

School of Hospitality and Culinary Art

Course Name	Accommodation Operation 1 Lab
Course Code	CC-HAP103
Course Duration	15 weeks
Semester	First
Core/Elective	Core - Hospitality (Accommodation Operation)
Credit Points	2
Weekly Delivery/ Contact Hours	04 Hours per week
Resource Requirements	Well equipped front office lab, A computer system with PMS, Diiderent types of forms and formats used in front office, projector, Screen
Class conducted at Building	School of Hospitality and Culinary Art
Prepared by	Ms. Upasana

Course Description

This course will provide our students, depth knowledge about basics of front office The syllabus is diversely designed for the practicals front office operations and involves the knowledge of basic operations like reservation, registration, departure etc both through role plays and PMS. It also covers the documentations of the

Course Outcomes (COs)/ Learning Outcomes (LOs)

After completion of this syllabus the students will be familier with the front office departments.Our students will be able to prepare and fill the reservation form. They will be able to categories the guest as per their profile.This Course will also enhance their overall personality, skills and communications as the course involves many role plays and activities. They will be able to handle various types of guest complaints wich occurs in the Front office department.

Parameters required from the students: Since the students are new to the course they will not have any prior knowledge about the course. They are expected to follow the instruction and participate during the session.

Accomodation Operation 1

Sem- 1 Practical

SI No	Topic	Hours 60
1	Identification of equipment, work structure and stationery	2
2	Study of countries, capitals, currencies, airlines and flags chart	2
3	Telecommunication skills - Internal call, External Call, Call Transfer	4
4	Basic manners and grooming standards required for Front Office operation	4
5	Preparing and filling up reservation forms	6
6	Role play of accepting reservations and complaint handling for bumped reservations	4
7	Reservation handling by computers with the PMS	2
8	Preparing and filling up registration card	6
9	Role play for different check ins and checkout as - Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups	8
10	How to do Upsell and how to give discount	4
11	Role play on guest complaint handling, critical and dangerous situation handling	6
12	Preparation of guest folio	2
13	Calculating of occupancy percentages	2
14	Form and formats used in Front Office	2
15	Computer lab session on PMS system.	6

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	1	TEACHER:	Upasana
TOPIC:	Identification of equipment, work	SEMESTER:	1	Time:	3 hours 45 minutes
Aims & OBJECTIVES:					
1	The students should be able to identify the equipments and stationary used in front office lab.				
2	The should be familer with the work structure of front office.				
Things required					
Well equiped front office lab, Different ypes of stationary used in front office, Equipments such as system, printer, bell hop trolley, projector, Role plays					
Video Clips https://www.youtube.com/watch?v=hIVxo1vTNIY https://drive.google.com/file/d/1jFOQAW_m-					
Learning outcome.					
Students are able identify the different types of equipments and stationary used in front office and will be familer with the work structure of front office.					
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the gromming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
45 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about the different types of equipments and	Follow instructions	
45 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips and discussion on the structure (sections)of front office	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Role plays perfomed by instructor along with students so about the different	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
Possible sources of error and precautions requires to be taken	Possible Error			Rectification	
	Students might forget the work structure of front office department.			Assignment may given on this particular topic or Have to be noted down in their Journals.	
Analysis of the results	If the practical is done properly the students will have knowledge about the structure of the front office lab and the equipments and stationary used there. The students if motivated will be participating in speaking and role plays which will enhance their persoanlity and				

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	2	TEACHER:	Upasana
TOPIC:	Study of countries, capitals, currencies,	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
Projector, Screen, World Political Map, Sample currencies, flags printouts of important countries.					
Learning outcome.					
Students are able to identify the important countries, their capitals, currencies, airlines and flags chart.					
Methodology					
TIME		Faculty Role	Tasks		Student Role
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every student.		Follow the instruction.
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails, hygiene		Present grooming standards
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & References should be mailed before, for students to read & come and		Attend briefing, Take notes
60 mins	9.51 - 10.50 AM	Demonstrate and guide	Demonstrate to the students about the location of the countries and capitals on the		Follow instructions
60 mins	10.50 - 11.50 AM	Demonstrate and guide	Showing the pictures of the flags, currencies and airlines of countries to students		Follow instructions
55 mins	12.51 - 12.45 PM	Check learning outcome	Revision of the class through quiz and activities.		Participation
15 mins	12.45 - 1 PM	Closing duties	The stationary used during the practical should be sanitized and kept at the proper		Follow lab SOP
Possible sources of error and precautions requires to		Possible Error		Rectification	
		Students may not be able to memorize it soon.		Students should be encouraged to revise and practice it again and again.	
Analysis of the results		If the practical is done properly the students will have knowledge about the political map and the countries located on that. They should be able to identify their flags, currencies and airlines. This will give them confidence and further interest as they will be updated.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	3	TEACHER:	Upasana
TOPIC:	Telecommunication skills - How to	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Telephone, pen. paper				
	Video Clips https://drive.google.com/file/d/1xSI3ODENZ8dgrNSAo5G2ZFmvzATKAX9u/view?usp=sharing ;				
Learning outcome					
	The students are familiar with the Telecommunication skills - How to handle telephone calls at reception.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
	5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every students.	Follow the instruction.
	10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails, hygiene	Present grooming standards
	15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & References should be mailed before, for students to read & come and	Attend briefing, Take notes
	60 mins	9.51 - 10.50 AM	Demonstrate and guide	Demonstrate the students about handling a call at reception and phrases used while	Follow instructions
	90 mins	10.50 - 12.20 AM	Instruct and assist	The students one by one will practice telephone handling and instructor will give	Follow instructions
	15 mins	12.20 - 12.35 PM	Check learning outcome	Revision of the class through quiz and activities.	Participation
	25 mins	12.35 - 1 PM	Closing duties	The stationary and equipment used during the practical should be sanitized and kept	Follow lab SOP
	Possible sources of error and precautions requires to be taken			Possible Error	Rectification
				Students may not be able to use the proper phrases during handling calls. They may hesitate due to lack of confidence.	Student have to do the role play many times.
	Analysis of the results				
	If the practical is done properly the students will learn the telecommunication skills and this will help them to build their personality as a front officer and a hotelier.				

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	4	TEACHER:	Upasana
TOPIC:	Basic manners and grooming standards	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Projector, Screen				
	Video Clips https://www.youtube.com/watch?v=XwNOrd-V-T0				
Learning outcome					
	The students are able to understand the required grooming standards and manners for front office operation and are able to perform it.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
45 mins	9.51 - 10.35 AM	Demonstrate and guide	With the help of presentation (pictures and videos) brief the students about	Follow instructions	
45 mins	10.35 - 11.20 AM	Demonstrate and guide	With the help of video clips and role plays brief them about some of the basic	Follow instructions	
60 mins	11.20 - 12.20 PM	Role plays	Role plays performed by students so about the basic manners of front office.	Follow instructions and participation.	
25 mins	12.20 - 12.45 PM	Check learning outcome	Revision of the tasks performed through quiz and asking questions to the	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
Possible sources of error and precautions requires to be taken	Possible Error			Rectification	
	Grooming of the studuents may not met the expectation.			Students must be encouraged and must be able to know the importance and role of grooming in their professional life.	
Analysis of the results	If the practical is done properly the students will learn the basic manners and grooming standards will will further boost their confidence and will help them to build their personality as a hotelier.				

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	5	TEACHER:	Upasana
TOPIC:	Preparing and filling up reservation	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
Sample reservation form, Projector, Screen, Notebook, pen.					
Expected outcome.					
Students will be able to prepare and fill a reservation form.					
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students and physically show them the sample reservation	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	With the help of projector discuss the reservation form in detail, parallelly if	Follow instructions	
60 mins	11.30 - 12.30 PM	Instruct	The students will be asked to draw reservation form by themselves and fill it	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed with the help of quiz and activities.	Participation	
15 mins	12.45 - 1 PM	Closing duties	The stationary and equipments used during the practical should be santized	Follow lab SOP	
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		Students might make mistakes while filling up the reservation form.		Students have to practice with the dummy reservation form in our PMS.	
Analysis of the results		If the practical is done properly the students will have knowledge about the documentation related to reservation like preparing and filling of reservation form.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	6	TEACHER:	Upasana
TOPIC:	Role play of accepting reservations and	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Projector, Screen, reservation form, telephone, reception/ reservation counter				
	Video Clips https://drive.google.com/file/d/1em0HAQaZowExxxh3Z70LWbdUcqzYV6o6/view?usp=sharing				
Learning outcome					
	The students are able to perform role plays of accepting reservation and also able to handle complain for bumped reservation.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
35 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students with the help of role play how to accept	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips and related to accepting reservation and complain	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Role plays performed by the students as per the cases given by the instructor.	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		in the reservation form. Like- Details of Credit card, No. of Person, Check out date etc.		Proper role play must be done for accepting the reservations.	
Analysis of the results		If the practical is done properly the students will develop the skill of situation handling and complain handling. With the help of the roleplays they will be able to think ctitically and will also develop their communication skills.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	7	TEACHER:	Upasana
TOPIC:	Reservation handling by computers with	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Computer system with PMS installed in it.				
	Video Clips : https://www.youtube.com/watch?v=9Jz689rY7uo				
Learning outcome					
	Students are able to handle reservation through PMS.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about handling reservation in through the training	Follow instructions	
60 mins	11.30 - 12.30 PM	Practice	Students will be handling reservation through PMS with the help of the	Follow instructions	
45 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Follow instructions and participation.	
15 min	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Participation	
Possible sources of error and precautions requires to be taken	Possible Error			Rectification	
	Students may enter wrong inputs in the PMS while handling the reservation form.			More and More practice is required to handle the PMS under the proper guidance of the faculty.	
Analysis of the results	If the practical is done properly the students will get familer with the PMS and will learn skills of handling different types of reservation through that.				

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	8	TEACHER:	Upasana
TOPIC:	Preparing and filling up registration card	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Sample registration form, Projector, Screen, Notebook, pen.				
	Video Clips				
Learning outcome					
	Students will be able to prepare and fill a registration form.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
	5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.
	10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards
	15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes
	30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students and physically show them the sample registration	Follow instructions
	60 mins	10.21 - 11.20 AM	Demonstrate and guide	With the help of projector discuss the registration form in detail, parallely if	Follow instructions
	60 mins	11.30 - 12.30 PM	Role plays	The students will be asked to draw registration form by themselves and fill it	Follow instructions and participation.
	15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation
	15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		While preparing the reservation form for the organisation, Students may not include some necessary column in the reservation form.		Forms must be cross checked by the faculty and amendments must be done if necessary.	
Analysis of the results		If the practical is done properly the students will have knowledge about the documentation related to registration like preparing and filling of registration form.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	9	TEACHER:	Upasana
TOPIC:	Role play for different check ins as -	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Well equipped front office lab, Registration form, others documents required for registration, PPT				
	Video Clips https://www.youtube.com/watch?v=6TQyltUVuyM				
Learning outcome					
	The students are able to perform various role plays of checkins as Walk in, FIT, FFFIT, Corporate, VIP, CIP and Groups				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about the checkin process of different types of	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips and discussion about the checkin process of different	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Role plays performed by students about checkin of different types of guests.	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		Students may allot wrong room number, wrong Plan, prefences etc. while check-in procedure.		Must be cross checked, verified before allotment.	
Analysis of the results		If the practical is done properly the students will have knowledge about the different types of guests and their checkin procedures.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	10	TEACHER:	Upasana
TOPIC:	How to do Upsell and how to give	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Well equipped front office lab. Projector, Screen.				
	Video Clips				
Learning outcome					
	Students are able to do upsell and give discounts.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about the different types of situation on upsell	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips and discussion of case studies about different types of	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Role plays performed by the student on the different cases of upsell and	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		Upselling techniques may convert into guest complain if the guest will feel that he/she will have to pay extra.		Upselling must be done very smartly in which guest must feel value for the money.	
Analysis of the results		If the practical is done properly the students will be able to do upsell and give discounts. They will also improve the communication skills and overall personality.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	11	TEACHER:	Upasana
TOPIC:	Role play on guest complaint handling,	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
Well equipped front office lab. Projector, Screen.					
Video Clips https://drive.google.com/file/d/1AAm8U8413dyisWz7pa2K0GmKSeYgRbBA/view?usp=sharing_					
Learning outcome					
Students are able to think critically and handle situations and complains.					
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about the different types of situations and the	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips and discussion of case studies about different types of	Follow instructions	
60 mins	11.30 - 12.30 PM	Role plays	Role plays performed by the student on the different cases and situations	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		Techniques of handling guest complain may not work perfectly all the time.		Students should always have to listen to the customer, they should never interrupt in between , They should apologise to the guest.	
Analysis of the results		If the practical is done properly the students will develop the critical thinking and will be able to handle different types of situations. They will also improve the communication skills and overall personality.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	12	TEACHER:	Upasana
TOPIC:	Preparation of guest folio	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	System, Folder, Sample bills, pen, Screen, Projector.				
	Used PPT				
Learning outcome					
	Students are able to prepare guest folio and perform departure related operations				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
30 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about the departure procedure and preparation of	Follow instructions	
60 mins	10.21 - 11.20 AM	Demonstrate and guide	Showing video clips about the departure process and prepration of folios	Follow instructions	
60 mins	11.30 - 12.30 PM	Perform	The students will be preparing types of folios with the help of instructor.	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Participation	
15 mins	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Follow lab SOP	
		Possible Error	Rectification		
Possible sources of error and precautions requires to be taken		Wrong charges may be posted to the guest folio which can lead to loss for the business/guest complain.	While doing any entries to the guest folio , students must ensure that all the charges have been posted correctly. Students must be alert while posting anything to the folio.		
Analysis of the results		If the practical is done properly the students will have knowledge about the different types of folios and postings.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	13	TEACHER:	Upasana
TOPIC:	Calculating of occupancy percentages	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Projector, Screen, PPT				
Learning outcome					
	Students are able to perform calculation related to occupancy percentages.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
90 mins	9.51 - 11.20 AM	Demonstrate and guide	Brief the students about the occupancy and its importance and the	Follow instructions	
70 mins	11.20 - 12.30 PM	Instruct	The students will be given some data and they have to calculate the	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the class by asking questions to the students.	Participation	
15 mins	12.45 - 1 PM	Closing duties	The stationary and equipments used during the practical should be santized	Follow lab SOP	
Possible sources of error and precautions requires to be taken		Possible Error		Rectification	
		Students may forget to update the data of early check-in or Early departure or Status of the room which will show the wrong occupancy %.		All the data must be updated without any delay and Always have to follow the formula for calculating occupancy%.	
Analysis of the results		If the practical is done properly the students will have knowledge about role of occupancy and its impotance for the hotel and they will develop the managerial thinking ability.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	14	TEACHER:	Upasana
TOPIC:	Forms and formats	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Different types of forms and formats, Projector, Screen, Notebook, pen.				
	Video Clips https://www.youtube.com/watch?v=2y81RUI2Tj4				
Learning outcome.					
	Students are familer with the different types forms and formats used in front office, their uses and purpose.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.	
10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards	
15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes	
45 mins	9.51 - 10.35 AM	Demonstrate and guide	Demonstrate the students and physically show them the different types of	Follow instructions	
45 mins	10.35 - 11.20 AM	Demonstrate and guide	With the help of projector discsuss each from and format in detail, its uses,	Follow instructions	
70 mins	11.20 - 12.30 PM	Instruct	The students will be asked to draw some sample forms and fill it, and write	Follow instructions and participation.	
15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed with the help of quiz and activities.	Participation	
15 mins	12.45 - 1 PM	Closing duties	The stationary and equipments used during the practical should be santized	Follow lab SOP	
		Possible Error		Rectification	
Possible sources of error and precautions requires to be taken		Students may get confuse between different types of fotmats and forms.		Every forms & Formats should be discussed in detail and students should given time to understand it.	
Analysis of the results		If the practical is done properly the students will have knowledge about the paper work of the front office department and its need and importance.			

Lab Manual

SUBJECT:	Accommodation Operation	Manual No.	15	TEACHER:	Upasana
TOPIC:	Computer lab session on PMS system.	SEMESTER:	1	Time:	3 hours 45 minutes
Things required					
	Computer system with PMS installed in it.				
	Video Clips https://www.youtube.com/watch?v=9Jz689rY7uo				
Learning outcome					
	Students are able to handle different front office operations through PMS.				
Methodology					
	TIME	Faculty Role	Tasks	Student Role	
	5 mins	9.20 - 9.25 AM	Entry check	Before entering the lab check the body temperature of each and every	Follow the instruction.
	10 mins	9.26 - 9.36 AM	Grooming check	Check the grooming of the students such as uniform, haircut, shave, nails,	Present grooming standards
	15 mins	9.36 - 9.50 AM	Briefing	Notes, Links & Refernces should be mailed before, for students to read &	Attend briefing, Take notes
	90 mins	9.51 - 10.20 AM	Demonstrate and guide	Demonstrate the students about handling front operations like checkin,	Follow instructions
	70	10.20 - 12.30 PM	Practice	Students will be handling front operations like checkin, checkout etcthrough	Follow instructions
	15 mins	12.31 - 12.45 PM	Check learning outcome	Revision of the tasks performed and asking questions to the students related	Follow instructions and participation.
	15 min	12.45 - 1 PM	Closing duties	The equipments used during the practical should be santized and kept at the	Participation
Possible sources of error and precautions requires		Possible Error		Rectification	
		While operting the PMS, Wrong entries my be done.		Students must practice more and more on PMS which will enhnce	
Analysis of the results		If the practical is done properly the students will get familer with the PMS and will learn skills of handling front office operation through that.			