of room availability and guests’ accounts, operates the front office computer system, familiarization with office machines, networking and internet communication concept.

The trainee learns interpersonal communication and customer service skills, accommodates guests of hotel by greeting, performing guest transactions. Also includes up-selling and suggestive selling techniques to increase the revenues of the business, responsibility to maintain guest departure & post departure activities, start-of-shift activities, handling cash and non-cash transaction, bucket check, conflict management, Night-Audit for forecasting the previous sales and inventory. The trainee learns to perform computation, briefing and debriefing checklist, use paging system for the most complete and reliable solution to improve business efficiency and observing the rules and regulations regarding to checking in and checking out.

2. TRAINING SYSTEM

2.1 GENERAL

The Directorate General of Training (DGT) under Ministry of Skill Development & Entrepreneurship offers a range of vocational training courses catering to the need of different sectors of economy/ Labour market. The vocational training programmes are delivered under the aegis of Directorate General of Training (DGT). Craftsman Training Scheme (CTS) with variants and Apprenticeship Training Scheme (ATS) are two pioneer schemes of DGT for strengthening vocational training.

‘Front Office Assistant’ trade under CTS is one of the popular courses delivered nationwide through a network of ITIs. The course is of one year duration. It mainly consists of Domain area and Core area. The Domain area (Trade Theory & Practical) imparts professional skills and knowledge, while the core area (Employability Skill) imparts requisite core skills, knowledge, and life skills. After passing out the training program, the trainee is awarded National Trade Certificate (NTC) by DGT which is recognized worldwide.

Candidates broadly need to demonstrate that they are able to:

- Read and interpret parameters/documents, plan and organize work processes, identify necessary materials and tools;
- Perform tasks with due consideration to safety rules, accident prevention regulations and environmental protection stipulations;
- Apply professional skill, knowledge & employability skills while performing jobs.
- Document the parameters related to the task undertaken.

2.2 PROGRESSION PATHWAYS

- Can join industry as Craftsman and will progress further as Senior Craftsman, Supervisor and can rise up to the level of Manager.
- Can become Entrepreneur in the related field.
- Can join Apprenticeship programs in different types of industries leading to a National Apprenticeship certificate (NAC).
- Can join Crafts Instructor Training Scheme (CITS) in the trade for becoming an instructor in ITIs.
- Can join Advanced diploma (Vocational) courses under DGT as applicable.

2.3 COURSE STRUCTURE

Table below depicts the distribution of training hours across various course elements during a period of one year: -

| S No. | Course Element | Notional Training Hours |
|-------|---------------------------------------|-------------------------|
| 1. | Professional Skill (Trade Practical) | 1200 |
| 2. | Professional Knowledge (Trade Theory) | 240 |
| 3. | Employability Skills | 160 |
| | Total | 1600 |

2.4 ASSESSMENT & CERTIFICATION

The trainee will be tested for his skill, knowledge and attitude during the period of course through formative assessment and at the end of the training programme through summative assessment as notified by the DGT from time to time.

a) The **Continuous Assessment** (Internal) during the period of training will be done by **Formative Assessment Method** by testing for assessment criteria listed against learning outcomes. The training institute has to maintain an individual trainee portfolio as detailed in assessment guideline. The marks of internal assessment will be as per the template of formative assessment provided on www.bharatskill.gov.in.

b) The final assessment will be in the form of summative assessment. The All India Trade Test for awarding NTC will be conducted by Controller of examinations, DGT as per the guidelines. The pattern and marking structure is being notified by DGT from time to time. **The learning outcome and assessment criteria will be the basis for setting question papers for final assessment. The examiner during final examination will also check** the individual trainee's profile as detailed in assessment guideline before giving marks for practical examination.

2.4.1 PASS REGULATION

For the purposes of determining the overall result, weightage of 100% is applied for six months and one year duration courses and 50% weightage is applied to each examination for two years courses. The minimum pass percent for Trade Practical and Formative assessment is 60% & for all other subjects is 33%. There will be no Grace marks.

2.4.2 ASSESSMENT GUIDELINE

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking the assessment. Due consideration should be given while assessing for teamwork, avoidance/reduction of scrap/wastage and disposal of scrap/waste as per procedure, behavioral attitude, sensitivity to the environment and regularity in training. The sensitivity towards OSHE and self-learning attitude are to be considered while assessing competency.

Assessment will be evidence based comprising the following:

- Job carried out in labs/workshop
- Record book/ daily diary
- Answer sheet of assessment
- Viva-voce
- Progress chart
- Attendance and punctuality
- Assignment
- Project work

Evidences and records of internal (Formative) assessments are to be preserved until forthcoming examination for audit and verification by examining body. The following marking pattern to be adopted while assessing:

| Performance Level | Evidence |
|--|--|
| (a) Weightage in the range of 60%-75% to be allotted during assessment | |
| For performance in this grade, the candidate should produce work which demonstrates attainment of an acceptable standard of craftsmanship with occasional guidance, and due regard for safety procedures and practices | <ul style="list-style-type: none"> • Demonstration of good skills and accuracy in the field of work/ assignments. • A fairly good level of neatness and consistency to accomplish job activities. • Occasional support in completing the task/ job. |
| (b) Weightage in the range of 75%-90% to be allotted during assessment | |
| For this grade, a candidate should produce work which demonstrates attainment of a reasonable standard of craftsmanship, with | <ul style="list-style-type: none"> • Good skill levels and accuracy in the field of work/ assignments. • A good level of neatness and consistency |

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| little guidance, and regard for safety procedures and practices | to accomplish job activities. <ul style="list-style-type: none"> • Little support in completing the task/job. |
| (c) Weightage in the range of more than 90% to be allotted during assessment | |
| For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship. | <ul style="list-style-type: none"> • High skill levels and accuracy in the field of work/ assignments. • A high level of neatness and consistency to accomplish job activities. • Minimal or no support in completing the task/ job. |

3. JOB ROLE

Front Office Associate; receives customers, attends to enquiries, assigns rooms after consulting register for availability of room and looks after requirements of patrons. Settles terms and allots required accommodation if available to customers. Requests customers to fill and sign register to establish identity, time of arrival and expected departure. Gets statutory form filled up by foreign visitors coming to stay. Guides customers to allotted rooms, maintains hotel 'Board' up-to-date showing name of occupants, etc. Maintains Hotel record up-to-date showing total number of rooms already occupied, rooms booked or reserved to show correct position of accommodation. Gives information to House Keepers, dining section and kitchen departments regarding arrival of new-comers and their requirements. Supplies details of services rendered to customers to concerned officer for preparing bills for presentation to customers. Presents bills to customers and releases amount from them prior to their departure. Incoming and outgoing postal dealings, forward messages on behalf of management and delivers it to clients. Attends the customer for other requirements. Trainee may be required to do correspondence.

Reception Clerk/ Front Desk Executive/Receptionist; Receptionist receives and attends visitors, clients or customers in institutions or offices, for guiding them to proper places or sections and to arrange interviews, appointments etc. with officials concerned. Receives visitors and enquires purpose of their visit, nature of business to be transacted, person or persons to be interviewed, etc. Supplies required information and directs them to person or place concerned. Writes names and addresses of visitors, purpose of visit and obtains their signature on the visitor's book for record. Contacts officials concerned in person or over phone and arranges interviews. May attend to general clerical duties in office. May type letters and other correspondence. May operate telephone switch board.

Reference NCO-2015:

- (i) 4224.0100 – Receptionist (Hotel)/ Front Office Associate
- (ii) 4224.9900 – Hotel Receptionists, Other
- (iii) 4226.0100 – Reception Clerk/Front Desk Executive/Receptionist

4. GENERAL INFORMATION

| | |
|---|--|
| Name of the Trade | FRONT OFFICE ASSISTANT |
| Trade Code | DGT/1051 |
| NCO - 2015 | 4224.0100, 4224.9900, 4226.0100 |
| NSQF Level | Level-4 |
| Duration of Craftsmen Training | One Year (1600 Hours) |
| Entry Qualification | Passed 10 th class examination |
| Minimum Age | 14 years as on first day of academic session. |
| Eligibility for PwD | LD, CP, LC, DW, AA, DEAF, HH |
| Unit Strength (No. of Student) | 24 (There is no separate provision of supernumerary seats) |
| Space Norms | 56 Sq. m |
| Power Norms | 4.5 KW |
| Instructors Qualification for: | |
| (i) Front Office Assistant Trade | <p>B.Voc/Degree in Commerce / Hotel Management/ Catering Technology from UGC recognized university with one year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>Diploma (Minimum 2 years) in Hotel Management/ Catering Technology/ Commercial Practice from a recognized board of education or relevant Advanced Diploma (Vocational) from DGT with two-year experience in the relevant field.</p> <p style="text-align: center;">OR</p> <p>NTC/ NAC passed in the trade of “Front Office Assistant” with three-year experience in the relevant field.</p> <p>Essential Qualification: Relevant National Craft Instructor Certificate (NCIC) in any of the variants under DGT.</p> <p>Note:- <i>Out of two Instructors required for the unit of 2(1+1), one must have Degree/Diploma and other must have NTC/NAC qualifications. However both of them must possess NCIC in any of</i></p> |

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| | its variants. | | |
| (ii) Employability Skill | MBA/ BBA / Any Graduate/ Diploma in any discipline with Two years' experience with short term ToT Course in Employability Skills from DGT institutes. (Must have studied English/ Communication Skills and Basic Computer at 12th / Diploma level and above) <p style="text-align: center;">OR</p> Existing Social Studies Instructors in ITIs with short term ToT Course in Employability Skills from DGT institutes. | | |
| (iii) Minimum Age for Instructor | 21 Years | | |
| List of Tools and Equipment | As per Annexure – I | | |
| Distribution of training on hourly basis: (Indicative only) | | | |
| Total Hrs/ Week | Trade Practical | Trade Theory | Employability Skills |
| 40 Hours | 30 Hours | 6 Hours | 4 Hours |

5. LEARNING OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

5.1 LEARNING OUTCOMES (TRADE SPECIFIC)

1. Develop personality and maintain team work as well as organizational hierarchy.
2. Perform the activities of front desk, bell desk, telephones and business communication.
3. Ensure the functioning of various records, tariff cards, room position and locking system.
4. Handle techniques of computer and acquire knowledge of Windows operating system.
5. Create and save a document file in word processing application.
6. Create an Excel worksheets compiling with data and charts presenting in a Power Point application.
7. Input and manage data in MS-access interface.
8. Ensure the concept of internet services, collect information and communicate through e-mail.
9. Prepare up-to-date records of occupancy.
10. Keep personalized records and ensure services for identified guests.
11. Compute guest registration process and maintain property management system.
12. Express services through interpersonal communication skill.
13. Provide bell boy as needed by a guest and monitor CCTV.
14. Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel.
15. Follow the post departure activities.
16. Perform cashiering tasks like bill / invoice settlement.
17. Maintain positive attitude for dealing with various guest conflict.
18. Prepare & analyse data of occupancy with briefing and debriefing checklist.
19. Prepare Room Packages and Guest Feedbacks.

6. ASSESSMENT CRITERIA

| LEARNING OUTCOMES | ASSESSMENT CRITERIA |
|---|---|
| 1. Develop personality and maintain team work as well as organizational hierarchy. | Manage co-ordination of departments. |
| | Maintain hierarchy of front office department. |
| | Hotel-role play. |
| | Develop personality, communication skill and team work |
| | Analyze conflict and manage ethical issues. |
| 2. Perform the activities of front desk, bell desk, telephones and business communication. | Communicate with good manners and behaviour over telephone. |
| | Perform oral and written business communication. |
| | Greet clients and set a positive office atmosphere |
| | Maintain update information about tourist places. |
| | Perform pre-registration and registration duties for incoming guests. |
| 3. Ensure the functioning of various records, tariff cards, room position and locking system. | Provide information about available rooms. |
| | Inform the rates of rooms, tariff card and rules and regulations. |
| | Communicate reservation enquiry over telephone and e-mail. |
| | Make room reservations and track room status. |
| | Maintain keys and lock system. |
| 4. Handle techniques of computer and acquire knowledge of Windows operating system. | Ensure to operate computer. |
| | Identify the input and output devices. |
| | Maintain file management in Windows operating system. |
| | Manipulate files and folders. |
| 5. Create and save a document file in word processing application. | Explore to work in word processor (MS-Word) |
| | Create and design guest details / enquiry forms. |
| | Create bill / leaflets / brochures in document file. |
| | Design greetings card inserting images. |
| | Prepare mail-merged document using back-up or new address database. |
| | Edit document using shortcut keyboard option. |
| 6. Create an Excel worksheets compiling with data and charts presenting in a Power | Input experimental data into Microsoft Excel. |
| | Perform calculations in Microsoft Excel using both manually and inputting formulas. |
| | Generate simple and effective tables and graphs to describe |

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| Point application. | experimental data. |
| | Prepare five slides in a power point presentation file. |
| | Apply the Banded Design theme to all slides. |
| | Animate the text object on Slide with a Float in entrance and exit effect by clicking / automatically. |
| | Save presentation as slide show. |
| 7. Input and manage data in MS-access interface. | Prepare a hotel data base system of “Hotel Room Listings” containing Guests, Room types and Reports with fields of ID, First & Last Name, Address, e-mail ID, Phone/mobile, occupation, Room No., check-in, check-out, Amount paid. |
| 8. Ensure the concept of internet services, collect information and communicate through e-mail. | Ensure internet service provider and set internet connectivity. |
| | Find information online through search engine. |
| | Create an e-mail account though web browser. |
| | Correspond documents through e-mail. |
| | Use internet to do every day task – purchase, bill payment, booking reservation, locations, distance, global positioning, etc |
| | Follow-up registered or unregistered guest for booking. |
| 9. Prepare up-to-date records of occupancy. | Prepare arrival and departure list. |
| | Prepare room availability chart. |
| | Prepare reserved chart. |
| 10. Keep personalized records and ensure services for identified guests. | Prepare guest folio for: |
| | walk-in guest |
| | VIP guest |
| | Group or crew |
| | Corporate guest |
| 11. Compute guest registration process and maintain property management system. | Prepare guest registration card. |
| | Solve common reservation problem. |
| | Ensure property management system. |
| 12. Express services through interpersonal communication skill. | Ensure services with interpersonal communication skill. |
| | Provide exchange of currency. |
| | Follow the room changing procedure. |

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| | Demonstrate the behavioural technique to manage guest complaint. |
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| 13. Provide bell boy as needed by a guest and monitor CCTV. | Perform the duties of bell boy. |
| | Monitor CCTV and observe back up footage in critical situation. |
| | |
| 14. Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel. | Ensure the sales technique to include additional requirements |
| | Ensure the sales techniques to increase the revenues of the business. |
| | Demonstrate the tactics to promote offer for selling higher rate of accommodation. |
| | Practice on handling messages, mail and Parcels for the Guest |
| | |
| 15. Follow the post departure activities. | Demonstrate the behavior to maintain guest departure & post departure activities |
| | |
| 16. Perform cashiering tasks like bill / invoice settlement. | Perform start-off-shift activities. |
| | Perform handling of cash transactions. |
| | Perform Non-cash transaction. |
| | Perform bucket check. |
| | |
| 17. Maintain positive attitude for dealing with various guest conflict. | Satisfy the different needs of guests. |
| | Serve the customer well in conflict situation. |
| | Ensure the evident in the way that to handle problem. |
| | Handle the situation very calmly during unfair events. |
| | Manage the accidental and emergency situations. |
| | |
| 18. Prepare & analyse data of occupancy with briefing and debriefing checklist. | Ensure the Night-Audit for forecasting the previous sales and inventory. |
| | Perform correct computation of figures. |
| | Prepare and analyze reservations, confirmations, recording and filing the status of the guest. |
| | Brief and debrief checklist. |
| | |
| 19. Prepare Room Packages and Guest Feedbacks. | Use paging system for the most complete and reliable solution to improve your business efficiency. |
| | Prepare room packages and guest feed backs. |
| | Observe the rules and regulations regards to checking in and checking out. |

| SYLLABUS FOR FRONT OFFICE ASSISTANT TRADE | | | |
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| DURATION: ONE YEAR | | | |
| Duration | Reference Learning Outcome | Professional Skills (Trade Practical) With Indicative Hours | Professional Knowledge (Trade Theory) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Develop personality and maintain team work as well as organizational hierarchy. | <ol style="list-style-type: none"> 1. Visit to Hotel Industry. (5hrs) 2. Grooming hygiene, Body Language and power of smile. (5hrs) 3. Demonstrate First Aid, Fire Prevention and Fire Fighting. (5hrs) 4. Cross Cultural non-verbal communication. (5hrs) 5. Property Tour of any star Hotel. (5hrs) 6. Managing Coordination between departments in a Hotel-Role Play.(10hrs) 7. Develop personality & team work. (10hrs) 8. Analyze the conflict and manage the common ethical issues encountered. (5hrs) | <ol style="list-style-type: none"> a) Introduction to Hotel Industry /Importance of 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. a) Coordination of departments & importance of team work. b) Organizational hierarchy of FRONT OFFICE Department in any star hotel. c) Personality Development and communication skills.(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Perform the activities of front desk, bell desk, telephones and business communication. | <ol style="list-style-type: none"> 9. Telephone Handling and Telephone Etiquettes (5hrs) 10. Business communication - Oral and Written.(20hrs) 11. Welcoming and Receiving Guests.(5hrs) 12. Giving Information to Guest about tourist | <ol style="list-style-type: none"> a) Duties and responsibilities of a Front Office service personnel. b) Attributes of FRONT OFFICE services personals c) Procedure of welcoming & receiving a guest. |

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| | | Places. (10hrs) 13. Duties and responsibilities of a Front Office Assistant with regards to registration.(10hrs) | |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Ensure the functioning of various records, tariff cards, room position and locking system. | 14. Type of rooms with specifications.(10hrs) 15. Room Rates and Tariff cards.(10hrs) 16. Reservation enquiry over telephone and mail.(20hrs) 17. Different types of keys and lock systems. (10hrs) | 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.(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Handle techniques of computer and acquire knowledge of Windows operating system. | 18. Computer Operational Skills.(10 hrs) 19. 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. (10hrs) 20. Demonstration on Window O.S. Booting practice, Use of task bar, menu bar, start button, title bar, mouse options and window's help, using My Computer and Recycle bin etc.(20hrs) 21. Opening and closing different windows, creating and renaming files and folders.(10 hrs) 22. Hands on practice of | a) Different Types 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(12 Hrs) |

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| | | <p>basic files, Directory manipulation commands -</p> <p>Introduction to Linux O.S.(10 hrs)</p> | |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Create and save a document file in word processing application.</p> | <p>Demonstration Practice on MS Office:</p> <p>i) Word Processing (MS Word):</p> <p>23. Creating, Saving, quitting & Opening Document.(5hrs)</p> <p>24. Moving Around Document.(5hrs)</p> <p>25. Manipulating document page using tool bar, Editing Text - Insert, delete, move, copy, paste, Finding, replacing text, spell check, grammar check etc.(5hrs)</p> <p>26. Inserting and modifying Tables.(5hrs)</p> <p>27. Creating and printing merged documents using mail merge.(5hrs)</p> <p>28. Practice of shortcut keys.(25hrs)</p> | <p>a) Microsoft - Word Processing Package</p> <ul style="list-style-type: none"> • Opening Documents and Creating Documents, • Saving Documents / Quitting Documents, • Cursor Control, text selection, • Printing Documents, Using the Interface (Menu, Toolbars), • Editing documents. • Finding and Replacing Text, • Spell Check / Auto Correct Feature, • Grammar Facility, • Auto text, Character and page formatting(12 Hrs) |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Create an Excel worksheet compiling with data and charts presenting in a Power Point application.</p> | <p>ii. Worksheet (MS EXCEL):</p> <p>29. Elements of worksheets, application of electronic worksheet and entering data in Worksheet. (5hrs)</p> <p>30. Saving and Quitting, Opening and Moving around worksheet. (5hr)</p> <p>31. Formatting cells and Data copying. (5 hr.)</p> <p>32. Working with charts and</p> | <p>a) Functions of Computer Peripherals,</p> <ul style="list-style-type: none"> • Laser Printer, • DOT Matrix INK JET Printer. • COLOR LASER printer <p>b) Introduction to MS- Excel</p> <ul style="list-style-type: none"> • Fundamentals of MS-Excel • Spreadsheet |

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| | | <p>graphs etc. (10hrs)</p> <p>33. Printing, editing and entering formula.(10hrs)</p> <p>34. Functions in Excel. (15hrs)</p> <p>iii. MS - Power point :</p> <p>35. Planning and Preparation of different slides in a Presentation. (5hrs)</p> <p>36. Editing and animating the presentation.(5hrs)</p> | <ul style="list-style-type: none"> • Features & Description <p>c) An overview of Power Point</p> <ul style="list-style-type: none"> • Presentation & Slides • Handouts(12 Hrs) |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Input and manage data in MS-access interface.</p> | <p>iv. Data Base (MS-Access):</p> <p>37. Data Base Management System. (10hrs)</p> <p>38. Microsoft Access Interface. (10hrs)</p> <p>39. Title Bar, Menu Bar, Tables, Query, Forms, Report, Printing and Closing etc.(30hrs)</p> | <p>a) Introduction to MS-Access</p> <ul style="list-style-type: none"> • Fundamental of MS-Access, types of access., naming of different data bases. • Creating Data Base • Retrieving & Inserting Information from an Access Data Base.(12 Hrs) |
| <p>Professional Skill 60 Hrs;</p> <p>Professional Knowledge 12 Hrs</p> | <p>Ensure the concept of internet services, collect information and communicate through e-mail.</p> | <p>a) Internet Operational Skills:</p> <p>40. Networking concept, LAN WAN. (10 hrs)</p> <p>41. Services on Internet - Websites (www) E-Mails, Voice Mails, Browser and search engines.(10 hrs)</p> <p>42. Searching & Downloading. (10 hrs)</p> <p>43. Printing, saving portion of web page. (10 hrs)</p> <p>44. E-Mail addressing, Inbox, outbox, viewing, sending and saving mails.(10 hrs)</p> <p>45. Sending same mails to various Users (multi-address) & sending attachment and</p> | <p>a) Networking and Internet Communication Concept.</p> <p>b) Knowing about how to set up an internet connection</p> <p>c) Connect using a dial-up modem / Broadband connection with username and password.</p> <p>d) Internet Explorer and its features.</p> <p>e) Introduction to the uses of World Wide Web and Internet Browser</p> <p>f) Introduction to the Search Engine Google & its features</p> |

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| | | enclosures. Web Page Transaction.(10hrs) | <p>g) Creating an email ID</p> <p>h) Knowing about the "Outlook Express"</p> <p>i) Sending mail through outlook express</p> <p>j) File attachment with the email.(12 Hrs)</p> |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Prepare up-to-date records of occupancy. | <p>46. Practice on preparation of:</p> <ul style="list-style-type: none"> • Arrival list • Departure list • Room availability chart. • Reserved chart (60 hrs) | <p>a) Procedure of preparation of:</p> <ul style="list-style-type: none"> • Arrival list • Departure list • Room availability chart(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Keep personalized records and ensure services for identified guests. | <p>47. Practice on Preparing guest folio for:</p> <ul style="list-style-type: none"> • Walk in guest • VIP Guest • Group or Crew • Corporate Guest (60 hrs) | <p>a) Procedure of Preparation of:</p> <ul style="list-style-type: none"> • Different Guest Folios with Performa • Handling Guest arrivals - Work Flow with all proformas <p>b) Telephone manners(12 Hrs)</p> |
| Professional Skill 90 Hrs; Professional Knowledge 18 Hrs | Compute guest registration process and maintain property management system. | <p>48. Interaction and handling on registration process for:</p> <ul style="list-style-type: none"> • Walk-in guest • Guest with confirmed booking • Group or crew • Corporate guest (30hrs) <p>49. Filling of guest reservation form and registration card.(40hrs)</p> <p>50. Property management system. (20hrs)</p> | <p>a) Procedure of preparation of guest registration card & importance of the data in it.</p> <p>b) 'C' form importance & its usages.</p> <p>c) Preventing common reservation problems.</p> <p>d) Receiving, welcoming of guest and assigning rooms.</p> <p>e) Managing the guest bills. (property management system)(18 Hrs)</p> |
| Professional Skill 90 Hrs; | Express services through interpersonal | 51. Ensure interpersonal communication and customer service skills. | a) People skills i.e., Time management, Team building, Inter personal skills, |

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| Professional Knowledge 18 Hrs | communication skill. | (30hrs) 52. Handling of: <ul style="list-style-type: none"> • Currency Exchange • Room change • Guest complaints - Room Change (noise)/ AC not effective/ delay in check in process/ laundry complaint/ Delay in Room Service (60hrs) | Motivation, Conflict management. b) Currency exchange procedure c) Room change procedure d) Handling complaints and situations.(18 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Provide bell boy as needed by a guest and monitor CCTV. | 53. Procedure of performing the duties of bell boy during: <ul style="list-style-type: none"> • Check-in • Check-out • Monitoring of CCTV (60 hrs) | a) Duties and responsibility of concierge & bell service.(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Use up-selling & suggestive selling techniques to sell rooms and to promote other services of the hotel. | 54. The techniques and guidelines for up-selling and suggestive selling. (30hrs) 55. Practice on handling messages, mail and Parcels for the Guest and in the office. (30hrs) | a) Marketing and up-selling techniques & procedures. b) Procedure of handling mail & parcels for the guest & in the office.(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Follow the post departure activities. | 56. Practice on handling guest departure & post departure activities.(60hrs) | a) Preparation of procedure of handling guest departure.(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Perform cashiering tasks like bill / invoice settlement. | 57. Practice on: <ul style="list-style-type: none"> • Performing start-of-shift activities. • Handling cash payment • Non-cash payment • Performing bucket | a) Work flow at the Front Office reception b) Cashiering procedures(12 Hrs) |

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| | | check.(50hrs) | |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Maintain positive attitude for dealing with various guest conflict. | 58. Situation Handling - Scanty Baggage/Minor guest check in/Wrong Billing. (20hrs) 59. Guest without prior reservation/ late check in/ Early Check in/ Lost and Found/ Left Luggage/Skipper/Drunk Guest/Hoax Call. (20hrs) 60. Handle accidents and emergency situations. (20hrs) | a) Observations during situations and better ways of situation handling as per the students b) Handle accidents and emergency situations(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Prepare & analyze data of occupancy with briefing and debriefing checklist. | 61. Compute occupancy percentages and average room rate figures. (20hrs) 62. Studying and analyzing the movement list Studying and analyzing the Arrival/Departure List etc.(20hrs) 63. Briefing and debriefing.(20hrs) | 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.(12 Hrs) |
| Professional Skill 60 Hrs; Professional Knowledge 12 Hrs | Prepare Room Packages and Guest Feedbacks. | 64. Paging System, Preparing Room Packages and Guest Feed backs.(30hrs) 65. Rules and regulations guiding Hotel to allow check in and other operations related to Front Office. (30hrs) | a) Procedure of handling guest feedback & complaints b) Procedure of Paging System, c) Process of guest cycle system in a hotel(12 Hrs) |
| On the job Training (OJT) | | | |
| <p>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.</p> | | | |

| SYLLABUS FOR CORE SKILLS |
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| 1. Employability Skills (Common for all CTS trades) (160 Hrs) |

Learning outcomes, assessment criteria, syllabus and Tool List of Core Skills subjects which is common for a group of trades, provided separately in www.bharatskills.gov.in

| List of Tools & Equipment | | | |
|--|---|---|--------------------|
| FRONT OFFICE ASSISTANT (for batch of 24 Candidates) | | | |
| S No. | Name of the Tools and Equipment | Specification | Quantity |
| A. SHOP TOOLS & EQUIPMENT | | | |
| 1. | Server for LAN. 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. | Xeon Latest 64 bit processor or Higher with PCI Express Video Card 4GB VRAM 8 GB RAM | As per requirement |
| 2. | Workstation | Nodes: 6 th Generation Core i3 or higher version 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: 4 GB DDR3 or Higher. d) HDD: 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. | 13 Nos. |
| 3. | Application Software for use in Front Office of Hotel Like: a) Opera b) Fidelio c) Champagne | | As Per requirement |

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| 4. | Laser Printer | | 1 No. |
| 5. | 16 Port Hub | | 1 No. |
| 6. | UPS for server | As Per requirement | As Per requirement |
| 7. | UPS for work station | As Per requirement | As Per requirement |
| 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 latest version (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 (EPBAX) | | 1 No. |
| 18. | Telephone Equipments | | 24 Nos. |
| 19. | OHP Screen | | 1 No. |
| 20. | White board | | 1 No. |
| 21. | Room A.C. 1.5 ton capacity | | As required |
| 22. | Castor wheel chair for trainees | | 24 Nos. |
| 23. | Instructors table (Laminated top) | | 1 No. |
| 24. | Laminated top table for equipment with Drawer facilities to fit as per workshop layout | | 12 Nos. |
| B. SHOP FLOOR FURNITURE AND MATERIALS | | | |
| 25. | Instructor's table | | 01 no. |
| 26. | Instructor's chair | | 02 nos. |
| 27. | Locked lockers | | 02 nos. |
| 28. | White board | Minimum 4 x 6 feet | 01 no. |
| 29. | Fire Extinguisher CO ₂ | 2 KG | 02 nos. |
| 30. | Fire extinguisher | | As per requirement |
| 31. | Fire Buckets | Standard size | 02 nos. |

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| 32. | Proper Electric & Gas Connections | | 01 no. |
| 33. | Dustbins | Colour coded | 05 nos. |
| 34. | Working table | 1 table /5 student | As required |
| 35. | Hand wash basin | | 05 nos. |
| 36. | Hygiene Kit | | 05 nos. |
| 37. | Wash Basins | | 04 nos. |
| 38. | First aid box | | 1 No. |
| 39. | Sundry Equipment | | As per requirement |
| 40. | Chart denoting the Do's and Don'ts | | As required |
| <p>Note: a) All the tools and equipment are to be procured as per BIS specification. b) There should be One Mock Front Office Lab in the Institute. c) Internet facility is desired to be provided in the class room.</p> | | | |

The DGT sincerely acknowledges contributions of the Industries, State Directorates, Trade Experts, Domain Experts, trainers of ITIs, NSTIs, faculties from universities and all others who contributed in revising the curriculum.

Special acknowledgement is extended by DGT to the following expert members who had contributed immensely in this curriculum.

| List of Expert Members contributed/ participated for finalizing the course curriculum of Front Office Assistant trade held on 07th to 09th February' 2018 at FTI-Bangalore, Karnataka | | | |
|--|---|---|-----------------|
| S No. | Name & Designation Sh/Mr/Ms | Organization | Remarks |
| 1. | B. V. S. Sessa Chari, Director | CSTARI, Kolkata | Chairman |
| 2. | Prasanna P, Steno | O/o DY. Chief Labour Commissioner(C), Bangalore | Member |
| 3. | Malathi M., J.T.O. | Govt. I.T.I., Tumkur Road, Bangalore-22 | Member |
| 4. | Sunitha Kishore, Soft Skill Trainer | Freelancer, Tyagraj Nagar, Bangalore- 560028 | Member |
| 5. | N. Prabhakar, Steno | Labour Welfare Organizaton, Yeshvantpur, Bangalore | Member |
| 6. | Dhanalakshmi M.C. | Govt. I.T.I., N. R. Moholla, Mysuru- 07 | Member |
| 7. | Sanjay Khanande | FTI-Bangalore | Member |
| 8. | M.P. Shashikala, VI | RVTI for Women, Hosor Road, Bangalore- 29 | Member |
| 9. | R. Shanthi, Stenographer | Apex hi-Tech Institute, Bangalore | Member |
| 10. | Namrata G.N., J.T.O. | DET, Koushalya Bhavan, Bangalore-26 | Member |
| 11. | Ayesha Begum, J.T.O | DET, Koushalya Bhavan, Bangalore | Member |
| 12. | Pooja Heremath, J.T.O. | DET, Koushalya Bhavan, Bangalore | Member |
| 13. | Prakash Raju. R, Lecturer in CP | Govt. Polytechnic for Women, Bangalore | Member |
| 14. | Chandrashekar. N, HoD in Commercial Practice | Acharya Polytechnic, Bangalore-107 | Member |
| 15. | Gajendra Singh K, SGL, Commercial Practice | Govt. Polytechnic for Women | Member |
| 16. | Dr. Aras Kumar M. R., SGL/HOD in CP. GWPTR | Govt. Polytechnic for Women, Bangalore | Member |
| 17. | B. Sree Rama Krishna Reddy, Asst. Professor | RJS Institute of management Studies, Bangalore-34 | Member |
| 18. | J. Nirmala Kumari | FTI-Bangalore | Member |
| 19. | R.C. Mandal, DDT | CSTARI, Kolkata | Member |
| 20. | P.K. Ghosh, V.I. | CSTARI, Kolkata | Member |

ABBREVIATIONS

| | |
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| CTS | Craftsmen Training Scheme |
| ATS | Apprenticeship Training Scheme |
| CITS | Craft Instructor Training Scheme |
| DGT | Directorate General of Training |
| MSDE | Ministry of Skill Development and Entrepreneurship |
| NTC | National Trade Certificate |
| NAC | National Apprenticeship Certificate |
| NCIC | National Craft Instructor Certificate |
| LD | Locomotor Disability |
| CP | Cerebral Palsy |
| MD | Multiple Disabilities |
| LV | Low Vision |
| HH | Hard of Hearing |
| ID | Intellectual Disabilities |
| LC | Leprosy Cured |
| SLD | Specific Learning Disabilities |
| DW | Dwarfism |
| MI | Mental Illness |
| AA | Acid Attack |
| PwD | Person with disabilities |

