



# KAUSHAL VIKAS COUNCIL OF SKILL & VOCATIONAL STUDIES

A Unit of Kaushal Vikas Educational Trust

Regd. NCT Delhi-Under An Act 525, Section 60 Govt. of India-Regd. No. 525, Book No. 4, Vol No. 860

ISO: 9001: 2015 Certified

[www.kvcouncil.com](http://www.kvcouncil.com)

## FRONT OFFICE EXECUTIVE SYLLABUS

Front Office Executive	1 Year Course
Subject Code	Subject Name
FOE 101	Basic of Hotel Management
FOE 102	Communications & Management Systems
FOE 103	Guest Services Management
FOE 104	Promoting In – House Sales
FOE 105	Hospitality & Training
FOE 106	Security Management
Practical 1	Account Maintenance Files Make like: List types of Account, Ledgers and Folios. Computer systems of accounting, knowledge of local sightseeing, reading train, plane and bus time tables, telephone, accepting of credit cards and traveler cheques.
Practical 2	Cash and Foreign Exchange Handling Practical Demo. Practice of standing behind the reception counter practice of handling telephone and PBX, PABX, EPABX, Facsimile, e-mail and internet access
Practical 3	Prepare a chart illustrating stages of guest cycle with the help of different coloured sketch pens and display it in your practical lab.
Practical 4	<ol style="list-style-type: none"> <li>1. Draw the following formats on a chart paper: Arrival &amp; Departure Notification slip, Left luggage card &amp; register, Bell captain control sheet.</li> <li>2. Practice of preparing the itinerary, booking of trunk calls, writing of telegrams with the help of international telegraphic codes. General awareness about your country and culture. Currencies &amp; conversion rates. Cash and TC's</li> </ol>
Practical 5	Viva & Internal Assessment