

## Syllabus for Written Examination for Recruitment of Vocational Instructor.

**Trade:- Front Office Assistant**

### Syllabus:-

**Hotel Industries-** Hotel Industries and Importance to Front Office, Different types of Hotels. Importance of grooming & Hygiene. Importance of team work, Organizational hierarchy of FRONT OFFICE Department in a 3 star, 4 star and 5 star hotels, Personality Development and communication skills. Duties and responsibilities of a Front Office service personnel. Procedure of welcoming & receiving a guest. Type of Hotel Rooms, Room plans and room rates, importance of tariff. Modes of reservation requests and handling reservations. Importance of Key Control at Front Office.

### **Basics Computer Fundamentals-**

- History of Computer, Generations of Computer, Types of computer, Advantages and Applications of Computers. Central Processing Unit, Microprocessor
- Computer Hardware and Software.
- Input and Output devices and their features,
- **Storage Media (Memory Device)**- Magnetic Disk , Hard Disk , Floppy Disk , CD etc
- **Types of software**- System & Application Software. Concepts, Bits, Bytes, RAM, ROM, ASCII etc
- **Operating System**- functions of an Operating System, Popular Operating Systems in Use. DOS, Windows, Linux, Features of Windows Operating System.
- Word Processing, Worksheet (MS Excel), MS Power Point, Data Base (MS Access)

**Networking-** Computer Networks, Necessity and Advantages, **Network topologies-** LAN, WAN and MAN. **Network components-** Modem, Hub, Switch, Router, Bridge, Gateway etc. Network Cables, Wireless networks and Blue Tooth technology. Client Server and peer to Peer networking concepts. Concept of Proxy Server and proxy firewall server. **Network protocols-** TCP/IP, FTP, Telnet etc. Logical and Physical Addresses, Classes of Networks. Network Security & firewall concepts. Concept of DHCP Server.

**Internet-** Concept of Internet, uses of World Wide Web and Internet Browser, internet servers and search engines, Concepts of Domain naming Systems and E-mail communication, Internet Security, Threats and attacks, Malicious Software types, Internet security products and their advantages.

**Procedure of preparation of:** Arrival list. Departure list. Room availability chart.

**Procedure of Preparation of:** Different Guest Folios with performa. Handling Guest arrivals, Work Flow with all performas

**Procedure of preparation of** - Guest registration card & importance of the data in it. 'C' form importance & its usages. Preventing common reservation problems. Receiving, welcoming of guest and assigning rooms.

- Currency exchange procedure, Room change procedure, Handling complaints and situations.
- Duties and responsibility of concierge & bell service.
- Marketing and upselling techniques & procedures. Procedure of handling mail & parcels for the guest & in the office.
- Preparation of procedure of handling guest departure.
- Work flow at the Front Office reception. Cashiering procedures.
- Preparation & Analyzing of data in front office related to Night Auditor's Report. Process room and rate change. Check room status discrepancy.
- Procedure of handling guest feedback and complaints. Procedure of Paging System. Process of guest cycle system in a hotel