FRONT OFFICE ASSISTANT

NSQF LEVEL - 3

TRADE THEORY

SECTOR: TOURISM & HOSPITALITY

(As per revised syllabus July 2022 - 1200Hrs)

Directorate General of Training

DIRECTORATE GENERAL OF TRAINING
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
GOVERNMENT OF INDIA

NATIONAL INSTRUCTIONAL MEDIA INSTITUTE, CHENNAI

Post Box No. 3142, CTI Campus, Guindy, Chennai - 600 032

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Duration : 1 Year

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FOREWORD

The Government of India has set an ambitious target of imparting skills to 30 crores people, one out of every four Indians, by 2020 to help them secure jobs as part of the National Skills Development Policy. Industrial Training Institutes (ITIs) play a vital role in this process especially in terms of providing skilled manpower. Keeping this in mind, and for providing the current industry relevant skill training to Trainees, ITI syllabus has been recently updated with the help of Mentor Councils comprising various stakeholder's viz. Industries, Entrepreneurs, Academicians and representatives from ITIs.

The National Instructional Media Institute (NIMI), Chennai has now come up with instructional material to suit the revised curriculum for **Front Office Assistant - Trade Theory- NSQF Level - 3 (Revised 2022) in Tourism & Hospitality Sector under Annual Pattern.** The NSQF Level - 3 (Revised 2022) Trade Practical will help the trainees to get an international equivalency standard where their skill proficiency and competency will be duly recognized across the globe and this will also increase the scope of recognition of prior learning. NSQF Level - 3 (Revised 2022) trainees will also get the opportunities to promote life long learning and skill development. I have no doubt that with NSQF Level - 3 (Revised 2022) the trainers and trainees of ITIs, and all stakeholders will derive maximum benefits from these IMPs and that NIMI's effort will go a long way in improving the quality of Vocational training in the country.

The Executive Director & Staff of NIMI and members of Media Development Committee deserve appreciation for their contribution in bringing out this publication.

Jai Hind

Addl.Secretary / Director General (Training)
Ministry of Skill Development & Entrepreneurship,
Government of India.

New Delhi - 110 001

PREFACE

The National Instructional Media Institute (NIMI) was established in 1986 at Chennai by then Directorate General of Employment and Training (D.G.E & T), Ministry of Labour and Employment, (now under Directorate General of Training, Ministry of Skill Development and Entrepreneurship) Government of India, with technical assistance from the Govt. of the Federal Republic of Germany. The prime objective of this institute is to develop and provide instructional materials for various trades as per the prescribed syllabus under the Craftsman and Apprenticeship Training Schemes.

The instructional materials are created keeping in mind, the main objective of Vocational Training under NCVT/NAC in India, which is to help an individual to master skills to do a job. The instructional materials are generated in the form of Instructional Media Packages (IMPs). An IMP consists of Theory book, Practical book, Test and Assignment book, Instructor Guide, Audio Visual Aid (Wall charts and Transparencies) and other support materials.

The trade practical book consists of series of exercises to be completed by the trainees in the workshop. These exercises are designed to ensure that all the skills in the prescribed syllabus are covered. The trade theory book provides related theoretical knowledge required to enable the trainee to do a job. The test and assignments will enable the instructor to give assignments for the evaluation of the performance of a trainee. The wall charts and transparencies are unique, as they not only help the instructor to effectively present a topic but also help him to assess the trainee's understanding. The instructor guide enables the instructor to plan his schedule of instruction, plan the raw material requirements, day to day lessons and demonstrations.

IMPs also deals with the complex skills required to be developed for effective team work. Necessary care has also been taken to include important skill areas of allied trades as prescribed in the syllabus.

The availability of a complete Instructional Media Package in an institute helps both the trainer and management to impart effective training.

The IMPs are the outcome of collective efforts of the staff members of NIMI and the members of the Media Development Committees specially drawn from Public and Private sector industries, various training institutes under the Directorate General of Training (DGT), Government and Private ITIs.

NIMI would like to take this opportunity to convey sincere thanks to the Directors of Employment & Training of various State Governments, Training Departments of Industries both in the Public and Private sectors, Officers of DGT and DGT field institutes, proof readers, individual media developers and coordinators, but for whose active support NIMI would not have been able to bring out this materials.

Chennai - 600 032   **EXECUTIVE DIRECTOR**

ACKNOWLEDGEMENT

INTRODUCTION

TRADE PRACTICAL

The trade practical manual is intended to be used in practical workshop. It consists of a series of practical exercises to be completed by the trainees during the course. These exercises are designed to ensure that all the skills in compliance with NSQF LEVEL - 3 (Revised 2022) syllabus are covered.

The manual is divided into Sixteen modules.

The skill training in the shop floor is planned through a series of practical exercises centered around some practical project. However, there are few instances where the individual exercise does not form a part of project.

While developing the practical manual, a sincere effort was made to prepare each exercise which will be easy to understand and carry out even by below average trainee. However the development team accept that there is a scope for further improvement. NIMI looks forward to the suggestions from the experienced training faculty for improving the manual.

Module 1	Hotel Industry and its importance
Module 2	Grooming & Hygiene
Module 3	Activities in Front Office
Module 4	Rooms and Tariffs
Module 5	Basics of Computer
Module 6	Microsoft -Office
Module 7	Networking & Internet Communication Concept
Module 8	Different Charts & Work Flow
Module 9	Guest Registration Process
Module 10	People Handling & Operations in Front Office
Module 11	Guest Relations & Concierge
Module 12	Selling Techniques / Mail Handling
Module 13	Arrival and Departure Procedure
Module 14	Situation Handling
Module 15	Night Auditor & Analysing
Module 16	Guest Cycle and Guest Paging

The trade theory has to be taught and learnt along with the corresponding exercise contained in the manual on trade practical. The indications about the corresponding practical exercises are given in every sheet of this manual.

It will be preferable to teach/learn trade theory connected to each exercise at least one class before performing the related skills in the shop floor. The trade theory is to be treated as an integrated part of each exercise.

The material is not for the purpose of self-learning and should be considered as supplementary to class room instruction.

TRADE THEORY

The manual of trade theory consists of theoretical information for the Course of the **Front Office Assistant** Trade Theory NSQF Level - 3 (Revised 2022) in **Tourism & Hospitality**. The contents are sequenced according to the practical exercise contained in NSQF LEVEL - 3 (Revised 2022) syllabus on Trade Theory attempt has been made to relate the theoretical aspects with the skill covered in each exercise to the extent possible. This correlation is maintained to help the trainees to develop the perceptional capabilities for performing the skills.

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CONTENTS

LEARNING / ASSESSABLE OUTCOME

On completion of this book you shall be able to

S.No	Learning Outcome	Lesson No
1	Develop personality and maintain team work as well as organizational hierarchy.	1.1.01 - 1.1.08
2	Perform the activities of front desk, bell desk, telephones and business communication.	1.2.09 - 1.3.13
3	Ensure the functioning of various records, tariff cards, room position and locking system.	1.4.14 - 1.4.17
4	Handle techniques of computer and acquire knowledge of Windows operating system.	1.5.18 - 1.5.22
5	Create and save a document file in word processing application.	1.6.23 - 1.6.28
6	Create an Excel worksheet compiling with data and charts presenting in a Power Point application.	1.6.29 - 1.6.36
7	Ensure the concept of internet services, collect information and communicate through e-mail.	1.7.37 - 1.7.42
8	Prepare up-todate records of occupancy.	1.8.43
9	Keep personalized records and ensure services for identified guests.	1.8.44
10	Compute guest registration process and maintain property management system.	1.9.45 - 1.9.47
11	Express services through interpersonal communication skill.	1.10.48
12	Provide bell boy as needed by a guest and monitor CCTV	1.11.49
13	Use up-selling &suggestive selling techniques to sell rooms and to promote other services of the hotel.	1.12.50 - 1.12.51
14	Follow the post departure activities.	1.13.52
15	Perform cashiering tasks like bill / invoice settlement.	1.13.53
16	Maintain positive attitude for dealing with various guest conflict.	1.14.54 - 1.14.56
17	Prepare & analyze data of occupancy with briefing and debriefing checklist.	1.15.57 - 1.15.59
18	Prepare Room Packages and Guest Feedbacks.	1.16.60 - 1.16.61

SYLLABUS

Duration	Reference Learning Outcome	Professional Skills (Trade Practical) with Indicative hours	Professional Knowledge (Trade Theory)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Develop personality and maintain team work as well as organizational hierarchy.	1 Visit to Hotel Industry. (5hrs) 2 Grooming hygiene, Body Language and power of smile. (5hrs) 3 Demonstrate First Aid, Fire Prevention and Fire Fighting. (5hrs) 4 Cross Cultural non-verbal communication. (5hrs) 5 Property Tour of any star Hotel. (5hrs) 6 Managing Coordination between departments in a Hotel-Role Play.(10hrs) 7 Develop personality & team work. (10hrs) 8 Analyze the conflict and manage the common ethical issues encountered. (5hrs)	a Introduction to Hotel Industry / Importance of Front Office. b Orientation programme on the course and related job opportunities by the industry expert / instructor. c Different types of Hotels. d Importance of grooming & Hygiene/Fire Fighting & First-Aid. a Coordination of departments & importance of team work. b Organizational hierarchy of FRONT OFFICE Department in any star hotel. c Personality Development and communication skills.(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Perform the activities of front desk, bell desk, telephones and business communication.	9 Telephone Handling and Telephone Etiquettes (5hrs) 10 Business communication - Oral and Written.(20hrs) 11 Welcoming and Receiving Guests.(5hrs) 12 Giving Information to Guest about tourist Places. (10hrs) 13 Duties and responsibilities of a Front Office Assistant with regards to registration.(10hrs)	a Duties and responsibilities of a Front Office service personnel. b Attributes of FRONT OFFICE services personals c Procedure of welcoming & receiving a guest.
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Ensure the functioning of various records, tariff cards, room position and locking system.	14 Type of rooms with specifications.(10hrs) 15 Room Rates and Tariff cards.(10hrs) 16 Reservation enquiry over telephone and mail.(20hrs) 17 Different types of keys and lock systems. (10hrs)	a Type of Rooms b Room plans and room rates, importance of tariff c Modes of reservation requests and handling reservations d Importance of Key Control at Front Office.(12 Hrs)

Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Handle techniques of computer and acquire knowledge of Windows operating system.	18 Computer Operational Skills.(10 hrs) 19 Demonstration and identification of different input /output devices - CPU, VDU, Keyboard, Interconnecting Cords, Hard disk, CD ROMs etc. Key Boarding Skills. Pen drive, other USB based devices. (10hrs) 20 Demonstration on Window O.S. Booting practice, Use of task bar, menu bar, start button, title bar, mouse options and window's help, using My Computer and Recycle bin etc.(20hrs) 21 Opening and closing different windows, creating and renaming files and folders.(10 hrs) 22 Hands on practice of basic files, Directory manipulation commands - Introduction to Linux O.S.(10 hrs)	a Different Types of Computers. b Introduction of Personal Computer /Microcomputer and Operating System (UNIX, WINDOWS, MS DOS, NETWARE) c Profiling an Operating System. d Booting Sequence: Operating System files and command Processor file. e Definition of a file; File names. Booting from CD and HDD. Warm and Cold reboot(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Create and save a document file in word processing application.	**Demonstration Practice on MS Office:** **(i) Word Processing (MS Word):** 23 Creating, Saving, quitting & Opening Document.(5hrs) 24 Moving Around Document.(5hrs) 25 Manipulating document page using tool bar, Editing Text - Insert, delete, move, copy, paste, Finding, replacing text, spell check, grammar check etc.(5hrs) 26 Inserting and modifying Tables.(5hrs) 27 Creating and printing merged documents using mail merge.(5hrs) 28 Practice of shortcut keys.(25hrs)	**(a) Microsoft - Word Processing Package** • Opening Documents and Creating Documents, • Saving Documents / Quitting Documents, • Cursor Control, text selection, • Printing Documents, Using the Interface (Menu, Toolbars), • Editing documents. • Finding and Replacing Text, • Spell Check / Auto Correct Feature, • Grammar Facility, • Auto text, Character and page formatting (12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hr	Create an Excel worksheet compiling with data and charts presenting in a Power Point application	**(ii) Worksheet (MS EXCEL):** 29 Elements of worksheets, application of electronic worksheet and entering data in Worksheet. (5hrs) 30 Saving and Quitting, Opening and Moving around worksheet. (5hr) 31 Formatting cells and Data copying. (5 hr.) 32 Working with charts and graphs etc. (10hrs)	a Functions of Computer Peripherals, • Laser Printer, • DOT Matrix INK JET Printer. • COLOR LASER printer b **Introduction to MS- Excel** • Fundamentals of MSExcel • Spreadsheet • Features & Description

Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Handle techniques of computer and acquire knowledge of Windows operating system.	33 Printing, editing and entering formula.(10hrs) 34 Functions in Excel. (15hrs) **(iii). MS - Power point :** 35 Planning and Preparation of different slides in a Presentation. (5hrs) 36 Editing and animating the presentation.(5hrs)	c An overview of Power Point • Presentation & Slides • Handouts(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Ensure the concept of internet services, collect information and communicate through e-mail.	**(a) Internet Operational Skills:** 37 Networking concept, LAN WAN. (10 hrs) 38 Services on Internet - Websites (www) EMails, Voice Mails, Browser and search engines.(10 hrs) 39 Searching & Downloading. (10 hrs) 40 Printing, saving portion of web page. (10 hrs) 41 E-Mail addressing, Inbox, outbox, viewing, sending and saving mails.(10 hrs) 42 Sending same mails to various Users (multiaddress) & sending enclosures. Web Page Transaction.(10hrs)	a **Networking and Internet Communication Concept.** b Knowing about how to set up an internet connection c Connect using a dial-up modem / Broadband connection with username and password. d Internet Explorer and its features. e Introduction to the uses of World Wide Web and Internet Browser f Introduction to the Search Engine Google & its features g Creating an email ID h) Knowing about the "Outlook Express" i Sending mail through outlook express j File attachment with the email.(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Prepare up-todate records of occupancy.	43 Practice on preparation of: • Arrival list • Departure list • Room availability chart. • Reserved chart (60 hrs)	a Procedure of preparation of: • Arrival list • Departure list • Room availability chart(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Keep personalized records and ensure services for identified guests	44 Practice on Preparing guest folio for: • Walk in guest • VIP Guest • Group or Crew • Corporate Guest (60 hrs)	a Procedure of Preparation of: • Different Guest Folios with Performa • Handling Guest arrivals - Work Flow with all proformas b Telephone manners(12 Hrs)

Professional Skill 90 Hrs; Professional Knowledge 18 Hrs	Compute guest registration process and maintain property management system.	45 Interaction and handling on registration process for: • Walk-in guest • Guest with confirmed booking • Group or crew • Corporate guest (30hrs) 46 Filling of guest reservation form and registration card.(40hrs) 47 Property management system. (20hrs) hrs)	a Procedure of preparation of guest registration card & importance of the data in it. b 'C' form importance & its usages. c Preventing common reservation problems. d Receiving, welcoming of guest and assigning rooms. e Managing the guest bills. (property management system)(18 Hrs)
Professional Skill 90 Hrs; Professional Knowledge 18 Hrs	Express services through interpersonal communication skill.	48 Handling of: • Currency Exchange • Room change • Guest complaints - Room Change (noise)/ AC not effective/ delay in check in process/ laundry complaint/ Delay in Room Service (60hrs)	a Currency exchange procedure b Room change procedure c Handling complaints and situations.(18 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hr	Provide bell boy as needed by a guest and monitor CCTV	49 Procedure of performing the duties of bell boy during: • Check-in • Check-out • Monitoring of CCTV (60 hrs)	a Duties and responsibility of concierge & bell service.(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Use up-selling & suggestive selling techniques to sell rooms and to promote other services of the hotel	50 The techniques and guidelines for up-selling and suggestive selling. (30hrs) 51 Practice on handling messages, mail and Parcels for the Guest and in the office. (30hrs)	a Marketing and up-selling techniques & procedures. b Procedure of handling mail & parcels for the guest & in the office.(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Follow the post departure activities.	52 Practice on handling guest departure & post departure activities.(60hrs)	a Preparation of procedure of handling guest departure.(12 Hrs)

Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Perform cashiering tasks like bill / invoice settlement.	53 Practice on: • Performing start-ofshift activities. • Handling cash payment • Non-cash payment • Performing bucket check.(50hrs)	a Work flow at the Front Office reception b Cashiering procedures(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Maintain positive attitude for dealing with various guest conflict.	54 Situation Handling - Scanty Baggage/Minor guest check in/ Wrong Billing. (20hrs) 55 Guest without prior reservation/ late check in/ Early Check in/ Lost and Found/ Left Luggage/Skipper/Drunk Guest/Hoax Call. (20hrs) 56 Handle accidents and emergency situations. (20hrs)	a Observations during situations and better ways of situation handling as per the students b Handle accidents and emergency situations(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hr Skill 60 Hrs;	Prepare & analyze data of occupancy with briefing and debriefing checklist.	57 Compute occupancy percentages and average room rate figures. (20hrs) 58 Studying and analyzing the movement list Studying and analyzing the Arrival/Departure List etc.(20hrs) 59 Briefing and debriefing.(20hrs)	a Preparation & Analyzing of data in front office related to Night Auditor's Report. b Process room and rate change c Check room status discrepancy.(12 Hrs)
Professional Skill 60 Hrs; Professional Knowledge 12 Hrs	Prepare Room Packages and Guest Feedbacks.	60 Paging System, Preparing Room Packages and Guest Feed backs.(30hrs) 61 Rules and regulations guiding Hotel to allow check in and other operations related to Front Office. (30hrs)	a Procedure of handling guest feedback & complaints b Procedure of Paging System, c Process of guest cycle system in a hotel(12 Hrs)

Introduction to Hotel industry / Importance of Front Office

Objectives: At the end of this lesson you shall be able to
• **explain about the Hotel Industry**
• **explain about Orientation Programme & related job opportunities**
• **explain the importance of front office.**

The hotel industry is the servicing business conducing another significant branch in the economic development of the country. The hotel industry associates many types of industry, such as the tourist industry, the transportation industry, and the food servicing industry. It is apparent that every country emphasizes on the significance of this kind of industry, with a belief that this is a source for employment, disseminating the income of the country, conducing the country's progression, especially the progressing country such as Thailand. It is accepted that the hotel industry brings a high income to the country. Therefore, the government sector and the public sector should cooperate in promoting this kind of business.

More people give better interest in the study of the Hotel Academic. There was the intense teaching, training, and learning in this subject, to concur with the growth of this business. On the overall, this is directly advantageous to the hospitality industry. Because administrators and the operators attained the knowledge in the hotel business administration with a correct servicing knowledge, this would also be advantageous to other relevant business.

Orientation Programme & related job opportunities

Career planning requires individuals to understand themselves and their values, interests, and skills. It is also an ongoing process, one that must be repeated with changes in employment and life circumstances. As you gain more experience and knowledge, the process will begin anew.

This section reviews the five essential steps of career planning, which is the input from industry experts:

1. Conduct a self-assessment

2. Research the labor market

3. Create your career search toolkit

4. Put your career campaign into action

5. Engage in networking

Front Office Assistant - Importance of Hotel Industry

Front Office Department plays a vital role in a hotel, and it is the face of a hotel or hospitality establishment. It is the first and the last department where a guest interacts. The Front Office Department is responsible for creating first hand impressions regarding the level of services and level facilities provided. The Front desk is responsible for answering enquiries, directing queries to correct personneldepartment.

Communication skills and personal appearance are very important and influencing factors. A person should be confident, warm, polite, patientice and sincere to deal with the queries of guests at the Front Office.

The Front Office Department is headed by Front Office Manager. The Front Office Manager is responsible for coordinating activities, supervising the subordinates, hiring and training, preparing the budget for front office department, performance evaluation of employees and makes sure that all the complaints are addressed. The Assistant Front Office Manager is responsible for scheduling the shifts of employees, payroll, monitor salaries, room deposits, refunds, etc. The Front Desk representative should be well aware with the policies and prices (tariff) of the services provided and must be prompt to answer queries. He/she is responsible for the bookings, assignment of rooms, maintaining guest records, etc

Front Office and other departments work towards a common goal that is customer service and delight. Maintaining guest relations is an important aspect. The sections are connected and all officials should work together to ensure smooth functioning of the department with ultimate goal of delighting the guests. The industry is looking for professionals with good communication and interpersonal skills who can build a rapport with the guests.

Different types of hotels

Objective: At the end of this lesson you shall be able to
• **explain different types of hotels.**

Hotels can be classified in many categories as follows

1.4.1 Commercial or Transient Hotel: Commercial hotels usually situate in the Down Town with the business concourse. Businessmen are content to accommodate in this type of hotels, because it is convenient in the business contact, with no need for long travels, passing all the traffic jam. It is convenient because this type of hotels are fully and conveniently accommodated, such as the food servicing, the swimming pool, the exercise room, the tennis lawn, karaoke room, dancing room, and the conference room. It is also near various places, which businessmen may easily make business contacts. The communication is convenient, with all means of selectable transportation for servicing. In this type of hotels, clients can enter and leave all the time, while they would not rest in hotels for a long time.

1.4.2 Resort Hotel: This is a resting hotel for tourists. These hotels would situate in the tour sources or in the resting sources such as on the seashores, the mountains, on the riverside, near the golf course, etc. Therefore, the conservation of natural beauty is a significant matter, because guests require contacting the beautiful nature, and at the same time, they also need to all the conveniences and facilities.

1.4.3 Residential Hotel: Residential Hotel refers to the resident and not for commercial. Therefore, the residential hotel is the lodging, with a tenant contract and conditions between guests and the proprietor, where there would be an accommodation for a short time, or a long time. This length of time may take a month long, or a year long.

1.4.4 Motel is the combination of the words 'Motel' to 'Hotel'. This word had been initiated in the United States before 1930. Travelers experienced all inconveniences in the lodging. This is usually in town, where the traffic was congested and jammed, with no parking space. In this case, the motel must find all the facilitation for tourists, with a parking service right next to the bedroom, or sometimes, under the bedroom. Usually, motels do not have room services, because guests usually come to rest 11 for only one night, before commencing on the travel in the next morning. Motels usually situate on the highways, and the accommodation service is executed for 24 hours.

1.4.5 Budget Hotel: The Budget Hotel or the Economy Hotel is to serve travelers who like the economy, cleanliness and modernity. This is usually a small size hotel, with limited rooms. An example of this type of hotel is the Days Inn, which spread all over the United States. Sometimes, the Days Inn may be in the same place with a service station, while giving different services.

1.4.6 Condominium Apartment Flat: The condominium is a suit condominium that is similar to an apartment or flat. Where, usually in apartments and flats, there is neither facilities nor furniture, and tenants must provide these for themselves. This is the type of long renting for months or for years.

Travellers are able to find accommodations from condominiums while traveling, and these condominiums are called the Condotel. (The Condotel is the combination of the words 'condominium' and 'hotel'.) Here, they would be able to save money because many people may stay in this place and they are also able to prepare their own food.

Importance of grooming & hygiene

Objective: At the end of this lesson you shall be able to
• **explain the importance of grooming & Hygiene.**

Importance of Grooming & Hygiene

Grooming is one of the most important features of a Front Office professional. The Front Office agent is the first point of physical contact to a guest with the hotel. She/he therefore reflects the image of the property. A well-groomed Front office agent represents qualities of hygiene, professionalism, management style, reliability etc.

Tips for the Female Front Office Professional (A)

1   Long hair should be tied up in a neat and tidy bun or pony tail. An elastic hair band should always be clean. If the person wears her hair short, it should be cut in a neat hairstyle.

2   High heels could be physically strenuous to the agent, so Flat shoes with sturdy heels are advisable.

3   Stockings should be clean and without ladders.

4   Excessive jewelry should be avoided.

5   A very strong perfume could nauseate a guest. Fresh light cologne would be preferable.

6   It is preferred to have a light make-up to project a professional working image.

7   Uniforms must be crisply ironed and clean.

Tips for the Male Front Office Professional (B)

1   Hair should be cut close.

2   The Uniform should be spotless and well ironed. A tight or oversized uniform gives a sloppy appearance.

3   Nails should be well-manicured and hands absolutely clean. This is important especially since the agent hands over the registration forms and perhaps explains features by pointing the finger.

4   Guard against body odours or cheap perfumes. The market has some wonderful anti-perspirants.

5   Shoes should always be polished

6   A close shave is necessary before entering the front desk. Stubbles of a beard or moustache looks extremely unprofessional.

7   Bad breath is extremely nauseating to a guest since the agent speaks to the guest at close Proximity.

Fire Fighting & First Aid

Objective: At the end of this lesson you shall be able to
• **explain about fire extinguisher**
• **explain about the different classes of fire**
• **write about the maintenance and installation of the fire extinguisher**
• **explain about the first aid equipments and some critical situation.**

Fire Safety Measures

Fire Extinguisher

•   Used properly, a fire extinguisher can save lives and property by putting out a small fire or containing it until the fire department arrives.

•   Extinguishers should not be used by small children.

•   The operator must know how to use the extinguisher.

•   There is no time to read directions during an emergency.

•   The extinguisher must be within easy reach and in working order, fully charged.

•   The operator must have a clear escape route that will not be blocked by fire.

•   The extinguisher must match the type of fire being fought. Extinguishers containing water are unsuitable for use on grease or electrical fires.

The extinguisher must be large enough to put out the fire. Many portable extinguishers discharge completely in as few as 8 to 10 seconds.

Choosing Your Extinguisher

SELECT ONLY fire extinguishers that have been tested by an independent laboratory and labeled for the type and size of fire they can extinguish. Use these labels as a guide to purchase the kind of extinguisher that suits your needs.

Classes of Fires

There are four basic classes of fires. All fire extinguishers are labeled using standard symbols for the classes of fires they can put out. A red slash through any of the symbols tells you the extinguisher cannot be used on that class of fire. A missing symbol tells you only that the extinguisher has not been tested for a given class of fire.

Class A

Ordinary combustibles (paper, wood, cloth) The numerical rating for this class of fire extinguisher refers to the amount at water the fire extinguisher holds and the amount of fire it will extinguish (Fig 1).

Fig 11
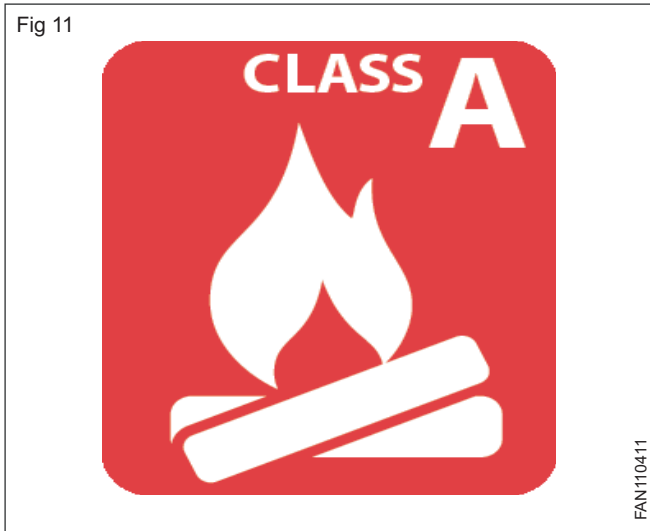
Class B

Flammable liquids (gasoline, oil, grease, kerosene) The numerical rating for this class of fire extinguisher states the approximate number of square feet of a flammable liquid fire that a non-expert person can expect to extinguish (Fig 2).

Fig 2

Class C

Energized electrical equipment (wiring, fuse boxes, circuit breakers, machinery) This class of fire extinguishers does not have a numerical rating. The presence of the letter "C" indicates that the extinguishing agent is non-conductive (Fig 3).

Class D

A class D fire is extinguished by the presence of burning metals. Only certain metals are flammable and examples of combustible metals include sodium, potassium, uranium, lithium, plutonium and calcium with the most common class D fires involve magnesium and titanium (Fig 4).

Fig 3

Fig 4
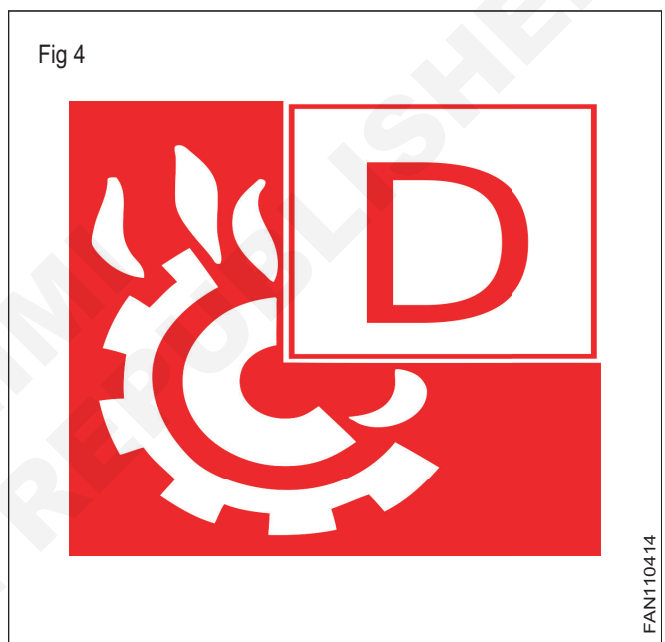
Your extinguisher must be appropriate for the type of fire being fought. If you use the wrong type of extinguisher, you can endanger yourself and make the fire worse. Multipurpose extinguishers, labeled ABC, may be used on all three classes of fires. In some cases, it may be dangerous to use any type of extinguisher.

For example, an extinguishing agent released under pressure could spread a grease fire in a frying pan instead of putting it out. Read directions on how to use the extinguisher carefully before the fire.

Extinguisher Sizes

Portable extinguishers are also rated for the size of fire they can handle. This rating will appear on the label, for example, 2Ael OB:C. The larger the numbers, the larger the fire that the extinguisher can put out, but higher rated models are often heavier. Make sure you can hold and operate an extinguisher before you buy it.

Installation and Maintenance of fire extinguisher

- Extinguishers should be installed in plain view, above the reach of children, near an escape route, and away from stoves and heating appliances.

- Extinguishers require routine care. Read your operator's manual to learn how to inspect your extinguisher. Follow manufacturer's instructions or maintenance.

- Rechargeable models must be serviced after every use. (Service companies are listed in the Yellow Pages under "Fire Extinguishers".) Disposable fire extinguishers can be used only once and must be replaced after use.

Should You Fight the Fire?

Before you begin to fight a fire, make sure

- Everyone has left, or is leaving, the building and make sure the fire department has been called.

- The fire is confined to a small area and is not spreading.

- You have an unobstructed escape route to which the fire will not spread.

- The extinguisher is the right type for the fire.

- You have read the instructions and you know how to use the extinguisher.

First aid equipments

A first aid box, as a minimum should contain:

- A card giving general first aid guidance.

- 20 individually wrapped, sterile, adhesive, waterproof dressings of various sizes,

- 4 * 25 (1 Oz) cotton wool packs;

- 1 dozen safety pins;

- 2 triangular bandages;

- 2 sterile eye pads, with attachments;

- 4 medium-sized sterile unmediated dressing;

- 2 large sterile unmediated dressings;

- Tweezers;

- Scissors;

- Report book to record all injuries;

First aid boxes must be easily identifiable and accessible in the work area. They should be in the charge of a responsible person, checked regularly and refilled when necessary.

Fainting

Fainting may occur after a long period of standing in hot, badly ventilated kitchen. The signs of an impending faint are whiteness, giddiness, and sweating. A faint should be treated by raising the legs slightly above the level of the head and when the person recovers consciousness, putting the person in the fresh air for a while and making sure that the person has not incurred any injury in fainting.

Cuts

All cuts should be covered immediately with a waterproof dressing, after skin round the cut has been washed. When there is considerable bleeding it should be stopped as soon as possible. Bleeding may be controlled by direct pressure by bandaging firmly on the cut.

Burns

Place the injured part gently under slowly running water or immerse in cool water, Keep it inside at least 10 minutes or until the pain ceases. If serious the burn should be covered with in clean cloth or dressing (preferably sterile) and the person sent immediately to hospital.

Electrical Shock

Switch off the current. If this is not possible free the person using a dry insulator material such as cloth, wood or rubber, taking care not to use the bare hands otherwise the electric shock may be transmitted. If breathing has stopped give artificial respiration and sent for a doctor.

Artificial Respiration

There are several methods of artificial respiration. The most effective is mouth to mouth (Mouth to Nose) and this method can be used for almost all age group and in almost all circumstances.

Coordination with departments & importance of team work

Objectives: At the end of this lesson you shall be able to
• **coordinate with various departments**
• **explain the importance of team work.**

The front office staff interacts with all departments of the hotel, including marketing and sales, housekeeping, food and beverage, banquet, controller, maintenance, security, and human resources. These departments view the front office as a communication liaison in providing guest services. Each of the departments has a unique communication link with the front office staff. (Fig 1)

Fig 1

Marketing and Sales Department

The marketing and sales department relies on the front office to provide data on guest histories, details concerning each guest's visit. Some of the information gathered is based on zip code, frequency of visits, corporate affiliation, special needs, and reservations for sleeping rooms. It is also the front office's job to make a good first impression on the public, to relay messages, and to meet the requests of guests who are using the hotel for meetings, seminars, and banquets.

Front office employees should know how to pronounce the names of all marketing and sales employees. To help front office staff become familiar with all these people, managers should show new employees pictures of the department directors and supervisors.

Housekeeping Department

Housekeeping and the front office communicate with each other about housekeeping room status, the report on the availability of the rooms for immediate guest occupancy. Housekeeping room status can be described in the following communication terms:

Front Office Coordination with Other Departments of Hotel

The front desk also relies on housekeeping personnel to report any unusual circumstances that may indicate a violation of security for the guests. For example, if a maid or houseman notices obviously non registered guests on a floor, a fire exit that has been propped open, or sounds of a domestic disturbance in a guest room, he or she must report these potential security violations to the front office.

The front office staff, in turn, will relay the problem to the proper in-house or civil authority. The front office manager may want to direct the front desk clerks and switchboard operators to call floor supervisors on a regular basis to check activity on the guest floors.

Food and Beverage Department

Communication between the food and beverage department and the front office is also essential. Some of this communication is conveyed by relaying messages and providing accurate information on transfers, which are forms used to communicate a charge to a guest's account.

Banquet Department

The banquet department, which often combines the functions of a marketing and sales department and a food and beverage department, requires the front office to relay information to guests about scheduled events and bill payment.

Teamwork

Teams have become the cornerstones of service operations. A poor team performance can severely damage the establishment's reputation, while superior team performance directly enhances it. Teamwork is one of the essential competencies at the time of recruitment. Results are the responsibility of the entire ream and not the team leader alone. Team dynamics have changes over the years. Let us understand the anatomy of teamwork.

What is a team?

A team is a small interdependent group of people with complementary skills who are committed to a common purpose, performance goals and approach for which they hold themselves mutually accountable.

The key words are interdependence (depending on each other), complementary skills (essential skills that other team members do not have, to supplement a performance) and accountability (ownership of results). No one person can deliver any goals. It takes a team to deliver results with complementary specializations with the desire to accomplish objectives and hold themselves responsible for a success or failure.

Why should we have teams?

Teams can meet significant performance challenges. They have a common purpose and are able to assist when

a team member is slow. They harness the complementary skills of other team members and have trust in their competency. They can be an influence on each other to be ethical, disciplined and motivating.

Who is the team in a front office operation?

The direct teams are the lobby staff, housekeeping, telephones and accounts. Each has distinct skills to make a guest's stay comfortable. The indirect teams are purchase stores, IT, food and beverages, and engineering who respond to guest needs expressed to the front office as also keep the front desk functional.

What is the team leader's role?

The team leader's rote is to build commitment to the common purpose. She/he fills in gaps in competencies, is a hands-on performer with the team, makes key decisions, manages external relationships with the management, other departments, guests, and the government and lends support in a crisis.

What are the team member's qualities?

They are all performers who find excitement in their performance. They take ownership of the task and objectives and hold themselves accountable for success or failure. They have a sense of urgency with youthful enthusiasm and energy. They are result oriented and respect each other.

Attitude

"Attitude" is a buzzword in modern operations. We wear an attitude. An attitude can be defined as an 'outlook towards life'. In other words, attitude is something that own and are responsible for. It drives our actions. It comes from within and can be positive or negative based on one's experiences as well as the environment in which one lives.

Let us take an inventory of Key Attitudes required in front office operations:

1   The joy of serving people. The benefits of service are many. People are giving business to those who have better service. A good service gets better pay cheques and tips. It ensures repeat customers. Service is by far the cutting edge in the hotel industry.

2   The feeling of ownership. Every single employee must have an attitude ownership of the hotel. Only then will he/she show commitment, maintain the quality of service and take pride in the hotel's appearance.

3   A cheerful disposition is an asset. It is infectious and spreads cheer and goodwill to others. It fosters a pleasant and tension-free workplace.

4   Cooperation is vital in team performances. It brings out positivity in work Also, co-operation receives co-operation in response.

Organizational hierarchy of front office department in any star hotel

Objectives: At the end of this lesson you shall be able to
• **coordinate with various departments.**

Learning objective

To help the reader understand how a hotel and its departments is structured and organized, with a view to establishing the relationship of a front office with the rest of the hotel.

Introduction

The structure of an organization is a relationship of people in various departments with each other, so as to establish communication in keeping with levels of authority. The structure is represented graphically in an organization chart. The structure of a hotel is based on its size and range of services it offers. The services depend on economic viability of the property and the market segment/s it wishes to attract. To make it convenient to understand, let us categories properties simply into large and small and see the structures they have.

Structure of a hotel

Large Independent Hotel Structure (Fig 1)

Large hotel operations require more people to operate it compared to smaller ones. The amount and extent of specializations also increase and therefore has an elaborate structure. The structure mentioned as under is a representative one and is modified according to the policies of the enterprise.

Small Hotel Structure (Fig 2)

Smaller hotel would club many functions, represented earlier, done by fewer people with multiple skills. The organization structure below shows how a structure is developed to fit limited payroll budgets.

Fig 1

Fig 2
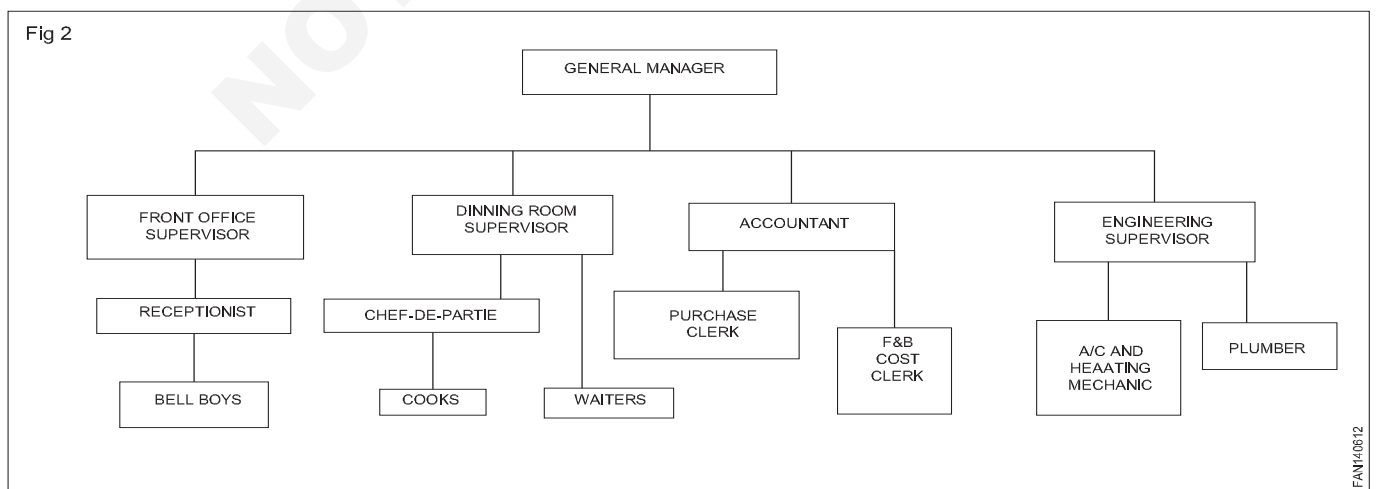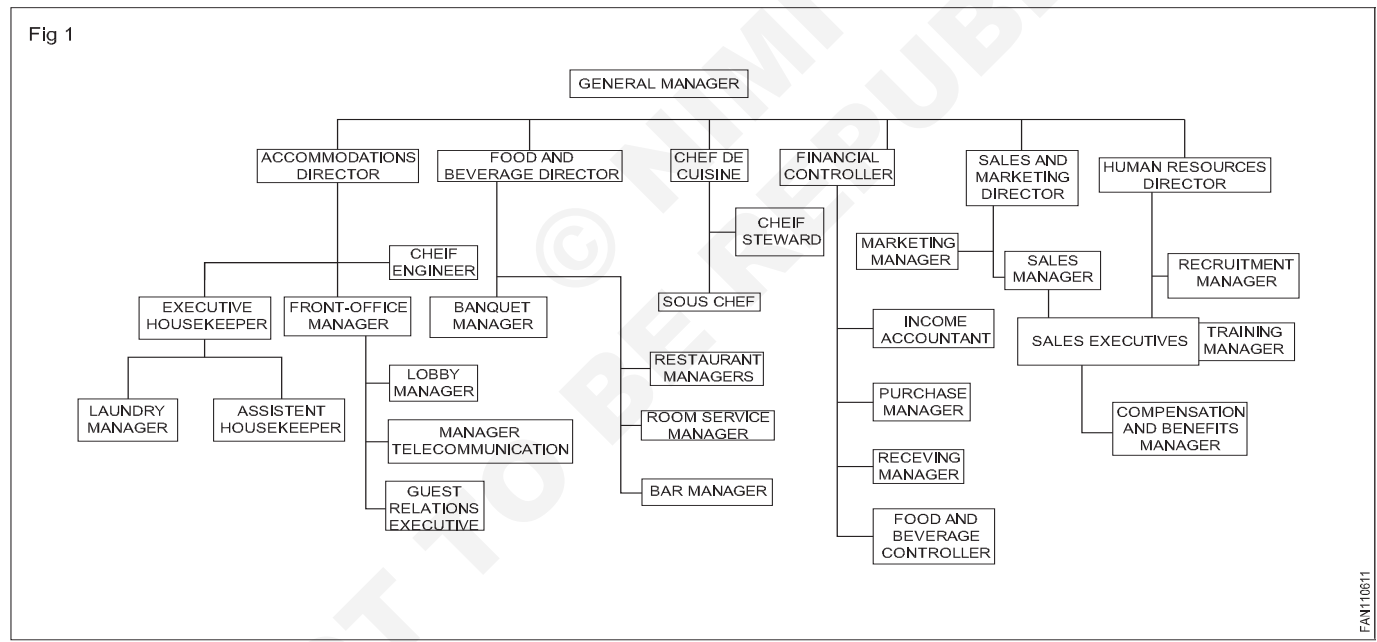
Personality development and communication skills

Objectives: At the end of this lesson you shall be able to
• **follow the personality development skills**
• **state communication skills.**

Front office interacts with various departments since the guest inquire about reservation through the entire guest cycle up to the guest's departure.

Here is how front office needs to communicate with the other departments.

Communication with Human Resource - Front Office department is engaged with the HR department to interview, help shortlist them, and select the most eligible employees. It also contacts the HR department for employee training and induction programmers, salaries, leaves, dues, and appraisals.

Communication with Accounts - As front office department handles guest accounts with a complete responsibility, the staff needs to often interact with the back-office accounting colleagues regarding payment settlements or dues of guests or non-guests, discount offers, and coupons settlement. It also needs to sort out and get actual status of night auditing with accounts.

Fig 1
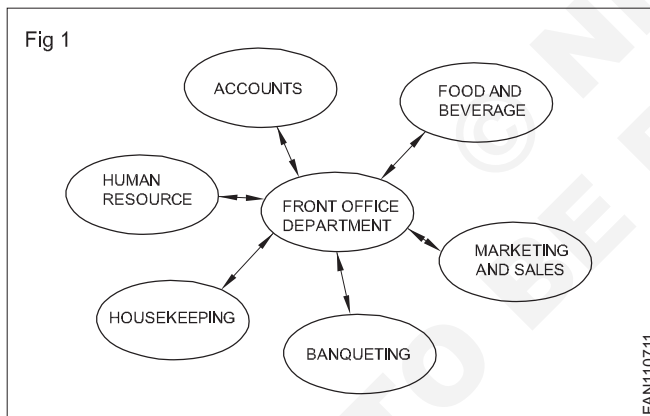
Communication with Food and Beverage Department

• Since front office department is the one where the guests speak about their food and beverage requirements during reservation, the front office needs to communicate with the food and beverage sections frequently.

Communication with Marketing and Sales Department

• Sales and Marketing department highly relies upon front office inputs about the guests. The guest history compiled by the front office department is an excellent source for segmenting the customers, prepare customer-oriented packages, and plan and execute the campaigns.

Communication with Housekeeping - The front office staff needs to interact with the housekeeping department on the concerns such as.

• Readiness of vacated accommodation for selling.

• Security of the accommodation.

• Guest's complaints and requirements about any amenities is initiated at the front desk.

• Guest's requirement of removing soiled dishes or linen from the accommodation.

• In addition, the housekeeping department relies upon front office staff for the number of accommodations sold, departures, walk-ins, stay-over guests, and no-shows. Timely distribution of the accommodation sales helps the housekeeping manager to plan employee personal leaves and vacations.

Personality development is gaining more and more importance because it enables people to create a good impression about themselves on others; it helps them to build and develop relationships, helps in your career growth and also helps to improve your financial needs.

After all, personality development is nothing but a tool that helps you realize your capabilities and your strengths making you a stronger, a happier and a cheerful person.

• You may have heard this a million times "Think Positive". It works.

• Smile and smile more. It adds to your face value and to your personality as well.

• Read a few articles in the newspaper loudly. This will help in communicating fluently.

• Follow table manners and dining etiquettes

• Take good care of your health, dress well, be neat and organized

• Prepare a chart that mentions your strengths and weaknesses. Now concentrate on the latter and find ways to improve upon the same. Do not forget to strengthen your strengths.

• Spend some time alone concentrating on you and yourself alone.

• Practice meditation and yoga. It will help you develop inner peace and harmony that will reflect outside.

• Do not live a monotonous life. Be creative and do something new all the time. Nothing bigger than the joy of creative satisfaction.

Duties and responsibilities of a Front Office Service Personnel

Objectives: At the end of this lesson you shall be able to
• **define duties and responsibilities of a front office service personnel.**

Job Title	Front Office Agent
Reports to	1 Front Office Supervisor 2 Assistant Manager
Job Summary	Reserve, register and assign rooms to guests using the PMS system, and be a continuous source of information during their stay in the hotel.
Duties and Responsibilities	1 Attend briefings prior to the shift opening and take over from previous shift. Attend to log book for any special instructions. 2 Check the arrivals for the day and room status including departures for the day. 3 Check the expected VIPs for the day and issue VIP amenities vouchers for fruits, flowers, beverages, etc., as per policy. 4 Prepare records and pre-registrations for VIPs, handicapped people and old people. 5 Handle Group/Crew registration as per laid down procedures. 6 Ensure that all stationary supplies and forms are available for a full shift and requisition them from stores if necessary. 7 Register and room all arrivals during the shift. 8 Constantly update Front Office database. 9 Open guest folios immediately of new arrivals and send to Front Office cashier. 10 Maintain room rates absolutely current as per current Yield Management specifications. 11 Prepare the room discrepancy report and double check by physical verification by a bell boy. 12 Work closely with the Concierge and provide relevant information to him. 13 Give departure rooms to housekeeping promptly for resale. 14 Assist in making room and occupancy reports. 15 Upsell rooms to get higher revenues. 16 Handle guests with scanty baggage diligently. 17 Update guest history periodically to have an accurate database.
Supervises	Trainees assigned.
Limits of Authority	May assign rooms.

Job Title	Front Office Agent
Coordinates with	1 **Housekeeping -** for the cleanliness of rooms for sale. Also tallies the room position. 2 **Engineering -** for the maintenance of service equipment and furniture. 3 **Lobby -** for the movement of guest baggage at the time of arrival and departure. 4 **F&B -** for meal plans 5 **Concierge -** for messages, mail and relevant information update.
Skills and Competencies	• Fully conversant with the Property Management System of the house. • Energetic • Sound telephone skills • Socially confident and pleasant • Has salesmanship • Proficiency in the English language. Knowledge foreign language preferable. • Thorough knowledge of Front Office procedure. • Has etiquettes and manners. • Is methodical and has eye for detail.

Reception

The reception registers guests into the hotel and assigns rooms to them.

The main tasks of reception are

1 To welcome guests on behalf of the hotel.

2 Complete registration formalities, especially the billing information, for the cashier to process during a guest's stay and settle bills at the end of their stay. Smaller hotels may combine the receptionist's, telephone operators and cashier's role.

3 Control all the guest room keys meticulously by carefully issuing keys and receive them back after a guest stay. Key control is a vital activity because a room key lost would mean changing the lock/s.

4 Be the constant source of guest information, mail and messaging.

5 Multi-task in small hotels by being the telephone operator as well.

Attributes of a Front Office Service Personnel

Objectives: At the end of this lesson you shall be able to
• **explain the attributes of a front office service personnel.**

Qualities of Front Office Staff

Great care is taken in the selection of Front Office staff as they play a key role as Salesman. They motivate the guest to spend more on the various hotel facilities.

Problem Solvers

Guests invariably approach the front office for help in case they have a problem or complaint. The staff has to be diplomatic and resourceful to solve the problem at the shortest possible time.

A Reference Point

Guests who want information or want to pass on information use them for this purpose.

Coordinators

Since they are a reference point, the front office staff are required to coordinate with other departments, airlines, travel agencies and city tour offices to give the guest personalized service.

Image-builders

As an extension to their salesman's role, front office staff can certainly generate a good image for the establishment in their manner of dress, communication, personal conduct and efficiency.

Qualities of Front Office Staff

1 A high sense of personal grooming

Uniforms must be clean and neatly pressed. Hair should be groomed well. It is preferable for ladies to tie their hair up.

Nails should be manicured.

A soft cologne is preferable than strong perfumes. Jewellery should be restricted to one ring and a necklace for ladies. In short, the front office staff must be seen at their best at all times.

2 Personal hygiene

This is imperative to front office personnel. As they are constantly exposed to hotel 'guests, a clean appearance helps to project a good image not only of themselves but for the establishment as well.

3 Self confidence

This is necessary as front office personnel meet guests of different countries, statuses and cultures. They should be comfortable and feel at ease in dealing with these people.

4 Communication must be correct and clear

It is preferable that front office staff know more than one language. It helps in communicating with guests who cannot speak English or the local language.

5 Diplomacy is the greatest attribute required: Very often there are situations when a guest is get irritated over something; a diplomatic dealing helps in diffusing the explosive moment. It is quite common for a busy hotel to have no room to offer a guest who has come with a confirmed booking. A diplomatic approach is the only way by which the, guest can be pacified.

6 Calmness to take the busy demands of a front office's operations: Being the nerve centre of the hotel, the front office is constantly in touch with guests and therefore invariably comes under tremendous pressure. The guests always expect personalized, priority treatment and the pressure of demand never ceases. Coupled with this are difficult guests who can unnerve a person. The front office staff should thus have a high degree of tolerance for pressure of -work and be calm and composed at all times.

7 Ability to remember names and faces: This single attribute distinguishes the good from the average amongst the front office staff. Every individual has an ego arid his/her name is most precious and personal to him. If the front office staff can call most guests by their names, this immediately flatters them and personalizes the guest experience. The guest begins to feel he is welcome as people recognize him by name.

8 Good manners: As the hotel is a meeting place of social elites all the grace and etiquette associated with good society comes into play. Guests of all statuses come to stay in the hotel and they are used to good manners and politeness. Wishing a guest the time of the day and saying "Thank you" are basic etiquettes shown.

9 Ready smile: Guests like to be handled by a cheerful staff at the desk. Their smile exudes cheer to the guests and puts them at ease.

10 Physical Fitness: Front office operations require the staff to stand for long hours at a stretch. The staff must be sturdy, agile and active.

11 Quick decision making ability: Guests often approach the Front Desk with problems and requests. Front Office staff must be able to decide quickly a course of action that satisfies the guest, at the same time keeping the interests of the organization alive.

12 Salesmanship and Selling techniques: Do not quote minimum rates, unless the guest asks for it start offering higher prices accommodation.

Give choice of two reasons to the guest, clearly indicated the advantages, size and location of each room etc.

Procedure of welcoming & receiving a guest

Objectives: At the end of this lesson you shall be able to
• **explain the procedure of welcoming a guest.**

1   **Project professionalism** Remember that you're one of the company's most important assets. As receptionist, you're a gatekeeper, but you're also charged with giving visitors their first taste of the office culture. By projecting a professional, capable demeanor, you imply that guests' experience with the business as a whole will follow suit.

2   **Greet all visitors loud and clear** While it seems self-evident, plenty of front-desk workers mumble their salutations. Saying "Good morning" or "Good afternoon" in a steady, audible tone imparts an air of capability sure to be appreciated by all office visitors.

3   **Ask visitors whom their appointment is with** Assuming a guest is there to see the wrong person suggests inefficiency, something no one in your business wants that person to feel going into a professional exchange with your company.

4   **Ask for the visitor's name and note the pronunciation** This way, when you alert a member of your office that their visitor is on site, you'll also guarantee they know how to address the visitor, in case he or she has a name with a unique pronunciation.

5   **Keep the visitor informed** After you've notified a colleague that their visitor has arrived, let the visitor know you've done that.

6   **Offer refreshments** If your colleague tells you they are tied up on a call or stuck in a meeting and might be delayed in greeting their visitor, offer the guest any refreshment that you might have on hand. Simple acts of hospitality, such as offering a glass of water or a cup of tea, can be a simple gesture that serves to mitigate any frustration a waiting visitor might have.

7   **Know the lay of the land** As the person sitting behind the front desk, you'll be the one who's asked where the restroom is, where supplies are located, and myriad other basic questions regarding the office. Be sure you're able to easily give directions to the basic parts of the office: lavatory; drinking fountain; copy and fax machines; supply closet.

8   **Keep you cool** As the person charged with handling those who come in and out of an office, it's likely that you'll be thrown into the occasional stressful situation: multiple visitors at one time; several phone lines ringing simultaneously; questions you might not have answers to. Remaining calm throughout any situation is key in providing top-notch assistance.

9   **Know when to ask for help** Though you're the one charged with offering assistance, as the previous examples show, one person cannot always be all things to all people. Therefore, ensure that your supervisors let you train another colleague on the phones and other front-desk tasks in case you need to step away from the area or recruit assistance in the midst of a high-traffic time. Sometimes just knowing that backup is available if needed can help you perform your job more capably.

10 **Diversify whenever possible**

Though you're the one ensuring office visitors get what they need from the experience, don't feel confined by that role. Any workplace can benefit from an employee willing to assume more responsibility than asked. Fill downtime with projects that can assist your colleagues, and not only will your stock with them rise, but you'll be sure to continue developing yourself as an asset to your company.

Functional areas of the front office department

Objectives: At the end of this lesson you shall be able to
• **describe the function areas of the front office department**
• **explain the functions of the front office personnel**
• **describe reception**
• **explain reservation & their functions**
• **describe cash & bill section**
• **describe the functions of travel & communication desk.**

Functional Areas

The front office personnel are mostly in direct contact with guests throughout their stay. Guests contact the front desk to book a room; check-in; inquire about hotel services, facilities, and about the cities or surrounding areas; and finally, to settle bills and check out from the hotel. Apart from these services, the front desk also provides services like handling guest mails and messages, maintaining guest accounts, paging accounts (locating guests within the hotel), arranging travel services, and various other services as per the guest's requirement.

The front office is the contact point between the guest, management, and other departments. It handles guests' complaints, dispatches housekeeping and engineering requests, prints and files report, receives and answers phone calls and sends receive faxes. Thus, the front office personnel perform the following functions.

1 Sell hotel rooms to guests, which may be standard or deluxe rooms, executive or presidential suites, etc.

2 Accept advance booking of hotel rooms through telephone, fax, e-mail, websites, etc.

3 Receive and register guests when they arrive at the hotel and assign the rooms according to their preferences smoking/non-smoking, pool view/garden view/ sea view, high floor/ low floor, near the elevator, etc.

4 Maintain accurate room status information.

5 Maintain guest accounts and monitor credits.

6 Handle guest demands and complaints.

7 Prepare account statements of guests.

8 Settle bills at time of check-out.

9 Provide information about the hotel facilities and services, the city, important events, festivals and shows, and places of tourist interest.

Reservation

The reservation section of the front office department of a hotel is responsible for receiving and processing reservation queries. Depending upon the level of automation, volume of business, and house customers, the procedure of processing reservation queries may differ from hotel to hotel in terms of reservations handlings, maintenance of reservation record, confirmation, amendments, and cancellation of reservations. This section is headed by a reservation manager, who is assisted by a reservation supervisor and a team of reservation clerks or assistants.

Function of reservation section

1 RECEIVING reservation requests through various means like telephones, fax, e-mail, websites, sales representatives, or central reservation departments.

2 Processing reservation request received from all means on the hotel property management system (PMS).

3 Depending upon the availability of desired room type and projected sales during and around the requested stay dates, the reservation request may be confirmed, waitlisted, or denied.

4 Uploading the room availability status after each reservation transactions, i.e., after each confirmation, amendment, and cancellation.

5 Preparing reservation reports for the management.

Reception

This section of front office receives and welcomes guest on their arrival in the hotel. It is headed by the supervisor and comprises a team of receptionists and front desk assistants. The personnel of this section procure the necessary information about the guest to complete the registration process. After finishing the registration formalities, a room is assigned to the guest, and a bell boy carries the luggage and escorts the guest to the room. The entire process is carried out professionally in a warm and friendly atmosphere.

Functions of reception

The following functions are performed by the reception section of a hotel

1 Receiving and welcoming guests

2 Completing the registration formalities.

3 Assigning the room

4 Sending arrival notification slips to the concerned departments.

Functions of Information desk

As the name suggests, the information desk provides information to guests. It is manned by an information assistant. In a small hotel, the same function may be performed by the receptionist. The need of a separate information desk is felt in large hotels where the traffic of guests is higher. The information desk may be located next to the reception.

Functions of Information desk

Some of the functions of the information desk are as under:

1 Maintaining resident guest rack.

2 Handling guest room keys.

3 Coordinating guest mails, telegrams, faxes, couriers, parcels, etc.

4 Providing information to guests regarding hotel facilities and services, city information, etc.

5 Handling guests messages.

6 Paging guests.

Cash & Bills

The cash and bills section records all the monetary transactions of guests. It maintains guest folios and prepares the guest bills to be settled by the guest at the time of departure. This section is headed by a cashier.

Functions of the cash & Bills section

This section performs the following tasks

1 Opening and maintaining guest folios.

2 Posting room charges in guest folios.

3 Recording all credit charges in guest folios.

4 Maintaining a record of the cash received from guests.

5 Preparing bills at the time of check out.

6 Receiving cash/travelers cheques/demand draft for account settlement.

7 Handling credit/debit/charge cards for the settlement of guest account.

8 Organizing foreign currency exchange for the settlement of a guest account.

Travel desk

The travel desk takes care of travel arrangements: like air-ticketing, railway reservations, sightseeing tours, airport or railway station pick up or drop, etc. The hotel may operate the travel desk or it may be outsourced to an external travel agency.

Functions of the travel desk

The travel desk performs the following tasks

1 Arranging pick-up and drop services for guests at the time of their arrival and departure.

2 Providing vehicles on request to guests at the pre-dets mined rates (charged kilometer/hour wise and depend on the kind and size of vehicle used-premium casemi-luxury cars, coaches, mini vans, etc.)

3 Making travel arrangements like railway reservations/cancellations/amendments, or purchasing air-ticket for guests.

4 Organizing half-day or full-day sightseeing tours in around the city.

5 Arranging for guides who can communicate in guest's language.

Functions of the communication desk

The duties of telephone operator include

1 Answering incoming calls.

2 Directing calls to guest rooms through the switch boards/PABX system.

3 Providing information on guest services.

4 Processing guest wake up calls.

5 Answering inquiries about hotel facilities and event

6 Protecting guest's privacy.

7 Coordinating emergency communication.

Types of room

Objectives: At the end of this lesson you shall be able to
• **state the various types of room**
• **explain the room types to the guest.**

Types of room

A reservation agent must have knowledge of the rooms of the hotel available for sale. Each hotel has a variety of rooms to meet the needs of guests.

• A single guest would like to stay in a single room to be cost-effective.

• A couple will find a double room more convenient.

• A family may choose a suite to have more leg room for children to move around.

• A business executive may want a special suite to transact business, entertain privately or show off his financial status to his or her clients.

• Budget groups may be willing to share twin rooms.

• Up market groups may prefer single rooms.

Guest needs are endless and their motives for choosing a type of room may be varied.

A typical hotel will have the following types of rooms

Adjacent Room	Two rooms facing each other across the corridor
Adjoining Room	Two rooms beside each other on the same side of the corridor
Cabana	A room with a sofa cum bed ideally situated beside swimming pools or at beaches
Connecting Room	Two rooms with an interconnecting door, ideal for a family
Double Room	A room with one king-size double bed
Executive Room	A room with additional features like Internet connections, computer points, mini bars, etc.; specially designed for the business executive
Single Room	A room with a single bed
Studio	A room with a sofa cum bed
Triplet	A double room with one extra roll-away cot
Twin Room	A room with two single beds
Quad	A room for four people fitted with twin beds and two roll-away beds
Queen Room	A room with a queen-sized bed for single or double occupancy
Suites	
Junior Suite	A room with a seating parlour and a bed
Double Suite	Two rooms, one serving as a living-cum-dining area and the other a bedroom with a double bed
Duplex Suite	Two suites on two floors with an inter connecting staircase
Executive Suite	Suite specially fitted for business executives (as explained in an executive room)
Single Suite	Two rooms, one serving as a living-cum-dining area and another a bedroom with a single bed
Tourist Huts	An independent suite detached from the main hotel. They will be found in resorts for greater privacy and exclusivity. Some suites have independent mini-kitchens.

Room plans and room rates, importance of tariff

Objectives: At the end of this lesson you shall be able to
• **describe the various rooms plans and rooms rates**
• **importance of tariff.**

Types of rate and plan

A hotel normally develops room rates based on various purposes it serves:

1 **Minimum-moderate-maximum rates:** These rates are arrived at by evaluating the rates quoted by competition and the contribution required from room revenue to meet operational costs and investment. The reservation agent there gets the flexibility to offer rates to the guest's budget. The location of rooms for instance, can influence price. A prime view can attract maximum rate than one with restricted views.

2 **The rack rate:** This is the rate of the day based on market trends. The rack ranges from the maximum rate during peak season to the minimum rate during off season.

3 **Room plan:** A room plan is a package proposal of rooms and meal

These plans are as follows

European Plan (EP)	Charges for the room only
American Plan (AP)	Charges for room and all meals
Modified American Plan (MAP)	Charges for room plus breakfast and lunch or dinner
Continental Plan	Charges for room and a continental breakfast
Bed and Breakfast	Charges for room and English breakfast.

Guest decisions on opting for a particular plan is influenced by their tour itineraries such as:

• Business guests are entertained by clients or eat at restaurants closer to the place of work. They may prefer to pay for the room without meal options. They opt for EP.

• Shoppers grab a bite from a hotdog stand or in a food-court when on the move. They may prefer a hearty breakfast only. They may opt for bed and breakfast or CP.

• Tourists may like to start the day with a hearty breakfast before venturing out on sightseeing tours and return to a warm dinner. They would like to skip the lunch option. They may opt for MAP.

• Families on holidays do not want the course of cooking and may opt for AP.

• Again there are some whose daily schedule is uncertain and may opt for the room and a morning breakfast before setting out.

Meal Menus related to Plans

• It is only but fair that the reservation agent is familiar with the way meals are priced as they would negotiate rates with the room plans given earlier. Some basic knowledge of the way meals are priced is given as under:

• **A la Carte Menu:** This is a menu in which each food item is separately priced to give the guest choice to suit his or her taste and budget. Each course has a number of choices. The courses generally follow an accepted sequence.

Other Rates

In addition to the plans, there are other rates that reservation agents quote. These are:

Airline Contract Rate	A special negotiated rate for airline crews.
Corporate Rate	A rate for business houses that guarantee a minimum number of room nights per year.
Crib Rate a	A cradle or bassinet provided in room for infants.
Day Rate	A rate for guests who are not staying overnight.
Diplomatic Rate	A negotiated discounted rate to attract diplomatic business.
Extra Bed	A wheeled foldable bed that is added in a room on the guest's request.
Family Rate	A rate found in resorts for families on holiday.
Frequent Traveler Rate	A rate that gains discounts for frequent use of the property under a loyalty programme.
Group Rate	A discounted rate for groups in view of volume business.
Government Rate	A negotiated discounted rate with government bodies for their travelling officials and foreign visitors.
Hotel Federation Rate	A courtesy rate to all members of the hotel federation.
Maximum Moderate	A price range to maximize / minimize
Minimum Rate	revenue according to the

	circumstances		facilities.
Package Rate	A rate quoted when there are events in the city and includes the price of access to the events.	U.N Rate	A negotiated rate for all local United Nations representatives for the U.N. staff provided they guarantee a minimum number of room nights.
Rack Rate	The official rate of the hotel on a given day.		
Trade Rate	A negotiated discounted rate with trade organizations that guarantee a minimum number of room nights.		
Travel Agents Rate	A negotiated rate for volume business.		
Travel Writers	A discounted rate to encourage them to write about the hotel and		

Discounted rates are a percentage of charge off from the published rate offered to institutions and individuals to procure volume business or as a public relations gesture. Discounts are subject to revision on mutually agreed terms between parties. The reservation agent needs to keep updated on prevalent discounted rates.

Modes of reservation requests and handling reservations

Objectives: At the end of this lesson you shall be able to
• **state the various modes of reservation and handling reservations**
• **explain the reservation system in a hotel.**

Modes of Reservation

Some popular modes used by guests to make room reservations are

1 E-mail - It has vastly revolutionized communication. Today a written confirmation by an e-mail is accepted in business communication.

2 Post, faxes and SMS.

3 Websites - Modern reservation software gives instant confirmation to guests through the web.

4 Telephone calls

5 Personal visits by local representatives of the guests Many guests still want the comfort of human contact when making reservation.

The reservation agent will, therefore, be important in the foreseeable future.

Types of Reservation

Reservations may be broadly classified into three broad categories

1 Confirmed Reservations

2 Non-confirmed Reservations

3 Group Reservations

Confirmed Reservations and Modes of Payment - A confirmed reservation assures the guest a room at the time of his or her arrival. To make this possible, the hotel requires some assurances against a no-show. Reservation agents have found some tools to ensure this:

1 **Booking in writing** is a good proof of sincere intent for a room booking. Today e-mail bookings are accepted and are quick to give room confirmations.

2 **Prepayment** in full is the best confirmation of intend. Some ask for payment for the first night stay to cover themselves against a 'no show' in a busy season. Resorts in remote areas ask for prepayments because they are unable to immediately fill rooms in the case of a `no-show'. 'No show' is a term when a confirmed guest does not arrive.

3 **Credit Card** numbers are a popular method of confirming bookings. A hotel asks for the credit card number at the time of booking and will charge the card in case of a 'no-show'. Of course the reservation agent must check if the credit card offered is accepted by the establishment. Some universally accepted credit cards are the Visa, MasterCard, and American Express.

4 **Advance deposit** is another assurance for bookings usually used for longer stay or group bookings. The advance deposit covers at least one night stay. The deposit is forfeited in case of a last minute cancellation. Hotels may insist on this from unknown travel agents or those not registered with the hotel.

5 **Penalty charges** are incorporated in the case of negotiated contracts with airlines, associations, corporate houses, etc. The clauses may permit charging one night stay to the agency for a no-show.

6 **Miscellaneous Charge Orders (MCOs)** are issued by travel agencies to guests who pay the room charges to the travel agent. The guests present the MCO at the time of check-in who recovers the room charges from the travel agent later.

Non-Confirmed Reservations

Non-confirmed reservations are for those guests who have not secured their room booking in writing or by other instruments mentioned earlier. Such guests have to wait for the check-out time of 12 noon to secure a room. Even then the first priority is given to those guests with confirmed reservations. A no-show would be the best opportunity for the guest to secure a room around the cancellation hour of 4 p.m.

Importance of key control and security

Objectives: At the end of this lesson you shall be able to
• **describe the importance of security department and key control procedures.**

Security system: Security may be defined as the protection and conservation of all assets, which include:

• Hotel property
• Guest property
• The reputation of the hotel

Hotel security is, therefore, not merely an extension of the police functions into the private sector. Security staffs in hotels are employed to safeguard the hotel, employees and guest's property.

Hotels management is liable for the safety of guests property while they are resident. Depositing guests valuables into safe deposit boxes is one method of security but the security of guests' clothes and luggage in the guest-rooms is also of great importance. Therefore, a well-controlled system of handling guest keys is essential.

There are two .systems for the control of room keys:

• the conventional key system
• the electronic key system

The conventional key system

When a guest checks in they are usually given a key card by the front desk clerk. In some hotels the card may also be called the key envelope.

The following procedures should be followed to ensure security of guest-rooms:

• A hotel will very often issue only one key for each room, even if two guests are sharing.

• If a guest requests a key, their identification should be checked by the front office clerk.

• Guests should be reminded to return their keys at check-out i.e. hand over their keys to the front desk clerk or place them in the key box.

• Duplicate keys, and keys to connecting rooms, should be kept on a separate board and should only be handed out when absolutely necessary.

• The front desk clerk should regularly check that all keys are accounted for and that none are missing.

• If a room key is lost, the hotel must consider changing the door lock to that room.

In the event of a guest locking themselves out of a room an emergency key can be used. Either the assistance manager or executive housekeeper will have accessible this key. This key can open all guestroom doors, even those which have been double-locked. Therefore, it's important that this key is highly protected (and should never leave the hotel property). This key may also be known as the grand master key.

Similarly, for guest-room doors which are not double locked, a master key can be used, but the same control procedures should be followed. The master key should not leave the hotel property, and when not in use must be secured in a designated place of safekeeping written record should be maintained of which employee have received a master key.

The electronic key system

A sophisticated computer-based electronic key system may be used instead of the traditional method to access guest-rooms. This system operates through a master control console at the front desk which is wired to guest-room locks.

At check-in, a front desk clerk will insert a special key plastic card, similar to a credit card, into the appropriate slot on the console. The keys have been randomly code and this unique code is then transmitted to the guest room door lock. When the next guest checks in to the room number, a new door lock code will be programmed to that room.

The system also monitors the number of times the guest exits and re-enters the room, including the number of times the room attendant enters the room, when using their pass key. This gives an additional dimension to the

security of a guest-room. If a person tries to enter using an incorrect key, then the system alerts the security staff.

Security is only effective when all employees participate in a hotel's security effort. Front desk clerks, porter, doormen and parking attendants all play important security roles.

Computer Operational Skills

Objectives: At the end of this lesson you shall be able to
• **know the different types of computers**
• **know about personal Computer/Micro computer/Operating System**
• **learn above profiling an Operating System**
• **system files and command processor file**
• **know the definition of a file, file names, booting from CD and HDD, warm and cold reboot.**

Computer - Definition

A computer is an electronic machine, operating under the control of instructions stored in its own memory that can accept data (input), manipulate the data according to specified rules (process), produce results (output), and store the results for future use.

Technically, a computer is a programmable machine. This means it can execute a list of programmed instructions and respond to new instructions that it is given.

History of Computer

Charles Babbage's machine

The working principles of today's computers were provided by an English mathematician Charles Babbage around 1833's invented a machine called the "Analytical Engine". A machine which could calculate and print tables of functions using limited techniques.

The Analytical Engine had four parts. A mill, which was the section which did the calculations, essentially the CPU; the store, were the information was kept recorded, essentially the memory; the reader, which would allow data to be entered using punched cards, essentially the keyboard, and the printer.

Hence, Charles Babbage is considered as the "Father of the Computer" as in Fig 1.

Fig 1
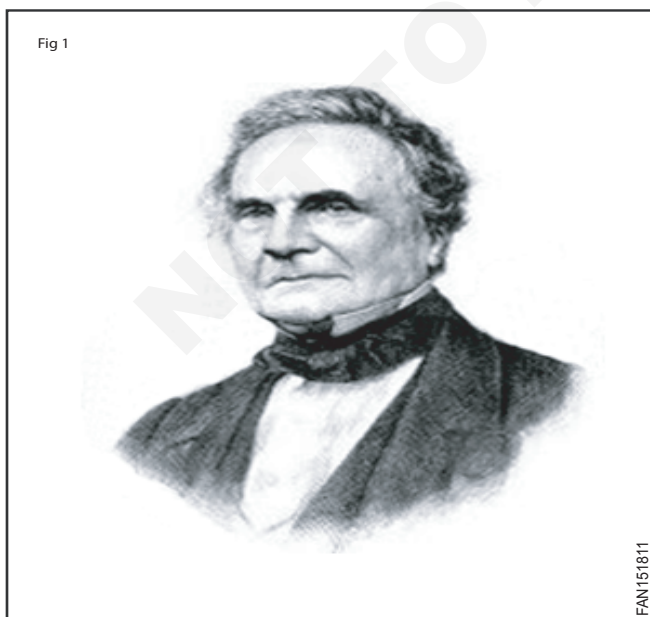
The generations of computers are characterized by a major technological development that fundamentally changed the way of computers to operate, resulting in increasingly smaller, cheaper, more powerful and more efficient and reliable devices. The various generations of computers are listed below

First Generation (1946-1954): In 1946 the digital computer using electronic valves (Vacuum tubes) are known as first generation computers. The first 'computer' to use electronic valves i.e. vacuum tubes. The high cost of vacuum tubes prevented their use for main memory. They stored information in the form of propagating sound waves. The vacuum tube consumes a lot of power. These computers were large in size and writing programs on them was difficult. Some of the computers of this generation were:

Mark I: The **IBM Automatic Sequence Controlled Calculator (ASCC),** called the Mark I by **Harvard University, was an electro-mechanical computer.** Mark I is the first machine to successfully perform a long services of arithmetic and logical operation. Mark I is the First Generation Computer.

ENIAC: It was the first electronic computer built in 1946 at University of Pennsylvania, USA by John Eckert and John Mauchy. It was named Electronic Numerical Integrator and Calculator (ENIAC). The ENIAC was 30-50 feet long, weighted 30 tons, contained 18,000 vacuum tubes, 70,000 resistors, 10,000 capacitors and required 150,000 watts of electricity. Today computer is many times as powerful as ENIAC, WI size is very small.

EDVAC: It stands for **Electronic Discrete Variable Automatic Computer** and was developed in 1950. The concept of storing data and instructions inside the computer was introduced here. This allowed much faster operation since the computer had rapid access to both data and instructions. The other advantage of storing instruction was that computer could do logical decision internally. The EDVAC was a **binary serial computer** with automatic addition, subtraction, multiplication, programmed division and automatic checking with an ultrasonic serial memory.

EDSAC: It stands for **Electronic Delay Storage Automatic Computer** and was developed by **M.V. Wilkes at Cambridge University in 1949.** The **EDSAC** is the first **stored-program computer.** The EDSAC performed computations in the three millisecond range. It performed arithmetic and logical operations without human intervention. The key to the success was in the stored instructions which it depended upon solely for its operation.

Computers are classified on the basis of computing power, memory capacity and cost.
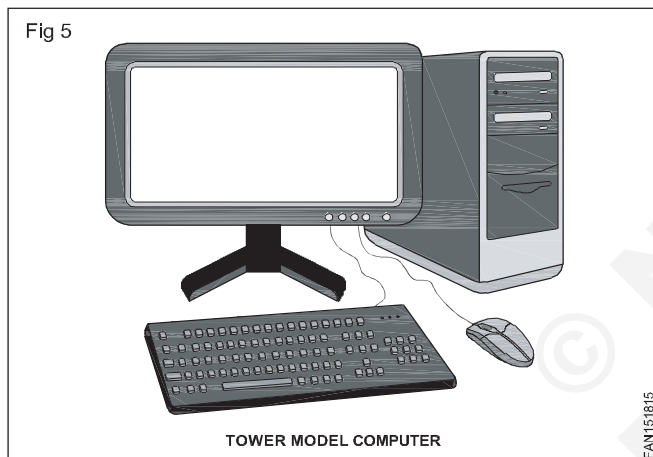
- Micro computer or Personal Computer

- Mini Computer

- Mainframe Computer

- Super Computer

Micro Computers

Micro computer is also called personal computer. It was introduced in 1970. Examples of personal computers are PC and Apple Macintosh. The major types of personal computers are desktop computer and portable computer.

Desktop Computer

These computers can easily fit on a table or desktop, hence the name given. These computers come in two models or casings. In Desktop model, the system unit is placed on the desktop or table. Monitor is placed on the system unit. In Tower model, both monitor and system unit are placed on the table as in (Fig 5).

Fig 5

TOWER MODEL COMPUTER

Portable computer

Portable is a personal computer that can be carried from one place to other easily. Notebook computer and handheld computer (smart phone) are examples of portable computers. Notebook computer is also called laptop computer. Laptop computers are very small in size and can be placed easily on lap.

Laptop computer or notebook computer

The laptop computer or notebook computer will be as shown in (Fig 6a) and (Fig 6b).It is also called as tower model computer.

Palmtop Computer/ Digital Diary/ Notebook/ PDAs

A handheld computer (like smart phone) is also portable. Handheld computer is known as palmtop computer.

Palmtops have no keyboard but the screen serves both as an input and output device. It easily fits in the hand of the user.

Fig 6

LAP TOP COMPUTER OR NOTE BOOK COMPUTER

Fig 6b

Fig 6a
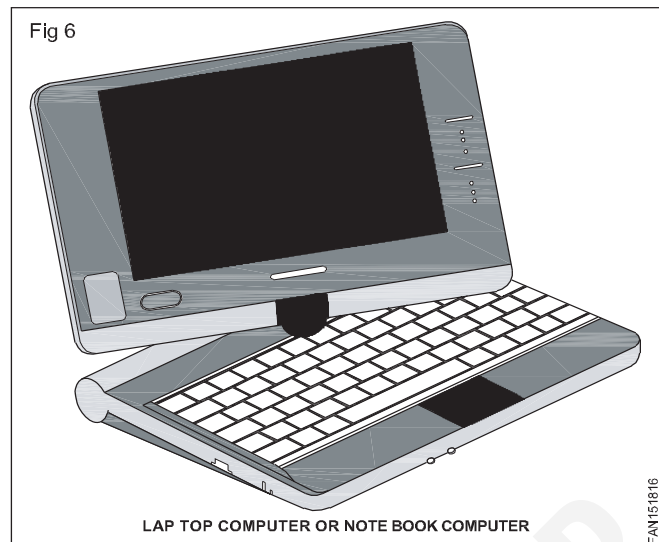
Uses of Micro Computer

The PC is the most common type of computer used in the office. It is now widely used in many homes. These are also used for business and engineering application.

Mini Computer

Mini computers were introduced in the 1960s Minicomputer is larger and more powerful computer than personal computer. It can execute five million instructions per second. It generally consists of two or more processors.

Minicomputer can serve up to 4000 connected user simultaneously. It is normally accessed by users via personal computer or terminal. A device with a monitor and keyboard is called terminal. It is also known as dumb terminal. It has no processing power and cannot work as stand-alone computer. Some of the minicomputer models are VAX-8800, AS400

Uses of Mini Computer

Mini computers are often used by small and medium-sized companies to provide centralized store of information.

Mainframe Computer

Mainframe computers were introduced in 1975. A mainframe computer is a very large computer in size. It is processors.

It is designed to perform multiple tasks for multiple users at the same time. Mainframe computers can serve up to 50,000 users at the same time.

The users access a mainframe computer through terminal or personal computer. A typical mainframe computer can execute 16 million instructions per second.

Uses of Mainframe Computer

Mainframe computers are used primarily by corporate and governmental organizations for critical applications, bulk data processing such as census, industry and consumer statistics, and transaction processing.

Super Computer

Super computers were introduced in 1980s. Super computer is the fastest computer. Super computer is the biggest in size and the most expensive in price than any other computers. It is the most sophisticated, complex and advanced computer.

It has a very large storage capacity. It can process trillions of instructions in one second. Super Computer is the fastest and most powerful computer of a time. Supercomputers are very expensive. Supercomputers are used for highly calculation-intensive tasks. Super computers are also used for specialized applications that require immense amounts of mathematical calculations.

Applications of Super Computer

• Weather forecasting

• Animated graphics like in Hollywood movies

• Fluid dynamic calculations

• Nuclear energy research

• Space science

• Weapon and missile design

• Petroleum exploration and etc.

Advantages of computers

• A computer has a very high processing speed with high reliability.

• Large volume of information can be stored in the memory any particular data/program can be retrieved immediately.

• Solution to a complicated problem is possible at a very high speed.

• Processing of large volume of data saves a lot of clerical work which reduces the processing cost.

• Computers perform operations efficiently at environments where presence of human being is not possible such as furnace, poisonous atmosphere, vacuum, unmanned satellite, etc.

Limitation of computers

• High initial cost

• Input information has to be prepared in the form of statements called program which requires a considerable amount of knowledge.

• Usage of computers will be economical only when there is clerical data processing for large volume of data and are repetitive in nature.

Introduction to Linux operating system

Objectives: At the end of this lesson you shall be able to
• **learn the overview of linux**
• **define futures of linux**
• **explain application area of linux**
• **describe about kernel.**

Overview of Linux

The operating system

Developers need special tools (like the compilers and command lines found in GNU) to write applications that can talk to the kernel. They also need tools and applications to make it easy for outside applications to access the kernel after the application is written and installed.

This collective set of tools, combined with a kernel, is known as the operating system. It is generally the lowest layer of the computer'software that is accessible by the average user. General users get the operating system when they access the command line.

Linux provides powerful tools with which to write their applications: developer environments, editors, and compilers are designed to take a developer's code and convert it to something that can access the kernel and get tasks done.

Like the kernel, the linux operating system is also modular. Developers can pick and choose the operating tools to provide users and developers with a new flavor of linux designed to meet specific tasks.

Introduction to Linux

Linux (pronounced Lih-nucks) is a UNIX-like operating system that runs on many different computers. Although many people might refer to Linux as the operating system and included software, Linux is the operating system kernel, which comes with a distribution of software.

Linux was first released in 1991 by its author Linus Torvalds at the University of Helsinki. Since then it has grown tremendously in popularity as programmers around the world embraced his project of building a free operating system, adding features, and fixing problems.

Linux is popular with today's generation of computer users for the same reasons early versions of the UNIX operating

system enticed fans more than 20 years ago. Linux is portable, which means you'll find versions running on name-brand or clone PCs, Apple Macintoshes, Sun workstations, or Digital Equipment Corporation Alpha-based computers. Linux also comes with source code, so you can change or customize the software to adapt to your needs. Finally, Linux is a great operating system, rich in features adopted from other versions of UNIX.

The future of Linux

Linux is already successful on many different kinds of devices, but there are also many technological areas where Linux is moving towards, even as desktop and server development continues to grow faster than any other operating system today.

Linux is being installed on the system BIOS of laptop and notebook computers, which will enable users to turn their devices on in a matter of seconds, bringing up a streamlined Linux environment. This environment will have Internet connectivity tools such as a web browser and an e-mail client, allowing users to work on the Internet without having to boot all the way into their device's primary operating system-even if that operating system is Windows.

At the same time, Linux is showing up on mobile Internet devices (MIDs). This includes embedded devices such as smart phones and PDAs, as well as net book devices-small laptop-type machines that feature the core functionality of their larger counterparts in a smaller, more energy-efficient package.

The growth of cloud computing is a natural fit for Linux, which already runs many of the Internet's web servers., Linux enables cloud services such as Amazon's A3 to work with superior capability to deliver online applications and information to users.

Many of the popular Web 2.0 services on the Internet, such as Twitter, Linked In, YouTube, and Google all rely on Linux as their operating system. As new web services arrive in the future, Linux will increasingly be the platform that drives these new technologies.

Current application of Linux operating systems

Today Linux has joined the desktop market. Linux developers concentrated on networking and services in the beginning, and office applications have been the last barrier to be taken down. They don't like to admit that Microsoft is ruling this market, so plenty of alternatives have been started over the last couple of years to make Linux an acceptable choice as a workstation, providing an easy user interface and MS compatible office applications like word processors, spreadsheets, presentations and the like. On the server side, Linux is well-known as a stable and reliable platform, providing database and trading services for companies like Amazon, the well-known online bookshop, US Post Office, the German army and many others. Especially Internet providers and Internet service providers have grown fond of Linux as firewall, proxy- and web server, and you will find a Linux box within reach of every UNIX system administrator who appreciates a comfortable management station. In post offices, they are the nerve centre that route mail and in large search engine, clusters are used to perform Internet searches. These are only a few of the thousands of heavy-duty jobs that Linux is performing day-to-day across the world. It is also worth to note that modern Linux not only runs on workstations, mid- and high-end servers, but also on "gadgets" like PDA's, mobiles, a shipload of embedded applications and even on experimental wristwatches. This makes Linux the only operating system in the world covering such a wide range of hardware.

MS Word

Objectives: At the end of this lesson you shall be able to
• **state what is MS Office**
• **explain what is Ms word and starting steps**
• **explain various screen blocks of MS word**
• **explain procedures to create, save, print a document.**

Microsoft office is a application software package introduced by Microsoft Corporation. MS Office consists of the following popular packages:

• Microsoft Word

• Microsoft Excel

• Microsoft PowerPoint

• Microsoft Access

• Microsoft Outlook

Word 2010

It is a word processor package that helps to create and edit a document. It is the most known word processor of nowadays. It makes professional looking documents by providing a comprehensive set of tools for creating and formatting a document, memos, letters, reports, brochures, business documents and even Internet web pages.

Starting Word

Click on the Start > (windows Logo) All programs> Microsoft office> Microsoft Word. MS Word opens along with a default blank document with default settings page layout.

Default page layout (Fig 1)

Fig 1
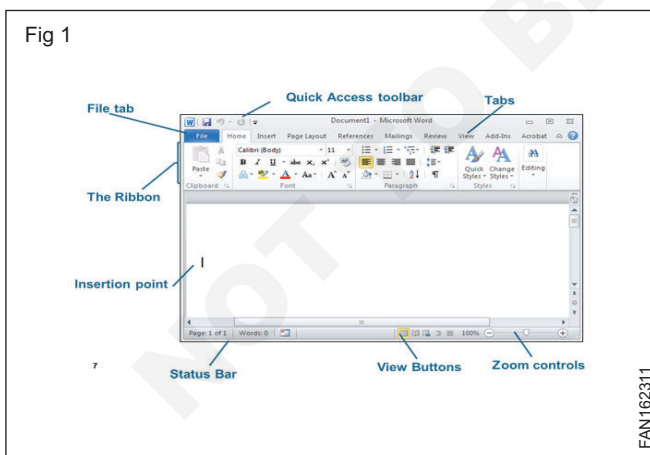
Unlike previous version, MS Office 2010 has a common set of features for all the components. It makes it easy to understand and common utilities to remain available on all the packages of MS Office including Word, Excel, PowerPoint, Access, etc. Many features are redesigned so as enabling the diverted users of other packaged can afford with. These enhancements and utilities in Word 2010 are described as below.

The Ribbon tab of Word has eight major parts viz. File, Home, Insert, Page Layout, References, Mailings, Review and View.

File tab of the ribbon is useful to create a new file, a blank or a template page as required. Ctrl + N always create a new blank document in Office Package. The documents so created can be saved as default word document or given compatible format. Furthermore, permission for accessing a document can be fixed, share a document on a network, even manage a document to be compatible with previous and external versions. Print option makes the document to get a hard copy or a pdf format according to the installed printer features. Recently opened files can also be viewed to find it easy to work again. Help on word is there in the same tab.

Home Tab (Fig 2)

Fig 2
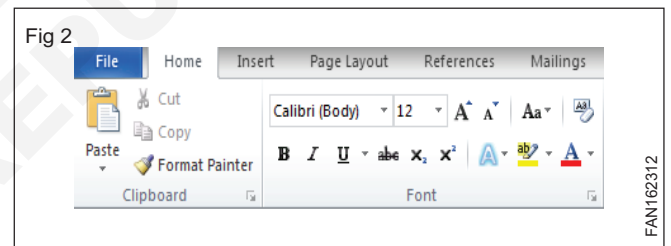
Home tab has clipboard options including cut, copy, paste and paste special. The Font block has all the options of setting fonts, size, superscript, subscript, bold, italic, underline, strikethrough, font colors, etc.

Paragraph Group (Fig 3)

Fig 3
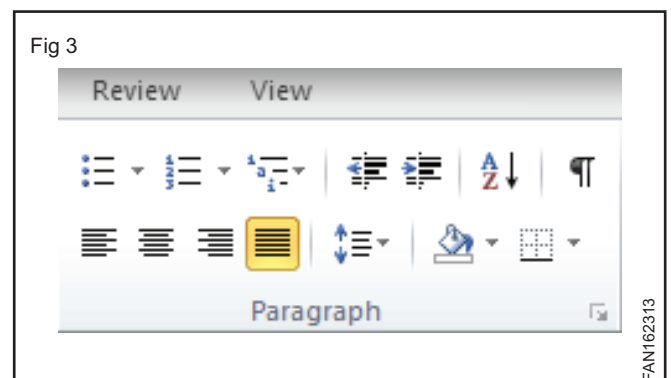
Paragraph group creates the formatting paragraphs with alignments left, right, center, justify and indentations, para and line spacing. Line and page breaks allows to create pagination options and exceptions of formatting.

Styles and Editing Group (Fig 4)

Fig 4

The Styles group allows preformatted text styles like heading styles, Paragraph styles, Subtitles, etc. Custom styles can also be stored with altered specifications. The Editing group used to select specific area find and/or replace option in a specified area in text.

The Insert tab has 7 groups. Fig 5 - Pages, Tables and Illustrations blocks (Fig 5).

Fig 5
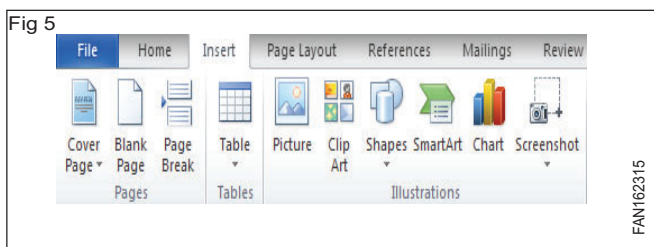
Page group makes cover pages, blank pages insertion and page breaks. Tables group helps to insert a table in a text document with ready specified row-column set or a customized table format. Illustration group inserts pictures from external sources, clip arts, shapes, smart art, charts of data, even screenshot into the text document.

Links and Header/Footer Groups (Fig 6)

Fig 6
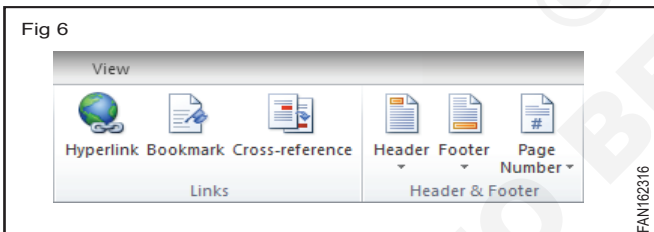
Links group creates hyperlink on texts, bookmarks and cross references in a document.

The header and footer group inserts header, footer to be appearing on every page and page numbers to display as to placement area.

Text and Symbols block (Fig 7)

Fig 7
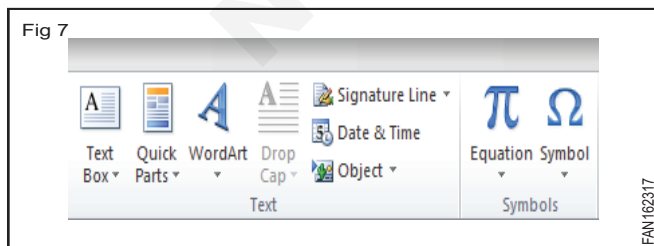
Text group allows creating text box, quick parts likely to create brochures, designed text as WordArt, paragraph styles, a signature line, date and time and an object insert option.

Symbols group inserts symbols of equations like maths equations or symbols like currency, math symbols.

Themes and Page Setup Group (Fig 8)

Fig 8
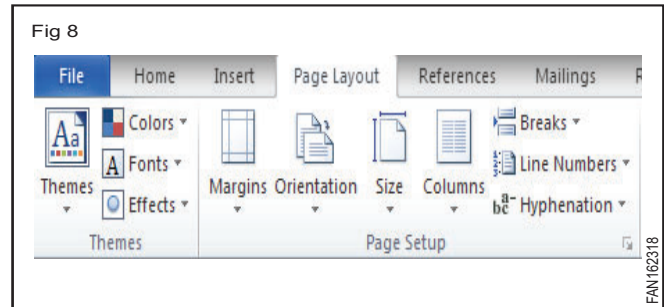
Page Layout tab has five major groups. Themes creates predefined template setup using themes documents. Even new themes customized can created and saved for future use.

Page setup group has features on margin around, page orientation i.e. vertical or horizontal, paper size, column to display, breaks, line numbers and hyphenation.

Page Background and Paragraph Group (Fig 9)

Fig 9
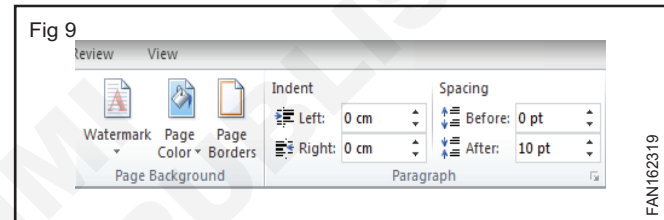
Page Background group creates a watermark, page Background color and page borders. Paragraph has specified options already discussed in Home Paragraph group.

Arrange Group (Fig 10)

Fig 10
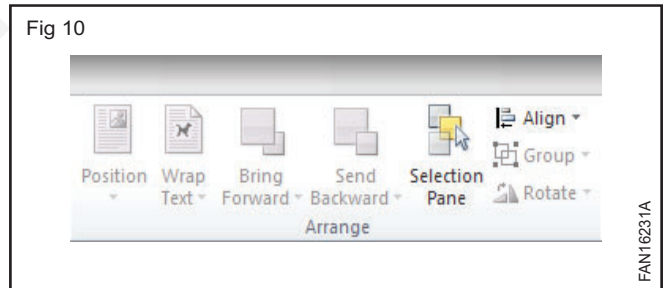
The arrange group creates position of objects, elements, text wrapping, arranging objects, aligning objects, grouping and transformations.

References tab has six blocks.

TOC and Footnotes Group (Fig 11)

Fig 11
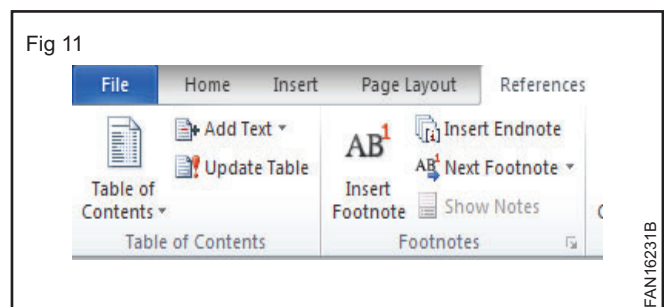
Table of contents creates the TOC of a particular publication document automatically and upon modifications updatable. Footnotes tab creates foot notes of a page, block area which includes explanatory phrases or references. Endnote makes the note at the end of the document.

Citations, Bibliography and Captions Group (Fig 12)

Fig 12
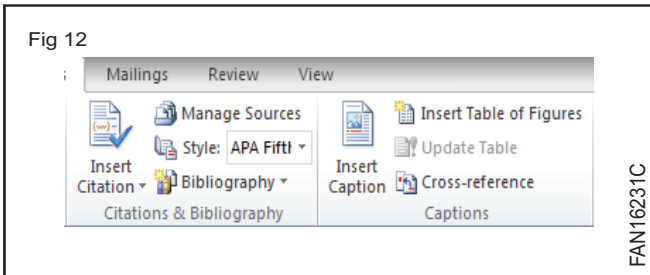
Citation and Bibliography makes an external source as citation, reference tables and credits of authors related to the publication. Captions tab inserts a caption, table of figures, cross references inside a text.

Index and Table of Authorities Group (Fig 13)

Fig 13
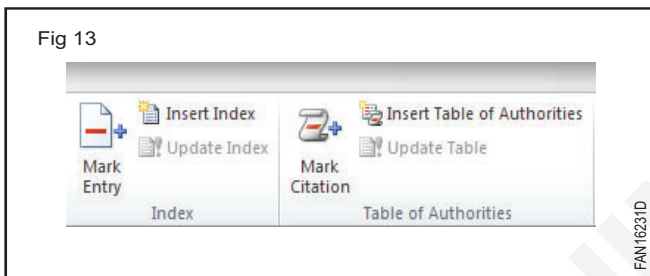
Index enters a value on a main topic or sub topic and create the index accordingly. Table of authorities has the citation mark includes the list of the cases, statutes and other authorities cited in the document.

Create and Mail merge Groups (Fig 14)

Fig 14
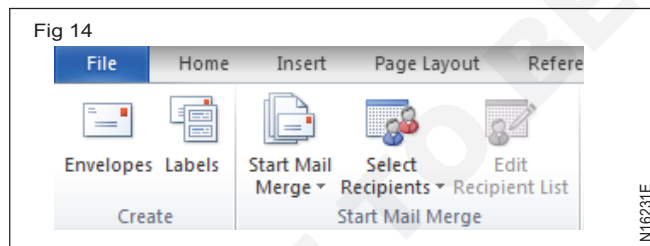
Mailings tab used to create mailing of a letter or order using common mailing features. Create block makes envelopes print using predefined formats as well as custom formats. Labels can also be printed to which the delivery address is mentioned.

Mail merge block is used to create mail merge of a letter, email. If a common letter is created and to be sent to many recipients, this option allows to create an Address block where the recipient's info should appear. Even selective recipients can be listed as well as a new recipient list can be created.

Write and Insert fields Group (Fig 15)

Fig 15
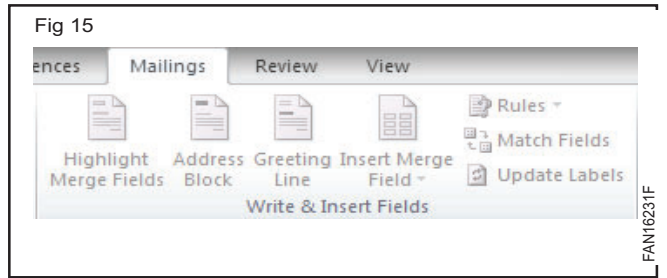
While writing a letter, it has many parts, which this mail merge creates fields of Address Block, Greetings Line, Merged field of content, labels, etc.

Preview Results and Finish Groups (Fig 16)

Fig 16
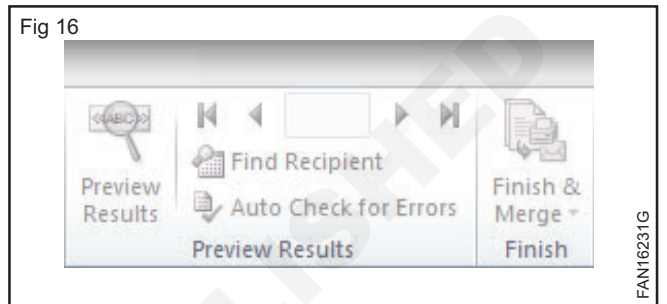
On successful completion of mail merge, it can be previewed and checked for errors for each recipients and edit accordingly. Upon validation the mail merge gets finished.

Proofing and Language Groups (Fig 17)

Fig 17
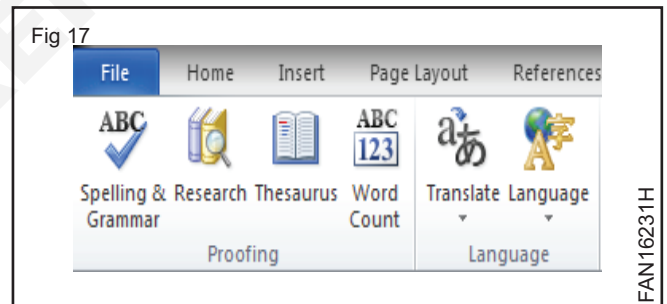
Review tab here is used for the various document areas to be reviewed. Proofing makes easier to check Spelling and Grammar of a document. Accidental errors can be corrected here. Research refines the search not only inside the document, but also the referenced documents. Thesaurus identifies the completeness of the document using the standard language compatibility of the region like English UK or English USA etc. Word count shows the analysis of the document as total words, total characters, with and without spaces, no. of paragraphs, lines, etc. Here Text blocks can also be included for such analysis.

Language Block helps to translate a page into the installed other languages and to change the proofing language. It requires the direct translator service from Microsoft Online.

Creating a file, save and other options

Objectives: At the end of this lesson you shall be able to
• **explain how to create a new document, save and print**
• **state how to edit, format text and document styles**
• **brief using tables inside word document with data**
• **explain how to create styles in a document and save for future use**
• **explain Few unique features of Word 2010**
• **brief the mail merge processing.**

File Info view (Fig 1)

Fig 1
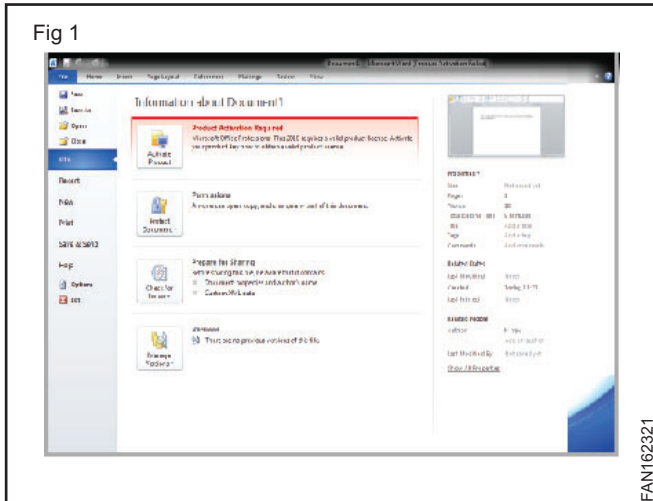
Word 2010 new document can be created as usual with Ctrl + N or through File menu New option. Basically the file created is saved as a word document extended format as docx in word file.

Save options in Word (Fig 2)

Fig 2
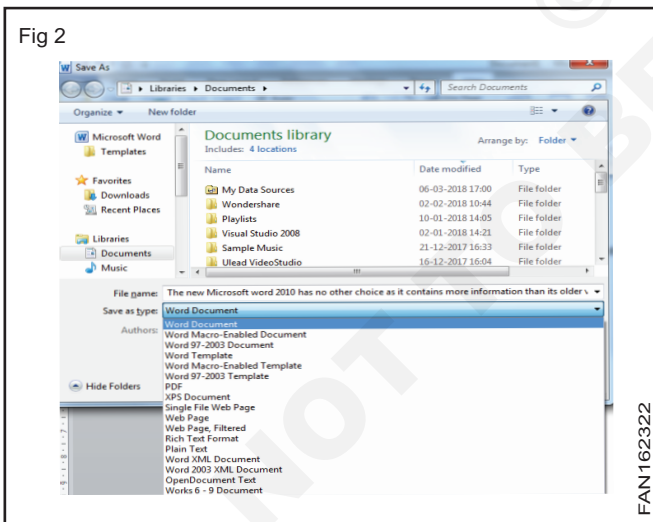
If can be saved using save as option in any compatible format or old versions of office, like 2003 or earlier versions. Main utility of the word software is the creation of word Processing documents. It may be any of a format like Publication, letter, brochure, etc. Word supports all type of formatting to design a text based presentation. Also it supports output files in major accepted formats according to industry standards.

Print options in word (Fig 3)

Fig 3
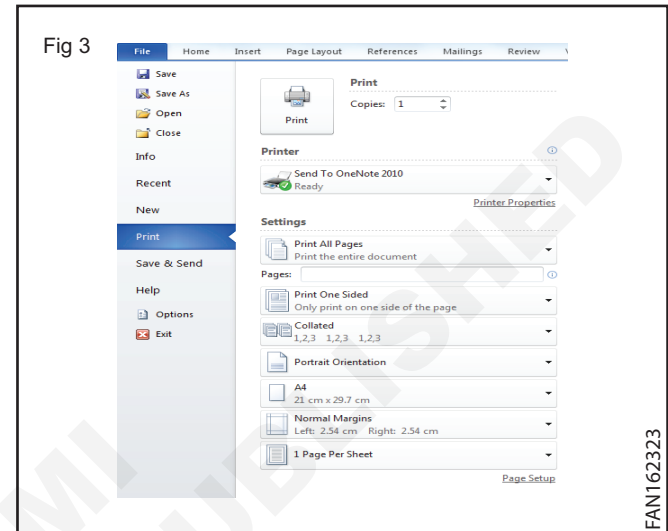
The saved documents can be printed using the File Menu -> Print option and the installed printer support makes it easy to get the document printed. If Adobe Acrobat Professional is installed, the same document can be stored as a PDF file for sharing purposes. Apart from printing and storage, the file created can be published in web as a web page or template that can be used for future publications in same format.

Basic concepts to be noted while using Word are Text properties. It includes Font type, Font size, Text Color, and usual decorations of text. Also creating of paragraphs styles are to be kept in mind. Paragraph alignment has left, right, center and justified settings. Text elements may contain items like ordered list, unordered list, sub-section lists. They are found there in paragraph formatting block of Home Tab. Indenting of text for creating Quotes is also there inside the same tab. According to the page size, line spacing and paragraph spacing can be adjusted, like before and after paragraph spaces, line heights, etc. The Styles can be predefined to use as ready to put on places where it required. Standard templates are available but it allows to create custom styles too.

Tables can be inserted for various utilities. Normal table has adjustable width and columns so it can simply inserted with Insert > Table option directly.

Shortcut Keys

CTRL + SHIFT + A	Converts the selected text to capital letters or vice versa
CTRL + SHIFT + F	Displays the font dial box
CTRL + SHIFT + G	Displays the Word Count dialog box
CTRL + SHIFT + S	Displays the Apply Styles task pane
ALT + R	Displays the Review tab
ALT + CTRL + 1	Apply Heading 1, Similarly ALT + CTRL + 2 will apply heading 2
CTRL + SHIFT + L	Applies Bullets
CTRL + SHIFT + F5	Bookmark
CTRL + B	Bold Text
CTRL + I	Italic Text
CTRL + U	Underline Text
CTRL + PAGE DOWN	Browse Next
CTRL + E	Navigate to the center Paragraph
CTRL + SHIFT + ENTER	Column Break
CTRL + SHIFT + C	Copy Format
ALT + SHIFT + F7	Dictionary
ALT + CTRL + S	Splits the Document
CTRL + SHIFT + D	Double Underline
CTRL + END	End of Document
END	End of line
CTRL + SHIFT + P	Font size select
SHIFT + F5 or ALT + CTRL + Z	Go Back to previous state
CTRL + SHIFT + .	Grow Font
CTRL +]	Grow Font one point
ALT + CTRL + R	Header Footer Link
CTRL + K	Hyperlink
CTRL + M	Indentation
CTRL + J	Justifies Paragraph
ALT + F8	Inserts Macros
ALT + SHIFT + K	Mail Merge Check
F10	Menu Mode
ALT + F7	Moves to the Next Misspelling
CTRL + H	Replace
CTRL + P	Print
CTRL + SHIFT + F12	Also launches Print
ALT + SHIFT + BACKSPACE	Redo
F12	Save As
CTRL + SHIFT + K	Small Caps
CTRL + SHIFT + S	Style
SHIFT + F7	Thesaurus
ALT + SHIFT + T	Time Field
CTRL + SHIFT + M	Un-indent

Handling printers

Objectives: At the end of this lesson you shall be able to
• **explain about typewriter**
• **explain about printer**
• **explain types and cost of printers**
• **explain programming language for printers**
• **explain how to locate printer driver files.**

Computer Printer

A printer is a piece of hardware for a computer as on Fig 1. It is a device that must be connected to a computer which allows a user to print items on paper, such as letters and pictures. It can also work with digital cameras to print directly without the use of a computer.

Fig 1

FAN162912

Types of Printers

Today, the following types of printers are in regular use:

Daisy wheel printing is an impact printing technology invented in 1969 by David S. Lee at Diablo Data Systems as on Fig 2. It uses interchangeable pre-formed type elements, each with typically 96 glyphs, to generate high-quality output comparable to premium typewriters such as the IBM's electric, but two to three times faster. Daisy wheel printing was used in electronic typewriters, word processors and computers from 1972. According to Webster's, the daisy wheel is so named because of its resemblance to the daisy flower.

Fig 2
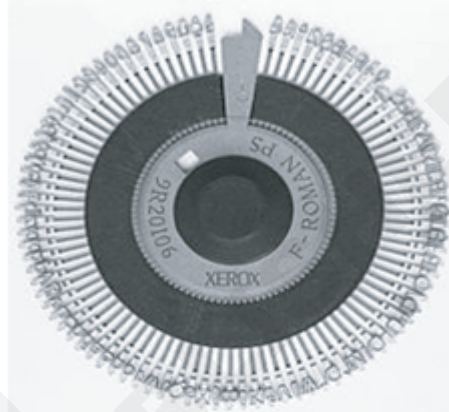
FAN162913

Dot-matrix printers are now almost extinct. They use a ribbon and make a lot of noise. There were models with 9 pins and models with 24 pins as on Fig 3. A dot matrix printer or impact matrix printer is a type of computer printer with a print head that runs back and forth, or in an up and down motion, on the page and prints by impact, striking an ink-soaked cloth ribbon against the paper, much like the print mechanism on a typewriter.

Fig 3

FAN162914

Inkjet printing is a type of computer printing that creates a digital image by propelling droplets of ink onto paper as on Fig 4. Inkjet printers are the most commonly used type of printer, and range from small inexpensive consumer models to very large professional machines that can cost tens of thousands of dollars.

Fig 4

The concept of inkjet printing originated in the 20th century, and the technology was first extensively developed in the early 1950s. Starting in the late 1970s inkjet printers that could reproduce digital images generated by computers were developed, mainly by Epson, Hewlett-Packard (HP), and Canon. In the worldwide consumer market, four manufacturers account for the majority of inkjet printer sales: Canon, HP, Epson, and Lexmark, a 1991 spin-off from IBM.

The plotter is a computer printer for printing vector graphics as on Fig 5. In the past, plotters were used in applications such as computer-aided design, though they have generally been replaced with wide-format conventional printers. It is now commonplace to refer to such wide-format printers as "plotters.

Fig 5

Pen plotters print by moving a pen or other instrument across the surface of a piece of paper. This means that plotters are restricted to line art, rather than raster graphics as with other printers. Pen plotters can draw complex line art, including text, but do too slowly because of the mechanical movement of the pens. They are often incapable of efficiently creating a solid region of color but can hatch an area by drawing a number of close regular lines.

Laser printing is a digital printing process that rapidly, produces high quality text and graphics on plain paper As with digital photocopiers and multifunction printers (MFPs), laser printers employ a xerographic printing process, but differ from analog photocopiers in that the image is produced by the direct scanning of a laser bean across the printer's photoreceptor.

A laser beam projects an image of the page to be printed onto an electrically charged rotating drum coated with selenium or, more common in modern printers, organic photoconductors. Photoconductivity allows charge to leaf away from the areas exposed to light.

Dry ink (toner) particles are then electro statically picked up by the drum's charged areas, which have not been exposed to light. The drum then prints the image onto paper by direct contact and heat, which fuses the ink to the paper.

Cost of printers

There are different costs with a printer. Printers that are more expensive to buy will usually be less expensive in the consumables (the ink, toner, or ribbon used by the printer). Therefore, laser printers are often more expensive to buy than inkjet printers, but are no expensive to use over a long period of time.

Inkjet printers on the other hand have a higher cost of consumables because the ink tanks they use are more expensive than the toner for a laser printer.

Laser printers that can print in color are usually more expensive than those that only print in black and white other options, like being able to print on both sides of a paper, to automatically sort the output, or to staple the output will also make a printer more expensive.

Common programming languages for printers include:

ESC/P

Postscript

PCL

GDI

HPGL and HPGL/2

PDF

VPS

How to Locate Printer Driver Files

Printers can be connected to a computer by a variety of wired and wireless methods, but all printers require drivers to be installed on a computer. The printer drivers are small programs that help communicate information from the operating system to the printer.

Driver errors can make the printer unusable. Using the Windows device manager, you can look up details about the drivers as well as pinpoint their physical location on your hard drive.

Introduction to MS Excel

Objectives: At the end of this lesson you shall be able to
• **know the features & function of Microsoft Excel**
• **know the formulas and functions**
• **know the move around in excel**
• **learn conditional formatting**
• **learn excel spreadsheet data.**

Features & Functions of Microsoft Excel

Whether for work or home use, an Excel spreadsheet is the best tool in Microsoft Office for organizing data and making lists. Although Word documents can include tables and columns, Excel makes laying out information for easier. Excel also has a range of functions for designing formulas that automate calculations. Although Excel looks intimidating at first, the program's layout is similar to other Office applications.

Cells and Worksheets

The main portion of Excel's window consists of a spreadsheet -- or worksheet of cells. Just as with a paper spreadsheet, each cell can contain any numbers or any text -- unlike working with an Access database, Excel allows to simply click on any cell and fill it however best fits the project.

In some cases, such as to track spending, if want to use an organized series of rows and columns. Other times, such as building a list of team members, cell order and positioning won't play a major role. One advantage to Excel is how simple it makes reorganizing data: select a cell and drag its border to move it to a new spot on the sheet.

Excel Workbooks

Every Excel file, called a workbook, contains one or more worksheets. To switch between sheets in a workbook, use the tabs in the lower left corner of the window. Since Excel 2010, most workbooks use the file extension XLSX,

Whereas older versions used XLS files. New copies of Excel can read these old files, but to open a new workbook in an old edition, the old PC needs the Office compatibility pack.

Formulas and Functions

In addition to containing plain text and numbers, cells can contain formulas, which always start with an equals sign. With a formula, Excel displays the result of an equation in a cell, but automatically keeps that result up-to-date as you change its components. A basic formula can take the place of a calculator: write "=2+4" and Excel displays "6." Formulas also work with data in other cells: "=A1 +B1" adds the values of cells A1 and B1.

For procedures other than direct arithmetic, use functions to perform various operations on data. Functions' abilities range from simple math, such as "AVERAGE" to average

a range of cells, to modifying text, such as "LOWER" to convert a line to lower case.

The two terms are often confused, but remember that each cell can contain only one formula, but each formula can use multiple functions, such as "=AVERAGE(AI, B1)+SUM(A2, B2)" to add the sum of two cells to the average of two other cells.

The following basic window appears when you start the excel application. Let us now understand the various important parts of this window as shown in fig 1.

Fig 1
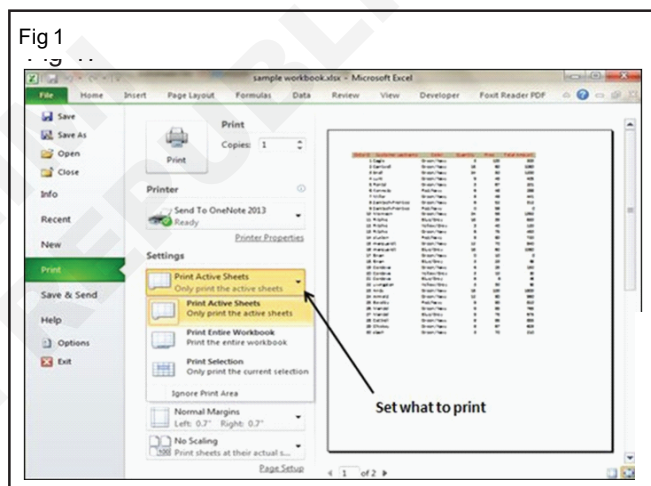
Ribbon Tabs

As with the rest of Office since 2007, Microsoft has replaced Excel's menus with ribbon tabs as shown in fig 2. The tab as visual menus that remain open each tab contains a set of related features with explanatory icons. For example, the Home tab contains the most common options, such as font and text color, while the Insert tab offers ways to insert tables, text boxes and charts. One tab, File, behaves differently. File still contains basic tasks including "New," "Open" and "Save," but displays these tasks in a full-screen area with extra options, called the backstage view. For example, the "New" button in the backstage view offers a searchable selection of templates for new workbooks.
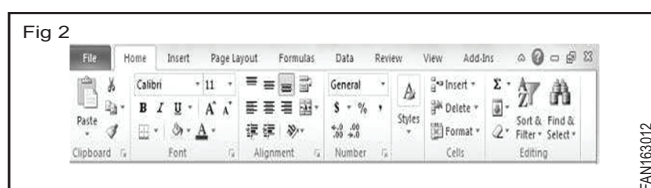
Fig 2

Ribbon contains commands organized in three components (Fig 2)

Tabs: They appear across the top of the Ribbon and contain groups of related commands. Home, Insert, Page Layout is the examples of ribbon tabs.

Groups: They organize related commands; each group name appears below the group on the Ribbon. For example, group of commands related to fonts or group of commands related to alignment etc.

Home: Use this tab when creating, formatting, and editing a spreadsheet.

This tab is arranged into the Clipboard, Font, Alignment, number, Styles, Cells, and Editing groups.

Insert: Use this when adding particular elements (including graphics, PivotTables, charts, hyperlinks, and headers and footers) to a spreadsheet. This tab is arranged into the

Column Bar

Columns are numbered from A onwards and keeps on increasing as to keep entering data. After Z, it will start the series of AA, AB and so on. Maximum limit is 16,384 columns.

Status Bar

This displays the sheet information as well as the insertion point location. From left to right, this bar can contain the total number of pages and words in the document, language etc.

User can configure the status bar by right-clicking anywhere on it and by selecting or deselecting options from the provided list

File Tab

The File tab replaces the Office button from Excel 2010 user can click it to check the Backstage view, Where user come to open or save files, create new sheets, print a sheet, and do other file-related operations.

First column of the backstage view will have the following options as shown in

Table

Option	Description
Save	If an existing sheet is opened, it would be saved as is, otherwise it will display a dialogue box asking for the sheet name.
Save As	A dialogue box will be displayed asking for sheet name and sheet type. By default, it will save in sheet 2010 format with extension .xlsx.
Open	This option is used to open an existing excel sheet.
Close	This option is used to close an opened sheet.
Info	This option displays the information about the opened sheet.
Recent	This option lists down all the recently opened sheets.
New	This option is used to open a new sheet.
Print	This option is used to print an opened sheet.
Save & Send	This option saves an opened sheet and displays options to send the sheet using email etc.
Help	You can use this option to get the required help about excel 2010.
Options	Use this option to set various option related to excel 2010.
Exit	Use this option to close the sheet and exit.

Quick Access Toolbar

The File tab and its purpose is to provide a convenient resting place for the Excel's most frequently used commands. And customize this toolbar based on the comfort.

Dialog Box Launcher (Fig 3)

This appears as a very small arrow in the lower-right corner of many groups on the Ribbon. Clicking this button opens a dialog box or task pane that provides more options about the group. If already have an opened sheet then it will display a window showing the details about the opened sheet. Backstage view shows three columns when select most of the available options in the first column.

Fig 3
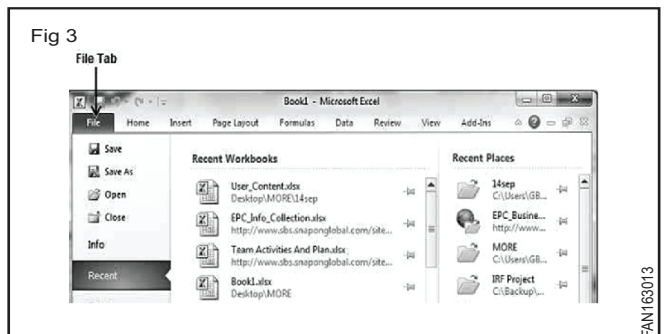
Sheet Information

When click Info option available in the first column, it displays the following information in the second column of the backstage view.

Shortcut keys

Compatibility Mode: If the sheet is not a native excel 2007/2010 sheet, a Convert button appears here, enabling to easily update its format. Otherwise, this category does not appear.

Permissions: This option used to protect the excel sheet. And can set a password so that nobody can open the sheet, or lock the sheet so that nobody can edit the sheet.

Prepare for Sharing: This section highlights important information should know about the sheet before sending to others, such as a record of the edits the made as developed the sheet.

- Ctrl + A   -   Selects all contents of the worksheet.
- Ctrl + B   -   Bold highlighted selection.
- Ctrl + I   -   Italicizes the highlighted selection.
- Ctrl + K   -   Inserts link.
- Ctrl + U   -   Underlines the highlighted selection.
- Ctrl + 1   -   Changes the format of selected cells.
- Ctrl + 5   -   Strikethrough the highlighted selection.
- Ctrl + P   -   Brings up the print dialog box to begin printing.
- Ctrl + Z   -   Undo last action.
- Ctrl + F3   -   Opens Excel Name Manager.
- Ctrl + F9   -   Minimizes the current window.
- Ctrl + F10   -   Maximize currently selected window.
- Ctrl + F6   -   Switches between open workbooks or windows.
- Ctrl + Page up   -   Moves between Excel work sheets in the same Excel document.
- Ctrl + Page down   -   Moves between Excel work sheets in the same Excel document.
- Ctrl + Tab   -   Moves between Two or more open Excel files.
- Alt + =   -   Creates a formula to sum all of the above cells.
- Ctrl + Inserts   -   the value of the above cell into cell currently selected.
- Ctrl + Shift + !   -   Formats the number in comma format.
- Ctrl + Shift + $ -   Formats the number in currency format.
- Ctrl + Shift + #   -   Formats the number in date format.
- Ctrl + Shift + %   -   Formats the number in percentage format.
- Ctrl + Shift + ^   -   Formats the number in scientific format.
- Ctrl + Shift + @   -   Formats the number in time format.
- Ctrl + Arrow key   -   Moves to the next section of text.
- Ctrl + Space   -   Selects the entire column.
- Shift + Space   -   Selects the entire row.
- Ctrl + -   -   Deletes the selected column or row.
- Ctrl + Shift + =   -   Inserts a new column or row.
- Ctrl + Home   -   Moves to cell A1.
- Ctrl + ~   -   Switches between showing Excel formulas or their values in cells.
- F2   -   Edits the selected cell.
- F3   -   After a name has been created F3 will paste names.
- F4   -   Repeat last action. For example, if you changed the color of text in another cell pressing F4 will change the text in cell to the same color.
- F5   -   Goes to a specific cell. For example, C6.
- F7   -   Spell checks the selected text or document.
- F11   -   Creates chart from the selected data.
- Ctrl + Shift +;   -   Enters the current time.

- Ctrl +;   -   Enters the current date.
- Alt + Shift + F1   -   Inserts New Worksheet.
- Alt + Enter   -   While typing text in a cell pressing Alt + Enter will move to the next line allowing for multiple lines of text in one cell.
- Shift + F3   -   Opens the Excel formula window.
- Shift + F5   -   Brings up the

Image editing, Presentations

Objectives: At the end of this lesson you shall be able to
• **know about of Power Point and its advantages**
• **create of slide shows**
• **fine tune of presentations**

Introduction

PowerPoint is a presentation graphics software program that is part of the Microsoft Office package. It uses a graphical approach for the presentations in the form of slide shows that accompany the oral delivery of the topic. This program is widely used in business and classrooms and is an effective tool when used for training purposes.

PowerPoint is one of the simplest computer programs to learn. It is the easiest program used worldwide for presentations that creates professional looking presentations. It is easy to customize presentations with company logo and has design templates that come with the programs. In addition to an onscreen slide show, PowerPoint has printing options that allow the presenter to provide handouts and outlines for the audience as well as notes pages for the speaker to refer to during the presentation.

PowerPoint 2010 allows to create presentations for printing or online viewing using a variety of tools. These include wizards to help with the content and look and feel of the presentations to animation tools to create moving images.

Presentation

A presentation is a collection of data and information that is to be delivered to a specific audience. A PowerPoint presentation is a collection of electronic slides that can have text, pictures, graphics, tables, sound and video. This collection can run automatically or can be controlled by a presenter.

Advantage and application of PowerPoint

• Professional looking presentations

• Animated presentations shown on a monitor or overhead screen

• Notes for the speaker

• Handouts for the audience

• Paper printouts of your slide

• Overhead projector transparencies

• Movies

Working with PowerPoint 2010

Step 1: Click the Start button (Fig 1).

Step 2: Click All Programs option from the menu (Fig 2).

Step 3: Search for Microsoft Office from the sub menu and click it (Fig 3).

Fig 1

Start Button

Fig 2

All Programs

Fig 3

Microsoft Office

Step 4: Search for Microsoft PowerPoint 2010 from the submenu and click it (Fig 4).

This will launch the Microsoft PowerPoint 2010 application and the following is the presentation window (Fig 5).

Fig 4

Microsoft PowerPoint 2010

Fig 5
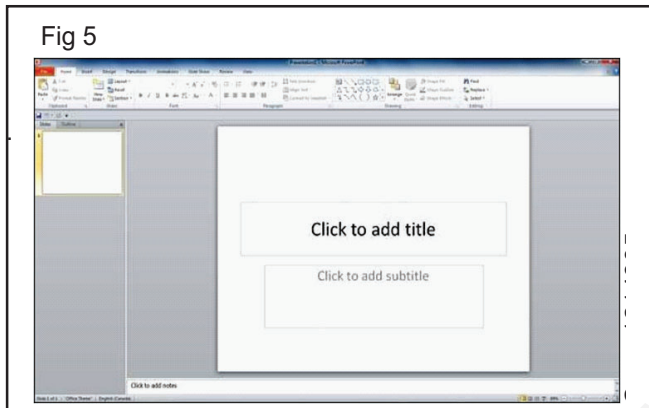
PowerPoint Screen (Fig 6)

Fig 6
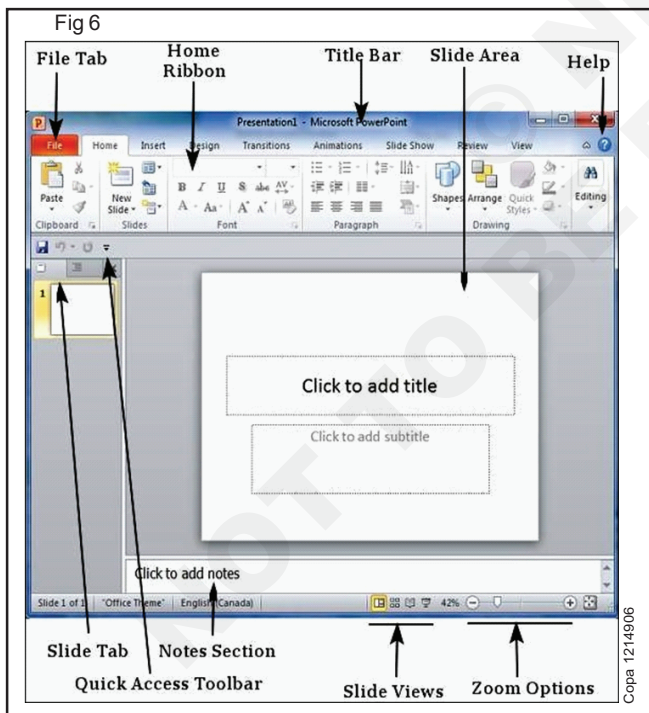
File Tab

This tab opens the Backstage view which basically allows to manage the file and settings in PowerPoint. This can save presentations, open existing ones and create new presentations based on blank or predefined templates. The other file related operations can also be executed from this view.

Ribbon (Fig 7)

Fig 7
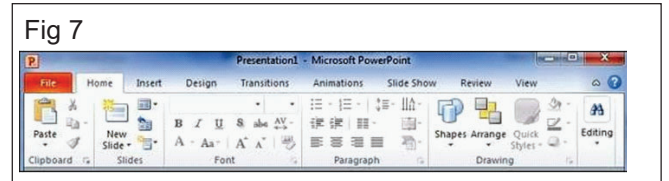
The ribbon contains three components:

- **Tabs:** They appear across the top of the Ribbon and contain groups of related commands. Home, Insert, Page Layout are examples of ribbon tabs.

- **Groups:** They organize related commands; each group name appears below the group on the Ribbon. For example, a group of commands related to fonts or a group of commands related to alignment, etc.

- **Commands:** Commands appear within each group as mentioned above.

Title Bar

This is the top section of the window. It shows the name of the file followed by the name of the program which in this case is Microsoft PowerPoint.

Slide Area

This is the area where the actual slide is created and edited.Add, edit and delete text, images, shapes and multimedia is supported in this section.

Help

The Help Icon can be used to get PowerPoint related help anytime. Clicking on the "?" opens the PowerPoint Help window where there is a list of common topics to browse from. Specific topics from the search bar at the top can also be used for searching.

Zoom Options

The zoom control zooms in for a closer look at the text. The zoom control consists of a slider that can slide left or right to zoom in or out, '-' and '+' buttons can be used to increase or decrease the zoom factor. The maximum zoom supported by PowerPoint is 400% and the 100% is indicated by the mark in the middle.

Slide Views

The group of four buttons located to the left of the Zoom control, near the bottom of the screen, lets to switch between PowerPoint views.

- **Normal Layout view:** 1 This displays page in normal view with the slide on the right and a list of thumbnails to the left. This view allows user to edit individual slides and also rearrange them.

- **Slide Sorter view:** This displays all the slides as a matrix. This view only allows the user to rearrange the slides but not edit the contents of each slide.

- **Reading View:** This view is like a slideshow with access to the Windows task bar in case the user need to switch windows. However, like the slideshow user cannot edit anything in this view.

Notes Section

This sections allows user to add notes for the presentation. These notes will not be displayed on the screen during the presentation; these are just quick reference for the presenter.

Quick Access Toolbar

The Quick Access Toolbar is located just under the ribbon. This toolbar offers a convenient place to group the most commonly used commands in PowerPoint. User can customize this toolbar to suit their needs.

Slide Tab

This section is available only in the Normal view. It displays all the slides in sequence. User can add, delete and reorder slides from this section.

Backstage View in Powerpoint 2010

In Office 2010, Microsoft replaced the traditional file menu with the new Backstage view. This view not only offers all the menu items under the file menu, but additional details which makes management of files a lot easier.

Accessing Backstage View

User can access the Backstage view simply by clicking on the File tab. They can exit this view by clicking on any tab (including the File tab again). 'Esc' button on the keyboard can also be pressed for the same.

Organization of Backstage View

The backstage view has three sections or panes (Fig 8).

Fig 8
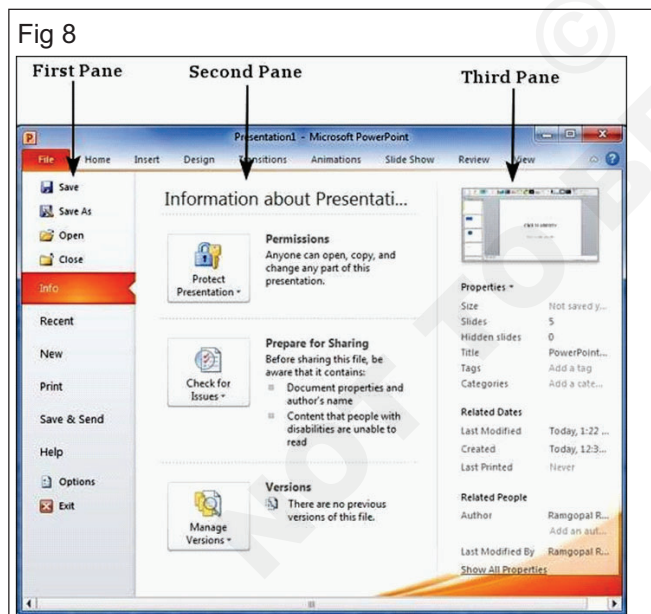
- First Pane - This is the commands pane which consists of all the commands that would typically found in the file menu of older versions. it also has the Options menu which edits the options on the program like customizing the ribbon.

Various commands under the first pane are described in the table below?

S.No	Command & Description
1	**Save** This allows user to save a new file or an existing file in standard format. If user is working on a previously saved file this will save the new changes in the same file format. If user is working on a new file, this command would be similar to the Save As command.
2	**Save As** Allows user to specify the file name and the file type before saving the file.
3	**Open** Allows user to open new PowerPoint files.
4	**Close** Allows user to close an existing file.
5	**Info** Displays the information about the current file.
6	**Recent** Lists series of recently viewed or edited PowerPoint files.
7	**New** Allows user to create a new file using blank or pre-defined templates.
8	**Print** Allows user to select the printer settings and print the presentation.
9	**Save & Send** Allows user to share your presentation with larger audience via emails, web, cloud services, etc.
10	**Help** Provides access to PowerPoint Help.
11	**Options** Allows user to set various options related to PowerPoint program.
12	**Exit** Closes the presentation and exits the program.

- Second Pane - This is the subcommands pane. This will list all the commands related to the main command chosen in the first pane. For example, if user selects Print in the first pane, user get to choose the printer and adjust the print settings in the second pane.

- Third Pane - This is the preview or file information page. Depending on the command and the subcommand user select, this pane will either display the properties of the file or give a preview of the file.

Concepts of network and internet

Objectives : At the end of this lesson you shall be able to
• **define computer network and its advantages and disadvantages**
• **name and explain the types of network and their characteristics**
• **explain the types of topologies**
• **state the cables used for network system**
• **name and state the various connectors used in network system**
• **explain the hub, modem and internet**
• **describe the internet protocols connection sharing (ICS) using windows.**

Define computer network

A computer network is an interconnection of various computer systems located at different places. In computer network two or more computers are linked together with a medium and data communication devices for the purpose of communicating data and sharing resources. The computer that provides resources to other computers on a network is known as server. In the network the individual computers, which access shared network resources, are known as workstations or nodes.

Advantages of Computer Networks

The following are some of the advantages of computer networks.

• **File Sharing:** Networks offer a quick and easy way to share files directly. Instead of using a disk or USB key to carry files from one computer or office to another, you can share files directly using a network.

• **Security:** Specific directories can be password protected to limit access to authorized users. Also, files and programs on a network can be designated as "copy inhibit" so you don't have to worry about the illegal copying of programs.

• **Resource Sharing:** All computers in the network can share resources such as printers, fax machines, modems, and scanners.

• **Communication:** Even outside of the internet, those on the network can communicate with each other via electronic mail over the network system. When connected to the internet, network users can communicate with people around the world via the network.

• **Flexible Access:** Networks allow their users to access files from computers throughout the network. This means that a user can begin work on a project on one computer and finish up on another. Multiple users can also collaborate on the same project through the network.

• **Workgroup Computing:** Workgroup software like Microsoft BackOffice enables many users to contribute to a document concurrently. This allows for interactive teamwork.

• **Error reduction and improve consistency:** One can reduce errors and improve consistency by having all staff work from a single source of information, so that standard versions of manuals and directories can be made available, and data can be backed up from a single point on a scheduled basis, ensuring consistency.

Network Application Areas

There is a long list of application areas, which can be benefited by establishing Computer Networks. Few of the potential applications of Computer Networks are:

1   Information retrieval systems which search for books, technical reports, papers and articles on particular topics

2   News access machines, which can search past news, stories or abstracts with given search criteria.

3   Airline reservation, hotel booking, railway-reservation, car-rental, etc.

4   A writer's aid: a dictionary, thesaurus, phrase generator, indexed dictionary of quotations, and encyclopedias.

5   Stock market information systems which allow searches for stocks that meet certain criteria, performance comparisons, moving averages and various forecasting techniques.

6   Electronic Financial Transactions (EFT) between banks and via cheque clearing house.

7   Games of the types that grow or change with various enthusiasts adding to the complexity or diversity.

8   Electronic Mail Messages Systems (EMMS).

9   Corporate information systems such as marketing information system, customer information system, product information system, personnel information system, etc.

10 Corporate systems of different systems such as Order-Entry System, Centralized Purchasing, Distributed Inventory Control, etc.

11 On-line systems for Investment Advice and Management, Tax Minimization, etc.

12 Resources of interest to a home user.

13 Sports results.

14 Theatre, movies, and community events information.

15 Shopping information, prices, and advertisements.

16 Restaurants; good food guide.

17 Household magazine, recipes, book reviews, film reviews.

18 Holidays, hotels, travel booking.

19 Radio and TV programmes.

20 Medical assistance service.

21 Insurance information.

22 Computer Assisted Instruction (CAI).

23 School homework, quizzes, tests.

24 Message sending service.

25 Directories.

26 Consumer reports.

27 Employment directories and Job opportunities.

28 Tax information and Tax assistance.

29 Journey planning assistance viz. Train, bus, plane etc.

30 Catalogue of Open University and Virtual University courses.

Computer Networks may be classified on the basis of geographical area in two broad categories.

1 Local Area Network (LAN)

2 Wide Area Network (WAN)

3 Metropolitan Area Network (MAN)

A classification of computer networks can be done to distance as in the table.

Interprocess (or) Distance	Network Type
0 to 1 Km	**L**ocal **A**rea **N**etwork (**LAN**)
1 Km to 10 Km	**M**etropolitan **A**rea **N**etwork (**MAN**)
10 Km to 1000 Km	**W**ide **A**rea **N**etwork (**WAN**)
Above 1000 Km	Internet

Local **A**rea **N**etwork (**LAN**)

Networks used to interconnect computers in a single room, rooms within a building or buildings on one site are called Local Area Network (LAN). LAN transmits data with a speed of several megabits per second (106 bits per second). The transmission medium is normally coaxial cables.

LAN (Fig 1) links computers, i.e., software and hardware, in the same area for the purpose of sharing information. Usually LAN links computers within a limited geographical area because they must be connected by a cable, which is quite expensive. People working in LAN get more capabilities in data processing, work processing and other information exchange compared to stand-alone computers. Because of this information exchange most of the business and government organisations are using LAN.

Fig 1
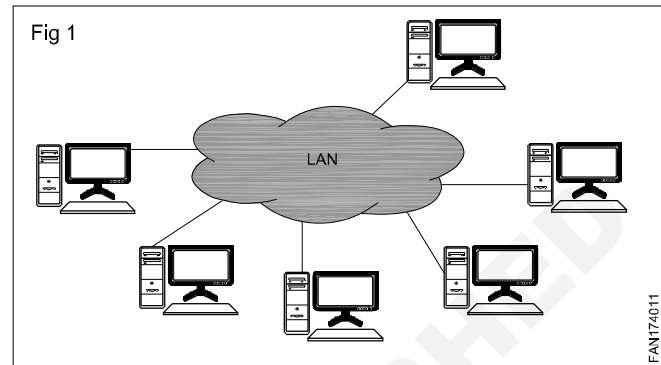
Major Characteristics of LAN

- every computer has the potential to communicate with any other computers of the network

- high degree of interconnection between computers

- easy physical connection of computers in a network

- inexpensive medium of data transmission

- high data transmission rate

Types of Connection

Peer to Peer: Peer to peer is an approach to computer networking where all computers share equivalent responsibility for processing data. Peer-to-peer networking (also known simply as peer networking) differs from client-server networking, where certain devices have responsibility for providing or "serving" data and other devices consume or otherwise act as "clients" of those servers.

Client server: The term client-server refers to a popular model for computer networking that utilizes client and server devices each designed for specific purposes. The client-server model can be used on the Internet as well as LAN.

Advantages of LAN

- The reliability of network is high because the failure of one computer in the network does not affect the functioning for other computers.

- Addition of new computer to network is easy.

- High rate of data transmission is possible.

- Peripheral devices like magnetic disk and printer can be shared by other computers.

Disadvantages of LAN

If the communication line fails, the entire network system breaks down.

Use of LAN

Followings are the major areas where LAN is normally used

* File transfers and Access
* Word and text processing
* Electronic message handling
* Remote database access
* Personal computing
* Digital voice transmission and storage

Metropolitan Area Network (MAN)

A Data network designed for a town or city. In terms of geographic breadth, MANs are larger than, but smaller than. MANs (Fig 2) are usually characterized by very high-speed connections using or other digital media.

Characteristics of MAN

1 The network size falls intermediate between LANs and WANs. A MAN typically covers an area of between 5 and 50 km range. Many MANs cover an area the size of a city, although in some cases MANs may be as small as a group of buildings.

2 A MAN (like a WAN) is not generally owned by a single organisation. The MAN, its communications links and equipment are generally owned by either a consortium of users or by a network service provider who sells the service to the users.

3 A MAN often acts as a high speed network to allow sharing of regional resources. It is also frequently used to provide a shared connection to other networks using a link to a WAN (Fig 2).

Fig 2
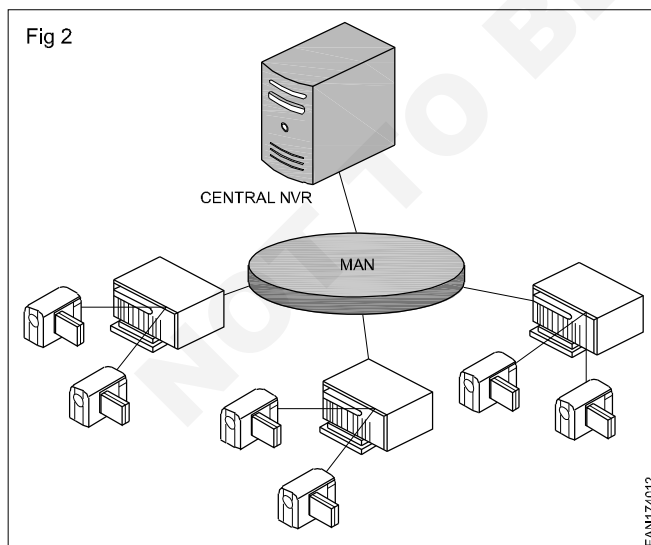
Campus Area Network (CAN)

A Campus Area Network or Corporate Area Network (CAN) is a network is made up of an interconnection of local area network within a limited geographical area. A CAN (Fig 3) is larger than a local area network but smaller than a Wide area Network

Fig 3
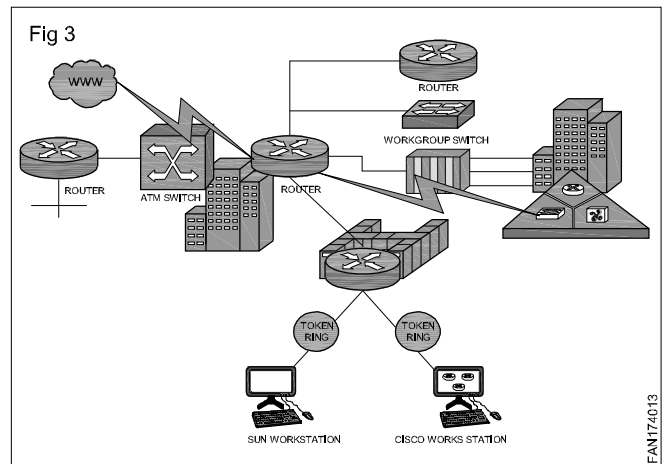
Wide Area Network (WAN)

The term Wide Area Network (Fig 4) is used to describe a computer network spanning a regional, national or global area. For example, for a large company the head quarters might be at Delhi and regional branches at Bombay, Madras, Bangalore and Calcutta. Here regional centres are connected to head quarters through WAN. The distance between computers connected to WAN is larger. Therefore the transmission mediums used are normally telephone lines, microwaves and satellite links.

Fig 4
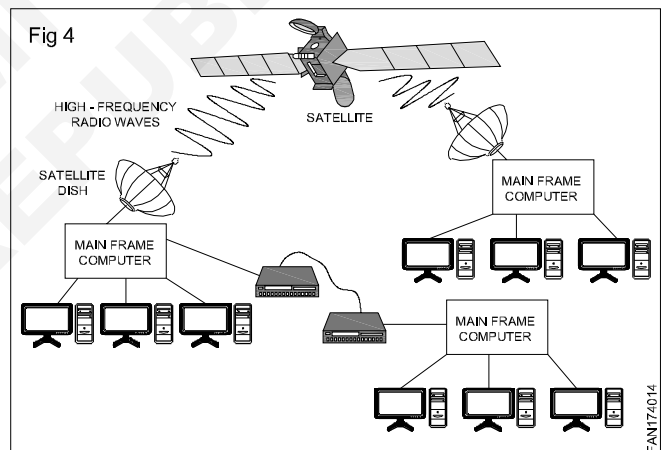
Characteristics of WAN

Followings are the major characteristics of WAN.

1 **Communication Facility:** For a big company spanning over different parts of the country the employees can save long distance phone calls and it overcomes the time lag in overseas communications. Computer conferencing is another use of WAN where users communicate with each other through their computer system.

2 **Remote Data Entry:** Remote data entry is possible in WAN. It means sitting at any location you can enter data, update data and query other information of any computer attached to the WAN but located in other cities.

3 **Centralised Information:** In modern computerised environment you will find that big organisations go for centralised data storage. This means if the organisation is spread over many cities, they keep their important

business data in a single place. As the data are generated at different sites, WAN permits collection of this data from different sites and save at a single site.

Examples of WAN

1 **Ethernet:** Ethernet developed by Xerox Corporation is a famous example of WAN. This network uses coaxial cables for data transmission. Special integrated circuit chips called controllers are used to connect equipment to the cable.

2 **Arpanet:** The Arpanet is another example of WAN. It was developed at Advanced Research Projects Agency of U. S. Department. This Network connects more than 40 universities and institutions throughout USA and Europe.

Difference between LAN and WAN

• LAN is restricted to limited geographical area of few kilometers. But WAN covers great distance and operate nationwide or even worldwide.

• In LAN, the computer terminals and peripheral devices are connected with wires and coaxial cables. In WAN there is no physical connection. Communication is done through telephone lines and satellite links.

• Cost of data transmission in LAN is less because the transmission medium is owned by a single organisation. In case of WAN the cost of data transmission is very high because the transmission medium used is hired either telephone lines or satellite links.

• The speed of data transmission is much higher in LAN than in WAN. The transmission speed in LAN varies from 0.1 to 100 megabits per second. In case of WAN the speed ranges from 1800 to 9600 bits per second (bps).

• Few data transmission errors occur in LAN compared to WAN. It is because in LAN the distance covered is negligible.

Introduction to TCP/IP

Objectives : At the end of this lesson you shall be able to
• **explain TCP/IP, addresses and subnets.**

Introduction to TCP/IP : TCP and IP were developed by Department of Defense (DOD) research project to connect a number different networks designed by different vendors into a network of networks (the "Internet"). It was initially unsuccessful because it delivered a few basic services that everyone needs (file transfer, electronic mail, remote logon) across a very large number of client and server systems. Several computers in a small department can use TCP/IP (along with other protocols) on a single LAN. The IP component provides routing from the department to the enterprise network, then to regional networks, and finally to the global internet. On the battlefield a communication network will sustain damage, so the DOD designed TCP/IP to be robust and automatically recover from any node or phone failure. This design allows the construction of very large networks with less central management. However, because of the automatic recovery, network problems can go undiagnosed and uncorrected for long periods of time.

As with all other communications protocol, TCP/IP is composed of layers:

IP is responsible for moving packet of data from node to node. IP forwards each packet based on a four byte destination address (the IP number). The Internet authorities assign ranges of numbers to different organisations. The organisations assign groups of their numbers to departments. IP operates on gateway machines that move data from department to organisation to region and then around the world.

TCP is responsible for verifying the correct delivery of data from client to server. Data can be lost in the intermediate network. TCP adds support to detect errors or lost data and to trigger retransmission until the data is correctly and completely received.

Sockets is a name given to the package of subroutines that provide access to TCP/IP on most systems.

The Internet Protocol was developed to create a Network of Networks (the "Internet"). Individual machines are first connected to a LAN (Ethernet or Token Ring). TCP/IP shares the LAN with other users (a Novell file server, Windows for Workgroups peer systems). One device provides the TCP/IP connection between the LAN and the rest of the world. (Refer Fig 1)

To insure that all types of systems from all vendors can communicate, TCP/IP is absolutely standardised on the LAN. However, larger networks based on long distances and phone lines are more volatile. In US, many large corporations would wish to reuse large internal networks based on IBM's SNA. In Europe, the national phone companies traditionally standardize on X.25. However, the sudden explosion of high speed microprocessors, fiber

Fig 1

ROUTER

DEPARTMENT LAN
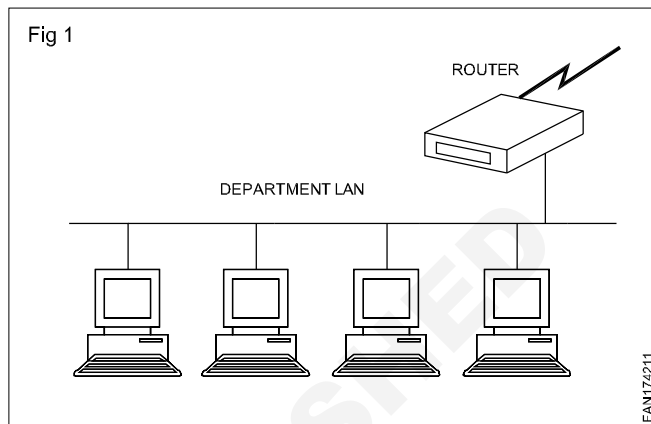
optics and digital phone systems has created a burst of new options: ISDN, frame relay, FDDI, Asynchronous Transfer Mode (ATM). New technologies arise and become obsolete within a few years. With cable TV and phone companies competing to built the National Information Superhighway, no single standard can govern citywide, nationwide, or worldwide communications.

The original design of TCP/IP as a Network of Networks fits nicely within the current technological uncertainty. TCP/IP data can be sent across a LAN or it can be carried within an internal corporate SNA network or it can piggyback on the cable TV service. Furthermore, machines connected to any of these networks can communicate to any other network through gateways supplied by the network vendor.

Addresses : Each technology has its own convention for transmission messages between two machines within the same network. On a LAN, messages are sent between machines by supplying the six byte unique identifier (the "MAC" address). In an SNA network, every machine has Logical Units with their own network address. DECNET, Apple talk and Novell IPX all have a scheme for assigning numbers to each local network and to each workstation attached to the network.

On top of these local or vendor specific network addresses, TCP/IP assigns a unique number to every workstation in the world. This "IP number" is a four byte value that, by convention, is expressed by converting each byte into a decimal number (0 to 255) and separating the bytes with a period. For example, a server IP is like 130.132.59.234

Subnets: Although the individual subscribers do not need to tabulate network numbers or provide explicit routing, it is convenient for most Class B networks to be internally manage as much smaller and simpler version of the larger network organisations. It is common to subdivide the two bytes available for internal assignment into a one byte department number and a one byte workstation ID. (Fig 2)

43

Fig 2
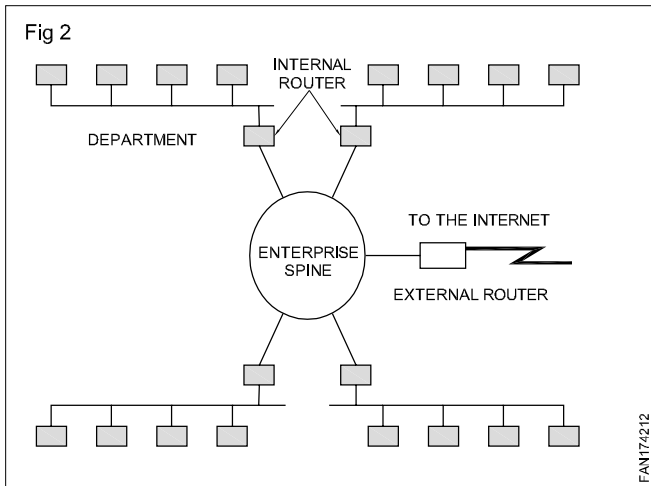
The enterprise network is built using commercially available TCP/IP router boxes. Each router has small tables with 255 entries to translate the one byte department number into selection of a destination Ethernet connected to one of the routers.

TCP treats the data as a stream of bytes. It logically assigns a sequence number to each byte. The TCP packet has a header that says, in effect, "This packet starts with byte 379642 and contains 200 bytes of data." The receiver can detect missing or incorrectly sequenced packets. TCP acknowledges data that has been received and retransmits data that has been lost. The TCP design means that error recovery is done end-to-end between the Client and Server machine. There is no formal standard for tracking problems in the middle of the network, though each network has adopted some a doc tools.

There are three levels of TCP/IP knowledge. Those who administer a regional or national network must design a system of long distance phone lines, dedicated routing devices and very large configuration files. They must know the IP numbers and physical locations of thousands of subscriber networks. They must also have a formal network monitor strategy to detect problems and respond quickly.

Each large company or university that subscribes to the Internet must have an intermediate level of network organisation and expertise. A half dozen routers might be configured to connect several dozen departmental LANs in several buildings. All traffic outside the organisation would typically be routed to a single connection to a regional network provider.

However, the end user can install TCP/IP on a personal computer without any knowledge of either the corporate or regional network. Three pieces of information are required:

1   The IP address assigned to this personal computer.

2   The part of the IP address (the subnet mask) that distinguishes other machines on the same LAN (messages can be sent to them directly) from machines in other departments or elsewhere in the world (which are sent to a router machine)

3   The IP address of the router machine that connects this LAN to the rest of the world.

E-mail

Objectives : At the end of this lesson you shall be able to
- **state the hotmail services offered**
- **explain MSN outlook express and its tools**
- **explain popular search engines**
- **state the FAQs about hotmail.**

By adhering to the universal Hyper Text Transfer Protocol (HTTP) standard, Hotmail eliminates the disparities that exist between different e-mail programs. Sending and receiving e-mail from Hotmail is as easy as going to the Hotmail web site at http://www.hotmail.com, or by clicking on the Hotmail link at http://www.msn.com, signing in, and sending an e-mail message.

Hotmail is the web-based e-mail provider, which means you can send and receive messages from any computer connected to the Internet. You can use Hotmail from home, work, school, an Internet cafe, a friend's house or any other computer in the world with an Internet connection. Your messages are stored in a central location, so your Inbox will always be up to date. This is great for people who use more than one computer, travel frequently, or don't even own a computer.

Advantages of Hotmail

Get a permanent e-mail address: When you create a Hotmail account, you choose a permanent e-mail address that will never change as long as you continue to use Hotmail. This is great for people who: Want to switch Internet Service Providers. Your Hotmail address will be the same no matter how you access the Internet, so you don't have to worry about retrieving messages from your old address or notifying friends, family and associates of a new e-mail address. You are free to select any Internet Service Provider that suits your needs.

When you leave town for travel, you may no longer have access to your ISP's e-mail account. But with Hotmail, your friends will always know where to reach you.

Your e-mail is private and secure: When you sign up for Hotmail, you choose your personal ID and password. The only way you can access your account is by using the password you selected. This means that only you will have access to your Hotmail account, even if you use a computer at a public terminal or a friend's house. Because the messages in your Hotmail account are stored securely at a central location, you don't have to worry about losing important information if something happens to your computer. Hotmail is strongly committed to keeping your personal information confidential.

Hotmail is fast and easy to use: Hotmail is recognized world wide as the best Web-based e-mail service. It is also stated that 'while others provide similar services, none can match Hotmail's general ease of use'. If everything is fine, it takes less than a minute to get started on Hotmail and its pages are so worked out to load quickly knowing that the users time is valuable.

Get an additional e-mail account for FREE: Hotmail offers everyone the opportunity to get a free e-mail account. Hotmail can offer e-mail accounts for free because it places banner advertising on some of its pages. Some Internet Service Providers charge a monthly fee for additional e-mail accounts. Hotmail lets an unlimited number of people use a single Internet Service Provider account and have a free, personal e-mail account.

Keep your personal e-mail separate from your work e-mail: People who use e-mail for work will find it convenient to keep their personal messages separate from their work messages. You can use Hotmail for your personal correspondence and your company's e-mail system only for business messages. Additionally, you don't have to store personal e-mail on your company's servers. All messages in your Hotmail account are securely stored in a central location that you access via the Internet with the password you select.

Outlook Express

Microsoft Outlook Express puts the world of online communication on your desktop. Whether you want to exchange e-mail with colleagues and friends or join newsgroups to trade ideas and information. Some of the tools offered by outlook express are;

Manage multiple mail and news accounts: If you have several mail or news accounts, you can use them all from one window. You can also create multiple users, or identities, for the same computer. Each identity gets its own mail folders and Address Book. The ability to create multiple accounts and identities makes it easy for you to keep work separate from personal mail and also between individual users.

Browse through messages quickly & easily: Using the message list and preview pane, you can view a list of messages and read individual messages at the same time. The Folders list contains mail folders, news servers, and newsgroups, and you can easily switch between them. You can also create new folders to organize and sort messages, and then set up message rules so that incoming mail that meets your criteria automatically goes to a specific folder. You can also create your own views to customize the way you look at your mail.

Keep your mail on a server so you can view it from more than one computer: If your ISP uses an IMAP mail server for incoming mail, you can read, store, and organize your messages in folders on the server without downloading the messages to your computer. That way, you can view messages from any computer that can connect to that server.

Use the Address Book to store and retrieve e-mail addresses: You can save names and addresses in your Address Book automatically by simply replying to a message or by importing them from other programs, by typing them in, by adding them from e-mail messages you receive, or by searching popular Internet directory services (white pages). The Address Book supports Lightweight Directory Access Protocol (LDAP) for accessing Internet directory services.

Add a personal signature or stationery to your messages: You can insert essential information into outgoing messages as part of your personal signature, and you can create multiple signatures to use for different purposes. For more detailed information, you can include a business card. To make your messages look more attractive, you can add stationery patterns and backgrounds, and you can change the color and style of the text.

Send and receive secure messages: You can digitally sign and encrypt messages by using digital IDs. Digitally signing your message assures recipients that the message is really from you. Encryption ensures that only intended recipients can read a message.

Find newsgroups that interest you: Looking for a newsgroup that matches your interests? You can search for newsgroups that contain keywords or browse through all of the newsgroups available from your Usenet provider. When you find a newsgroup you want to view regularly, add it to your Subscribed list so you can find it again easily.

View newsgroup conversations efficiently: You can view a newsgroup message and all of the responses without reading an entire message list. When you view the list of messages, you can expand and collapse conversations to make it easier to find what interests you. You can also use views to display only the messages you want to read.

Download newsgroup messages for offline reading: To use your online time efficiently, you can download messages or entire newsgroups, so you don't have to be connected to your ISP to read messages. You can also download message headers only for offline viewing and then mark the headers of the messages you want to read; then the next time you are connected, Outlook Express downloads the message text. You can also compose messages offline and send them the next time you reconnect.

Some important (Top 8) recommendations for staying safe and secure when you're online are listed below;

– Change your password often. The quick act of changing your password can ensure your e-mail remains private. In addition, passwords that use both letters and numbers are harder to break.

– Don't share your password. Most e-mail administrators will not ask for your password. Do not be duped by malicious e-mails asking you for your password. This is a well-known, although not-too-common trick designed to fool you into sharing your password. As a rule, never share it with anyone.

– Never open attachments from unknown sources. They may contain what are known as "letter bombs" or "viruses," which can damage your PC.

– Always remember to sign out when you are done. It's quick, easy and may save your account from unwanted trespassers. If you are using a public terminal, at an internet cafe for example, it is advised that you close the browser you were using when you are ready to end your Internet session.

– Don't reply to unsolicited messages ("spam") mail, or other harassing or offensive mail. By responding, you only confirm that you are a person with an active e-mail address who can be plagued with constant unwanted e-mail solicitations. Instead, forward the unsolicited message to the customer service department of the source's e-mail (usually of a form similar to abuse@[implicateddomain].com). To help control spam, Hotmail provides members with "filters" for incoming mail. These can easily be set up to send certain messages (such as those that include certain words) directly to your online trash can.

– Make sure that you are using the most up-to-date Internet software (e.g. browsers such as Microsoft Internet Explorer or Netscape Navigator). More recent versions often offer enhanced security protection.

– Always use a secure network. Most corporate networks and Internet service providers are protected by administrators who watch for potential security problems and act to protect users from "hackers" (malicious users) who may try to steal personal information that is transferred through the network. Although the risk is small, use caution when on any unfamiliar network.

– Use stations maintained by sources you trust, or ask if the Internet terminal you are using is protected against security break-ins.

A Small list of search engines

Yahoo.com (http://www.Yahoo.com)

Search.com (http://search.com)

EasySearcher (http://www.easysearcher.com)

AltaVista (http://www.altavista.com)

Excite (http://www.excite.com)

Google (http://www.google.com)

Hotbot (http://www.hotbot.com)

Infoseek (http://www.infoseek.com)

Lycos (http://www.lycos.com)

WebCrawler (http://www.webcrawler.com)

www.all4one.com (This useful tool queries four search engines at once)

www.av.com (Very powerful search engine which gives plenty of results)

www.askjeeves.com (Instead of entering words to search for, just type in your question)

www.rediff.com (Search for anything)

www.bigfoot.com (Looking for someone's email address? Try here)

www.sawaal.com (All your questions answered)

www.hotbot.com (Useful search engine which helps to find pictures, video or music)

www.indiainfo.com (Info lets you search the web easily)

www.yahoo.com (Search engine which is also the most popular)

mp3.lycos.com (The place to start if you're after music files in the mp3 format)

www.metacrawler.com (Metacrawler puts your search through a host different engines)

www.mirago.co.uk (A search engine with an excellent selection of shopping links)

www.webferret.com (One of the easiest way to search the web)

www.indiatimes.com (The portal's search engine)

www.webcrawler.com (Let the web crawler spider to do the searching for you)

www.indonet.net (Excellent Indian search engine with loads of useful search categories)

www.satyamonline.com (On ISP's site and has good search options)

Preparing arrival list

Objective: At the end of this lesson you shall be able to
• **collect guest information**
• **check room request and process it**
• **prepare arrival list.**

Collecting guest information

1 Call the reservations department for arrival list

2 Ask the in-charge for the list of today's corporate arrival.

3 Ask for the list of today's VIP arrivals.

4 Ask for the list of today's VVIP arrivals.

5 Ask for the list of today's Group arrivals.

6 Ask for the list of today's Crew arrivals.

Checking the type of room request (Fig. 1)

1 Check the list of corporate arrivals.

2 Check the type of room required by each corporate guest.

Fig 1
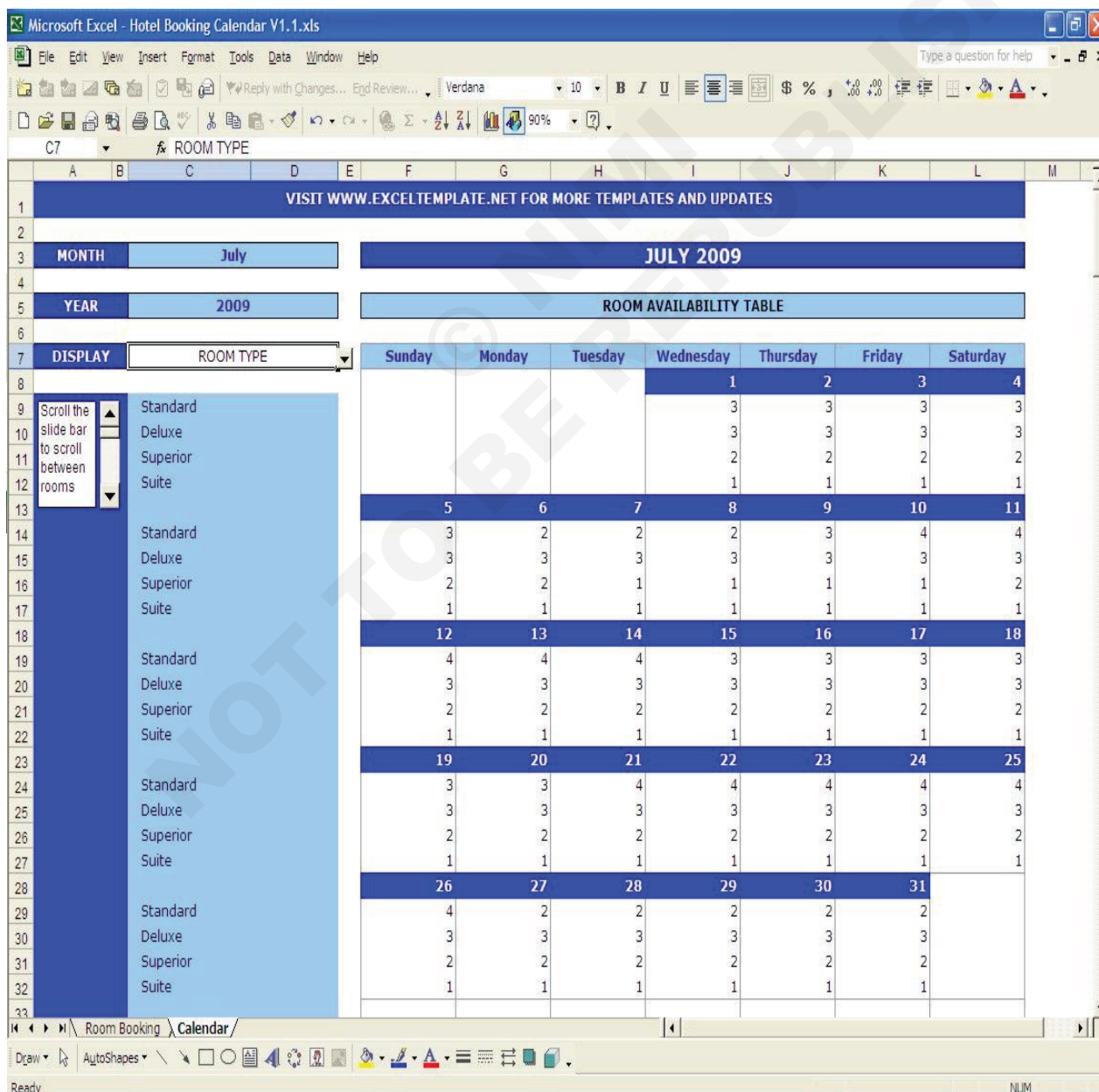
3 Check the system for the room type and block it for the guest.

4 Check the list of VIP arrivals.

5 Check the type of room required by each VIP guest.

6 Check the system for the room type, availability and block it for the guest (see fig 1).

7 Check the list of VVIP arrivals.

8 Check the type of room required by each VVIP guest.

9 Check the system for the room type and block it for the guest.

10 Check the list of group arrivals.

11 Check the type of room required by each group guest.

12 Check the system for the room type and block it for the guest.

13 Check the list of crew arrivals.

14 Check the type of room required by each crew guest.

15 Check the system for the room type and block it for the guest.

Preparing arrival list (Fig. 2)

1 Prepare a arrival list with guest name, guest type and room number (room blocked for the guest) (Fig 2)

2 Arrange welcome drinks for VIP and VVIP guests.

3 Send a copy to the housekeeping department.

4 Send a copy to the rooms division manager.

5 Send a copy to the reservation desk.

						HOTEL XYZ						
Conf.No.	Guest	Rooms	Room Type	Rate Type	Checking Info		Checking out	Airline Name	Flight Arrival Information			
					Date	Time	Date		Date	Time	Flight No.	
4	KORTH BRIAN	101	KING	DAILY	01/06/2003	00:00	31/07/2003	BRITISH	01/04/2003	12.35	123.00	
Remarks :												
5	TOMES	102	KING	DAILY	01/06/2003	00:00	01/07/2003	CATHAY	01/06/2003	12:40	C237	
Remarks :												
6	JAMES	103	KING	DAILY	01/06/2003	00:00	01/07/2003	AFRICA	01/06/2003	12:40	763.00	
Remarks :												
9	TONY	402	JACCZI	DAILY	01/07/2003	00:00	01/07/2003	BRITISH	01/06/2003	12:40	386.00	
Remarks:												
10	TENNYSON	404	JACCZI	DAILY	01/06/2003	00:00	01/07/2003	TRANS	01/06/2003	12:41	3583	
Remarks :												
11	BROWN HENRY	405	JACCZI	DAILY	01/06/2003	00:00	01/07/2003	US	01/06/2003	12:41	4524	
Remarks :												
12	RAL NELSON	403	JACCZI	DAILY	01/06/2003	00:00	01/07/2003	US	01/06/2003	12:41	3542	
Remarks :												
13	JACKSON DANIL	401	JACCZI	DAILY	01/06/2003	00:00	01/07/2003	US	01/06/2003	12:41	4352	
Remarks :												
14	NCCARATHY DAVID	405	JACCZI	DAILY	01/06/2003	00:00	01/07/2003	CANADA	01/06/2003	12:41	238.00	
Remarks :												
15	MEGUMI FOX	305	LUXURY	DAILY	01/06/2003	09:56	01/07/2003	BRITISH	01/06/2003	09:57	234.00	
Remarks :												
16	GLEN HAMEL	308	LUXURY	DAILY	01/06/2003	09:57	01/07/2003	TRANS	01/06/2003	09:50	248.00	
Remarks :												
17	LANKIN MARK	409	JACCZI	DAILY	01/06/2003	10:38	01/07/2003	CONTINENT	01/06/2003	10:39	739.00	
Remarks :												
18	GRANT ROY	105	KING	DAILY	01/06/2003	10:41	01/07/2003	AMERICA	01/06/2003	10:42	4529.00	

H-A2P00702

Preparing departure list

Objective: At the end of this lesson you shall be able to
• **collect guest information**
• **prepare arrival list.**

Collect guest information

1 Call the reservations department.

2 Ask the in-charge for the list of today's corporate departure.

3 Ask for the list of today's VIP departures.

4 Ask for the list of today's V.VIP departures.

5 Ask for the list of today's group departures.

6 Ask for the list of today's crew departures.

Check the type of room request

1 Check the list of corporate departures.

2 Check the type of room required by each corporate guest.

3 Check the system for the room type and block it for the guest.

4 Check the list of VIP departures.

5 Check the type of room required by each VIP guest.

6 Check the system for the room type and block it for the guest.

7 Check the list of V.VIP departures.

8 Check the type of room required by each V.VIP guest.

9 Check the system for the room type and block it for the guest.

10 Check the list of group departures.

11 Check the type of room required by each group guest.

12 Check the system for the room type and block it for the guest.

13 Check the list of crew departures.

14 Check the type of room required by each crew guest.

15 Check the system for the room type and block it for the guest.

Preparing departure list

1 Prepare a departure list with guest name and room number (Fig.1).

2 Send a copy to the housekeeping department.

3 Send a copy to the rooms division manager.

HOTEL XYZ

Guest Departure By Bus Time Report for : 05/04/2003

| Guest | Room | Room Type | Arrival Information | | | Departure Information | | | Baggage Info | | Transform |
			Date	Time	Flight No.	Date	Time	Flight No.	Date	Time	Time
Walker Susan	A31	BFS	05/01/2003	10:30		05/04/2003	11:40	3676	05/04/2003	08:40	07:40
Tilman Horace	B32	BFS	04/30/2003	00:35		05/04/2003	12:15	304:00	05/04/2003	09:00	08:00
Burrow Jason	B9	BFS	04/28/2003	14:31		05/04/2003	12:40	1974.00	05/04/2003	09:40	08:40
Megumi Fox	B7	BFS	04/28/2003	15:32		05/04/2003	12:40	1974.00	05/04/2003	09:40	08:40
Volant	B1	BFS	04/30/2003	14:55		05/04/2003	12:40	1974.00	05/04/2003	09:40	08:40
Carlson	A32	BFS	04/30/2003	00:31		05/04/2003	12:40	45.00	05/04/2003	14:40	08:40
Robert	A34	BFS	04/28/2003	00:47		05/04/2003	16:50	59.00	05/04/2003	14:40	13:00

Printed Date : 05/06/2003

Printed by : Admin

Preparing reservation chart

Objective: At the end of this lesson you shall be able to
• **collect guest information**
• **check room request and process it**
• **prepare reservation chart.**

Collecting guest information

1   Call the reservations department.

2   Ask the in-charge for the list of week's corporate arrivals & departures.

3   Ask for the list of week's VIP arrivals & departures.

4   Ask for the list of week's V.VIP arrivals & departures.

5   Ask for the list of week's group arrivals & departures.

6   Ask for the list of week's crew arrivals & departures.

Checking the type of room request

1   Check the type of room required by guests corporate arrivals.

2   Check the type of room required by guests VIP arrivals.

3   Check the type of room required by guests V.VIP arrivals.

4   Check the requirement of room for group arrivals guests.

5   Check the crew arrivals & departures.

Room	Res.ID	Guest Name	Res.Date	Check-In	Check-Out
B26	232	CHRISTIE ANNIE	01/05/2003	25/05/2003	1/06/2003
D19	223	ANTHONY PATRICA	01/05/2003	25/05/2003	31/05/2003
A21	235	UMBECK MARTIN	01/05/2003	26/05/2003	03/06/2003
B24	187	JAMES	01/05/2003	27/05/2003	10/06/2003
B22	198	ANTONY	01/05/2003	27/05/2003	29/06/2003
C3	182	GOUD CATHERS	30/04/2003	27/05/2003	19/05/2003
A19	189	VERONICA JOHN	30/04/2003	27/05/2003	03/06/2003
E1	119	THOMAS	30/04/2003	28/05/2003	01/06/2003
SSS	235	MERCED BUTLER	01/05/2003	29/05/2003	08/06/2003
E3	211	WOODINGS TIGER	01/05/2003	31/05/2003	04/06/2003
A10	190	BOBBY DAVIS	01/05/2003	01/06/2003	09/06/2003

Preparing arrival list

1   Prepare a reservation chart (see fig 1) (arrival list chart) with guest name, guest type and room number (blocked room for the guest).

2   Send a copy to the housekeeping department.

3   Send a copy to the rooms division manager.

4   Send a copy to the reservation desk.

> **After preparing arrival list chart, blocked the expected arrival rooms. Unblocked rooms available for sale.**

Practice to

1   Prepare guest reservation chart for 15 days.

2   Prepare guest reservation chart for a month.

Preparation of guest folios

Objective: At the end of this lesson you shall be able to
• **know how to keep personalized records and ensure services for identified guests**
• **know the telephone manners.**

Guest Folio

A guest folio is the bill in which all cash and credit transactions are recorded for each resident guest. They are maintained as hard copies in folio racks at the cashier's cabin in a manual system. In an automated system, the folio remains in the computer and a hard copy is only printed out at the time of a guest check-out. Each entry into the folio is called a posting. Each posting is recorded sequentially in the folio in the order of transactions on a given date.

Basic Principles of Accounting

The principles of a accounting are simple

1. Any amount owed by the guest is posted in the debit column. A debit (dr.) therefore, moneys owed by the guest to the hotel.

2. Any moneys, received from the guest is posted in the credit column. A credit (cr.) is any money paid by the guest towards settling his/her bill including advance deposits.

3. The balance column reflects a progressive difference between debits and credits calculated on the basis of the previous balance+ debits - credits.

Process of initiating a folio

1. Raise a folio as soon as a guest checks-in, giving the name, room number, date of arrival, date of departure, room rate, address and billing instructions. Each folio has a serial reference number which will keep a control on folios for the purpose of audit.

2. Hand it to the cashier. From that point onwards, the cashier is responsible for the guest folio till the guest departs.

Room No	Guest Name & Address	Date of Arrival	Date of Departure	Room Rate
Date	Description	Debit (dr)	Credit (cr)	Running Total
Telephone Metre	Meal Plan: EP/AP/MAP/CP/B&B	Credit Card No:	Cashier's Signature & Stamp:	
Opening reading: Closing: reading: Total units:	Billing Instructions:	Expiry Date:	Guest Signature:	

Handling guest arrivals

Objective: At the end of this lesson you shall be able to
• **describe the types of guest needs in a hotel.**

Guest Services

The front desk is responsible for coordinating guest services. Typical guest services involve providing information and special equipment and supplies. Guest services may also include accommodating guests through special procedures. A guest's satisfaction with the hotel part on the ability of the front desk to respond to special requests.

A request that falls beyond the responsibility of the front office should be directly referred to the appropriate person or department.

A growing number of hotels employ a concierge or other designated staff member to handle guest requests. A concierge should embody the warmth and hospitality of the entire property. As more hotel functions become automated, the concierge may play an even more important role in reinforcing the hotel's personal touch in guest services.

Several hotel companies have introduced centralized guest service centers. Guests only have to dial one telephone number (or press one button on their guestroom telephone) for any and all requests. This includes valet parking, room service orders, luggage assistance, laundry and valet, meeting times, directions to a local business and other requests from guests. The staff of other service centers is specially trained to handle the guest's request and dispatch whatever service is necessary.

Equipment and Supplies

Guests may request special equipment and supplies while making a reservation, at the time of registration, or during occupancy. Reservations agents should have a reliable method for recording special requests to ensure that they are properly met. After registration, a guest who needs special equipment or supplies will almost always contact a front desk agent. The front desk agent, in turn, follows through by contacting the appropriate service center or hotel department. Equipment and supplies commonly requested by guests include

• Roll-away beds and cribs

• Additional linens / pillows

• Irons and ironing boards

• Additional clothes hangers

• Audiovisual and office equipment

• Special equipment for \visually impaired, hearing impaired, or physically challenged guests

Front desk agents should have alternative ways to meet guest requests when the department that normally provides the equipment or service is closed or inaccessible. Housekeeping, for example, attends to many guest requests, but may not be staffed around the clock. In some hotels, front office staff may have access to linen rooms during late night hours. In others, the housekeeping department may stock a centrally located linen closet and issue a key to appropriate front office staff. Such arrangements enable the front office staff to satisfy requests for additional linens and pillows even when the housekeeping department is closed.

Special Procedures

Guests may ask for special treatment when making a reservation, during registration, at time of check-out, or for that matter, at any point during their stay. Sometimes, special requests represent exceptions to standard front office procedures. Reservations agents should have a reliable method of recording special requests made during the reservations process and communicating such requests to appropriate front office staff. Front desk agents should also have a way to record any procedural requests they encounter or process. In addition, front desk agents should be authorized to use their judgment when attempting to satisfy guest requests. Some requests may be out of procedure, but in the guest's best interest. Therefore, front desk staff should be empowered to handle the request and satisfy the guest if at all possible.

Procedural requests may require more time and effort to fulfill than equipment and supply requests. Typical procedural-requests include:

• Split account folios

• Master account folios

• Wake-up calls

• Transportation arrangements

• Entertainment reservations

• Newspaper delivery

• Secretarial services

A knowledgeable front desk agent usually can fulfill a special request involving guest folios. Split folios are most often requested by business travelers. Essentially, these folios separate guest charges onto two or more separate folio accounts. One folio account may be set up to record room and tax charges; this part of the folio may be billed to the guest's company or to a group master account. Another folio account may be set up to track incidental charges such as telephone calls, food, and beverages; this part of the folio will most likely be paid directly by the guest.

Work - Flow of handling guest arrivals
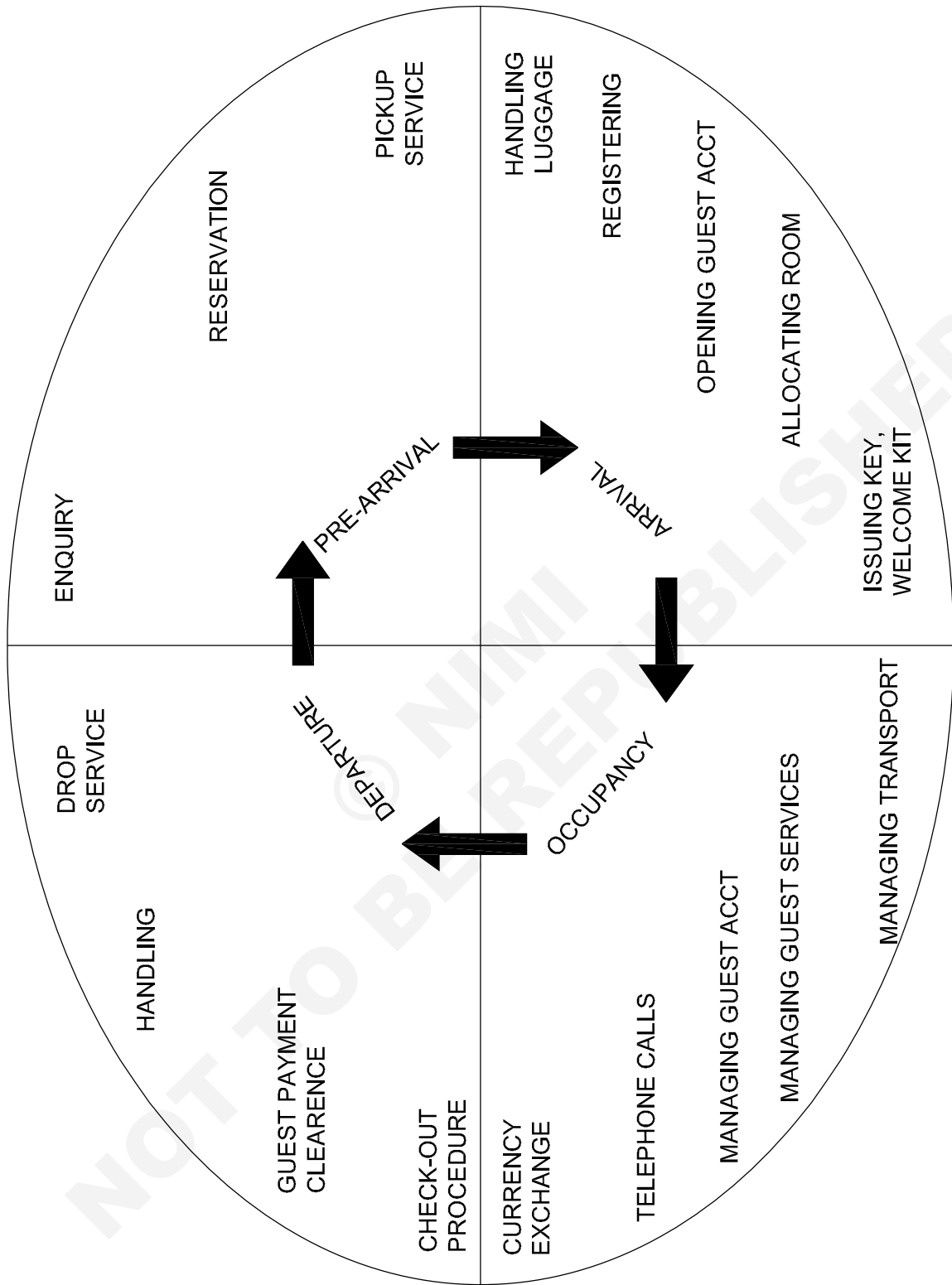
Fig 1

Hotel Cloud 9
Well Mount Road
22nd Block
PH: 11 11 11111
FAX: 11 11 11112
www.setupmyhotel.com
admin@setupmyhotel.com

REGISTRATION CARD

Title	Family/Surname*	First Name*

Arrival Date	Departure Date	Daily Rate/Guests
6		

Room No.	Membership	Company Name
1016		www.setupmyhotel.com

American Express ☐	JCB ☐	Credit Card Number & Expiry Date
Diner's Club ☐	Visa ☐	
Euro/MasterCard ☐	Other ☐	V A XXXXXXXXXXXX1111 XX/XX

Business Address ☐   Private Address ☐

Street	State/Postal Code	City

Country*	Telephone	E-Mail
United States		

Date & Place of Birth*	Nationality*	Passport/ID Number*

Issue Date*	Place of Issue*	Expiry Date*

Important: Money, jewels and other valuables are brought to the Property (your hotels name premises) at the guest's sole risk. The Property (Mention your hotel name) and / or the management accept no liability and shall not be responsible for any loss or damage thereto and guests remain solely responsible for the safekeeping of any such items.

Notwithstanding any method of payment, I agree that I am personally liable for all costs and charges incurred in the event that any such costs and charges are not paid in full and confirm that my responsibility and liability in that regard is not waived or released in any way.

I consent to the usage of my personal information for administrative and marketing purposes. The hotel guarantees not to disclose infomation to third parties other and affiliated companies.

By signing this form, I consent to the use of my personal information for the purpose described above

Guest Signature	Date	Checked In By

We respectfully remind you that check-out time is 12 noon

Arrival - Errand Card

www.setupmyhotel.com

Hotel Name

Room No

Date

Guest Name

Group / Company / TA

BAGGAGE DETAILS

Suitecase	Strolley	Travel Bag	Suitecase	Suitecase

Notes:-..........................

....

....

Baggage Screening Done - YES / NO

Bell Desk	Duty Manager	Cashier

Departure - Errand Card

www.setupmyhotel.com

Hotel Name

Room No

Date

Guest Name

Group / Company / TA

BAGGAGE DETAILS

Suitecase	Strolley	Travel Bag	Suitecase	Suitecase

Notes:-..........................

....

....

Baggage Screening Done - YES / NO

Bell Desk	Duty Manager	Cashier

SI No.	Date	Guest Name	Room No:	Where from	Courier Name	Courier No:	Stored In	Received By Signature	Date and Time Delivered to Guest	Guest Signature	Remarks
							www.setupmyhotel.com				

Mail / Courier Handling Register (www.setupmyhotel.com)

Hotel ABC
Message Slip

Time : _____

Date : _____

Name of the Guest : _____

Room No : _____

In your absence

Mr/Mrs _____

From: _____

•	Came in person		Will call again
•	Telephoned		Please call back
			Waiting for you
			Please meet him/her

Message : _____
_____
_____
_____
_____

Signature of information Assistant

Daily Report of Expected Arrivals & Departures

Date : _____

	Expected Arrivals					Expected Departures			
Room	Name	No of persons adult child	Times of arrival	Staying upto	Remarks	Room no/	Name	Times of departure	Remarks

Front office Manager
Lobby Manager
Cashier
F&B Department
House keeper

Remarks

Total Rooms Occupied
Total Number of Guests in House
% Room Occupancy
% Guest Occupancy
_____
(Signature Receptionist)

DEPATURE INTIMATION

Date : _____				Reception : _____	

S.No	Name of the Guest	Name of the person informed			Time	By
		Housekeeping	Telephone Dept	Room Service		

Front Office Assistant - Telephone Manners

Objectives: At the end of this lesson you shall be able to
• **describe the telephone services of a hotel**
• **mention the telephone skills.**

Telephone Services

Most hotels provide in-room local and long-distance telephone service 24 hours a day. Regardless of whether front desk agents or telephone system operators answer incoming calls, all employees answering calls should be courteous and helpful. The telephone is often the first point of contact with the hotel and the way that callers are treated does a lot to create the hotel's image. Front office management may restrict the type of information the front office staff may furnish to callers because of guest privacy and security issues.

Telephone messages recorded by front office staff should be time-stamped and placed in the guest's mail and message rack slot. If guestroom telephones are equipped with a message indicator light, the front desk agent may switch on the in-room message light so that the guest is alerted that a message is waiting at the front desk. In some properties, messages can be typed directly into the computer terminal as they are relayed to a switchboard operator or front desk agent. The telephone system may be programmed to automatically turn on the guestroom message light when it receives the message from the front office computer. When the guest returns to the room, the flashing light on the phone informs the guest that mail or a message is waiting at the front desk. The guest can then call the switchboard operator or the front office message center and ask for the mail or message to be delivered. In some hotels, the guest may be able to display recorded messages on the guestroom television screen.

Many hotels have added guest voice mail systems. Voice mailboxes are devices that can record messages for guests. A caller wishing to leave a message for a guest simply speaks into the phone; his or her message is then recorded by the voice mailbox system. To retrieve the message, the guest typically dials a special telephone number that connects him or her with the voice mailbox, and listens to the previously recorded message. staff.

Wake-Up Services. Since a guest may miss an important appointment, a fight, or simply a head start on a vacation by oversleeping, front desk agents must pay special attention to wake-up call requests. Front office mechanical devices or a front office computer system can be used to remind front desk agents to place wake-up calls, or the systems can be programmed to place the calls and play a recorded wake-up message. Despite advances in technology, many hotels still prefer that telephone operators place wake-up calls. For the most part, guests appreciate this personal touch.

Quits often, the clock in the telephone department used for wake-up purposes is called the hotel clock. It is the official time of the hotel. Therefore, the clock should be checked daily to be sure it is correct. Other clocks in the hotel, such as front desk time stamps, should be synchronized with the hotel clock to be sure time accuracy among departments and services is maintained. The hotel clock is usually kept next to the switchboard. Instead of calling the hotel operator or service department to place a wake-up call request, guests can simply dial a special hotel extension on their telephone and follow the instructions provided by the system to request a wake-up time. The hotel then has the option of providing an automated wake-up call or prompting the hotel operator to place a personalized wake-up call. Hotels can also combine a wake-up call with room service, allowing the guest to order breakfast upon receiving wake-up call.

Telephone Skills

Regardless of whom you talk with over the telephone, it is essential that you make a positive impression. Answering the telephone is an opportunity for you to portray a professional image as well as a positive image for the property. During any business telephone conversation, you should:

1 **Smile even though you are on the telephone :** When you smile, you automatically improve your vocal quality. You'll sound pleasant and interested.

2 **Sit or stand up straight :** By sitting or standing up straight, you will be more alert and pay better attention to what is being said

3 **Use a low voice pitch :** A lower voice pitch will make you sound more mature and authoritative.

4 **Match your speaking rate to the caller's :** Let the caller set the tempo of the conversation. For example, he or she may be in a hurry; in that case, you should provide information more quickly.

5 **Avoid extremes in volume ;** If you speak too loudly, you may sound rude or pushy. If you speak too softly, you may sound timid or uncertain.

6 **Avoid expressions such as "uh-huh" and "yeah"**

Such expressions make the speaker sound dull, indifferent and uninterested.

Preparation of registration process

Objective: At the end of this lesson you shall be able to
• **explain how to prepare guest registration card**
• **importance of 'C' form**
• **managing guest bills**
• **preventing common reservation problems.**

Guest Registration Card

After the guest arrives at the hotel, the front desk agent creates a guest registration record in order to collect important guest information like full name, address, date of birth, email, telephone number, company name, passport and visa details etc.

Registration card may also include details of the reservations like room type, room rate, billing instructions, arrival and departure date etc. Registration Card also include 'Management policies' to which the guest has to accept and sign on the space provided for the same.

Importance of 'C' Form

Any person hosting a foreign guest for monetary consideration in India, even for a few hours, should submit C-Forms.

The submission of C-Forms and maintenance of guest registers stems from the Foreigners Act 1946 and Registration of Foreigners Rules, 1992. These requirements extend across India, and apply to all persons who accommodate foreign guests for monetary consideration, including hotels, guest houses, lodging houses etc. The C-Form mechanism helps the authorities locate and track foreigners in India to enhance security and safety. Failure to comply with reporting requirements could result in fines and imprisonment of up to 5 years.

Common reservation problems

People who travel often know that hotel service isn't always as seamless as they've grown to expect. Furthermore, people who do travel a lot tend to notice some things that regular customers maybe wouldn't. Hotels that do everything in their power to prevent common problems from occurring have a better chance of retaining their customers and keep an undamaged reputation. Here's our list of common issues that hotel guests encounter when staying at a hotel.

Unclean Rooms

This is a common issue with lower end hotels, but a complaint like this can happen even to the best hotels out there. Whether the room hasn't been adequately cleaned, or there are bed bugs or cockroaches walking around, uncleanliness is one of the biggest reputation killers when it comes to the hospitality industry. I can't stress enough how fast the word will travel about the problem someone experienced in your hotel, so do your best to prevent this complaint from ever occurring. The best Possible way to

do that is to train your staff to deal with hygiene on a very high level, regardless of the type of accommodation you're hosting. You don't have to be the owner of Ritz-Carlton or Hilton chains to ensure that your rooms are extremely clean.

No Hot Water

Imagine a guest arriving at a hotel, tired from a long trip, only wishing to take a long, hot shower. And to his surprise - there's no hot water! A guest like this is going to be ringing reception in anger demanding the problem to be solved immediately. This type of issue can really ruin the day for your guests and you can be sure that they won't be coming back next year. In case the issue is with that room only, offer the guest a transfer to another room and do try to apologize to them by doing something nice for them. A bottle of Champaign or a free massage in the spa would be nice.

Rude Staff

The hospitality industry is such that you just can't afford to have employees with an attitude. Nasty remarks, laughing to the guests, or even getting into an argument with hotel guests are all happening every day in hotels all over the world. Half of your overall hotel experience comes from the (un)pleasantness of your staff, so do ensure that they are trained properly. The single best way to tackle this issue is to only hire people who can control their temper and who can keep their heads straight even when they're yelled on. Also, make sure you hire problem solvers as your staff, as there's nothing more frustrating than when a staff member can't handle a situation, whatever the situation may be.

Surprises

A guest enters his room and starts unpacking their bags. They open a drawer and find someone else's shoes inside. This scenario isn't fiction, it happens all the time because cleaners forget to check everything and the things from previous guests may remain in the room. Another example is when there are unwanted surprises in the form of rats or even bats in the room. It's vital that you understand how bad this can look for you, especially since everyone these days reads online reviews before booking a room.

Uncomfortable rooms

This issue can occur due to old mattresses, poor linen, or even bad lighting in the room. The lousier sleep your hotel guests have the more issues you'll have with them the

next day. Try to ensure that the mattresses are always good if you want your guests satisfied in the morning. As for the lights, guests tend to complain that the lighting is bad, or that the lighting tone is bad.

Bad food

There are so many hotel visitors that just despise hotel food and the reason for this is because food can be extremely bad in certain accommodations. With millennials taking over as the major generation though, it's become more important to focus on the food as they're more interested in local experiences than just having a good time. There are hotels out there that focus solely on gastronomic experiences, but you don't have to go that far-just a capable local chef that can cook delicious food.

Arrival of a guest (in an automated system)

· As soon as the guest arrives welcome the guest with a smile saying, 'good morning. Welcome to Hotel XYZ. May I help you?

· Ask them if they have a confirmed reservation by saying, 'Do you have a reservation with us sir/madam?

· The guest usually claims to have made a reservation.

· If the answer is 'yes' say, 'May I have your name please?

To search for arriving guests, follow the steps mentioned as under:

1 From the main menu, select **Front Desk**

2 Select **Arrivals**

The arrivals screen will display.

The top portion of the screen provides a variety of fields to narrow the search for the arriving guest. The bottom portion of the screen displays reservations and search results in the grid.

3 Enter the search information into the appropriate fields. Select **Advanced** to produce more search options. Use the **Clear** feature to remove all search options and begin a new search.

   Common fields can be **Name, Date of Arrival, Contact Number.**

4 Select **search** and the **Payment Method** screen appears as under:

The **Method of Payment** defaults from the reservation. Whether the presented method of payment is the same or needs to change, swipe the credit card at this point for accuracy purposes. If the card is not available to swipe, manually enter the card or payment details.

Click the drop down arrow next to the **Method of Payment** field to select the form of payment. Alternately, if there are multiple forms of payment (i.e. a credit card for room and tax and one for incidentals), select the ellipsis button next to this field.

Enter the **Credit Card No.** and **Expiration Date.**

Select **OK** to save.

With a reservation highlighted, various functions buttons become available. Information such as Advanced Deposits, Special Requests etc., are displayed.

Assignment of Room

Once the registration formalities are completed, the front desk agent will assign a room as per the guest's requirement and within the rate agreed.

Follow the steps below to check in a guest:

1   From the main menu, select **Front Desk** and **Arrivals.**

2   Search for and highlight the arriving guest.

3   Select **Edit** if the guests' accommodation needs to change in any way (additional nights requested or a change in room type. Otherwise, select **Check In**).

A **Room** number automatically assigns for the room type reserved. II no rooms are available, the **Room** field is blank.

4   To change the room number assigned, or to search for an alternate room. click the drop down arrow next to the **Room** field.

5   Search for and highlight an available room (clean or inspected), and select **OK** to return.

Managing guest bills (Property management system)
Traditionally. a hotel property management system (PMS) was defined as a platform that enabled a hotel or group of hotels to manage front-office capabilities, such as booking reservations, guest check-in/checkout, room assignment, managing room rates, and billing. Hotel PMS delivered a software platform that replaced time-intensive. paper and spreadsheet-heavy processes.

However hotel PMS technology has evolved and greater integrations offer services that extend well beyond the front desk Hotel PMS is now a critical business operations system that enables hoteliers to deliver a seamless guest experience Hotel PMS now integrates to other onsite services that impact the guest's complete experience including

•   Food and beverage operations

•   Housekeeping and maintenance management (PDF)

- Sales and catering execution for group bookings and event management

- Revenue management

- Distribution across multiple channels

- Spa management

The Advantages of Hotel PMS

The consumer's travel journey begins by selecting a destination while simultaneously shopping for a hotel. That pre-stay shopping and booking interaction, their on-property engagement with the hotel and staff, their in-room experience, and their sharing of feedback on social media post-stay are all part of their guest experience. Hoteliers are challenged with providing a personalized guest experience while operating an effective hotel business. Today's hotel PMS solutions help hoteliers deliver the experience guests want, while efficiently managing their business.

Hotel PMS offers many benefits for a hotelier's business. They include:

Enhanced check-in/check-out capabilities

- Provide anytime, anywhere service to your guests using a mobile-enabled cloud-based hotel PMS.

- Untether your front-desk staff so they can check guests in assign rooms, enable guest services and check guests out wherever there is Internet connectivity.

Improved housekeeping service

- Increase housekeeping efficiency with instant updates on housekeeping mobile devices when customers check out freeing up rooms for cleaning

- Enable greater flexibility with room management and improve response time for room-service tasks.

- Identify and manage room maintenance, ensuring rooms are clean and in perfect condition.

Integrated hotel back-office systems

- Connect operations and financial processes by leveraging prebuilt integrams to accounts receivable. accounts payable, payment gateways, hotel industry applications and property infrastructure devices

- Integrate accounts receivable and commission handling

- Ensure accurate guest folios for faster, more accurate billing

Effective hotel distribution management

- Increase room occupancy and ADR through real-time rate and availability management across distribution channels

- Boost sales through direct booking channels on brand website

Improved hotel revenue management

Empower managers to improve ADR with extensive options for setting, rates and advanced rate-management features for manual and semi-automated revenue management

Better managed customer data

- Centralize and secure customer data and improve the quality and accuracy of guest profiles.

- Understand customer buying patterns so you can define more targeted packages and services.

- Ensure compliance with national and international data-compliance rules.

Common Software Options in a PMS

A PMS takes care of each department in the hotel. These are the commonly available features among PMS - PMS Features for Front desk (Fig 4)

- Reservation

- Registration

- Accommodation status

- Guest and non-guest accounts

- Cash handling

- Night auditing

- Reports
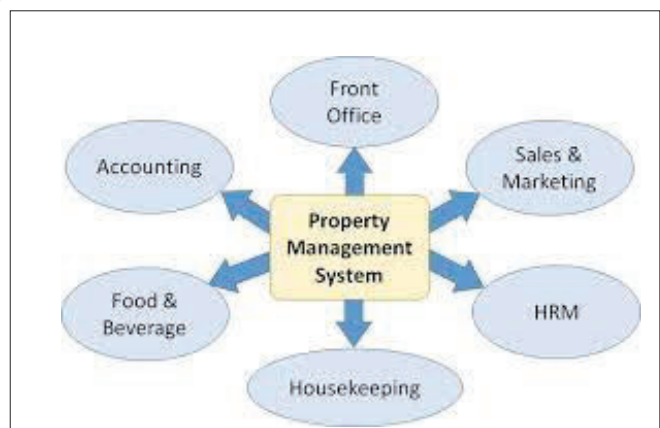
Foreign Currency exchange

Objectives: At the end of this lesson you shall be able to
• **state what foreign currency exchange is?**
• **describe the currency exchange procedure.**

Foreign currency exchange

The tourism and hospitality industry is among the major foreign exchange earners for any nation. All the foreign visitors in a hotel can settle their accounts in the currency of their country- dollar, Euro, Pound, etc. - except guests who are employed with the UN and its agencies, embassies, consulates, and high commissions. Even if the guests have already converted their currency into Indian currency, they still have to pay the room rent in foreign currency.

1 Hotels have to take a valid license from the Reserve Bank of India (RBI) to deal with foreign exchange. RBI issues two types of licenses to deal with foreign exchange.

2 For the purchase.

3 For the sale of the foreign currency.

A hotel with the purchase license can only purchase foreign currency, which means that the hotel can accept foreign currency from the guest, but the refund amount exceeding the billing amount will only be made in Indian currency. Hotels generally obtain the purchase license; but if a hotel has obtained the license for buying and selling foreign currency, it can buy and sell foreign currency, i.e., accept foreign currency and give the balance amount also in foreign currency.

Currency exchange procedure

To deal in foreign exchange, a hotel has to take a valid license from RBI. The front office cashier is the hotel's authorized representative for foreign exchange dealing. When guests wish to exchange the currency of their country into Indian currency, the following procedure is followed:

1 The guest contacts the front desk cashier for foreign exchange.

2 The cashier requests the guest to produce his pass port to verify his identity.

3 The cashier asks the guest for the amount of foreign currency to be exchanged and determines whether the amount is exchangeable as per the RBI guidelines.

4 The cashier checks the exchange rate from RBI or a leading nationalized bank of the town.

5 The cashier prepares the currency exchange certifi cate.

6 The cashier requests the guest to sign the currency exchange certificate.

7 The guest gives the foreign currency to the cashier in cash or as traveller's cheques.

8 The cashier calculates the total amount to be paid in local currency as per the exchange rate.

9 The cashier dispenses the amount to the guest along with the original currency encashment certificate.

10 He attaches the second copy with the foreign currency or traveller's cheques and leaves the stationary copy in the booklet.

11 The cashier fills the details of the daily currency exchange transactions in the foreign currency control sheet.

12 If the cashier receives the foreign currency at the time of settlement of bills, the same procedure is applied, and balance, if any, is returned to the guest in local currency.

The above mentioned procedure is followed by hotels with license for purchasing foreign currency. In case the hotel also has the license to sell foreign currency, then in step 12, the cashier returns the balance amount in the foreign currency.

Room change

Objectives: At the end of this lesson you shall be able to
• **define change of room**
• **describe the possible reasons for room change**
• **explain the effect of change of room.**

Change of room

It is a process when a guest is moved from one room to another, due to some reason or the other.

Possible reasons for change of room

1 Guest wants the change of room

The guest may want change because of the following reasons:

1 Initially the room was not assigned to him as per his choice or requirement (may be due to non-availability).

2 Someone joins him during his stay and now the guest wants a double room instead of a single room or vice versa.

3 One or more of the gadgets or appliances such as TC, air conditioner or telephone etc. of the room is out of order or not working satisfactorily.

4 The guest does not like room (view, colour, scheme, location etc.)

2   Hotel wants the change of room

Various reasons may be there. Some of them are:

1 Because initially the room was not assigned to guest as per his requirement due to non-availability.

2 Guest has overstayed in a particular room which has been pre-committed to some other arriving guest.

Condition of change of room

Both guest and hotel agree to change mutually.

Procedure of change of room

The housekeeping department is informed about the requested change so as to prepare the room. Once the room is readied by the housekeeper under the supervision of lobby manager/housekeeper, the luggage of the guest is moved from the first room to the new room by the bellboys. This may be done either in the presence of the guest (called 'live move') or in the absence of the guest (called 'dead move'). Front office prepares a slip called as change of room slip/move slip/ movement slip/ transfer slip and removal notification slip) and all concerned sections such as telephones, food and beverage department, bill section, housekeeping, etc.) are informed. Necessary adjustments in records (room rack and information rack) etc. are also done.

Effect of change of room

The most important effect of change of room is that a room, which was generating revenue stops generating revenue and the other room, instead, starts generating revenue. The change in room may involve change is revenue generation (increase or decrease). It may or may not change the occupancy figure also.

A room change request can occur on different reasons, Front office team should change the room as quickly as possible when a guest is dissatisfied with accommodations or finds defects that cannot be immediately corrected. Below are few reasons for room change request from guest:

1 A/C not working.

2 Room Type allocated was not as per the room confirmed.

3 Water leakage in bathroom.

4 Noisy floor / Noise from adjacent room.

5 Guest wanted to stay on a higher category room (Upsell)

6 If no room of similar type is available, the Front Desk Supervisor may be authorized to offer upgraded accommodations at no additional cost to the guest.

7 Duty Manager, Bellman, Desk Attendant, etc., should immediately be sent to the originating room to deliver the new room key.

8 The individual delivering the key should offer to assist the guest with baggage, if the Bellman is not present.

9 Under no circumstances should the guest be asked to return to the Desk for a new room key.

10 After the room change has been completed, Housekeeping must be notified so the room may be cleaned or "tidied" as necessary. This may be communicated through PMS by entering the room move.

11 Ensure that all room and rate changes are properly updated on the Property management system.

12 In case of a Upsell the room rate to be changed to the higher category.

13 In case of a Upgrade the room rate should not be changed.

14 It is important to ensure that the room move is shown on the Property management system as this will affect the front office operations like incoming mail and telephone calls, voice mails and also to ensure proper billing at check-out.

15 The room change information should also be recorded on a five part 'Room Change Form' and distributed as follows:

1   **First copy** – Front desk room move file.

2   **Second copy** – Room service department.

3   **Third copy** – Cashier. The cashier is responsible for recording the new information on the guest folio, stapling the NCR slip to the registration card, and placing supporting guest bills from the old room rack to the new room rack.

4   **Fourth copy** – Bellman. The Bellman is to make the room change, and the same is filed on the room move folder.

5   **Fifth copy** – Housekeeping, All room changes must be reported to Housekeeping so the first room can be tidied up and kept ready for other guest.

Handling guest complaints

Objective: At the end of this lesson you shall be able to
• **explain how to handle guest complaints.**

Things consider while handling complaints

Why do you feel guest complaints are bad for your property. Try to think in different ways. Don't you chance to resolve that? A valid, logical complaint is the feedback from your guest by handling which complaint will result serious loss in future. So, try to think this way. This is the right approach to handle.

Proper ways of handling guest complaint

1   Take your time. Listen with full attention what guest wants to say.

2   After guest express his complaint repeat that in your voice to make him understand that you listen to him properly.

3   Start replying in a tricky way like "I understand your problem, sir" or "Thanks a lot for bringing up the matter" to us". This will give impression to guy make him calm.

4   If you are the person to solve the matter then take proper action to solve the problem. If you are not authorized for handling such complaints then.

5   If you can solve the problem and you may take time from guest to solve the problem and in this situation don't forget to follow up the problem to clear

6   If the problem is very serious then consult with top personnel immediately.

7   If you are front desk agent then you should write the complaint in complaint form.

Types of Guest's Complaints in Hotel & Restaurant

There are tons of complaints a hotelier needs to handle everyday. Based on our research we can classify guest complaints into 5 main types accordingly

1   Before guest arrives

2   After guest's arrival

3   During guest's stay

4   During guest's check out

5   After guest's check out

Before guest arrives

1   Booking : Information is not accurate records.

2   Booking : Information is not timely and accurately delivered.

3   Prices, or room number information cannot be kept confidential or premature to tell the guests.

4   A sudden raise of room prices.

5   Managers at all levels receive relatives and friends Booking : without informing front desk that could cause damage and confusion

After guest's arrival

1   Both parties to the price dispute.

2   Upon arrival record of the request is inconsistent with the hotel;

3   Not been able to stay in rooms or rooms cannot let guests leave satisfied.

4   Guests of the hotel the provisions of dissatisfaction with the difference in different time slots.

5   The guests are not satisfied with the arrangements.

6   Check-in board room procedures were too cumbersome and time-consuming too long.

7   Welcome members and baggage are not in place or place of service for less than a home.

During guest's stay

1   Room facilities and equipment, consumables or services that allow guests are disappointed.

2   Business center and switchboard services to make guests dissatisfied.

3   Information and cashier services enable customers satisfied.

4   Other aspects: the key to the guests because of the expired card can't open the door and dissatisfaction; the guests change wards without a not to be properly resolved.

During guest's check out

1   **Rounds closing speed is too slow:** No small change to speak of; FOREIGN EXCHANGE has not commenced business or has ceased operation. guest attendants have to go rounds, with a total station to play the past Tel no access; room attendants rounds too slow; cashier checkout too slow

2   **Accounts disputes:** Guest does not recognize certain consumer items; have objections to certain spending; does not recognize the loss of item guests CREDIT CARD , validity or currency of doubtful authenticity etc.

3   **The Housing-state error:** the guests have already checkout, the total housing units are not in time to change state; guests extension computes computer; for other reasons.

After guest's check out

1   Related Business forms are not timely filed or filed in error; guests entered the relevant information is not timely and customer history files; guest sectors.

2   The guest check-out services are not in place or to pass relevant information is not discontent caused by the guests:

Handling guest complaint – 10 things you must know

1 Mind set up

Setting up your mind is important. Keep good faith to help customer. It has been said that "Customer is the boss" or "Customer is always right". personally. Try to be professional and handle each complaint professionally. Generally people don't complaint. If anyone complaint then try to un complaint indicates that there must be loopholes in your service and this is the chance to solve your problem. It is because every guest has different thinking, different expectation, different reasons to come in your hotel or restaurant. You are providing facilities which will be suitable for most of your guests but not necessarily "EVERYONE" and for this reason you should always be ready to provide demo

2 Using polite language

Use of language is the most important aspect of handling any verbal or written complaint. While you are handling any written complaint then you need it make sure any of the word does not give wrong meaning. When you are answering written then it is a document so proper structure should be follow compliant your experience and handling power will be tested. Talk in polite language with proper volume, speed and tone. Proper expressions should solve problem.

3 Proper listening

Proper listening is necessary for two reasons. First of all, if you don't listen complaints properly then you cannot explain properly. So, to give logical replying on each point while complaints there will not be any solution. Guest will become more aggressive. Let your guest express his part, start explaining.

4 Remaining calm

You may often find it difficult to remain calm to handle complaints but you have to be that. Just think in a logical way. Why guest become frustrated? He is paying for having good services and as he is not satisfied so he has the logical point to complaint. It is your duty to react properly need to be taken then don't hesitate.

5 Showing sympathy

Start with sympathetic words and expressions is the most advisable way to handle any complaints. If you show sympathy then you will get a psychology you are very careful about him. Some catchy words and phrases can easily turn the hot & aggressive situation into cool and friendly.

6 Apology

Often some hoteliers come to a solution that why should I apology to guest whereas I have no fault? Don't think in that way. Whoever does the mistake by the guest. It means that you feel sorry only for the reason that guest is not satisfied with your service. After apology you can easily defend yourself. II

7 Never blame others

Never blame others or other department. All are your colleagues who are working as your team member and blaming each other will folate your temper possible to handle the complaint or call the proper person to deal with the situation but do not finish your job by just blaming others.

8 No excuse

Never excuse. No guest will love to pay attention at your excuses. There are some common excuses like "today we are short of staffs", "we are very busy if it is logical, you should not try to get sympathy for that. Excusing is not the proper approach rather try to explain. If you are short of staffs experience service from then it is your responsibility to be prepared for everything.

9 Not try to make your guest wrong

It is told that guest is always right. Yes it is indeed. Even if your guest is wrong then do not directly make him wrong. Logically explain why you cannot treat guest as a person and this will make your guest comfortable and be friendly to you.

10 Be honest

Be honest within yourself. Never give any promise which you cannot maintain Also. do take follow up steps. Whenever a guest comes to you with. engaged with the complaint but you have to take regular follow up to finish the circle Here circle means from where the complaint has been started, finished.

Duties and Responsibilities of Concierge & Bell Service

Objective: At the end of this lesson you shall be able to
• **explain how to provide Bell service to the Guest**

Introduction

The Concierge service is relatively new to modern hotel-keeping though it is quite old in its concept. Traditionally, the Concierge was a castle doorkeeper who was responsible to ensure that all guests were properly roomed for the night. The Concierge accompanied the travelling royalty and provided them with security, lodging arrangements and entertainment sites. He travelled ahead of the royal encourage to make lodging arrangements before they arrived.

With modernisation the Concierge concept is adopted by hotels in Europe as the person who provides personalised services such as providing box office tickets at nearby theatres, coach tickets for sightseeing tours, or table reservations at city restaurants, etc, He is the person who knows everything about the city, its sites, and events.

The Concierge

The Concierge is a specialised position recognised by crossed gold keys on their lapels. The emblem signifies their certification by the International Association of Concierges (Les Clefs d'Or) which sets very high standards for its members. While many hotels may position experienced members at the Concierge Desk, they cannot call themselves concierges till they get the official certification. The Concierge Desk is located in the lobby beside the bell desk for better coordination and is the member of the uniformed services. The Concierge reports to the Lobby Manager.

Role of a Concierge

A Concierge is a very resourceful person. His typical role would be to:

1 Develop useful contacts with necessary agents in the city like box office attendants, tourism offices, event management companies, restaurant maitre d' Hotels, etc., to use when guests require their servies;

2 Procure tickets for sold-out concerts, table reservations or even a seat on an oversubscribed city tour;

3 Be equipped with brochures, pamphlets, maps, etc., to support the wide range of knowledge he has of the hotel services and city highlights;

4 Be up-to-date with daily events in the city each morning to be of information to guests;

5 Provide customised or personal services to guests;

6 Be local contact man for many guests to get things done in the city;

7 Help develop guest loyalty;

8 Speak many languages and assist the front office to bridge language barriers with guests.

Job Description of a Concierge

A typical job description of a concierge is given as under:

Job Title:	Concierge
Reports to:	1 Lobby Manager 2 Assistant Front Office Manager.
Job Summary	Provide information services and other support help to guests as per the standards of the establishment.
Duties and Responsibilities	1 Answer queries of house facilities and places of tourist interest. 2 Keep information aids like time-tables, road maps, hotel guide, etc. 3 Health guests confirm airline, bus or train tickets. 4 Procure box office tickets for cinemas, concerts, special shows, etc., for the guests. 5 Coordinate with the bell boys to page guests in the hotel.

Job Title:	Concierge
	6 Develop contacts with city services to facilitate guests.
Supervises	None
Limits of Authority	To develop contacts with essential city services to get their cooperation when needed. May depute lobby staff to procure tickets, confirm travel tickets, etc., for guests.
Coordinates with	1 **Bell Desk** --- for errands on behalf of the guests. 2 **City Services** --- to facilitate guests requests.
Minimum Educational Qualifications	Graduate with preferably a Craft Course in Front Office Reception or a Diploma in Hotel Management (Preferably with Les Clef d'Or certification).
Experience	3 months departmental training is adequate.
Skills and Competencies	• Physically sturdy for active work on a shift • Socially confident • Teams handling • Proficiency in the English language and other foreign languages.

Bell Desk Procedures

Briefing

Briefings are perhaps the single most critical communication point between the management and staff. It is the moment of upward and downward communications. Briefings of the Uniformed services are led by the Lobby Manager and in his absence the Senior Bell Captain. Briefings are also held by the Bell Captains and Transportation Supervisor for their respective direct teams.

At the briefing the Lobby Manager checks the following:

•   Grooming standards of the lobby staff

•   Uniforms are properly pressed and clean

•   Fingernails are manicured and clean

•   Shoes are well polished

•   Staff grievances

•   Staff feedback on operations of the previous day

•   Staff suggestions for improving the lobby staff performances

The Lobby Manager will also communicate the following:

•   New policies of the management

•   Occupancy status of the shift and day

•   VIPs expected

•   Airline crews expected

•   Groups expected

•   Service standards that need re-enforcing

•   Guest complaints and how they can be avoided

•   Training tips

•   Recognition for jobs well done

•   Transfers, promotions, new staff and exits

•   Introduction of new staff joining the service team

•   Encouragement and motivation

•   Staff schedules

•   Cost control measures

•   Reinforcement of lobby procedures

•   Management observations and suggestions

Job Description of a Bell Boy

Bell Boys may also be called porters or bell hops. They carry guest baggage at the time of guest arrivals and departures and perform errands for them. They have to be well-groomed, physically sturdy, have a command of Basic English, be courteous and of course, be willing to help.

Execute the movement of baggage of guests and also perform any other errands of guests and management.

Responsibilities

1   Handle guest arrivals:

•   Receive baggage from the porch.

•   Escort guest to room with baggage after clearance of registration at the front office.

- Place baggage in room rack and explain clearly the various facilities of the room to guest.

2 Handle guest departures:

- Upon instructions from the Bell Captain bring down guest baggage from the room.

- Check room for guest belongings that may have been left behind, damaged hotel property and / or any other missing articles.

- Await cashier's authorisation for movement of baggage to the porch and guest transport.

3 Handle and store lobby trolleys, wheel chairs, etc. carefully and appropriately.

4 Report guests with scanty baggage to the Bell Captain

5 Account for postage stamps sold to guests during the shift.

6 Execute errands within and outside the hotels as directed by the Bell Captain.

7 Complete left luggage formalities as per procedures set by the management.

8 Distribute daily newspapers to guest rooms as directed.

9 Assist handicapped, invalid and old people to elevators and other parts of the hotel.

10 Assist in the transfer of guest baggage in the event of a change of rooms.

Authority to enter guest rooms when directed. Authority to communicate with guest on matters of guest baggage movement.

Selling techniques

Objectives: At the end of this lesson you shall be able to
• **state what are the different sales techniques?**
• **explain personal sales**
• **explain telephone sales**
• **describe the profile of a salesman**
• **explain salesman by laws.**

Sales techniques

A hotel may use various techniques to increase the sale of it's room and other hospitality products. The most widely used technique to boost sales of hotel rooms are personal sales and telephone sales.

Personal sales

Personal sales techniques is one of the most effective tools for selling hotel rooms. A personal sale call is used to build report with potential customers in order to sell the hospitality products offered by the hotel. The following steps are involved in personal sales techniques are:

1 Prospecting

2 Preparation for the presentation of a sales call.

3 Presentation of the sales call.

4 Overcoming objections.

5 Closing and follow up.

i Prospecting

The first step of personal sales technique is estimating the possibility of opening a sales account. Prospecting is preparing a list of probable companies and individuals who might contact for getting business. A prospect may be from past referrals, community contacts, other property employees,

ii Preparation for a sales call

A sales call may fail due to inadequate planning, and anxiety, or nervousness of the sales person, and also the failure of the sales person to contact the decision maker. The preparation for a sales call is essential in materializing the sales call. The proper planning for sales presentation includes:

1 Through product knowledge

2 Completion research

3 Client research

iii Presentation of a sales call

The presentation of a sales call involves familiarizing clients with prospects of your products and services, in order to convince them to use the same. It is the actual delivery of the fact and figure that you have prepared for the presentation.

iv Overcoming objection

Objection from prospective clients may arise at any point of time during the sales presentation. The client may have a doubt or might have misunderstood your point. It is important to overcome these objections and satisfy the client to win the business.

v Closing sales and follow up

One should evaluate a sales call by asking the prospects questions about their response towards the product or services offered to them. A favorable response shows the success of the sales call and you may close the deal. The next step is constantly to follow with the client in the future.

Telephone sales

Technology has enabled sales personnel to attract the business without leaving their office through telephone, internet, etc. which can be an effective instrument for:

1 Searching sales leads.

2 Fixing sales appointment

3 Identifying target prospects

4 Selling additional services

5 Follow up with the client

A telephone sales call is made by an executive of the telemarketing team. Members of the telemarketing team are given proper training to carry out telephone sales calls.

The mannerism and etiquette of a telesales person affect the response of the prospective clients. The calls should be made after the proper appointment from the client. A telephonic sales call as good as face-to-face interaction with clients and requires similar planning and preparation.

Message & Mail handling

Objectives: At the end of this lesson you shall be able to
• **describe message handling**
• **explain the ways person can contact the guest**
• **describe mail handling**
• **describe the different types of mails.**

Message handling

Receiving messages from in-house guests in their absence, recording them and communicating them to the guests as soon as possible is an important function of the front desk staff. The efficiency and professionalism of the hotel and the attitude of the staff is reflecting by the way this function is carry out by the staff.

Usually when a guest goes out of his room he would leave his room key at the counter where the information clerk would put it in the appropriate pigeon hole of his room in the mail and key rack.

The guest may leave a filled "Location Form" indicating where he will be for the next few hours.

There are only two-ways that a person can contact an in-house guest.

1 In case of a phone call the telephone operator will connect it to the room of the guest. Since the guest is not in the room, the call comes back to the operator who connects it to the Information Section of the Front Desk.

After checking that the guest has left his key at the desk (as confirmed by the key being in the "Mail and Key Rack") the telephone call is transferred to the "Message Desk". The message clerk prepares the message slip in triplicate. It is important to read back the message to the caller and confirm the details before signing off.

The top two copies are given to the Information Clerk who puts it the room no on the forms (from the Information Rack). The Top Copy is sent to the room to be slipped under the door. The Second Copy is put in the appropriate room no pigeon hole of the Mail and Key Rack. In addition, for further safety, an "attention card" or a "mail and message advice card" is put on the door knob of the room or "message light" is activated in those hotels which use electronic systems.

The message details may also be feed into the computer and the guest may view it on the screen of the T.V. in his room.

2 In case of the visitor coming to the hotel , he is ask to first try the house telephones to contact the guest. When he finds the guest is not in his room he comes to the Information Desk and fills in the message slip in as given above.

Mail handling

Importance

Mail handling procedure is a very important function which the Front Office staff has to handle in a hotel. A receptionist in a hotel has to be prudent that all the mail receives due attention and are attended to without any delay to avoid embarrassment.

Types of mail

 1 Incoming & Outgoing

 2 Ordinary & Registered

Basically while discussing there are two types of mail

 1 Incoming & Outgoing

Incoming mail

Various types of mail may receive in a hotel, like mail for Hotel Management and Hotel staff and mail for guests. In addition the mail may be an ordinary mail or registered/ recorded mail etc.

Staff has to be extra careful about recorded mail.

All incoming mail must be DATE AND TIME STAMPED. A proper record of all the recorded mail is kept as per requirement i.e., the entries are made in either registered letter book, parcels book or telegram book etc. No such record is maintained for ordinary mail.

After having date and time marked the mail, it is sorted and classified under the 3 main categories.

1 **Hotel mail** identifies by the designation of a senior manager of the hotel eg General Manager, Banquet Manager etc. This mail is delivered to the office of the managers concerned.

2 **Staff mail** identifies by the presence of the name of employee, designation and department mentioned in the address. This is usually sorted and delivered through the Time Office.

3 **Guest mail** : Any mail that left is supposed to be guest mail.

Guest Mail may belong to any one of the following categories

1. Present Guest Mail
2. Past Guest Mail
3. Future guest Mail
4. Wrongly Addressed Mail

Present guest mail

The guest mail is first arranged in alphabetical order and then checked against the information rack to identify the present guests. Wherever applicable the room no is entered in pencil on the letters and then they are put in the appropriate room no pigeon hole in the mail and key rack to be handed to the guests when they come to deposit or collect their keys

Any mail that is left still belongs to guests who have already departed (past guest) or to guests who have still to arrive (future guests)

Past guest mail

Sometime the hotel receives mail for the guests who have already departed from the hotel after having stayed for some period. The hotel to avoid any embarrassment as to what to do with such mail and how to hand it over to the person quickly, ask the departing guest to leave their forwarding address and for how long they would want their mail to be redirected to that address.

A special program called "Mail Forwarding Card" is used for this. Many hotels keep these cards in the stationery folder in the room while others keep these slips at the Front Desk and give them to the guest at the time of departure. This card contains the address to which and the dates/period till by which the guest would like all the mail received by the hotel after his departure to be forwarded.

These cards are file alphabetically and when the expiry date is reach they are cleared out systematically. Any letter received after the expiry date is either returned to the sender or in case the permanent address of the guest is available, is redirected to him at his permanent address.

The remaining mail is still in alphabetical order and checked against the Mail Forwarding Cards and where applicable they are Redirected. Details of mail redirected is entered on the reverse of the Mail Forwarding Card.

Future guest Mail

General mail for guests yet to arrive is kept in the back office in pigeon holes marked alphabetically. An indication is made in the reservation record about this awaited mail i.e., in case of Whitney system the words "Awaited Mail" is written on the Whitney slip. In case of diary system it is recorded in the diary against his name in remarks column and in case of Computer system it is updated in the computer.

Later this mail is sent to the Front Desk and is kept with the receptionist in special slot on the day of arrival of the guest and when the guest arrives the receptionist hands over the mail to the guest at the time of registration.

If there is any mail that is delivered within thirty days after it has been received, it is marked "Addressee Unknown" and sent back to the post office which will send them to the dead letter office.,

Outgoing mail

Outgoing mail of the hotel include mail of the hotel and guest. Outgoing Hotel Mail handle by the individual departments. The various departments have their own secretarial staff who maintain record of all outgoing mail. Large Hotels use Franking Machine for postage.

If the volume of mail is high the use of Franking Machine save lot of time. This machine is hired / purchased generally from the Post & Telegram department or any authorized supplying company. This machine stamps on the envelope (or on an adhesive tape) the amount of postage required and the date cancellation mark.

Advance payment has to be made to the post office to cover the value of the postage expected to be used. As the stamp value is printed on the envelope, the amount is reduced on the machine till it reaches zero value. The machine will then automatically lock and the post office will again charge it after further payment. While using the machine care must be taken that the correct denomination of stamp is put on envelopes.

The date stamp must be altered every day as the post office will not accept the prior post dated mail. One of the most important thing for the staff to know is the current postal regulations.

Besides the outgoing mail of Hotel, the Hotel also provide the service of posting letter etc. for the guest staying at the hotel. Generally the bell desk keeps stamps and letter and parcels scale.

The stamp folder is used to prevent the stamps from getting lost. The folder contains separate divisions for various denominations. The stamp folder should be kept under lock and key. The letter and parcel scale is used to weigh the mail to ensure that correct amount of postage is affixed.

Some hotels use a book called postage book to keep the record of postage used.

All mail for dispatch franked by a franking machine or if the stamps are used should be entered into postage book.

The procedure of sending ordinary mail for guest is simple. The guest leaves his mail (to be posted) at the Bell Desk where it is weighed and then the necessary stamps are affixed and posted. In case of Registered mail the mail is sent to post office, which issues a special official receipt. These receipts are retained as they are required to be produced in case a claim for clarification from the guest.

Handling Guest Departure Activities

Objectives: At the end of this lesson you shall be able to
• **explain how to handle guest departure and post departure activities.**

If front office personnel have collected and posted guest late charges in an appropriate and timely manner, then the guest checkout can proceed without any bottle necks. However, when the cashier or front desk clerk must make several phone calls to the restaurant, gift shop, and switchboard to verify charges, delays and disputes can occur.

The guest checkout involves the following steps are:

• Guest requests checkout.

• Desk clerk inquires about quality of products and services.

• Guest returns key to desk clerk.

• Desk clerk retrieves hard copy of electronic folio.

• Desk clerk reviews folio for completeness.

• Guest reviews charges and payments.

• Guest determines method of payment.

• Guest makes payment.

• Desk clerk inquires about additional reservations.

• Desk clerk files folio and related documents for the night audit.

• Desk clerk communicates guest departure to housekeeping and other departments in the hotel if necessary.

Check out procedure in Front Office

The objective of the checkout process is to process the guest's request for settlement of his or her account as quickly and efficiently as possible. The lodging establishment also wants to maintain a quality- control system for both the guest and the hotel; posting error scan mean erroneous charges for the guest and lost money for the lodging establishment.

Throughout your career in lodging management, you will be called on to develop operational procedures. First set your objectives and keep them simple. Accommodate guests and maintain necessary data to provide the lodging establishment with information for the income statement. The steps outlined for guest checkout show how easy it is to establish operational procedures when you keep these goals in mind. The narratives that follows elaborate on each steps in the guest checkout.

Inquiring about quality of products and services

When the guest arrives at the front desk to checkout, the cashier should inquire about the guest's satisfaction with the accomodations, food and beverages, and miscellaneous services provided by the hotel. Cashiers should be alert to possible problems.

Functional areas of the front office department

Objectives: At the end of this lesson you shall be able to
• **describe the function areas of the front office department**
• **explain the functions of the front office personnel**
• **describe reception**
• **explain reservation & their functions**
• **describe cash & bill section**
• **describe the functions of travel & communication desk.**

Functional Areas

The front office personnel are mostly in direct contact with guests throughout their stay. Guests contacts the front desk to book a room; check-in, inquire about hotel services, facilities, and about the cities or surrounding areas; and finally, to settle bills and check out from the hotel. Apart from these services, the front desk also provides services like handling guest mails and messages, maintaining guest accounts, paging accounts (locating guests within the hotel), arranging travel services, and various other services as per the guest's requirement.

The front office is the contact point between the guest, management, and other departments. It handles guests' complaints, dispatches housekeeping and engineering requests, prints and files report, receives and answers phone calls and sends receive faxes. Thus, the front office personnel perform the following functions are given below:

1 Sell hotel rooms to guests, which may be standard or deluxe rooms, executive or presidential suites, etc.

2 Accept advance booking of hotel rooms through telephone, fax, e-mail, websites, etc.

3 Receive and register guests when they arrive at the hotel and assign the rooms according to their preferences-smoking/non-smoking, pool view/garden view/ sea view, high floor/ low floor, near the elevator, etc.

4 Maintain accurate room status information.

5 Maintain guest accounts and monitor credits.

6 Handle guest demands and complaints.

7 Prepare account statements of guests

8 Settle bills at time of check-out.

9 Provide information about the hotel facilities and services, the city, important events, festivals and shows, and places of tourist interest.

Reservation

The reservation section of the front office department of a hotel is responsible for receiving and processing reservation queries. Depending upon the level of automation, volume of business, and house customers, the procedure of processing reservation queries may differ from hotel to hotel in terms of reservations handlings, maintenance of

reservation record, confirmation, amendments, and cancellation of reservations. This section is headed by a reservation manager, who is assisted by a reservation supervisor and a team of reservation clerks or assistants.

Functions of reservation section

1 Receiving reservation requests through various means like telephones, fax, e-mail, websites, sales representatives, or central reservation departments.

2 Processing reservation request received from all means on the hotel property management system. (PMS).

3 Depending upon the availability of desired room type and projected sales during and around the requested stay dates, the reservation request may be confirmed, waitlisted, or denied.

4 Uploading the room availability status after each reservation transactions, (i.e)., after each confirmation, amendment, and cancellation.

5 Preparing reservation reports for the management

Reception

This section of front office receives and welcome guest on their arrival in the hotel. It is headed by the supervisor and comprises a team of receptionists and front desk assistants. The personnel of this section procure the necessary information about the guest to complete the registration process. After finishing the registration formalities, a room is assigned to the guest, and a bell boy carries the luggage and escorts the guest to her room. The entire process is carried out professionally in a warm and friendly atmosphere.

Functions of reception

The following functions are performed by the reception section of a hotel:

1 Receiving and welcoming guests

2 Completing the registration formalities.

3 Assigning the room

4 Sending arrival notification slips to the concerned departments.

Information desk

As the name suggests, the information desk provides information to guests. It is manned by an information assistant. In a small hotel, the same function may be

performed by the receptionist. The need of a separate information desk is felt in large hotels where the traffic of guest is higher. The information desk may locate at next to the reception.

Functions of Information desk

Some functions of the information desk are as given below

1 Maintaining resident guest rack

2 Handling guest room keys.

3 Coordinating guest mails, telegrams, faxes, couriers, parcels, etc.

4 Providing information to guests regarding hotel facilities and services, city information, etc.

5 Handling guests messages.

6 Paging guests.

Cash & Bills

The cash and bills section records all the monetary transactions of guests. It maintains guest folios and prepares the guest bills to be settled by the guest at the time of departure. This section is headed by a cashier.

Functions of the cash & Bills section

This section performs the following tasks are given below:

1 Opening and maintaining the guest folios.

2 Posting room charges in guest folios.

3 Recording all credit charges in guest folios.

4 Maintaining a record of the cash received from guests.

5 Preparing bills at the time of check out.

6 Receiving cash/travellers cheques/ demand draft for account settlement.

7 Handling credit/ debit/ charge cards for the settlement of guest account.

8 Organizing foreign currency exchange for the settlement of a guest account.

Travel desk

The travel desk takes care of travel arrangements of guests, like air-ticketing, railway reservations, sightseeing tours, airport or railway station pick up or drop, etc. The hotel may operate the travel desk or it may be outsourced to an external travel agency.

Functions of the travel desk

The travel desk performs the following tasks are given below:

1 Arranging pick-up and drop services for guests at the time of their arrival and departure.

2 Providing vehicles on request to guests at pre-determined rates (charged kilometer/hour wise and depend on the kind and size of vehicle used-premium cars, semi-luxury cars, coaches, mini vans, etc.)

3 Making travel arrangements like railway reservations / cancellations / amendments, or purchasing air-tickets for guests.

4 Organizing half-day or full-day sightseeing tours and around the city.

5 Arranging for guides who can communicate in the guest's language.

Functions of the communication desk

The duties of telephone operator include:

1 Answering incoming calls.

2 Directing calls to guest rooms through the switchboards/PABX system.

3 Providing information on guest services.

4 Processing guest wake up calls.

5 Answering inquiries about hotel facilities and events.

6 Protecting guest's privacy.

7 Coordinating emergency communication.

Handling Accidents and Emergency Situations

Objectives: At the end of this lesson you shall be able to
• **explain security issues**
• **describe the procedures of handling some threats**
• **explain the importance of security systems**
• **describe different ways of handling emergency situations.**

Security Issues

Security encompasses areas such as security of the property itself, company assets, employees' and customers' personal belongings and valuables, life security, personal security etc.

In all workplaces management stipulates that it is not responsible for valuables and employees personal belongings (their handbags, items kept in the personal lockers, etc.). Yet management must take all possible measures to prevent theft among employees and of employee belongings through its hiring practices and through the implementation of effective management, human resources and operational policies, such as:

1   Background checks of selected applicants

2   Policies related to employees' entry to, and exit from, the workplace

3   Spot checks of locker rooms and lockers

4   Effective supervision and control during the work cycle

5   Policies related to the discovery of criminal records and wrongly doing among, and by, employees

6   Control of people entering and exiting the workplace

With regard to guest valuables, management informs guests that the hotel is not responsible for valuables left in the room, advising them to secure these in safety deposit boxes provided by the hotel. Besides taking care of security issues related to the people they employ (as outlined above), management must undertake some necessary measures, among which are list out below:

1   Providing "secure" (safety) deposit boxes and areas to keep valuables.

2   Policies and practices to ensure the security of these boxes and areas.

3   Management and operational policies regarding the security of guest rooms.

4   Management and operational policies regarding the security of public areas.

5   Security policies and practices for the back-of-the-house areas.

6   Employment and training of security personnel.

7   Policies and practices to minimize the "presence" and "patronage" of "shady characters" and criminals, verification of registration and check-in personal data

and documentation submitted, and curtailing free movement of unknowns on the premises, as well as direct, free flowing communication with local, national and international security authorities)

8   Training of staff in guest and valuable security

9   Effective supervision and control procedures.

Some of the security measures taken by hotels:

Key card locks

While key card locks on guest rooms are quickly becoming the standard, some hotels still don't take advantage of the added safety provided to guests.

Guest room locking systems these days include punch and magnetic key cards which have locks with flash memory and other productivity linked functions. The system can directly be linked with PMS.

Security guards

Most hotels do not have security guards, while some employ them only at night. At Best Western Sterling Inn, we have our own staff of trained security guards working 24-hours every day to provide the best in safety and security for our guests

Defibrillation units

A life saving device in case of heart attacks, defibrillation units are starting to be deployed among police and emergency personnel across the nation.

Security cameras

Few Hotels have security cameras with digital technology, intelligent access central system, software interface with CCTV for matching undesirable visitors and criminals, interfacing with motion detectors, pocket lie detectors and spy cameras and use of biometric readers like hand key reader or face recognition system etc.

Fire alarms

While most hotels now have smoke detectors and fire alarms, Some hotels have a state of the art alarm system with smoke detectors in each guest room and throughout the entire complex that is monitored 24 hours a day, 7 days per week that pinpoints the exact point of the alarm allowing our security staff to respond immediately to the area of any alarm condition.

Emergency Power

Very few hotels have any provision for emergency power in case of an electrical outage while a few hotels provide

limited emergency stand-by power to provide elevator service and some lighting. Some hotels has a 2-Megawatt stand-by generator that provides 100% emergency power that can provide uninterrupted guest service during a power outage.

Emergency Manual

Hotels maintain an emergency manual, detailing operations in the event of a variety of emergencies.

Employee Photo ID

For added security, some hotels have employees wearing a photo ID nametag allowing quick identification.

In-Room Safes

In addition to the safety deposit boxes offered by most hotels at the front desks, Some hotels provide in-room guest safes capable of holding a lap-top computer that use the guest's own credit card as the key.

Guest elevators

Elevators may also be interfaced with a room electronic locking system, where swiping the room card key takes the guest to the floor on which he is staying.

Bomb threat security

Precautions and measures that may be taken in the above case:

1 Security nets and body searches for guests unknown to the staff.

2 Banqueting suites and other non-public areas should be security checked and locked after use

3 Goods received and bags should be checked and kept tidy.

4 If a bomb threat is received via telephone, the telephonist should note carefully what exactly is said, the time of the call received the accent of the caller and background noise if any. After the alert the GM should stay put in the lobby where he can be reached easily.

5 Duties and responsibility of staff during an emergency should be well-defined.

6 The hotel should work closely with the police to keep them updated.

7 Chamber maids and HK supervisors should be trained to conduct security checks in the guest rooms.

Security measures for women travelers

1 Mirrored walls of the guestroom floor elevators so that you can see who is walking behind you.

2 Well-lit public areas such a s lobby bars.

3 Valet parking services to avoid the need of a woman to enter the parking lot.

4 Assigning rooms closer to the elevator

5 If a woman traveler is not assigned a room on the special executive floor, hotels most often on request, upgrade her accommodation to that floor without an increase in room rate. The floor is staffed almost 24 hours a day with a concierge

Importance of a security system

The guest, who comes to a particular hotel, comes with an understanding that he and his belongings both will be safe and secure during his stay at the hotel. At the same time it is also quite important that the hotel staff and assets are protected and secure. Hence it is very important to have a proper security system in place to protect staff, guests and physical resources and assets such as equipment, appliances buildings, gardens of the hotel and also the belongings of the guest.

The management must take care that the security and safety systems cover the following areas:

Guest

Protection from crimes such as murder, abduction and health hazards from outsiders, hotel staff, pests, food poisoning etc.

Staff

Providing staff lockers, insurances, health schemes, provident funds etc. Protective clothing, shoes, fire fighting drills, supply of clean drinking water use of aqua guards, sanitized wash rooms etc.

Guest luggage

Secure luggage store rooms and proper equipment such as luggage trolley and bell hop trolley should be provided.

Hotel equipments

Lifts, Boilers, Kitchen equipment, furniture fitting and building etc. must be protected and for these the security and safety should cover up fire safety equipment, bomb threat security system, water floods security system, earthquake security system, safe vault security system etc. Protection of raw materials, goods, provisions and groceries etc. for this the security system should cover proper storage and pest control systems, apart from the application of total material management system.

Types of security

1 Physical aspect

2 Security of persons

3 Security of systems

1 Physical aspect is divided into two parts

  a Internal

  b external

a Internal security

  1 Against theft

  2 Fire safety

  3 Proper lighting

  4 Safeguarding assets

  5 Track unwanted guests

b External Security

1 Proper lighting outside the building

2 Proper fencing of the building

3 Fencing of pool area to avoid accidents in the night

4 Manning of service gates to restrict entry

5 Fixing of closed circuit TV cameras

2 Security aspects of persons

a Staff

1 Effective recruitment and selection

2 Identification of staff

3 Key control

4 Red tag system

5 Training

6 Locker inspection

b Guests

1 Check scanty baggage guests

2 Guests suspected of taking away hotel property should be charged according to hotel policy

Guest room security

1 Provide wide angle door viewer, dead bolt locks, night torch, chains on doors etc.

2 Employees should be trained to not give any information about in house guests to outsiders

3 While issuing a card key ask for key card if in doubt of the guest.

4 House keeping staff should never leave keys expose on unattended carts in corridors

3 Security aspects of systems

1 Record of all losses and missing items immediately

2 Inventory control should be proper

3 Auditing should be done on a regular basis

4 Proper system for cash disbursements should be made, The term system implies the operations of the hotel for eg: all the equipment used for operation, procedures laid down for operations and policies to be followed. Systems procedures and policies if followed properly shall safeguard the assets and increase life span of equipment as well as avoid any breakdown maintenance.

This would mean the following

1 Fix duties and responsibilities: Fix duties of staff members so that they don't interfere with others work.

2 Make surprise checks.

3 Staff who have access to liquid assets should be made to sign a bond so that in case of theft the concerned person can easily be caught.

4 Hiring of some independent security company to check the security system of the hotel.

Safety issues

When we take the same hotel as example, it is management's duty to ensure "safety" in several areas, such as:

1 The structure itself.

2 Installations and fixtures (check electrical, plumbing, air-conditioning and other installations).

3 Public and work areas (e.g. slippery floors, hazardous obstacles in traffic areas), safety of furniture, equipment, appliances, and utensils.

This is followed by:

1 Health safety (nontoxic cleaning material and detergents used)

2 Good quality air (what we breathe, dependent upon the type of equipment, installations and fixtures used, and regular repairs and maintenance)

3 Food safety (a whole world in itself including sanitation, food quality, food spoilage, correct handling procedures, allowable and recommended temperatures, etc.), and checking and control procedures.

An important "preventive measure" is eliminating the possibility of communicating contagious diseases. Even if local regulations do not required, it is recommended to send food and beverage handlers for a regular medical checkup. Another preventive measure is the formulation and implementation of policies and procedures related to employee accidents which may present a threat to food sanitation.

Culinary staff who cut themselves accidentally at work, as often happens while slicing food products, have to immediately stop handling food, and report to their Executive Chef and to the person in charge of First Aid in their company (Security or Human Resources Department) for preliminary treatment and handling. Healing and precautionary measures are taken before they are allowed back at their job.

There are also some basic "dress" requirements for staff involved in food and beverage preparations: e.g. Chefs' hats (to prevent hair and whatever hair contains to fall into the food), discreet earrings (non-dangling) or no earrings for women, and long hair neatly and securely tied in a bun at the back of the head.

Of no lesser importance is the safety of work tools and work procedures covering all areas, such as stable ladders, secure shelving, safety shoes, well-fitting work garments, clearly written and complete safety procedures and guide lines from management, safety training, and safety installations and equipment, e.g. fire fighting units, regular maintenance schedules for safety equipment and installations, wider traffic areas (to prevent accidents), adequate staffing, and last but not least, continuous effective training in work procedures.

All of this necessitates comprehensive planning, the creation of clear policies and work procedures, organization, implementation, training of supervisors and employees, supervision and control.

Fire

Fires in the hotel may result in the injury and loss of life of both the guests and the staff.

Main causes of fire are

i   Smoking

   a   Smoke only where allowed.

   b   Put out cigarettes in the right place.

   c   Sufficient ash trays should be provided in eating places and in rooms, but away from curtains and draperies.

   d   Educate the guests about fire possibilities due to smoking.

ii   Defective wiring, faulty appliances and motor and worn out insulation

Such hazards should be immediately reported to the concerned person and such equipment should be immediately repaired.

iii Laundry Areas

Care should be taken to see that none of the electrical equipment is left on after use.

iv Gas leaks

Precautions should be taken against this especially in kitchen areas.

v   Combustible waste

Combustible material should never be left near the boiler room.

vi Kitchen

All equipment such as chimneys, exhausts, ventilators, grills, hoods etc. which collect a lot of fume vapor and catch fire easily should be cleaned regularly.

vii Elevator shafts

These require constant check and inspection. Cigarette butts can ignite the debris and oils that gather at the bottom of elevator shafts.

Types of Fire & Fire extinguishers

Hotel personnel are trained about the fire protection procedure and the types of fire. They must be able to recognize the various types of fire, all fire require air. Air contains O2 which is necessary for combustion. Fire has been classified in 5 categories depending on how they can be extinguished-

Class A Fire - It is the fire of wood, paper, linen and similar dry materials. They are extinguished by cooling and quenching effect of water. The water reduces the temperature of burning substances below their combustion temperature. These are the most frequent and easiest to extinguish when there is an ample water supply and when water can be directed on the combustible material. Keeping the other combustible material wet will limit the spreading of fire

Class B Fire - These include fires of oil, gasoline, grease and other petroleum product. These fires are extinguished by blanketing the source of burning substances and eliminating the supply of O2. Petroleum products is lighter than water and will float on water and continue to burn and spread by means of flowing water to other section of the building, hence water is never used for this category.

Class C Fire -These are the fires of pressurized gases. For e.g. L.P.G., most of the gases are lighter than air but L.P.G. is heavier than air. Water is not to be used for this class of fire.

Class D Fire -These are fire of metals having low burning temperature for e. g. Na, Mg etc. This class of fire does not exist in the hotel.

Class E Fire -These are electrical fire. The fire extinguishing agent must not conduct electrical energy which could spread the fire. Electrical fires are usually blanketed and cooled down. Water is a good cooling agent but it also conducts electricity, so it is not used to control or extinguish this class of fire. Electrical fire is usually caused by a part of circuit overheating or by short circuit. Controlling the sizes of electrical fuses and circuit breaker will often minimize this class of fire.

There are 2 systems of fire protection

1   Portable fire extinguisher.

2   Stationary fire fighting system.

Portable fire extinguisher

a   Soda acid fire extinguisher

It is used for class A fire. The extinguishing agent is H_2O. The fire extinguisher is a cylinder type of pan in which a rubber or flexible hose is attached to the top. When it is desired to use the extinguisher, it is carried to the fire and inverted. A small bottle of acid usually H_2SO_4 is spilled when the cylinder is inverted or turn upside down. Powdered sodas, bicarbonate of soda (Baking Soda) is mixed with H_2O when the tank is charge or fills with water. The chemical reaction of acid and soda water creates a pressure which forces the water out of the cylinder or tank. The hose is used to direct the flow of water to the fire. It has two disadvantages:-

1   It must be kept away from freezing.

2   Acid causes coragen problem which reduce the life of the tank or cylinder. The coragen problem has been minimized by replacing the acid with CO_2 cartridge. Upon the cylinder inversion the cartridge opens and releases CO_2 gas under high pressure. The high pressure gas than forces the water out of cylinder.

b   CaCl$_2$ fire extinguisher

It is also used on class A fire. $CaCl_2$ is a salt which when added to water form brine which has very low freezing temperature. CO_2 cartridge is used as pressure agent to force H_2O and $CaCl_2$ out of the cylinder to the fire. These extinguishers are used where freezing is a potential hazard

c   Foam type extinguisher

It is used on class B type of fire. The extinguisher is charged with special chemical (Al_2SiO_4), the chemical spread on the burning material and the solution, blanket the fire by excluding O_2.

d   CO₂ fire extinguisher

It is used on C, D and E class of fire. The CO_2 types spray a chemical fog towards the fire. The fog quickly excludes the O2 from the burning material and blanket the combustible material.

e   D.C.P. extinguisher

It can be used on C, D and E class of fire. The most common extinguishing agent is sodium bicarbonate or plain baking soda. The extinguisher is charged with the dry chemical and a small tank of CO2 gas. The CO2 gas exerts pressure on dry chemical and forces it out of a nozzle directly to the fire. The powder strict the fire and the heat from the fire breaks down the chemical which releases CO2 gas on a large scale which helps in extinguishing the fire.

Stationary fire fighting system

a   Automatic sprinklers

It is generally mounted just below the ceiling height with a temperature detector or smoke detector, attached with each sprinkler. The temperature from the fire melts the fusible link on the detector, which opens a water valve. The water is then sprayed on the ceiling and falls on the floor, extinguishing the fire. If the fire area should spread, more sprinklers are automatically opened, thus confining the fire to a small area. The temperature detector can be purchased for different activating temperature. The high temperature detectors are often used in kitchens.

b   Fire Hose System

It is a semi portable system. In this system the fire hose box is permanently located but the flexible hose can be moved to various distances throughout the building. The hose used to fight fire within a building should be of linen type. The linen allows some water seepage through it which will prevent its burning when in use.

Handling Emergency Situations

Apart from fire and bomb threat etc. the front office staff at some point of time have to handle a lot of unusual situations also. Some" such situations may be death and illness of guests, theft in hotels etc and many others.

1 Death of a guest in the hotel :

a   Once the information comes to the front desk, it should be directly reported to the front office manager. The front office manager will then report it to the GM or resident manager

b   The security manager should also be informed immediately

c   The police is informed and the hotel doctor is summoned who will check and confirm the death

d   Meanwhile the hotel will locate the residential address of the deceased and will inform the relatives.

e   Once the police complete all formalities and activities and gives the permission, the dead body is fully covered and then removed from the room on a stretcher. For this purpose the service elevator and not the guest elevator is used

f   A death certificate is obtained from the doctor

g   A report should be prepared as to who informed of the death, time, room number and date of death. In case there is any luggage of the deceased in the room a list should be prepared and the luggage should be kept in the luggage room and the person performing this activity should sign this report

h   The guest room is locked and sealed.

i   After obtaining clearance from the police the room is opened and thoroughly disinfected and spring cleaned and only after permission of the police and subsequent permission of the GM or resident manager the room should be sold.

j   Some important facts to be kept in mind are:

k   Do not enter the room alone always take the lobby manager and security officer with you

l   In case you are aware that the deceased was under the treatment of a specific doctor, the same should be called instead of the hotel doctor. His physician will also be helpful in knowing and notifying the incident to the relatives and people known to him

Do not disturb the body or touch anything before the arrival of the police as this may be a murder or suicide case.

2   Handling accident cases

a   A knowledge of first aid would come very handy in such situations. In general the following points should be taken care of

b   Remove the person who has met with accident from the site of accident {as early as possible and take him to a more comfortable area, use a stretcher in case the need be}

c   Call the doctor and if possible give him the details of accident and gravity of the accident.

d   Take someone along with you to the site of the accident as you may need help.

e   Keep alert you must serve the victim immediately by providing first aid.

f   Try to protect your establishment from any false allegations.

Prepare a full report of the whole accident giving details of the date and time who reported the incident, room no., site of the accident etc. Also make your comments as to the reason of the accident and how could it have been prevented and what action is to be taken to avoid the same in the future.

The accident book

1   An accident book is usually maintained in all organizations and the receptionist should record all details of accidents which have occurred to employees whilst carrying out their daily activities.

2   The book must be kept in a place easily accessible by any injured person or a person bona fide

3   Particulars of an accident may be entered here in either by the injured person himself or by a person acting on his behalf

4   The accident book when filled up should be preserved for a period of three years after the date of the last entry

5   Every employer is required to take steps to investigate the circumstances of the accident recorded and if there happens to be any discrepancy between the circumstances found by him and the entry made, he is required to record the circumstances so found.

3   Situation of Theft

Theft is divided into four categories:

a   Theft by employees of the hotel can be avoided by:

1   Work business and personal references should be checked before the employee hired.

2   A detailed record of all employees who enter the guest room such as chamber maids, bellboys, room boys, maintenance etc

3   All hotel keys should be returned to the department concerned, and no employee should be allowed to take keys out of the hotel's premises.

b   Damage of hotel property by the guest can be avoided by

1   The hotel staff should identify the main cause for the damage.

2   If the damage is appears to be done intentionally the hotel can ask the guest to pay compensation for the same. For this it is necessary that the front desk is well versed with the cost of the damaged item.

c   Theft of hotel property by the guest

Can be avoided by taking the following steps:

1   Installing automatic locks on the guest room doors.

2   Appointing a security officer who would walk and take rounds at regular intervals.

3   Inform guests to use the safe vault of the hotel and not to keep valuables in the guest room.

4   Keep a watch on walk in as their likelihood of being a thief is more as compared to a guest who has undergone a process of making a reservation in the hotel.

5   Avoid giving room numbers of resident guests to visitors or over the telephone callers.

6   In case the guest loses his key and asks housekeeping to open the room door for them, HK should direct them to front desk.

7   Master key should be kept under strict supervision and control.

d   Theft by outside visitors can be avoided by:

1   Being aware of suspicious persons.

2   Regular and irregular schedule of vigil and rounds.

3   Stagger lunch and rest periods of employees so as to keep one person on duty on each floor at all times.

4   Instruct eh telephone operator not to connect calls to the guest room incase the request is made by the caller by room number. The receptionist should insist on knowing the name of the guest who the caller wishes to speak to.

5   Guest should be informed to keep the balcony door closed to avoid anyone entering the rooms from the balcony.

6   Closed circuit televisions should be used.

4   Situation of illness and epidemics

1   The receptionist may be called for assistance during sickness of a guest.

2   Patient should be advised to consult the house physician but in case the guest has his own physician the same should be called.

3   Housekeeping needs to be notified about the sickness and instructions if any

4   If the case of serious sickness, the guest should be moved to a nursing home

5   During epidemics all precautionary measures especially in food and beverage service area should be followed

5   Handling a drunk guest

1   The guest should be removed from the lobby as early as possible but being careful not to irritate/offend him.

2   Preferably taken to the back office or to his room.

3   If he behaves unruly, the hotel security must be called.

Safe deposit facility in the hotel for security of guest valuables

1   It is the responsibility of management to develop and maintain proper safe deposit procedures for its property.

2   If this facility is available for guests, notices regarding it should be put up in various conspicuous/noticeable places in the hotel and also should be mentioned to the guest.

3   Safe deposit boxes should be located in an area, in vicinity of the front desk and which has limited access. Unauthorized guests or personnel should not be permitted inside the area.

4   Front office staff should be well-versed with the procedures regarding safe deposit boxes.

5   Strict control should apply to the storage and issue of safe deposit keys.

6   At any point of time there should be only one key issued for each safe even if more than one person is using the safe.

7   Two keys are required to open a safe deposit box: one being the guest's key and the other being the control key/guard key put in by the cashier/safe deposit attendant.

8 After the verification of the identity of the guest, the safe deposit attendant/cashier should accompany the guest to the safe deposit area where in clear sight should make use of the control key and the guest's key to open the safe.

9 Sometimes the hotel may not be able to meet the demand for individual safe box; in that case a large box containing the belongings of more than one guest is used. Each guest's belongings are put in an envelope which is sealed. The key to this box is stored in a secure place and a log is maintained which records an entry each time the key is used to open the box.

Handling difficult interactions

Throughout the course of our personal and professional lives we will be faced with interactions with other people that will prove difficult to handle. This Care Note provides a brief overview of how these relationships impact us and how we can navigate them successfully.

1 **Relationships** - It is generally understood that interactions with other human beings constitute relationships. These can be single encounters that never recur, multiple but limited encounters with the same individual(s), or ongoing interactions like those we have with family members and coworkers. Some of the variables involved in handling relationships when they become difficult are discussed below.

2 **Mission** - Relationships often have missions and reasons for their existence. In our personal lives we have friendships, families and romantic associations. Ideally, we keep these in our lives because we care about the people involved and value involvement with them. Professionally, we consistently deal with customers, bosses, supervisees, and co-workers. Why we maintain a relationship has a lot to do with how we handle difficulties when they arise.

3 **Politics** - We will probably take more care in dealing with our boss than with an acquaintance that we see occasionally. If we do not, we could find our job, and consequently our livelihood in jeopardy. As we determine how we will manage a particular relationship it is wise to look at the mission and politics involved. What are the potential consequences for me if this relationship goes awry? What do I lose that is important to me if I cease to have this relationship? Where there are little or no consequences our decisions are fairly easy, when the opposite is true significant care is in order.

4 **Emotions** - Simply put, how we handle our emotions determines the quality of our relationships. People will do and say things that give rise to anger, frustration, resentment, sadness, hurt, and a host of other feelings. Please accept as fact that all of us will experience the entire range of emotions in our encounters with others. Many times we have absolutely no control over our feelings about a situation or person when they negatively impact us. We usually react emotionally to the things that happen to us.

Preparation & Analyzing of data in front office related to night auditors report

Objectives: At the end of this lesson you shall be able to
• **explain night audit**
• **explain the duties & responsibilities of night auditor**
• **describe the night audit process**
• **describe room discrepancy report**
• **explain pricing & various pricing techniques.**

The night audit

Front office records must be periodically reviewed for accuracy and completeness. This need is met through the NIGHT AUDIT. With computerised accounting it can be carried out at any time during the day. These properties choose to call the audit the Front office audit or System up date. Even though computerised properties can perform these functions at any time, they almost invariably follow the night time tradition since the no. of transactions are less during the late night or early morning hours. Performing the night audit requires attention to accounting detail, procedural controls and the guest credit transactions.

Duties & Responsibilities of a night auditor:

1 The night auditor is an official of the hotel who verifies the correctness of the guest accounts, checks the entries of the day's sales and verifies whether the cash collected during the day has been duly accounted for with the help of summaries and statements received from various departments during the night shift.

2 The night auditor should also be familiar with the nature of cash transaction affecting the front office accounting system.

3 The night auditor typically tracks room revenues, occupancy percentages and other operating statistics.

4 In addition, the auditor prepares a daily summary of cash, check and credit card activities that occurred at the front desk. These data reflect the front office's financial performance for the day.

5 The night auditor summarizes and reports the results of the operations to the front office management. This accounting data can also be used by hotel's accounting department for the generation of further statistical reports.

6 The night auditor establishes guest and non guest account integrity by cross-referencing account posting with departmental source documentation.

The audit process is complete when the totals for guest, non-guest and departmental accounts are in balance. As long as the audit process presents an out of balance position, the audit is considered incomplete. An out-of-balance position exists when the charges and credits posted to guest and non guest accounts throughout the day do not match the charges and the credits posted to the departmental revenue sources. An out-of-balance condition may require a thorough review of all account statements, vouchers, support documents and departmental source documentation.

Proper internal control techniques call for different front office staff to post, verify and collect for different sales transactions at the front desk. If a front desk agent was allowed to sell a guest room, post the charges, verify the postings and collect the cash for the room, no one else would be able to detect mistakes. Instead, duties should be split among the employees; a front desk agent may perform posting, a night auditor the verification and a cashier the settlement.

Supervising the credit limits of guests and non-guests accounts helps to maintain the integrity of a front office accounting system. Establishing lines of credit or credit limits depends on a lot of factors, such as credit card company floor limits, the hotel's house limit, and the guest's status or reputation as a potential credit risk. High account balances should be noted as a part of the posting process. At the end of each day the auditor has to identify those guest and non-guest accounts that have reached or exceeded the assigned credit limits. A report listing high balance accounts or a high balance report for the front office to take appropriate action.

Night audit functions can be performed manually, mechanically or electronically. Regardless of how the night audit is conducted, the basic accounting formula that applies is as follows :

> Previous Balance + Debits - Credits = Net outstanding balance

> PB + DR - CR = NOB

A daily transcript is made in manual and semi-automated hotels as a detailed report of all guest accounts. The daily transcript indicates those guest accounts that had transactional activity on that particular day. A supplemental transcript is often used to record the day's transactional activity for non-guest accounts. Daily and supplemental transcripts are simply worksheets designed to detect various types of posting errors. They can facilitate the night audit routine by identifying out-of balance figures. An out-of-balance condition among the non-guest accounts, for example, will help the night auditor to detect and correct errors without having to review all transactions occurring on that day.

The Night Audit Process

A manual accounting module simply is not feasible for a large hotel's front office operation. The duties of the night auditor working with a non-automated system are as follows:

1 All pending vouchers, left unposted by the previous billing clerk are entered into the guest account.

i Charges room rate to all guest accounts and accumu lates room charges for the day are also posted in the guest account

ii Closes all guest accounts for the day in the Visitors Tabular Ledger as well as in the Guest Weekly bills

iii Prepares new sheets of Visitor Tabular Ledger for coming day and opens all guest accounts

iv Totals Debit and Credit sides of each V.T.L.

Checks the arithmetical accuracy of the total of each debit and credit item on the last sheet of the V.T.L. The formulas applied are:

a Daily total vertical figures = daily total horizontal figures

b Daily total + Balance B/F(Dr.) – Balance B/F(Cr.) = Grand total(Dr.) – Grand Total(Cr.)

2 Two transcripts of the guest accounts are prepared; one for the in-house guests and the second for the departed guests

3 The total individual items showing the transcript are compared with the respective sale summaries of the departments

a The total room sales is compared with the room sales shown by the V.T.L., room count sheet and the night receptionists room sales report

b The total food sale is compared with the restaurant sale summary, cash book summary and V.T.L. food col umn

c The total of the bar sale is compared with the bar allocation sheet of control dept. and cashiers bar sale summary and V.T.L. bar column.

d The total of telephone column is compared with the telephone summary and V.T.L. telephone column.

e The total of other departments is compared with the sales journals of these departments and respective columns of the V.T.L.

f The balance b/f is compared with the balance c/f for the previous day

g The total of cash receipts is compared with the front office cash sheet

h The allowance vouchers are not listed in the front office so the night auditor prepares a consolidated statement of allowances. The total of these is compared with the allowance column of the transcript. Send the departmental summaries, transcript sheet, V.T.L., etc. to the income auditor.

In some hotels semi-automated accounting system is used with the help of N.C.R. machines. The duties performed by the night auditor are as follows:

1 Takes the readings for all departments with the help of accumulating key.

2 The night auditor prepares a trial balance with the help of N.C.R. machine.

3 It is also the responsibility of the night auditor to remove bills of those guests who have completed their seventh day in the hotel and reopen new bills for them for the new week.

4 Sends all department summaries, transcript sheet, machine balance and audit roll tape is sent to the income auditor.

The night audit focuses on two aspects, The discovery and correction of front office guest accounting errors and management reports. Guest and non guest accounts are compared with the source documents from the revenue centers to provide individual transactional entries and account totals. Discrepancies found during a night audit should be corrected so that the front office accounting system is in balance. For management reporting, the night audit provides important operating information, such as average rate, occupancy percentage, usage of package plans and other marketing programs and the no. of group rooms and complimentary or no-charge rooms occupied.

The degree of scrutiny required during the night audit process depends firstly on the frequency of errors which relates to the quality of the front office work and secondly the volume of the transactions to be reviewed which relates to the size and complexity of the hotel operations.

The following steps are common to the sequence of a night audit :

1 Complete outstanding postings

One of the primary functions of the night audit is to ensure that all transactions affecting guest and non guest accounts are posted to appropriate folios before the end of the day. Charges posted to wrong date will confuse guests and severely complicate cross-referencing. Posting errors can also lead to discrepancies and delays at check-out.

Though the transactions have to be posted to the proper account as soon as they are received, the night auditor must confirm that all the transactions received by the front office for posting are been posted, before starting with the audit routine. Incomplete posting will result in errors in account balancing and complicate summary reporting. In addition to completing posting functions, the night auditor verifies that all vouchers for revenue center transactions are posted. If the hotel does not have interfaced computerised telephone call accounting system, outstanding telephone charges may require manual posting. In case of a point of sale or call accounting system interfaced with the front office accounting system, the previously posted totals should be verified to ensure that all outlet charges have been posted. This can be done by generating printed posting reports from the interfaced system and comparing

them with the total reported by the front office account system. If the figures are identical, the systems are in balance. If they do not tally the auditor begins to compare transactions between the two systems to identify the transactions that have been omitted or improperly posted.

2 Reconcile room status discrepancies

Room status discrepancies must be resolved in a timely manner since imbalances can lead to lost business and cause confusion in the front office. Errors in room status can lead to lost and uncollectible room revenues and omissions in postings. The front office must maintain current and accurate room status information to effectively determine the number and types of rooms available for sale. For example, if a guest checks out but the front desk agent fails to properly complete the check-out procedure, the guest's room may appear occupied when it is really vacant. This error in procedure could prevent the room from being rented until the error is discovered and corrected.

In manual and semi-automated hotels, before the end of the day, the night auditor reconciles discrepancies between the daily housekeeper's report and the front office room status system (the room rack and guest folios in manual and semi-automated hotels). To minimize errors, housekeeping departments typically require staff to record the perceived status of all rooms serviced. The auditor must review front office and housekeeping department reports to reconcile and finalize the occupancy status of all rooms for a given night. In fully automated hotels, the night auditor compares the daily housekeeper's report with the room status report of the system and the bucket where the registration cards for in-house guests are kept.

If the housekeeping report indicates that a room is vacant, but the front office believes it is occupied, the auditor should search for an active room folio and registration card. If the folio exists and has a current outstanding balance, there are several possibilities:

- A guest may have departed but forgotten to check out.
- A guest may be a skipper who left with no intention of checking out.
- A front desk agent or cashier may not have properly closed the folio at check-out.

After verifying that the guest has left the hotel, the night auditor should process the check-out and set the folio aside for front office management review and follow-up. If the folio has been settled, the front office room status system should be corrected to show that the room is vacant. The night auditor should verify the guest folio against the housekeeping and the room status reports to ensure that all three are consistent and in balance. In a computerized system, the check-out process is normally linked to a rooms management function that automatically monitors and updates the room's status. Few, if any, room status discrepancies should occur in a computerized front office system, but the night audit process is still necessary to ensure accuracy.

3 Balance all departments

The night audit process can become quite complicated when errors are discovered. It is generally considered more efficient to balance all departments first and then look for individual posting errors within an out-of-balance department.

The night auditor typically balances all revenue center departments using source documents that originated in the revenue center. The night auditor seeks to balance all front office accounts against departmental transaction information. Vouchers received at the front desk and other documents are totaled and compared with revenue center summaries. Even fully automated front office accounting systems rely upon source documents to help resolve discrepancies as they arise.

When the front office accounting system is out of balance, the correctness and thoroughness of account postings must be investigated. A detailed department audit (by shift or by cashier) may be conducted and individual postings reviewed until the front office accounting error is corrected.

The process used to balance the revenue center departments is often called the trial balance. The night auditor completes the trial balance before verifying the final system balance and creating final night audit reports. The trial balance usually uncovers any corrections or adjustments that need to be made during the night audit process. Night auditors often perform the trial balance before posting room and tax charges. Doing so can simplify the final night audit procedure. If the trial balance was correct and the final balance is wrong, the auditor can deduce that the error must relate to the room and tax posting.

It is important to note that a mathematical balance in guest and non-guest accounts against departmental totals does not necessarily mean that the proper accounts were selected for posting. Posting the correct amount to an incorrect account would still present an imbalance total. This type of error usually goes unnoticed until a guest has a problem with the validity of an entry on his or her statement.

Exhibit presents a sample sequence of night audit procedures useful in departmental balancing.

4 Verify room rates

The night auditor may need to complete room revenue and count report such as the one shown in Exhibit. This report provides a means for analyzing room revenues since it shows the rack rate (price) for each room and the actual rate at which the room was sold. If a room's rack and actual rates do not match, the night auditor should consider several factors.

1 If the room is occupied by a member of a group or by a corporate-rate customer, is the discounted rate correct.

i If there is only one guest in a room and the actual rate is approximately half the rack rate, is the guest part of a shared reservation? If he or she is, did the second guest register.

ii If the room is complimentary, is there appropriate supporting back-up for the rate (for example, a complimentary room authorization form)

The proper use of room revenue and count information can form a solid basis for room revenue analysis. The night auditor may be required to produce a copy of this report for review by front office management. Some hotels today measure room revenue potential against actual room revenue.

The actual room revenue posted is compared with the rack rate of the rooms occupied for the night. The comparison may be shown as a percentage. The night auditor may be responsible for calculating this number and reporting it as part of the night audit or it may be done automatically by the front office computer system.

5 Verify no-show reservations

The night auditor may also be responsible for clearing the reservation rack or filing and posting charges to no-show accounts. In posting no-show charges, the night auditor must be careful to verify that the reservation was guaranteed and the guest never registered with the hotel. Sometimes duplicate reservations may be made for a guest or the guest's name may be misspelled and another record accidentally created by the front office staff. If these are not identified by front office or reservation staff, the guest may actually arrive but appear to be a no-show under the second reservation.

No show billings must be handled with extreme care. A front desk agent who does not record cancellations properly may cause clients to be billed incorrectly. Incorrect billing may lead the credit card company to re-evaluate its legal agreements and relationship with the hotel. Incorrect billing may also cause the hotel to lose the guest's future business and (if applicable) the business of the travel agency that guaranteed the reservation. All front office staff must adhere to established no-show procedures when handling reservation cancellations or modifications.

6 Post room rates and taxes

Posting room rates and room taxes to all guest folios typically takes place at the end of day. Once room rates and taxes are posted, a room rate and tax report may be generated for front office management review. The ability to electronically post room rates and room taxes on demand is surely one of the most frequently cited advantages of an automated front office system over manual and semi-automated systems. Once the night auditor has verified the room rates to be posted, the computer can auto-post numerous room rate and room tax charges to the appropriate electronic folios in a matter of minutes.

With manual or semi-automated systems, the procedure required to post room rate and room tax can be very tedious and time consuming. In addition, automatic charge postings are accurate, with no chance for pickup, tax calculation, or posting errors. This feature can be especially important to hotels located in municipalities that have bed or occupancy taxes in addition to a sales-tax.

Some automated hotels may pre-set their computer systems to post daily recurring charges, such as valet parking or gratuities. Auto-posting these charges can save night audit time and improve accuracy.

7 Prepare reports

The night auditor typically prepares reports that indicate the status of front office activities and operations. Among those prepared for management review are the final department detail and summary reports, the daily operations report, the high balance report, and other reports specific to the property.

Final department detail and summary reports are produced and filed along with their source documents for accounting division review. These reports help prove that all transactions were properly posted and accounted for.

The daily operations report summarizes the day's business and provides insight into revenues, receivables, operating statistics, and cash transactions related to the front office. This report is typically considered the most important outcome of the front office audit.

The high balance report, as shown in Exhibit, identifies guests whose charges are approaching an account credit limit designated by the hotel (the house limit).

In a computerized front office system, the computer may be programmed to produce many management reports on demand. For example, the high balance report may be produced at any time during the day as a continuing check on guest transactions and account balances.

In addition, other reports are usually created at this time by the night audit. A report showing each group in the hotel, the number of rooms occupied by each group, the number of guests for each group, and the revenue generated by each group is common. This report helps the hotel sales department with the group history. The same type of report may be generated for guests on package plans or guests staying in the hotel due to a special promotion or advertising program. Other reports may list guests who stay frequently and guests who are VIPs. In automated hotels, this type of marketing information can be automatically tracked, sorted, and reported.

8 Deposit cash

The night auditor prepares a cash deposit voucher as part of the night audit process. The night auditor compares the postings of cash payments and paid-outs (net cash receipts) with actual cash on hand. A copy of the front office cashier's report may be included in the cash deposit envelope to support any overage, shortage, or due back balances. Since account and departmental balancing often involve cash transactions, accurate cash depositing may depend on an effective audit process.

9 Clear or Back up the system

In manual and semi-automated front office operations, totals must be cleared from the system after the night audit is complete. Manual systems are cleared by simply moving the closing balance from the night audit report to the opening balance of the next day's report. In semi-auto

mated operations, the totals in the posting machine must be brought t a zero balance. The night auditor controls this function so that the possibility of fraud is minimized. As each account is reduced to zero, a separate card (sometimes called a Z card) is used to verify the zero balance. A Z card is usually submitted with the night audit work to show that all accounts have been properly reset. In semi-automated systems, typically only the ending balance is maintained in the posting machine.

Since a computer system eliminates the need for a room rack, reservation cards, and a variety of other traditional front office forms and devices, front office accounting depends on the continuous functioning of the computer system. A system back-up in the night audit routine is unique to computerized front office systems. Back-up reports must be run and various media duplicated in a timely manner so that the front office can continue to run smoothly.

End-of-day reports can be developed and automatically generated by a front office computer system. Normally, at least two guests lists are printed for back-up and emergency use: one for the front desk and one for the switchboard.

A printed room status report enables front desk agents to identify vacant and ready rooms should the computer become inoperable. A guest ledger report can be generated which contains the opening and closing account balances for all registered guests. A front office activity report can also be generated. Such a report contains expected arrival, stayover, and departure information for several days.

In some front office systems, the next day's registration cards are pre-printed as part of the front office activity report. Due to requirements of the Americans with Disabilities Act, hotels must also keep track of guests with disabilities. One reason for this is to ensure that all disabled guests are accounted for in case of an emergency. This report is usually produced at this time and distributed to the various departments needing this information.

Computer-generated front office information should also be copied (backed up) onto magnetic tape or magnetic disk, depending on the system configuration. A system back-up should be conducted after each night audit and stored in a safe place. Many computer systems have two types of system back-up. A daily back-up simply creates a copy of front office electronic files on magnetic tape or magnetic disk. The second type system back-up is performed once or twice a week.

This back-up not only copies daily information, but eliminates account and transaction information deed to no longer be of value. For example, accounts that have been checked out for over three days and have had no activity during that time can be deleted from active computer memory. Following this procedure will reduce the overall amount of computer storage required for back-up. If any account must be researched in the future, it can be found on previously printed reports or the weekly back-up.

10 Distribute reports

Due to the sensitive and confidential nature of front office information, the night auditor must promptly deliver appropriate reports to authorized individuals. The distribution of night audit reports is the final step in the night audit routine, and is important to efficient front office operations. Informed managerial decisions can be made if all night audit reports are completed accurately and delivered on time.

Account Ageing Report							
Aged accounts receivables as on : _____				Sr. No. _____			
				Outstanding (in days) _____			
Name	**Balance**	**Current**	**Upto**	**3031-60**	**61-90**	**91-120**	**120+**
Mr. J	6488.60		6488.60				
Mr.B	15365.00						15365.00
Mr.C	9575.00	4000.00	5575.00				
Total Outstanding	**31428.60**	**4000.00**	**12063.60**				**15365.00**

Process room and rate change

Objectives: At the end of this lesson you shall be able to
• **Know how to analyze the room status discrepancy**
• **check the room discrepancy**

Room discrepancies standard

A room discrepancy check must be completed every day at 22:00 and again at 05:00, and any identified discrepancies must be investigated fully to ensure that "rooms status" in the system is correct at all times.

Procedure

1 Most if not all Property Management Systems provide a report that identifies discrepancies between the status of rooms as input by Housekeeping with the status of rooms as input by Front Office.

2 Housekeeping will run/prepare the report and will physically check all rooms that appear on the discrepancy report and report their findings to the Front Office Manager/Shift Leader.

3 Rooms that show as vacant in the Front Office System but are physically occupied: Check all expected arrivals for the day, registration cards etc. to see if it is possible that a room was checked in but not entered into the computer.

4 If the information comes to hand, then enter the data into the system.

5 Note the need to review the causes with the GSA who processed the check in paperwork.

6 If there is no paperwork to support the guest being in the room, advise security and ensure that a process is in place to follow up with the guest in the room and make immediate contact with them when they first leave the room or when it is an appropriate time to visit the room.

7 Rooms that show as occupied in the Front Office system but there is no guest in the room: Check all expected departures for the day, payment information etc to see if it is possible that a room was checked out but not entered into the computer as checked out.

8 If the information comes to hand, then enter the data into the system.

9 Note the need to review the causes with the GSA who processed the check out paperwork.

10 If there is no paperwork to support that the guest has paid and checked out, establish the type of settlement information on hand and process as appropriate.

11 If the guest has "skipped" without there being sufficient funds or a method of retrieving the amount owing, refer the incident immediately to the Front Office Manager and Security.

12 Settle the amount to City Ledger and collect all appropriate paperwork and pass it to Accounts.

Room Discrepancy report				
				Date : _____
Room	**Per reception report**	**Per housekeeper report**	**Remarks**	**Lobby managers approval**
Reviewed by :			**Prepared by:**	
Night auditor :			**Reception :**	

Establishing Room Rates

1 The front office manager shall assign to each room category a rack rate. In accordance, front office employees are expected to sell rooms at rack unless a guest qualifies for an alternative room rate (ex: corporate or commercial rate, group rate, promotional rate, incentive rate, family rate, day rate, package plan rate, complementary rate…).

2 While pricing rooms, the hotel shall keep in mind that rate should be between a minimum (determined by cost structure) and a maximum (determined by competition structure) boundary as depicted below:

Minimum (Hurdle Rate) < Room Rate < Maximum (Rack Rate)

Cost Structure < Room Rate < Competition Structure

While establishing room rates, management shall be careful about its operating costs, inflationary factors, and competition. Generally, there are three popular approaches to pricing rooms:

1 Cost approach

2 Market condition approach

3 Rule-of-thumb approach

4 Hubbart formula approach

1 Cost approach

a This Approach's starting Point is on finding the Per Room occupied daily Direct and Indirect Expenses.

b Consider the Following Example:

c Jamel Hotel has estimated the Following Indirect Expenses (i.e. Undistributed Expenses and Fixed Charges) for the upcoming Year:

d Furthermore, suppose that Jamel Hotel has 150 Rooms (90 of them are single and the remaining are double) and that the Forecasted Single Room Occupancy Rate is 80 % and the Double Room Occupancy Rate is 85 %.

1 Total Number of Expected Single Rooms Sold per Year = 90 * 0.80 * 365 = 26,280 Rooms.

2 Total Number of Expected Double Rooms Sold per Year = 60 * 0.85 * 365 = 18,615 Rooms

3 Daily per Room Indirect Expenses = $ 1,042,000 / (26,280 + 18,615) = $ 23.21.

4 Moreover, suppose that Jamel Hotel estimated the following daily per room Operating Expenses (i.e. Direct Expenses):

5 Frills Expenses (Single): $ 7.5

6 Frills Expenses (Double): $ 8.25

7 Staff Expenses (Single): $ 8

8 Staff Expenses (Double): $ 9

9 Laundry Expenses (Single): $ 6.5

10 Laundry Expenses (Double): $ 7.25

11 Total Single Daily per room Direct Expense = $ 7.5 + $ 8 + $ 6.5 = $ 22

12 Total Double Daily per Room Direct Expense = $ 8.25 + $ 9 + $ 7.25 = $ 24.5

13 Total Daily Single Room Expense = $ 23.21 + $ 22 = $ 45.21 (Hurdle Rate)

14 Total Daily Double Room Expense = $ 23.21 + $ 24.5 = $ 47.71 (Hurdle Rate)

Determining rack rate:

The answer found above is the minimum price of Single and Double rooms as to have no loss or profit from our operations! This condition is refereed to as the Break-Even price!

In order to find the rack rate (i.e. the maximum price potential guests can be charged), the hotel shall apply some of the above-mentioned methods:

a **Multiplier method**

Answer:

Expense type	Amount	Allocation to rooms division	Rooms division Expense
Administrative & General expenses	$ 500,000	30%	$150,000
Utility expenses	$ 260,000	70%	$182,000
Debt expenses	$ 300,000	70%	$210,000
Depreciation expenses	$ 350,000	60%	$210,000
Rent expenses	$ 100,000	70%	$70,000
Marketing expenses	$ 65,000	80%	$52,000
Maintenance expenses	$ 140,000	70%	$98,000
Insurance expenses	$ 100,000	70%	$70,000
Total	**$1,815,000**	**N/A**	**$1,042,000**

Under this very method, hotels shall try to set a Multiplier, by which the Room Cost shall be multiplied, in order to come up with the hotel Room Rack Rate (for each room type):

1 Multiplier = 1 / (Desired Room Cost Percentage)

2 Desired Room Cost Percentage = (Forecasted Total Room Cost) / (Forecasted Total Room Revenue)

3 Suppose that Jamel Hotel's Management decided, prior to a certain price demand analysis, to have a Desired Room Single Cost Percentage of 75 % and a Desired Double Cost Percentage of 60 %.

4 Single Multiplier = 1 / 0.75 = 1.33

5 Double Multiplier = 1 / 0.60 = 1.67

6 Single Rack Rate = $ 45.21 * 1.33 = $ 60.28

7 Double Rack Rate = $ 47.71 * 1.67 = $ 79.52

b Mark-up method

Under this very method, an addition (or add-on) to the Cost of a Product will be applied to come up with the Single and **Double Rack Rates**.

1 Suppose Jamel Hotel decided to have a 25 % Mark-up on Room Costs for both Single and Double Rooms.

2 Single Rack Rate = $ 45.21 * (1 + 0.25) = $ 45.21 * 1.25 = $ 56.51

3 Double Rack Rate = $ 47.71 * 1.25 = $ 59.64

4 Later, the hotel might adjust this figure to a whole number and communicate it as its List Price (for guest and accounting convenience!)

5 The most important handicap of the Cost Approach pricing is that it does not take into consideration how much Customers are actually willing to pay for the Hotel Services, and how other Hotels are actually charging for their Rooms.

2 Market condition approach

a Under this very approach, management shall look at comparable hotels in the geographical market, see what they are charging for the same product, and "charge only what the market will accept".

b Some drawbacks of this approach are that it does not take into consideration the value of the property, and what a strong sales effort may accomplish. Last but not least, there is always subjectivity in coming up with sets of criteria against which hotel rooms can be compared and measured for similarity.

3 Rule of thumb approach

a In this very approach, the rate of a room shall be $ 1 for each $ 1,000 of construction and furnishing cost per room, assuming a 70% occupancy rate.

b To illustrate suppose a 150-room hotel has costed $ 9,500,000 of Construction and Furnishing Costs. Therefore, the cost per room is $ 63,333.33 which would mean that the price per room shall be $ 63.33.

c This approach, however, fails to take into consideration the inflation term, the contribution of other facilities and services towards the hotel's desired profitability, and assumes a certain level of occupancy rate.

4 Hubbart formula approach

i This very approach considers operating costs, desired profits, and expected number of rooms sold (i.e. demand). The procedure of calculating a room rate is as follows:

a Calculate the hotel's desired profit by multiplying the desired rate of return (ROI) by the owner's investment.

b Calculate pre-tax profits by dividing the desired profit by 1 minus hotel's tax rate.

c Calculate fixed charges and management fees. This calculation includes estimating depreciation, interest expense, property taxes, insurance, amortization, building mortgage, land, rent, and management fees.

d Calculate undistributed operating expenses. This includes estimating administrative and general expenses, data processing expenses, human resources expenses, transportation expenses, marketing expenses, property operation and maintenance expenses, and energy costs.

e Estimate non-room operating department income or loss, that is, F&B department income or loss, telephone department income or loss …

f Calculate the required room department income which is the sum of pre-tax profits, fixed charges and management fees, undistributed operating expenses, and other operating department losses less other department incomes.

g Determine the rooms department revenue which is the required room department income, plus other room department direct expenses of payroll and related expenses, plus other direct operating expenses.

h Calculate the average room rate by dividing rooms department revenue by the expected number of rooms to be sold.

i Doubles sold daily = double occupancy rate * total number of rooms * occupancy %

j Singles sold daily = rooms sold daily – number of double rooms sold daily

k Singles sold daily * x + doubles sold daily * (x + y) = (average room rate) * (total number of rooms sold daily)

l Where: x = price of singles; y = price differential between singles and doubles; x + y = price of doubles.

Discounting

a In all Computations done so far, the Room Price that we have found is what is called the Room Rack Rate (i.e. The Maximum Rate a Hotel can charge a Guest). Yet, most often, only Walk-ins (i.e. Guests without a Reservation) are charged a Rack Rate, which would mean that a big proportion of guests actually pay a Discount on the Rack Rate.

b Discounting is a method used by Management to make their Products and Services attractive to Customers. This very method may differ according to seasonality, type of Customer, Market Segment, and Type of Product…

c There is an important relation between Occupancy and Discount Percentage:

d Equivalent Occupancy = (Current Occupancy) * ((Rack Rate - Marginal Cost) / (Rack Rate* (1-Discount Percentage) - Marginal Cost))

To illustrate, suppose that an Occupied Single Room has a daily variable cost of $ 10 and that management are right now selling at Single Rack Rate $ 50 and managing to have Single Occupancy of 70 %. Suppose, furthermore that management decided to discuss the effect of a 10 % discount on Single Rack Rate on the eventual demand! And hence, whether to discount or not!

Answer

a In order not to be economically affected by the discount, the minimum Occupancy at that discounted price (i.e. at $ 45), shall be:

b Equivalent Occupancy = 70 % * (($ 50 - $ 10) / ($ 50 * (1 – 10 %) - $ 10)) = 70 % * (40 / 35) = 80 %

c Management, shall at this very stage, conduct a feasibility study on the effect of that pre-determined Discount on Demand and if the effect proves to yield an occupancy which is more than 80 %, discounting can be applied. If, not than the discounting idea shall be discarded!

Other pricing techniques

1 Market-skimming pricing

Setting a High Price for a new Product to skim maximum Revenues layer by layer from the Segments that are willing to pay the High Price

2 Market-penetration pricing

Setting a Low Price for a New Product in order to attract a Large Number of Customers and a Large Market Share.

3 Optional product pricing:

Pricing Optional or accessory Products that are being sold along with a Main Product.

4 Captive product pricing:

Setting a Price for Products that must be used along with a Main Product (ex. Frills no more free of Charge but Charged a Price to Customers)

5 Product bundle pricing:

Combining Several Products and Offering the Bundle at a Reduced Price (i.e. Packaging & Discounting)

Check room status discrepancy

Objectives: At the end of this lesson you shall be able to
• **check room**

Discrepancies Page

Current Room Discrepancies are found on the Discrepancies page. Room Discrepancies occur when there is a conflict between the Front Desk and Housekeeping occupancy status of a room.

There are two types of Room Discrepancies, Sleep and Skip:

1 **Sleep Discrepant** - This occurs when the Front Desk room status shows a room as Vacant, but the Housekeeping room status is marked as Occupied. A common way this can happen is when a guest comes down to the Front Desk to settle their bill, but is not actually checking-out at that time. After settlement, the guest returns to the room. If the Front Desk agent mistakenly checked the room out, and Housekeeping then enters the room, they may change the Housekeeping status back to Occupied until the guest physically departs.

2 **Skip Discrepant** - This occurs when the Front Desk room status shows a room as Occupied, but the Housekeeping room status is marked as Vacant. The most common way this can happen is when a guest may leave on the morning of departure without stopping by the Front Desk to check-out. In properties where payment is taken in full at check-in, or an express check-out folio is delivered over night before departure, guests with no additional charges to pay, or those with credit cards on file may simply leave the keys in the room and depart. Housekeeping may come in to clean the room and mark it as Vacant, while the Front Desk still has the reservation checked-in.

In both situations, the Discrepancy Report indicates issues with the occupancy status of a room, and should be printed and given to the Front Desk to follow up.

Handling guest complaints

Objectives: At the end of this lesson you shall be able to
• **explain how to handle guest complaints.**

Things consider while handling complaints

Why do you feel guest complaints are bad for your property. Try to think in different ways. Don't you chance to resolve that? A valid, logical complaint is the feedback from your guest by handling which complaint will result serious loss in future. So, try to think this way. This is the right approach to handle.

Proper ways of handling guest complaint

1 Take your time. Listen with full attention what guest wants to say.

2 After guest express his complaint repeat that in your voice to make him understand that you listen to him properly.

3 Start replying in a tricky way like "I understand your problem, sir" or "Thanks a lot for bringing up the matter" to us". This will give impression to guy make him calm.

4 If you are the person to solve the matter then take proper action to solve the problem. If you are not authorized for handling such complaints then.

5 If you can solve the problem and you may take time from guest to solve the problem and in this situation don't forget to follow up the problem to clear

6 If the problem is very serious then consult with top personnel immediately.

7 If you are front desk agent then you should write the complaint in complaint form.

Types of Guest's Complaints in Hotel & Restaurant

There are tons of complaints a hotelier needs to handle everyday. Based on our research we can classify guest complaints into 5 main types accordingly

1 Before guest arrives

2 After guest's arrival

3 During guest's stay

4 During guest's check out

5 After guest's check out

Before guest arrives

1 BOOKING : Information is not accurate records.

2 BOOKING : Information is not timely and accurately delivered.

3 Prices, or room number information cannot be kept confidential or premature to tell the guests.

4 A sudden raise of room prices.

5 Managers at all levels receive relatives and friends BOOKING: without informing front desk that could cause damage and confusion

6 Restaurants of various departments in the home-front passenger BOOKING: and contact guests in the process of giving guests the impression to want.

After guest's arrival

1 Both parties to the price dispute.

2 Upon arrival record of the request is inconsistent with the hotel;

3 Not been able to stay in rooms or rooms cannot let guests leave satisfied.

4 Guests of the hotel the provisions of dissatisfaction with the difference in different time slots.

5 The guests are not satisfied with the arrangements.

6 Check-in board room procedures were too cumbersome and time-consuming too long.

7 Welcome members and baggage are not in place or place of service for less than a home.

During guest's stay

1 Room facilities and equipment, consumables or services that allow guests are disappointed.

2 Business center and switchboard services to make guests dissatisfied.

3 Information and cashier services enable customers satisfied.

4 Other aspects: the key to the guests because of the expired card can't open the door and dissatisfaction; the guests change wards without a not to be properly resolved.

During guest's check out

1 Rounds closing speed is too slow: No small change to speak of; FOREIGN EXCHANGE has not commenced business or has ceased operation. guest attendants have to go rounds, with a total station to play the past Tel no access; room attendants rounds too slow; cashier checkout too slow.

2 Accounts disputes: Guest does not recognize certain consumer items; have objections to certain spending; does not recognize the loss of item guests CREDIT CARD , validity or currency of doubtful authenticity etc.

3 The Housing-state error: the guests have already checkout, the total housing units are not in time to change state; guests extension computes computer; for other reasons.

After guest's check out

1 Related Business forms are not timely filed or filed in error; guests entered the relevant information is not timely and customer history files; guest sectors

2 The guest check-out services are not in place or to pass relevant information is not discontent caused by the guests: Guests Check in time where check-out items, letter or fax are not timely and accurate manner according to the requirements of the guests treatment; guests left the hotel the lives of the guests and travel.

Handling guest complaint – 10 things you must know

1 Mind set up

Setting up your mind is important. Keep good faith to help customer. It has been said that "Customer is the boss" or "Customer is always right". personally. Try to be professional and handle each complaint with professionally. Generally people don't complaint. If anyone complaint then try to un complaint indicates that there must be loopholes in your service and this is the chance to solve your problem. Even world's greatest hotel can never fL why? It is because every guest has different thinking, different expectation, different reasons to come in your hotel or restaurant. You are providing facilities which will be suitable for most of your guests but not necessarily "EVERYONE" and for this reason you should always be ready to provide demo

2 Using polite language

Use of language is the most important aspect of handling any verbal or written complaint. While you are handling any written complaint then you need I make sure any of the word does not give wrong meaning. When you are answering written then it is a document so proper structure should be follow your experience and pressure handling power will be tested. Talk in polite language with proper volume, speed and tone. Proper expressions should solve problem.

3 Proper listening

Proper listening is necessary for two reasons. First of all, if you don't listen complaints properly then you cannot explain properly. So, to give logical re replying on each point guest makes while complaints then there will not be any solution. Guest will become more aggressive. Let your guest express his part, start explaining.

4 Remaining calm

You may often find it difficult to remain calm to handle complaints but you have to be that. Just think in a logical way. Why guest become frustrated? I personal clash. He is paying for having good services and as he is not satisfied so he has the logical point to complaint. It is your duty to react properly need to be taken then don't hesitate.

5 Showing sympathy

Start with sympathetic words and expressions is the most advisable way to handle any complaints. If you show sympathy then you will get a psychology you are very careful about him. Some catchy words and phrases can easily turn the hot & aggressive situation into cool and friendly.

6 Apology

Often some hoteliers come to a solution that why should I apology to guest whereas I have no fault? Don't think in that way. Whoever does the mistake by the guest. It means that you feel sorry only for the reason that guest is not satisfied with your service. After apology you can easily defend yourself. II

7 Never blame others

Never blame others or other department. All are your colleagues who are working as your team member and blaming each other will violet your temper possible to handle the complaint or call the proper person to deal with the situation but do not finish your job by just blaming others.

8 No excuse

Never excuse. No guest will love to pay to listen at your excuses. There are some common excuses like "today we are short of staffs", "we are very bi even if it is logical, you should not try to get sympathy for that. Excusing is not the proper approach rather try to explain. If you are short of staffs experience service from then it is your responsibility to be prepared for everything.

9 Not try to make your guest wrong

It is told that guest is always right. Yes it is indeed. Even if your guest is wrong then do not directly make him wrong. Logically explain why you cannot treat guest as a person and this will make your guest comfortable and be friendly to you.

10 Be honest

Be honest within yourself. Never give any promise which you cannot maintain Also. do take follow up steps. Whenever a guest comes to you with. engaged with the complaint but you have to take regular follow up to finish the circle Here circle means from where the complaint has been started, finished.

Step by step guest complaint handling (SOP)

Step 1

When a guest with a complaint or request approaches you, follow the basic steps of Making it right.

Listen: Listen intently making notes, with the right body language – put on a serious face, nod your head.

Apology with Empathy: Apologize and put yourself in the guest's situation. No matter how insignificant the matter is to you it must be dealt with serious.

Find a solution: All problems have a solution – that's the approach to use. Try and find the simplest and cleared solution. If you are unable to, inform superiors.

Follow through: After the problem has been resolved, go back to the guest to ensure he is satisfied. Even if the problem is being solved by someone accordingly. Take personal responsibility of the issue.

Step 2

The guest, who is complaining, should be informed of the action(s) being taken every step of the way. If you are unaware of what to do, inform the guest within the next 10 minutes. Just tell the guest:

"Mr/Mrs/Miss "X" I will inform the situation to my Supervisor/Manager and I shall revert back to you within the next 10 minutes.

Step 3

Inform the Supervisor/Manager of the situation - make sure to give him/her all the information, including a background on the guest.

Step 4

Supervisor/Manager must contact the guest and explain to him/her that he/she has been informed about the situation. The Supervisor/Manager must; with something that the guest feels "outweighs" the problem.

If the guest is still not satisfied, the Department Head must be informed.

Step 5

After a solution has been reached, the key person who dealt with the guest on this case should go back and check to see if the guest is satisfied.

Step 6

A log must be maintained detailing the situation.

Step 7

The entire Making it Right procedure should be completed within 24 hours.

Always	Never
Provide all the information in the log.	Come up with a decision if you are unsure.
Ensure you revert to the guest every step of the way.	Neglect any minor complaint.

Types of complainer guests in hotel & restaurant

1 Intellectual type

Such guests are generally are older in age. Generally they complaint in depressed mood with calm tone Intellectual guests try hard to be rational and time and they have good personality. Such guests are quite easy to handle but sometimes you may found quite irritating too In order to deal with this guy.

1 Listen their logic properly.

2 Know the facts properly.

3 Don't rush to agree to apology first.

4 Be logical all the time.

5 Don't promise anything you are not sure. They will remember every single detail.

6 Don't afraid on their cool calm voice and influencing personality.

2 Offensive type

Such guests are mostly found in restaurants then in hotels Sometimes a single offensive guest is well enough to hamper your business. They don't calm and behave rudely and try to gather public attraction. Be prepared to take hard actions to handle such guests. Follow these points:

1 Don't react aggressively.

2 Be friendly and try to handle with calm approach. There is no point to play with fire rather put water on fire to stop it.

3 Isolate the guest. Offer him to in a corner. Suggest them to set down. Keep eye contact.

4 Don't interrupt. Let them show their emotions first.

5 Try to find the right moment to response.

6 Take notes of their complaint. It will give you 2 advantages as the person will become careful about his complaint and language and as writing. down as the time progresses.

7 If you can't handle then refer to the superior one.

8 If nothing makes the complainer calm and if he continues misbehaving then don't hesitate to call the security.

3 Distressed type

Often you may find some guests who took not feeling comfortable. Sometime they show anger, sometime remain silent, sometime harshly question. In this case follow these steps

1 Before they complaint at you, approach to them and ask them "Is everything all right sir".

2 Try to find out why they are distressed. Sometimes for personal problem people show agony with third person.

3 If they are not satisfied with your service and facilities then follow previously discussed tips to make them satisfied.

4 To change their mood you can offer them freebies like free drink or free deserts.

Handling Guest Complaints

There will be inevitable times when guests have a problem about something and will complain about it.

Sometimes the guests complaints will be justified, such as being brought the wrong order in a restaurant or not getting the kind of room that was booked or being over charged for a service. Sometimes the complaints will be unreasonable, such as a guest demanding an up graded room at no extra cost or becoming anger over a short delay. Whether the problem or complaint is justified or not, it must be handled with dispatch and professionalism.

The kinds of problems and complaints that hotel employees are likely to encounter are as varied as the guests themselves.

Procedure of Paging System

Objectives: At the end of this lesson you shall be able to
• **explain paging system**
• **describe the different room rates used in hotels.**

Paging

Apart from luggage handling the bell desk is also responsible for paging a guest. The paging is a system of locating the guest in the hotel. Many times the in-house guest expects a phone call or a visitor but decides not to wait in the room, and might decide to go to a public area such as bar, restaurant, swimming pool, lobby or lounge etc. of the hotel or may go out of the hotel. In such cases the hotel requests the guest to tell about his where abouts through a location form.

This Proforma may be kept in the stationary folder in the room as well as at the information section of the counter. Usually it is filled in by the guest but many times it may be filled in by the hotel staff on the instruction of the guest. The completed location form is kept in the key and mail racks. This information is sent to telephone department also. The information is recorded in computer instead of location form.

Page board system

The most commonly used system is called 'page board system' or traditional system of paging in hotels. This is a simple system in which the bellboy/pageboy is required to carry a small board which has a small handle and small bells attached to it. The receptionist/informationist writes the name of the guest and his room number on the board, and the bellboy/pageboy carries this board to the public area which has been mentioned on the location form by the guest and keeps ringing the attached bells.

This attracts the attention of the guest immediately. To avoid any embarrassment to the guest, no message etc. should be written on the page board. This method of paging may create disturbance to other guests in the area and if the guest has not left any whereabouts this system is time consuming as the paging might have to be done in various public areas one by one. In case the guest is in some meeting or conference, the bellboy should contact the organizer or secretary who will contact the guest himself.

Public address system (P.A. system)

Another system called public address (P.A. System) is used in hotels these days. In hotels, piped/relayed/channeled music is played from a central room. One switch of the same is with the receptionist/informationist who on receiving on a phone call or a visitor for a guest switches off the channeled/piped music from all public areas and announces the name and room number of the guest to be paged. This is transmitted to all public areas at the same time. This saves time as well as efforts of pageboy/bellboy. The communication skill of the person announcing are important in the system. His voice, manner of speech, modulation of voices, correct use of phrases, words and tone, etc. are very important. The tone should be friendly, interested and helpful.

Pager/beeper system

The development of electronic communication equipment some hill resorts or sea beach resorts which are spread in a vast area use pagers or beepers for beepers for paging VIP guests who are given where they can be immediately reached if there is a phone call or visitor for them.

Voice paging etiquette

When done correctly, voice paging is an effective way of notifying an office of an important announcement. Office personnel frequently use voice paging to locate an employee or guest within the building. Paged voice messages are generally clear and concise, containing only basic, pertinent information. Other People Are Reading

Clarity and repetition

The person paging should always speak clearly. Because workers are frequently involved in computer work, phone conversations or conversations with coworkers, the pager should always repeat the message once. If the employee has not responded within a few minutes, it is acceptable to page again once more.

Function

Voice paging provides a quick and concise means of relaying information to someone in the same building. The pager should briefly require attention for the announcement without disrupting workers.

Message content

When voice paging, the pager should ask the person she is paging to call her if the message is extensive. If the message is brief, it is acceptable to relay the entire message: "Mrs. Smith, you have a call on line three. Mrs. Smith, you have a call on line three. Thank you." Also, the pager should be as specific as possible in message content.

Effects

The entire office hears voice paging. This includes bosses, clients and guests. The voice pager can affect the reputation of the company and should therefore be polite when paging. It is always acceptable to say "thank you" at the conclusion of the message.

Considerations

If possible, the pager should send the voice page from a quiet area. This enhances the clarity of the message and prevents the private conversations of others from being broadcast across the building.

Guest Cycle

Objectives: At the end of this lesson you shall be able to
• **explain how to process in guest cycle**

The Guest Cycle in the hotel with Four Stages

The hotel's guest stays cycle can be divided into four main stages. Within these four stages, there is an important task related to guest services and guest accounting.

Front office employees must be aware of guest services and guest accounting activities at all stages of the guest stay. Front office staff can effectively serve the guest if they have a clear understanding of the flow of business in the hotel. Guest Cycle also represents a systematic approach to front office operations.

Guest Cycle	
Stages	Activities
Pre-Arrival	Reservation, Reconfirmation, pickup request, Pre Arrival Letter
Arrival	Doormen, Bell Desk, Travel Desk, Registration, Room Assignment, Issuing of Key, Baggage Handling Welcome Letter
Occupancy	Safe Deposit, Telephone Calls, Concierge, Travel Desk, Currency Exchange, Mails
Departure	Bill Settlement, Key Return, Bell Desk, Travel Desk, Concierge, Check-out, Thank-you Letter

Glossary

Account Balance	Difference between charge and credits in an account
Account	Summary of all cash and credit transactions
Accountability	Ownership of a result
Account Receivable	Amounts due to the hotel
Adjacent Room	Two rooms beside each other across the corridor
Adjoining Room	Two rooms beside each other
Airline Contract Rate	A special negotiated rate for airline crews
Allowance	A benefit given to the guest in cash or credit
Allowances	Amounts for daily expenses paid by the front office cashier to airline crews and some groups
Amendments	Changes made of records
Amenities	Features and services
American Plan	Charges for room and all meals
`Arrival	A Guest who had just checked into the hotel
Attitude	The way one communicates mood to others
Baggage	Luggage
Bed and Breakfast	Charges for room and English breakfast

Behaviour	A repeated habit
Beliefs	Accepting a thought as true
Belonging need	Being part of a group
Billing	Account for a guest stay
Blocking	To reserve a room on the room rack for a guest expected to arrive
Briefing	A communication to plan future action
Budget	A planned expenditure for the future
Cabana	A room with a sofa-cum-bed ideally situated beside swimming pools or at beaches
Cancellation	A confirmed booking that has been withdrawn by the guest
Cash Bank	Cash amount provided by the hotel for daily transactions
Cash Voucher	Receipt of payment made by cash
Cash	Liquid money
Cashier Remittance of	An envelope in which all sales cash and documents are placed Charge payments
Check	Bill of a revenue outlet
Check-in	A guest who has registered at the front-desk
Check-out	A guest who has completed his billing formalities and departed
City Ledger	Summary of all creditors
Competency	A set of behavioural traits and technical abilities that is suitable for a job
Complimentary Skills	Essential skills that other team members do not have, to supplement a performance
Complimentary	Free use of a room
Confirmation	A room reservation confirmed in writing by a guest
Connecting Room	Two rooms with an interconnecting door, ideal for a family
Continental Plan	charges for room and a Continental Breakfast
Corporate Rate	A rate for business houses that guarantee a minimum number of room nights per year
Credit	Facility that enables a guest to use goods and services now but paid later
Crew	Airline flight and cabin crew
Crib Rate	A cradle or basinet provided in a room for infants
Currency Transactions	Exchange of foreign monies
Daily Sales recapitulation	A transcript of all sales of the hotel
Day Rate	A rate for guests who are not staying overnight
Debit	Charge to an account
Departure	A guest checking not to be disturbed
Diplomatic Rate	A negotiated discounted rate to attract diplomatic business
Do-not-Disturb	A guest requesting not to be disturbed

Double Occupancy	Room occupied by two persons
Double Room	A room with one King-size double bed
Double Suite	Two rooms, one serving as a living cum dining area and the other with a double bed
Due Back	Cash amount owed to the cashier
Due Out	An occupied room expected to be vacated
Duplex Suite	Two suites on two floors with an interconnecting staircase
Employee Folio	Account that tracks payments made on behalf of an employee who is given a charge privilege
Encashment Certificate	Document confirming the exchange of foreign currency for local currency.
European Plan	Charges for the room only
Executive Room	A room with additional features like internet connections, computer points, mini bars etc; specially designed for the business executive
Executive Suite	Suite specially fitted for business executives
Extra Bed	A Wheeled foldable bed that is added to a room on the guest's request
Family Rate	A rate found in resorts for families on holiday
FIT	'Free Individual Traveller". An independent guest, who does not use the services of middlemen for booking his or her room
Forecast	A studied anticipation of room business
Foreign Currency	Foreign monies
Free Sale	Room that is available for selling
Frequent Traveller Rate	A rate that gains discounts for frequent use of the property under a Frequent Traveller program
Funds Envelope	Of a revenue outlet are enclosed and deposited with the front office cashier
	GIT Group Inclusive Traveller
Government Rate	A negotiated discounted rare with government bodies for their travelling officials and foreign visitors
Group Rate	A discounted rate for groups in view of volume business
Group	Any body of guests of 15 persons and above who travel together
Guaranteed Booking	A room booking that is confirmed in writing by a guest
Guest Folio	A master bill of a resident guest
Guest Ledger	Statement of accounts of guests/organisation who give advance deposits as also long staying guests
Guest Rack	The Whitney rack, at the information section of the reception, arranges guest names of hotel guests staying, in an alphabetical order.
Guest	A client of the hotel
Habit	A repeated action
Hotel Federation Rate	A courtesy rate to all members of the hotel federation.

House Count	The number of guests residing in the hotel
House Limit	Credit limit set by the management, which has to be cleared by the guest during his/her stay
House	Hotel
Interdependence	Depending on each other
Intrapreneurship	Internal entrepreneurship
Job Description	A formal document that stipulates the duties and responsibilities of a job holder
Junior Suite	A room with a seating parlour and a bed
Late Charge	Amount posted to a guest account after check-out
Late Check-out	A guest who has requested a departure beyond the official check-out time of the hotel
Lay-over	Airline passengers checked in by the airlines that are catching a connecting flight sometime later
Left Luggage	Guest baggage that is temporarily kept with the hotel, to be claimed later
Limits	Exceeding house credit limits
Line Functions	Those functions involved in direct guest service
Lock-out	A guest room sealed for entry because a guest has not settled his bill
Master Folio	Common statement of account for more than one guest
Maximum-Moderate	A price range to maximize revenue according to the
Minimum Rate	The price rate to minimize revenue according to circumstances
Miscellaneous Vouchers	Bills for minor services of the hotel
Modified American plan	Charges for room plus breakfast and lunch or dinner
Needs	Those that are essential one's well being
No show	Guest with a reservation but does not arrive
Non-guest Account	Account of transactions of companies and non-resident individuals given this privilege
Not Cleared	Room that is being prepared by housekeeping for sale
Occupancy	The number of saleable rooms occupied by guests.
Occupied	A room that is assigned to a guest
On-request	A status when guests are kept waiting for a room booking confirmation
Organisation Structures	A chart of reporting relationships
Out-of -Order	Code for a room under maintenance
Outstanding balance	Amount due from the guest
Outstanding Postings	Those charges and credits awaiting entry in the guest folio
Overage	When cash, cheques, negotiable instruments and paid-outs from the cash bank are greater than receipts into the cash bank
Overbooking	Booking rooms that are beyond the hotel room capacity

Package Rate	A rate quoted when there are events in the city and includes the price of access to the events.
Paid-out	Authorised cash payment made on behalf of the hotel or guest
Par	Cash balance is equal to the cash bank
Pax	Person
Petty Cash	Small amounts of authorized money issued to staff
Physiological Needs	Basic needs for survival
Position	Rooms available for sale at the beginning of a shift or day
Posting	Entry made in the guest folio
Quad	A room for four people fitted with twin beds and two roll- away beds
Queen	A room with a queen-sized bed for single or double occupancy
Rack Rate	The official rate of the hotel on a given day
Record of Foreign	A summary of Foreign Currency
Registration Card	The formal document that registers a guest into the hotel for stay
Registration	The act of registering into the hotel by completing the registration card
Reservation System	The procedure to reserve a room
Restaurant Check	Bill of a restaurant
Revision	Change in booking instructions
Room Allocation	Assigning a room to a guest after he has registered into the hotel
Room Availability	The room position when rooms are available for sale
Room Blocking	Blocking a room in the Reservation Chart
Room Key	The key of a given guest room
Room Night	A charge for a one night occupation, spanning two days from noon to noon
Room Rack	The Whitney rack arranged by room numbers
Room Revenue Day	12 noon to 12 noon of the next day
Room Tariff	Room rate
Sale	Lease of room for a period
Sales Summary Sheets	A record of all cash and credit sales made in a revenue outlet.
Scanty Baggage	A guest with hand luggage only
Security Needs	Needs for physical and emotional safety
Self actualisation	A position of being in control of ones personal environment and the desire to contribute to it
Self-esteem Needs	Needs for self respect
Service Standard	A yardstick for service performance day prepared by the
	Sheet night auditor
Shift	A work period of eight hours.
Shortage	When the amount paid out from the bank is less than receipts into the cash bank

Single Occupancy	One guest staying in a room
Single Room	A room with a single bed
Single Suite	Two rooms, one serving as a living cum dining area and another with a single bed
Skipper	A guest who has departed without settling his bill
Sleep-out	A registered guest who has not used the room
Sold Out	It is a status in which all the rooms in the hotel are sold
Staff functions	Those functions in a supportive role
Statement of Bills	Document recording all guest master bills
Status Needs	Needs to satisfy the ego
Stay-over	Guests who extend their stay for a night
Studio	A room with a sofa-cum-bed
Team	A small interdependent group of people with complementary skills, who are committed to a common purpose
Tourist Huts	An independent suite detached from the main hotel. They will be found in resorts for greater privacy and exclusivity. Some suites have independent mini-kitchens
Trade Rate	A negotiated discounted rate with trade organisations that guarantee a minimum number of room nights
Transaction	Exchange of cash or credit for services purchased
Transfer Voucher	Document to record transfers from one account to another
Travel Agents Rate	A negotiated rate for volume business
Travel Writers	A discounted rate to encourage them to write about the hotel and facilities
Triplet	A double room with one extra rollaway cot
Twin Room	A room with two single beds
UN Rate	A negotiated rate for all local United Nations representatives for UN staff provided they guarantee a minimum number of room nights
Under-stay	A guest who has checked-out before his scheduled departure date
VIP	Very Important Person
Voucher	Document that records a purchase transaction with a cashier
Waitlist	A guest awaiting a confirmation of the room booking
Wake-up Call	A system to awaken guests at a time set by them
Walk-ins	Guests without prior reservation
Wants	Cultural interpretations of needs
Yield Management	A system of recovering maximum revenues from rooms during any given period