

# FACULTY OF ECONOMICS & BUSINESS

## SYLLABUS

### FOR

## DIPLOMA IN FRONT OFFICE OPERATIONS (SEMESTER: I – II)

Session: 2014-15



---

**GURU NANAK DEV UNIVERSITY**  
**AMRITSAR**

---

**Note: (i) Copy rights are reserved.  
Nobody is allowed to print it in any form.  
Defaulters will be prosecuted.**

**(ii) Subject to change in the syllabi at any time.  
Please visit the University website time to time.**

## Course Scheme

### Semester – I

<b>S. No.</b>	<b>Subject Code</b>	<b>Subject</b>	<b>Marks</b>	<b>Number of Periods in a Week</b>
<b>1</b>	<b>Paper-I</b>	<b>Business Communication-I</b>	<b>50</b>	<b>6</b>
<b>2</b>	<b>Paper-II</b>	<b>Front Office Operations-I</b>	<b>50</b>	<b>6</b>
<b>3</b>	<b>Paper-III</b>	<b>Principals of Accounts</b>	<b>50</b>	<b>6</b>
<b>4</b>	<b>Paper-IV</b>	<b>Applications of Computer-I</b>	<b>50</b>	<b>6</b>
<b>5</b>	<b>Paper-V</b>	<b>Front Office Organisation</b>	<b>50</b>	<b>6</b>
<b>6</b>	<b>Paper-VI</b>	<b>Seminar</b>	<b>50</b>	<b>3</b>
		<b>Total</b>	<b>300</b>	<b>33</b>

## Course Scheme

### Semester – II

S. No.	Subject Code	Subject	Marks	Number of Periods in a Week
1	Paper-I	Business Communication-II	50	6
2	Paper-II	Front Office Operations-II	50	6
3	Paper-III	Hotel Accounts	50	6
4	Paper-IV	Applications of Computer-II	50	6
5	Paper-V	Front Office Organisation and Supervision	50	6
6	Paper-VI	Seminar	50	3
		<b>Total</b>	<b>300</b>	<b>33</b>

**Paper-I****BUSINESS COMMUNICATION -I****Time Allowed: 3 Hours****Maximum Marks: 50**

**Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:**

**Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Introduction:** Definition, objectives, the importance of good communication. Barriers of Communication

**Communication Channel:** Choosing the means of Communication; Ethical considerations for Business Communication.

**Principles of Business Communication:** Choosing words, Developing sentences, Forming paragraphs, Using unbiased language.

**Part II**

**Letter writing:** Writing various kinds of business letters (e.g., letters of enquiry and answers to queries, letters of reference, sales letters, letters of complaint and answers to complaints, collection letters and replies, letters relating to legal transactions, follow-up letters, D.O. letter within and outside the office, letters relating to placing of orders and compliance with orders; Writing letters, Memos, E-mails, Faxes, Web-writing.

Types and characteristics of business reports: Writing a formal report, Mechanics of a formal report.

**Recommended Readings:**

1. Krizan, A. C. et al., Business Communication, 7<sup>th</sup> Edition, Thomson South-Western, 2008.
2. Young, Dona J, Foundations of Business Communication: An Integrated Approach, 1<sup>st</sup> Edition, Tata McGraw-Hill, 2006.
3. Locker, K. O, & Kaczmarek S. K., Business Communication: Building Critical Skills, 3<sup>rd</sup> Edition, Tata McGraw-Hill, 2006.
4. Bovee, C.L. et. al. Business Communication Today, 7<sup>th</sup> Edition, Pearson Education, 2002
5. Taylor Shirley Communication for Business, 6<sup>th</sup> Edition, Pearson Education, 2006.
6. James S. O'Rourke IV Management Communication: A Case Analysis Approach, 2<sup>nd</sup> Edition, Pearson Education, 2006.
7. Lesikar, R. V., & Pettit Jr, J. D. Business Communication: Theory and Application, Tata McGraw-Hill, 2002.

**Paper-II****FRONT OFFICE OPERATIONS-I****Time Allowed: 3 Hours****Maximum Marks: 50**

**Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:**

**Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Introduction to the hotel world and tourism industry:** Classification of hotel and numbering of rooms. Front Office organisation, layout, planning, furniture and equipment, staffing pattern—according to sizes and types, rules of the house for Front Office staff, duties and attributes of different level of staff, basic terminology used in the front office of a hotel, coordination and communication between the Front Office and the other departments.

**Reservation :** Basic definition, modes of room reservation and source of hotel bookings, system of room reservation, conventional density, different records, diaries, forms, etc. used for recording room reservation, filling system for reservations—whitney, introduction to computerised reservation system.

**Part-II**

**Reception:** Receiving, registration and rooming of the guest on arrival. Rooming of VIP and VVIP guests and group arrivals, contractual terms between hotel and guests, record registers, forms, etc. required in the reception office, functions and operation of the room rack and other equipment at the reception counter, dealing with walk-in guests with scanty baggage, procedure of crew arrival and lay over passengers, change of guest rooms, handling of guest, staff and hotel mail, maintenance of books, key handling and control, use and function of the key rack, handling of messages and enquiries for the guest, calculating room occupancy reports, house keeping occupancy reports.

Information about the hotel and city postal regulation, important modes of travel and allied information, (wild life in India, shopping, monuments, festivals of India), function of the IWDC, name and addresses of important travel agents and airlines offices, reading of train and air time schedules, currencies, names and equivalent values, passports, types of visas, preparation of itinerary.

**Paper-III****PRINCIPALS OF ACCOUNTS****Time Allowed: 3 Hours****Maximum Marks: 50****Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:****Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Introduction:** Terms used for accounting, definition of book-keeping and objects. Principles of double entry system of accountancy and its advantages.

**Book of Original Entry:** Journal, rules and practice on journalizing transactions.

**Cash Book:** Simple, 2 columns and 3 columns, handling cheques, endorsement, crossing of cheques and dishonoring. Bank reconciliation statement.

**Subsidiary Books:** Records of credit purchases, credit sales purchases returned, sales returns, debit note, credit note, journal paper.

**Part-II**

**Ledger:** Its posting, balancing and closing of accounts practice on posting entries

**Preparation of Final Accounts :** Trial balance, trading and profit and loss account, balance sheets, adjustment of closing stocks.

**Depreciation:** Meaning, causes, fixed installments and diminishing balance method.

Capital and revenue, calculations relating to percentage exchange, conversions, discounts, allowances.

**Paper-IV****APPLICATIONS OF COMPUTER-I****Time Allowed: 3 Hours****Maximum Marks: 50**

**Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:**

**Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

Computer Fundamentals: History

Information Concepts and Processing Clients of Computer Processing System Hardware, Features and Uses Input/Output Devices Software Concepts.

DOS Commands: Classification of DOS Commands, DOS conventions for file names Executing Simple DOS Commands, Creating Directories.

**Part-II**

Introduction to Windows and use of MS–Office, with special concentration on MS–Word & MS–Excel.

**MS–Access:** Introduction, Understanding Databases. Creating the Tables. Entering Records in Table, Deleting Table, Modifying Table Fields, Linking Tables, Queries. Forms, Formatting Forms, Relating a Form to Tables,

Use of Computers for Accounting Records and Controls.

**Recommended Readings:**

1. Pradeep K. Sinha and Priti Sinha, Foundations of Computing, BPB Publications, 2008.
2. Rachpal Singh and Gurinder Singh, PC Software, Kalyani Publishers, 10<sup>th</sup> Edition, 2008.
3. R. K. Taxali, PC Software for Windows Made Simple, McGraw Hill Publishers Co. Ltd., 2002.



**Paper –V****FRONT OFFICE ORGANISATION****Time Allowed: 3 Hours****Maximum Marks: 50**

**Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:**

**Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Modern Office:** Changing office scene, Office Work, Functions of an Office, Factors contributing towards the growth of office work, Relations with other Department, Importance of Office, Challenges before office.

**Office Management:** Functions of Office Management, Office Manager, his Qualification, functions, Drawbacks and Status

**Office Organization:** Introduction, Principle of Organization, Form of Organization, Office System and Routine, Procedure-Method-Importance of system, Principles of system, Advantages of system.

**Part-II**

**Office Accommodation and Layout:** Introduction- the site or location urban areas-merits & demerits, rural areas-merits & demerits, own premises-size & shape, Layout of Office-Merit of good layout, Open and Private Office- Advantages and Disadvantages, New Trends in office layout.

**Office Environment:** Office Lighting-ventilation, Interior Decoration and Furnishing, Freedom from Noise and Dust, Safety-Sanitary Arrangement, Security-Secrecy.

**Recommended Readings:**

1. Kelling, B, Lewies and Kallans, Norman F, Administrative Office Management, South Western Publishers, 10<sup>th</sup> Edition, 1991.
2. Chhabra, T.N., Principles and Practice of Management, Dhanpat Rai & Co., Delhi, 8th Ed., 2004.
3. Singh, B.P. and T.N. Chhabra, Business Organisation and Management, Dhanpat Rai & Co., Delhi, 4th Ed., 2003.
4. Chopra, R. K., Office Management, Mc Graw Hill, 3<sup>rd</sup> Edition , 1997.
5. Jain J.N. and Singh P.P., Modern Office Management , Deep and Deep Publications , 2007.
6. R.K. Sharma and Shashi K. Gupta, Office Management, Kalyani Publishers, 2003.

**Paper-VI****SEMINAR****Time Allowed: 3 Hours****Maximum Marks: 50**

**Paper-I****BUSINESS COMMUNICATION-II****Time Allowed: 3 Hours****Maximum Marks: 50****Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:****Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part -I**

**Essentials of Oral Communication:** Informal speech, Telephonic conversations and Voice mails.

Preparing and Delivering Presentations.

Overcoming Stage Fright, Anxiety and Stress, Meetings, Round-Table Discussions, Group Discussions, Seminars.

**Part-II**

Office Memos, Circulars, Notices, U.O. Note, Applications, Bio-data (C.V.) Covering Letter, Invitations, Greetings, Regrets.

Telegrams, Phonograms, Trunk Calls, STD, ISD, Registered, Insured and UPC letters.

Use of Modern Office Equipment and Gadgets.

**Application of the subject** through exercises such as - Preparing for Interviews, Preparing for Conferences and Seminars, Discussing Styles of Resume, Resume Writing and Online submission of Resume

**Recommended Readings:**

1. Krizan, A. C. et al., Business Communication, 7<sup>th</sup> Edition, Thomson South-Western, 2008.
2. Young, Dona J, Foundations of Business Communication: An Integrated Approach, 1<sup>st</sup> Edition, Tata McGraw-Hill, 2006.
3. Locker, K. O, & Kaczmarek S. K. Business Communication: Building Critical Skills, 3<sup>rd</sup> Edition, Tata McGraw-Hill, 2006.
4. Bovee, C.L. et. al., Business Communication Today, 7<sup>th</sup> Edition, Pearson Education, 2002.
5. Taylor Shirley Communication for Business, 6<sup>th</sup> Edition, Pearson Education, 2006.
6. James S. O'Rourke IV Management Communication: A Case Analysis Approach, 2<sup>nd</sup> Edition, Pearson Education, 2006.
7. Lesikar, R. V., & Pettit Jr, J. D. Business Communication: Theory and Application, Tata McGraw-Hill, 2002.

**Paper-II****FRONT OFFICE OPERATIONS –II****Time Allowed: 3 Hours****Maximum Marks: 50**

**Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:**

**Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Cash billings:** Various systems of maintaining guest accounts, reports and cashier desk, departure procedure, credit and discounts in hotels, handling of credit cards, travellers cheques, travel agents coupons and airline vouchers, foreign exchange regulations in the hotels regarding payment of hotel bills by foreigners and NRIs, handling of guest valuables.

**Communications :** Knowledge of PBX, EPABX, handling the telephone, important telephone numbers, reading of directories, phonograms, method of operation of e-mail, fax, facsimile, mobile phones, public address system and accessing web sites.

**Part-II**

**The Lobby Manager's Desk:** Functions of the Lobby Manager, forms and registers required, handling of any unusual event like theft, fire, accident, death, skippers, scanty luggage guests, etc. Handling of master keys, duplicate and original keys while receiving and rooming of VIP guests, handling guest complaints and problems.

**Paging procedures,** Conventional and Use of Technology, Handling Guest Baggage During Check-in and Check-out Time, Use of the Bell Desk with the Reception, Miscellaneous.

**Caring for Guests:** their needs, arranging tickets, organising sight seeing and transport, arranging safe custody of valuables and handling of emergencies, seeing off guests.

**Paper-III****HOTEL ACCOUNTS****Time Allowed: 3 Hours****Maximum Marks: 50****Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:****Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

Introduction: Need for uniform Hotel Accountancy system.

Revenue and Non–Revenue Producing Department of the Hotel.

Sales Record and Control of Minor Revenue Producing Departments.

**Part-II**

Fixing of room rates and basis of charging room rents and uniform system of accounting.

Visitor tabular ledger and guest weekly bill. Types of ledgers used in hotels. NCR billing machines and its uses and introduction to computerized accounting system.

Operating and accounting ratios.

Night auditor's duties and responsibility and generation of night audit reports.

**Paper-IV****APPLICATIONS OF COMPUTER-II****Time Allowed: 3 Hours****Maximum Marks: 50**

**Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:**

**Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Internet/E-Mail:** Prerequisites for Internet, Role of modem, services- emailing, chatting, surfing, blogs; search engines, browsers, dial-up, domains; broad band, concepts of web upload, download; computer threats.

**E-Commerce:** Definition, Advantages, Application of E-commerce

**Part-II**

**Application of Computers with special reference to Front Office Operations and Billing.** Performing front office operation with the help of Computers, Features of packages used at front office.

**Back Office Management;** use of property management system to manage all back office operations.

**Recommended Readings:**

1. Pradeep K. Sinha and Priti Sinha, Foundations of Computing, BPB Publications, 2008.
2. Rachpal Singh and Gurinder Singh, PC Software, Kalyani Publishers, 10<sup>th</sup> Edition, 2008.
3. R. K. Taxali, PC Software for Windows Made Simple, McGraw Hill Publishers Co.Ltd., 2002.

**Paper-V****FRONT OFFICE ORGANISATION AND SUPERVISION****Time Allowed: 3 Hours****Maximum Marks: 50****Note: The question paper covering the entire syllabus shall be divided into three Sections as follows:****Section A**

It will consist of 8 very short answer type questions covering the whole syllabus with answer to each question up to five lines in length. The candidates are required to attempt any 5 questions. Each question will carry 2 marks. The total weightage of this section shall be 10 marks.

**Section B**

It will consist of four questions (Q. No. 2, 3, 4, 5) from Part- I of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Section C**

It will consist of four questions (Q. No. 6, 7, 8 and 9) from Part- II of the syllabus. The candidates are required to attempt any two with answer to each question up to 5 pages in length. Each question will carry 10 marks. The total weightage of the section shall be 20 marks.

**Part-I**

**Office Furniture:** Introduction, Meaning of Furniture, Factor in selecting Furniture, Principles of use of furniture, Wooden versus Metallic Furniture.

**Types of Furniture:** Office Desks, Office Tables, Office Chairs, Cabinets, Safes other Accessories, Organized Desk, New Developments, Modular or System Furniture.

**Personnel Management:** Introduction Definitions-Objectives of Personnel Management, Establishing the Personnel Department, Role of Personnel Manager.

Personnel Functions Chart-The Employment Functions-Job Evaluation and Merit Rating

**Part-II**

**Training of Staff:** Methods of Training-Placement, Promotion and Transfers, Salary Administration-Incentives-Employee Turnover-Morale.

**Office Supervision:** Introduction, Features of Supervision-Office Supervision, Analysis of an Office Supervisor-his functions, Responsibilities-Training

Office Services

Office Cost Reduction and Savings



**Recommended Readings:**

1. Kelling, B, Lewies and Kallans, Norman F, Administrative Office Management, South Western Publishers, 10<sup>th</sup> Edition, 1991.
2. Chhabra, T.N., Principles and Practice of Management, Dhanpat Rai & Co., Delhi, 8th Ed., 2004.
3. Singh, B.P. and T.N. Chhabra, Business Organisation and Management, Dhanpat Rai & Co., Delhi, 4th Ed., 2003.
4. Chopra, R. K., Office Management, Mc Graw Hill, 3<sup>rd</sup> Edition , 1997.
5. Jain J.N. and Singh P.P., Modern Office Management , Deep and Deep Publications , 2007.
6. R.K. Sharma and Shashi K. Gupta, Office Management, Kalyani Publishers, 2003.

**Paper-VI****SEMINAR****Time Allowed: 3 Hours****Maximum Marks: 50**