

# CBSE | DEPARTMENT OF SKILL EDUCATION

## CURRICULUM FOR SESSION 2021-2022

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### **FRONT OFFICE OPERATIONS (CODE NO. - 410)**

**JOB ROLE: FRONT OFFICE EXECUTIVE**

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**CLASS – IX**

#### **INTRODUCTION:**

The Hospitality industry is a broad category of fields within the service industry that includes lodging, event planning, theme parks, transportation, cruise line and additional fields within the tourism industry. The hospitality industry is a several billion dollar industry that mostly depends on the availability of leisure time and disposable income. A hospitality unit such as a restaurant, hotel, or even an amusement park consists of multiple groups such as facility maintenance, direct operations (servers, housekeepers, porters, kitchen workers, bartenders, management, marketing, and human resources etc.).

This course is an overview of the management practices utilized to direct, operate and control front office. This course will teach practical knowledge of appropriate service behaviors for a variety of guest types, understand the concept and techniques of good service and demonstrate the skills acquired and capacity and demonstrate various service techniques.

#### **COURSE OBJECTIVES:**

1. To develop interest and attitudes in hospitality industry.
2. To develop sufficient trained manpower for Hotels, Motels, Restaurants, Railway Catering Services, Flight Catering Services etc.
3. To assist in the tourism development programmes.
4. To develop necessary employability skills in the students.
5. To develop entrepreneurship.

#### **CURRICULUM:**

This course is a planned sequence of instructions consisting of Units meant for developing employability and Skills competencies of students of Class IX and X opting for Skills subject along with other subjects.

**FRONT OFFICE OPERATIONS (410)**  
**CLASS – IX (SESSION 2021-2022)**  
**Total Marks: 100 (Theory-50 + Practical-50)**

	Term	Units	No. of Periods for Theory and Practical 260		Max. Marks for Theory and Practical 100
<b>Part A</b>	<b>Employability Skills</b>				
	<b>Term I</b>	Unit 1: Communication Skills-I	10	<b>05</b>	
		Unit 2: Self-management Skills-I	10		
		Unit 3: Information and Communication Technology Skills-I	10		
	<b>Term II</b>	Unit 4: Entrepreneurial Skills-I	15	<b>05</b>	
		Unit 5: Green Skills-I	05		
	<b>Total</b>	<b>50</b>	<b>10</b>		
<b>Part B</b>	<b>Subject Specific Skill</b>		<b>Theory</b>	<b>Practical</b>	
	<b>Term I</b>	Unit1: Introduction to Tourism	12	-	06
		Unit 2: Major Tourist Destinations of India	20	10	06
		Unit 3: Impacts of Tourism	20	10	08
	<b>Term II</b>	Unit 4: Hotels	24	15	10
		Unit 5: Classification of Hotels	24	15	10
		<b>Total</b>	<b>100</b>	<b>50</b>	<b>40</b>
<b>Part C</b>	<b>Practical Work</b>				
		Practical Examination	--	15	
		Written Test	--	10	
		Viva Voce	--	10	
		<b>Total</b>	--	<b>35</b>	
<b>Part D</b>	<b>Project Work/Field Visit</b>				
		Practical File/Student Portfolio	--	10	
		Viva Voce		05	
		<b>Total</b>	--	<b>15</b>	
		<b>Grand Total</b>		<b>100</b>	

## DETAILED CURRICULUM/ TOPICS:

### Part-A: EMPLOYABILITY SKILLS

S. No.	Units	Duration in Hours
1.	Unit 1: Communication Skills-I	10
2.	Unit 2: Self-management Skills-I	10
3.	Unit 3: Basic Information and Communication Technology Skills-I	10
4.	Unit 4: Entrepreneurial Skills-I	15
5.	Unit 5: Green Skills-I	05
	<b>TOTAL</b>	<b>50</b>

**NOTE:** For Detailed Curriculum/ Topics to be covered under Part A: Employability Skills can be downloaded from CBSE website.

### Part-B – SUBJECT SPECIFIC SKILLS

S. No.	Units	Sub-Topics	Practical
1	<b>Introduction to Tourism</b>	<ul style="list-style-type: none"><li>• Definition</li><li>• Importance</li><li>• Classification</li><li>• Components of Tourism Industry</li></ul>	<ul style="list-style-type: none"><li>• Modes of transport used in tourism</li><li>• Reasons of travelling</li></ul>
2	<b>Major Tourist Destinations of India</b>	<ul style="list-style-type: none"><li>• Beaches</li><li>• Hill stations</li><li>• Wild life</li><li>• Forts and Palaces</li><li>• Temples and other religious places</li></ul>	<ul style="list-style-type: none"><li>• Any 10 tourist places of India</li><li>• Visits as per the location</li></ul>
3	<b>Impacts of Tourism</b>	<ul style="list-style-type: none"><li>• Environmental</li><li>• Economical</li><li>• Social</li><li>• Cultural</li></ul>	<ul style="list-style-type: none"><li>• Advantages &amp; Disadvantages of Tourism</li><li>• Festivals of India</li><li>• Folk dances of India</li></ul>
4	<b>Hotels</b>	<ul style="list-style-type: none"><li>• Introduction to Hospitality industry</li><li>• History and evolution of hotel industry</li><li>• Major hotel chains of India</li><li>• Major International hotel chains</li></ul>	<ul style="list-style-type: none"><li>• Collect logos of any 10 hotels in India</li><li>• Develop a list of the founders of Indian &amp; International hotels</li></ul>
5	<b>Classification of Hotels</b>	<ul style="list-style-type: none"><li>• Size</li><li>• Location and clientele</li><li>• Supplementary accommodation</li></ul>	<ul style="list-style-type: none"><li>• Prepare a list of any 5 hotels of your state &amp; mention the number of rooms available in them</li><li>• Collect brochures of various hotels</li><li>• Collect leaflets of state tourism organizations &amp; tourist destinations of your state</li></ul>