



# Basis of Front Office

## STUDENTS HANDBOOK

Class XI



**CENTRAL BOARD OF SECONDARY EDUCATION**  
Shiksha Kendra, 2, Community Centre, Preet Vihar, Delhi - 110092, INDIA

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# भारत का संविधान

## उद्देशिका

हम, भारत के लोग, भारत को एक सम्पूर्ण 'प्रभुत्व-संपन्न समाजवादी पंथनिरपेक्ष लोकतंत्रात्मक गणराज्य बनाने के लिए, तथा उसके समस्त नागरिकों को:

सामाजिक, आर्थिक और राजनैतिक न्याय,  
विचार, अभिव्यक्ति, विश्वास, धर्म  
और उपासना की स्वतंत्रता,  
प्रतिष्ठा और अवसर की समता  
प्राप्त कराने के लिए  
तथा उन सब में व्यक्ति की गरिमा

<sup>2</sup>और राष्ट्र की एकता और अखंडता  
सुनिश्चित करने वाली बंधुता बढ़ाने के लिए

दृढ़संकल्प होकर अपनी इस संविधान सभा में आज तारीख 26 नवम्बर, 1949 ई० को एतद्वारा इस संविधान को अंगीकृत, अधिनियमित और आत्मार्पित करते हैं।

1. संविधान ( बयालीसवां संशोधन ) अधिनियम, 1976 की धारा 2 द्वारा ( 3.1.1977 ) से "प्रभुत्व-संपन्न लोकतंत्रात्मक गणराज्य" के स्थान पर प्रतिस्थापित।
2. संविधान ( बयालीसवां संशोधन ) अधिनियम, 1976 की धारा 2 द्वारा ( 3.1.1977 ) से "राष्ट्र की एकता" के स्थान पर प्रतिस्थापित।

## भाग 4 क

### मूल कर्तव्य

51 क. मूल कर्तव्य - भारत के प्रत्येक नागरिक का यह कर्तव्य होगा कि वह -

- (क) संविधान का पालन करे और उसके आदर्शों, संस्थाओं, राष्ट्रध्वज और राष्ट्रगान का आदर करे;
- (ख) स्वतंत्रता के लिए हमारे राष्ट्रीय आंदोलन को प्रेरित करने वाले उच्च आदर्शों को हृदय में संजोए रखे और उनका पालन करे;
- (ग) भारत की प्रभुता, एकता और अखंडता की रक्षा करे और उसे अक्षुण्ण रखे;
- (घ) देश की रक्षा करे और आह्वान किए जाने पर राष्ट्र की सेवा करे;
- (ङ) भारत के सभी लोगों में समरसता और समान भ्रातृत्व की भावना का निर्माण करे जो धर्म, भाषा और प्रदेश या वर्ग पर आधारित सभी भेदभाव से परे हों, ऐसी प्रथाओं का त्याग करे जो स्त्रियों के सम्मान के विरुद्ध हैं;
- (च) हमारी सामासिक संस्कृति की गौरवशाली परंपरा का महत्त्व समझे और उसका परिरक्षण करे;
- (छ) प्राकृतिक पर्यावरण की जिसके अंतर्गत वन, झील, नदी, और वन्य जीव हैं, रक्षा करे और उसका संवर्धन करे तथा प्राणिमात्र के प्रति दयाभाव रखे;
- (ज) वैज्ञानिक दृष्टिकोण, मानववाद और ज्ञानार्जन तथा सुधार की भावना का विकास करे;
- (झ) सार्वजनिक संपत्ति को सुरक्षित रखे और हिंसा से दूर रहे;
- (ञ) व्यक्तिगत और सामूहिक गतिविधियों के सभी क्षेत्रों में उत्कर्ष की ओर बढ़ने का सतत प्रयास करे जिससे राष्ट्र निरंतर बढ़ते हुए प्रयत्न और उपलब्धि की नई उंचाइयों को छू ले;
- <sup>1</sup>(ट) यदि माता-पिता या संरक्षक हैं, छह वर्ष से चौदह वर्ष तक की आयु वाले अपने, यथास्थिति, बालक या प्रतिपाल्य के लिये शिक्षा के अवसर प्रदान करे।

1. संविधान ( छयासीवां संशोधन ) अधिनियम, 2002 द्वारा प्रतिस्थापित।

# THE CONSTITUTION OF INDIA

## PREAMBLE

**WE, THE PEOPLE OF INDIA**, having solemnly resolved to constitute India into a <sup>1</sup>**SOVEREIGN SOCIALIST SECULAR DEMOCRATIC REPUBLIC** and to secure to all its citizens :

**JUSTICE**, social, economic and political;

**LIBERTY** of thought, expression, belief, faith and worship;

**EQUALITY** of status and of opportunity; and to promote among them all

**FRATERNITY** assuring the dignity of the individual and the<sup>2</sup> unity and integrity of the Nation;

**IN OUR CONSTITUENT ASSEMBLY** this twenty-sixth day of November, 1949, do **HEREBY ADOPT, ENACT AND GIVE TO OURSELVES THIS CONSTITUTION.**

1. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "Sovereign Democratic Republic" (w.e.f. 3.1.1977)
2. Subs, by the Constitution (Forty-Second Amendment) Act. 1976, sec. 2, for "unity of the Nation" (w.e.f. 3.1.1977)

# THE CONSTITUTION OF INDIA

## Chapter IV A

### FUNDAMENTAL DUTIES

#### ARTICLE 51A

**Fundamental Duties** - It shall be the duty of every citizen of India-

- (a) to abide by the Constitution and respect its ideals and institutions, the National Flag and the National Anthem;
- (b) to cherish and follow the noble ideals which inspired our national struggle for freedom;
- (c) to uphold and protect the sovereignty, unity and integrity of India;
- (d) to defend the country and render national service when called upon to do so;
- (e) to promote harmony and the spirit of common brotherhood amongst all the people of India transcending religious, linguistic and regional or sectional diversities; to renounce practices derogatory to the dignity of women;
- (f) to value and preserve the rich heritage of our composite culture;
- (g) to protect and improve the natural environment including forests, lakes, rivers, wild life and to have compassion for living creatures;
- (h) to develop the scientific temper, humanism and the spirit of inquiry and reform;
- (i) to safeguard public property and to abjure violence;
- (j) to strive towards excellence in all spheres of individual and collective activity so that the nation constantly rises to higher levels of endeavour and achievement;
- <sup>1</sup>(k) to provide opportunities for education to his/her child or, as the case may be, ward between age of 6 and 14 years.

1. Subs, by the Constitution (Eighty-Sixth Amendment) Act. 2002.

# *Preface*

In an increasingly globalized world and the changing paradigm of urbanized living the demand for Hospitality and Tourism has increased manifold the world over. In this ever expanding sector, it has become essential to provide competency based vocational Education. Taking cue from this need, a new course on Front Office Management is being launched that will help students to either join the industry after class XII or they can pursue higher Education in this field.

The attempt of CBSE to introduce Students Handbook on Basis of Front Office for class XI tries to equip the students with the knowledge about front office, hotel organization and it functioning, staff hierarchy and organization structure of a hotel, types of hotel room, meal plans and basis of charging, duties and responsibilities of front office personnel, safety and security, reservation and co-ordination of front office with the other departments.

It has been a deliberate effort to keep the language used in this students handbook as simple as possible. Necessary pictorial illustrations and formats have been included to help the students to understand the concepts without any difficulty.

Practicing professionals from the field of Hospitality and Tourism comprised the team of authors for this book. The Board thankfully acknowledges their contribution in completing the book in record time. I hope this book will serve as a useful resource in this subject.

The Board is grateful to the members of the Committee of Course for their advice, guidance and total commitment towards development of this course. We are indeed indebted to these academic advisors who have lent us the benefit of their rich and insightful experience. I would like to appreciate Vocational Education Cell, CBSE for coordinating and successfully completing this work.

Comments and suggestions are welcome for further improvement of the Book.

**Vineet Joshi, IAS**  
Chairman, CBSE



# Acknowledgements

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## **General Instructions to the Students**

1. It is expected that the student will be able to understand the basis of functioning of Front Office Department in Hotels.
2. The students should try to gain as much practical knowledge as possible by completing the practical assignments suggested at the end of the units.
3. The students should focus on the Front Office Staff Organization, Various Sections in Front Office, Duties and Responsibility of Front Office Staff explained in Unit 4. Also Students should understand the need and Importance of Coordination of Front Office Staff with other Departments.
4. Each student must go through the relevant points on the reservation system followed in Hotels and what to do while dealing with different situations involving the Guests and Hotel Security. All doubts and queries of the students should be clearly addressed and explained. Such questions and answers should be noted down in pocket note books which shall be the basis of writing more elaborate Reports. Collaborative group activities should be encouraged among students for proper understanding.
5. Proper caution regarding safety is mandatory during carrying out of practical projects. All safety requirements must be followed strictly.

## Learning Objectives

S.NO	Unit/Chapter Name	Theory+ Practical	Key Learning Objectives
1	Hotel organization	18 Hrs.	<ol style="list-style-type: none"> <li>1. Identify the Organization of a hotel</li> <li>2. List down the Departments and Staff hierarchy chart of a Hotel</li> <li>3. Identify Departmental organization on the basis of revenue</li> </ol>
2	Hotel Rooms	9 Hrs.	<ol style="list-style-type: none"> <li>1. Classify and differentiate the Types of Guest Rooms</li> </ol>
3	Meal plans & Basis of charging	9 Hrs.	<ol style="list-style-type: none"> <li>1. Understand the Meal Plans, Comparative meal plan chart &amp; Basis of charging</li> </ol>
4	Front Office	23 Hrs.	<ol style="list-style-type: none"> <li>1. Explain the Staff organisation, Functional organization &amp; Sections of Front Office department</li> <li>2. Prepare and Understand the Staff Hierarchy chart of a large and medium sized hotel</li> <li>3. List the Equipment used and Duties and responsibilities of front office personnel</li> </ol>
5	Lobby and its layout	12 Hrs.	<ol style="list-style-type: none"> <li>1. Understand the Lobby Layout</li> </ol>
6	Co-ordination of Front Office with other Departments	19 Hrs.	<ol style="list-style-type: none"> <li>1. List the Advantages of coordination among departments</li> <li>2. Explain about the Importance of Co-ordination of Front office with different departments in the hotel</li> </ol>
7	Safety and Security	10 Hrs.	<ol style="list-style-type: none"> <li>1. Identify the need of Developing the Security Program for Security for guests &amp; Hotels</li> <li>2. Explain the Emergency Procedures, importance of Communication during emergency and importance of Records keeping</li> </ol>
8	Reservation	30 Hrs.	<ol style="list-style-type: none"> <li>1. Importance, Modes, Types, Systems &amp; Process of reservation</li> <li>2. Group Reservation</li> <li>3. Understand the procedure of Cancellation, Revision &amp; Selective Overbooking</li> <li>4. List the different Reservation Reports prepared in Hotels</li> </ol>
9	Assignments	10 Hrs.	<ol style="list-style-type: none"> <li>1. Assignments related to The Topics from Unit 1 to 8</li> </ol>