FRONT OFFICE ASSISTANT

NSQF LEVEL - 3

TRADE PRACTICAL

SECTOR: TOURISM & HOSPITALITY

(As per revised syllabus July 2022 - 1200 Hrs)

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

Sector   : Tourism and Hospitality

Duration : 1 Year

Trade   : Front Office Assistant - Trade Practical - NSQF Level - 3 (Revised 2022)

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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 Practical- 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.

CONTENTS

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.	1.14.14 - 1.4.17
4	Handle techniques of computer and acquire knowledge of Windows operating system.	1.15.18 - 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)

		Demonstration Practice	
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)	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.	47 Property management system. (20hrs) hrs) 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)	b Currency exchange procedure c Room change procedure d 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)

Visit to Hotel Industry

Objectives: At the end of this exercise you shall be able to
• **identify the various departments in a hotel**
• **prepare the list of the departments**
• **record the telephone numbers of fire station, police station, hospital, railway station, airport and tourist places.**

Requirements
Materials
• Boards containing list of various departments in a hotel

When visiting the Hotel Industry, the trainees;

• Should be ontime and report to the Reception desk.

• Wear Uniforms.

• Wear Identity cards.

• Should not use mobile phone.

• Take care of the Hotel's property and keep the premises neat & tidy.

• Maintain discipline in the premises.

• Contact the Instructor / any other Hotel Staff if any disputes or problems.

• Take note of each and every departments visited in the hotel. You must submit a write-up after the visit.

Name of the Hotel

S.No.	Name of the Dept/ Section	Name of the activity / observation

Grooming & personal hygiene for front office staff

Objectives: At the end of this exercise you shall be able to
• **maintain personal hygiene**
• **check the grooming**
• **control and set standards of personal hygiene.**

PROCEDURE

TASK 1: **Maintaining personal hygiene**

1 Wear clean front office uniform.

2 Wear polished shoes.

3 Trim nails.

4 Care of hair, eyes, ears, teeth and nose.

How to wash hands **-**

• Wash hands in the special wash-hand basins provided, never in other sinks i.e. in washing-up water.

• Use hot water and disinfectant soap and lather hands, wrists and forearms.

• Use a clean nailbrush to clean under nails.

• Rub hands together thoroughly, then rinse under clean running water.

• Dry hands thoroughly, using a clean paper towel or hot air dryer.

• Avoid touching anything that will contaminate your hands before returning to work (e.g., cleaning cloths, dirty dishes & cigarettes).

• Wash your hands frequently, to prevent the transfer of bacteria from your hands to the work area. When you are working, pay special attention to the personal habits of which you may be unaware but easily spread bacteria.

• Do not spit, cough or sneeze openly in public areas, use a tissue and wash your hands afterwards.

• Do not pick your nose or teeth or scratch your head.

• Do not smoke in the work.

• Do not lean or sit on work surfaces.

• Cuts and burns should be covered with water proof dressing.

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TASK 2: **Check the grooming of the male staff**

1 Check the hair cut of the staff (it should be neat and perfect).

2 Check the staff for clean and neat shave.

3 Check the cleanliness of the uniform.

4 Check the jewellery worn by the staff (should be very minimum).

5 Check the size of the nails.

6 Check for the belt type.

7 Check for the shoe type and polish.

8 Check for the socks being worn (color, type & cleanliness).

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TASK 3: **Practice role play situations**

1 Check grooming.

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Practice basic first aid & emergencies

Objectives: At the end of this exercise you shall be able to
• **know about basic first aid and the priorities of treatment for a minor injury or accident**
• **recognise the basic techniques that may be used to preserve life, prevent injuries from worsening, and promote initial recovery.**

Requirements			
Tools		**Materials**	
• First Aid Box	- 1 No.	• A Dummy Human Body	- 1 No.
• Wooden plank	- 1 No.	• Rope	- 1 No.
		• Cotton Dressing	- 1 No.
		• Triangle Bandage	- 1 No.
		• Soap	- 1 No.
		• Warm water for washing	- as reqd.

PROCEDURE

TASK 1: **Basic first aid & emergencies (Fig 1)**

It is important to note at the commencement of this unit, that as a basic entrant into the industry, the level of knowledge and application of specialist first aid skills will only need to be limited.

Fig 1
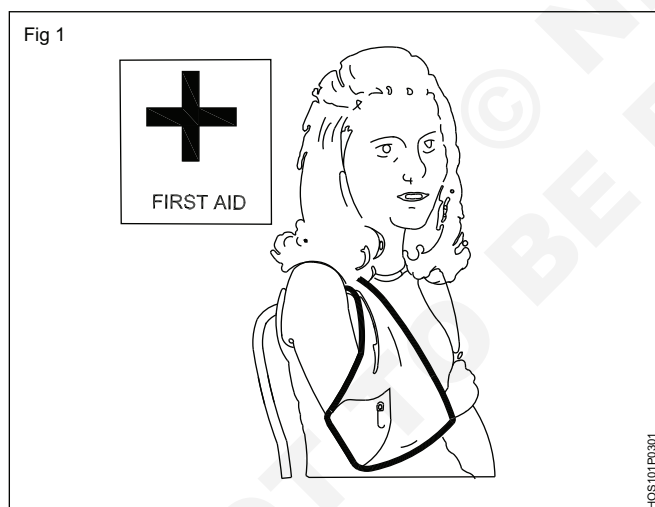
This unit sets out to increase your awareness of basic first aid techniques and responsibilities to help you in your roles as a member of the front line staff.

> **The emphasis for you will be to assess the emergency or accident situation and to seek help immediately.**

First Aid – Your Responsibility

At any accident or sudden injury situation you must be aware of the four keys steps to follow:

1   Assess the situation (Fig 2)

• Appear calm in front of colleagues or guests.

Fig 2
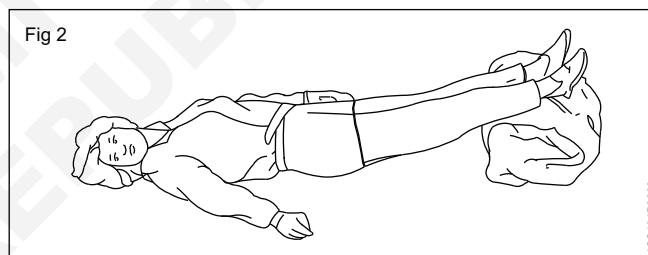
• Take charge – do not panic.

• Ensure safety – if the situation is dangerous to casualty or yourself be careful.

• Get help immediately – if you cannot leave the casualty, get another person to call for assistance and also to help you, i.e, to clear the area; or control traffic, etc.

2   Diagnose the situation

• Listen to the casualty and others to find out what happened.

• Smell – can you detect burning; gas; or alcohol.

• Look – is there any sign of blood or vomit, does the casualty wear any warning bracelet or locket, do they have any containers or packets or drugs or medicines.

• Are any unusual symptoms showing (blood, awkward limbs, swelling, bruising, or sweating).

3   Treat the situation (if possible) while awaiting qualified specialist assistance: (Fig 3)

• Calm the casualty, protect them from cold and damp, handle gently whilst making them comfortable.
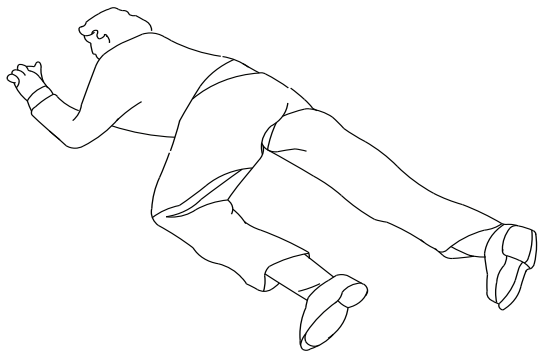
Fig 3

Urgent Treatment, i.e., easing problems of breathing; heart or serve bleeding difficulties, and important treatments of dressing wounds and supporting injured bones may be attempted only by qualified first aiders.

Mouth to Mouth (Fig 4)

Fig 4

- Clear anything from the mouth, i.e., dentures.
- Incline head back.
- Pinch nose closed.
- Open mouth.
- Seal his mouth with your mouth and blow.
- Look along chest to see if chest rises fully:
- Move your mouth ways.
- When your chest falls, take in fresh air and repeat
- Once started you must continue until casualty breathes on own, or ambulance/doctor arrives.

Chest compression

This does the work of the heart when it has stopped – and your hands must be directly above the heart when pressing down.

1 Kneel to side of casualty at the ribs

2 Place one hand on top of other, over the heart (in centre of breastbone)

3 Press down 2" approximately every second

4 Continue until medical help arrives

4 The medical situation

- As early as possible after the accident/injury arrangements must be made to move the casualty to a doctor/nurse or to hospital. Any important facts or details about the casualty or circumstances of the accident must be given to the ambulance person; medic or doctor.

- As soon as possible after the incident, a report giving details of the accident/injury must be made to the supervisor/manager.

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TASK 2: **Basic treatment of wounds (Fig 5)**

Fig 5

The following guidelines are for the basic treatment of minor injuries:

Wounds

1 Pressing directly on a wound flattens the blood vessels and stems the flow of blood.

2 Pressure needs to be applied for 5 – 15 minutes to allow blood to clot.

3 Ensure no foreign bodies are present i.e. bone, glass, dirt, etc., before pressing.

4 Press on the wound with a clean dressing, i.e., towel (NOT cotton wool).

5 Raise and support the injured limb.

6 After 5/10 minutes, apply a bandage or plaster depending upon size of wound.

7 Arrange for medical attention as soon as possible, if necessary.

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TASK 3: Basic treatment for burns & scalds (Fig 6)

Burns

Fig 6

There are various types of burns

1 Dry from flame, hot electrical equipment;

2 Cold from ice;

3 Scald from wet heat (stem or fat);

4 Chemical from acid;

5 Electrical from electrical current;

6 Radiation from sun.

Minor Burns and Scalds

Do's – reassure the casualty

1 Immerse area of burn in clean cold running water for atleast 10 minutes' (*if there is no water available use milk/lemonade*).

2 Remove any rings, clothing (unless stuck) before area swells.

3 Cover burn with a clean dressing or cling film/clean plastic bag.

4 If in doubt, seek medical assistance.

Don't – use creams, fat or lotion.

1 Use adhesive dressing or plasters.

2 Burst blisters or remove loose skin.

— — — — — —

TASK 4: Basic treatment for electrical injury

Electrical injury

1 Casualty may not be breathing; and the heart may have stopped.

2 Possible burns and shock.

3 Never touch casualty with bare hands.

4 Switch off the power at mains if possible.

Treatment: only by qualified First Aider

1 Commence mouth-to-mouth and/or chest compression.

2 Arrange for removal to hospital.

3 Treat any burns.

Choking

1 Act quickly – speed is essential (If casualty can speak, cough or breathe they are not choking). If not:

2 Give four quick back blows with the heel of your hand. Deliver these sharp blows rapidly and forcefully between the shoulder blades, while supporting the chest of the casualty with the other hand on the breastbone.

3 If unsuccessful give four upward abdominal thrusts, stand behind casualty and wrap your arms around their waist. Grasp one fist with your other hand and place the thumb side of your wrist in the mid-line between waist and rib cage. Press fist into abdomen with four quick upward and inward thrusts. Do not use this procedure for pregnant women or overweight casualties. If necessary repeat sequence. Send medical help if required.

Fainting

If casualty feels faint, sit them down and help them to lean forward with head between the knees, taking deep breaths. If unconscious but breathing normally, lay them down with legs raised. Loosen any tight clothing at neck, chest and waist. Reassure casualty as they recover, raise to sitting position. Do not give casualty anything by mouth until fully conscious, and then only he/she sips the water. Do not give the casualty alcohol.

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TASK 5: **Basic treatment for stings & bites (Fig 7)**

Stings and bites

Stings

1. Keep the casualty calm.

2. If the sting is still in the skin, remove it with a pair of tweezers.

3. Avoid squeezing the sac at the top of the sting as this will force more poison into the casualty.

4. If they develop and allergic reaction seek medical help.

Snake bites

Fig 7

1. Reassure the casualty.

2. Clean the area around the puncture.

3. Place a sterile dressing around the puncture marks.

4. If on hand or upper limb, immobilize the limb with a sling.

5. If on lower limb, tie both legs together.

6. Carry the casualty to a car, or wait for an ambulance/doctor to arrive.

Scorpion bites (Fig 8)

1. Treat as for snake bite.

2. Immobilise the affected limb.

3. Seek immediate medical aid.

Fig 8

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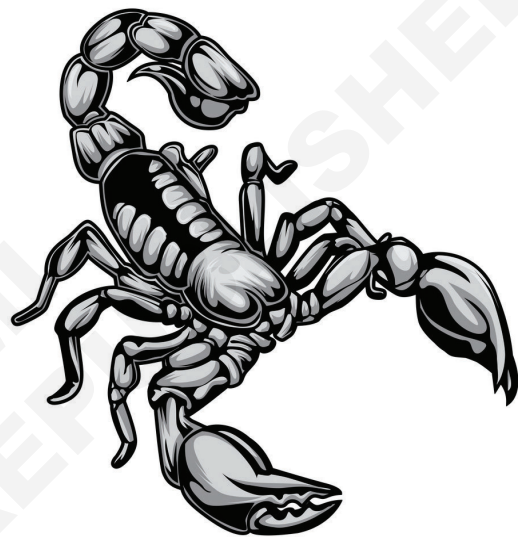
TASK 6: **Basic treatment for fractures & sprains**

Fractures and sprains

Shock

1. If casualty's breathing or heart has stopped start chest compression.

2. If breathing becomes difficult, or vomiting seems likely, place casualty in recovery position.

3. Check breathing and pulse every 10 minutes.

4. Search for and if possible treat cause of shock (burn/bleeding/fracture).

5. Reassure. If casualty conscious lie them down, keep warm.

Do not

1. Give casualty a hot water bottle.

2. Move them unnecessarily.

3. Give casualty anything to eat or drink.

4. Allow the casualty to smoke.

If you are in any way in doubt do not hesitate to call for expert medical assistance immediately.

— — — — — —

Power point presentation on cross cultural issues

Objective: At the end of this exercise you shall be able to
• **identify the signs used in different culture space countries meaning different things.**

PROCEDURE

TASK 1: **Identifying the signs used in different countries**

1 Trying to order two beers from the bartender or wish someone peace in the United Kingdom, Ireland, Australia, or New Zealand ? Make sure that when you have your index and middle fingers pointed up in the V shape, your palm is facing outward. Otherwise, you're giving the equivalent of the middle finger. (Fig 1)

   Avoid Using in : United Kingdom, Australia, Ireland, and New Zealand

Fig 1

2 Turns out making a circle with your index finger and thumb is not OK in certain countries. In France, for example, it means "zero" or "worthless". (Fig 2)

Fig 2

3 In Venezuela, Turkey, and Brazil, it's a vulgar slang that will offend pretty much anyone you flash it at.

   Avoid Using in : Turkey, Brazil, Venezuela and France

4 Want someone to come over to you? Definitely don't use your curled index finger to summon them in the philippines - that's reserved for calling dogs and is considered very rude. And in Singapore and Japan, that motion signifies death, so unless you are the icy hand of death yourself, don't employ it. (Fig 3)

Fig 3

Avoid Using in: The Philippines, Singapore, and Japan

5 Sorry, South paws. You'll need to become ambidextrous - or just accept the fact that you'll probably spill food all over you self while eating with your right hand - while in the Middle East, India, Sri Lanka, and Africa. In these countries, the left hand is traditionally seen as unclean, because it is associated with cleaning yourself after using the bathroom. (Fig 4)

Fig 4

Avoid Using in: The Middle East, India, Sri Lanka, and Africa.

6 Don't use the palm-out, fingers-up "stop" sign in Greece, or you may not be able to stop someone from punching you in the face. this gesture is an insult to Greeks - a stigma that apparently dates back to Byzantine times, when shackled criminals were paraded through the streets and gawkers were allowed to smear charcoal or excrement in their faces using their open palms. (Fig 5).

Fig 5

Avoid Using in: Greece.

7 Crossing your index and middle fingers won't bring you good luck in Vietnam. There, crossed fingers symbolize a part of the female anatomy and can be considered very rude when flashed at another person. (Fig 6)

7

Fig 6

Avoid Using In: Vietnam.

8 Rocking out at a metal show or tossing up hook'em horns (with your hand in a fist and index and pinky finger extended) is a bad idea.

In Italy, Spain, Portugal, Brazil and Colombia. In these countries, the University of Texas' signature hand gesture can be used to indicate that someone's wife has been unfaithful. (Fig 7)

Fig 7

Avoid Using In: Italy, Spain Portugal, Brazil, and Colombia

9 Don't hail a cab or wave someone over to you with your palm facing up in South Korea. That's how Korean summon their dogs. The proper way to wave is to move your hand up and down vertically with your palm facing down. (Fig 8)

Fig 8

Avoid Using In: South Korea.

The head is the most sacred part of the body in Thailand. In the Buddhist faith, it's where the spirit lives. Thus, Touching someone else's head or hair is a definite faux pas - so think twice before you ruffle a kid's hair or pat someone for a job well done. (Fig 9)

Fig 9

Avoid Using In: Thailand.

The thumbs-up signals approval in the U.S. and on Facebook, but in Afghanistan, Iran, parts of Italy and Greece, it means "up yours". So next time you're trying to hitchhike in, say, Tuscany, you should reconsider before sticking out your thumb. (Fig 10)

Fig 10

Avoid Using In: Afghanistan, Iran, Parts of Italy, and Greece.

Property tour of any star hotel

Objective: At the end of this exercise you shall be able to
• **know the management activities of the hotel.**

**During the visit to a near by hotel the following things
to be observed at reception by the students.**

1 Computer terminal at cashiers desk.

2 Accounting machine.

3 Poshing tray (bucket).

4 Cash drawer.

5 Voucher rack.

6 Current reservation rack.

7 Key and mail rack.

8 Information rack.

9 Hold mail rack at front desk.

10 Computer terminal.

11 Reserve key rack.

12 Punching and time machine.

13 Reservation rack in reservation room.

14 Hold mail rack in back area.

15 Safety boxes on the back of the wall.

Managing coordination between departments in a hotel role play

Objective: At the end of this exercise you shall be able to
• **coordinate with various departments in a hotel role play.**

Requirements
Materials
• Wall charts listing various departments in a hotel.

PROCEDURE

TASK 1: **Practice conversation- Co-ordination with marketing and Sales Department**

Receptionist: Good morning Sudhir, Calling from Reception, how many sales closed today?

Marketing Depart: Hi Mary, today 10 Guests have given room booking confirmation and the sale will be closed by today evening.

R: Ok fine, send me the details of sale closing through mail, so as to send the details to our General Manager.

Market: Ok Mary. I will send you the details and call you back.

— — — — — —

TASK 2: **Coordination with Housekeeping department**

R: Hi Maria, this is Susan Calling from Reception.

H.K : Hi susan, I am in my section, how can I assist you?

R : Ok Maria, I want to confirm whether the room No : 145 is cleaned and ready for Guest arrival ?

H.K : Yes ! It's ready, will send the room status within few minutes.

R: Ok, send it as soon possible.

— — — — — —

TASK 3: **Coordination with F & B department**

R : Hi Johny, this is Susan calling from Reception. Guest staying at Room No. 202, needs to have Apple Juice, Please send it to the room

F & B : Ok Susan

R : Also send two scrambled eggs, Cornflakes to Room No. 512.

F & B : (Calling Reception).. Hi susan, I have delivered the food to the respective rooms that you have informed to me

R : Fine Johny, please let me know whether any bills to be charged from the Guest and confirm me.

F & B : Sure Susan, I will update the details within half an hour.

— — — — — —

TASK 4: **Coordination with Banquet Department**

R : Hi Raju, this is Mary calling from Front Office.

Banq: Please tell me mary, is there any message for me.

R : Yes Raju, there is an engagement function on 28/12/2018, which is booked by the ABC family today,

Banq: ok fine, what are the arrangements should be done for the function.

R : Yes Raju, we have to arrange the Lunch for 500 people and it should be of very good quality.

Banq: Sure Mary, We can arrange the Food as per their need and make the function a special event.

R: That's good Raju, make a note of it and carry on your process immediately, Thank you.

— — — — — —

Develop personality & team work

Objectives: At the end of this exercise you shall be able to
• **develop self-awareness**
• **improve social relations and knowledge**
• **understand the importance of team work.**

Requirements
Equipment/Machines
• LCD Projector Computer System

Materials

• Wall Charts Insisting Self- awareness tips on Personality development

• Personality development means developing and enhancing one's personality.

• Should be well- dressed and groomed.

• Should be a good communicator.

• Should have good attitudinal skills.

• Should possess self-awareness skills.

• Must set self-goals to achieve the work to be completed successfully.

• Should be effectively manage time, emotions and stress.

• Emerge as a natural leader as they able to communicate with themselves and others.

• Should use positive gestures when interact with people.

Team Work

• Should maintain good rapport with all departments in a hotel.

• You as a team leader in a front office is to build commitment to the common purpose.

• In a team work, you fills the gaps in competencies, is a hands - on performer with the team.

• Front office staff in a team work may take ownership of the task and objectives and hold themselves accountable for success or failure.

• In the team work, Front office staff are result- oriented and respect each other.

Analyse the conflict and manage the common ethical issues encountered

Objective: At the end of this exercise you shall be able to
• **resolve the conflicts arising in a work place.**

Requirements
Materials • Wall-charts showing the ways to resolve conflicts.

To resolve Conflicts, a Front office staff should:

• Stay Neutral to both sides where conflicts occurs.

• Acknowledge the problem, this can be especially difficult when the conflict may seem to be a minor issue.

• Focus on the problem, not the people.

• Be patience, but decisive.

• Improve the relationship between the groups in conflict.

• Ensure the relationships with opponents continue and grow.

• Brainstorm possible resolutions

• Cope with stressful situations and pressure tactics.

• Identify the ethical issue

• Analyse the Conflict

Telephone handling & etiquettes

Objectives: At the end of this exercise you shall be able to
• **receive telephone message**
• **write message slip**
• **deliver the message.**

Requirements	
Equipment/Machines	**Materials**
• Computer System • Telephone equipments	• Message Slip • Log Book

PROCEDURE

TASK 1: **Telephone manners**

While handling telephone Calls, the Front office staff should:

• Use the best words for getting the message across.

• Identify and speak to the customer's style of Communication.

• Use questions to get more information about a problem.

• Handle conflict and angry customers.

• Adopt a positive tone.

• Start the greeting, conversations over the phone and be sincere.

• Try to avoid scripted greetings.

• Use their name, as soon as you receive a customer's name.

• Not to leave people hanging on hold.

• Summarize the call.

— — — — — —

TASK 2: **Receive message**

1 Pick up the call within three rings.

2 Keep the voice soft but clear.

3 Wish the guest the hour of the day.

4 Answer the call, "front desk, May I help you sir/madam?

5 Ask, "For whom would you like to leave a message sir/madam?"

6 Write down the details of the message.

7 Write down the room number of the guest.

8 Write down the name of the guest.

9 Check the system for the guest name and room number.

10 Confirm the guest name and room number from the message giver.

11 Call up the guest room and check whether the guest is there in the room or not.

— — — — — —

TASK 3: **Writing message slip**

1 Take a message on note pad.

2 Write the guest name and room number.

3 Write the date and time.

4 Write the message very neatly and clearly.

5 Write down the name and contact number of the message giver.

6 Call the bell desk and ask a bell boy to come to the front desk.

7 Give the message slip to the bell boy.

8 Ask the bell boy to keep the message in the message rack in the guest room and turn the message rack light ON, if guest is not in the room.

— — — — — —

TASK 4: **Practice role play situations**

1 Receive guest message over phone.

2 Write message slip

3 Write log book.

Business communication - Oral and written

Objectives: At the end of this exercise you shall be able to
• **communicate effectively using written communication in the form of letter writing**
• **communication effectively using written communication in the form of e-mail**
• **take notes and write message from the oral communication over telephone or in person.**

Requirements
Materials
• Letter formats
• Communication aid
• Wall- charts showing different signs of verbal and non-verbal power point application (MS office)

Communication Skills

While learning Communication skills, a front office staff should

• Practice the Listening skills and should be attentive.

• Collaborate, don't dictate.

• Pay attention to how you spend your leisure time.

• Invest in the right communication and collaboration tools.

• Learn to have and use a good memory.

• Develop positive verbal and non-verbal communication.

PROCEDURE

— — — — —

An Imaginary call over telephone or in person is to be made and student to communicate and take notes and reproduce them in the form of message slip as per the format below :
Explain the format of writing a letter as provided below :

The letter below shows the different parts / components of the business letter Explain the format in detail.

WHILE YOU WERE OUT

FOR   : (Mr or Ms) Name of person who is not in

FROM   : (Mr or Ms) Name of caller

OF   : Company's name

TEL NO   : Office number with extension number

TELEPHONED	PLEASE CALL
URGENT	RETURNED YOUR CALL

MESSAGE

Key the content of call.

Date :   In full format   Time : **24 hours or am/pm**

Received By   :   student's name

TELEPHONED	☑ **Tick**	-	if message is left through a telephone call
	☐ **No Tick**	-	if visitor came and left a message
URGENT	☑ **Tick**	-	if action is required within 12 hours, asap, urgent, by this afternoon, by today, immediately
PLEASE CALL	☑ **Tick**	-	if receiver is required to call back the sender of message.
RETURNED YOUR CALL	☑ **Tick**	-	if caller made the call after having received a call.

— — — — — —

Regent Pvt. Ltd
7 Apex Building
Bangalore 320980
Tel : 64456734
Fax : 64456789
    Writer's Addres (Letterhead)

Your Ref :
Our Ref : PH / 03/05
    Reference

1 January 20 XX
    Date (In full)

Mr. Deepak Gaur
Sales Manager
    Inside Name

Orchid Pvt Ltd
18 Changi Road
Bangalore 320983
    Inside Address

Dear Mr Deepak
    Salutation

DIGITAL CAMERAS
    Subject Title

We are interested in your digital cameras

We viewed them at the recent Cyber Exhibition at the Delhi Expo.
    Contents

We would appreciate it if you send to us your latest catalogue and price list.

We look forward to your reply.

Yours sincerely
    Complimentary Close

Rajender Bansal
    Writer's Signature

Rajender Bansal
    Writer's Name

Purchase Manager
    Writer's Designation

— — — — — —

Welcoming and receiving the guest

Objective: At the end of this exercise you shall be able to
• **welcome & receive the guest**
• **handle guest packages**
• **give personalised service.**

Requirements	
Equipments	**Material**
• Luggage Trolley	• Hotel brochure • Tariff card

PROCEDURE

TASK 1: **Welcome & Receive**

1 Welcome & receive the guest with a smile and say good morning / good evening.

2 Greet the guest.

> **Keep your hands out of your pockets, keep your body posture straight.**

3 Enquire the guest about his/her journey.

4 Take the guest to the registration counter.

5 Assign a receptionist to handle the checking process of the guest.

6 Give hotel brochure & tariff card to the guest.

7 Take the family members of the guest, (if any) to the lobby area make them sit comfortably.

— — — — — —

TASK 2: **Handling the guest baggage**

1 Take the heavy luggage from the guest with their permission.

2 Hold the luggage carefully and place it on the luggage trolley (fig 1).

3 Handle electronic equipments like laptops with extreme care.

4 Tie the luggage tag of the hotel on the luggage.

5 Write guests name / room number on the tag.

Fig 1

— — — — — —

TASK 3: **Give personalised service**

1 Ask the guest the following question:

  • How was your flight sir/madam?

  • How do you find the weather today sir/madam?

  • Hope you found it easy to locate our hotel? (if the guest uses own transport).

  • Hope the driver was on time sir/madam? (if the hotel provides transport)

2 Provide welcome drink (if mentioned by the hotel rules).

TASK 4: **Practice role play situations**

1 Receiving guest.

2 Give basic Informations.

— — — — — —

Giving information

Objectives: At the end of this exercise you shall be able to
• **give correct hotel information to the guest**
• **give information regarding the queries about the city.**
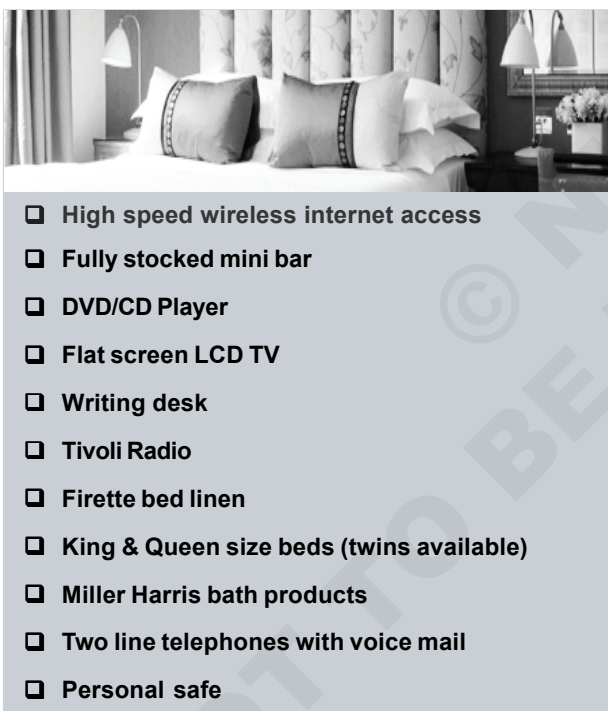
Requirements
Material
• Room tariff — 1 No.
• City gap — 1 No.
• Travel guide — 1 No.

PROCEDURE

TASK 1: **Giving information about the hotel**

1 Give information about hotel facilities (fig 1).

Fig 1

❑ **High speed wireless internet access**

❑ **Fully stocked mini bar**

❑ **DVD/CD Player**

❑ **Flat screen LCD TV**

❑ **Writing desk**

❑ **Tivoli Radio**

❑ **Firette bed linen**

❑ **King & Queen size beds (twins available)**

❑ **Miller Harris bath products**

❑ **Two line telephones with voice mail**

❑ **Personal safe**

2 Tell the guest about the hotel security features.

3 Tell the guest about the F&B outlets of the hotel.

4 Tell the guest about their timings of functioning.

5 Tell the guest about the health club facilities.

6 Tell the guest about special facilities in the hotel.

7 Tell the guest about the telex and fax facilities.

8 Tell the guest about the tours and travelling facilities available.

9 Tell the guest about meal plans available.

10 Tell the guest about the medical facilities.

11 Tell the guest about the room facilities (fig 2).

Fig 2

12 Tell the guest about the laundry facilities available.

13 Tell the guest about the broadband and WI-FI facilities of the hotel.

— — — — — —

TASK 2: **Giving information about the city**

1 Tell the guest about the places of interest in the city.

2 Tell the guest about the shopping arcades and malls location in the city.

3 Tell the guest about the historic places to visit in the city.

4 Tell the guest about the movies halls and theatre.

5 Tell the guest about the special events of interest happening in the city.

6 Tell the guest about nearby places to visit.

— — — — — —

TASK 3: **Practice role play situations - communicating with guest**

1 Interact with guest.

2 Give information about the city to guest.

— — — — — —

Enquiring reservation

Objectives: At the end of this exercise you shall be able to
• **check the reservation status of the guest**
• **give information about the room availability & tariff.**

TASK 1: **Checking the reservation status**

1 Wish the guest the hour of the day (good morning /afternoon).

2 Ask the guest for room confirmation (guaranteed reservation).

> **Note : Guaranteed reservation is advanced hotel room booking. If guest have confirmed reservations.**

3 Have the following conversation with the guest.

• May I know your name sir/madam?

• What date did you do the reservation sir/madam?

• What room type did you reserve for sir/madam?

• how many nights you have booked the room for sir/madam?

• Would you like to confirm your reservation sir/madam?

> **Note : If the guest answers as "no" (non-confirm/non-guaranteed reservation)**

4 Have the following conversation with the guest.

• May I know your name sir/madam?

• For how many persons would you like to book rooms sir/madam?

• What room type would you like to reserve for sir/madam?

• For how many nights would you like to book the room sir/madam?

• What mode of payment would you like to choose sir/madam?

— — — — — —

TASK 2: **Giving information about rooms**

1 Tell the guest about the room tariff for

• Single bed room.

• Double bed room.

• Deluxe room.

• Executive class room.

• Suite room.

• Tell the guest about the facilities available in the room.

— — — — — —

TASK 3: **Practice role play situations**

1 Give room information to guest.

2 Enquiring room tariff.

— — — — — —

Duties and responsibilities of a front office assistant with regards to registration

Objectives: At the end of this exercise you shall be able to
• **inform and help the guest to know about the hotel information**
• **give information regarding the queries about the city**
• **helps the Guest for a Safety stay at the hotel.**

Requirements
Material   • Register   • Registration card   • Guest Record

PROCEDURE

TASK 1: **Help the guest to know about the hotel information**

• Determine the guest's reservation status and identify how long the guest will stay.

• Helps the guests to complete registration cards and then assign rooms.

• Requests whenever possible.

• Verify the guest's method of payment and follows established credit - checking procedures.

• Place the guest and room information in the appropriate front desk racks and communicates this information to the appropriate hotel personnel.

• Assist pre-registration and blocking of rooms for reservations.

• Understand the room status and room status tracking.

• Know the room locations, type of rooms available and room rates.

• Must be Sales- minded.

• Uses suggestive selling techniques to sell rooms and to promote other services of the hotel.

• Know the location and types of available rooms as well as the activities and service of the property.

• Coordinate room status updates with the housekeeping department by notification of all check-outs, late checkouts, early check-ins, special requests and day use rooms.

• Possess a working knowledge of the reservation department.

• Know how to use front office equipment.

— — — — — —

Types of rooms with specification

Objectives: At the end of this exercise you shall be able to
• **identify the type of room required for the guest**
• **select the room according to the number of guest**
• **arrange the room requested by the guest**
• **differentiate the type of room by the specifications.**

Requirements
Materials •   Brochures showing types of room •   Room specification charts with price details

PROCEDURE

TASK 1: **Arrangements of room**

1 When assigning the guest room before the arrival of the guest, you must be aware of guest room characteristics.

2 You should not forget any guest specific request.

3 Ensure that the room is allotted as per the specified request of the guest.

For eg: room away from the elevator, king bedded room, twin bed room, non-smoking room etc.

— — — — — —

Room rates and tariff cards

Objectives: At the end of this exercise you shall be able to
• **give detailed list of room rates**
• **brief the room tariff cards.**

Requirements
Materials
• Brochures showing Room rates/ Tariff Cards

PROCEDURE

TASK 1: **Detailed list of room rates and tariff cards**

1 Tariff means rate and when applied to rooms of a hotel, it means room rate

2 Hotel room rate fixation is a difficult task. Room rates are both qualifi able and quantifiable

3 The quantifiable aspect is that they can be measured and structured to meet certain criteria.

4 The combination of all the rates offered at a hotel is called " Rate Structure".

Tariff fixation

1 Check-in and check-out basis

2 Twenty-Four hour

3 Night basis

4 Day basis

5 Inclusive of Taxes

6 Rule of Thumb

7 Hubbart's Formula

— — — — — —

Reservation enquiry over telephone and mail

Objectives: At the end of this exercise you shall be able to
• **handle reservation enquiry over telephone and mail**
• **develop guest handling skills.**

Requirements
Equipment/Machines • Telephones	• Internet Connection • Computer

PROCEDURE

TASK 1: **Reservation enquiry over telephone and mail**

1 Pick up the call in 3 rings

2 Smile on the phone

3 Good morning, may I help you

4 Could I request you for your name and number please

5 Could I have the arrival and departure dates please.

6 While I check the availability allow me to explain the facilities of the hotel.

7 Ask for the name of the guest for whom the reservation has to be made.

8 Ask the way of settling the bill.

9 Repeat the reservation with the confirmation number.

10 Say thanks and disconnect the call

— — — — — —

TASK 2: **Practice conversation - Reservation by phone**

R : Good morning, this is reservation section. How may I assist you?

G : Good morning, I would like to book a room, Please ?

R : Yes Sir, may I know what date you will be arriving ?

G : I will be arriving on 15 december 2012 until 18 december 2012

R : Wait a moment please, I will check the availability room.

G : Yes, please.

R : You are lucky, because room still available for you.

G : Yes, please explain about room facilities and hotel fasilities ?

R : In our hotel we have three types of room, the first suite room, second deluxe room, third is standard room. The room facilities have private balcony, living room, small kitchen, mini bar, wardrobe, television, telephone, air-conditioner, bath room with shower, bath tub with hot and cold running water, wash basin. And hotel facilities complete with bogasari restaurant, meeting room, sports area, parking area, laundry, and beauty salon and spa.

Well,,, the room rate is suite Rp 350,000,00, deluxe Rp 275,000,00, standard Rp 250,000,00 net include breakfast for 2 person. Which one do you like ?

G : Yes I like 1 suite room, for three nights.

R : Alright Sir, May I know about your name.

G : My name is Budiawan.

R : Yes sir, May I know how about your deposit, amount please ?

G : Ok, I will pay, how much I should pay ?

R : You must pay Rp 350,000, 00 for one night ?

G : Of course, If that possible, May I transfer the payment?

R : Sure, If you want transfer the payment, you can transfer with BCA bank in your city, and our account is 11234560000, is that alright, Sir ?

G : Ok. Thank you for your information.

R : May I repeat your request, Sir ?

G : Yes Please.

R. Mr Budiawan, you would like one suite room, and the rate is Rs. 350,000,00 neet + Breakfast, you will be arriving at 15 December 2012

Until 18 December 2012, you will pay the deposit with rekening.

And Would you like something else ?

G : No thanks, I thin it is enough.

R : Thank you very much for you reservation. Looking forwad for you coming to our hotel. Have you have any cancellation about your reservation, please inform as soon as possible.

G : Thank you very much for your service

R : You are welcome.

TASK 3: **Practice conversation- Reservation by mail**

Clerk: Good morning. Reservation section, Martin speaking

May I assist you?

Guest : Good Morning, I'd like to reserve a room.

Clerk : For how many persons, miss ? And what kind of room do you need? And for how long?

Guest : For one person and I reserve one standard double room for 3 nights. And may I know about the room rate ?

Clerk : Yes miss. The room rate is US$ 120 per night. And when you will arrive in our hotel?

Guest : On December 20th, 2010

Clerk : Yes miss. Wait a moment please, I will check first (checking)

Good news miss, the room you need is available for that period

May I know your name, miss?

Guest : My name is DEVI NOVITA

Clerk : DEVI NOVITA is that's correct, miss?

Guest : Yes.

Clerk : Is this reservation for your/Miss Devi?

Guest : Yes. And can I have the room with the garden view, please ?

Clerk : All right, miss. One room with the garden view.

May I have your phone number, please?

Guest : 085756474500

Clerk : May I have your company name with the address, please?

Guest : PT. Makmur Jaya, on Jalan Kemiri No.23 Jakarta, Indonesia

Clerk : May I know about the arrival detail. Please?

Guest : At the airport by GA / 312 about 5 P.M

Clerk : May I know how about the payment ?

Guest : By company account and my company will pay about the room rate, breakfast and lunch and other transaction by personal account.

Clerk : Yes miss. Anything else?

Guest : No, thank you.

Clerk : Would you like to send guaranteed letter to our hotel, please? Today if possible.

Guest : Yes, I will send guaranteed letter today by fax.

Clerk : Thank you miss Devi, And may I repeat about your reservation ?

Guest : Yes of course.

Clerk : Miss Devi you reserved one standard room with the garden view for your accounting manager her name is Mrs Maria and the room rate is US$ 120 nett/night. She will stay in our hotel start from October 18, 2010 for 3 nights and the flight number is GA/312 arrive at 5 P.M, your phone number is 085756474500. The payment will be paid by your company in the name PT. Makmur Jaya on jalan Kemiri No 23 Jakarta, Indonesia for room rate, Breakfast and lunch, and other transaction by personal account. Is that's right, Miss ?

Guest : Yes, That's right.

Clerk : Thank you for you reservation Mrs Devi. We look forward to welcoming Mrs Maria in our hotel.

Guest : You're welcome.

— — — — — —

Different types of keys and lock systems

Objectives: At the end of this exercise you shall be able to
• **issue the metal keys**
• **store the metal keys**
• **prepare key control report at the end of the shift.**

Requirements		
Equipments		**Material**
• Computer system - 1 No.		• Bill format - 1 No.
• Telephone - 1 No.		• Guest feed bach card - 1 No.

PROCEDURE

TASK 1: **Handling issuing of metal keys**

1 Check the key rack in the front office.

2 Collect the correct key for the room where guest is about to check in.

3 Hand over the key to the guest.

4 Enter the key number, room number and the guest name into the key control register.

— — — — — —

TASK 2: **Handling storing of metal keys**

1 Take the key from the guest whenever the guest is moving out of the hotel premises.

2 Keep the key in the key rack (see fig 1).

3 Check the key register at regular interval to avoid mishandling.

4 Keep the spare key in the store for safety.

— — — — — —

TASK 3: **Preparing key control report at the end of the shift**

1 Enter the issue of each key to the guest in key control report..

2 Enter the receiving of each key from the check out guest.

3 Enter the room number and its key number in the log book, if the key is missing.

4 Call the security immediately and secure the room.

— — — — — —

TASK 4: **Practice role play situations**

1 Handling keys.

2 Store keys.

Fig 1

— — — — — —

Handling keys - electronic key card

Objective: At the end of this exercise you shall be able to
• **issue the electronic keycard**
• **store the electronic keycard**
• **prepare key control report at the end of the shift.**

PROCEDURE

TASK 1 : **Handle issuing of electronic keycard**

Fig 1
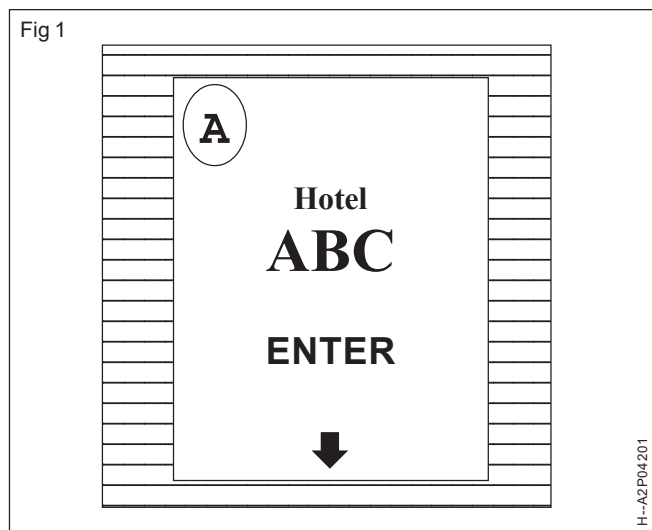
TASK 2: **Practice role play situations**

1 Handle keys.

2 Store keys.

3 Prepare key control report.

> **In some of the hotels electronic key is configured on the arrival of the guest and its validity is for the number of days guest is willing to stay in hotel.**

Issue keys to Walk-in (FIT)

Objectives: At the end of this exercise you shall be able to
• **receive & welcome the guest**
• **assign room rate and accommodation to the guest**
• **prepare the registration card & guest folio**
• **handle guest baggage**
• **issue room key.**

TASK 1: **Issue electronic keycard**

1 Check the keycard rack in the front office.

2 Collect the correct keycard for the room where guest is about to check in.

3 Hand over the keycard to the guest.

4 Enter the keycard number, room number and the guest name into the keycard control register.

TASK 2: **Handle the guest baggage**

1 Open the guest room (see fig 1).

> **Note: Same procedure for issuing and registering keys for groups**

Fig 1

TASK 6: **Practice role play situations**

1 Welcome Guest.

2 Allot room.

3 Issue room key.

— — — — — — —

Handling - Lost keys

Objectives: At the end of this exercise you shall be able to
• **handle lost key complaints**
• **prepare lost key report.**

PROCEDURE

TASK 1: **Handling lost key complaints**

1 Receive the guest politely.

2 Listen to the guest and allow the guest complete the explanation.

3 Ask the guest, "where did you carry the key lastly in the hotel sir/madam".

4 Call the bell desk.

5 Send some bell boy to search the particular area for the keys.

6 Prepare another key card for the guest.

7 Hand over the key to the guest.

8 Get the spare key from the stores for the guest (metal key).

9 Tell the guest about the charges that will be levied for the loss of key.

10 Post the charges immediately to the guest account.

11 Inform the cashier about the charges.

> **It is advisable to change the lock, if the key is lost by the guest, due to security reasons.**

— — — — — — —

TASK 2: **Preparing lost key report**

1 Take the lost key register.

2 Write the date and time.

3 Write the name of the guest.

4 Write the room number.

5 Write the key card number/ key number for the metal key.

6 Write the charges that are levied on guest for the loss of the key.

7 Write the staff handling the procedure.

8 Take the manager's signature on the register.

9 Inform security department.

TASK 3: **Practice to handle the following**

1 Register lost key compliant.

2 Inform security department.

3 Prepare key report.

— — — — — — —

Handling - Master keys

Objectives: At the end of this exercise you shall be able to
• **handle master key**
• **prepare master key usage report.**

TASK 1: **Handling master key**

1 Check the key rack in the front office.

2 Collect the correct key for the room where guest is about to check in.

3 Hand over the key to the manager.

4 Keep the key in the correct rack.

5 Check the key register at regular interval to avoid mis handling.

6 Keep the spare key in the store for safety.

> **Master key opens all the room in a floor**

— — — — — — —

TASK 2: **Prepare key control report at the end of the shift**

1 Enter the each use of master key in the hotel.

2 Enter the date.

3 Enter the time.

4 Enter the reason for using the master key in the particular area.

5 Enter the particular place or room it is used.

— — — — — — —

TASK 3: **Practice to handle the following steps**

1 Register lost key compliant.

2 Inform security department.

3 Prepare key report.

— — — — — — —

Setup a computer system

Objectives: At the end of this exercise you shall be able to
• **identify various input/output device connected to the computer**
• **identify different controls and ports on the system unit cabinet**
• **identify the internal parts of a system unit**
• **connect devices to related ports on the system unit**
• **test and identify phase and neutral wire with help of a neon tester.**

> Among the three identical PC's, one PC will be used for demonstration by the instructor whereas the other two will be used by two groups of trainees.

PROCEDURE

TASK 1: **To identify various input/output devices of computer**

Instructor will show the different input/output devices (available in your lab) connected to the computer (Fig 1) and the trainees will make a record of it in Table 1.

Fig 1

Table 1

SI. No.	Name of the I/P and O/P devices
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

TASK 2 : **Identify different controls, ports and connectors on the system unit cabinet**

The instructor will demonstrate the uses of the following indicators, switches controls (Fig 2) and ports external to the processor found on the system unit shown in (Fig 3)and the trainees will make a record of it in Table 2 and Table 3.

Fig 2

Fig 3

1.PS

Table 3

Sl. No.	Name the Parts on the CPU Rear Panel
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
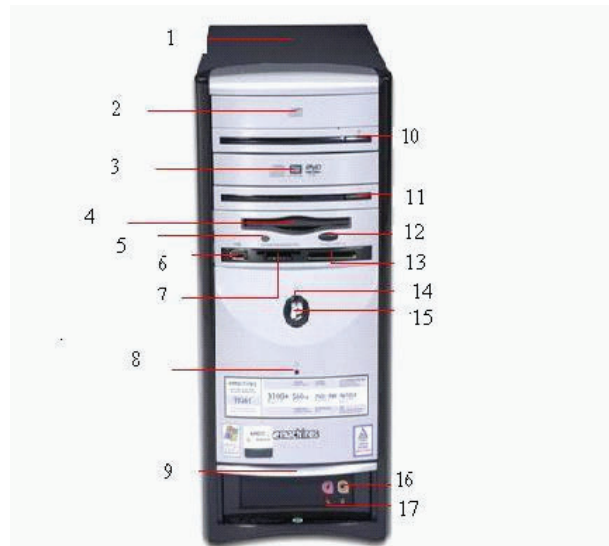
Table 2

Sl. No.	Name the Parts on the CPU Front Panel
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	
14	
15	
16	
17	

— — — — — —

TASK 3 : **Identify the internal parts of a system unit**

The instructor will open the system unit (available in your lab land show the parts of system unit and motherboard components as shown in (Fig 4) & (Fig 5) and the trainees will make a record of the parts in Table 4 & 5.

Fig 4
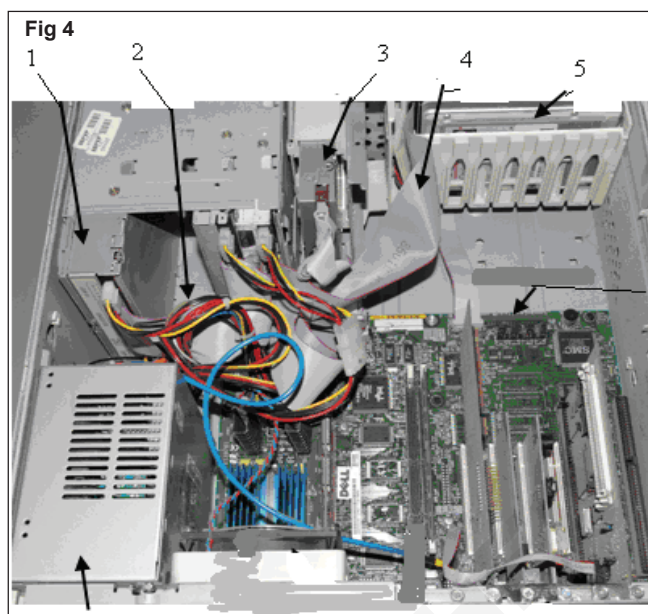
Table 4

SI. No.	Name the parts of System Unit
1	
2	
3	
4	
5	
6	
7	
8	

Fig 5
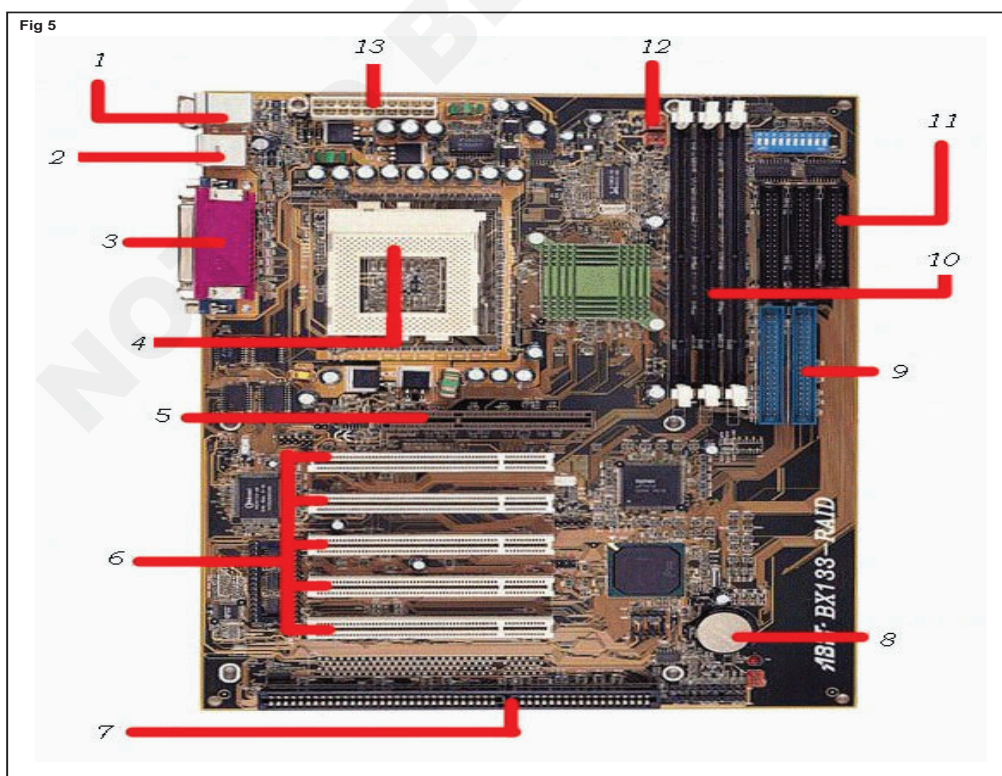
Table 5

Sl. No.	Name the parts of Mother board
1	
2	
3	
4	
5	
6	
7	
8	
9	
10	
11	
12	
13	

— — — — — —

TASK 4 : **Connect the devices to related ports on the system unit.**

The trainees will connect the system with I/O devices as shown in (Fig 6)

Fig 6

1 Connect the system power cable to the appropriate socket on the rear side of the PC as Shown in (Fig 7)

Fig 7

CONNECTING THE POWER CORD
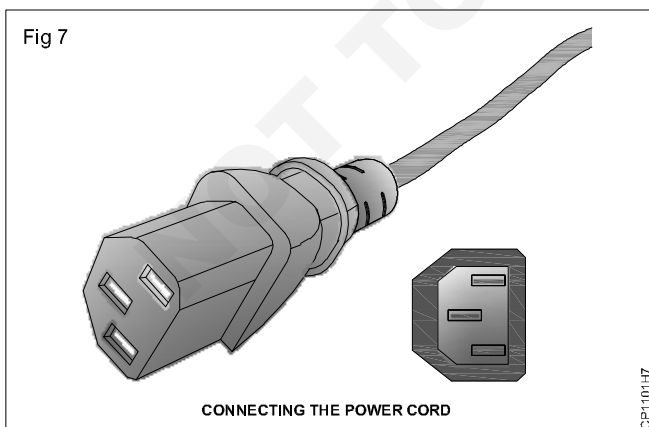
2 Connect the Keyboard connector to the appropriate Keyboard socket on the rear side of the PC as shown in (Fig 8).

Fig 8

CONNECTING YOUR PS/2 KEYBOARD
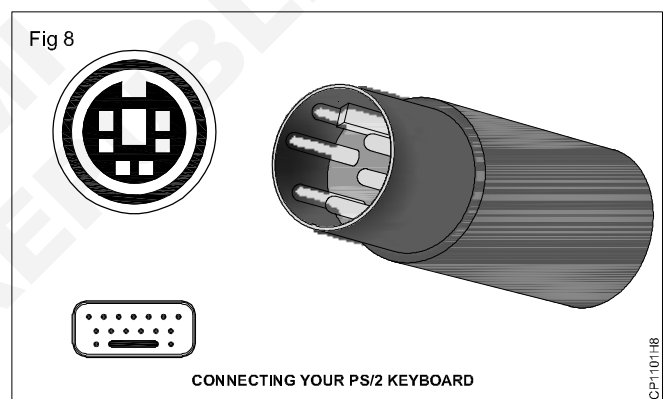
3 Connect the Mouse connector to Com1, Com2 , PS/2 or USB port (according to type of connector, the Mouse comes with) as shown in (Fig 9).

4 Connect the monitor Data cable connector to the VGA connector on the rear side of PC as shown in (Fig 10).

5 Connect the power cable of the monitor either to the lower socket on the PC itself or a separate wall socket depending on the type of power connector the cable is provided with.

Fig 9

CONNECTING YOUR USB DEVICE
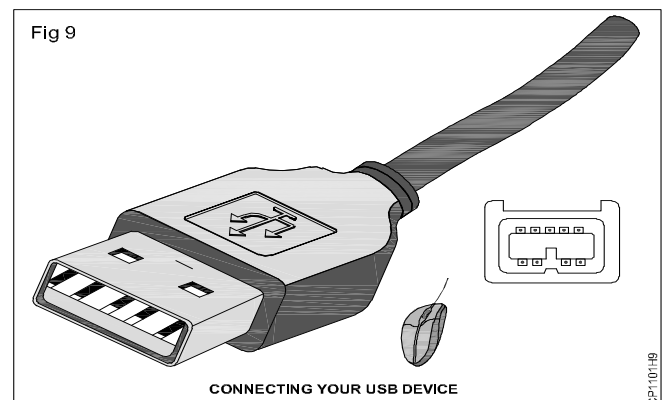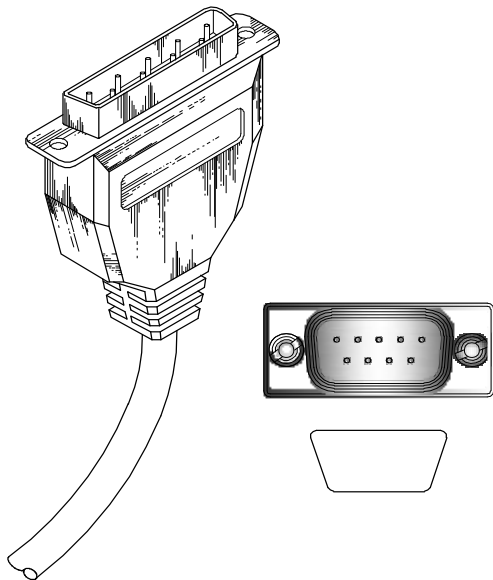
CONNECTING YOUR MONITOR

Fig 10

7   Connect mics cable connector. RCA Jack to the MIC in RCA socket provided at the rear side of the PC and record it as shown in (Fig 12).

8   Connect printer data cable DB 25 pin male connector to the   parallel port DB 25 pin female connector provided on the rear side of PC as shown in (Fig 13).

CONNECTING YOUR SPEAKER / HEADPHONE

Fig 12

6   Connect the speaker boxes/Headphone cable connector (RCA jack) to line out speaker jack (RCA female) on the rear end of the PC as shown in (Fig 11).
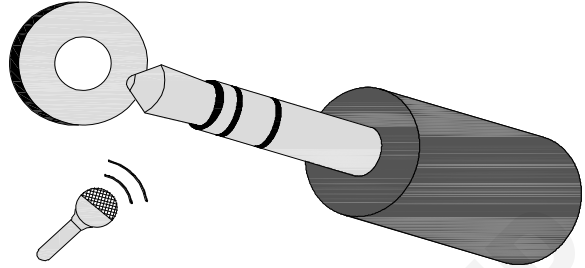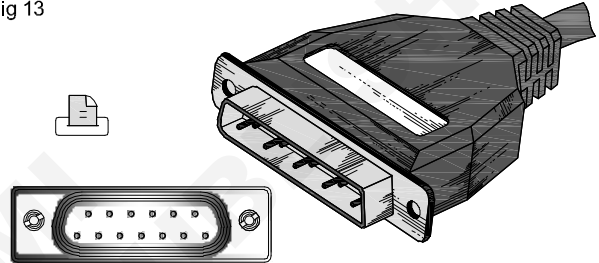
CONNECTING YOUR PRINTER

Fig 13

CONNECTING YOUR SPEAKER / HEADPHONE

Fig 11

9   Get the work checked by the instructor.

— — — — — —

Boot a Computer System

Objectives: At the end of this exercise you shall be able to
• **boot the system using Windows operating system and shut down the computer**
• **change the booting order from HDD to CDROM Drive in BIOS.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Boot the system using Windows operating system**

1 Once you have made all the connection with PC switch ON your system in the following sequence:

• AC mains on

• Stabilizer/CVT/UPS unit (It is recommended to use a stabilizer/CVT/UPS)

• Power switch of the Distribution box.

• External peripheral devices such as Printer, Monitor, Speaker, etc.

2 Press the POWER ON switch on the CPU System

Wait and observe the following:

• Beep sound been heard when a computer get started

• Keyboard lights flashes

Fig 1
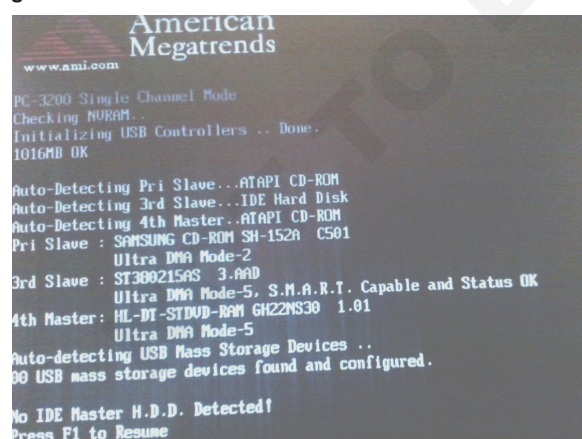
• Mouse lights glows

• Monitor lights glows (turn from yellow to green)

• CD/DVD/Floppy drive lights flashes(turn green)

• Power on LED and Hard disk LED glows on the CPU (turns green)

• Printer - In Dot-matrix / Inkjet (The head moves from right to   left and the lights glows)

In Laser jet (clunking sound and the light glows)

• Boot process begin and POST operation will Display on the Screen as shown in (Fig 1)

Usually your computer will beep once or twice on boot up. This is normal, and nothing to worry about. Repeated beeping combined with no display and/or error messages indicate that something might be wrong. Otherwise, your computer will proceed to perform a power-on self test.

3 Wait a few seconds after that the system will load windows OS and display the screen as shown in (Fig 2).

• Next Windows start up with asking password for enter into Windows as shown in (Fig 3)

4 Type the password correctly (ask the password to your instructor) then press 'enter' key for confirmation.

Some computer does not have password. Such case you just press ENTER key for Skip Password option.

Fig 2

Fig 3

Fig 4

Next Desktop screen will come as shown in (Fig 4)

• Now the system is ready for use

— — — — — —

TASK 2 : **Shut down computer**

1 Close all open programs.

2 Click 'on' the [image] button and select [Shut Down] shut down Option.

This in turn displays a dialog box with set of option as in (Fig 5)

3 Move the Cursor over option dialog box and select "shut down " option and click "Ok" button.

This makes the Windows to close all opened / running applications if any and shuts down all activity on the computer so that the power of the computer can be turned off.

4 Wait till screen goes blank.

Although the windows OS closes all running application and then shuts down the PC , it is not recommended to keep any application open at the time of turn off the PC.

5 Switch 'OFF' the supply in the following sequence.

• External peripheral devices such as printer, Monitor, Speaker, etc.

Fig 5
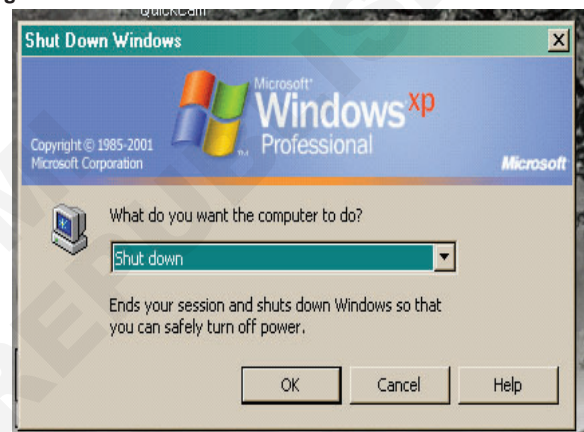
• CPU System

• Power 'off' the Distribution box

• Stabilizer/CVT/UPS unit

• AC mains off

6 Get your work checked by the instructor.

— — — — — —

TASK 3: **Change the booting order from HDD to CDROM Drive in BIOS**

1 First You must start your computer and during the initial booting process display the message shown in (Fig 6) .

2 Press Del or 'F2' key on the keyboard to enter in to CMOS BIOS setup . The BIOS Setup screen Display the startup screen as shown in (Fig 7)

Entering into CMOS setup by pressing 'del' key is not suitable for all PC. The step for Entering into the CMOS setup depends on the motherboard. Press the correct keyboard command for entering into setup display on your computer.

3 Select Boot Menu option by moving the arrow keys on the keyboard and press enter key.

• Boot option menu display the options as shown in (Fig 8)

Every BIOS setup utility is different, the specifics on where the boot order options are located varies from computer to computer. The menu option or configuration item might be called Boot Options, Boot, Boot Order, etc. The boot order option may even be located within a general menu option like Advanced Options, Advanced BIOS Features, or Other Options.

4 Select removable device option from boot order.

BIOS will first try to boot from any removable devices - like floppy drives or flash drives. If no removable devices are bootable, BIOS will next try the hard drive, followed by the CD-ROM drive, and finally to boot the network. Boot order can be changed   by pressing the + and - keys.

Fig 6

Fig 7

— — — — — —

Practice on Windows components

Objectives : At the end of this exercise you shall be able to
- **invoke and close application from Start Menu**
- **invoke/close application from shortcut icon on the desktop and close using file menu**
- **open multiple applications and close using system menu**
- **arrange icons and Windows on the desktop**
- **resize, move and arrange windows**
- **create shortcut icon on the desktop.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Invoke and close application from Start Menu**

1 Boot the computer with Windows (After booting Windows desktop appears).

2 identify and record the icons, start button, task bar seen on the desktop.

3 Record the system time at the right end corner of the task bar.

4 Get the work checked by your instructor.

The instructor should explain the components of Windows desktop.

5 Move the mouse pointer over the button and click on it.

A pop-up menu will be displayed as shown in Fig 1.

Fig 1

6 Move the mouse pointer over the option in the popped up menu to highlight it.

A cascading menu which contains list of executable programs and / or executable program groups gets popped up as shown in Fig 2.

Sub menu exists only for items which have got arrow at the end, as shown in the following figure

Fig 2
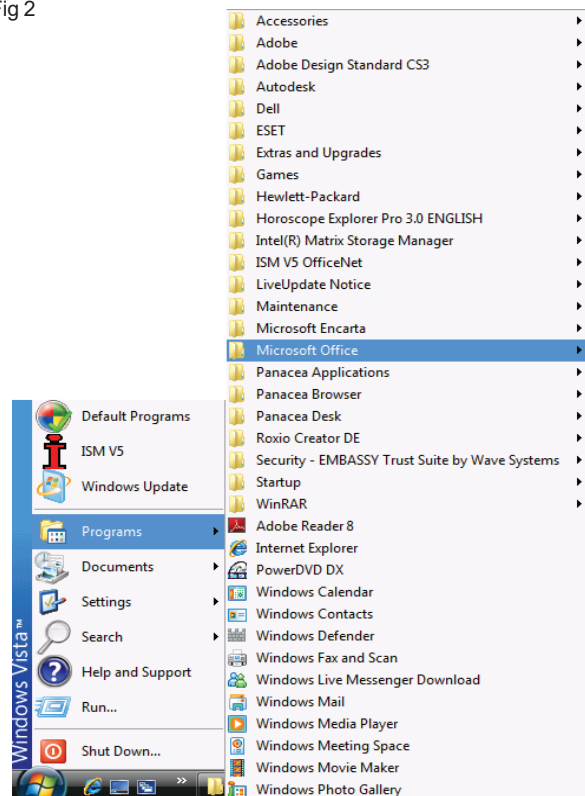
7 Move the mouse pointer over the Microsoft Office, a cascading menu will be appeared as shown in Fig 3.

While moving the mouse pointer from Microsoft Office to MSOffice word 2007. First move **horizontally up to the next cascading menu and then move vertically to place the mouse pointer on MSOffice 2007.**

8 Move the mouse pointer on that menu over the Microsoft Office Word 2007 as shown in Fig 3 and click on it.

Fig 3
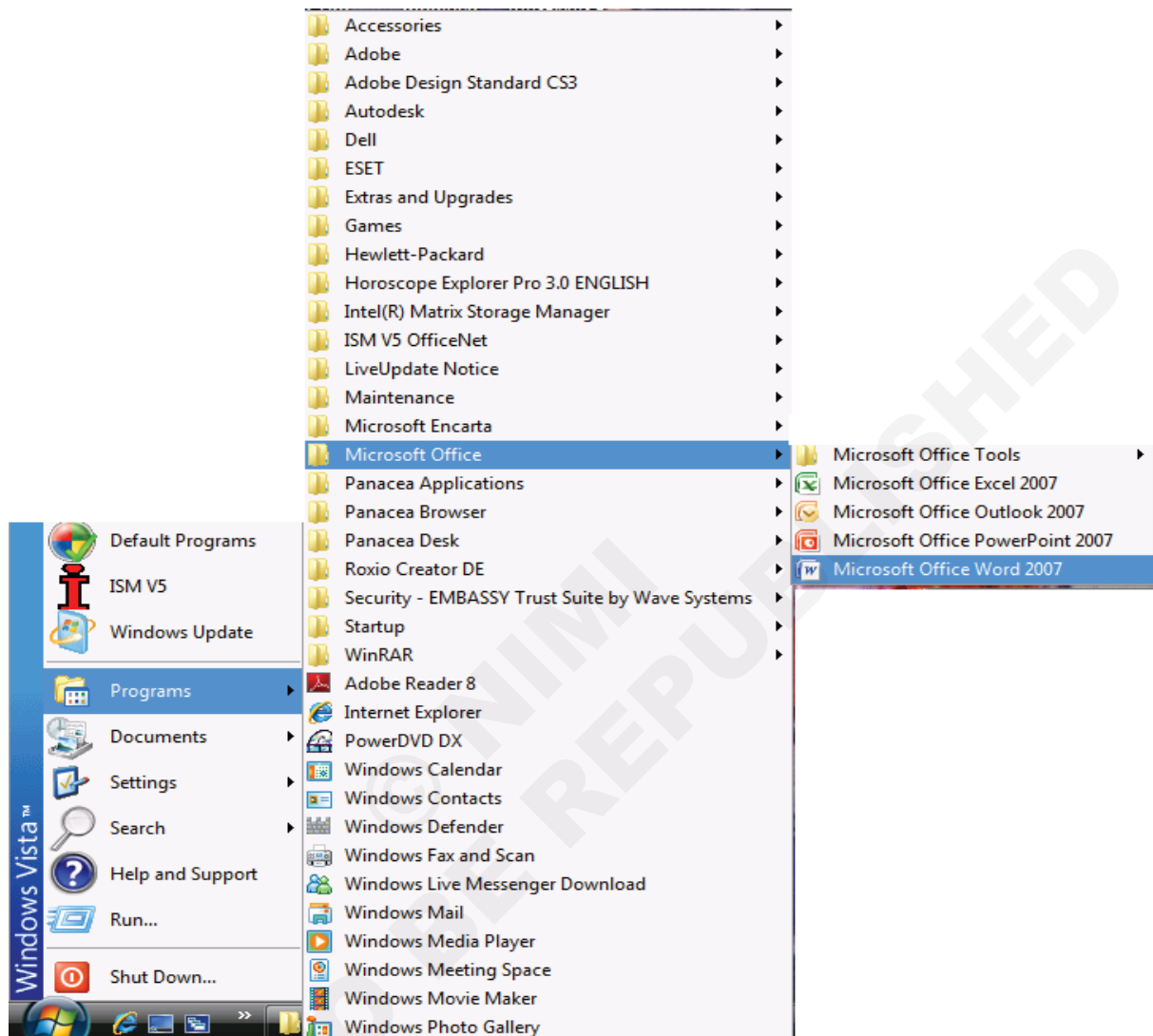
This starts Microsoft Word applications and spreads on the screen.

9 Record the displayed Window title seen at the top of the window title bar as shown in the Fig 4.

10 Click on maximize button ⬜ found at the top right corner of the window title bar as shown in Fig 4.

If the application is already spread over the full screen or maximized even before performing previous step, practice restoring by clicking on button ⬚ and then maximize by clicking ⬜ on maximize button.

Fig 4
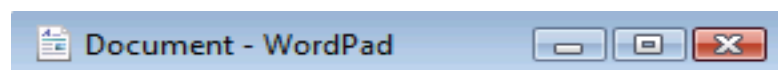
11 Click on the minimize button ⬜ to minimize the opened Microsoft word application and check for the presence of Microsoft word button on the taskbar.

Minimized applications reside at the taskbar as shown in Fig 5.

Fig 5

12 Click on the minimized Microsoft word application found at the taskbar to activate and maximize the application.

This restores the application and spread it on the desktop.

13 Click on the **Close button** ❌ found at the top right corner (control box ▢▢❌) of the spread application to Close/Exit Microsoft word application.

14 Repeat all the previous steps and practice to open, maximize, restore, minimize and close a different executable program (say Microsoft Excel) instead of Microsoft word.

— — — — — —

TASK 2 : **Arrange Icons and Windows on the Desk Top**

1 Move the mouse pointer over the My computer icon.

 Click & hold the left mouse button, move the cursor to approximately the center of the screen and release the mouse button.

This drags the My computer icon 🖥 and places it in the new position on the desktop.

2 Repeat step 1 to drag and place Microsoft Word icon 📘 just below the newly placed My computer 🖥 icon .

3 Repeat step 1 to place a few other icons as shown in Fig 8 on the desktop.

4 Move the mouse pointer on the desktop where there is no icon and click the right mouse button.

A pull down context menu will appear as shown in Fig 9.

Fig 8
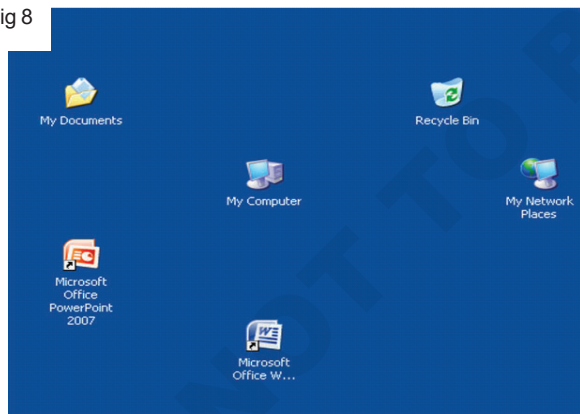
5 Move the mouse pointer over the [Arrange Icons By ▶] menu item in the displayed list, a cascading menu will be displayed as shown in Fig 10.

The cascading menu lists different ways of arranging icons on the desktop.

6 Click on menu item from the displayed cascading menu **Name** and observe the icon arrangement on the desktop.

Fig 9

Fig 10
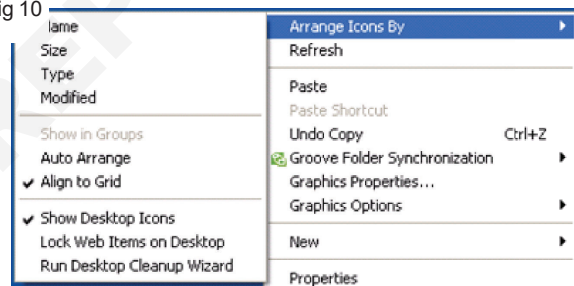
This action arranges the icon alphabetically, and vertically

7 Note the positions of the arranged icons by their names from the desktop. Verify whether the icons are arranged by name.

8 Repeat step 4 to 7 by selecting the other options listed under [Arrange Icons By ▶] (such as Size, Type and Modified).

9 Drag and place the icons as shown in Fig 11.

10 Repeat step 4 to pop up display context menu. Choose Arrange Icons by ' Auto Arrange. Observe and record the rearranged icons.

Once Auto Arrange is selected a check mark is placed in front of Auto arrange as shown

> **This selection can only be removed if Auto Arrange option is chosen once again. This makes the check mark disappears in front of Auto Arrange. DONOT deselect the check mark now.**

11 Drag the icons to different positions on the desktop and record the result and icon arrangement.

12 Repeat step 10 to deselect Auto Arrange option from the Arrange Icons menu.

13 Repeat step 11.

14 Arrange icons on the desktop as shown in Fig 11, and get it checked by your instructor.

Fig 11

— — — — — —
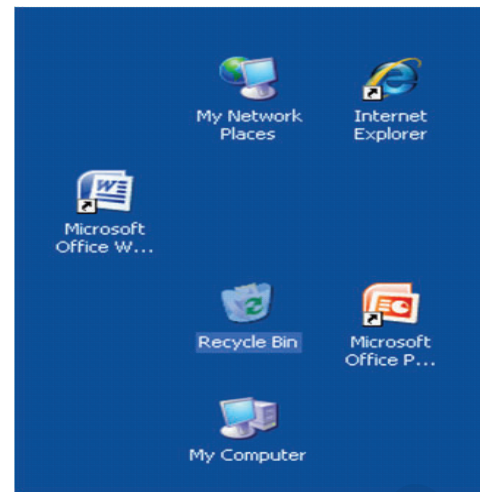
TASK 3 : **Resize, Move and Arrange windows**

1 Open WordPad application by selecting as below,

> **Start → All Programs → Accessories → WordPad**
>
> **On opening an application, generally, it occupies full screen, if not, maximize using maximize button**

2 Restore the application window size by clicking on
   Restore button .

> **This makes the window size less than the full screen size.**

3 Move the mouse pointer over the right side border of the window where the cursor shape changes from
   to ↔ .

4 Hold the left mouse button down and drag the cursor towards left with the changed cursor shape, till the width of the window reduces to 1/3 of the screen width. approximately Release the mouse button.

5 Move the mouse pointer over the title bar of the window as shown in Fig 12.

Fig 12

6 Hold the left mouse button down and drag the window side wards such that the WordPad application window comes at the right side of the screen.

7 Repeat steps 5 and 6 to drag the WordPad application window back to the left side of the screen (see Fig 13).

Fig 13
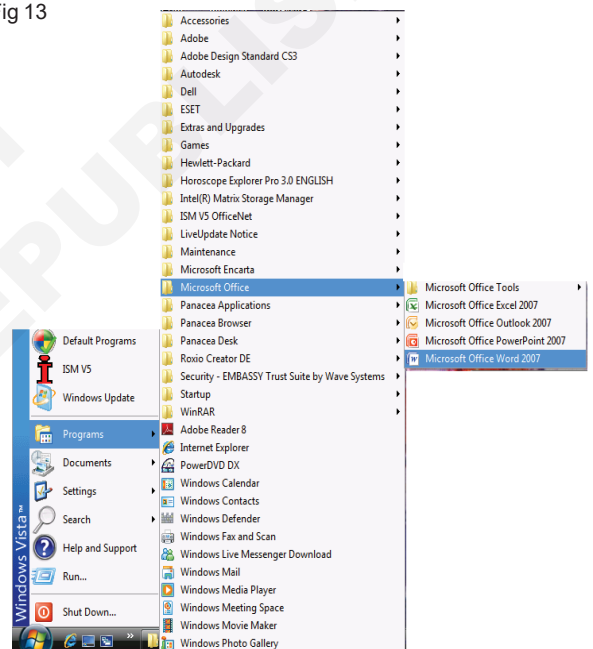
8 Practice to move the WordPad window to any other places on the screen. After satisfactory practice, place the WordPad window at the left edge of the screen.

9 Open Notepad application and repeat steps 2 to 7. Finally place the reduced Notepad window by the side of the WordPad window as shown in Fig 14.

10 Open Microsoft Word Application. Repeat steps 2 to 7 and finally place it by the side of Notepad window. Get it checked by instructor.

11 Move the pointer over the taskbar (at the bottom of the screen) and right click where no buttons/icons are placed.

12 Select Cascade Windows option from the popped up menu to arrange all opened windows.

13 Select the other two options in the popped up menu, shown below one after one check the arrangement of windows for each selected option.

Fig 14

— — — — — —
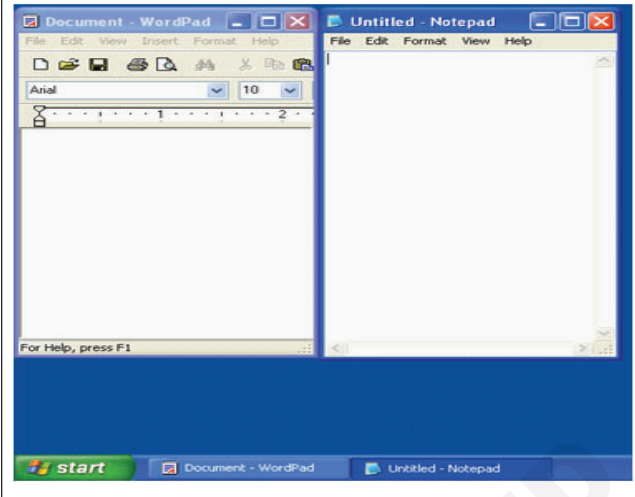
TASK 4: **Create shortcut icon on the desktop**

1 Click Start button and move the mouse pointer as follows and right click on it.

All Programs → Accessories → Calculator

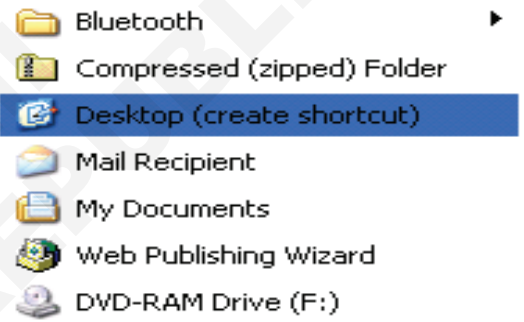**A pop up menu appears as shown in the Fig 17 when mouse pointer is right clicked.**

Fig 17

2 Move the mouse pointer over the option in the displayed menu.

A cascading menu will be displayed as shown in the Fig 18.

Fig 18

3 Click on the Desktop (create shortcut) option in the menu.

A shortcut for Calculator application will be created on the desktop as shown in the Fig 19.

Fig 19

— — — — — —
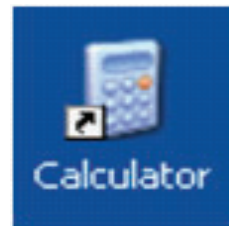
Create and Work with folders and text files

Objectives : At the end of this exercise you shall be able to
• **create new folders on desktop**
• **refresh computer desktop**
• **customize icon**
• **open a recent document**
• **save a text file in a folder kept in desktop.**

TASK 1 : **Create new folders from desktop**

1   Boot the system, wait until Windows XP desktop appears on the screen.

2   Right click on the desktop blank area.

| **A pop up menu display as shown in Fig 1** |

Fig 1

3   select New, from the pop-up menu.

| **This pops-up another sub menu with a list of file types that can be created as shown in Fig 2.** |

4   Click folder option

Fig 2
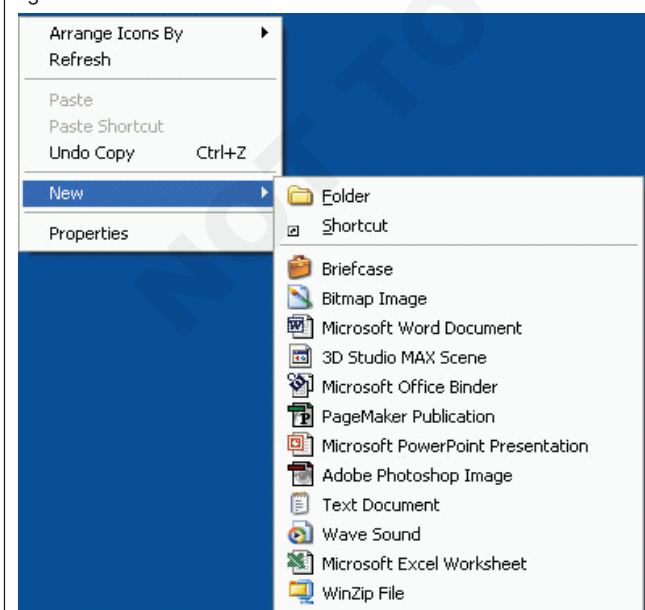
| **A blank folder with default name New Folder gets created. It provides a editable rectangle to change the folder name as shown in Fig 3.** |

Fig 3
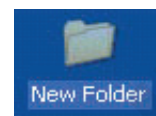
5   Enter FOA as the new name for newly created folder having New Folder as a default.

| **The entered name gets automatically written over the default name (New Folder).** |

6   Get it checked by your instructor.

7   Repeat steps 2 to 5 and create two more new folders by names FOA1, FOA2. Get it checked by your instructor.
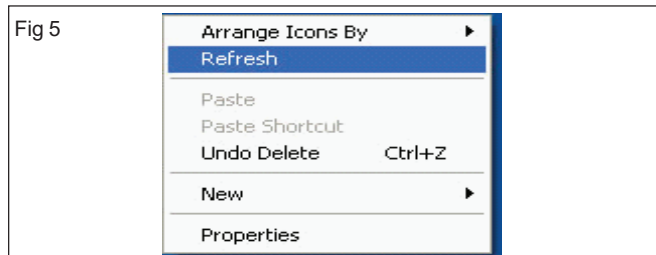
| **After completion of above steps the desktop displayed like Fig 4.** |

Fig 4
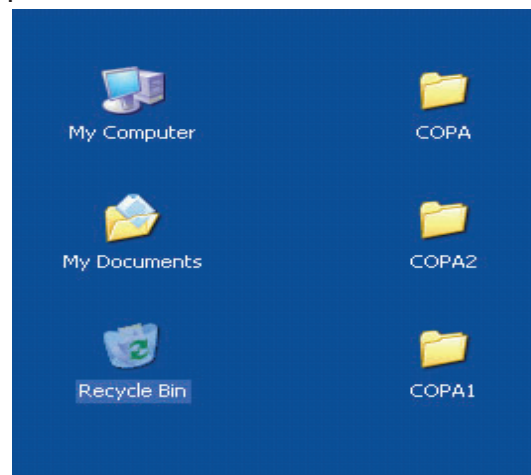
TASK 2: **Refresh computer desktop**

1 Move the mouse pointer over the empty area of desktop, then right click the mouse button, a pop up menu displayed as shown in Fig 5.

2 Click on refresh option from the pop up menu.

3 Get it checked by your instructor.

Fig 5

Arrange Icons By	▶
Refresh	
Paste	
Paste Shortcut	
Undo Delete	Ctrl+Z
New	▶
Properties	

— — — — — —

TASK 3: **Customize icon**

1 From desktop right click on the MS Paint shortcut icon, and select properties from the displayed popup menu.

A Paint properties dialog box will display as shown in the Fig 6.

Fig 6
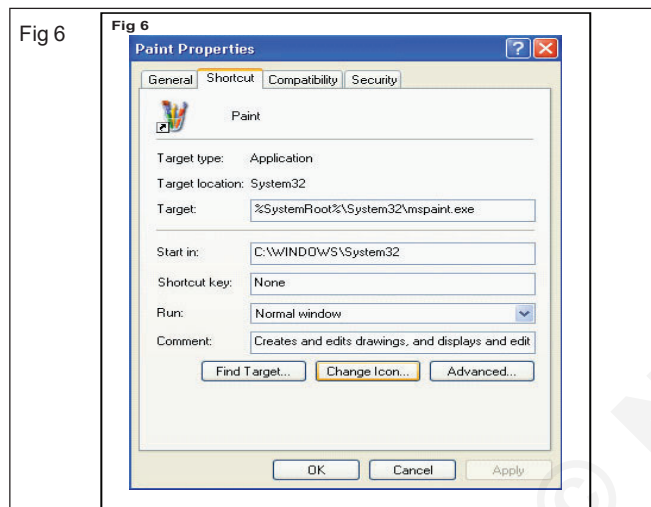
2 In the displayed dialog box click on the change icon button.

A Change icon dialog box as shown in the Fig 7 is displayed.

Fig 7
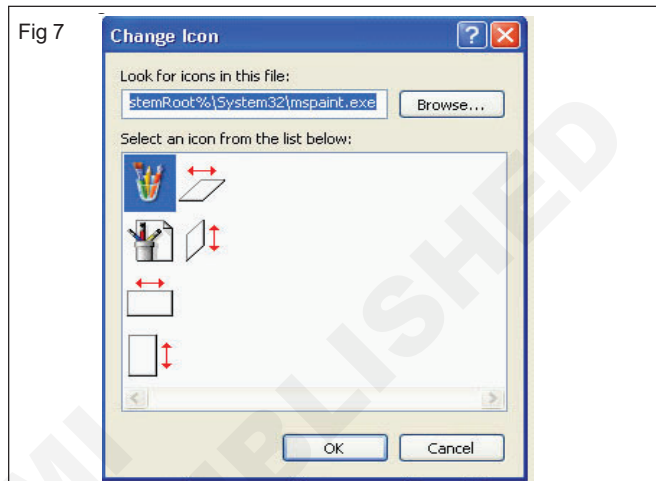
3 In the change icon dialog box select the required icon

(Eg. [icon] and click on the OK button.)

4 Finally click OK button on the paint properties dialog box.

5 Get it verified by the instructor.

— — — — — —

TASK 4 : **Open a recent document**

1 Click start button on the Task bar.

2 Move the mouse pointer over "All Programs" and then click "My recent document" from the pop up menu as in Fig 8.

3 Select and use the loaded file from the list e.g (Sample)
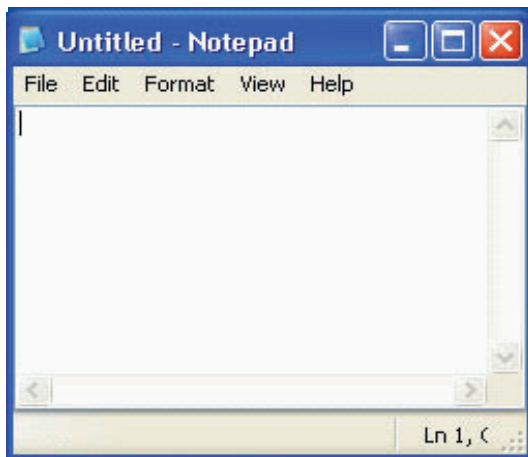
4 Get it checked by the instructor.

Fig 8
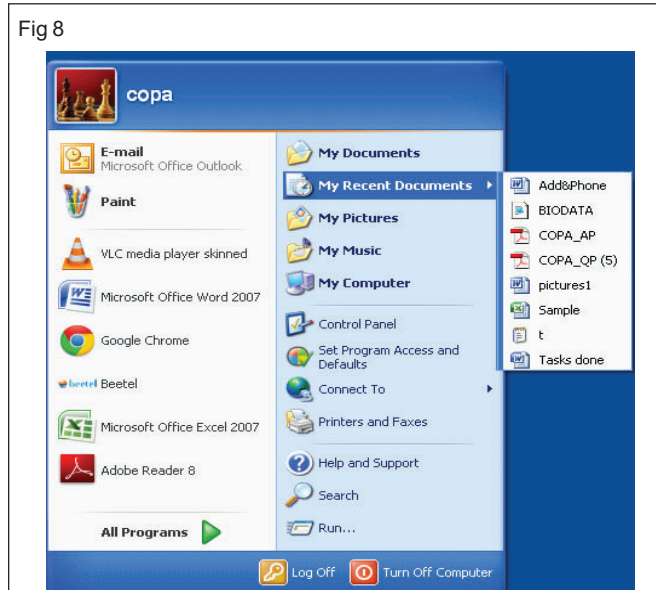
TASK 5 : **Save a text file in a folder kept in desktop**

1 Invoke Notepad by choosing **Start → All Programs '**
→ Accessories → Notepad

> **A Notepad window would open with a title "Untitled notepad" title appearing on the upper left-hand corner of the notepad window in (Fig 9).**

2 Type the following text in the Notepad window.

Fig 9

My Computer

A folder that provides you with a convenient place to store documents, graphics, or other files you want to access quickly. When you save a file in a program such as Wordpad or Paint, the file is automatically saved in My Documents, unless you choose a different folder.

> **A popup Save as dialog box as shown in (Fig 11) to save the file.**

3 Select File menu from the Menu bar and select Save as from the displayed menu.

4 Click on My Documents in Save in Combo box

a drop down list box will appear.

> **This list box shows all available drives like A:, C:, desktop etc.**

5 Select a folder to save the typed text file.

6 Type the filename as Sample1 and press Save button in (Fig 10).
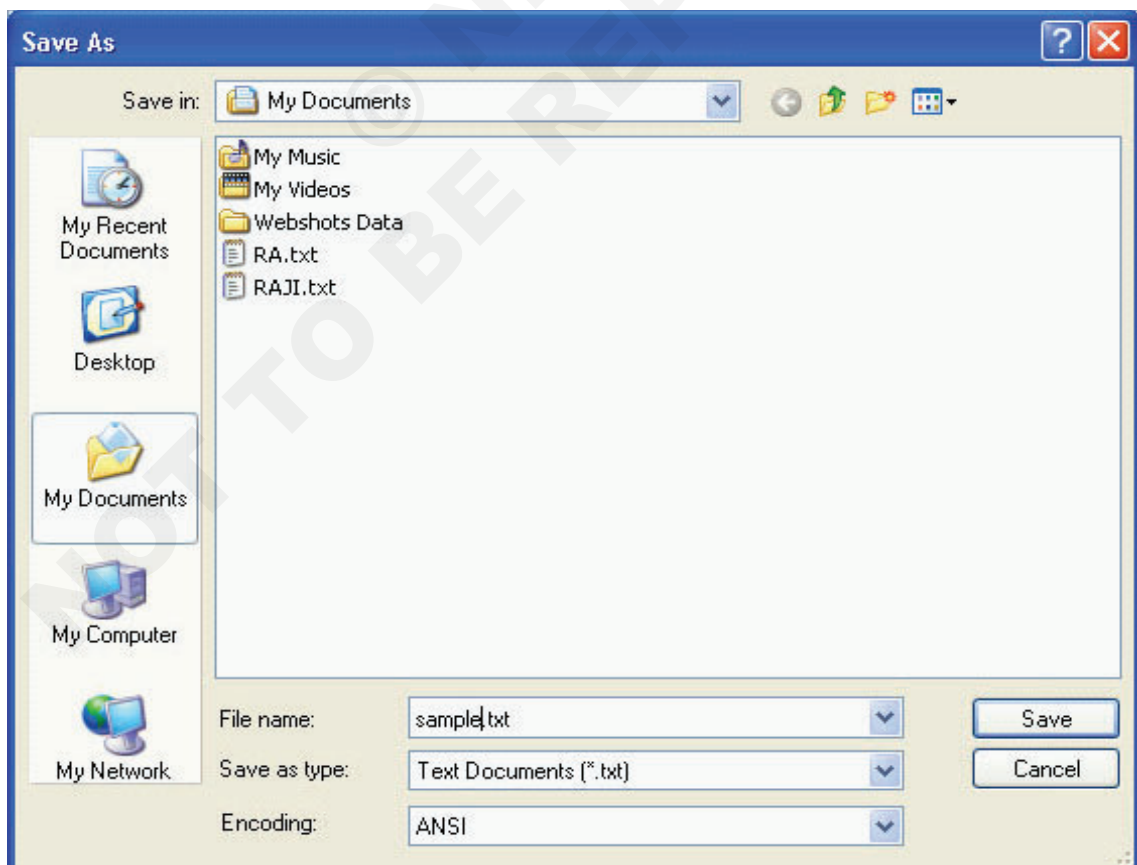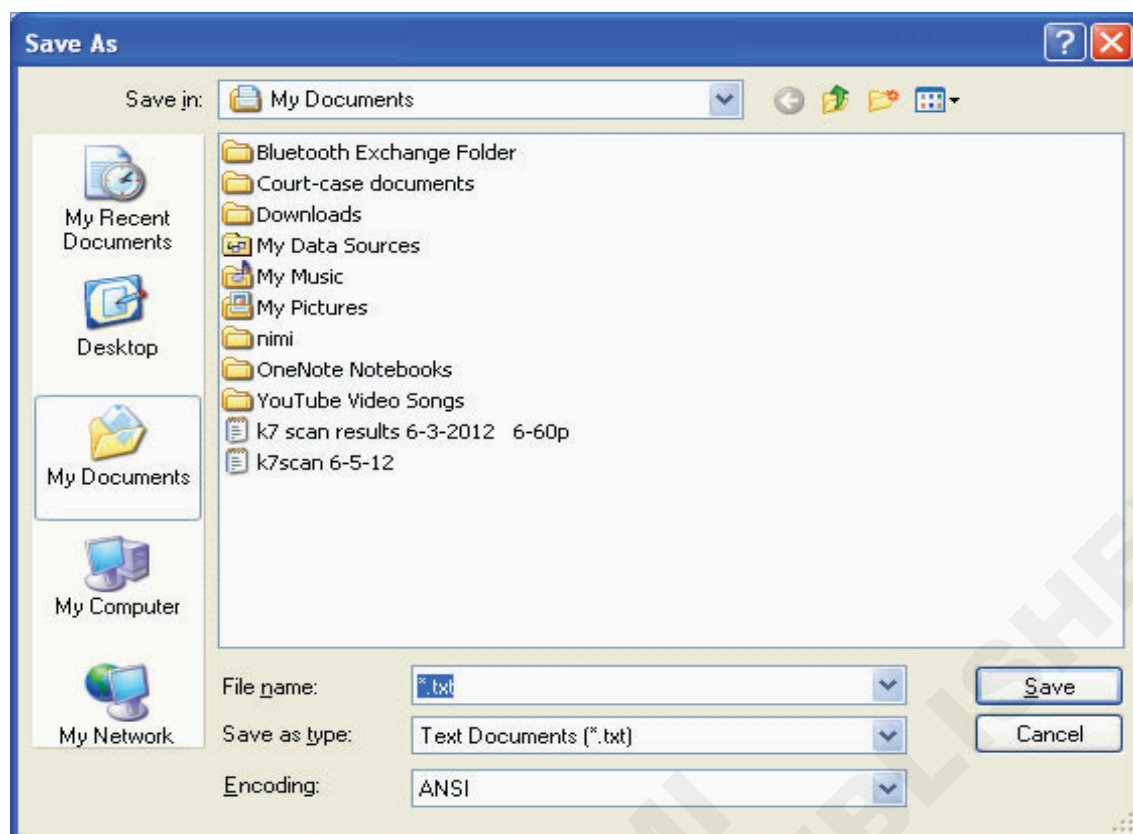
7 Get it checked by your instructor.

Fig 10

Fig 11

— — — — — —

Tourism & Hospitality: Front Office Assistant (NSQF - Revised 2022) - Exercise 1.5.20

Work with files, folders and drives

Objectives : At the end of this exercise you shall be able to
• **view contents of my computer also select and copy files**
• **format a pen drive**
• **change the volume name of hard disk.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1: **View contents of" My Computer", also select and copy files**

1 Boot the computer with Windows.

2   Double click on [icon] icon.
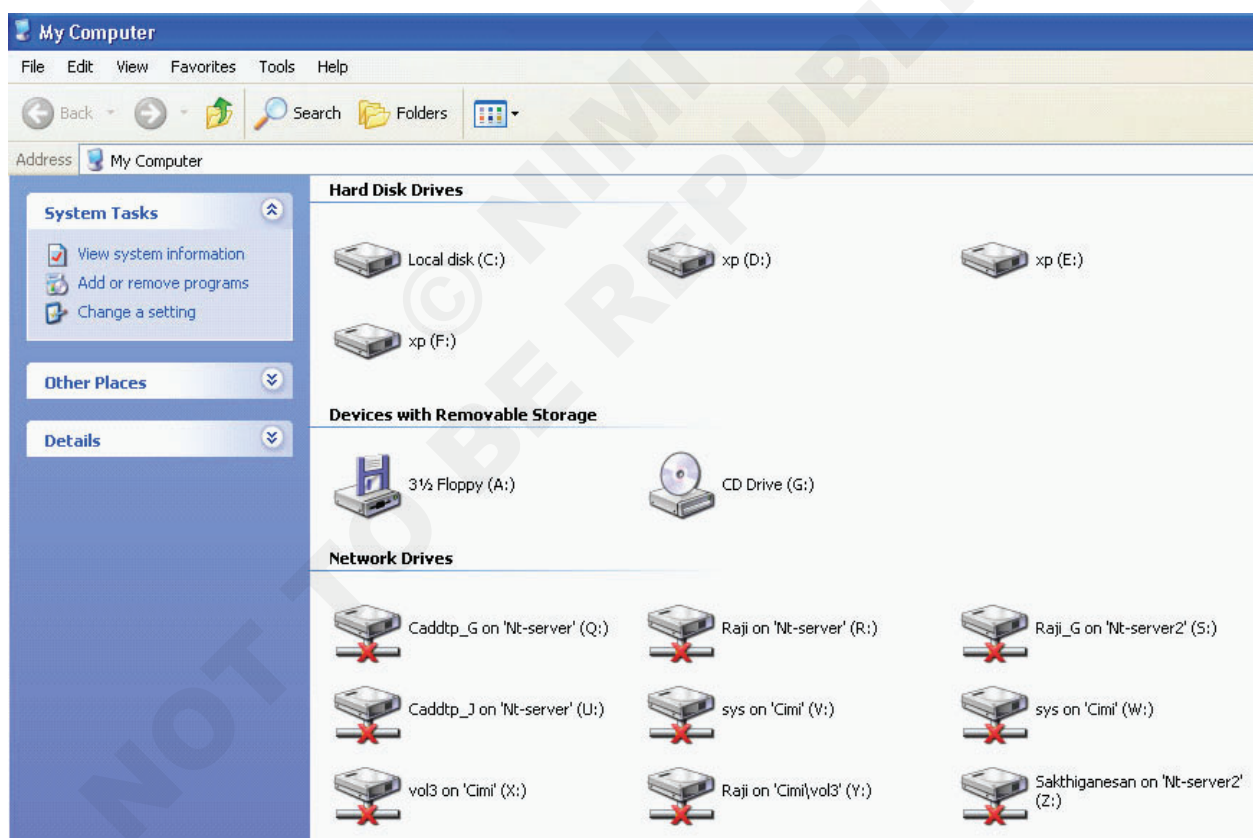
Fig 1

This opens a window, in which the list available drives in the computer and a few other icons are displayed as shown in Fig 1.

3   Record the displayed drives and other icons in your note book and get it checked by your instructor.

4   Right click   on C: drive icon   [Local disk (C:)]

Right clicking on the C: drive icon pops up another menu as shown in Fig 2.

5 Select the option Explore to invoke Windows Explorer application, in the pop-up menu as shown in Fig 2.


Fig 2
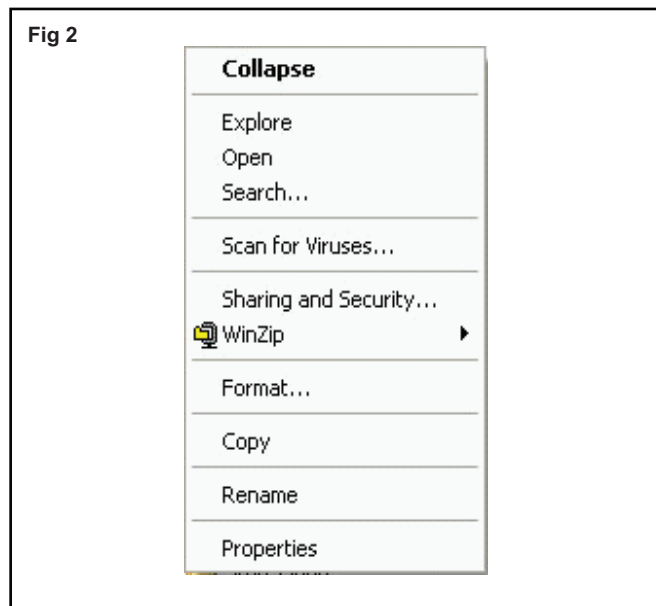
On selection of Explore option, a window with two sections (referred as panes) gets opened. One section has the title All Folders (referred as All folders pane) and the other section has the title Contents of My Computer (referred as contents plane).

6 Record the window title of the Explorer application.

7 Scroll down All theFolder panes as shown in Fig 3, locate and take the cursor over folder 📁 COE, and double click on it.


Fig 3
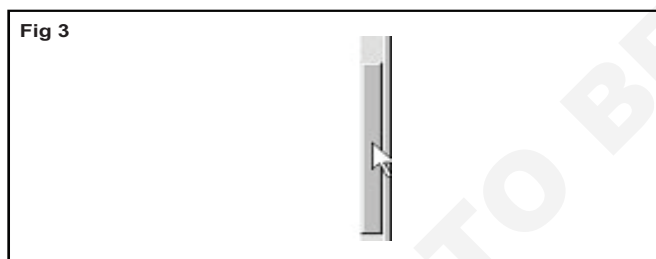
This lists the contents of COE folder in the Contents pane.

8 Choose View Details from the menu bar, (see Fig 4), to display, detailed information about your files including name, type, size and date modified.
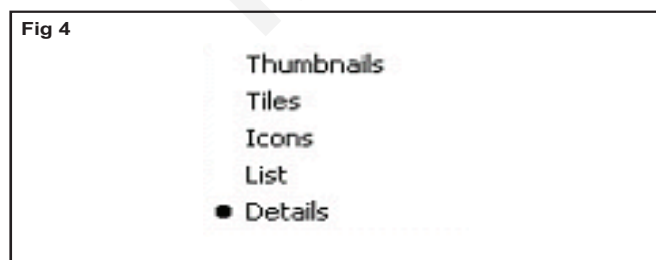
Fig 4

If you select View again, you can see a dot in front of the menu item Details as shown in Fig 4.

9 Repeat step 8 and choose Tiles to display the icons are larger than icon view.

10 Click on the file having the 📄 name sample in the contents pane, as shown in Fig 5.
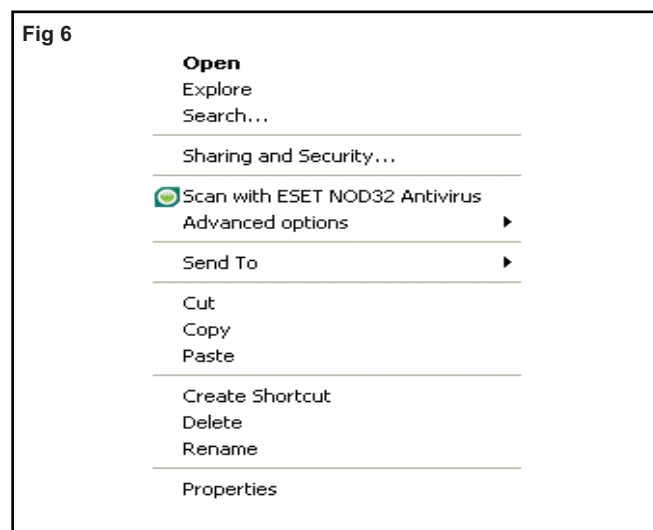

Fig 5
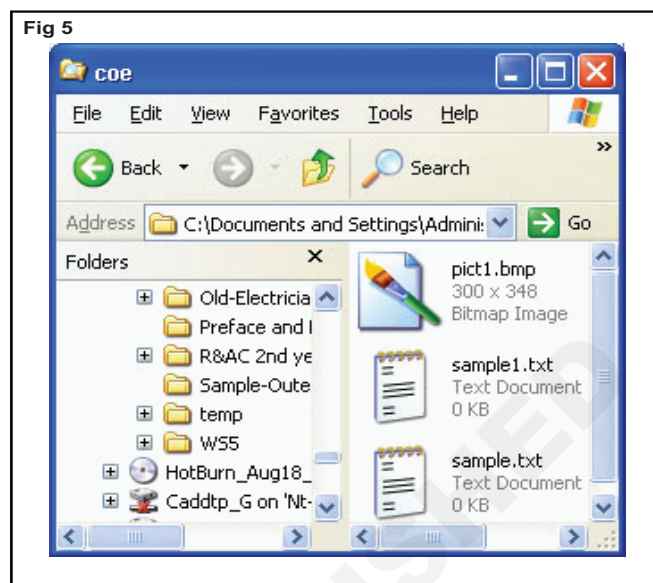
This selects 📄 file sample by highlighting it.

11 Choose **Edit → Copy**, from the menu bar, to copy the contents of the selected file 📄 Sample to clipboard.

The contents of selected file is copied to clipboard. This copy can be pasted into any required folder(s).

12 Right click on folder 📁 COE1.In contents pane.

It pop-up/pull-down menu as shown in Fig 6.

Fig 6

13 Select Paste from the menu list, to copy the file sample into the folder COE1 which was copied on to the clipboard at step 11.

14 Repeat the steps from 10 to 13 and copy the file 📄

    🖼 PICT1 into folder COE2

15 Select file Sample1 by pressing **Ctrl + C,** (i.e. holding **Ctrl** key, press **C**) in the contents pane to copy the contents of the file Sample1 to clipboard.

> **This is an another way of copying a file (referred as short cut) in addition to the method practiced in step 11 (choosing Edit Copy from the menu bar).**

16 Double click on folder   COE1 found in the contents plane.

> **This changes the current folder to COE1. This can be verified by looking at the title of the content plane. The files and sub folders in folder COE1 are now listed in the content plane/ window.**

17 Press **Ctrl + V** to paste the copied file Sample1, currently stored in clipboard, into the currently opened folder COE1.

> **Verify if the file Sample1 is now listed in the content plane along with other files.**
>
> **Ctrl + V is a keyboard shortcut for pasting, instead of menu selection Edit Paste.**

18 Record the files listed in COE1 and COE2 folder. Get it checked by instructor.

— — — — — —

Hands on practice of basic files, directory manipulation commands

Objectives: At the end of this exercise you shall be able to
• **view and change system date and time**
• **clear contents of screen**
• **change DOS prompt.**

Requirements
Hardware and Software
• Pentium PC or higher with DOS 6 or later ver.

Before starting the unit the instructor must create for each trainee at appropriate folders/directories the files used in the exercises by referring to the attachment/enclosure to enable the trainees to access readily the relevant files/folders. Default directory is C:\FOA\DOS

TASK 1 : **View/Change system Date, Time and Clear screen**

1 Power on PC and wait till the DOS prompt (C:\>) appears on the screen.

2 Enter the following command to view and change system date.

C:\> **DATE** ↵

> ↵ **is the symbol for pressing Enter Key on the key board.**
>
> **On entering wrong DOS command it displays message**
>
> **Bad command or file name.**

In response to the above command, monitor displays,

> Current date is MON 10-11-99.
> Enter new date [mm-dd-yy]

The displayed date may not match with the current date.

3 Enter the date as highlighted in the box.

> Current date is MON 10-11-99.
> Enter new date [mm-dd-yy]   **01-11-99** ↵

However the new set date will not be displayed after setting.

4 To check that the date is changed to the new date entered, enter the **DATE** command once again, check and record the displayed date.

5 Repeat step 2, two more times and change the system date to other dates to familiarise in using DATE command.

6 Change the system date to current date.

Current date means the date on which you are practicing this exercise.

7 Enter the following command to view and change system time.

C:\> **TIME** ↵

In response to the above command, monitor displays,

> Current time is 9:16:36.07a.
> Enter new time:

8 Enter the time, (12:12:12.00)as given below followed by press of enter key,

> Current time is 9:16:36.07a.
> Enter new time **12:12:12.00** ↵

On entering the new time, system sets its watch. However the new set time will not be displayed after setting.

9 Check if the system is set to the new time entered at step 8 by entering the **TIME** command once again. Record the time displayed.

If the system watch is not set to the time you entered at step 8, repeat steps 7 & 8, else consult instructor.

10 Repeat steps 7 & 8 two more times and change the system time to any value you wish to get familiarised in using TIME command.

11 Change the system time to current time.

Current time means the actual time when you are practicing this exercise.

12 Enter the following command to clear the contents displayed on the screen

C:\> **CLS** ↵

The displayed contents are cleared and the DOS prompt appears at the left top corner of the screen

13 Check system date and time. Clear screen to confirm that the screen is cleared and only DOS prompt appears as (**C:\>).**

14 Type the following command to change the DOS prompt from **C:\>** to **ROOT>**

C:\>**PROMPT ROOT$G** ↵

Immediately after issue of this command the prompt changes and in the next line instead of the C:\>, ROOT > appears as the prompt as shown below;

ROOT >

15 Type the following command to change the DOS prompt and record the change in the prompt .

ROOT > **PROMPT DG** ↵

16 Type the following command to change the DOS prompt back to C:\>

Current date > PROMPT PG ↵

17 Repeat step 14 to change the prompt but this time to show your name instead of ROOT> Get it checked by the instructor.

18 Refer the information sheets of the lesson and practice all the examples given.

19 From the skills practiced change the system Date and Time as given below; get it checked by the instructor

Date - 15 Aug 1987   Time - 00:00:00

20 From the skills practiced set the DOS prompt as given below, get it checked by the instructor.

(i) $>

(ii)   Current date and Current time >

21 Set the Date and Time to current date and time .

22 Set the DOS prompt back to C:\> and get it checked by the instructor.

Creating Directories and Sub directories

**Objectives:** At the end of this exercise you shall be able to
• **change drive**
• **make directory**
• **change directory**
• **prepare directory contents**
• **view file names**
• **search file names by their extension.**

TASK 1 : **Change working drives & directories**

1   Give the following command to change the control from the existing hard disk C to D drive. Observe and record the change in the DOS prompt displayed on the screen.

C:\>D:↵

If you issue this command without inserting a floppy or inserting a bad floppy, then computer gives a message as given below;

3   Change the control from C drive to hard disk D. and repeat step2

4   Give the following command to view the contents of D drive. Record the displayed contents of D drive.

D:\>DIR ↵

5   Enter the following command to make a new directory with the name LEVEL1 in the D drive,

D:\>MD LEVEL1 ↵

6   Repeat step 4 and check, if the newly created directory LEVEL1 is listed in the contents of the drive.

If it is not listed, consult instructor.

7   To change control from existing D:\> to the newly created directory LEVEL1, give the following command,

D:\>CD LEVEL1 ↵

Immediately after the issue of this command, the DOS prompt changes to D:\LEVEL1> indicating that the control is now in the directory LEVEL1.

8   Create or make a directory by name LEVEL2 inside the LEVEL1 directory using a similar command as in step 5 as given below;

D:\LEVEL1>MD LEVEL2 ↵

9   From the existing control at D:\LEVEL1>, change control to LEVEL2 directory using DOS command CD in a way similar to that at step 7. Record the prompt displayed on the screen and get it checked by your instructor.

10 With the control in D:\LEVEL1\LEVEL2>, create a directory by name LEVEL3.

11 Using DOS command DIR , list and record the contents of directory LEVEL2. Get it checked by your instructor.

12 Using the command CD change control to LEVEL3 directory such that the prompt will look as given below and get it checked by the instructor.

D:\LEVEL1\LEVEL2\LEVEL3>

13 Enter the following command to return control from LEVEL3 directory (D:\LEVEL1\LEVEL2\LEVEL3>) back to LEVEL2 directory(D:\LEVEL1\LEVEL2>).

D:\LEVEL1\LEVEL2\LEVEL3>CD.. ↵

..(Double dots) after CD means, to go back to its parent directory. For details refer lesson.

14 Repeat step 13 two times to return control to D:\>. Get it checked by the instructor.

15 Repeat Steps 7 to 14 to change over/return to directories step by step and directly till you are comfortable in using these commands.

16 Create the directory structure given below under the directory LEVEL3 and get it checked by the instructor;
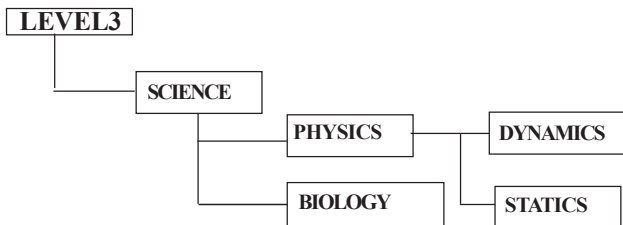
17 From **D:\>** directly change to the directory DYNAMICS and get it checked by the instructor.

18 From drive **D:** change over to **C:** drive using the command given below;

D:\> **C:**↵

TASK 2 :- **Listing and Searching files**

1 Change over to C:\F.O.A\DOS\PRACT_1> directory.

2 Give **Dir** command to view the contents of **PRACT_1** directory. Record the number of files in the directory and the total memory space occupied by them.

Contents list displayed is more than one screen and hence the list Scrolls-up fast & you may not be able to view the initial files of the directory.

C:\F.O.A\DOS\PRACT_1>**DIR**↵

3 Enter the **dir** command with a small modification to see the initial files of the **PRACT_1** directory which could not be viewed in step 2,

C:\F.O.A\DOS\PRACT_1\>**DIR/P**↵

Now the files will be displayed page by page. On displaying the first page, at the bottom of the screen a message appears

' Press any key to continue . . . '.

4 Record the volume name and directory path displayed at the beginning of the file list. Also record the names and size of the first two files of directory.

5 In response to the message seen at the bottom of the screen (*Press any key to continue . .)* , press space bar or any other key to view the remaining files in the next page of the screen. Record the message displayed at the end of list of files such as, total number of files and the memory space occupied by them etc.

6 Repeat steps 3,4 and 5 to get familiarised with **dir/p** command.

Now the control is returned from the floppy diskette drive D: to the hard disk drive C: and the DOS prompt changes to C:\>

19 Create a directory structure as shown below in C: drive and get it checked by the instructor;

C:\>
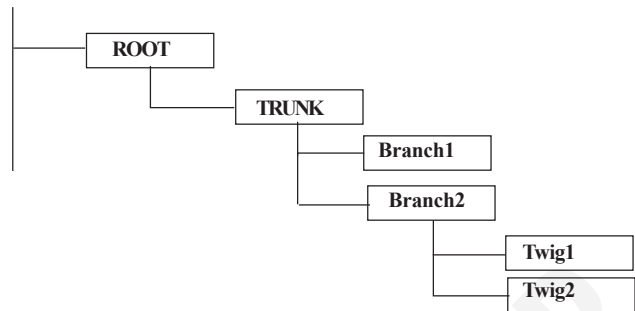
20 Return from directory **Twig2** to C:\ in a single DOS command as practiced in earlier steps.

21 From C:\ change to directory **Twig2** in a single line DOS command as practiced in earlier steps.

— — — — — —

Note that the DOS commands are not case sensitive. You may issue the commands either in upper or in lower case or a mix of both.

7 Enter the following command to view the files in the directory width wise.

C:\F.O.A\DOS\PRACT_1>DIR/W↵

Observe that the file names are displayed one by the side of the other width wise. By this it is possible to accommodate see, check, more number of file names in one screen page display itself. But, by this command it is not possible to see the file size, creation date etc.,

8 From C:\F.O.A\DOS\PRACT_1> change over to C:\F.O.A\DOS\PRACT_2> directory giving suitable DOS command.

9 Repeat step 7 to view the contents of the directory width wise and observe the display.

In this directory, inspite of giving the dir/w command the display scrolls up because the number of files is much more than that can be accommodated in one screen even width wise.

10 Give the following command to view the directory contents both width wise and page wise.

C:\F.O.A\DOS\Pract_2>DIR/W/P↵

DIR/W/P and DIR/P/W gives the same result.

11 Repeat commands dir/p, dir/w and dir/w/p to practice and find the difference and advantage of each of these commands.

12 Give the following command to find if a file by name **TEST. txt** exists. If it exists, record its details.
C:\F.O.A\DOS\PRACT_2>**DIR TEST.txt** ↵

13 As done in step 12, find if a file by name **BEST.txt** exists in PRACT_2 directory.

14 Find if a file by name **CHEF.txt** exists in PRACT_2 directory.

15 Give the following command to find all files in PRACT_2 directory with the extension **txt** Record the listed number of files with **txt** extension.

C:\F.O.A\DOS\PRACT_2>**Dir *.txt** ↵

16 Similar to step 15, list and record the number of files with extension doc in PRACT_2 directory.

17 List and record the number of files with extension .ws in PRACT_2 directory.

18 List and record the number of files with extension .bmp in PRACT_2 directory.

19 List and record the number of files with extension .dbf in PRACT_2 directory.

20 Using the command given below, list and record all files with name TEST with different extensions;

C:\F.O.A\DOS\PRACT_2>**DIR TEST . *** ↵

21 List and record number of files with name BEST with different extensions.

22 List and record number of files with name CHEF with different extensions.

23 Using the command given below, list and record number of files starting with letter **T** and having extension of **.txt** ,

C:\F.O.A\DOS\PRACT_2>**DIR T *.txt** ↵

24 Using the command given below, list and record number of files having a four letter file name and ending with letter **T**,

C:\F.O.A\DOS\PRACT_2>DIR ???T . * ↵

25 Repeat step 24 to find files having second letter as E.

26 Find if there are any files having extension xyz. Record the message displayed on the screen.

27 Find and record the number of files with the following extensions in PRACT_3 directory,

- **bat**
- **com**
- **pm6**
- **xls**
- Five letter name files, starting with letter F, fourth letter being L .

28 Get your record and progress checked by the instructor.
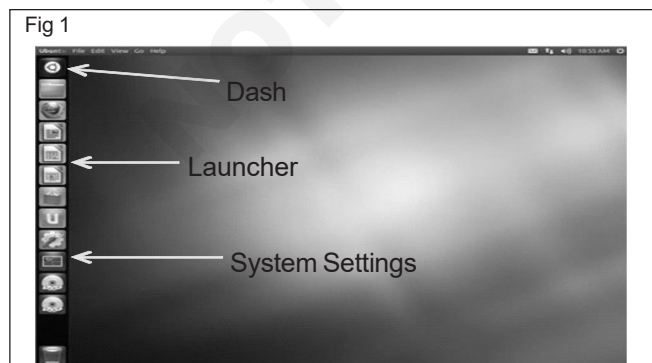
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Working with Linux GUI

Objectives : At the end of this exercise you shall be able to
• **work with dash**
• **configure system settings**
• **use indicator menus**
• **switch between CLI&GUI**
• **switch down ubuntu.**

TASK 1: **Work with Dash, Launcher and the Super key**

1 Boot the PC from Linux OS.

> **The Desktop environment similar to the one shown in Fig 1 appears.**

Fig 1

> **The Ubuntu button at the upper left hand corner of the screen is called "Dash". It is Ubuntu's application launcher and integrated system search.**

2 Click on the Dash and type the name of the application to launch for ex. "Update " in the search box that appears. This will start the Update manager.

> **The launcher is the column of icons on the left hand side of Ubuntu's system screen. It is used to launch applications and switch between running applications.**

3 Click on laucher icon to launch an application. If the application has multiple open windows, Ubuntu will show you the windows and allow you to switch between them.

> **The key located between the Ctrl and Alt keys on the QWERT keyboard (Windows Key) is called the Super key in Ubuntu.**

4 Use the Super key as a shortcut to launch the Dash

5 Click on the Home Folder on the launcher to browse for files on a PC (Fig 2). This opens the Nautilus File

manager which is the default file manager in Ubuntu. (Any other utility like KDE may also be used).

Fig 2

The applications on the launcher are ordered numerically, with application numbered 1 at the top of the launcher(below the Dash). The next application will be assigned number 2 etc. in increasing order as you go to the bottom of the screen. In the Fig 2 shown, The Home Folder (Nautilus file browser) will have the unFolder (Nautilus file browser) will have the number 1 assigned to it and Firefox will have the number 2 assigned to it.

6 Press the Super and 1 keys simultaneously (ie. Super + 1) to open the Nautilus file browser as shown in Fig 2 using the Super key.

7 Press the Super and 2 keys simultaneously (ie. Super + 2) to open the Firefox web browser as shown if Fig.2 using the Super key.

8 Use the Super key along with the Shift Key and the appropriate number key simultaneously to open a new instance of an already running application.

9 Use the key combination Super + Shift + 2 to open another instance of the Firefox browser in the fig.2

10 Use the key combination Super + t to open the Trash

Ubuntu includes multiple workspaces. Each workspace is its own desktop, allowing you to group application windows.

11 Use the key combination Super + s to open a new workspace (desktop)or click the Workspace switcher icon in he launcher.

12 Right-click its icon to access an application's quick list. (Fig 3).

Fig 3
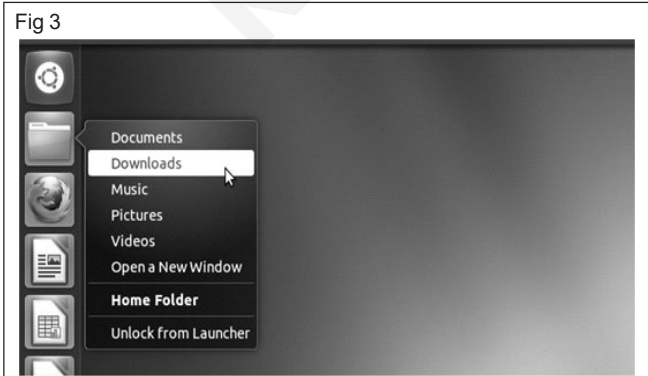
13 To pin an application to the launcher, first locate it vis the dash and start it. Once the application is running, right-click its icon and select Lock to Launcher (Fig 4).

14 To unpin an application from the launcher, right-click its launcher icon and select the Unlock from Launcher option to remove it. (Fig 4). The Dash, Trash and Workspace cannot be unpinned.

Fig 4

15 To rearrange the applications on your launcher drag and drop the application icons.

16 Click on the Home Folder, a new window will appear in which you can see the files on the file system. (Fig 5). This contains items related to your user account.

Fig 5

17 Click on the folder which you need to explore, like documents, music, pictures and videos etc.

18 Click on the File System item from the menu on the left to browse the whole file system. (Fig 6)

Fig 6
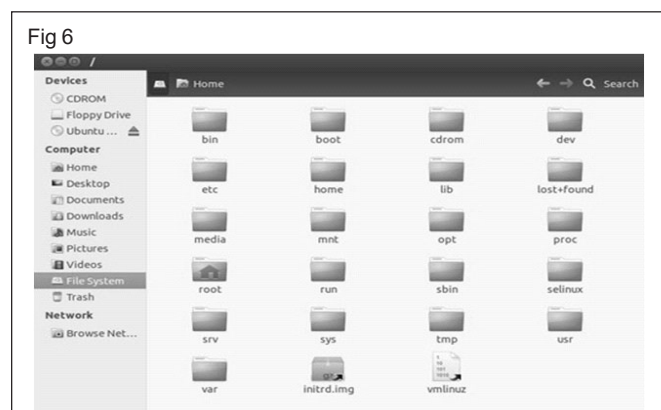
Note the '/' at the top. This indicates that you are at the root directory now, which is indicated by the '/'. Here we can see all the files and folders

TASK 2 : **Configure system settings**

1 Click on the System Settings option from the launcher. Here you will find many options or applications grouped together (Fig 7).


Fig 7
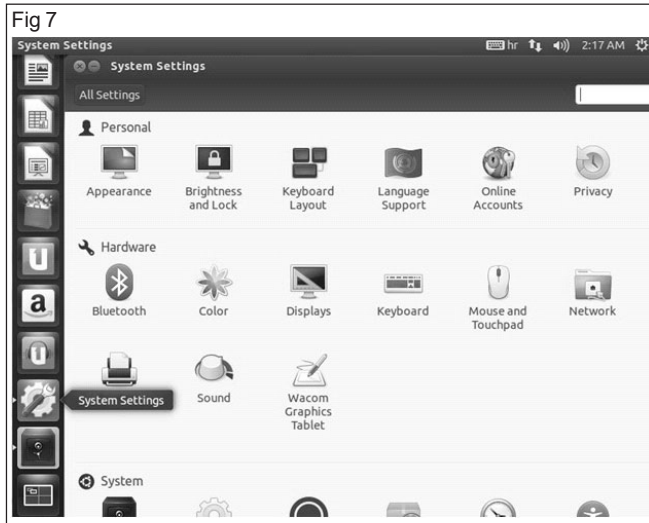
2 Click on an icon like the Displays, keyboard etc depending on which settings to change, and select from the options in the menus that appear subsequently.

3 To check free space on your disk, go to the Dashboard and search for System Monitor application. Once you open it, you can go to the File Systems tab to see your disks. (Fig 8)

Fig 8
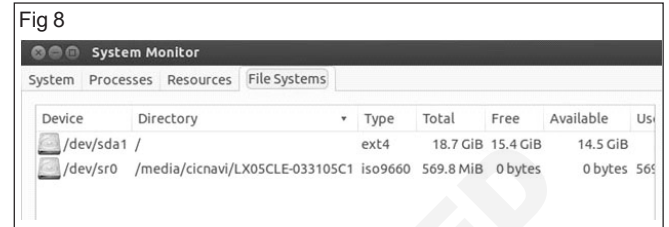
TASK 3 : **Use the Indicator Menus**

1 To switch users, shut down your computer, control the volume level, or change network settings, click on the corresponding option on the indicator menus present on the top right hand side of the display. (Fig 9).

Fig 9
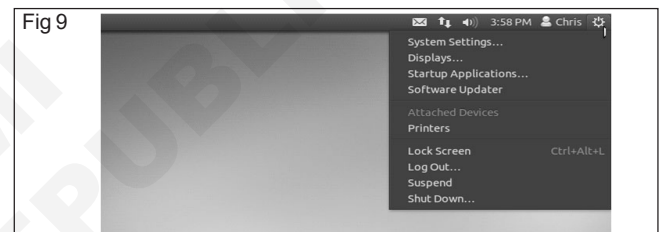
TASK 4: **Switching between CLI and GUI**

1 Press 'Ctrl + Alt + F1?) **t**o switch to Console mode.

2 Press 'Alt + F7? to switch back to GNOME GUI mode.

TASK 5: **Shut down Ubuntu System**

Click on the Cog button which is at the extreme top right corner of interface to shut down a system with Ubuntu O.S.

Creating, saving, quitting and opening document

Objectives: At the end of this exercise you shall be able to
• **identify MS word screen elements.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

1 Open MS word.

2 Identify the screen elements of the Word window (Fig 1).

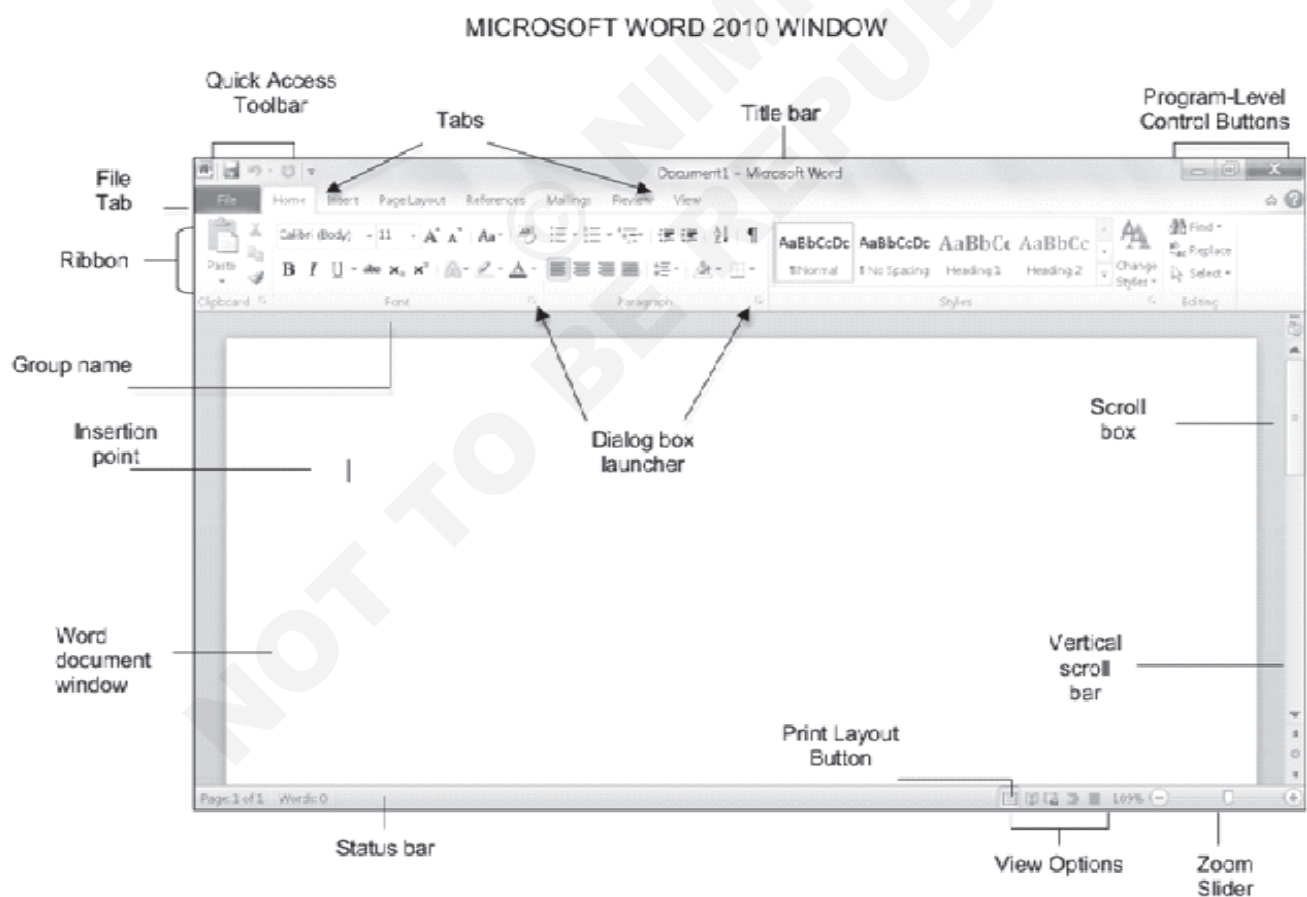3 Familiarize with the task description of each element as mentioned in the table given. (Table 1).

Fig 1

Table 1

| Microsoft Word 2010 Screen Elements	
Screen Element	**Description**
Quick Access Toolbar (QAT)	Displays buttons to perform frequently used commands with a single click. Frequently used commands in Word include Save, Undo, Redo, and Print. For commands that you use frequently, you can add additional buttons to the Quick Access Toolbar.
Ribbon	Organizes commands on tabs, and then groups the commands by topic for performing related document tasks.
File Tab	Displays Microsoft Office Backstage view, which is a centralized space for all of your file management tasks such as opening, saving, printing, publishing, or sharing a file.
Tabs	Display across the top of the Ribbon, and each tab relates to a type of activity; for example, laying out a page.
Group name	Indicate the name of the groups of related commands on the displayed tab.
Dialog box launcher	A small icon that displays to the right of some group names on the Ribbon; it launches a dialog box.
Insertion point	Indicates, with a blinking vertical line, where text or graphics will be inserted.
Word document window	Displays the active document.
Status bar	Displays, on the left side, the page and line number, word count, and the Proof button. On the right side, displays buttons to control the look of the window.
Print Layout button	The default view, which displays the page borders and the document as it will appear when printed.
View Options	Contains buttons for viewing the document in Print Layout, Full Screen Reading, Web Layout, Outline, or Draft views, and also displays controls to Zoom Out and Zoom In.
Zoom Slider	The Zoom Slider increases or decreases the viewing area.
Vertical scroll bar	Enables you to move up and down in a document to display text that is not visible.
Scroll box	Provides a visual indication of your location in a document. You can use the mouse to drag a document up and down to reposition the document.
Program-Level Control Buttons	The buttons on the right edge of the title bar that minimize, restore or close the program.
Title bar	Displays the name of the document and the name of the program.

Create a new document in MS word

Objectives: At the end of this exercise you shall be able to
• **create new blank document**
• **enter text using keyboard**
• **save a document**
• **close document and exit from MS word.**

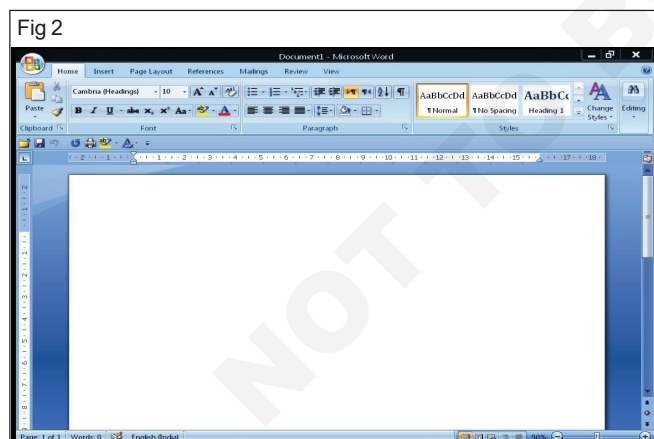TASK 1**: Create a new document**

1   Click the 'start' button

A popup menu will appear on the screen as shown in Fig 1.
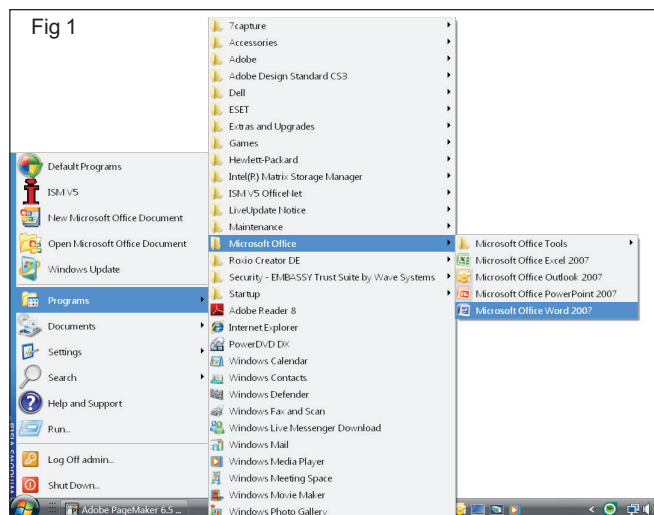
Fig 1

2   Place the cursor on Programs

3   click 'on' the Microsoft office.
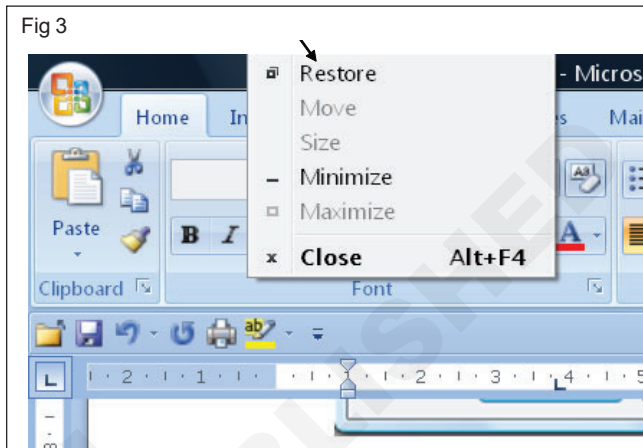
4   Select Microsoft Office word 2007 as shown in Fig 1

A blank document appears on the screen as shown in Fig 2.

Fig 2

TASK 2: **Enter text using keyboard**

1   Enter the following text in the blank document

5   Right-click anywhere in the main menu as in Fig 3.

Fig 3

6   Select **Minimize the Ribbon** in the menu that appears as in Fig 4.
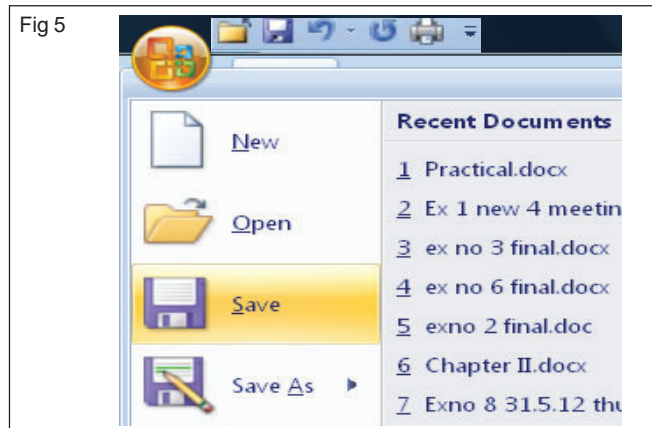

Fig 4
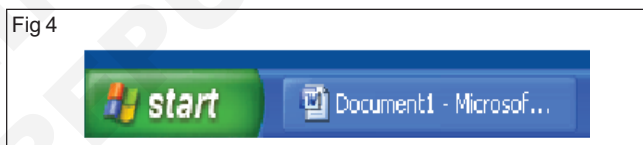
This will toggle the Ribbon **on** and **off**.

TASK 3: **Save a document**

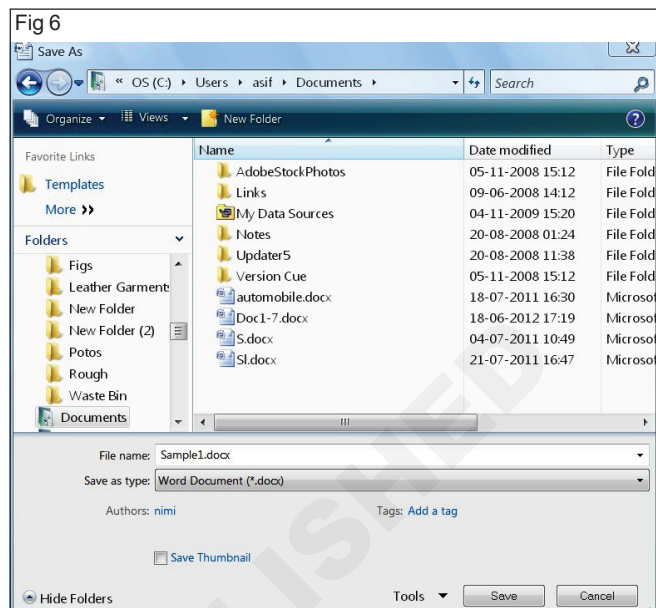1 Click the Microsoft Office Button or save button

A dropped down list appears on the screen as in Fig 5.
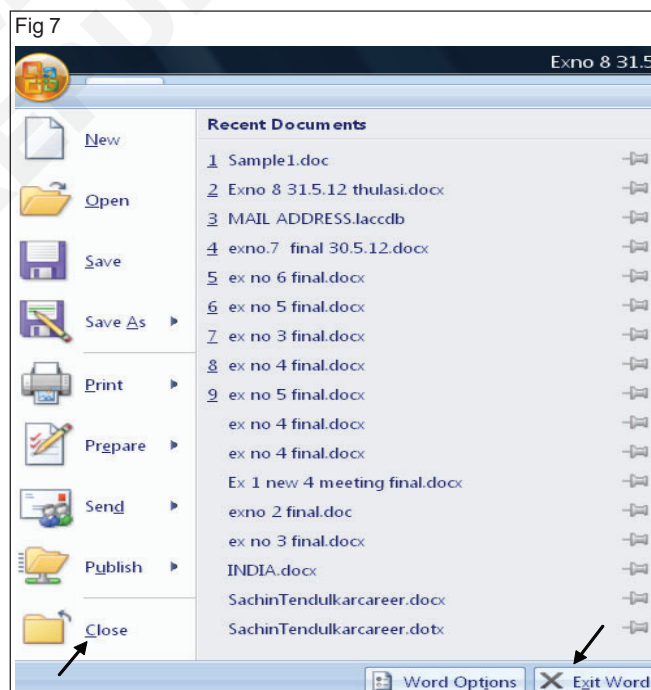
2 Click 'save' as shown in Fig 5

Fig 5

A window will appear as shown in Fig 6.

3 Type **sample1** as the new file name, in the filename box. Save as type **word Document** as in Fig 6.

Fig 6

— — — — — —

TASK 4: **Close a Document in Word 2007**

1 Click Close from the Office Button menu Alt+Space+C.

2 Click exit from the MS Word (as shown in Fig 7).

Fig 7

— — — — — —

Moving around document

Objectives: At the end of this exercise you shall be able to
• **open an existing document**
• **select/ Cut/copy and paste**
• **zoom the document**
• **create Hyperlink**
• **find and replace the text in a document**
• **preview and print the document.**

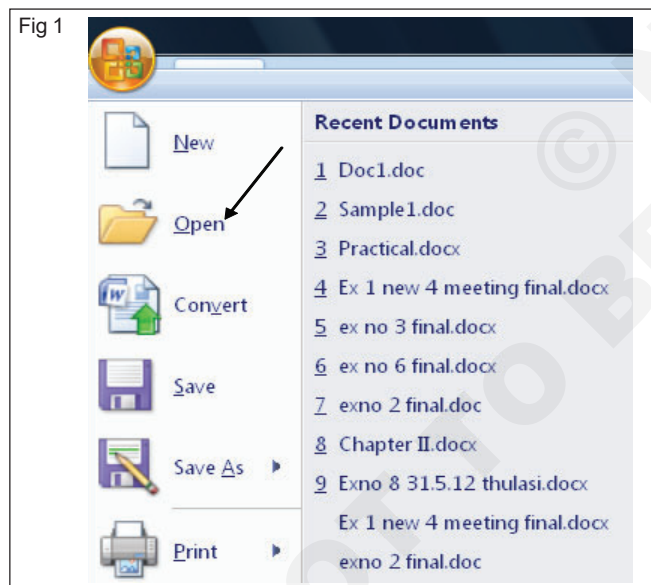
Requirements

Tools/Equipments/Instruments

• A working PC   - 1 No./batch.

PROCEDURE

TASK 1: **Open an existing document**

1 Open Word.

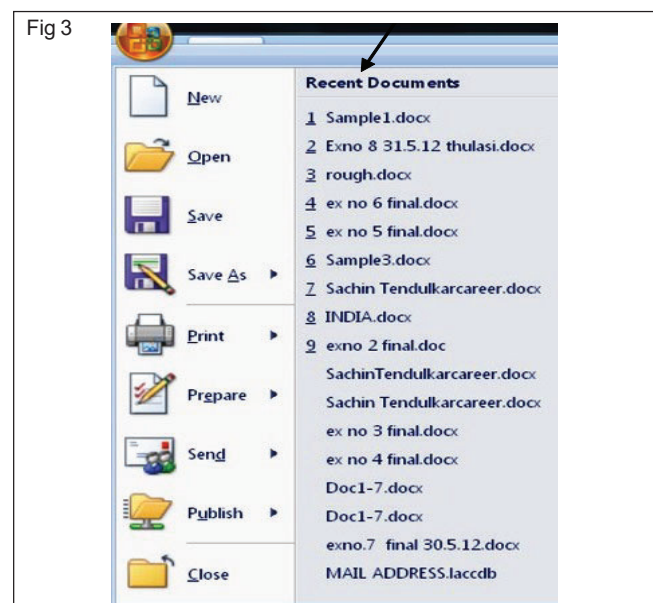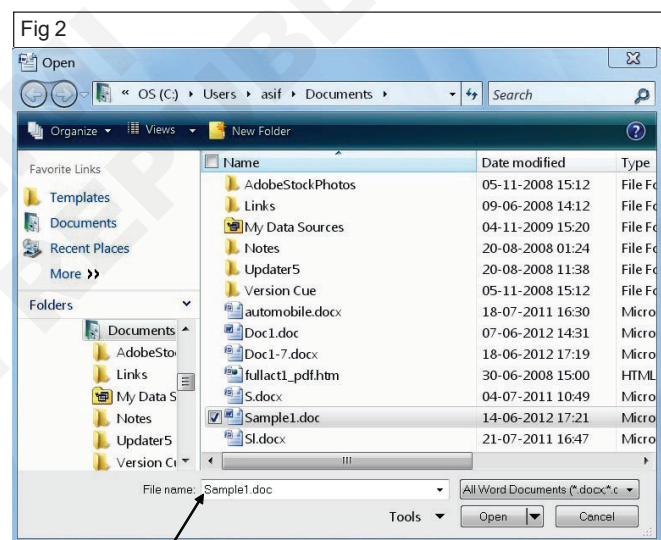2 Click the Microsoft Office button. A menu appears as in Fig 1.

Fig 1

3 Click **Open**.

A dialog box appears as in Fig 2.

4 Type "sample1. docx" as in Fig 2.

5 Click on the Open button

Sample1.docx is opened for editing

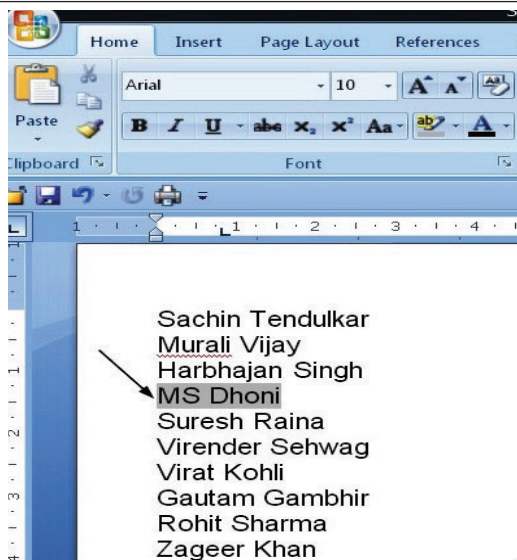**Recently created or modified word document shall be easily opened from recent documents as in Fig 3.**

Fig 2

Fig 3

TASK 2: **Select/Cut/ Copy and Paste**

1 Select Text

- Place the insertion point **I** before text 'Ms Dhoni' to select.

- Hold down the left mouse button and drag mouse over the text to select it.

- Release the mouse button.

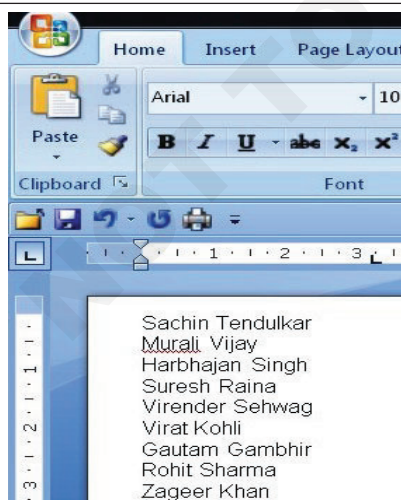| The text is selected as shown in Fig 4. |
|---|

Fig 4

2 Cut the selected text

- Select "MS Dhoni "

- Choose the Home menu.

- Click the Cut button in the Clipboard group.

  Word cuts the selected text Ms Dhoni and places it on the Clipboard as shown in Fig 5.

Fig 5

3 Paste the text which has been cut

- Place the cursor before "Sachin Tendulkar"

- Choose the Home menu.

- Click the Paste button in the Clipboard group. Word pastes the text MS Dhoni as shown in Fig 6.

Fig 6

4 Copy and paste the selected text

- Select "MS Dhoni "

- Choose the Home menu.

- Click the **Home** → Copy button in the Clipboard group.

  Word copies the selected text 'Ms Dhoni' and places it on the Clipboard.
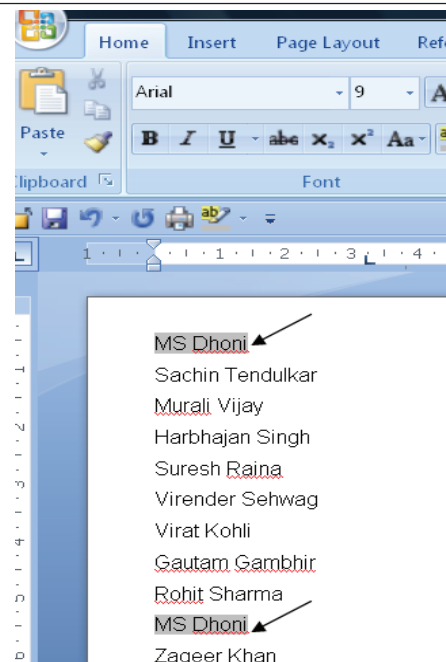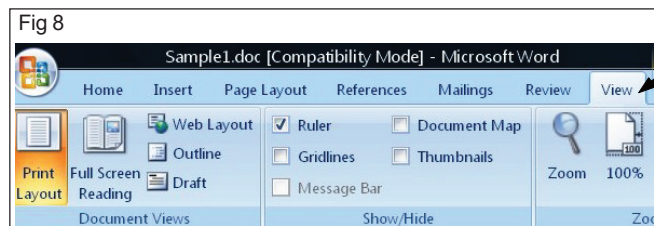
- Place the cursor below the text 'Rohit Sharma' and click the **Home** → Paste button in the Clipboard group. Word pastes the copied text Ms Dhoni as shown in Fig 7.

Fig 7

TASK 3: **Zoom the document**
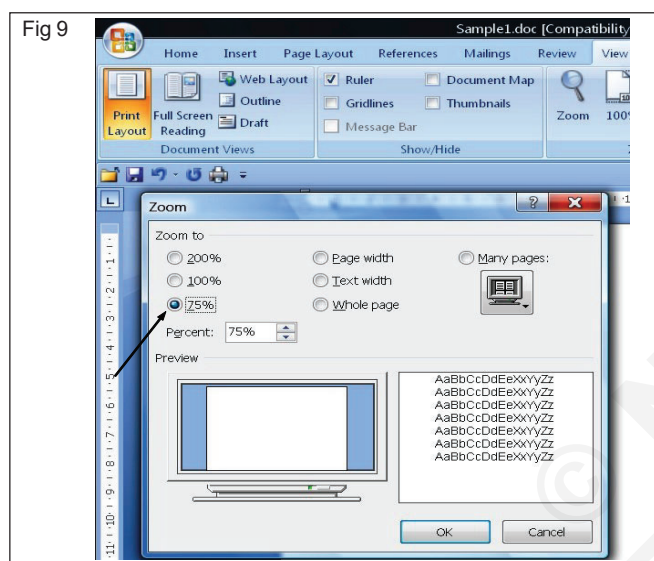
1   Choose **view menu** as shown in Fig 8

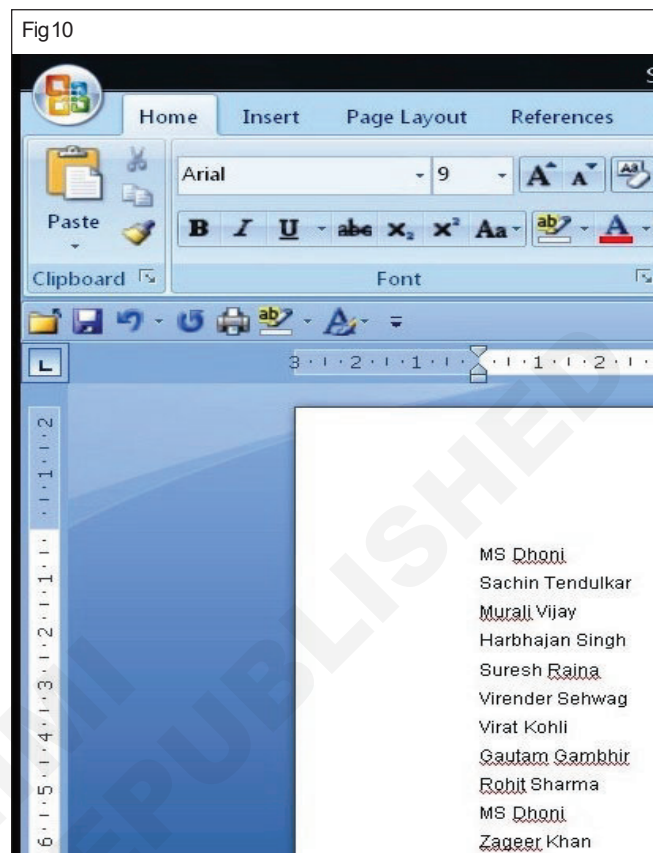Fig 8

4   Press **'OK'**.

Zooms the document to 75% of the normal size as shown in Fig 10.

2   Click [Zoom]

A window appears as shown in Fig 9

3   Choose zoom to 75% as in Fig 9.

Fig 9

Fig 10

TASK 4: **Create Hyperlink**

1   Create a new document in word, type following text and save it as **SachinTendulkar career.docx** in desktop.

Sachin Tendulkar's highest run scorer in the history of Test cricket with 15,183 Test runs. Career average (1989-2010, 182 Tests, 15,183 runs) at 56.02. Became the first Indian to surpass the 11,000. Test run mark and the third International player behind Allan Border and Brian Lara. Lara took 213 innings, Sachin Tendulkar 223 and Border 259.Second Indian after Sunil Gavaskar to make over 10,000 runs in Test matches. Sachin Tendulkar and Brian Lara are the fastest to score 10,000 runs in Test cricket history. Both of them achieved this in 195 innings. Sachin Tendulkar Tendulkar (8145) world record of runs scored in Tests away from home. Sachin Tendulkar Tendulkar (29) world record of Centuries in Tests away from home. First player to reach 12,000-13,000-14,000-15,000 Test runs. Holds the record for scoring most 1,000 Test runs in a calendar year. He has done it six times - 2010 (1562 runs), 2008 (1063 runs), 2002 (1392 runs), 1999 (1088 runs),

2001 (1003 runs) and 1997 (1000 runs). Sachin Tendulkar created a world record for aggregating most runs in the fourth innings in Tests, going past Rahul Dravid's tally of 1507 runs during India's second innings of the first Test against West Indies.

2   Open file 'Sample1.docx'

3   Select the name **Sachin Tendulkar** from the sample1.docx

4   Click on **Insert** → as in Fig 11

Fig 11
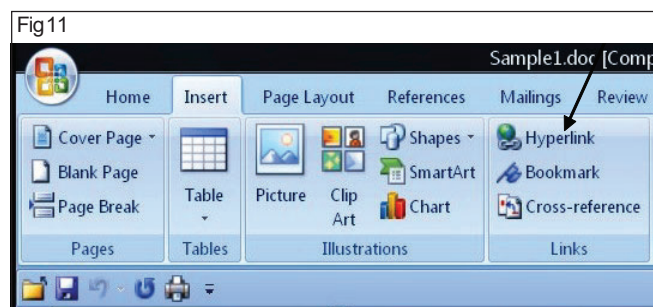
5 Click in [▼] and select

desktop\sachintendulkar career.docx as in Fig 12.

Fig 12
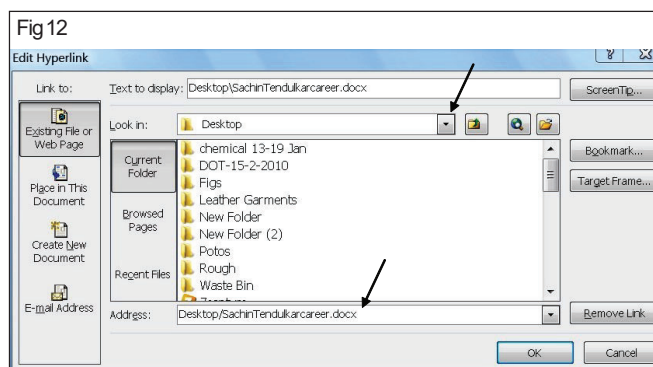
6 Press **OK**

7 Position the mouse pointer on Sachin Tendulkar it shows that it has **link** as in Fig 13.

8 Press **ctrl+left** click on mouse button.

It opens linked document **sachintendulkar career** as in Fig 14.

Fig 13

Fig 14
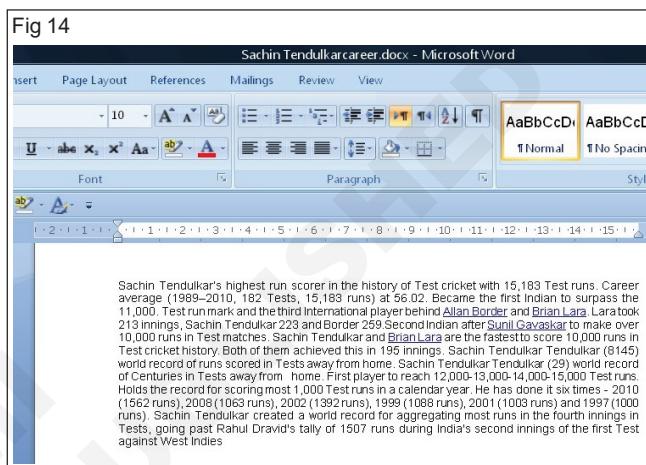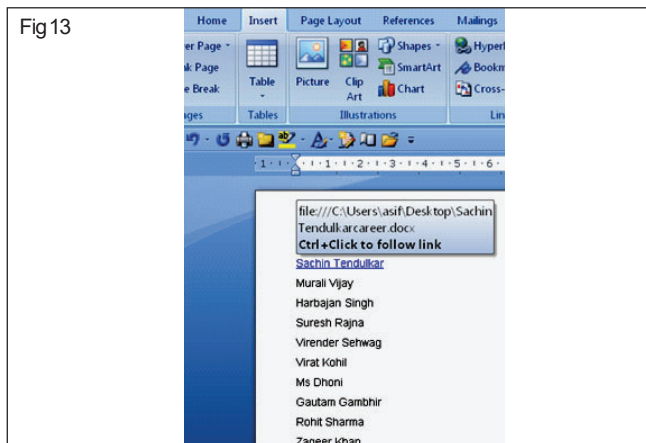
TASK 5 : **Find and replace the text**

1 Select the [Home] → **Replace**

2 Type **Sachin** in **Find what** and type **Little Master Sachin** in Replace with as in Fig 15.

Fig 15
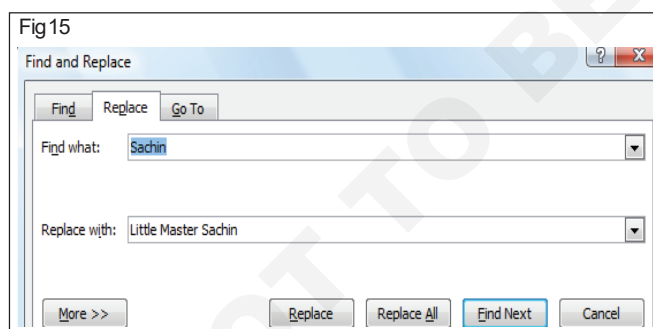
3 Click **Replace All**.

It replaces all Sachin into Little Master Sachin as shown in Fig 16.

Fig 16
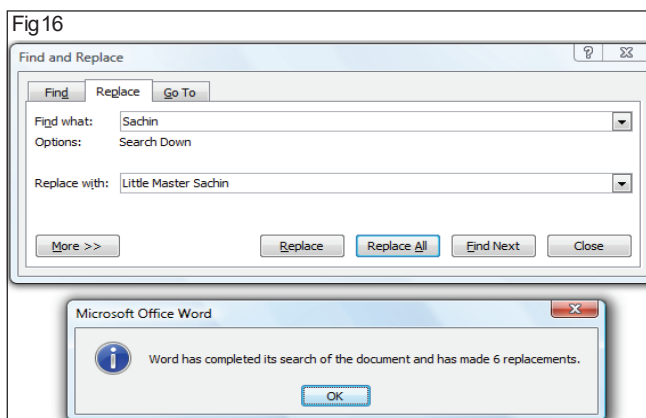
4 Click **'OK'**.

TASK 6: **Preview and print the document**

1 Preview the document

• Click the Microsoft Office Button.

• Select **Print** → **Print Preview** to open Print Preview window as in Fig 17.

A Print Preview window is displayed as shown in Fig 18

• Click the mouse on the magnifier tool [☑ Magnifier] to remove the tick mark .

Fig 17

Fig 18

Little Master Sachin Tendulkar's highest run scorer in the history of Test cricket with 15,183 Test runs. Career average (1989–2010, 182 Tests, 15,183 runs) at 56.02. Became the first Indian to surpass the 11,000. Test run mark and the third International player behind Allan Border and Brian Lara. Lara took 213 innings, Little Master Sachin Tendulkar 223 and Border 259.Second Indian after Sunil Gavaskar to make over 10,000 runs in Test matches. Little Master Sachin Tendulkar and Brian Lara are the fastest to score 10,000 runs in Test cricket history. Both of them achieved this in 195 innings. Little Master Sachin Tendulkar (8145) world record of runs scored in Tests away from home. Little Master Sachin Tendulkar (29) world record of Centuries in Tests away from home. First player to reach 12,000-13,000-14,000-15,000 Test runs. Holds the record for scoring most 1,000 Test runs in a calendar year. He has done it six times - 2010 (1562 runs), 2008 (1063 runs), 2002 (1392 runs), 1999 (1088 runs), 2001 (1003 runs) and 1997 (1000 runs).

- In **Print Preview window** type the title 'SACHIN TENDULKAR IN THE HISTORY OF CRICKET' as in Fig 19.

Fig 19

SACHIN TENDULKAR IN THE HISTORY OF CRICKET

Sachin Tendulkar's highest run scorer in the history of Test cricket with 15,183 Test runs. Career average (1989–2010, 182 Tests, 15,183 runs) at 56.02. Became the first India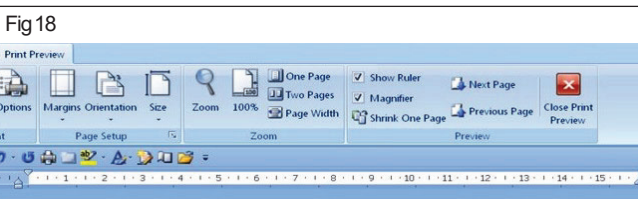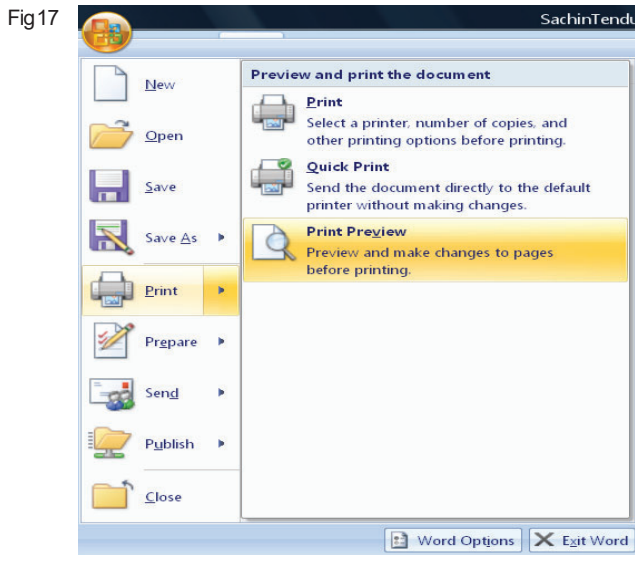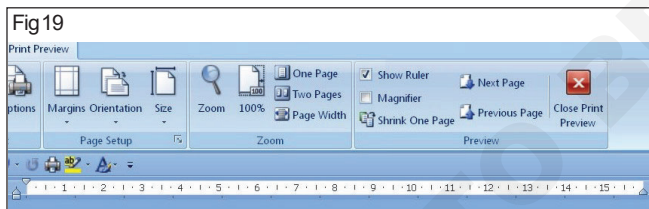n to surpass the 11,000. Test run mark and the third International player behind Allan Border and Brian Lara. Lara took 213 innings, Sachin Tendulkar 223 and Border 259.Second Indian after Sunil Gavaskar to make over 10,000 runs in Test matches. Sachin Tendulkar and Brian Lara are the fastest to score 10,000 runs in Test cricket history. Both of them achieved this in 195 innings. Sachin Tendulkar (8145) world record of runs scored in Tests away from home. Sachin Tendulkar (29) world record of Centuries in Tests away from home. First player to reach 12,000-13,000-14,000-15,000 Test runs. Holds the record for scoring most 1,000 Test runs in a calendar year. He has done it six times - 2010 (1562 runs), 2008 (1063 runs), 2002 (1392 runs), 1999 (1088 runs), 2001 (1003 runs) and 1997 (1000 runs).

- Click **Close Print Preview** tool to exit and

  return to the editing document.

2   Print the document

   - Click the Microsoft Office Button.

   - Select **Print**.

The Print dialog box appears as in Fig 20.

Fig 20
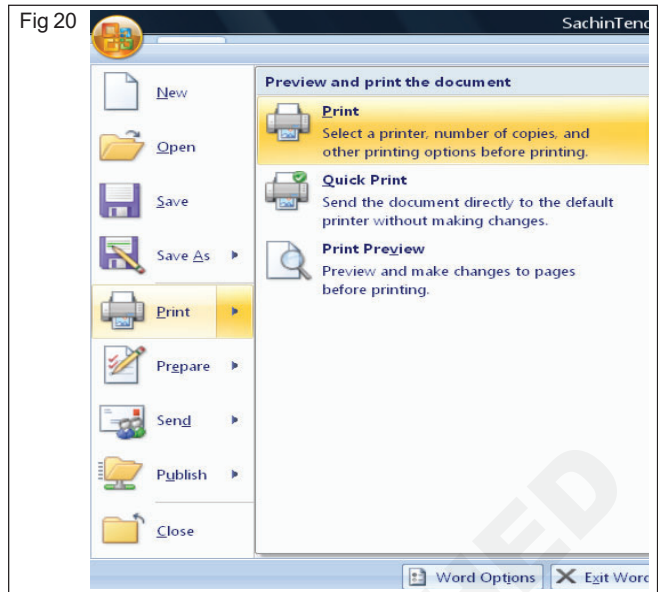
- Click print

  A print window is displayed as shown in Fig 21.

Fig 21
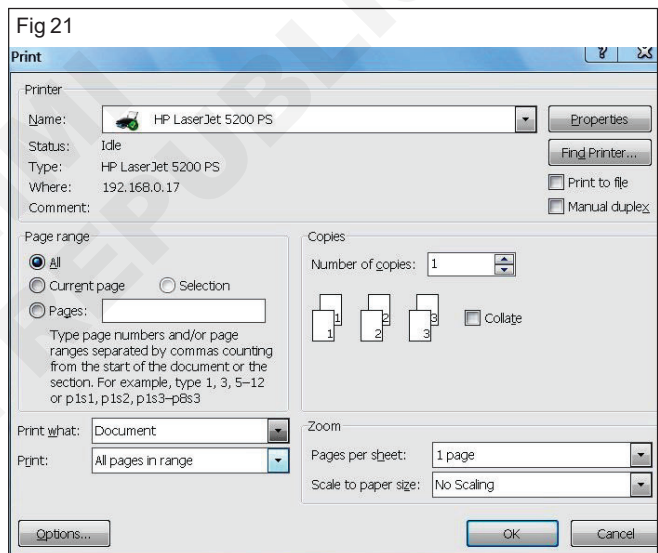
- Ask the instructor to ensure the printer name to which your computer is connected.

- Select the printer name from the list as shown in Fig 22.

- Click OK.
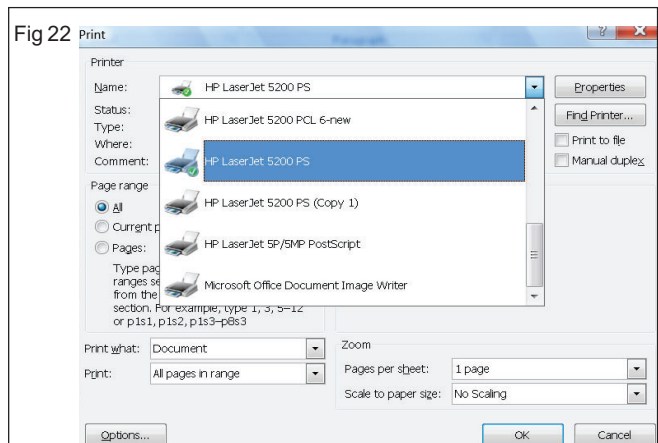
Fig 22

Manipulating document page using tool bar, editing text - insert, delete, move, copy, paste, finding, replacing text, spell check grammar check etc.

Objectives: At the end of this exercise you shall be able to
• **change font face, size and style**
• **underline the text and set font effects**
• **change font color and set highlight color**
• **set character spacing.**

Requirements
Tools/Equipments/Instruments
• A working PC - 1 No./batch.

PROCEDURE

TASK1: **Change font face, size and style**

1 Create a new file and type the following text

India physical features

Geographical Set Up: India takes its standard time from the meridian of 82 30 E, which is 5 ½ hours ahead of Greenwich Mean time (0 longitude).Pakistan time is 5 hours ahead of GMT and Bangladesh time is 6 hours ahead of GMT.

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar cut it off from the west. Along the north, the great mountain wall formed by the Hindukush, Karakoram and the Himalayas, which is difficult to cross, cuts it off from the rest of the continent. Similarly, the southward of-shoots of the Eastern Himalayas separate it from Russia. The tropical monsoon climate of India, which ensures a fair supply of moisture and forms the basis of farming in India, is also a result of its location in the southern part of Asia. Since the opening of Suez Canal (1867) India's distance from Europe has been reduced by 7,000km. It thus bridges the space between the highly industrialized nation of the west and the semi-arid, and south-western Asia and the most fertile and populated regions in the south-east and far-east countries.

The Trans Himalayas or Tibetan Himalayas: The largest glaciers are Hispar and Batura (over 57 km long) of Hunza Valley and Biafo and Baltaro (60 km long) of Shigar Valley. The Siachen of Nubra Valley is the longest with a length of over 72 km.The Purvachal or the Eastern Hills: In the east after crossing the Cihang gorge the Himalayas bend towards south forming a series of hills running through Arunachal Pradesh, Nagaland, Manipur, Mizoram, Tripura and eastern Assam and form the boundary between India and Burma. Brahmaputra rivers divide

Himalayas into three sections: the main Himalayas, the northwest Himalayas and the southeast Himalayas. The main Himalayas running from the Pamir Plateau in the northwest to Arunachal Pradesh in the southeast are the youngest mountains in the world. The highest peak of the word, the Mount Everst (8,884m, named after Sir George Everst). There are about 140 peaks in the Himalayas whose elevation is more than the Mount Blanc (4,810m), the highest peak of the Alps. The three mountain ranges: the Himadri in the north(the greater Himalayas)the Himachal in the middle(the lesser Himalayas) and the Siwalik (the Outer Himala-yas), facing thr palins of India. The Himadri is of grat elevations (6,000m) which remains covered with ever-lasting snows. The Siwalik have some flat-floored structural valleys knowns as duns. Dehradun is well-known. Between the Himadri and the Himachal are some broad synclincal valleys. We also classify them as Punjab Himalayas, Kumayun, Assam Nepal and Northern.

Significance of Himalayas: (i) Physical Barriers (ii) Birthplace of Rivers (iii) Influence on climate (iv) Flora and Fauna (v) Mineral Resources (vi) Economic Resources (vii) Tourist

The Great Northern Plains: Lies between the great Himalayas in the North and the plateau of Peninsular India in the south. Nearly 2400 km long around 250-320 km broad, the most extensive plan indeed. It is said that this region was once a vast depression, filled with silt - brought down by the three Himalayas River, namely the Indus, the Ganga and the Brahmaputra and their numerous tributaries. It contains some of the richest soils. The bhangar refers to the upland formed by deposition of older alluvium in the river beds and the Khadar are lowlands formed by deposition of detritus of new alluvium in the river beds.

Bhabar and Terai: Includes those regions where the Himalayas and other hilly regions join the plains. Coarse sand and pebbles are deposited. Bhabar lands are narrower in the east and extensive in the western and north-western hilly. Water converts large areas along the river into swamps known as Terai.

The Western or Rajasthan Plains: are known as Marusthali of Thar and the adjoining Bagar areas to the west of Aravalli. Luni whose water is sweet in the upper reaches and saltish by the time is reaches the sea. The several salt lakes in the region such as the Sambhar, Degana, Kuchaman and Didwana; from which table salt is obtained. In most of the region shifting sand dunes occur.

The Punjab-Haryana Plain: These plains owe their formation to the Sutlej, the Beas and the Ravi rivers. Many low lying flood plains (called bets) are found here. The Bari Doab between Ravi and Beas rivers, the Bist Doab between the Beas and Sutlej and the Malwa plain are relatively more fertile plain.

The Ganga Plain: The Ganga-Yamuna Doab comprising the Rohilkhand and the Avadh Plain is the tile area that is drained by the tributaries of Ganga.

The North Bengal Plains: the Plains extending from the foot of Eastern Himalayas to the northern limb of Bengal basin cover an area of 23,000km^2.

Brahmaputra Plains: This is a low level plain, rarely more than 80km broad, surround by High Mountain on all sides except on the west.

Significance of the Great Plains: Riverine region, Fertile soil, favorable climate, flat surface, constructions of roads, extensive system of irrigation.

The Peninsular Plateau: oldest structure of the Indian subcontinent whose slow and steady movement towards north and north-east has been responsible for creation of the Himalayas and the Northern Plains in place of the Tethys sea of geological time. It is marked of from the Indo-Gangetic plain by the mountain and hill ranges such as the Vindhyas, the satpura, and Mahadeo, Maikal, and Sarguja ranges with the average height is usually divided into two major subdivisions with the Narmada valley as the line of demarcation. The region north of the Narmada valley is known as the Central Highlands and in south of the Narmada valley lies the Deccan Plateau.

The Central Highlands: Old Aravalli Mountain on the west and the Vindhyas on the south. This region slopes northward to the Ganga plains. The western part of the Central highlands is known as the Malwa Plateau. The Central part has a number of small plateaus like those of Rewa, Baghelkhand and Bundlekhand. The eastern part of the Central Highlands comprises the Chotanagpur plateau.

The Deccan Plateau: The Deccan Plateau extends from the vindhyas to the southern tip of the Peninsula. This triangle plateau is at its widest in the north. The

Vindhya Range and its eastern extension namely Mahadev hills Kaimuir Hills and Maikal Range from its northern edge. Western Ghats are known by different regional names such as the Sahyadris in Maharastra and Karnataka, the niligris in Tamil Nadu and Annamalai and the Cardamon hill along the Kerala and Tamil nadu border. The elevation of the ghats increases towards the south. The highest peak, Anaimudi (2,695 m) is in Kerala. The most important gap in the Western Ghats is the Palghat gap which links Tamil Nadu with Kerala. The Bhorghat and the Thalghat are other gaps lying in Maharastra state.

Eastern Ghats: These hills rise steeply from the Coromandel coastal plain. The Eastern Ghats are well developed in the region between the Godavari and Mahanadi rivers. The Eastern Ghats and Western Ghats converge in the Nilgiri hills. Dodda Betta (2,637 m) is the highest peak in the Nilgiri hills.

Significance of Peninsular Plateau: (i) Geological richness (ii) Sources of Irrigation and hydroelectricity (iii) Agricultural Resources (iv) Forest Resources (v) Rich Fauna (vi) Cultural Influences.

The coastal plains and islands

The Coastal plains: The Peninsular plateau is bounded by coastal plains on the east and west. There is wide difference between the eastern and western coastal plain. The west coast is narrower but wet. East coast much wider but relatively dry. A number of river deltas occur on the east coast. The deltas of east coast from the 'granary' of the five southern states- Andhra Pradesh, Tamil Nadu, Karnataka, Kerala and Pondicherry. The western coastal strips which have a large number of lagoons and back waters on other hand are noted for spices, areca nuts, coconuts palms etc.

2. Press Ctrl+S to save the file as **"India.docx".**

3. Select the text **India physical features** using Format Tool Bar as shown in (Fig 1).

4. Click the **'Home'** menu as in Fig 2.

5. Click on the Font list as in Fig 2.

> Verdana

6. Choose the font as Arial as in Fig 2.

7. Choose the font size as 12 in Fig 3.

8. Click on **B** button or Ctrl+B to bold the selected text as in Fig 4.

9. Select first paragraph as shown in Fig 5.

10. Click *I* button or Ctrl+I to italicize the selected text as in Fig 5.

Fig 1
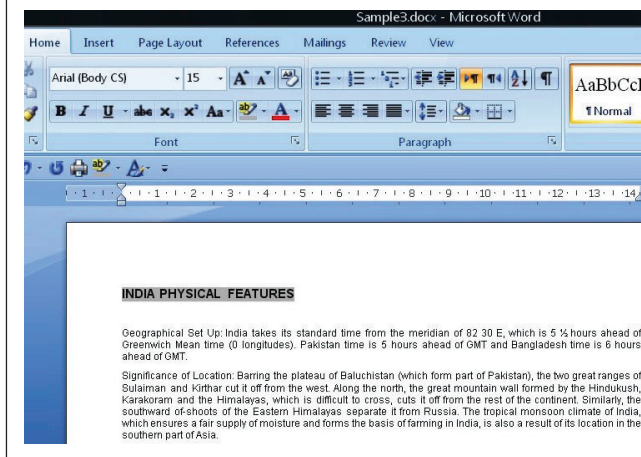
Fig 2
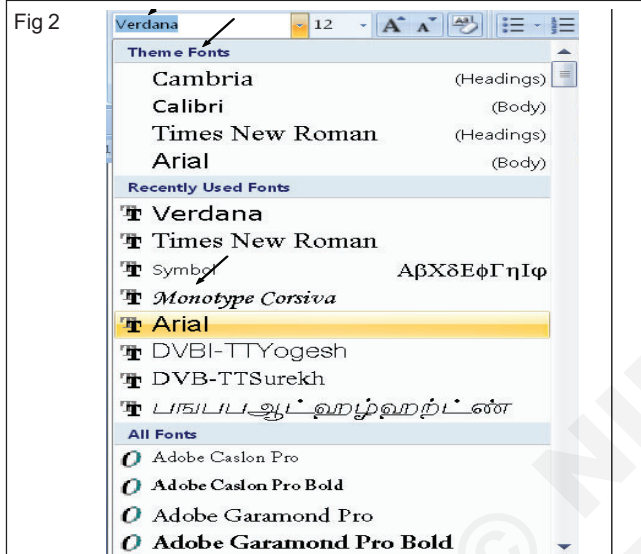
Fig 3
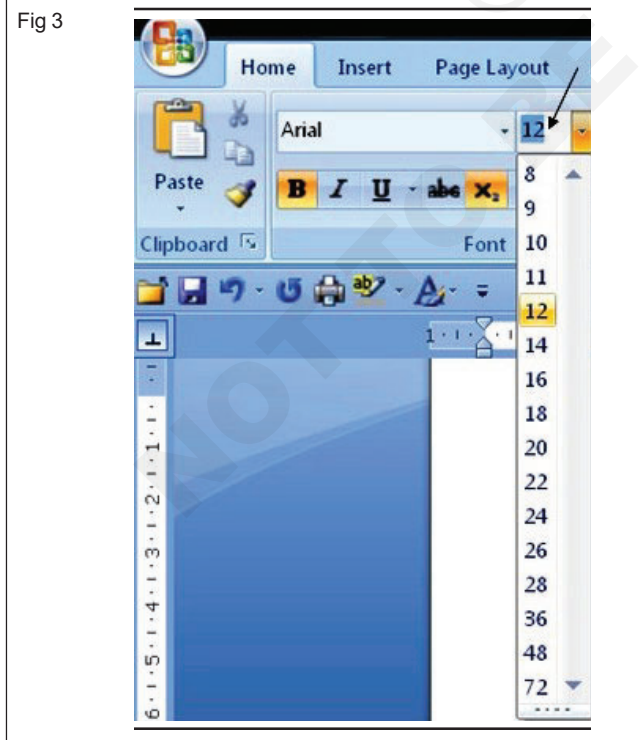
Fig. 4
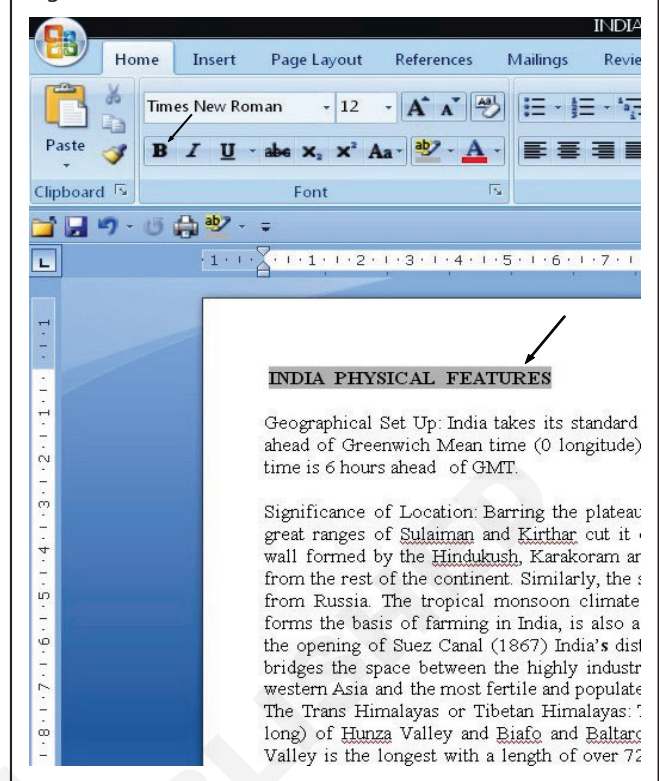
Fig 5

— — — — — — —
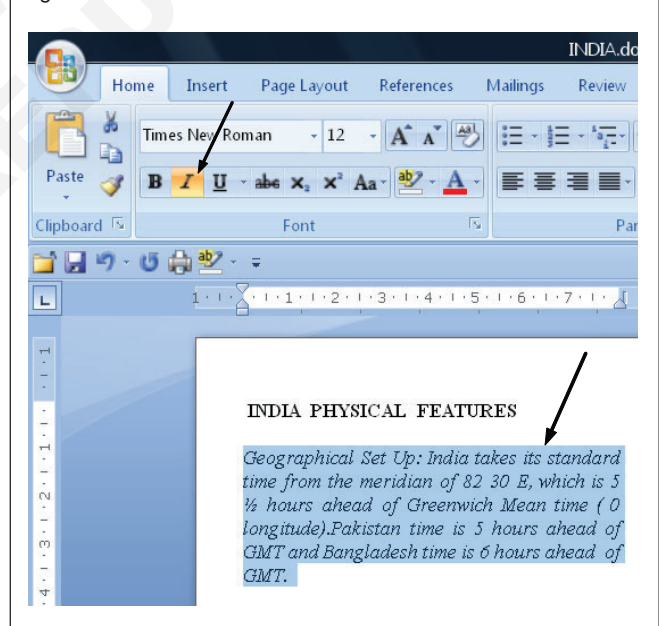
TASK 2 : **Underline the text and set font effects**

1 Click on ![U] button or Ctrl+U to Underline the text as in Fig 6.

Fig 6
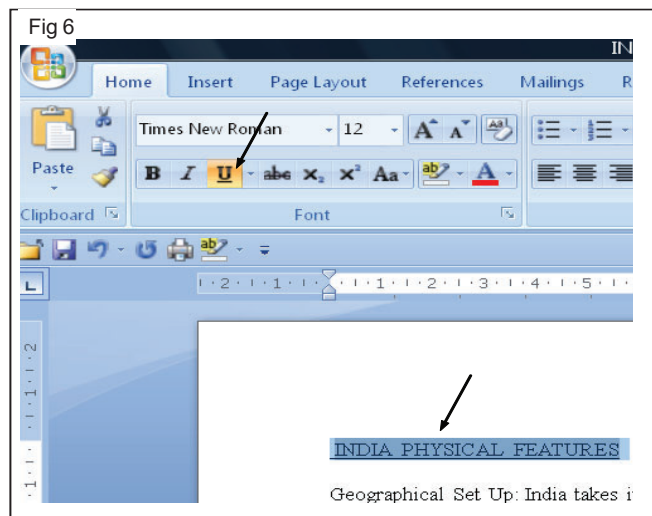
2 Place the cursor at the end of the document and type the following text

Thar Desert, registered a temperature of 50.6°C and 15% of water (H_2O)

3 Select **'o'** as in Fig 7.

Fig 7

INDIA PHYSICAL FEATURES

Geographical Set Up: India takes its standard time from the meridian of 82 30 E, which is 5 ½ hours ahead of Greenwich Mean time (0 longitude).Pakistan time is 5 hours ahead of GMT and Bangladesh time is 6 hours ahead of GMT.

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar cut it off from the west.

Thar Desert, registered a temperature of 50.6oC and 15% of water (H2O)

4 Click on ![button] button as in Fig 8.

Fig 8

5 The selected text is set as superscript as in Fig 9.

Fig 9

Thar Desert, registered a temperature of 50.6°C and 15% of water (H20)
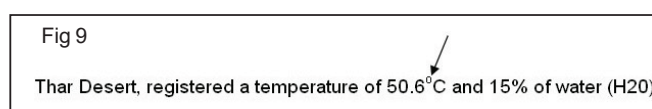
6 Select **2** as in Fig 10.

7 Click on ![button] button as in Fig 11.

Fig 10

Thar Desert, registered a temperature of 50.5oC and 15% of water (H2O)

Fig 11
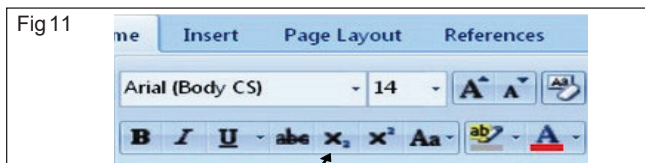
8 The selected text is set as subscript as in Fig 12.

Fig 12

Thar Desert, registered a temperature of 50.5°C and 15% of water ($H_2$0)

9 Select the text as in Fig 13.

Fig 13

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar cut it off from the west. Along the north the
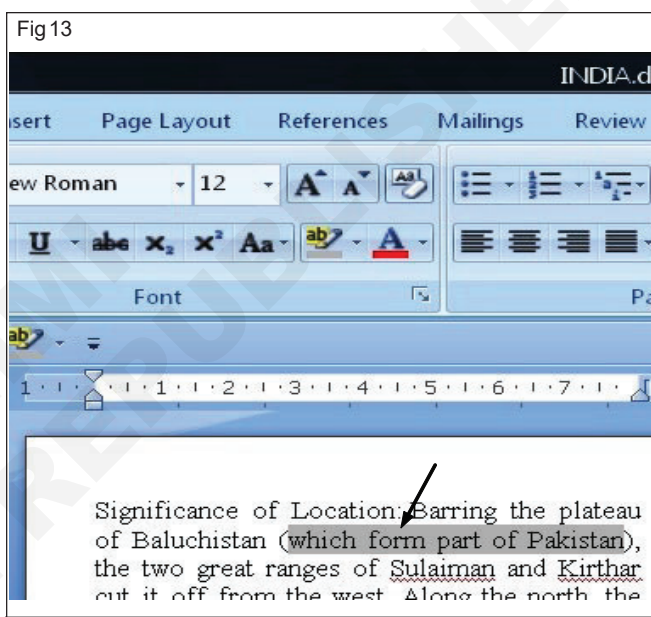
10. Click on ![abc] button to draw the line through the middle of the selected text as in Fig 14.

Fig 14

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar
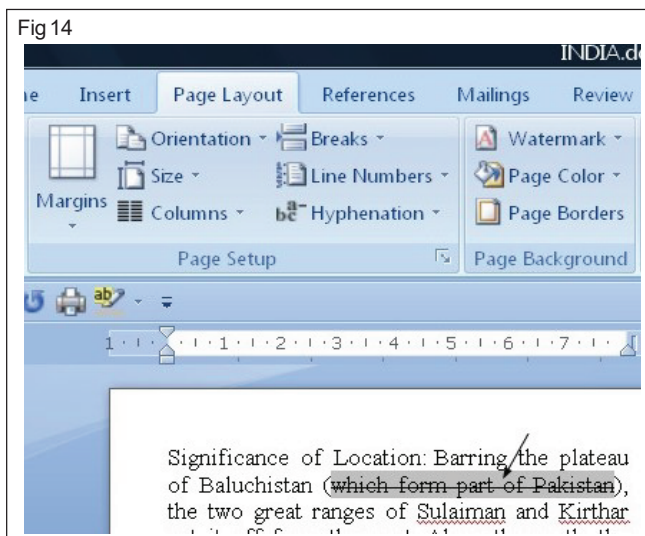
The line is drawn through the middle of the selected text.

TASK 3: **Change font color and set highlight color**

1 Select the text **"India physical features"**

2 Click on button and choose red colour from the color palette as in Fig 15.

Fig 15
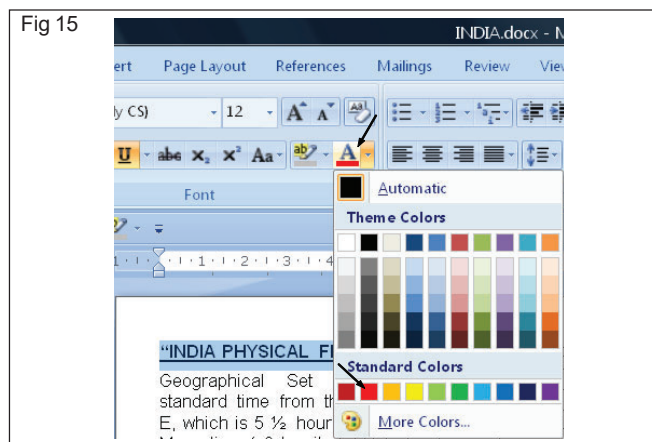
The selected colour text is changed to red as in Fig 16.

Fig 16
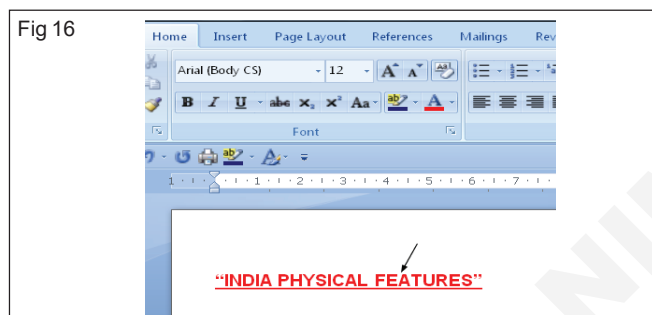
4 Click on button and choose green colour from the color palette as in Fig 17.

Fig 17
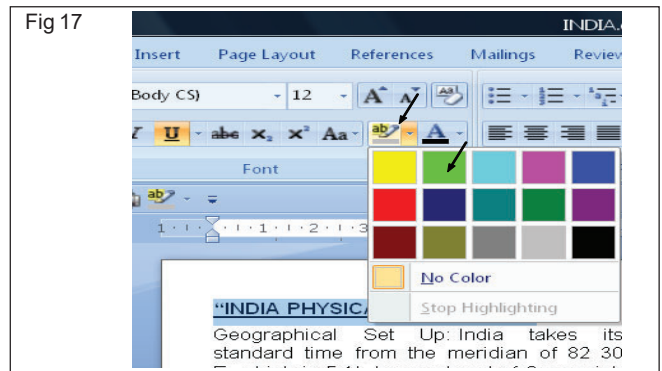
The selected text is highlighted to grey color as in Fig 18.

Fig 18
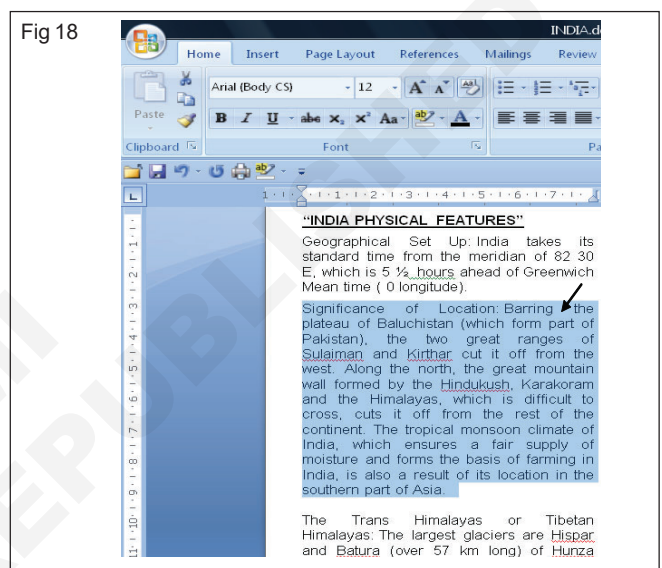
TASK 4: **Set character spacing**

1 Select the second paragraph as in Fig 19.

Fig 19
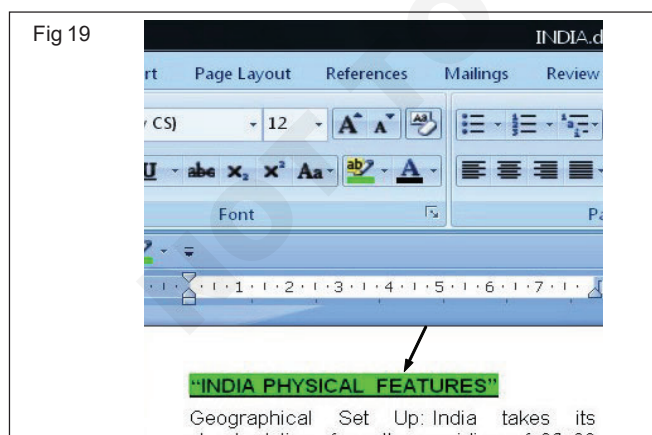
2 Click on Font button to open the font dialog box as in Fig 20.

Fig 20
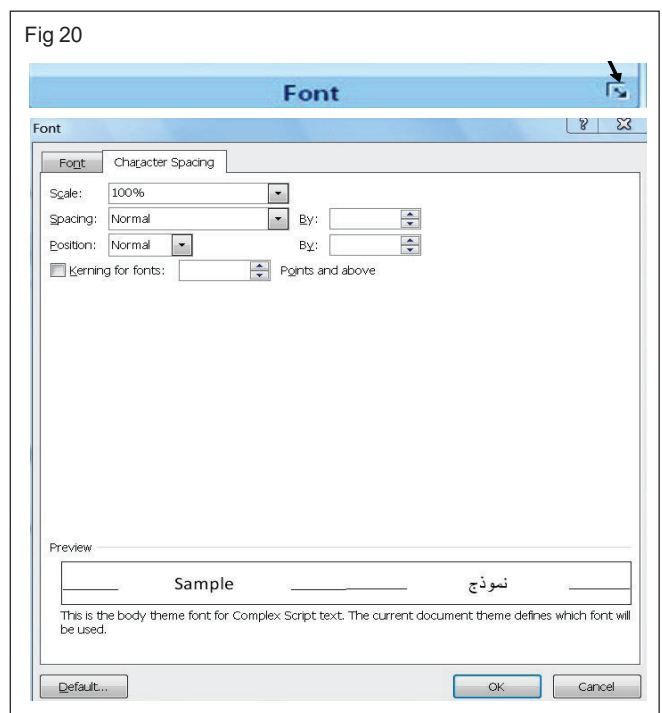
3 Click ⊡ of Spacing and choose expanded as in Fig 21.

Fig. 21
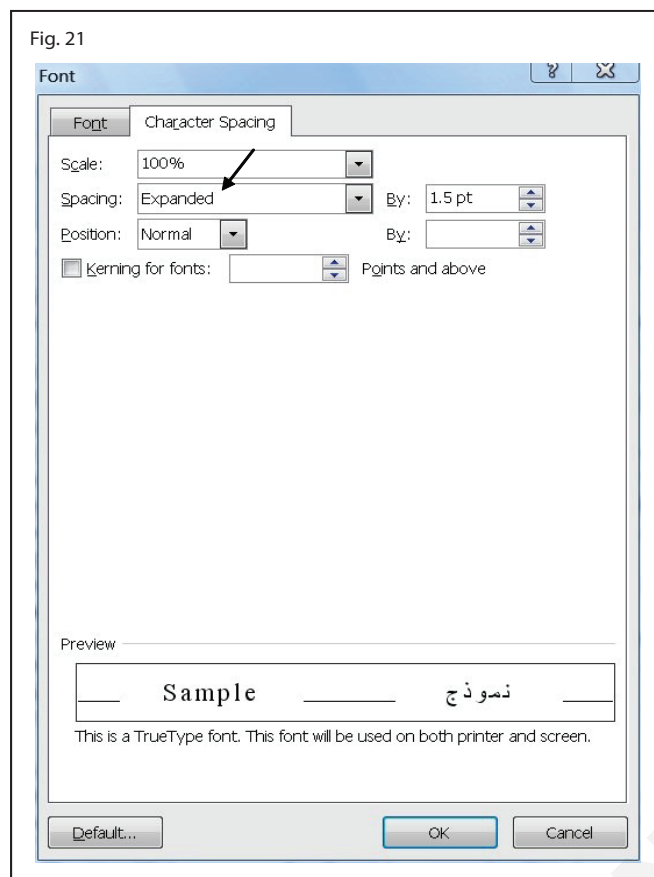
4 Click OK.

The selected text is changed to expanded format as in Fig 22.

Fig. 22

"INDIA PHYSICAL FEATURES"

Geographical Set Up: India takes its standard time from the meridian of 82 30 E, which is 5 ½ hours ahead of Greenwich Mean time (0 longitude).

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar cut it off from the west. Along the north, the great mountain wall formed by the Hindukush, Karakoram and the Himalayas, which is difficult to cross, cuts it off from the rest of the continent. The tropical monsoon climate of India, which ensures a fair supply of moisture and forms the basis of farming in India, is also a result of its location in the southern part of Asia.

— — — — — —

Inserting and modifying tables.

Objectives: At the end of this exercise you shall be able to
• **format paragraph**
• **add borders and shading**
• **create new styles.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1: **Formatting paragraphs**

1 Open → Sample3. doxc

2 Select all the text or press Ctrl+A

3 Click [icon] or justify Ctrl+J the text gets aligned on both left margins, right margins and removes extra spaces between words as in Fig 1.

Fig 1
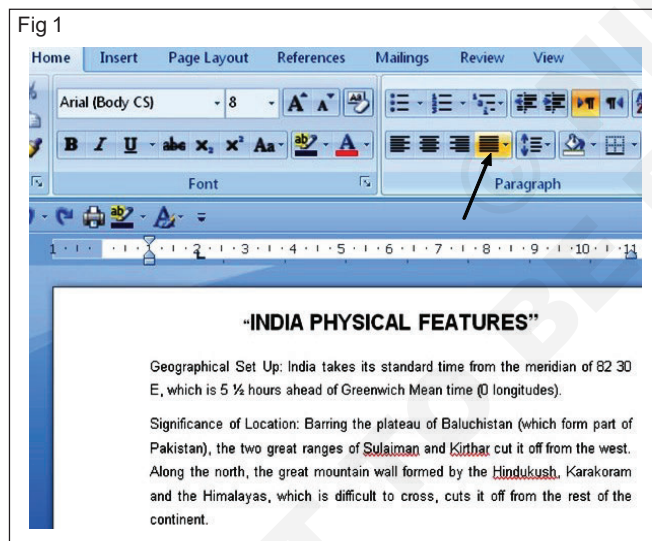
Fig 2

4 Click [icon] of the paragraph dialog box as in Fig 2.

5 Select [icon] of Line spacing to 1.5 lines as in Fig 3.

6 Click OK and the text will be displayed as Fig 4.

7 Select the text INDIA PHYSICAL FEATURES as shown in Fig 5.

8 Click [icon] button to centre the selected text as in Fig 5.
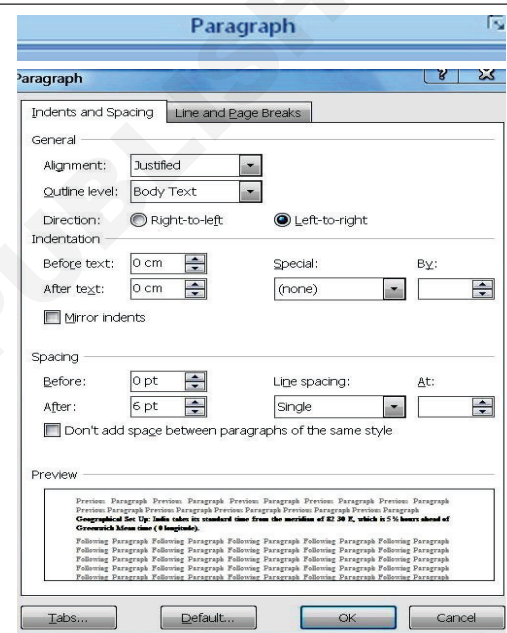
Fig 3
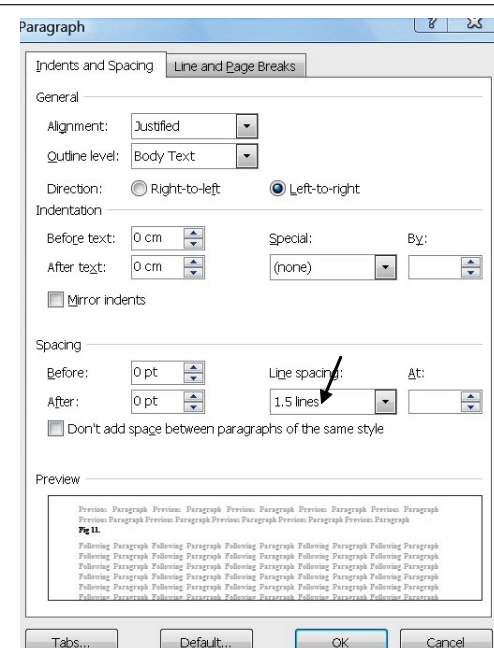
Fig 4 "INDIA PHYSICAL FEATURES"

Geographical Set Up: India takes its standard time from the meridian of 82 30 E, which is 5 ½ hours ahead of Greenwich Mean time (0 longitudes).

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar cut it off from the west. Along the north, the great mountain wall formed by the Hindukush, Karakoram and the Himalayas, which is difficult to cross, cuts it off from the rest of the continent. The tropical monsoon climate of India, which ensures a fair supply of moisture and forms the basis of farming in India, is also a result of its location in the southern part of Asia.

Fig 5
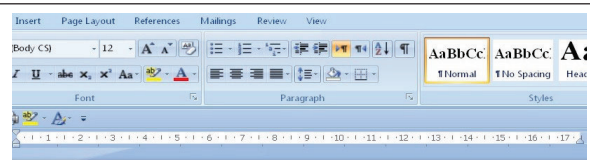
"INDIA PHYSICAL FEATURES"

Geographical Set Up: India takes its standard time from the meridian of 82 30 E, which is 5 ½ hours ahead of Greenwich Mean time (0 longitudes).

Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Sulaiman and Kirthar cut it off from the west. Along the north, the great mountain wall formed by the Hindukush, Karakoram and the Himalayas, which is difficult to cross, cuts it off from the rest of the continent. The tropical monsoon climate of India, which ensures a fair supply of moisture and forms the basis of farming in India, is also a result of its

TASK 2: **Add borders and shading**

1 Click Page Layout page border as in Fig 6.

Fig 6
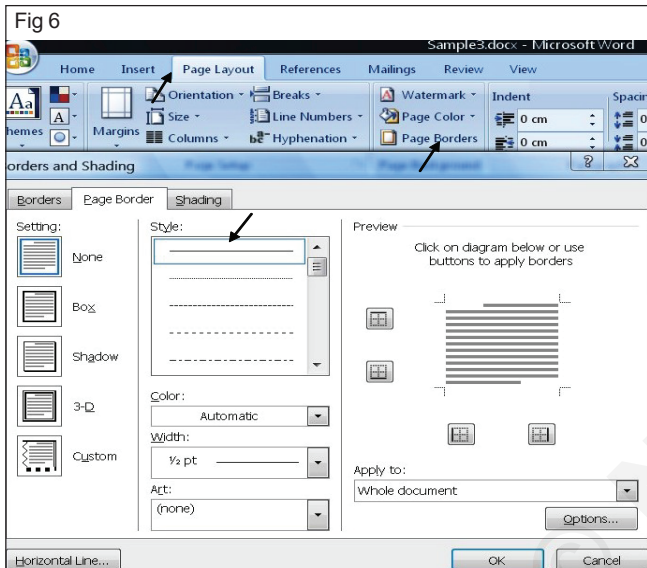
2 Select [icon] Box in setting

3 By moving the scroll bar of Style select double line as in Fig 7.

Fig 7
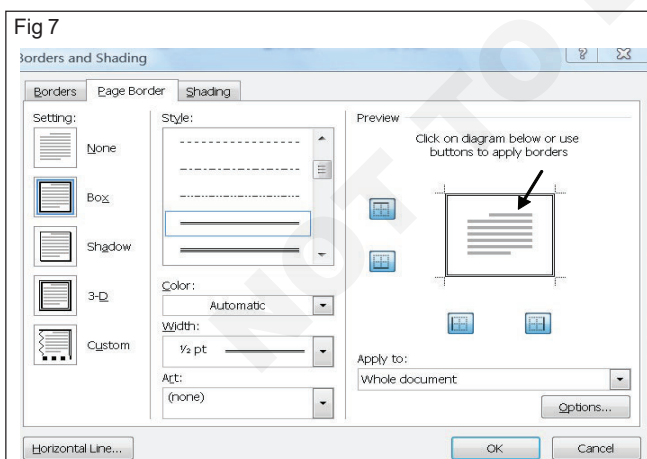
4 Click **'OK'.**

The document appear with the page border as shown in Fig 8.

Fig 8

India Physical Features

Geographical Set Up: India takes its standard time from the meridian of 82 30E, which is 5½ hours ahead of Greenwich Mean Time (0 longitude. Pakistan time is 5 hours ahead of GMT and Bangladesh time is 6 hours ahead of GMT. Significance of Location: Barring the plateau of Baluchistan (which form part of Pakistan), the two great ranges of Suleiman and Kirthar cut it off from the west. Along the north, the great mountain wall formed by the Hindukush, Karakoram and the Himalayas, which is difficult to cross, cuts it off from the rest of the continent. Similarly, the southward off-shoots of the Eastern Himalayas separate it from Russia. The tropical monsoon climate of India, which ensures a fair supply of moisture and forms the basis of farming in India, is also a result of its location in the southern part of Asia. Since the opening of Suez Canal (1867) India's distance from Europe has been reduced by 7,000k. It thus bridges the space between the highly industrialized nation of the west and the semi-arid, and south-western Asia and the most fertile and populated regions in the south-east and far-east countries.

5 Select Page Layout → [Page Color] as Fig 9.

Fig 9
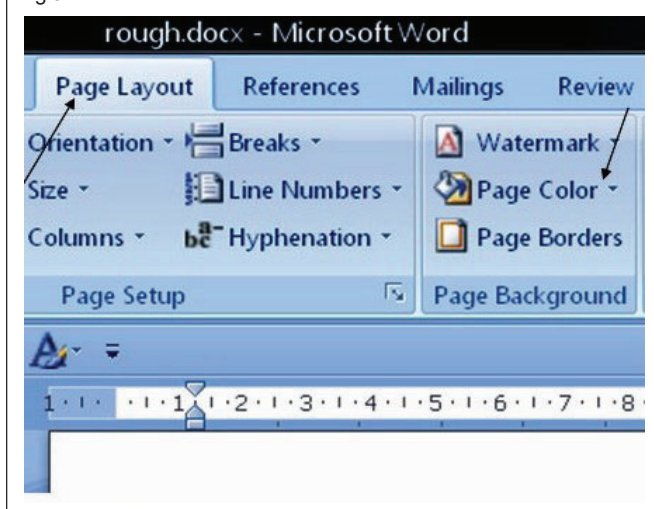
6 Click [▼] button a color palette appear as in Fig 10.

7 Select color as 'blue' as in Fig 10.

Fig 10
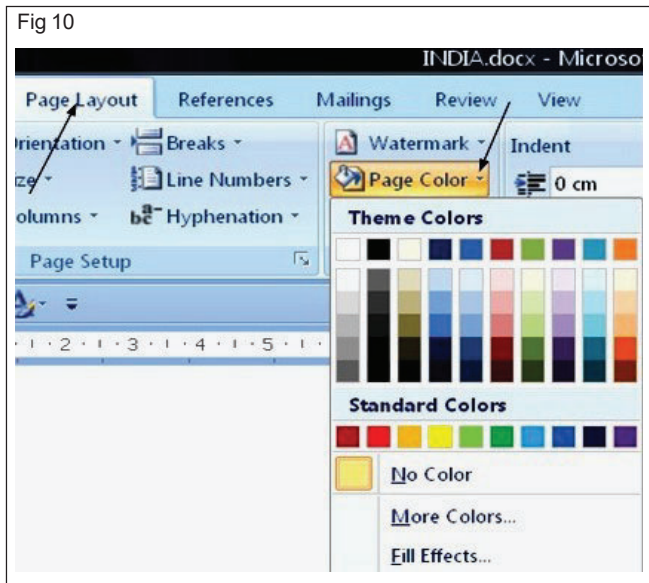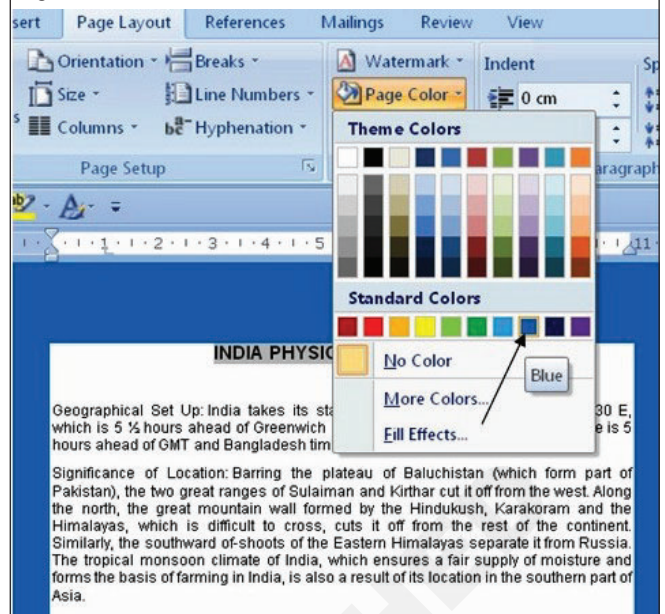
The document appear with the page color as shown in Fig 11.

Fig 11

— — — — — —

TASK 3: **Creating new styles**

1 Select the text

Sachin tendulkar in the history of cricket

2 Click the Home tab as shown in Fig 12.

Fig. 12
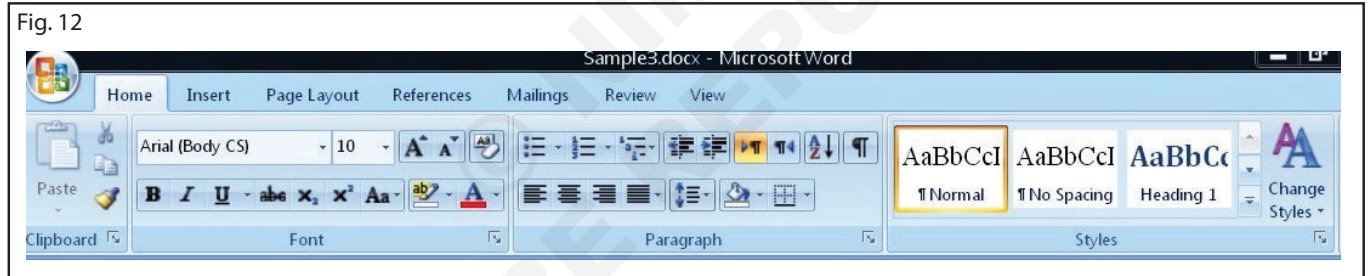
3 Select Styles → AaBbCc Strong

4 Text appears shown below

Sachin tendulkar in the history of cricket

5 Select the text from the given paragraph (Fig 13).

6 Select drop down arrow [Change Styles] in change style.

7 Select the style set from change styles → Fancy.

8 Save the file with appropriate file name.

Fig. 13

SACHIN TENDULKAR IN THE HISTORY OF CRICKET

Sachin Tendulkar's highest run scorer in the history of Test cricket with 15,183 Test runs. Career average (1989–2010, 182 Tests, 15,183 runs) at 56.02. Became the first Indian to surpass the 11,000. Test run mark and the third International player behind Allan Border and Brian Lara. Lara took 213 innings, Sachin Tendulkar 223 and Border 259.Second Indian after Sunil Gavaskar to make over 10,000 runs in Test matches. Sachin Tendulkar and Brian Lara are the fastest to score 10,000 runs in Test cricket history. Both of them achieved this in 195 innings. Sachin Tendulkar (8145) world record of runs scored in Tests away from home. Sachin Tendulkar (29) world record of Centuries in Tests away from home. First player to reach 12,000-13,000-14,000-15,000 Test runs.

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Inserting and modifying tables.

Objectives: At the end of this exercise you shall be able to
• **insert table in a document**
• **sort the data.**

PROCEDURE

TASK 1: **Insert table in document**

1 Create a blank document.

2 Type "Trainees mark sheet"

3 Click **Insert → Table** as shown in Fig 1.

Fig 1
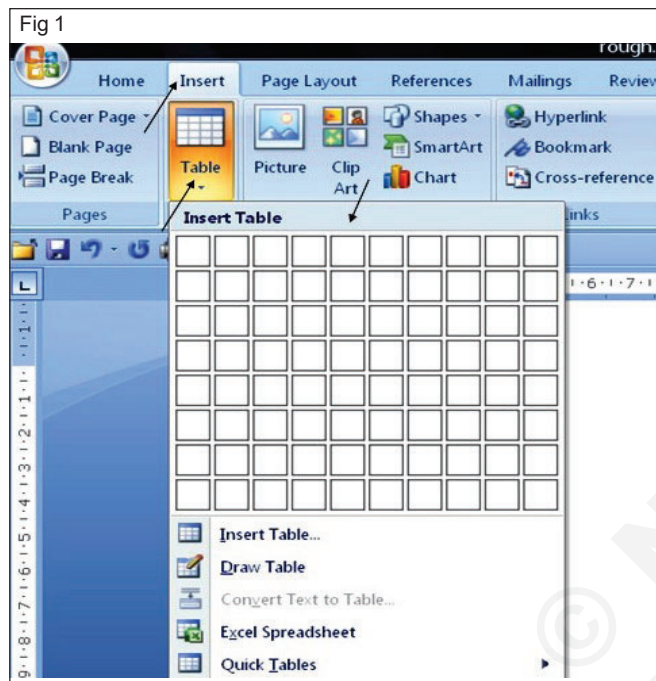
4 Position the mouse on Insert Table box and drag to fifth box right and down to next row release the mouse button as in Fig 2.

Fig 2
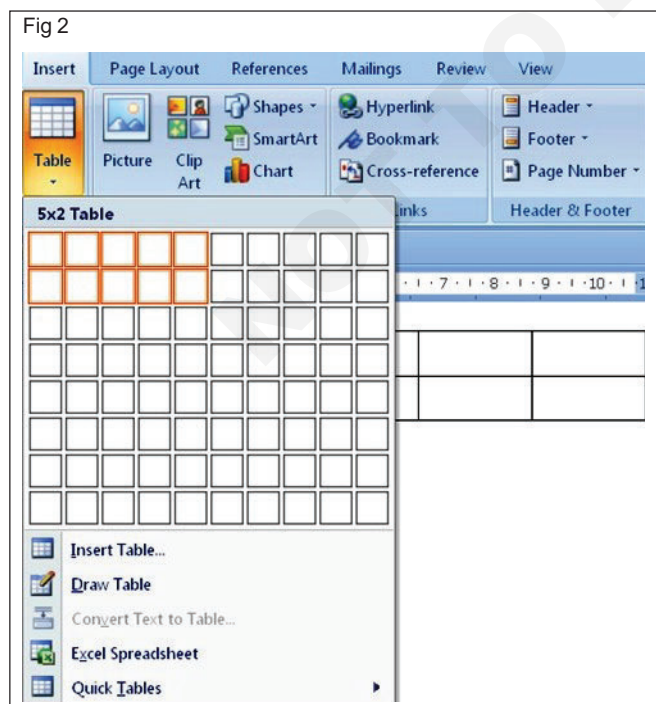
5 Position the mouse on the Insert Table box and drag to fifth box right and down to next row release the mouse button as in Fig 3.

Fig 3
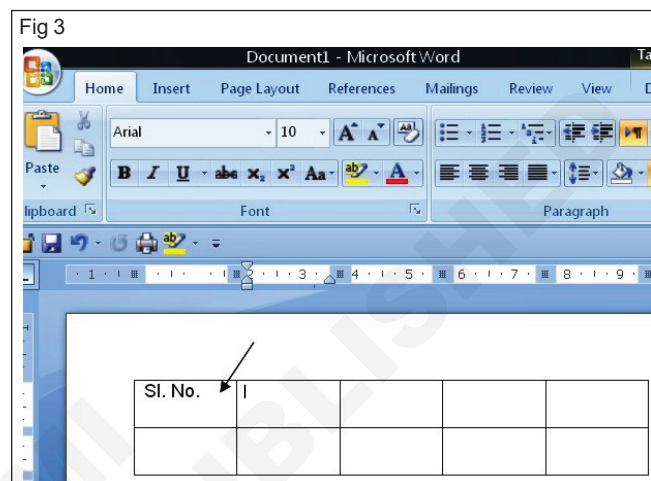
6 Type Sl. No. in the first column.

7 Move the first column line.

8 Move table column by click the mouse button towards left.

9 Click Tab key to move to the next column

10 Type "Name of the Trainee" as in Fig 4.

Fig 4

11 Repeat the steps 6 to 10 enter following text.

12 Position the cursor on fifth column and select as shown in Fig 5.

Fig 5

13 Right click the mouse to select **Insert →**

 Insert Columns to the Right as in Fig 6.

A blank column as shown in Table 1"Trainees mark sheet"

Fig 6

Trainees Mark Sheet

SL. NO.	NAME OF THE TRAINEE	PRACTICAL (120)	THEORY	SOCIAL SCIENCE

(Context menu shown with options:)
- Cut
- Copy
- Paste
- Insert ▶
  - Insert Columns to the Left
  - Insert Columns to the Right
  - Insert Rows Above
  - Insert Rows Below
  - Insert Cells...
- Delete Cells...
- Split Cells...
- Borders and Shading...
- Text Direction...
- Cell Alignment ▶
- AutoFit ▶
- Table Properties...
- Bullets ▶
- Numbering ▶
- Hyperlink...
- Look Up...
- Synonyms ▶
- Translate ▶

English (India)

14 Position the cursor on the six column and type " TOTAL"

Sl. No.	Name of the Trainee	Practical	Theory	Social Science	

Table -1

15 Type the following table-1.

Sl. No.	Name of the trainee	Practical (120)	Theory (30)	Social science (50)	Total (200)
1.	HARE	90	95	44	
2.	MANJU SHRI	67	58	45	
3.	SRI VIDYA	90	95	41	
4.	SRI NITHI	90	56	39	
5.	PRIYA	90	78	46	
6.	KAVITHA	79	77	43	
7.	RAVI	56	54	35	
8.	SHANKAR	78	66	30	
9.	PREM	74	68	25	
10.	PRAVEEN	35	95	33	

16 Position the cursor on the below the TOTAL column. Select Layout from the access tool bar as shown in Fig 7.

Fig 7

(Layout ribbon showing: Text Direction, Cell Margins, Alignment, Sort, Repeat Header Rows, Convert to Text, Formula, Data)
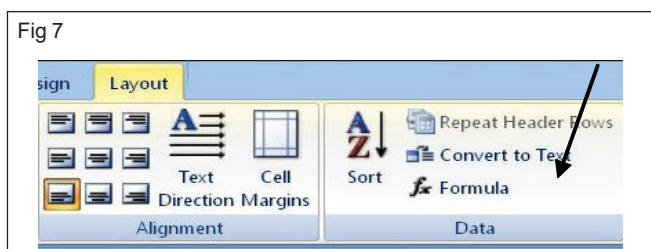
17 Click _fx_ Formula from Data.

A drop down menu appear on the screen as shown in Fig 8 and click OK.

Fig 8

Formula

Formula:
=SUM(LEFT)

Number format:

Paste function: Paste bookmark:

OK   Cancel
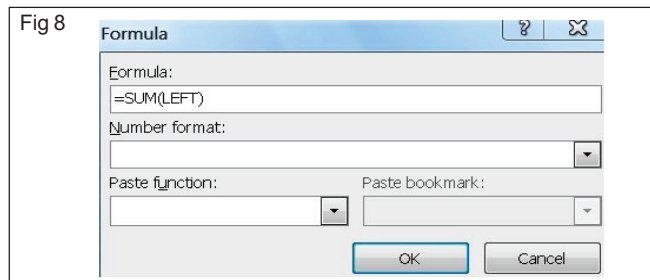
The corresponding row total appears on the screen as shown in Table 2.

Table -2

Sl. No.	Name of the trainee	Practical (120)	Theory (30)	Social science (50)	Total (200)
1.	HARE	90	95	44	229
2.	MANJU SHRI	67	58	45	
3.	SRI VIDYA	90	95	41	
4.	SRI NITHI	90	56	39	
5.	PRIYA	90	78	46	
6.	KAVITHA	79	77	43	
7.	RAVI	56	54	35	
8.	SHANKAR	78	66	30	
9.	PREM	74	68	25	
10.	PRAVEEN	35		33	

18 Position the cursor on second rows of total to calculate the row total. Select Layout from the access tool bar and Click _fx_ Formula from Data.

A dialog box appear on the screen as shown in Fig 9.

Fig 9

(Layout ribbon: Insert Above, Insert Below, Insert Left, Insert Right, Merge Cells, Split Cells, Split Table, 0.44 cm, 2.19 cm, AutoFit, Text Direction, Cell Margins, Sort, Repeat Header Rows, Convert to Text, Formula. Rows & Columns | Merge | Cell Size | Alignment | Data)

Sl NO.	NAME OF THE TRAINEE	PRACTICAL (120)	THEORY (30)	SOCIAL SCIENCE (50)	TOTAL (200)
1.	HARE	90	95	44	229
2.	MANJU SHRI	67	58	45	
3.	SRI VI...				
4.	SRI NI...				
5.	PRIYA				
6.	KAVIT...				
7.	RAVI				
8.	SHANI...				
9.	PREM				
10.	PRAVE...				

Formula

Formula:
=SUM(ABOVE)

Number format:

Paste function: Paste bookmark:

OK   Cancel

19 Change Formula = sum(left) as in Fig 10 and click OK.

Fig 10

SI NO.	NAME OF THE TRAINEE	PRACTICAL (120)	THEORY (30)	SOCIAL SCIENCE (50)	TOTAL (200)
1.	HARE	90	95	44	229
2.	MANJU SHRI	67	58	45	
3.	SR				
4.	SR				
5.	PR				
6.	KA				
7.	RA				
8.	SH				
9.	PR				
10.	PR				

Formula

Formula:
=SUM(Left)

Number format:

Paste function: Paste bookmark:

OK   Cancel
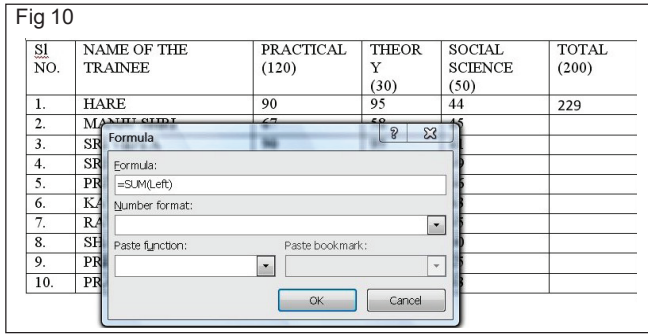
20 Repeat the steps No.18 & 19 to fill the total column as shown in Table 3.

Table - 3

SI. No.	Name of the trainee	Practical (120)	Theory (30)	Social science (50)	Total (200)
1	HARE	90	95	44	229
2	KAVITHA	79	77	43	199
3	MANJU SHRI	67	58	45	170
4	PRAVEEN	35	95	33	163
5	PREM	74	68	25	167
6	PRIYA	90	78	46	214
7	RAVI	56	54	35	145
8	SHANKAR	78	66	30	174
9	SRI NITHI	90	56	39	185
10	SRI VIDYA	90	95	41	226

— — — — — —

TASK 2: **Sort the data**

1 Select from the second row of table till the end of the table as shown in Fig 11.

Fig. 11

SL NO.	NAME OF THE TRAINEE	PRACTICAL (120)	THEORY (30)	SOCIAL SCIENCE (50)	TOTAL (200)
1.	HARE	90	95	44	229
2.	MANJU SHRI	67	58	45	170
3.	SRI VIDYA	90	95	41	226
4.	SRI NITHI	90	56	39	185
5.	PRIYA	90	78	46	214
6.	KAVITHA	79	77	43	199
7.	RAVI	56	54	35	145
8.	SHANKAR	78	66	30	174
9.	PREM	74	68	25	167
10.	PRAVEEN	35	95	33	163

2 Click [AZ↓ Sort] from paragraph dialog box. A sort text box appears on the screen.

3 Select the column for sorting and press OK as in Fig 12.

Fig 12

Sort

Sort by
Column 1
Column 1
Column 2
Column 3
Column 4
Column 5

Type: Number   Ascending
Using: Paragraphs   Descending

Type: Text   Ascending
Using: Paragraphs   Descending

Then by

Type: Text   Ascending
Using: Paragraphs   Descending

My list has
Header row   No header row

Options...   OK   Cancel
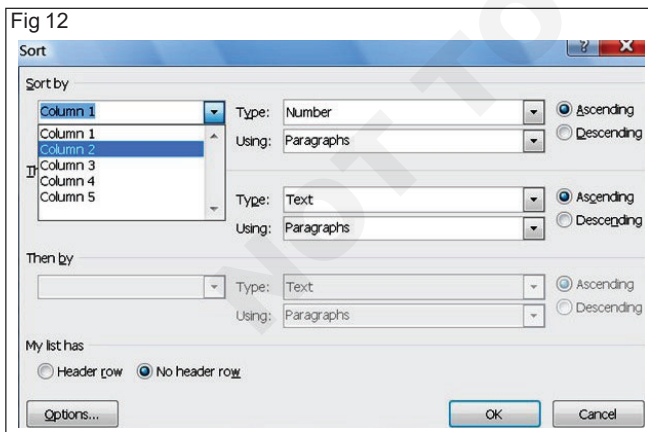
The names of the trainees as been arranged alphabetically as shown in Table 4.

Table - 4

SI. No.	Name of the trainee	Practical (120)	Theory (30)	Social science (50)	Total (200)
1	HARE	90	95	44	229
2	KAVITHA	79	77	43	199
3	MANJU SHRI	67	58	45	170
4	PRAVEEN	35	95	33	163
5	PREM	74	68	25	167
6	PRIYA	90	78	46	214
7	RAVI	56	54	35	145
8	SHANKAR	78	66	30	174
9	SRI NITHI	90	56	39	185
10	SRI VIDYA	90	95	41	226

— — — — — —

Tourism & Hospitality: Front Office Assistant (NSQF - Revised 2022) - Exercise 1.6.26

Mail merge using MS word

Objectives: At the end of this exercise you shall be able to
• **create a format letter**
• **type list of recipients and edit recipients list.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Create format letter**

1 Select **Mailing** →

A drop down menu as shown in Fig 1.

Fig 1

2 Select [Letters] a blank word document appears on the screen.
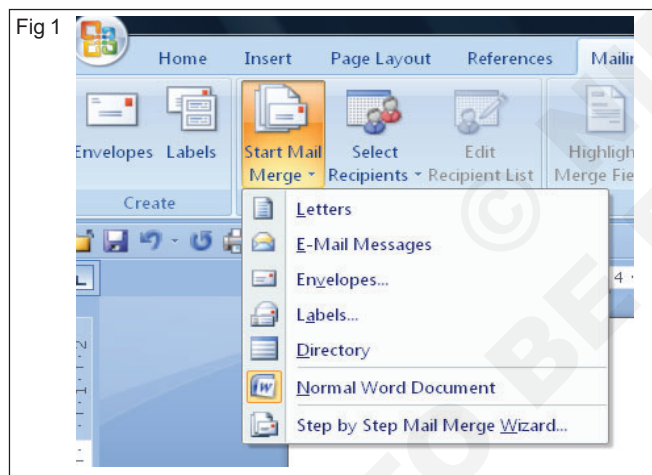
3 Type the following letter

FROM

TO

National iNSTRUCTIONAL media institute,

CTI campus, guindy,

Chennai 600 032

Sir,

We trainees studying in ITI, we need to know the price list of few trades for purchasing course materials like

1. COPA   2. FITTER
3. WELDER   4. TURNER
5. PPO   6. MACHINIST
7. COE AUTOMOBILE (BBBT & AAT)

Sir Please send us the price details and the discount details, which will enable our friends to give bulk orders.

Thanking you

— — — — — —

TASK 2: **Type the list of recipients and edit recipients list**

1 Select Mailings® Select Recipients ▾ choose and click
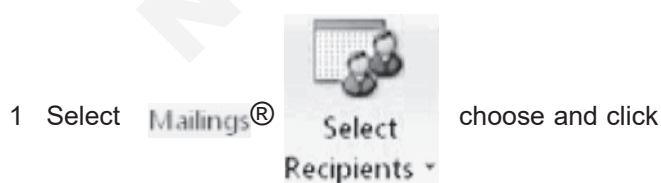
"type new list" as on Fig 2.

A "New address list" window appears on the screen as on Fig 3.

Fig 2
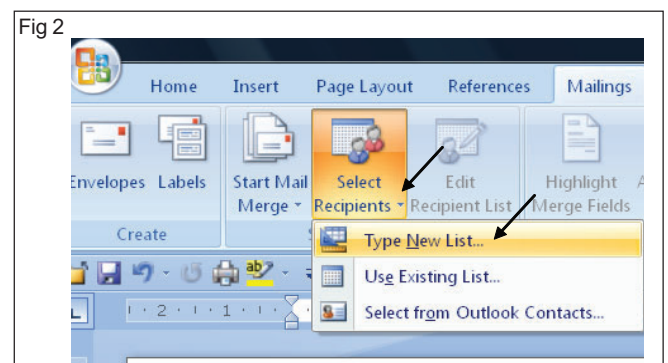
Fig 3
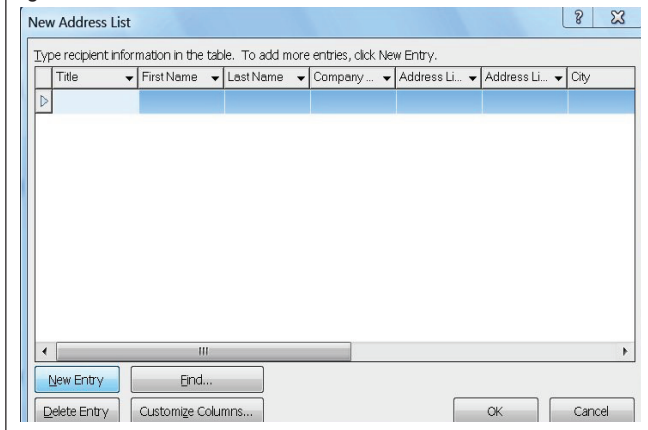
2 Select "Customize columns"

A "Customize Address list" window appears on Screen as on Fig 4.

Fig 4
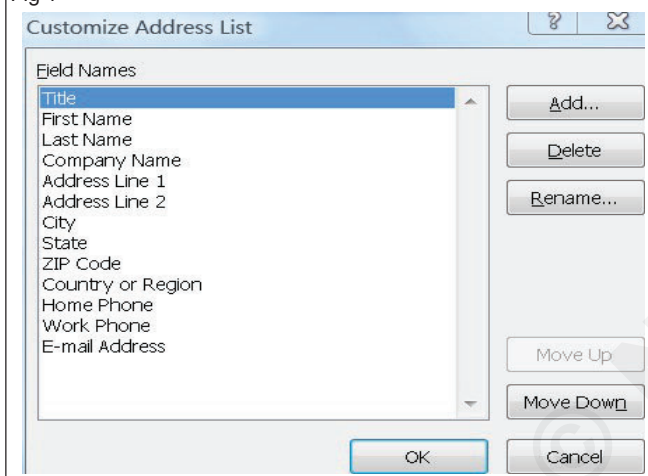
3 Select "title" & click "Delete"

The title gets deleted & a screen prompts as "Are you sure you want to delete field "title"?. Click "Yes" as on Fig 5.

Fig 5
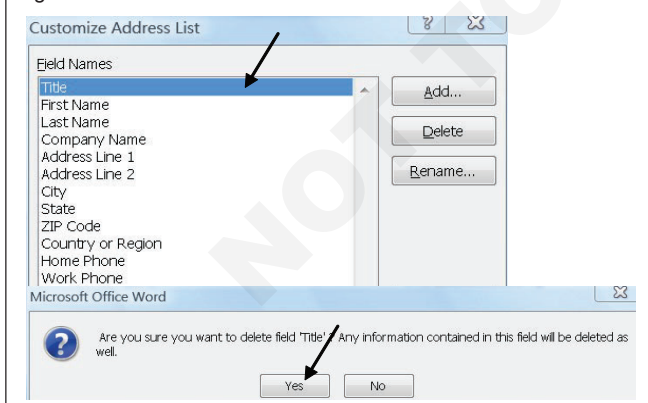
1 **Use select & delete "Country & region", "Home phone", "Work phone" & "Email address"**

2 **(Fig 6) shows the final customize address list window.**

Fig 6
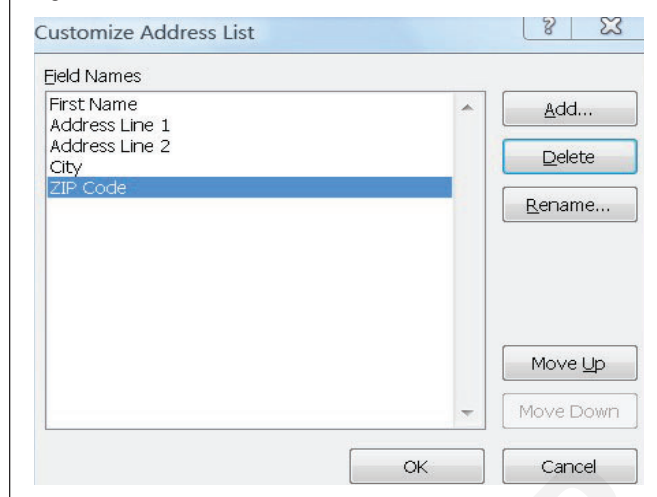
4 Press OK the screen displays as shown in Fig 7.

Fig 7
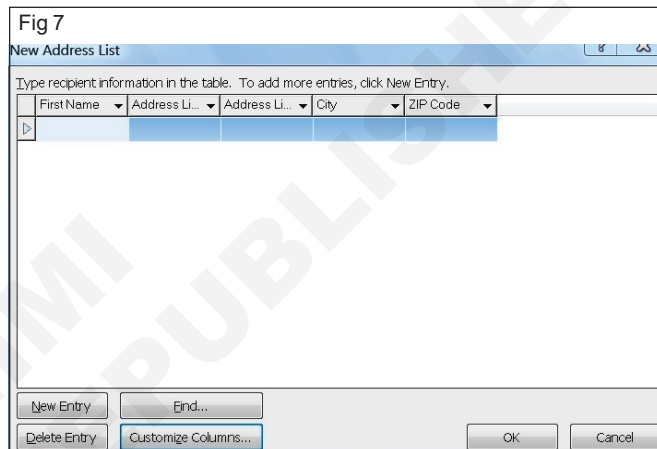
5 Type "HARI" below "First Name " as in Fig 8.

Fig 8
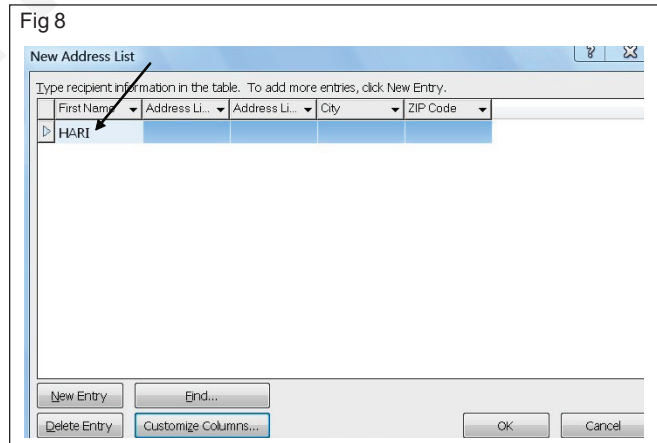
6 Press "TAB" key to move to the next column or position the mouse button on the next column and right click the mouse.

7 Repeat the step 6 to enter the following data as in Fig 9

8 Click OK and a "Save Address list" dialog box appears as shown in Fig 10.

9 Type " MAIL ADDRESS" as file name.

10 Click save.

Fig 9
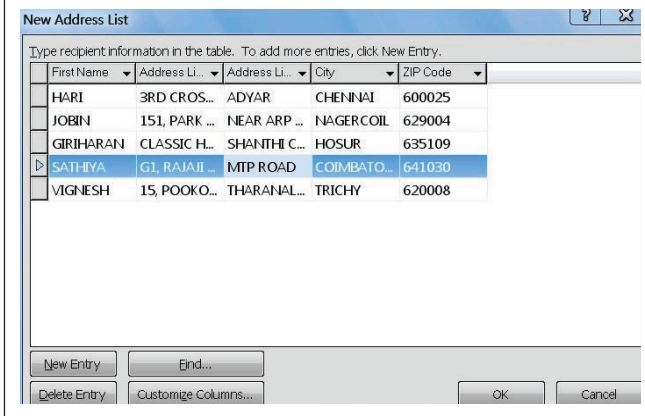
Fig 10
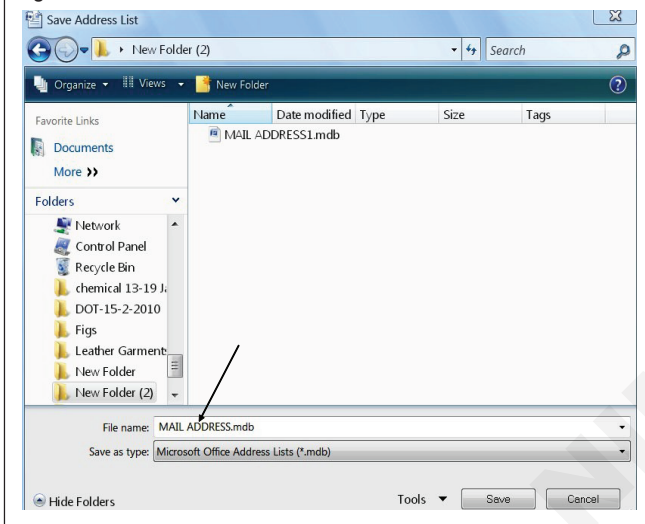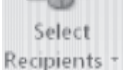
A confirm Data Source dialog box appears as shown in Fig 11.

Fig 11
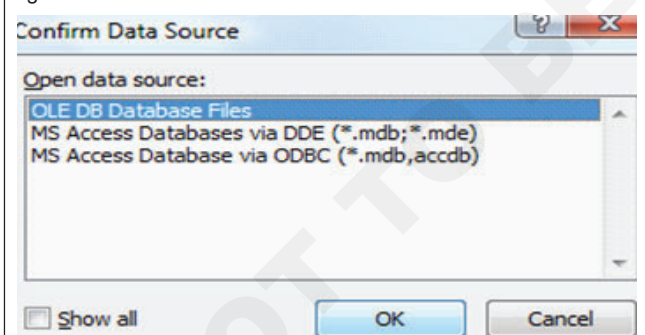
11 Click OK.

To use the existing list of address saved on your system follow step 12.

12 Select Mailing ® Select Recipients ®
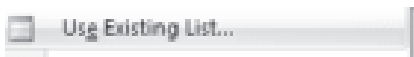
Use Existing List... as dialog box appears on the screen as shown in Fig 12.

Fig 12
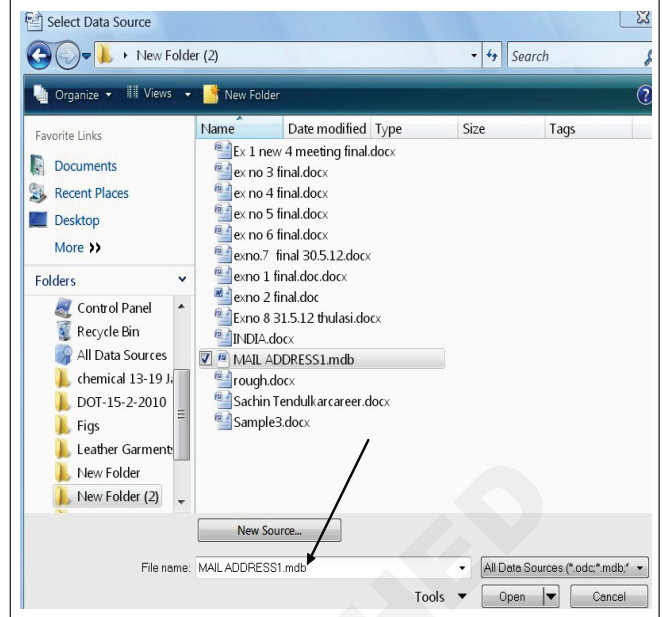
13 click Open

A dialog box appears on the screen click OK as Fig 13.

Fig 13
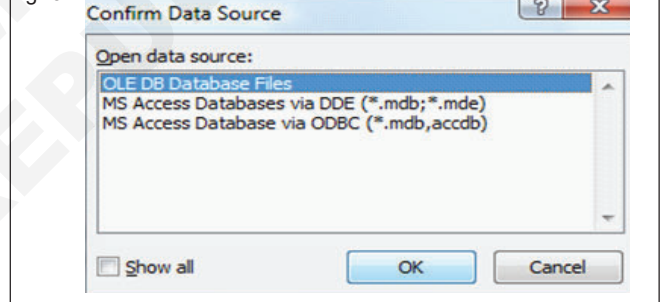
14 Select Mailing ® Insert Merge Field ▾ as dialog box displays as shown in Fig 14

Fig 11
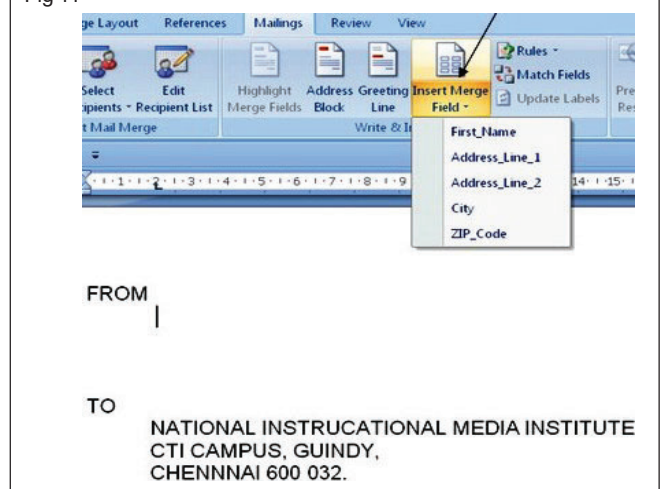
15 Click "First _Name" and "FirstName" appears on screen as shown in the Fig 15.

Fig 15
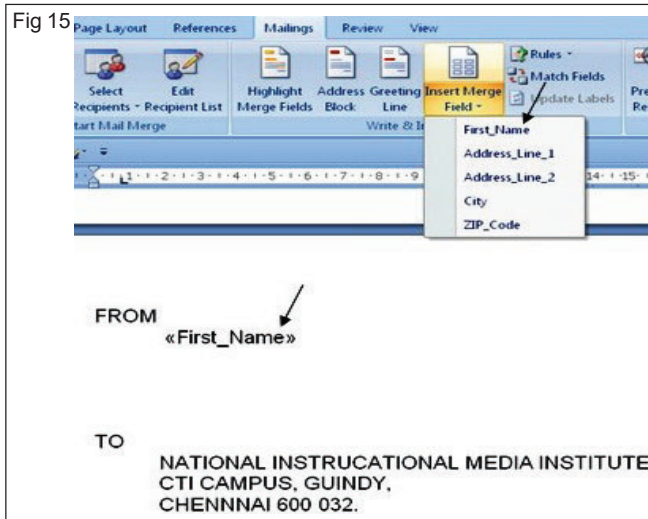
16 Enter key and TAB key

17 Repeat step 15, step 16 and step13 by moving the cursor to next address_line_1, next address_line2, city, zip_code.

18 Select to View soft copy of merged letters as shown in Fig 16.

Fig 16
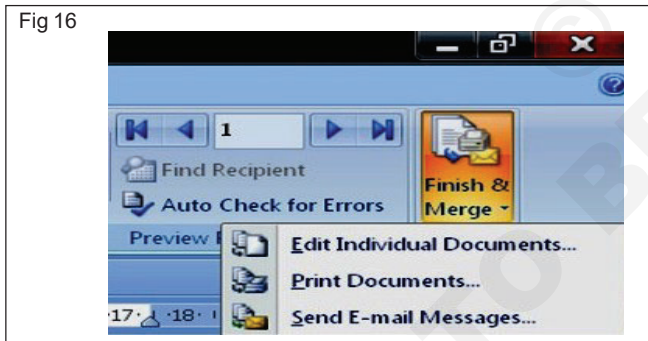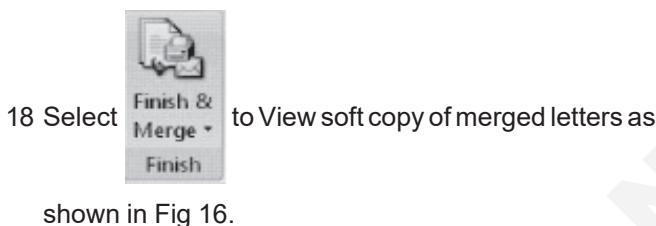
19 Select Edit Individual Documents... as dialog box appears on the screen as shown in Fig 17.

Fig 17
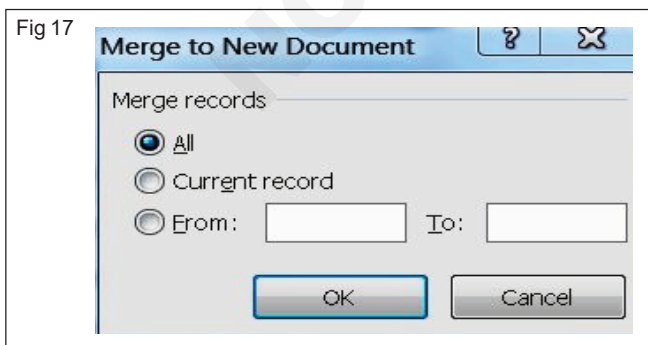
20 Click OK. Merged letters appears on the screen as shown in Fig 18.

Fig 18
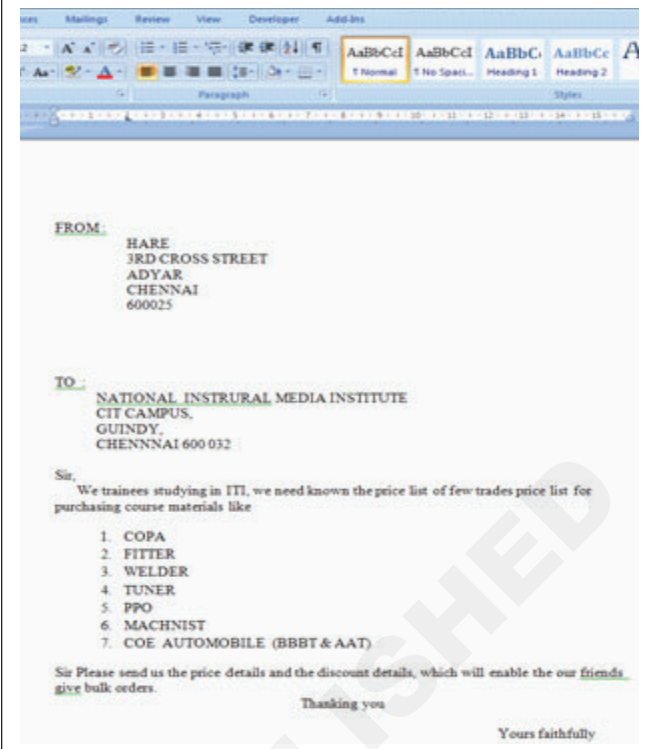
21 Save the merged file.

22 Print the merged file

23 Close

24 Exit

> When you want envelopes to send a mass mailing to your address list, you can use mail merge to create a batch of envelopes. Each envelope contains an address from your list.

The mail merge process entails the following overall steps:

Set up the envelope. You set up the layout of the envelopes one time, for all the envelopes in the mail merge. In a mail merge, the document that you use to do this is called the main document. In the envelope main document, you can also set up any content that you want repeated on each label, such as a return address, a company logo, or boilerplate text.

Connect the envelopes to your address list. Your address list is the data source that Microsoft Office Word uses in the mail merge. It is a file that contains the addresses to be printed on the envelopes.

Refine the list of recipients. Word generates an envelope for each address in your mailing list. If you want to generate envelopes for only certain addresses in your mailing list, you can choose which addresses, or records, to include.

Add placeholders, called mail merge fields, to the envelopes. When you perform the mail merge, the mail merge fields are filled with information from your address list.

Preview and complete the mail merge. You can preview each envelope before you print or send the whole set.

You use commands on the **Mailings** tab to perform a mail merge.

TIP You can also perform a **mail merge** by using the Mail Merge task pane, which leads you step by step through the process. To use the task pane, in the **Start Mail Merge** group on the **Mailings** tab, click **Start Mail Merge** and then click **Step by Step Mail Merge Wizard.** In Step 1 of the process, under **Select document type**, click **Envelopes.**

Fig 19
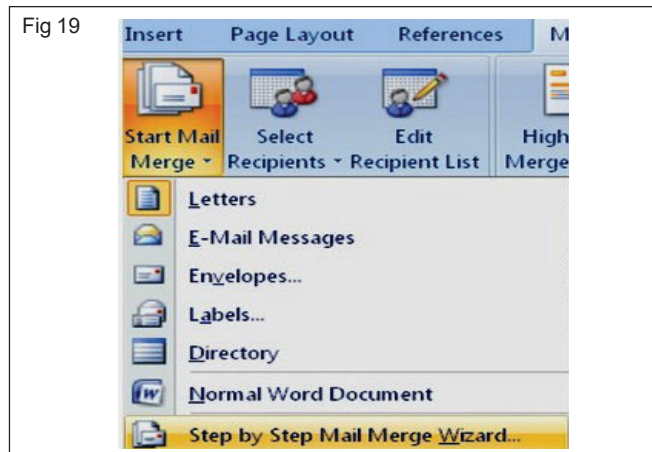
Set up the envelope

If you want to include a return address on the envelopes, you can set this up before you start working on the envelope main document. It is also a good idea to try printing a few test envelopes to verify that your printing options are configured correctly for your printer.

Set up a return address

1   Start Word.

2   Click the **Microsoft Office Button** and then click **Word Options.**

3   Click **Advanced.**

4   Scroll down, and under **General,** type your return address in the **Mailing address** box.

Word stores the address so that you can use it whenever you want to insert your return address in a document.

5   Click **OK.**

— — — — — —

Application of Electronic worksheet and entering data in worksheet

Objectives: At the end of this exercise you shall be able to
• **create an excel worksheet**
• **enter data into the cell**
• **insert borders around the data**
• **save and exit excel.**

Requirements
Tools/Equipments/Instruments
• A working PC - 1 No./batch.

PROCEDURE

TASK 1 : **Opening MS-Excel Worksheet**

1 Invoke Excel application package by following sequence

Microsoft Excel splash screen appears for a moment and a blank Excel Worksheet appears as shown in Fig 1

Fig 1

— — — — — —
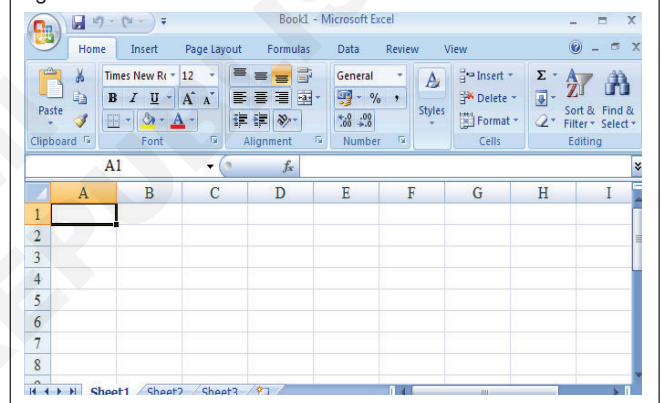
TASK 2: **Entering data into the cell**

1 Click at C1 cell and type the name of a stationery shoppe and press "Enter" key.

The existing cell address will be displayed in Name box and content will be displayed in formula bar/ reference area and in the cell. If the typed text is more than that can be accommodated in the cell it gets displayed over the next cell as shown in Fig 2.

Fig 2
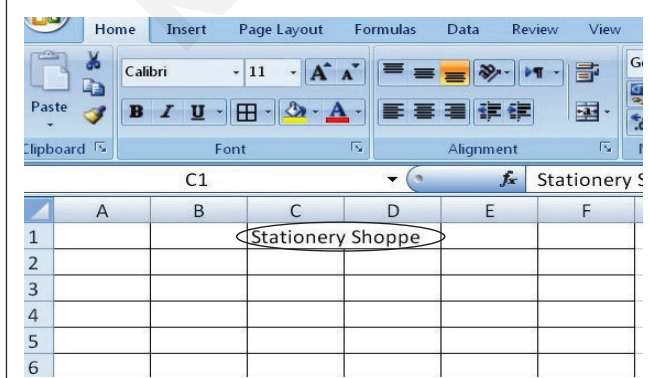
2 Click the ▤ Center alignment button from Alignment group as shown in Fig 3.

Fig 3
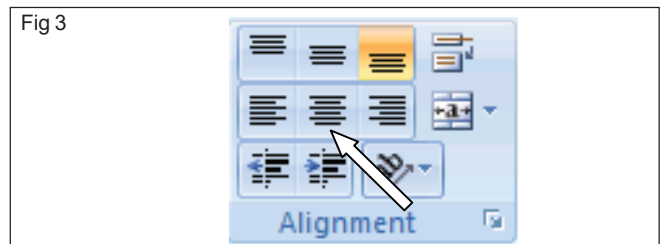
3 Click the **B** Bold and **U** Underline button from Font group as shown in Fig 4.

Fig 4
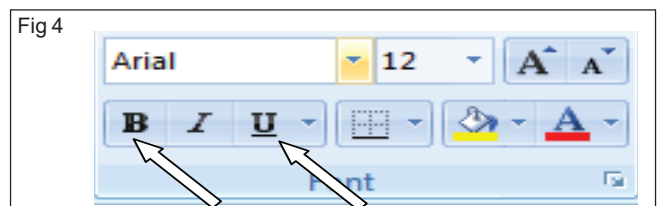
4 Enter the following data in the cells as given below

Click on cell A4. Type "Sl.No." and press "Right Arrow" key.

Type "Item" and press "Right Arrow" key.

Type "Rate" and press "Right Arrow" key.

Type " Quantity" and press "Right Arrow" key.

Type "Amount" and press "Enter" key.

> Up /Down arrow keys can be used to move to cells in vertical directions and Left/Right arrow keys can be used to move to cells in horizontal directions

Entering Data using Fill

5 Click on cell A5 and type 1 and press "Enter" key.

6 Click on cell A5 and move the pointer to the right bottom of the cell

> A black '+' sign will appear

7 Click Right button of the mouse and drag till A14

> A context will appear as shown in Fig 5.

Fig 5

8 Click Fill Series from this menu.

9 Click CENTER ALIGNMENT button from Alignment group.

10 Enter the following data into the cell.

B5 - Pencil	C5 - 10	D5 - 5
B6 - Eraser	C6 - 5	D6 - 3
B7 - Scale	C7 - 10	D7 - 2
B8 - Pen	C8 - 25	D8 - 4
B9 - Sharpener	C9 - 5	D9 - 3
B10 - Color Pencils	C10 - 30	D10 - 2
B11 - Sketch	C11 - 50	D11 - 1
B12 - Crayons	C12 - 15	D12 - 3
B13 - Glue	C13 - 12	D13 - 4
B14 - Ink	C14 - 18	D14 - 1

> The Table will appear as shown in Fig 6.

Fig 6

11 Place the mouse pointer at the intersection of B and C.

> The shape of the pointer changes to ◄─►

12 Press mouse left button and drag right to increase the width of the column.

13 Select C5 to D14

14 Click CENTER ALIGNMENT button from Alignment group

> The Table will appear as shown in Fig 7.

Fig 7

TASK 3 : **Inserting borders to the table**

1   Click on the cell A4 and move the Mouse pointer towards to E4 without releasing the mouse button to select the cells

2   Click on the **Border** button from **Font** group

    A Context menu appears as shown in Fig 8.

    Choose **All Border** from this menu.

3   Click on the cell A5 and move the Mouse pointer towards to A12 without releasing the mouse button to select the cells

4   Click on the Border button from Font group and choose **Outside Border.**

5   Repeat the steps 3 and 4 by selecting the cells B5 to B12, C5 to C12, D5 to D12, E5 to E12.

Fig 8

— — — — — —
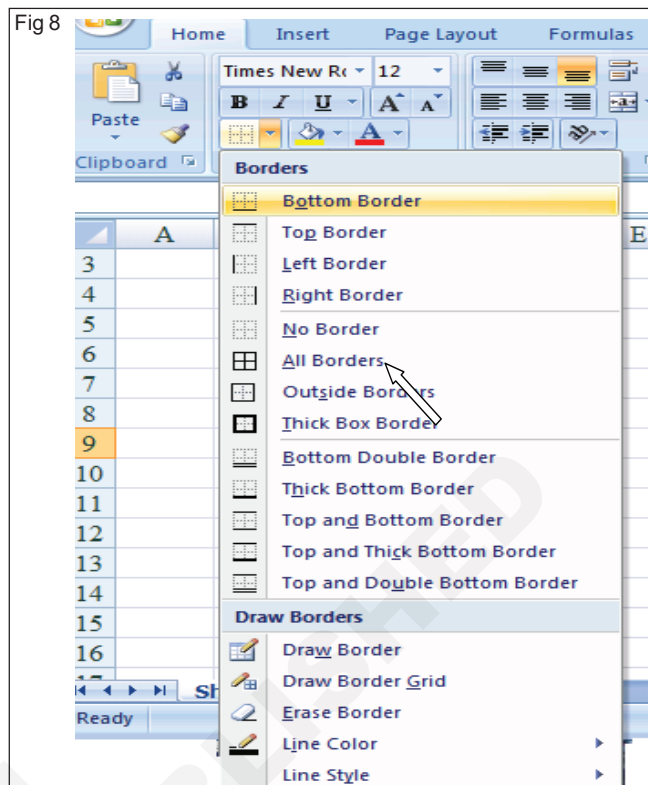
TASK 4 : **Saving a file**

1   Click on the (Office button)

> **A main pop-up menu will appear as shown in Fig 9.**

Fig 9
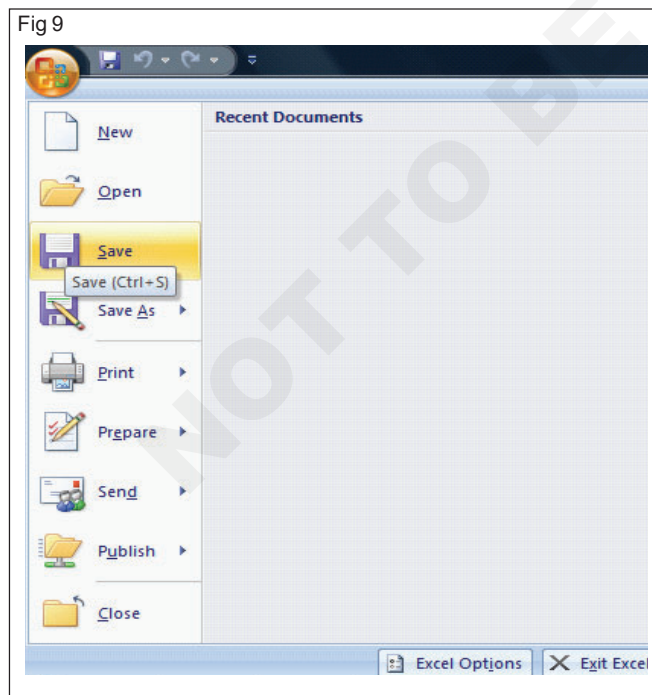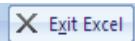
2   Select Save command from the above menu

    Give you own name to this file. (Here for example "Stationery" is given).

> **On the Title bar, Microsoft Excel displays the name of the workbook as shown in Fig 10.**

Fig 10
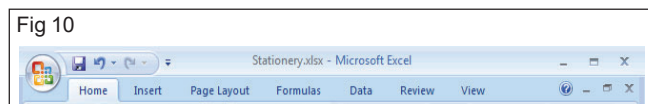
3   Select Close command from Main menu

4   Select X Exit Excel command from Main menu.

— — — — — —

Using Excel worksheets

Objectives: At the end of this exercise you shall be able to
• **open the existing worksheet**
• **change the label of the worksheet**
• **insert/delete worksheet**
• **change the order of the worksheet.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Opening the existing worksheet**

1   Click on the (Office button)

A main pop-up menu will appear as shown in Fig 1.

Fig 1
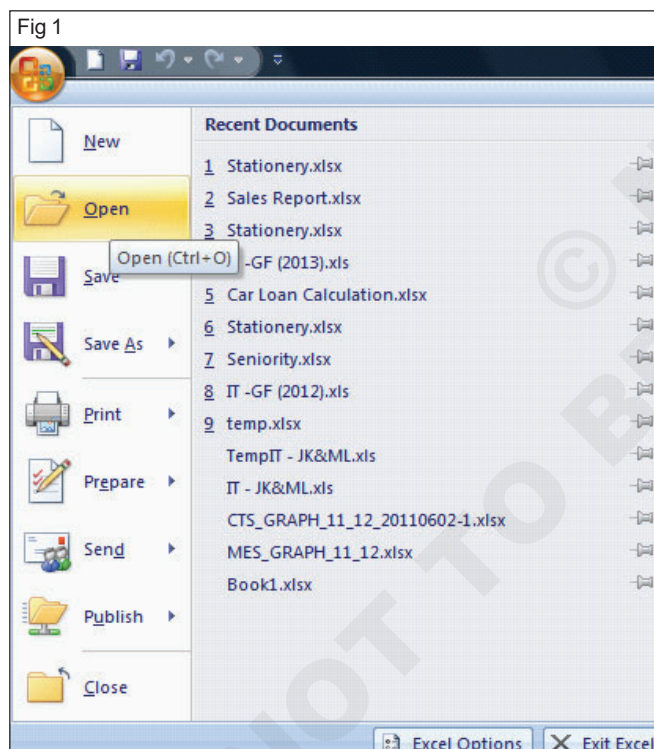
2   Select Open command from the above menu and give the name of the file you want to Open in the Open dialog box and click Open. (Here for example "Stationery" is given).

Existing Excel file will open as shown in Fig 2.

Fig 2
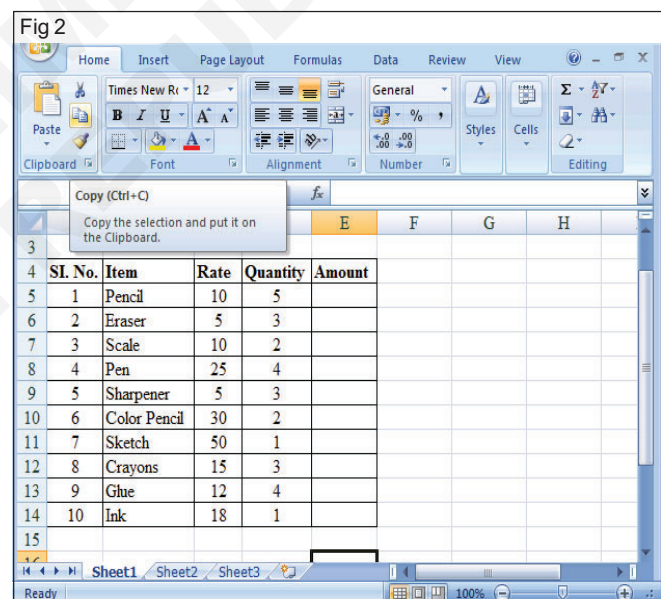
TASK 2 : **Change the label of the worksheet**

The number of worksheets can be found from the worksheet tabs found at the bottom of the screen as shown in Fig 3. As default there will be 3 sheets namely Sheet1, Sheet2, Sheet3

1   Place the cursor on the Sheet1 and click the Right mouse button.

A Context menu appears as shown in Fig 4.

Fig 3

Fig 4
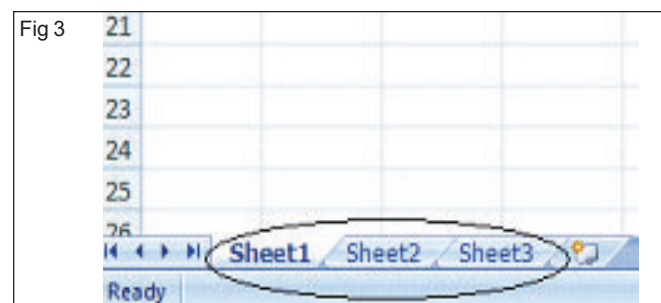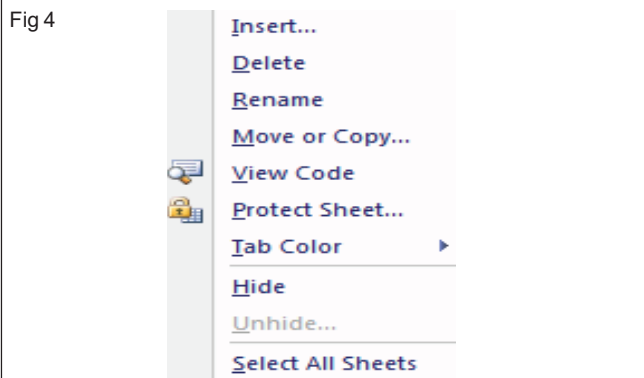
2 Select **Rename** from the context menu.

The label Sheet 1 gets highlighted.

3 Type the new name for Sheet1 as **Ex-1** and press **Enter Key**.

The sheet1 label changes to Ex-1 as shown in Fig 5.

Fig 5
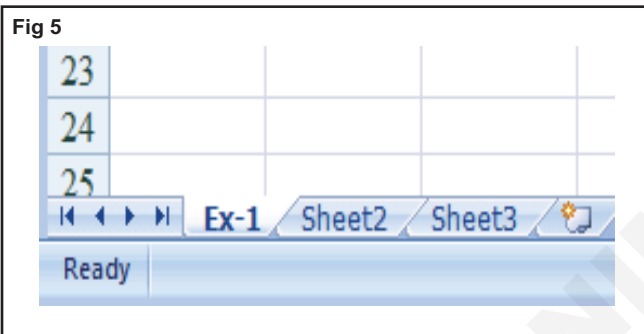
4 Click the Right Mouse button.

5 Choose **Tab Color** to change the color of the tab for finished exercise.

6 Double click Sheet 2 tab.

TASK 3 : **Insert/ delete worksheets**

1 Click on the Insert worksheet button to insert a new Worksheet in your current file as shown in Fig 7.

Fig 7

Insert Worksheet Button

2 Place the cursor on "sheet 4".

3 Click Right mouse button.

A context will appear as shown in Fig 8.
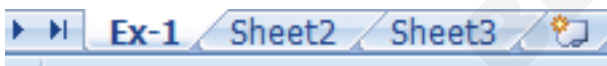
7 Type the sheet name as Ex-2 and press "Enter key".

8 Click Sheet3 Tab

9 Select Format button from Cell group in Home Tab

A context menu appears as shown in Fig 6.

Fig 6
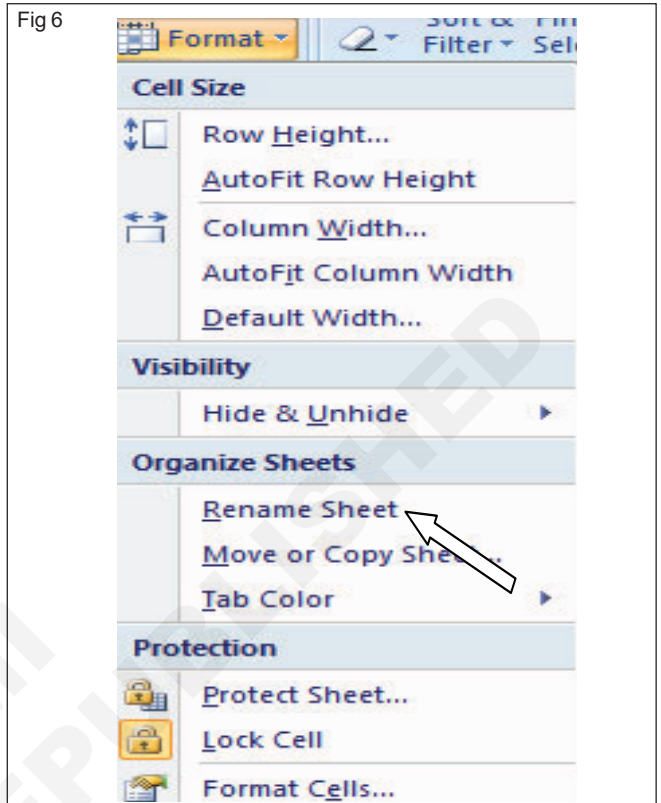
10 Click **Rename Sheet** and type as EX-3.

— — — — — —

Fig 8
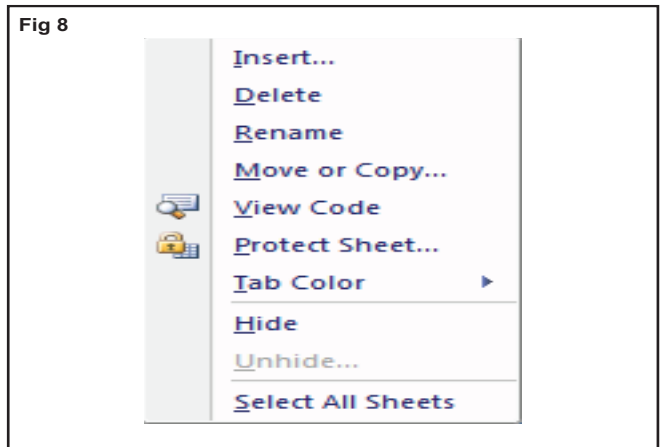
4 Select Delete

Microsoft Excel will display dialog box prompting to confirmation for deletion as shown in Fig 9.

5   Click on Delete.

Fig 9

Microsoft Office Excel

Data may exist in the sheet(s) selected for deletion. To permanently delete the data, press Delete.

Delete   Cancel

― ― ― ― ― ―
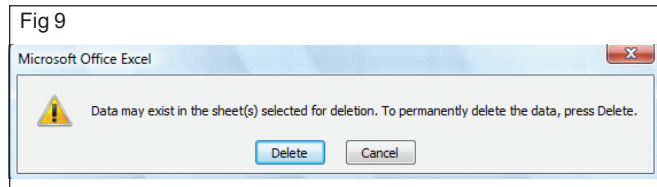
TASK 4 : **Change the order of the worksheet**

1   Click on the worksheet labeled Ex-1 and without releasing the mouse button drag and drop after the worksheet Ex. 2.

As you drag a sheet icon, a inverted triangle will moves to the indicated new position as shown Fig 10.

Fig 10

Ex. 1 / Ex. 2 / Ex. 3 / Sheet4
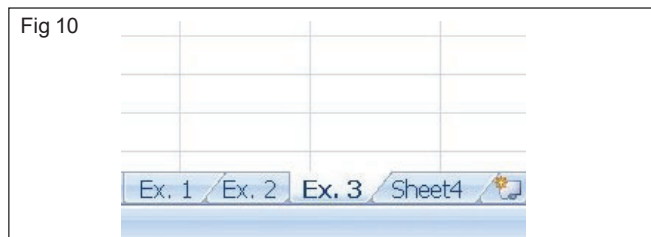
After releasing the mouse button the sheet will move to second position as shown in Fig 11.

Fig. 11

18
19
20
21
Ex.2 / Ex. 1 / Ex. 3 / Sheet4
Ready

― ― ― ― ― ―
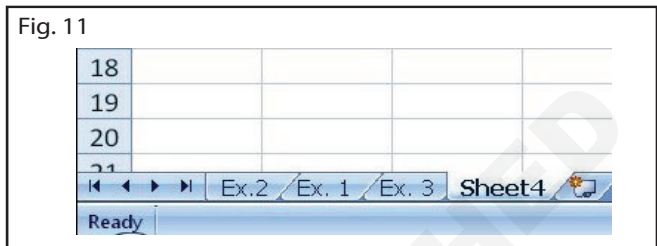
Edit the existing worksheet

Objectives : At the end of this exercise you shall be able to
• **copy, move, paste and delete the content of the cell**
• **insert/remove column, row and cell**
• **merge/split/wrap text.**

Requirements
Tools/Equipments/Instruments
•   A working PC   - 1 No./batch.

TASK 1 : **Moving, copying, pasting and deleting the content of worksheets**

1   Click on the "Select All" button found at the top left corner of the sheet as shown in Fig 1.

Fig 1

Sheet2 / Ex-1 / Sheet3
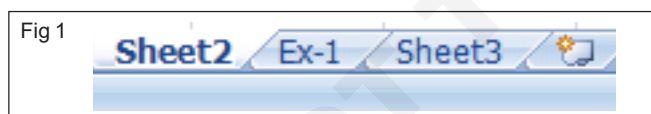
To select all the cells in the worksheet, click select all button as in Fig 1. Click anywhere on the worksheet to deselect.

On clicking the complete worksheet gets highlighted

2   Click on Copy button from Clipboard group as shown in Fig 2 (or) Press Ctrl + C in your keyboard

Fig 2

Home
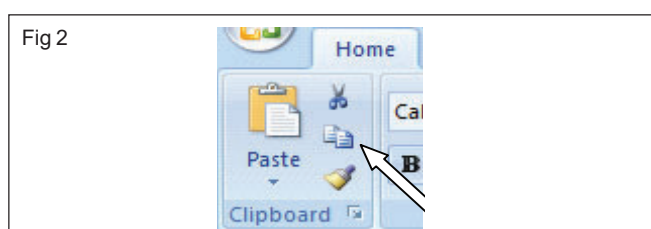
Paste

Clipboard

3   Select Sheet3 and click (Paste button) from the clipboard group. (or) Press Ctrl + V in your keyboard.

A same copy of Ex-1 content will be in Sheet3 also

4   Repeat the step 1.

5   Click on (Cutbutton) from Clipboard group. (or) Press Ctrl + X in your keyboard.

6   Select Sheet2 and click Paste button from the clipboard group. (or) Press Ctrl + V in your keyboard.

Now the content in Sheet3 is deleted from it and moved to Sheet2 .

7   Click anywhere on the worksheet to deselect.

TASK 2: **Inserting and removing row, column and cell**

Inserting rows and column

1 Select A2 cell and type "Bill No."

2 Select D2 cell and type "Date: "

3 Select A2 cell and Click **Insert** button from Cell group as shown in Fig 3.

Fig 3
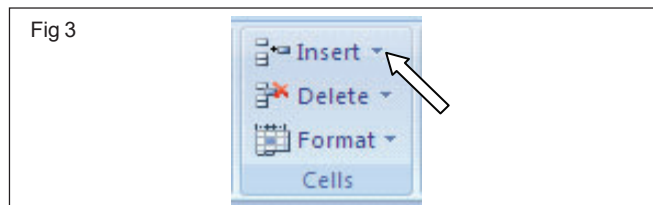
A context menu will appear as shown in Fig 4.

Fig 4
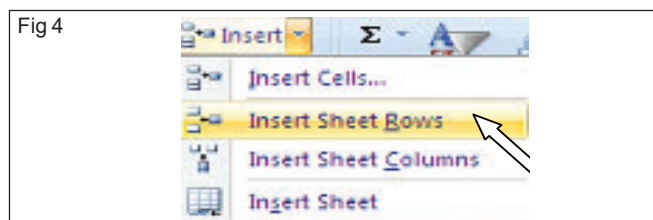
4 Select **Insert Sheet Rows** to insert new row to the worksheet.

Now the Date and Bill No. will be shifted to A3 and D3.

5 Select C4 cell and Click Insert button from Cell group.

6 Select **Insert Sheet Column** to insert new column to the worksheet.

7 Select C4 and type "Item Code"

8 Select E4 cell and Click Insert button from Cell group.

9 Repeat step 6.

10 Select E4 and Type "Discount @ 10%"

TASK 3: **Merging, splitting and wrapping text**

1 Cut Cell C1 and paste it in Cell A1

2 Select A1 to E1.

The selected range A1 to E1 appears highlighted as shown in Fig 8.

Fig 8

3 Click on Merge & Center Button from Alignment group as shown in Fig 9.

Fig 9

Deleting Rows and Column

11 Select C4 cell and Click Delete button from Cell group as shown in Fig 5.

Fig 5
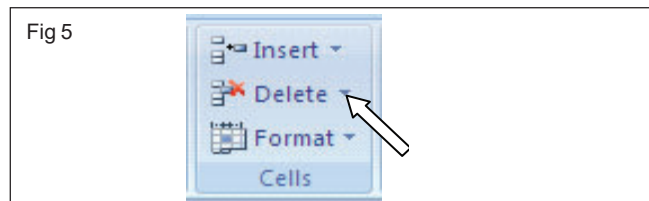
A context menu will appear as shown in Fig 6.

Fig 6
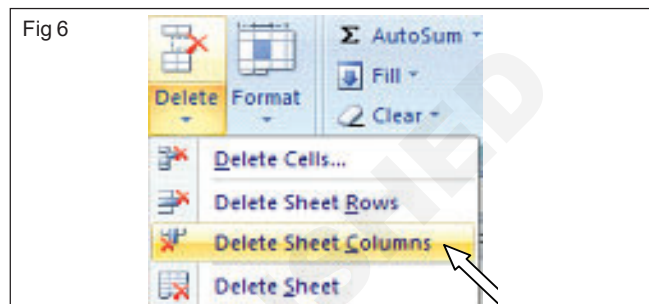
12 Select **Delete Sheet Column** to delete the entire column from the worksheet.

13 Click on Row 15, the full row will be get highlighted as shown in Fig 7.

Fig 7
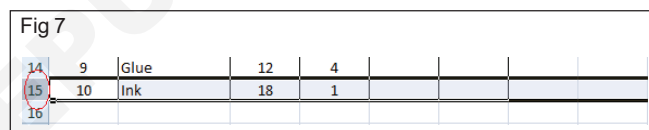
14 Select Delete button from Cell group.

15 Select Delete Sheet Rows.

Now the whole row will be deleted

— — — — — —

Now A1 to E1 cells becomes a single cell and the Heading is center to it.

4 Select A2 to E2 cells and repeat step 2

5 Type the address of the Shop as

"No.3, Police Station Road, Guindy, Chennai- 600 032

Since the address is too long the address is not visible

6 Click on Wrap Cell Button from Alignment group as shown in Fig 10.

Fig 10
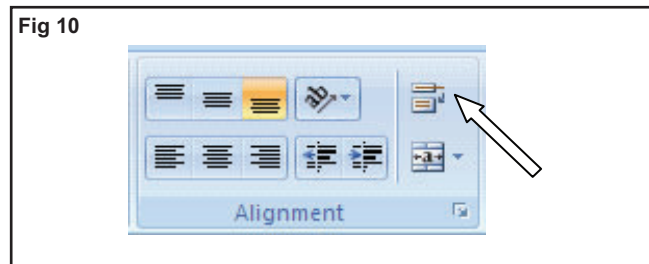
Format the existing worksheet

Objectives: At the end of this exercise you shall be able to
• **change the font type, size, appearance and direction of the text**
• **change the row height, column width and colour of the cell**
• **use simple calculations**
• **print the file.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Changing the font type, size, appearance and direction of the text**

1 Invoke Excel application program.

2 Open the file Stationery.xls

3 Select A1 and Click on the drop down arrow next to Font button `Calibri` from Font group as shown in Fig 1.

   A dropdown list will appear as shown below in Fig 2.

Fig 1

Fig 2
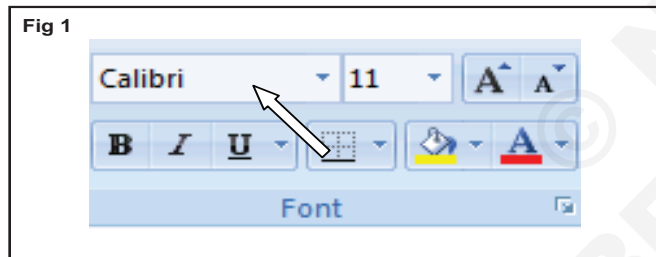
4 Select "Arial Black"

5 Click on the down arrow next to the Font Size button

6 Change it as "20"

   It can be observed as the size of the font get increased and Now the row height will be increased automatically.

7 Click on the down arrow next to the Font Color button

   Colour palatte appears as shown in Fig 3.

8 Select Green colour by clicking on the colour box.

The selected colour is applied to the text

9 Select A2 cell and Click on **B** (Bold button) to make it thicker.

This can be observed by the darkening of text.

10 Click on (Italic Button) from Font group.

This can be observed as the text get slanted to the right .

11 Repeat the steps 7 and 8.

12 Increase the Font size by selecting *I* (Increase Font size) button.

13 Place the cursor at the intersection of 2 and 3.

14 Drag the cursor downward to increase the height of the row until the whole text is displayed clearly.

15 Click on the Row 4.

On clicking, the complete row get highlighted as shown in Fig 4.

Fig 4
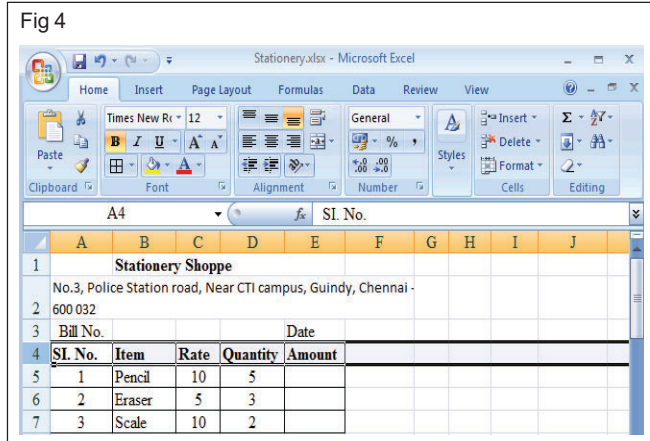
16 Click on down arrow below the Format button in Cell Group as shown in Fig 5.

Fig 5
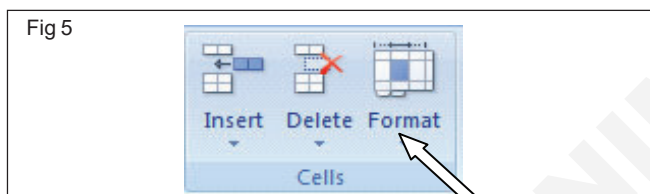
A Context menu will appear as shown below in Fig 6.

Fig 6
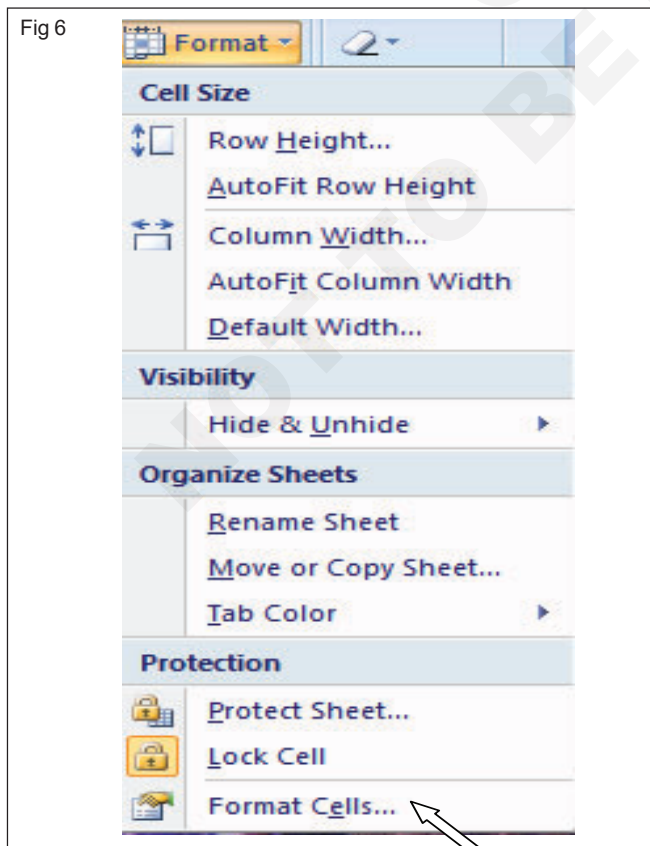
17 Select Format Cells from Context menu.

A Format Cell dialog box appears as shown in Fig 7.

Fig 7
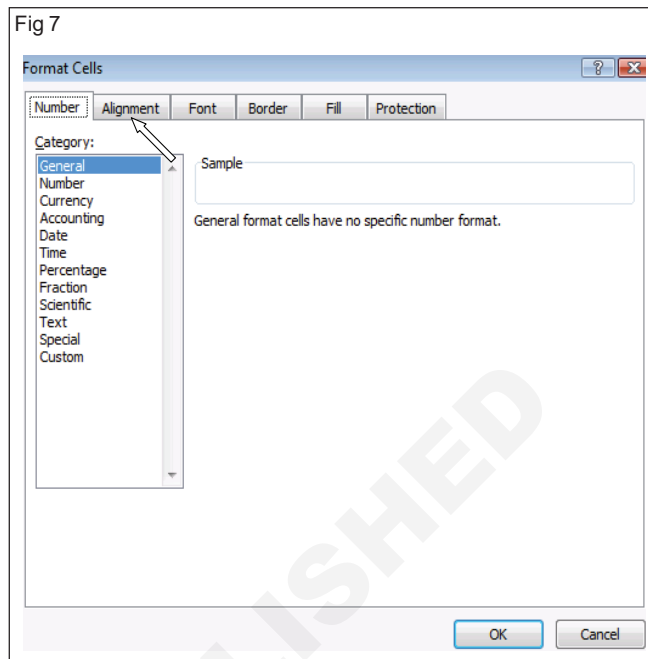
18 Click on [icon] Tab in the Format Cell dialog box.

Options as shown in Fig 8 are seen on the alignment box.

Fig 8

19 Select Center alignment for both the horizontal and vertical box drop down list.

20 Click on 90 degree point on the half compass in Orientation group as shown in Fig 9.

You can drag the needle to set the different orientation to the text.

21 Click on OK button to apply the set alignment to the selected text .

Fig 9
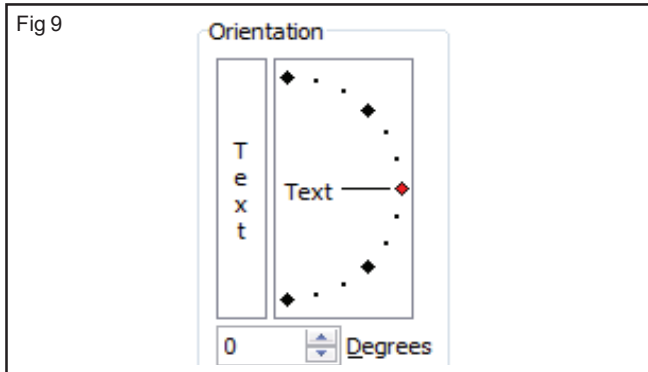
The heading is changed in its orientation and center aligned as shown in Fig 10.

Fig 10

— — — — — —

TASK 2 : **Changing the row height, column width and color of the cell**

1   Select cell A3.

2   Click on down arrow below the Format button in Cell Group as shown in Fig 11.

Fig 11
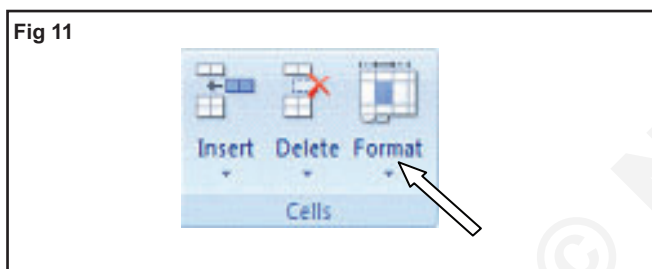
A Context menu will appear as shown below in Fig 12.

Fig 12
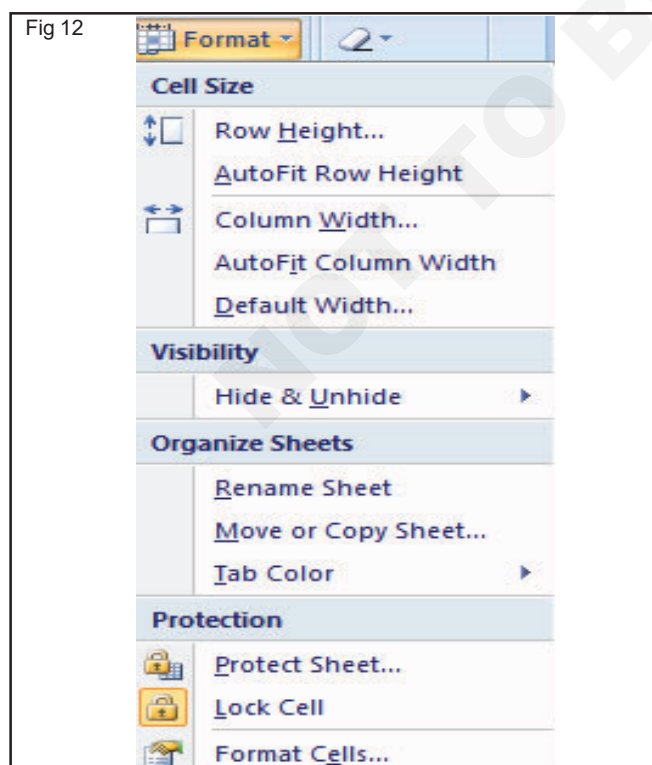
3   Select **Row Height** from the context box.

Row Height dialog box appears as shown in Fig 13.

Fig 13
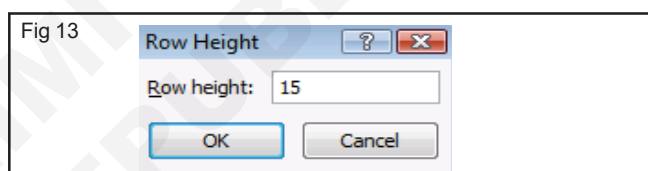
4   Enter "30" in the Row Height dialog box to increase the height of the row.

5   Select A3 to F3.

6   Change the vertical alignment to Center.

7   Select A4 cell and Click on the Format button from Cell group.

8   Select **Column Width** from the context box.

Column width dialog box appears as shown in Fig 14.

Fig 14
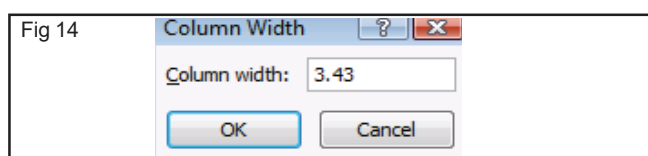
9   Enter 5 in the Column width dialog box to decrease the width of the column.

10 Select A1 cell and Click on the down arrow next to the Fill Colour Button from Font group as shown in Fig 15.

Fig 15
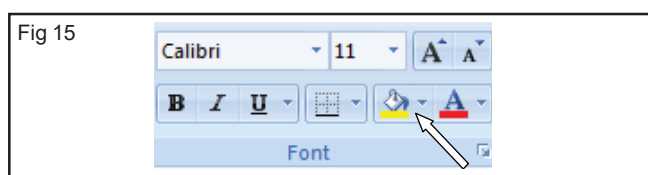
A Colour palate appears as shown in Fig 16.

11 Select Light Orange color by clicking on the color box.

The cell get highlighted.

Fig 16
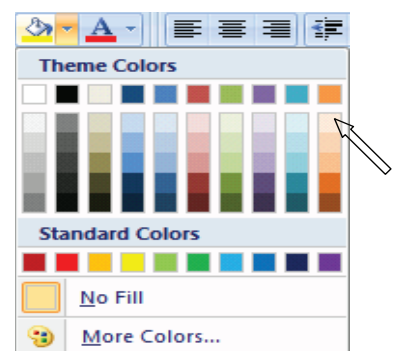
TASK 3: **Using simple formula**

1 Select the cell E5 and enter the formula given below to calculate the discount

=ROUND((C5*D5)*10/100,0)

C5 contains Rate and D5 contains Quantity of an Item
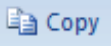
2 Select cell E5 and click on ▣ Copy from

Clipboard group as shown in Fig 17.

Fig 17

TASK 4: **Printing the file.**

1 Click on the (Office button)

A main pop-up menu will appear as shown in Fig 18.

Fig 18
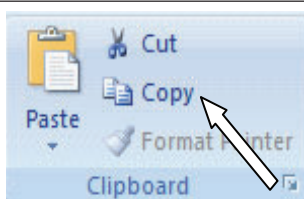
3 Select E6 to E14 and click on from Paste

Clipboard group to paste the formula to the

cell (or) Ctrl + V in keyboard.

4 Select the cell F5 and enter the formula given below to calculate the Payable Amount after discount.

=C5*D5-E5

5 Repeat the steps 2 and 3.
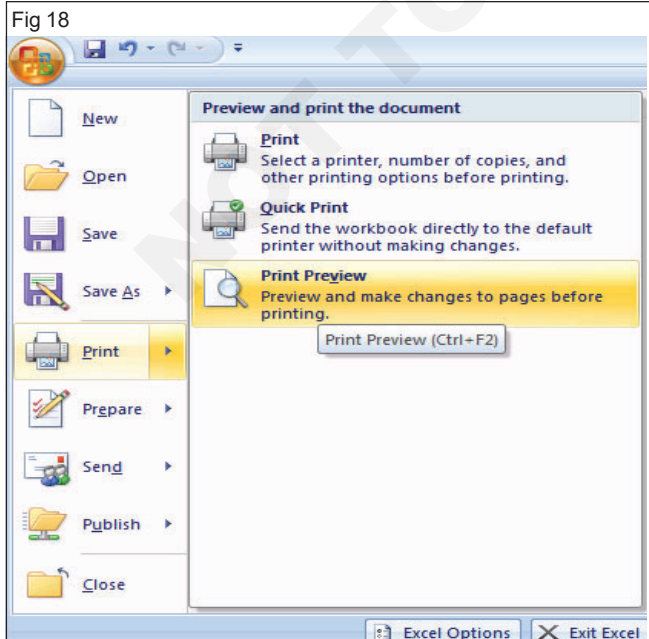
2 Select **Print Preview.**

Print Preview window appears as shown in Fig 19.

Fig 19
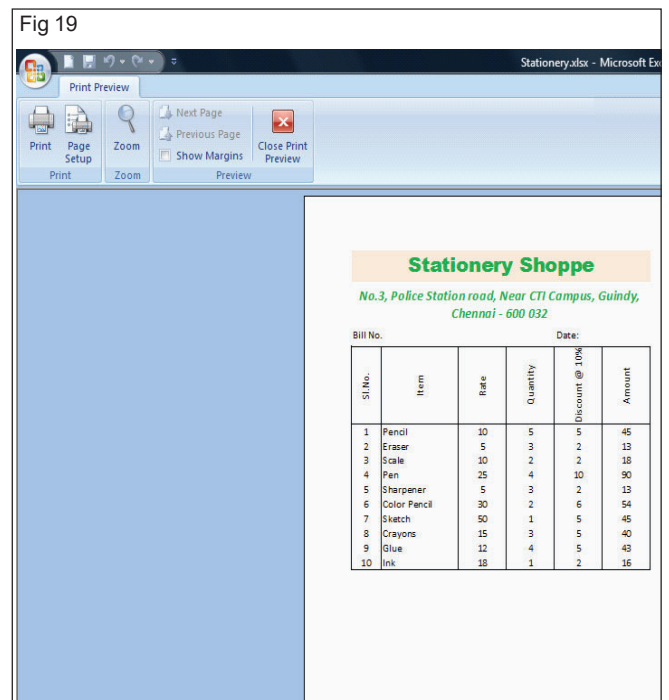
3 Click on the **Show Margins** Box as shown in Fig 20.

Fig 20
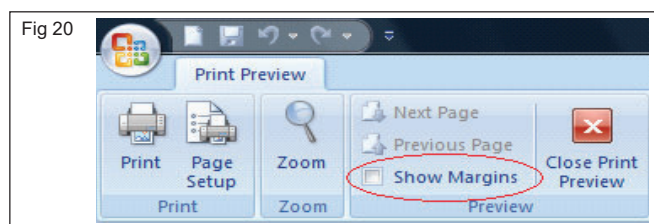
Print Preview window appears as shown in Fig 21.

Fig 21
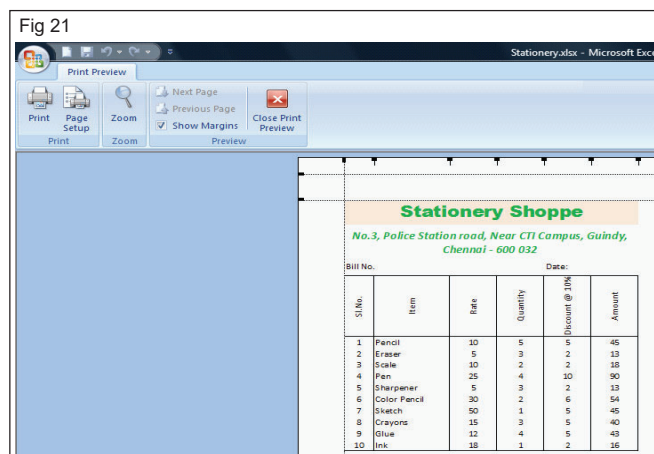
4 Place the cursor at the margins It will change its shape as.

5 Drag the cursor to the arrow direction to adjust the margins as desire.

6 Click Print

Print dialog box will appears as shown in Fig 22.

Fig 22
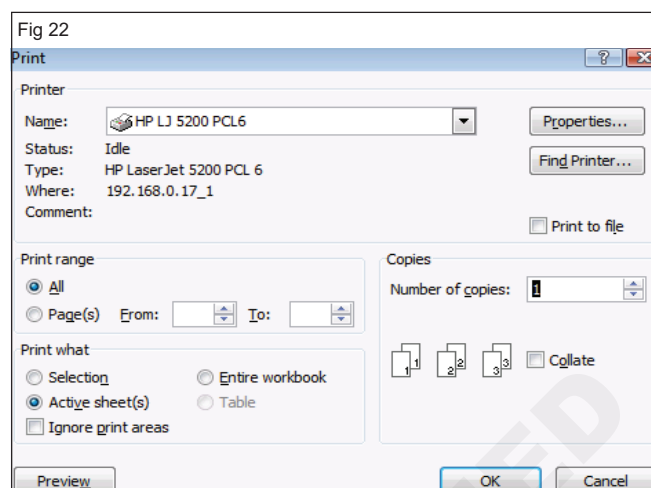
7 Click on the drop down arrow next to printer name and Select the printer name from the list

8 Select a printer to get the printout.

9 Record the default values in box against Copies and Print range _____ .

10 Click [OK] to get the printout.

— — — — — —

Use conditional formatting in excel
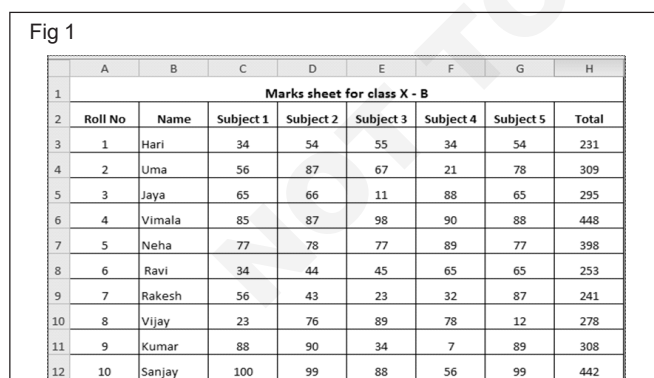
Objectives: At the end of this exercise you shall be able to
• **use conditional formatting in Excel.**

Use conditional formatting to indicate all values less than 40 in a marks list.

1 Create a marks sheet as shown below. (Table 1)

Table 1

Fig 1

	A	B	C	D	E	F	G	H
1				Marks sheet for class X - B				
2	Roll No	Name	Subject 1	Subject 2	Subject 3	Subject 4	Subject 5	Total
3	1	Hari	34	54	55	34	54	231
4	2	Uma	56	87	67	21	78	309
5	3	Jaya	65	66	11	88	65	295
6	4	Vimala	85	87	98	90	88	448
7	5	Neha	77	78	77	89	77	398
8	6	Ravi	34	44	45	65	65	253
9	7	Rakesh	56	43	23	32	87	241
10	8	Vijay	23	76	89	78	12	278
11	9	Kumar	88	90	34	7	89	308
12	10	Sanjay	100	99	88	56	99	442

2 Select cells in the rangeC3 : G12 for marks of all students in all subjects.

3 In the Home ribbon "Conditional Formatting".

4 Place the mouse on Highlight Cell Rules. A drop down menu for rules appears.

5 Click on "Less Than" rule and then "Less Than ".

A Less Than window appears.

6 In the "Format cells that are less than" text box type 40. (Fig 1).

Fig 2
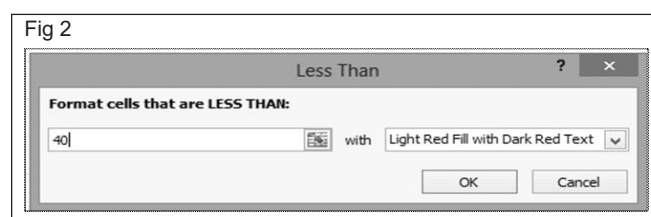
7 In the adjacent text box indicated as "with" use the drop down menu and select "Custom format".

8 The "Format cells" window appears. Select the Font style as bold and the text color as red.

9 Click OK.

10 All the cells containing values less than 40 appear with the formatting set in step 8.

11 Change the values in the marks sheet randomly to values above and below 40 and test the results.

Create a column chart

Objectives: At the end of this exercise you shall be able to
• **enter the data as in the table given**
• **insert a column chart into the worksheet**
• **change chart style and type**
• **change row and column, data.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1: **Entering the data 5 as in the table given**

1 Open a new file and enter the data 5 in the subsequent cells as shown in Fig 1.

Fig 1

	A	B	C	D	E	F
5						
6	Sales Report					
7						
8	Date of Sale:		21-03-2012			
9	Total Amount:					
10	Total Discount:					
11						
12						
13	Sl. No.	Name of the Employee	Amount Sold	Discount	Net Total	
14	1	JOBIN	36500	10950		
15	2	HARIS	26500	6625		
16	3	PRANAV	5000	500		
17	4	ASHIQ	2750	Nil		
18	5	MONISH	9500	1900		
19						
20						

2 Save it with file name "Sales Report".

3 Select the cell D14 and type the formula given below to calculate discount for the condition and press "Enter key".

Rs. 3000	Nil
Rs. 3001 to Rs. 5000	10%
Rs. 5001 to Rs. 10,000	20%
Rs. 10,001 to 35,000	25%
Rs. 35,000 above	30%

=IF(C14<3000, "NIL", IF(C14<=5000, C14*10/100, IF(C14<=10000,C14*20/100, IF(C14<=35000,C14*25/100,C14*30/100))))

4 Select the cell D14.

5 Move the mouse pointer to the right bottom corner of the cell

A '+' sign will appear at the right bottom corner of the cell

6 Press the left button and drag till D18.

The formula in D14 will be copied to D15, D16, D17 & D18.

7 Select the cell E14 and type the formula given below to calculate "Payable Amount" as Amount - Discount and press "Enter key".

=C14-D14

8 Repeat the steps 5 to 6.

9 Select Cells C14 to C18

10 Click Σ from Editing group in Home Tab as shown in Fig 2.

Fig 2
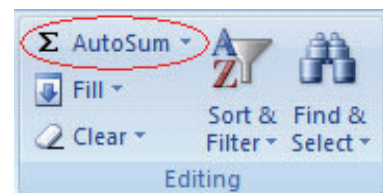
The contents in C14 to C18 is added and the result will be displayed in C19.

11 Copy the formula in C19 to D19 and E19.

12 Select the cell C9

13 Type "=C19"

14 Select the cell C10

15 Type "=D19"

The contents in C19 is also displayed in C9 and the content in D19 is also displayed in C10.

TASK 2 : **Inserting a column chart into the worksheet**

1 Select the cells B13 to E18.

2 Click on the Insert tab.

3 Click on the drop down arrow below the column button
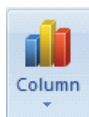
from Charts group as shown in Fig 3.
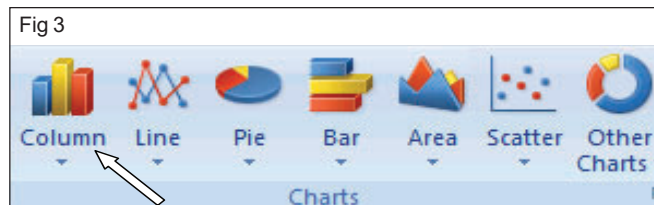
Fig 4

A Context menu will appear as shown below in Fig 4.

Fig 3
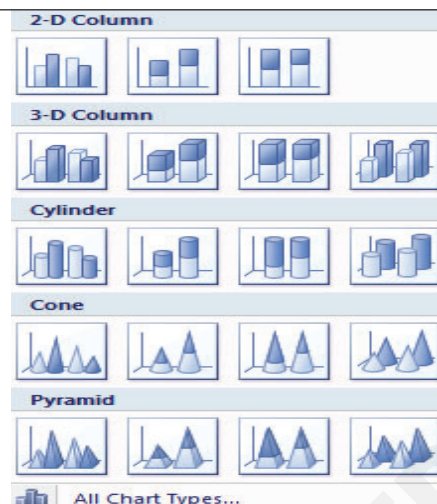
4 Select any one of the above chart type.

The chart will be inserted into the Excel worksheet as shown in Fig 5.

Fig 5
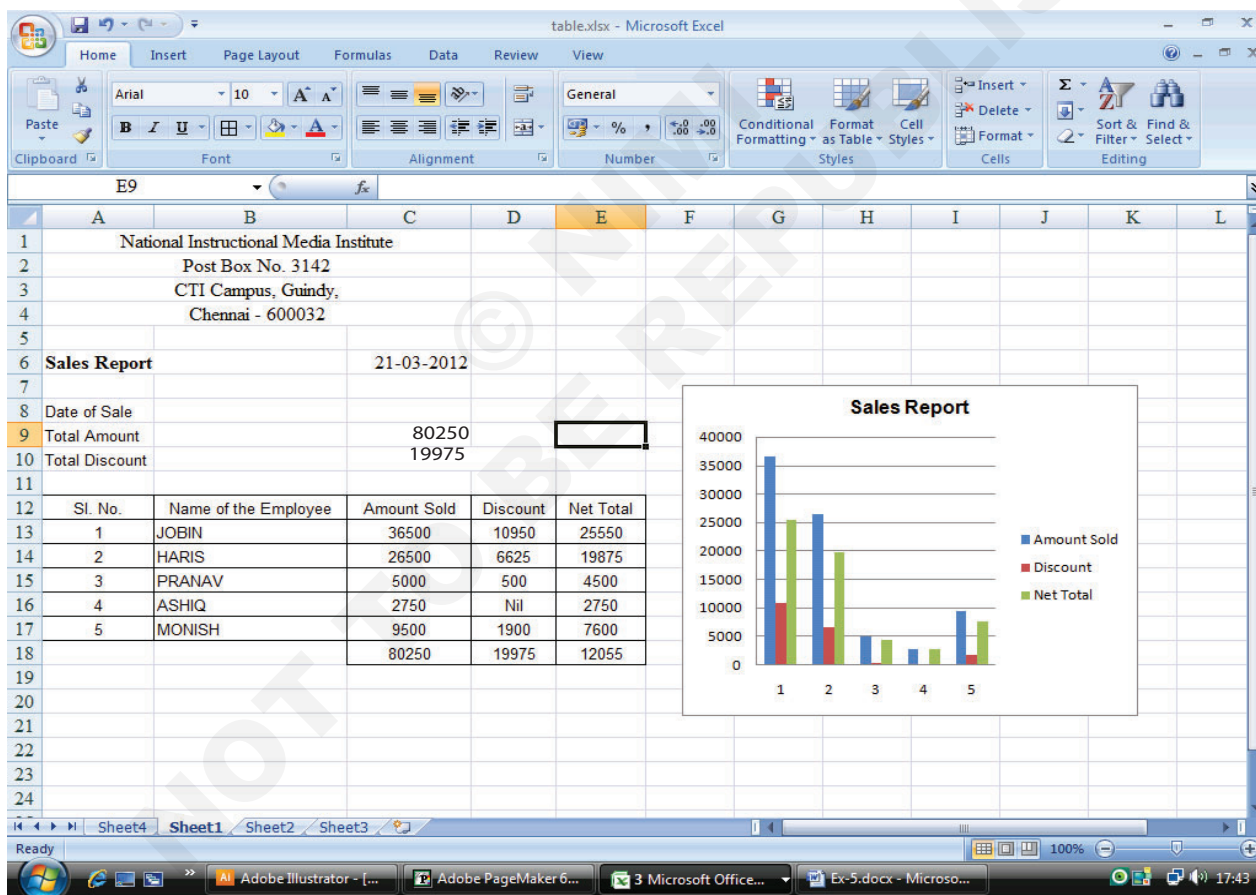
TASK 3: **Changing chart style and type**

1 A new Menu Chart Tools is insert with sub

menus. Design Layout Format

The colour combination and style of the bar can be changed by using Chart Styles group from Design tab.

Appearance of the legends and value in the chart can be changed using **Chart Layouts** from Design tab	2 Select **Chart Tools** → **Layout**
	A new sub menu will appear as shown in Fig 6.

Fig 6
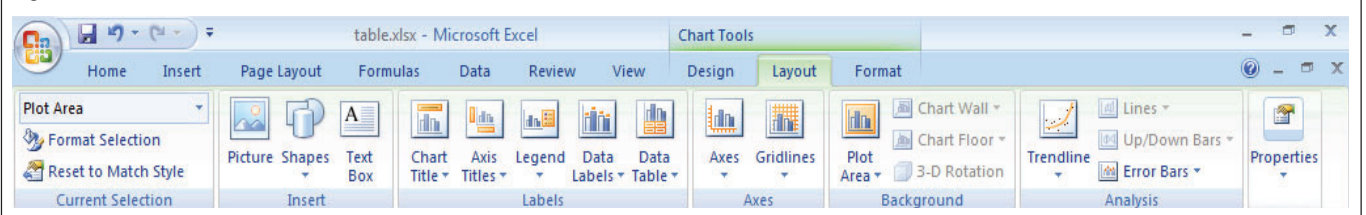
3 Select **Chart Title** from **Labels** group.

A Context menu will appear as shown in Fig 7.

Fig 7
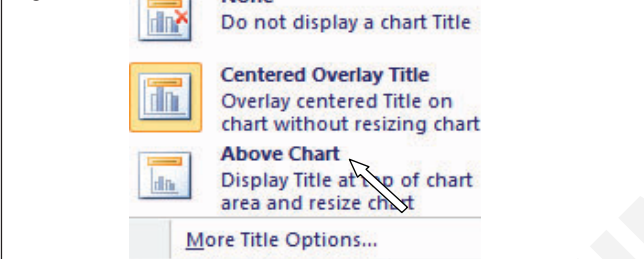
4 Select **Axis Titles** from the above menu.

5 Type the heading as "SALES REPORT".

6 Select **Axis Titles** from **Labels** group.

A Context menu will appear as shown in Fig 8.

Fig 8

7 Select **Primary Horizontal Axis Title** and type "Employees" and press Enter Key.

8 Select **Primary Vertical Axis Title** and type "Amount" and press Enter Key.

Try with various options in Legend, Data Labels and Data Table and also try with various options in axes and gridlines in Axes group.

9 Select **Chart Tools** → **Format**

'Chart Tools' menu will appear as shown in Fig 9.

This menu is used to change the style, shape and colour of the fonts used in the chart.

Fig 9
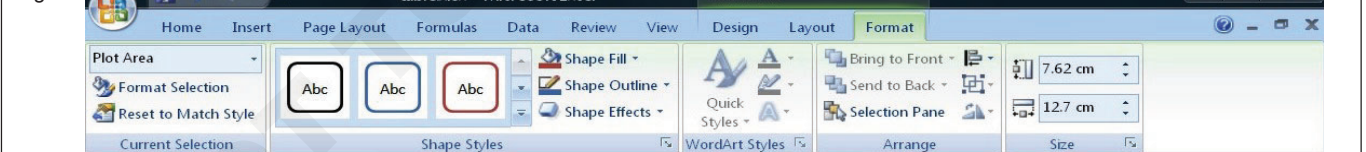
TASK 4: **Changing row & column, data**

1 Click on the chart.

2 Select **Chart Tools** → **Design**

3 Click on **Switch Row/Column** from **Data** group.

The row and column data will change automatically.
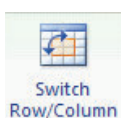
Fig 10

― ― ― ― ― ―
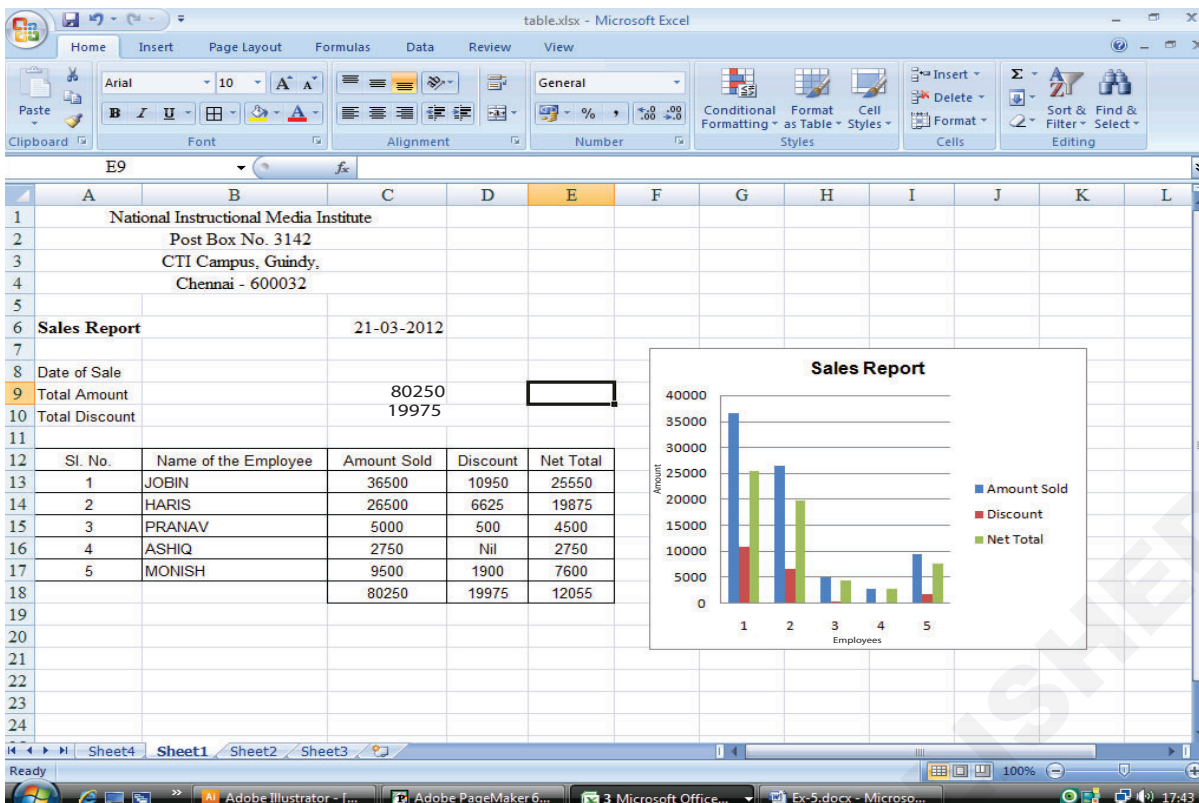
Create pie chart

Objectives : At the end of this exercise you shall be able to
• **prepare a graphical output using pie chart.**

TASK 1 : **Preparing a pie chart using mark sheet**

1   Open a new file and enter the data's in the subsequent cells as shown in Fig 1.

Fig 1

	A	B	C	D
1		Sharada Matriculation Higher Secondary School		
2		Guindy Bye Pass Road, Guindy, Chennai - 600 032.		
3				
4				
5	Name	Nirmala G.		Std: X
6				
7		Subject	Marks	
8				
9		Tamil	85	
10		English	92	
11		Maths	100	
12		Science	98	
13		His & Geo	95	
14		Total		

2   Save it with file name "Mark Sheet".

3   Calculate the Total

4   Select B9 to C14.

5   Click on the Insert tab.

6   Click on the drop down arrow below the pie button
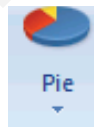
Pie from Charts group as shown in Fig 2.

Fig 2
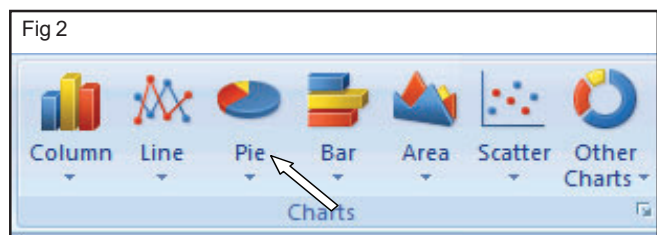
A Context menu will appear as shown below in Fig 3.

Fig 3
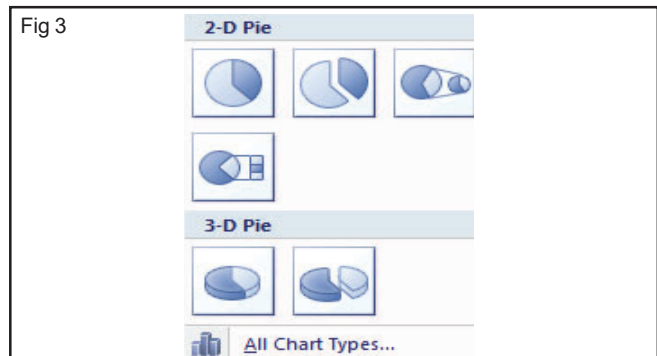
7 Select any one of the above chart type.

> **The chart will be inserted into the Excel worksheet as shown in Fig 4.**

Fig 4
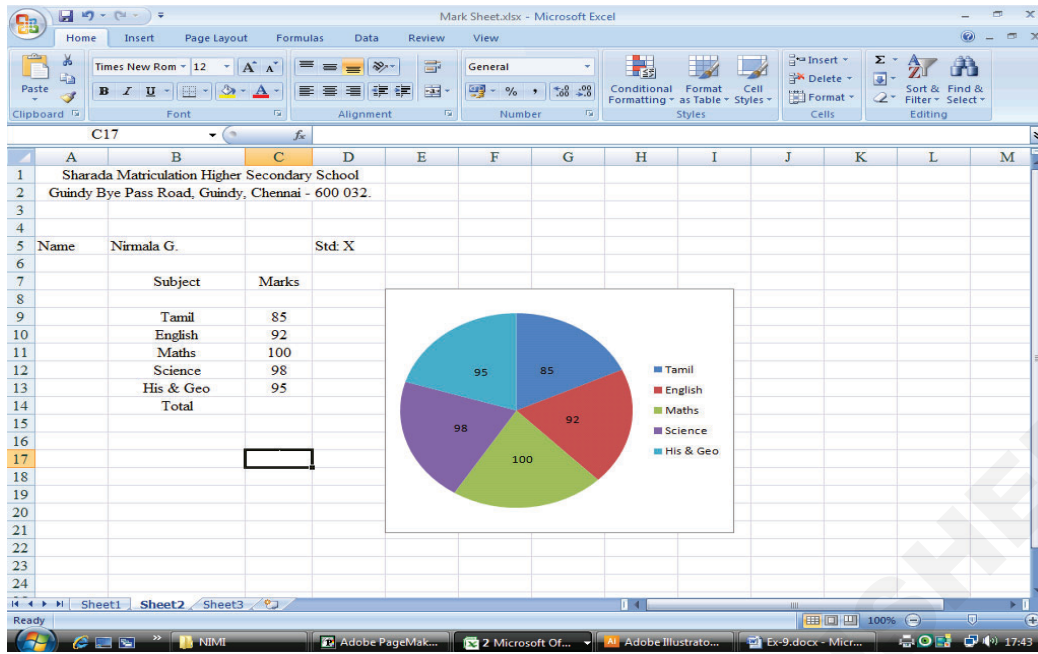
8 Insert Chart Name and Other Options using Chart Tool → Layout.

9 Get it checked by the instructor.

— — — — —

Using formulas and functions

Objectives: At the end of this exercise you shall be able to
- **use autofill features**
- **use function in excel**
- **use function wizard**
- **use autofill in excel.**

Requirements
Tools/Equipments/Instruments
• A working PC - 1 No./batch.

PROCEDURE

TASK 1: **Copy data using autofill feature**

1 Invoke Excel application.

2 Type the month January on cell A1 (Fig 1).

Fig 1

3 Next, drag the fill handle (tiny rectangle at lower right corner of cursor) till cell A12.

4 Now release the mouse button. The successive months appear on the sheet Fig 2.

5 Get it checked by the instructor.

Fig 2

— — — — — —
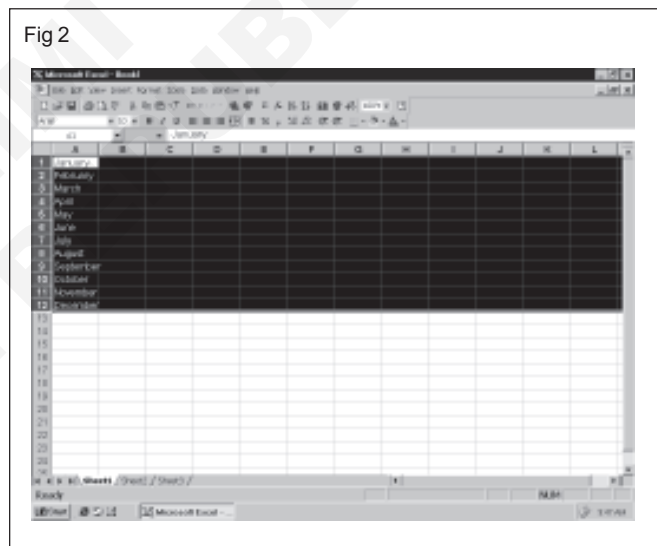
TASK 2: **Adding a new list to the custom lists using autofill**

1 Choose options from the tools menu.

2 Click on the custom list tab Fig 3.

Click on the new list on the left side of the dialog box.

4 Type your own list in the list entries box separating each entry with a comma and a space.

5 Click ADD to add the list.

6 Click OK.

7 Get the inserted new list verified by the instructor.

Fig 3

— — — — — —
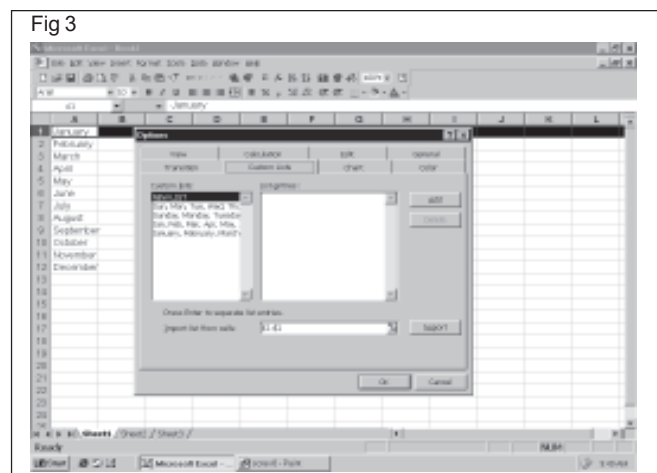
TASK 2: **Using Functions in Excel**

1   Create worksheet as shown in the Fig 4 and save it as fx_example in C:\FOA - SPREAD SHEET APPLICATION\EXL Folder.

Fig 4

	A	B	C	D	E	F	G	H	I
1	Students Marks Sheet								
2									
3	Subject		English	Physics	Chemistry	Maths	Total	Average Marks	Grade
4									
5	Ganesh		68	58	78	92			
6	Aaditya		78	68	85	93			
7	Ramesh		56	78	67	54			
8	Mukunda		48	68	90	38			
9	Gaganashri		90	98	87	89			
10	Ramprasad		78	78	82	73			
11	John		89	62	64	64			
12	Karthik		62	54	48	43			
13	Amrutha		89	54	78	67			
14	Mazar Khan		70	65	67	76			
15									
16									
17	Maximum								
18	Minimum								
19									

2   Click on **G5** and type **=sum(C5:F5).**

> **The sum of contents C5 to F5 is calculated and entered.**

3   Using Autofill,copy the sum function into G6 to G14.

4   Get the Sum checked by the instructor.

5   Click on **H5** and type **=Average(C5:F5).**

> **The Average value of (C5:F5) is calculated and entered.**

6   Using Autofill copy the Average function into H6 to H14.

7   Get the Average value checked by the instructor.

8   Select cell **C17**, type **=Max(C5:C14)** and press Enter.

> **The Maximum value of the range selected is calculated and entered in cell C17.**

9   Get the Maximum function checked by the instructor.

10 Calculate the Maximum for other columns.

11 Select cell **C18**, type **=Min(C5:C14)** and press Enter.

> **The Minimum value of the range selected is calculated and entered in cell C18**

12 Get the Minimum value checked by the instructor.

13 Autofill the other columns to calculate minimum values.

TASK 4: **Using function wizard**

1   Open Fx-example.xls file from C:\FOA - SPREAD SHEET APPLICATION\EXL Folder.

2   Select cell **G5** and Click on the Paste Function button f_x on the standard tool bar.

> **Paste Function dialog box appears as shown in the Fig 6 An = sign is displayed inside the formula bar.**

3   Select |All   under Function category: box.

> **List of Functions will be displayed in the Function name: box.**

14 Select **I5** and type **=IF(H5>=85,"A+","A").**

> **The grade will be entered according to the average value in H5.if the grade is greater or equal to 85 A+ otherwise A.**

15 Get the grade checked by the instructor.

16 Using Autofill, find the grade of other students.

17 Select the cell **D6** and change the value to 90 and observe the grade changes to **A** to **A+**.

18 Click Undo button ↩ to Undo the change you have done and the Autofill in step 16.

19 Select cell **I5** and type

=IF(H5>=85,"A+",IF(H5>=75,"A",IF(H5>=60,"B",IF(H5>=40,"D"))))

20 Autofill the above formulae to other students and observe the grades are entered correctly. Your worksheet should be similar to the Fig 5.

Fig 5

	A	B	C	D	E	F	G	H	I	J
1	Students Marks Sheet									
2										
3	Subject		English	Physics	Chemistry	Maths	Total	Average Marks	Grade	
4										
5	Ganesh		68	58	78	92	296	74	B	
6	Aaditya		78	68	85	93	324	81	A	
7	Ramesh		56	78	67	54	255	63.75	B	
8	Mukunda		48	68	90	38	244	61	B	
9	Gaganashri		90	98	87	89	364	91	A+	
10	Ramprasad		78	78	82	73	311	77.75	A	
11	John		89	62	64	64	279	69.75	B	
12	Karthik		62	54	48	43	207	51.75	D	
13	Amrutha		89	54	78	67	288	72	B	
14	Mazar Khan		70	65	67	76	278	69.5	B	
15										
16										
17	Maximum		90	98	90	93	364			
18	Minimum		48	54	48	38	207			
19										

21 Get the nested IF checked by the instructor.

22 Click on cell J5 and type **=IF(AND(C5>70,D5>70,E5>70,F5>70),"DIST"," ").**

> **The AND logical function checks if the student have scored 70 and above in all subject and grade him as distinction.**

23 Get the Logical AND checked by the instructor.

24 Autofill J6 to J14 to find Distinction students.

25 Close the file without saving the changes.

— — — — — —

Fig 6

Paste Function   [?] [X]

Function category: Function name:

Most Recently Used	SUM
All	AVERAGE
Financial	IF
Date & Time	HYPERLINK
Math & Trig	COUNT
Statistical	MAX
Lookup & Reference	SIN
Database	SUMIF
Text	PMT
Logical	STDEV
Information	

SUM(number1,number2,...)

Adds all the numbers in a range of cells.

[?]   [OK]   [Cancel]
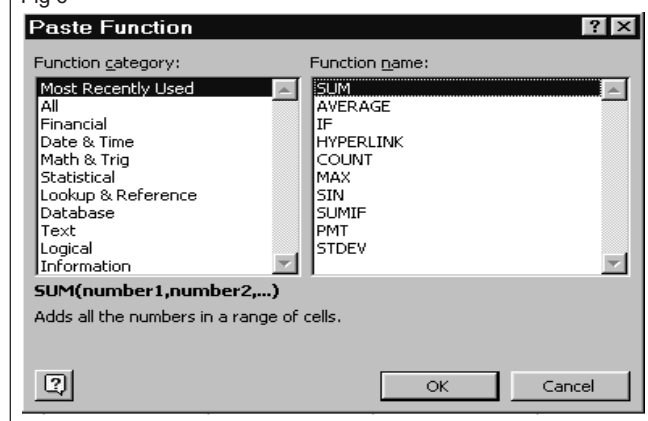
4 Choose function SUM from the Function category: box using the scroll bar.

> **As you choose the function a brief description and the syntax of the function is displayed at the bottom of the dialog box.**

5 Click OK button.

> **Excel displays the Formula palette below the formula bar with a description of selected function as shown in Fig 7. By default the range C5:F5 is taken.**

Fig 7

6 Click on OK button on the Formula Palette.

> **The SUM of range(C5:F5) is entered in G5 cell.**

7 Get the SUM checked by the instructor.

8 Calculate the total of other students in respective cells.

9 Select cell **H5** and Click on the Paste Function button f_x on the standard tool bar.

10 Select **Average** Function from the Function category: box.

> **Excel opens a Function palette and automatically takes the average of adjacent cells (C5:G5).**

11 Change G5 to F5 in formula bar.

> **The changing can be done in the Formula bar or Formula palette.**

12 Get the Average checked by the instructor.

13 Calculate the other students average.

14 Select cell **I5** and Click on the Paste Function button f_x on the standard tool bar.

15 Choose **Logical** function from Function name: box and select IF from Function category: box. Press OK button.

> **A logical function palette appears below formula bar with the description of the selected function as shown in below.**

16 Type **H5>=80 in** Logical_test list box.

Type "A" in Value_if_true list box.

Type "B" in Value_if_false list box.

Click OK button.

> **Excel checks if the contents of cell H5 is greater than 80, it prints A , else B**

17 Get the Average checked by the instructor.

18 Use Autofill to calculate other students grades.

19 Using the above skills calculate the Maximum and Minimum marks scored in each subject.

> **The final worksheet is similar to one as shown in Fig 8.**

20 Get the progress checked by the instructor.

21 Close and Exit the Excel Application.

Fig 8

	A	B	C	D	E	F	G	H	I	J
1	Students Marks Sheet									
2										
3	Subject		English	Physics	Chemistry	Maths	Total	Average Marks	Grade	
4										
5	Ganesh		68	58	78	92	296	74	B	
6	Aaditya		78	68	85	93	324	81	A	
7	Ramesh		56	78	67	54	255	63.75	B	
8	Mukunda		48	68	90	38	244	61	B	
9	Gaganashri		90	98	87	89	364	91	A	
10	Ramprasad		78	78	82	73	311	77.75	B	
11	John		89	62	64	64	279	69.75	B	
12	Karthik		62	54	48	43	207	51.75	B	
13	Amrutha		89	54	78	67	288	72	B	
14	Mazar Khan		70	65	67	76	278	69.5	B	
15										
16										
17	Maximum		90	98	90	93	364	91		
18	Minimum		48	54	48	38	207	51.75		
19										

— — — — — —

Create Slideshows in Power point

Objectives: At the end of this exercise you shall be able to
• **create a new presentation**
• **open an existing presentation**
• **save a current presentation**
• **close a current presentation**
• **insert a new slide**
• **create a custom slideshow**
• **add bullets and numbers.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1: **create a new presentation**

1 Boot the system, if not booted

2 Click Start Button

3 Select Programs

4 Click Microsoft PowerPoint (Fig 1)

5 PowerPoint window will open (Fig 2)

Fig 1

Fig 2

Click to add title

Click to add subtitle
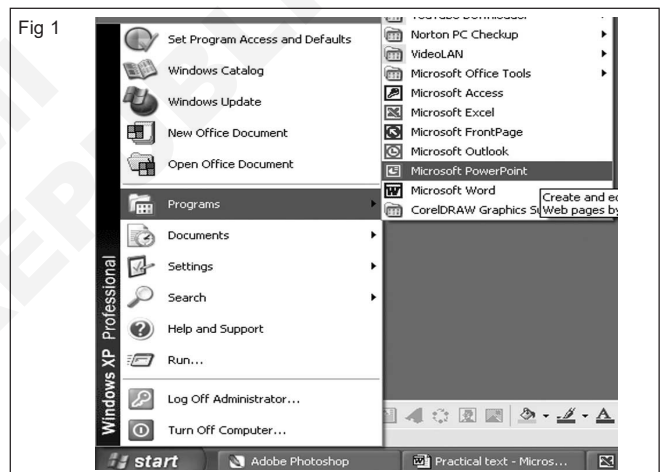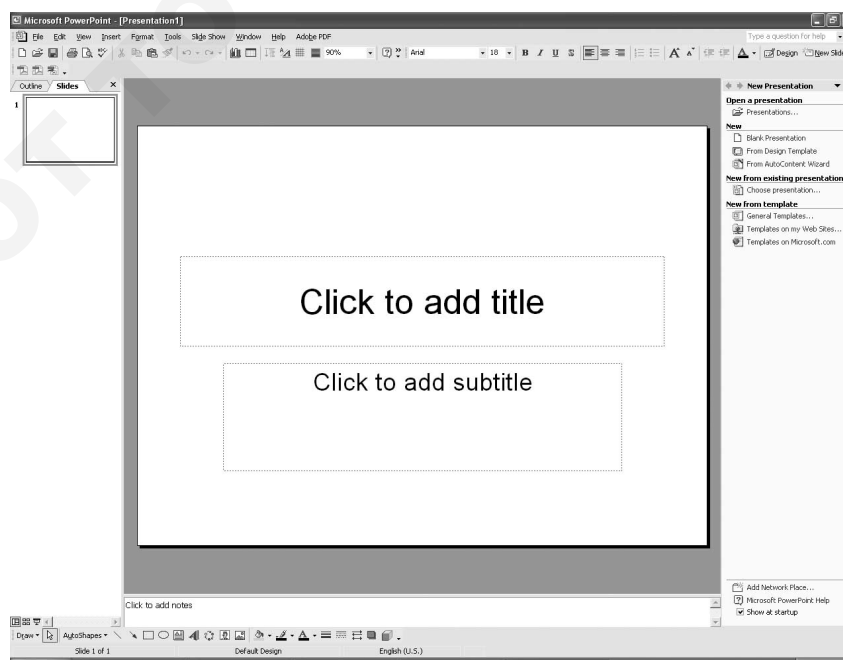
Create a New Presentation (Fig 3)

1 Choose File Menu

2 Click New option (Short cut key : Ctrl + N)

3 Created a New presentation

Fig 3
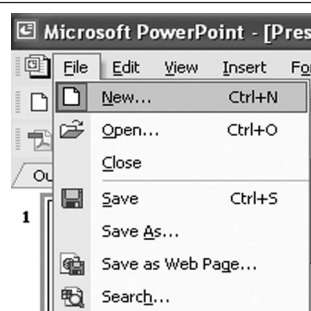
TASK 2: Open an Existing Presentation (Fig 4)

1 Choose Fie Menu

2 Click Open option

3 Displayed existing presentation

4 Choose any one presentation " presentation1"

5 Click Open button

6 Opened presentation1

Fig 4
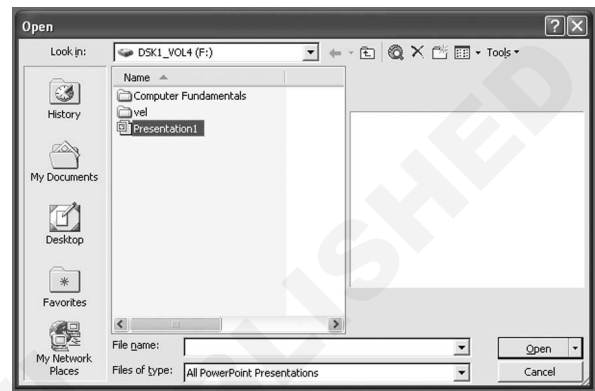
TASK 3 : Save a current Presentation

1 Choose a File Menu

2 Click New option

3 Created a New presentation

4 Type the text

5 Choose File menu

6 Click Save option (Fig 5)

Fig 5
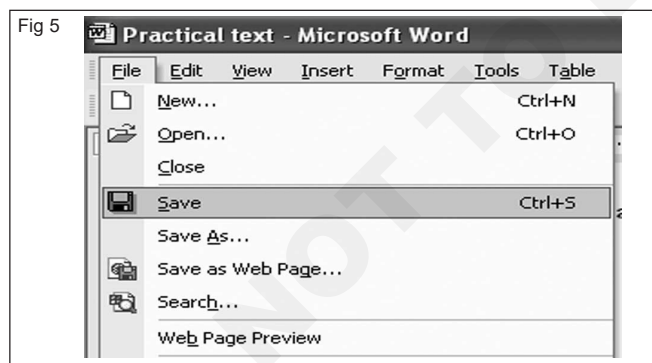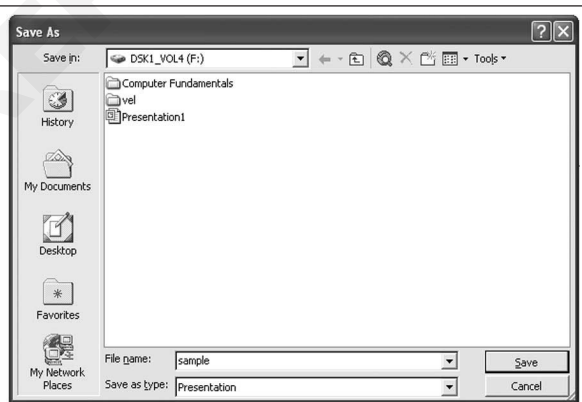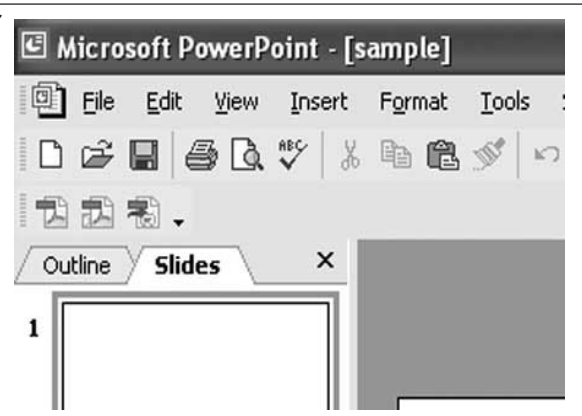
Fig 6

Fig 7

7 Displayed Save as window

8 Type the name of the presentation "sample" (Fig 6)

9 Choose saving location

10 Click save button

11 Saved current presentation "sample" (Fig 7)

TASK 4: **Close the current presentation**

1 Choose file menu

2 Click Close option

3 Closed current presentation

— — — — — —

TASK 5 : **Insert a New Slide**

1 Choose Insert Menu

2 Click New Slide (Short cut key : Ctrl + M) (Fig 8)

Fig 8

— — — — — —
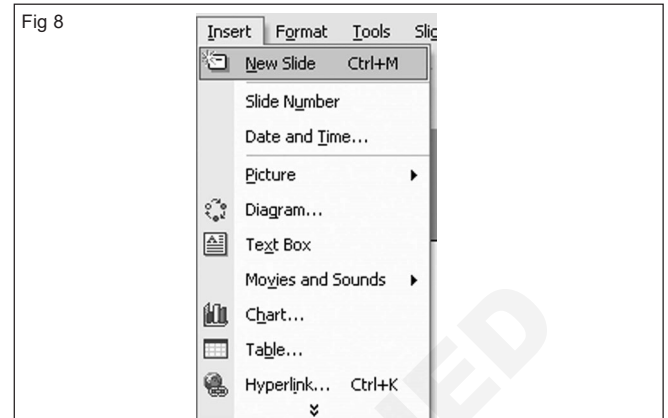
TASK 6 : **Create a Custom Slide Show (Fig 9)**

1 Select Slide Show

2 Click Custom Shows from the menu bar.

3 Displayed custom shows window

4 Add slides to the custom show by highlighting them in the Slides in presentation window and clicking the Add button.

5 Those slides will then appear in the Slides in custom show window.

6 Remove slides from the custom show

7 Select their names in the Slides in custom show window and click the Remove button.

8 Reorder slides in the custom show

9 Highlight the slide that should be moved and click the up and down arrows to change its order in the show.

10 Click OK when finished.

11 Click the Show button on the Custom Shows window to preview the custom slide show and click Close to exit.

Fig 9

— — — — — —
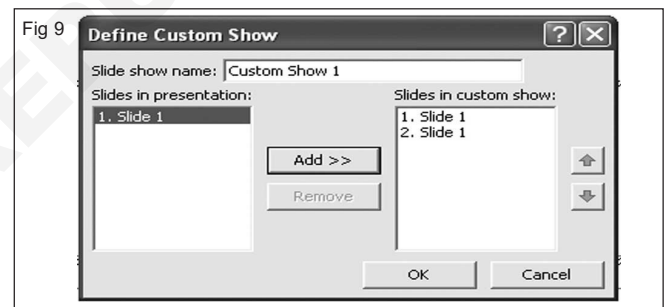
TASK 7: **Bulleted List from a Text Box**

1 In slide view, create a text box by Choose the Insert menu

2 Click Text Box from the menu bar. (Fig 10)

Fig 10

3 "Draw" the text box on the slide by holding down the left mouse button while you move the mouse until the box is the size you want it.

4 Choose the Format menu

5 Click Bullets and Numbering from the menu bar.

6 Change the Size of the bullet by changing the percentage in relation to the text. (Fig 11)

7 Choose a color for the bullet from the Color menu.

8 Click More Colors for a larger selection.

9 Select one of the seven bullet types shown and click OK.

   - OR -

10 Click the Picture button to view the Picture Bullet window.

11 Select one of the bullets and click OK.

   - OR -

Tourism & Hospitality: Front Office Assistant (NSQF - Revised 2022) - Exercise 1.6.35   **103**
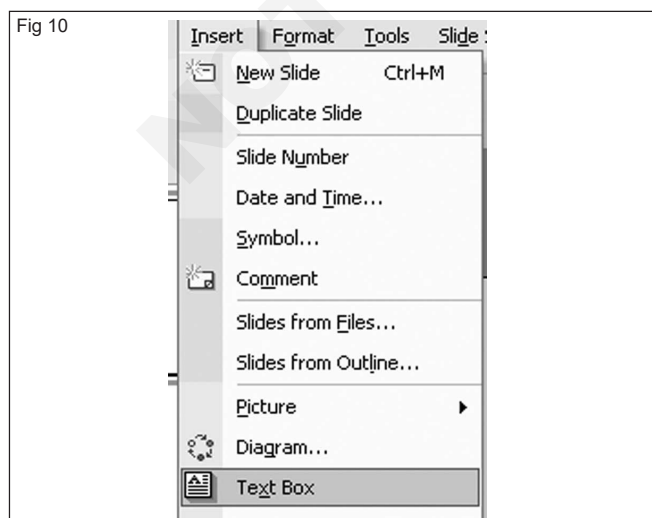
Fig 11
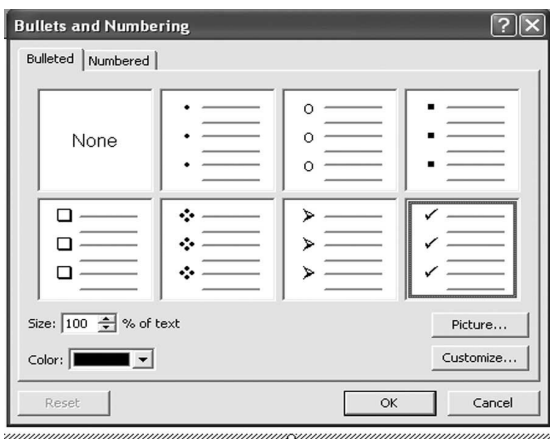
✓ Chennai

12 Click the Customize button to select any character from the fonts on the computer.

13 Select a symbol font such as Wingdings or Webdings from the Bullets from drop-down menu for the best selection of icons.

14 Click on the characters in the grid to see them larger.

15 Click OK when you have chosen the bullet you want to use. (Fig 12)

Fig 12
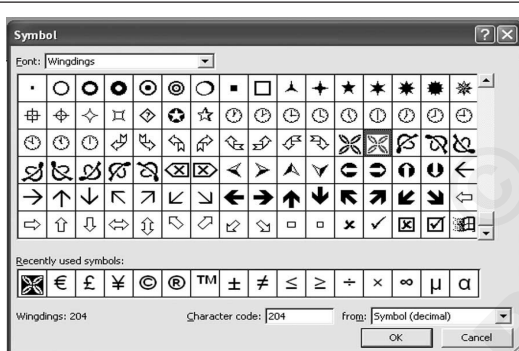
✖ Chennai

Numbered List

Follow these steps to create a numbered list:

1 Create a text box.

2 With the text box selected

3 Choose Format menu

4 Click Bullets and Numbering from the menu bar.

5 Click the Numbered tab at the top of the Bullets and Numbering window. (Fig 13)

Fig 13
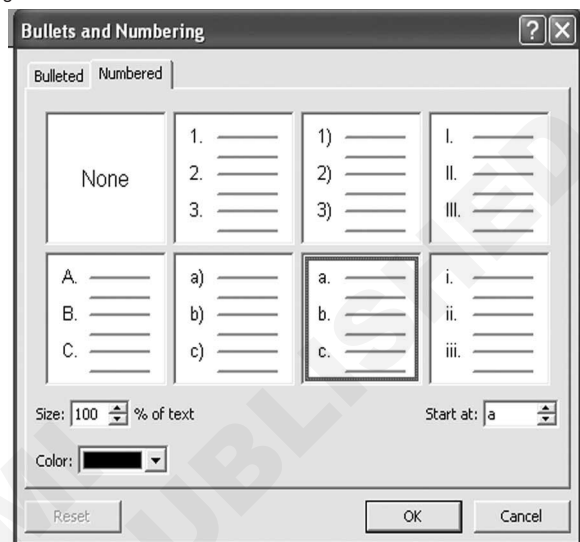
a. Chennai

6 Change the size of the numbers by changing the percentage in relation to the text.

7 Choose a color for the numbers from the Color menu.

8 Click More Colors for a larger selection.

9 Change the Start at value if the numbers should not begin with 1.

10 Select one of the even list types shown and click OK.

— — — — — —

Format objects, add Audio and Video in Power point

Objectives: At the end of this exercise you shall be able to
• **apply background color**
• **apply gradient, texture and patterns in colour schemes**
• **create group and ungroup option**
• **insert word art.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1: **Color Schemes**

1 Choose the **Format menu**

2 Click **Slide Color Scheme** from the menu bar.

3 Click one of the preset color scheme thumbnail images in the **Color schemes** box.

Background

1 Follow these steps to add background colors and patterns to a slide:

2 Choose the Format menu

3 Click the Background from the menu bar. (Fig 1)

Fig 1
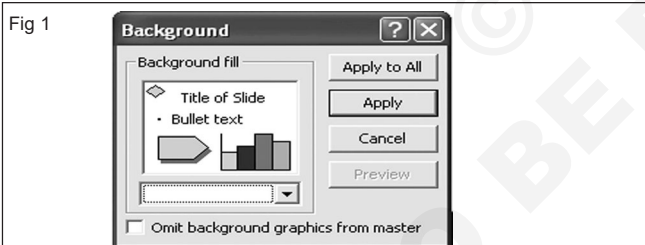
4 Select a color from the drop-down menu below the Background fill preview or choose More Colors... for a larger selection.

5 Select Fill Effects from the drop-down menu to add gradients, texture, patterns, or a picture to the background. (Fig 2)

Fig 2
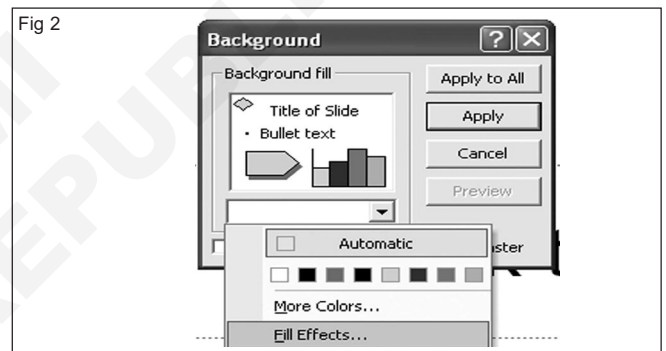
6 Selected gradient filled colour will get displayed. (Fig 3)

Fig 3

— — — — — —
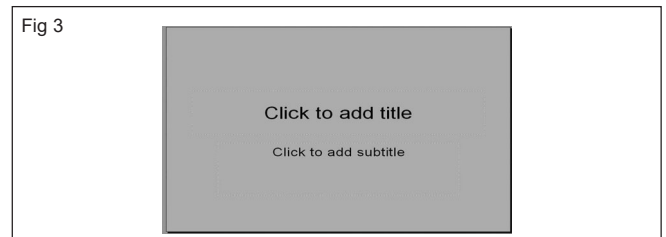
TASK 2 : **Apply Gradient tab (Fig 4)**

Fig 4
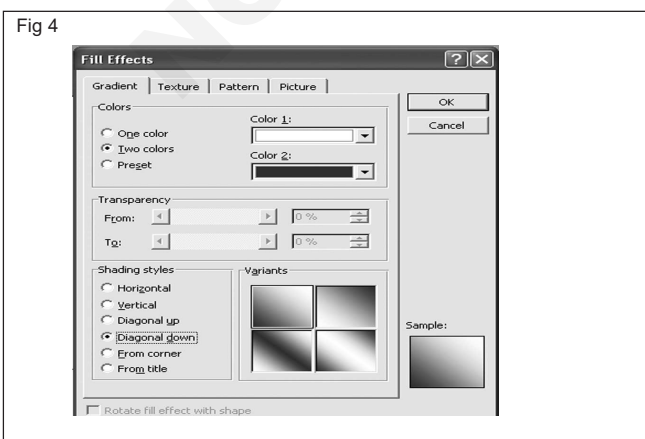
1 Select One color if the color chosen will fade into the background and select the color from the Color 1 drop-down menu.

2 Choose Two colors if the gradient will use two colors and select those colors from the Color 1 and Color 2 drop-down menus.

3 Preset provides a selection of color combinations.

4 Select one from the Preset colors drop-down menu.

5 Select the type of gradient from Shading styles.

6 Click one of the four Variants of the styles chosen.

7 Selected variant will get displayed (Fig 5)

105

Fig 5

TASK 3: **Apply Texture tab (Fig 6)**

From the Texture window, select a repeating background by scrolling through the thumbnail images or click Other Texture... to select an image from a file.

Fig 6
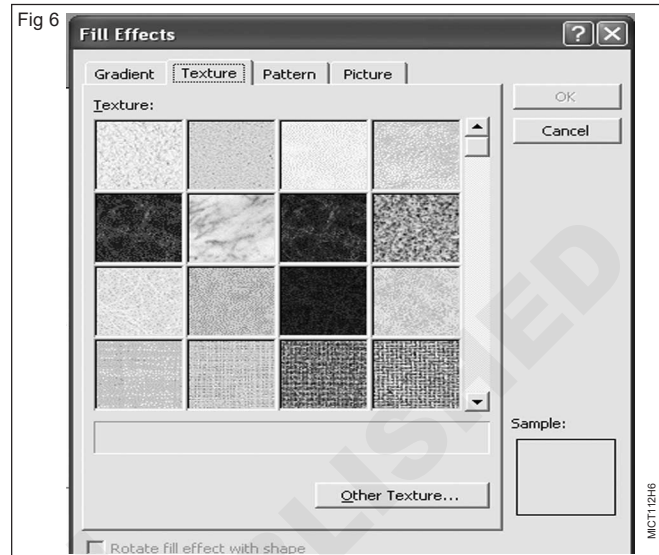
TASK 4 : **Apply Pattern tab (Fig 7)**

Select a two-tone pattern by clicking one of the pattern swatches and selecting the Foreground and Background colors.

Picture tab

Click the Select Picture button to choose a picture from a file. After the picture is selected, a preview and description will be shown in this window.

- Click OK to apply the changes made from the Fill Effects windows.

- Click Apply to All to add the changes to every slide or Apply to make changes only to the current slide.

Fig 7
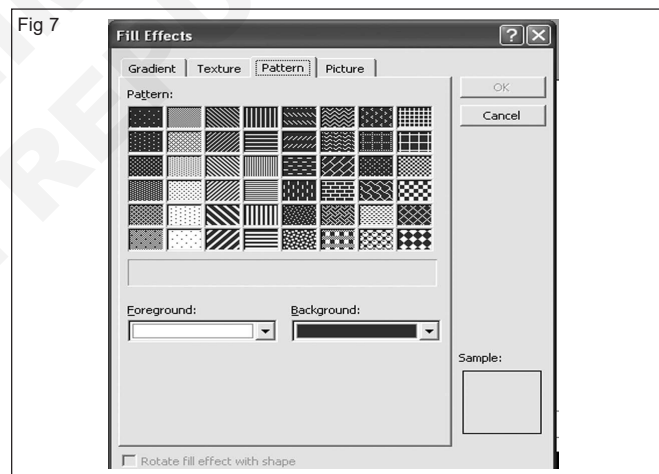
TASK 5 : **Perform Grouping (Fig 8)**
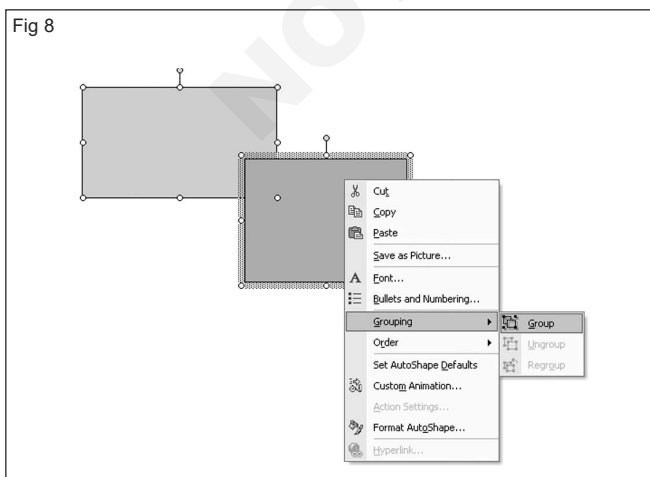
Fig 8

1 Draw two rectangle box

2 Select one rectangle and press Shift and click another rectangle box

3 At same time right click the mouse button

4 Choose Grouping option

5 Click Group

6 Grouped the two rectangle box

Perform Ungrouping (Fig 9)

1 Draw two rectangle box

2 Select one rectangle and press Shift and click another rectangle box

Fig 9
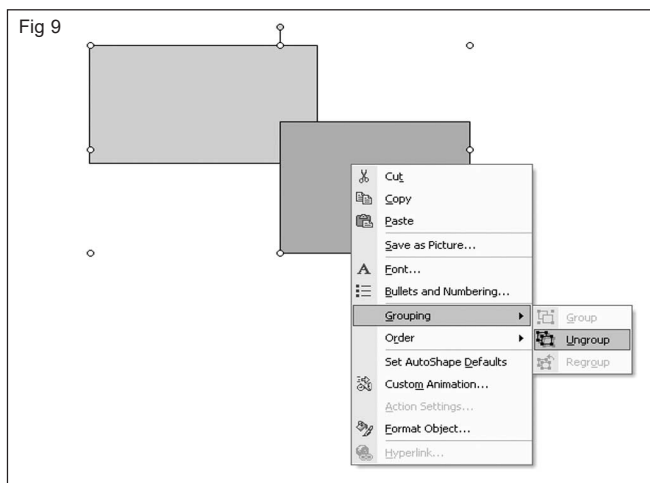
3   At same time right click the mouse button

4   Choose Grouping option

5   Click Group

6   Grouped the two rectangle box

7   Select the rectangle box

8   Right click the mouse button

9   Select Grouping and click Ungroup

10 Displayed separate two rectangle box

— — — — — —

TASK 6 : **Inserting WordArt**

1   Choose the Insert menu

2   Select the Picture option

3   Click WordArt from the menu bar or click the Word Art button on the Drawing toolbar. (Fig 10)

Fig 10
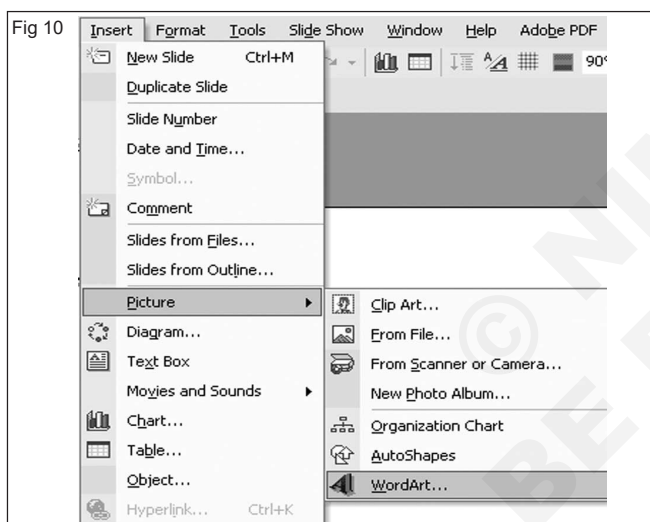
4   Choose any one option

5   Click Ok Button (Fig 11).

Fig 11
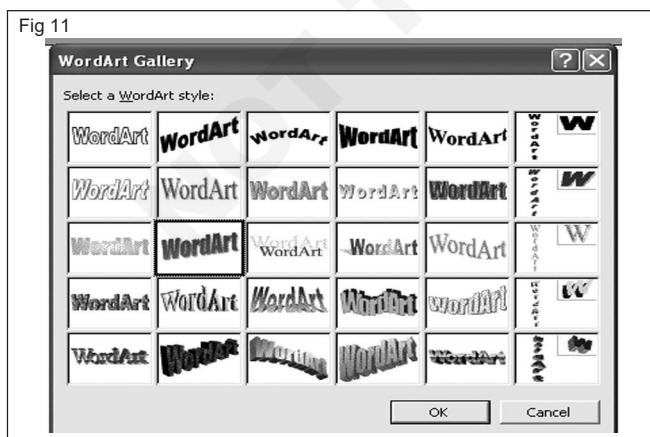
6   Enter the text in the Edit WordArt Text box and choose the font, size, and style for the text. Click OK. (Fig 12)

Fig 12

7   Use the white box handles around the word art to resize it on the slide.

8   Drag the yellow diamond handle to change the shape of the text. To revert back to no shape, double-click the diamond. (Fig 13)

Fig 13

— — — — — —

Internet operational skills

Objectives: At the end of this exercise you shall be able to
• **learn LAN concepts**
• **know about WAN concepts**
• **learn networking features.**

Requirements

• A working PC with internet facility   - 1No./batch
• A working PC with internet
  connection   - 1 No./batch.
• A working PC   - 1 No./batch.

PROCEDURE

TASK**: Identify Lan/Wan network**

1 Identify a LAN connection.

2 Identify different types of network.

3 Get the work checked by your instructor.

Networks Interconnection/Internet

concept of network interconnection

- First implemented in the defence advanced research project agency network (arpanet), in 1966 in USA.

- Consists of connecting several computer networks based on different protocols

- Requires the definition of a common interconnection protocol on top the local protocols.

- The internet protocol (IP) plays this role, by defining unique addresses for a network and a host machine.
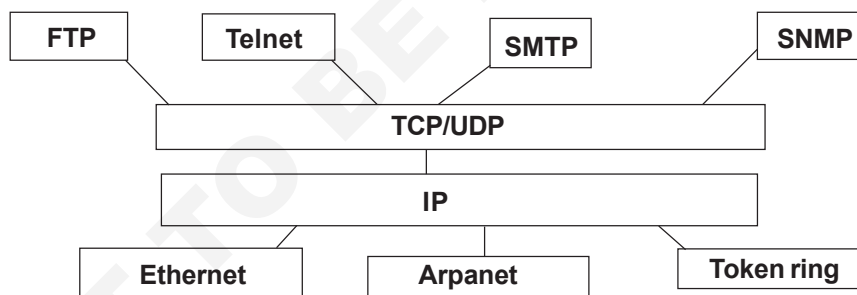
Internet protocol (IP)

Overview

- The IP protocol provides two main functionality:

- Decomposition of the initial information flow into packets of standardized size, and reassembling at the destination.

- Routing of a packet through successive networks, from the source machine to the destination identified by its IP address.

- Transmitted packets are not guaranteed to be delivered (datagram protocol).

- The IP protocol does not request for connection (connectionless) before sending data and does not make any error detection.

Functions

- Decompose the initial data (to be sent) into datagrams.

- Each datagram will have a header including, the IP address and the port number of the destination.

- Datagrams are then sent to selected gateways, e.g IP routers, connected at the same time to the local network and to an IP service provider network.

- Datagrams are transferred form gateways to gateways until they arrived at their final destination.

Sender

Packet 1

Packet 2

Routers
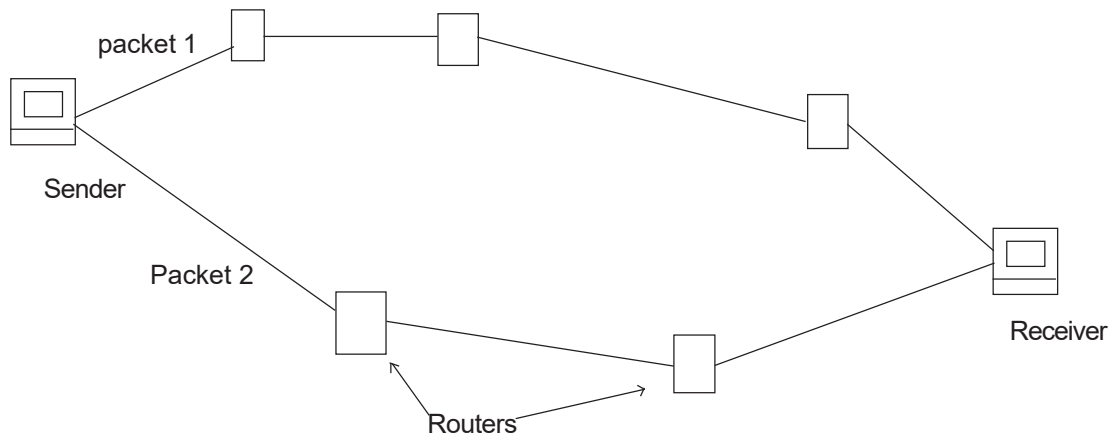
Receiver

Transmission control Protocol (TCP)

Overview

- TCP provides b using IP packets a basic service that does guarantee safe delivery:

  - error detection

- safe data transmission

- assurance that data are received in the correct order

- Before sending data, TCP requires that the computers communicating establish a connection (Connection-oriented protocol).

Client   TCP   Server

SYN

SYN_ACK

ACK

DATA

DATA

FIN

ACK

DATA

FIN

ACK
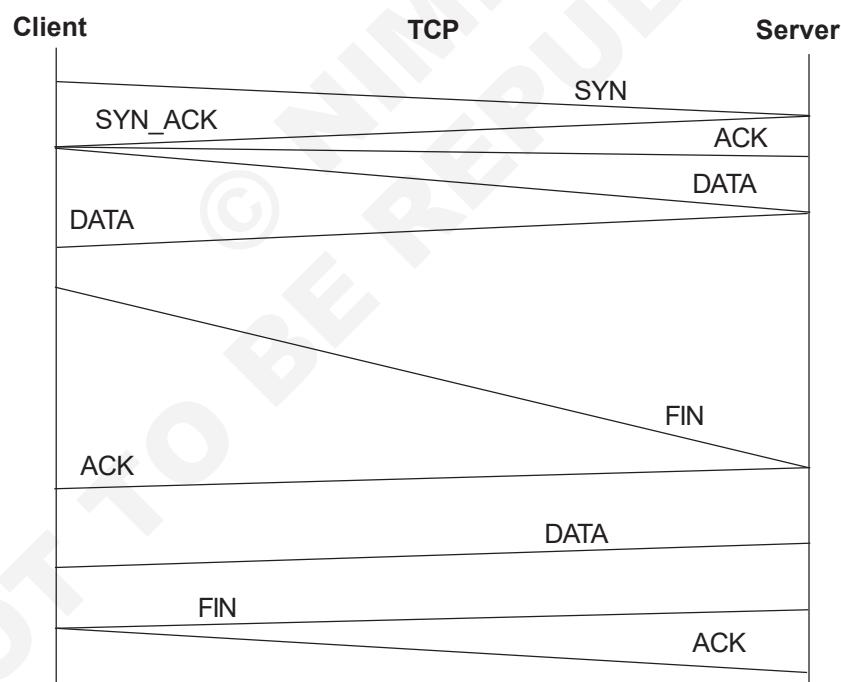
4.5 Internet application protocols

On top of TCP/IP, several services have been developed in order to homogenize applications of same nature:

- FTP (File Transfer Protocol) allows the transfer of collection of files between two machines connected to the internet.

- Telnet (Terminal Protocol) allows a user to connect to a remote host in terminal mode.

- NNTP (Network News Transfer Protocol) allows the constitution of communication groups (newsgroups) organized around specific topics.

- SMTP (Simple Mail Transfer protocol) defines a basic service for electronic mails.

- SNMO (Simple Network Management Protocol) allows the management of the network.

```
        ┌─────────┐   ┌─────────┐     ┌─────────┐      ┌─────────┐
        │   FTP   │   │  Telnet │     │  SMTP   │      │  SNMP   │
        └────┬────┘   └────┬────┘     └────┬────┘      └────┬────┘
             │             │               │                │
             └──────┬──────┴───────┬───────┴────────────────┘
                    │      TCP/UDP  │
                ┌───┴───────────────┴────┐
                │        TCP/UDP          │
                └───────────┬────────────┘
                            │
                    ┌───────┴────────┐
                    │       IP       │
                    └──┬──────┬──────┬┘
               ┌───────┘      │      └────────┐
        ┌──────┴──────┐  ┌────┴─────┐   ┌──────┴──────┐
        │   Ethernet  │  │ Arpanet  │   │  Token ring │
        └─────────────┘  └──────────┘   └─────────────┘
```
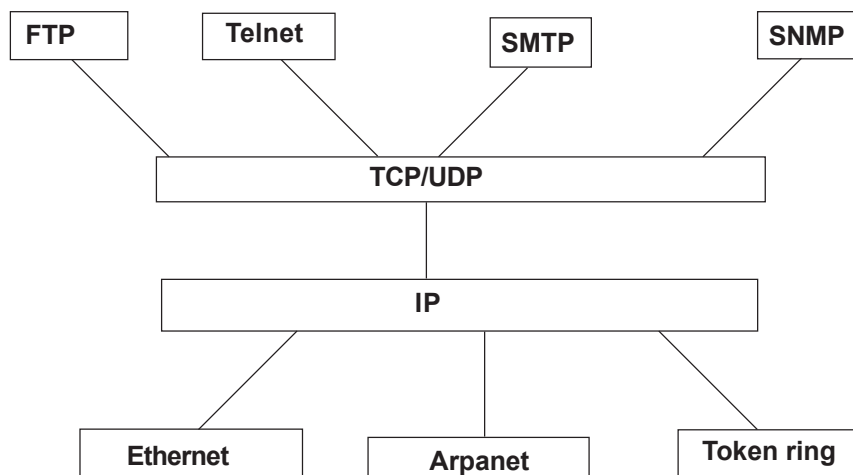
View network connections

Objectives : At the end of this exercise you shall be able to
• **view and change the IP address of your computer**
• **establish connection between two computers.**

View and change the IP address of your computer

> **Note to the instructor:** Network icon should be placed on the desktop

1   Choose the network icon and right click from the desktop.

> **Note : A menu displayed on the screen as on Fig 1.**
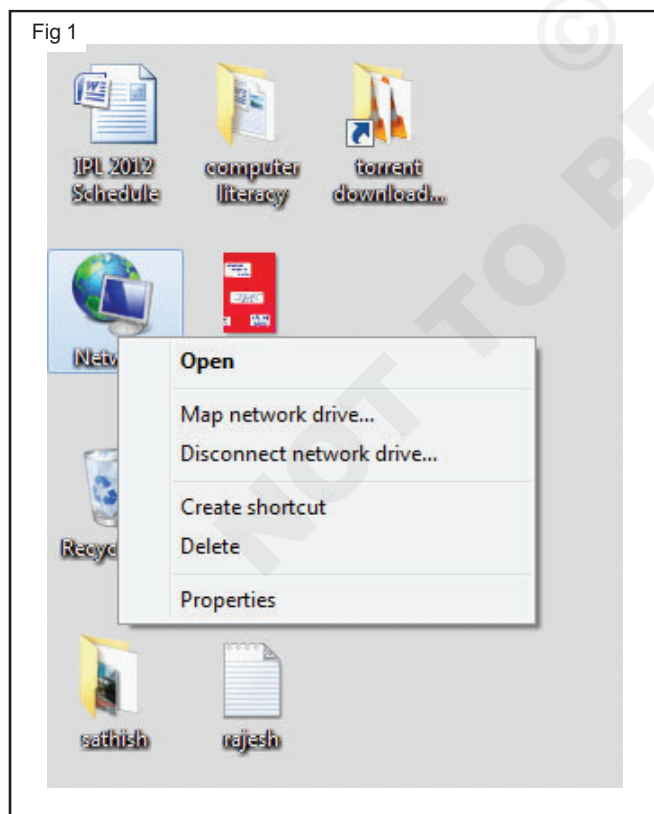
Fig 1

2   Choose "Properties"

> **Note: A "View your basic network information and setup connection" window appears as on Fig 2.**

3   Click "Change adapter setting" option as shown in Fig 2.

> **Note : A menu gets displayed on the screen.**

4   Choose "Local area connection" and right click it

> **Note: A "Local area connection properties" window appears on the screen as shown in Fig 3.**

5   Choose "Internet protocol version4 (TCP/IPv4)"

6   Click "Properties"

> **Note : Internet protocol version 4 (TCP/IPv4) windows appears on the screen as on Fig 3.**

Fig 2
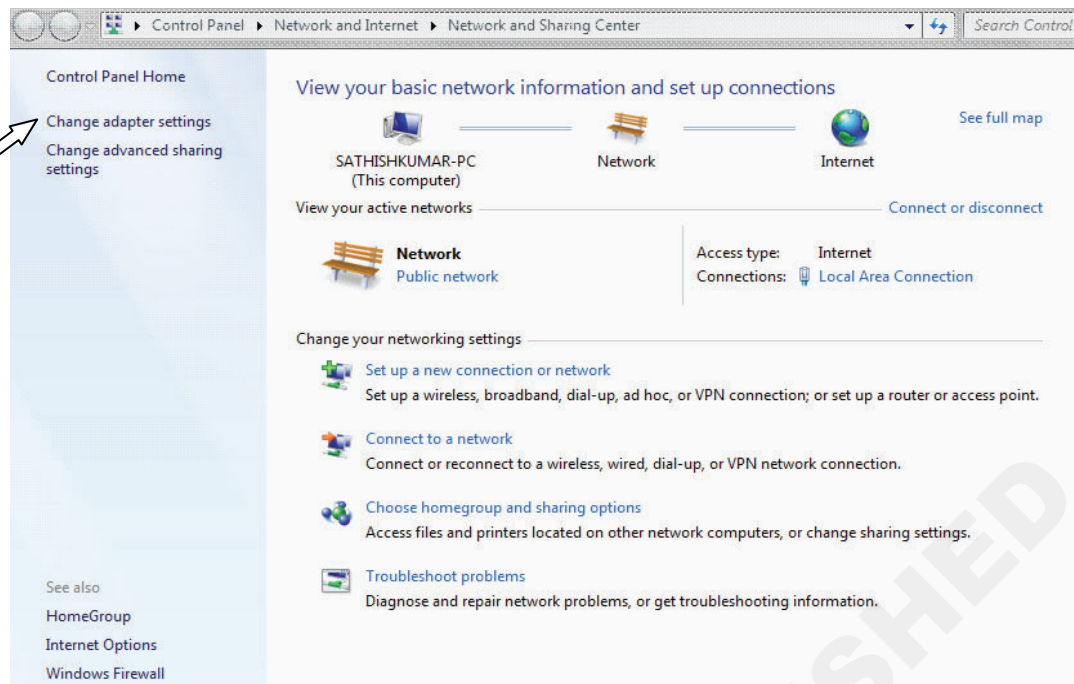
Fig 3
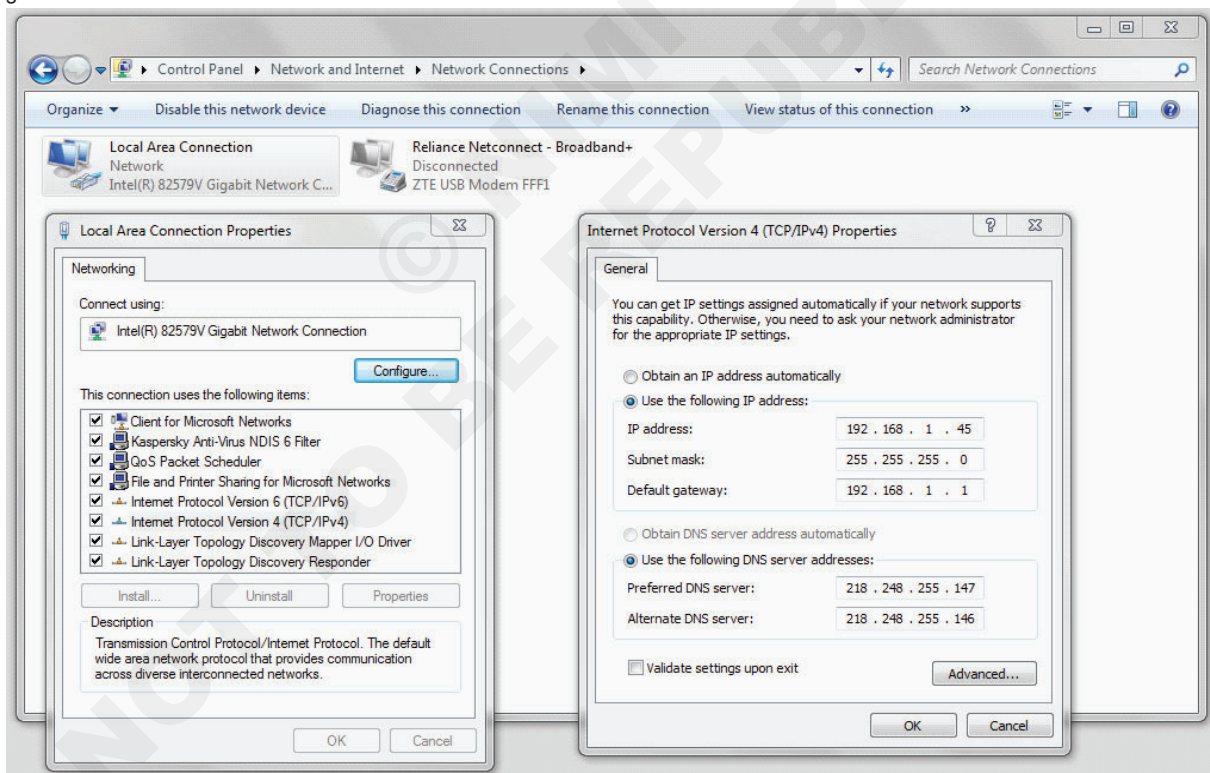
7 View and note down the IP address and subnet mask and fill the following given table.

IP Address	
Subnet mask	
Class	
Gateway	

8 Click "Obtain an IP address automatically"

Note: As the radio button is clicked, the IP address gets cleared as on Fig 4

Fig 4
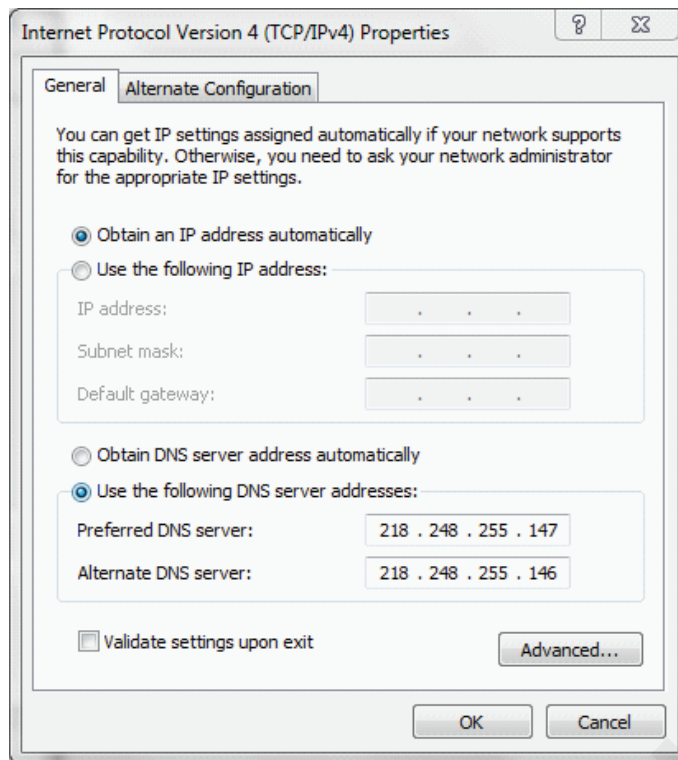
9 Click "Use the following IP address"

10 Type "10.0.0.1" in the IP address and press tab key as on Fig 5.

Fig 5
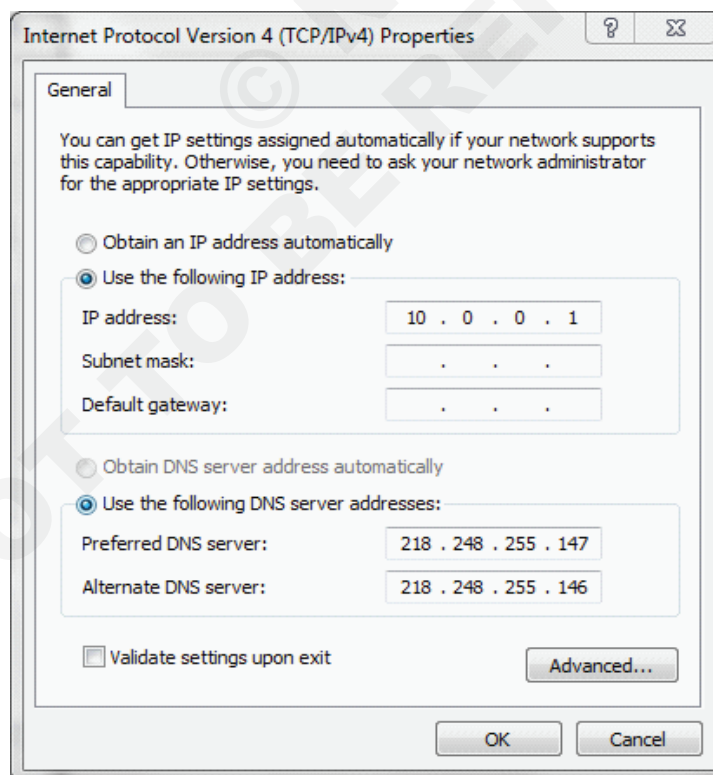
11 Click ok in "Internet protocol version 4 (TCP/IPv4) properties window

12 Click ok in "Local area connection properties" window.

Fig 6

— — — — — — —
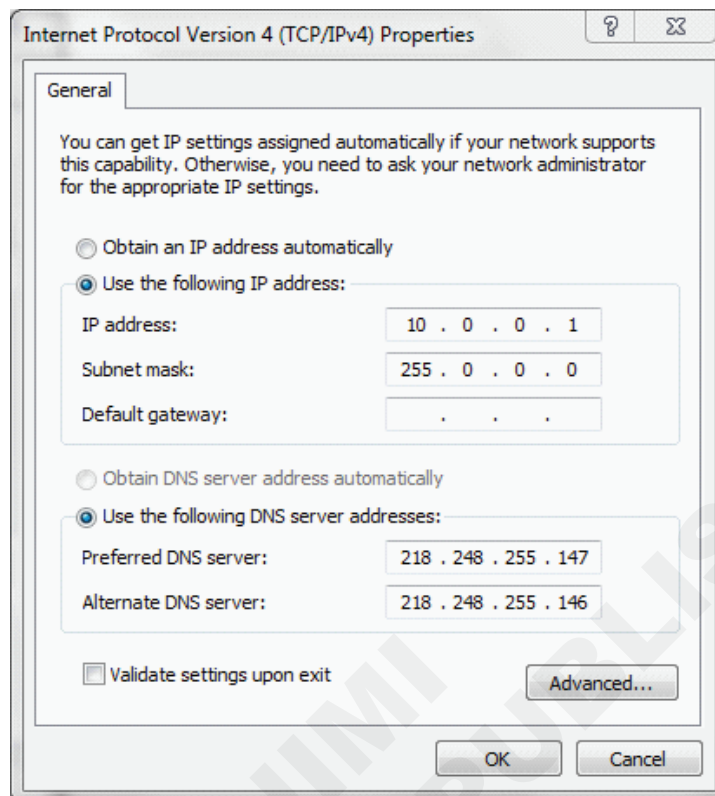
TASK 2: Establish connection between two computers (P2P)

1 View and note the IP address of two computers

2 Insert one end of the cross cable in Ethernet port on the rear side of the CPU (First Computer)

3 Insert another end of the cross cable (prepared in Task 2) in Ethernet port on the rear side of another CPU (Second Computer)

4 In First computer (Check connectivity) Press Windows button and R key simultaneously to invoke Run dialog box

5 Type 'cmd' and press Enter key to invoke DOS prompt

6 Type "ping <IP address of Second computer>" and press Enter key

Note : If you get a 'Reply' as shown in Fig 7, there is a connectivity between first computer and second computer

Fig 7

Note :If you get the message 'Request Timed out 'as shown in Fig 8, then there is no connectivity between first and second computer

Fig 8


```
C:\Users\Admin>ping 222.111.33.22

Pinging 222.111.33.22 with 32 bytes of data:

Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 222.111.33.22:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\Admin>
```

Note : By repeating steps 4,5 and 6 in second computer you can check the connectivity between second computer and first computer

7   Get it checked with the instructor

Note : Using cross cable you can connect only two computers in a peer to peer network. To Connect more than two computers in a peer to peer network you need a Hub/Switch as shown in Fig 9.

Fig 9
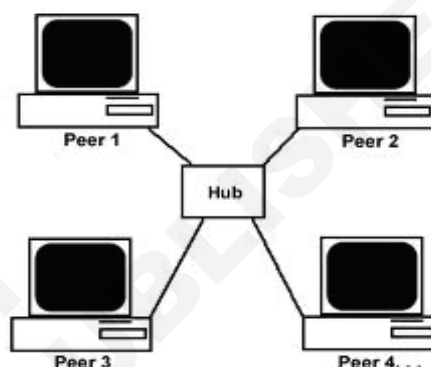
Practice IP addressing and subnet mask

Objectives: At the end of this exercise you shall be able to
• **create IP address and subnet mask**
• **ping to test network.**

TASK 1: **Assign different classes of IPv4 addressing**

1   Connect PCs with switch using RJ45 cable as shown Fig 1.

Fig 1
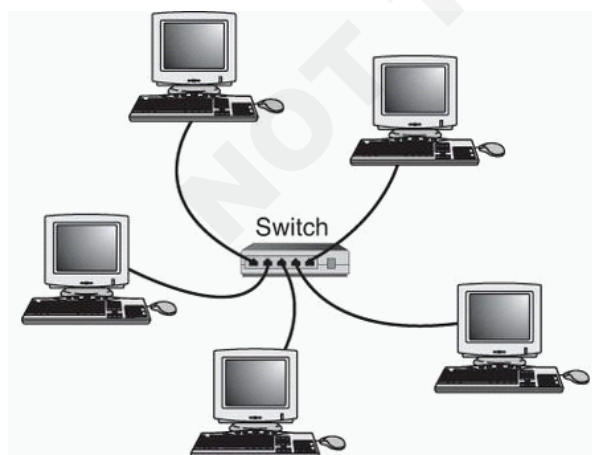
2   Power on the PCs and network switch.

3   Type network connections in the search in PC1. (Fig 2)

Fig 2

4   Select "View network connections". (Fig 3)

Fig 3
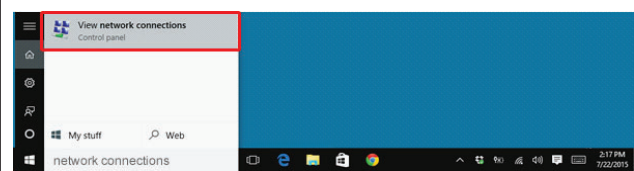
5   Right click on Ethernet and select properties. (Fig 4)

6   Select Internet protocol version 4 (TCP/IPv4) and click propertiesas shown Fig 5.

Fig 4

Fig 5

TASK 2: **Test connectivity between computers**

1   For testing connectivity between computers using basic network commands.

2   Open command prompt and Check IP configuration using the command ipconfig. (Fig 7)

Fig 7
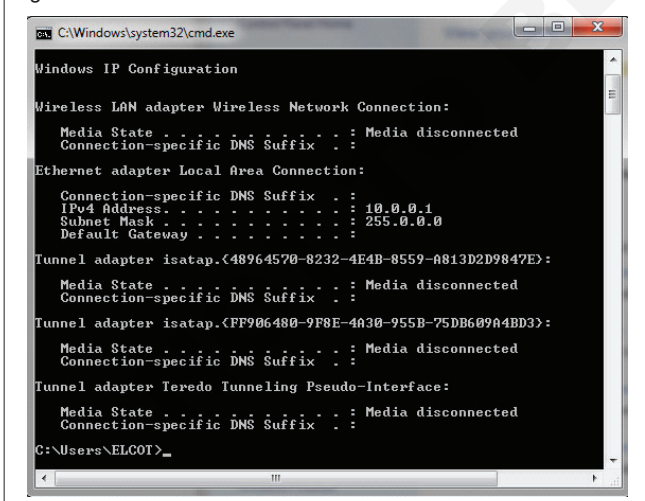
3   Note the systems IP configuration.

4   Then check connectivity between system using ping command

5   Eg: ping 10.0.01 and note the result. (Fig 8)

6   Check the connectivity to other systems also using that systems IP address.

7   Select use the following IP address and assign ipv4 class-A IP address and subnet mask.

For example : Class A IP address - 10.0.0.1 and subnet mask 255.0.0.0 (Fig 6)

8   Assign IP address to other PCs 10.0.0.2, 10.0.0.3 and 10.0.0.4 etc.

9   Assign the same subnet mask to all PCs.

Fig 6

Fig 8
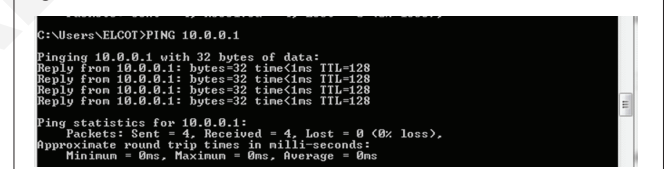
7   Change ip address and subnet mask of all PCs to class-B.

8   Example: 128.0.0.1 to 128.0.0.2 etc and subnet mask 255.255.0.0 to all PCs.

9   Repeat the steps 2 to 4 to test the network.

10 Change ip address and subnet mask of all PCs to class-C.

11 Example: 192.0.0.1 to 192.0.0.2 etc and subnet mask 255.255.255.0 to all PCs.

12 Repeat the steps 2 and 4 to test the network.

13 Change the IP address of PC1 to class B and keep all other systems in Class A.

14 Check the connectivity from PC1 to other system using Ping command.

15 Note the result.

16 Repeat the steps 13 to 15 by changing IP addresses to different classes.

Configuring HUB & switch

Objective : At the end of this exercise you shall be able to
• **install and configure HUB and switch.**

TASK 1: **Configure hub and switch**

1   Select the HUB. (Fig 1)

Fig 1

2   Select Switch Rack. (Fig 2)

Fig 2

3   Fit the HUB in the Switch rack by screws.(Fig 3)

Fig 3
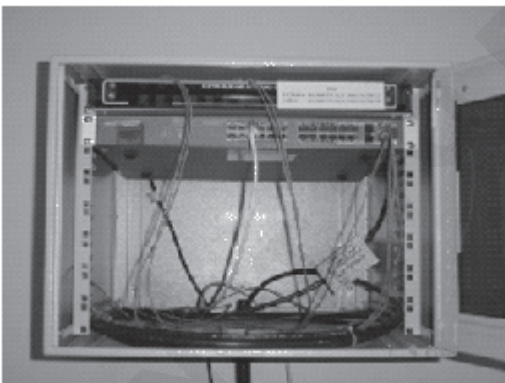
4   Insert all the LAN cables into the Switch rack.

5   Punch the LAN cables in patch panel ports by Punching tools according to color code.(Fig 4 & 5)

6   Connect all the connected ports of Patch Panel to the HUB ports by drop cables. (Fig 6)

Fig 4
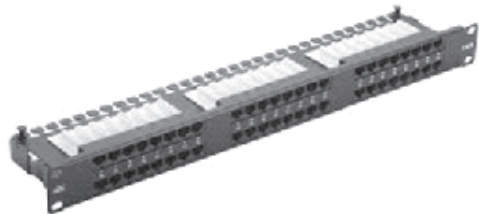
Fig 5

7   Connect the power source of HUB.

Fig 6

8   Now it is ready to use.

9   For Switch follow same procedure with a Switch (Fig 7).

Fig 7

Searching and Downloading, printing, saving portion of web page

Objectives: At the end of this exercise you shall be able to
• **download file from website**
• **browse a website through web browser**
• **print and save a portion of web page.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Browse a website through Web browser**

First way to open

1 Choose Internet explorer and click it.

> **A home page Google appears on the screen as on Fig 1.**

Fig 1
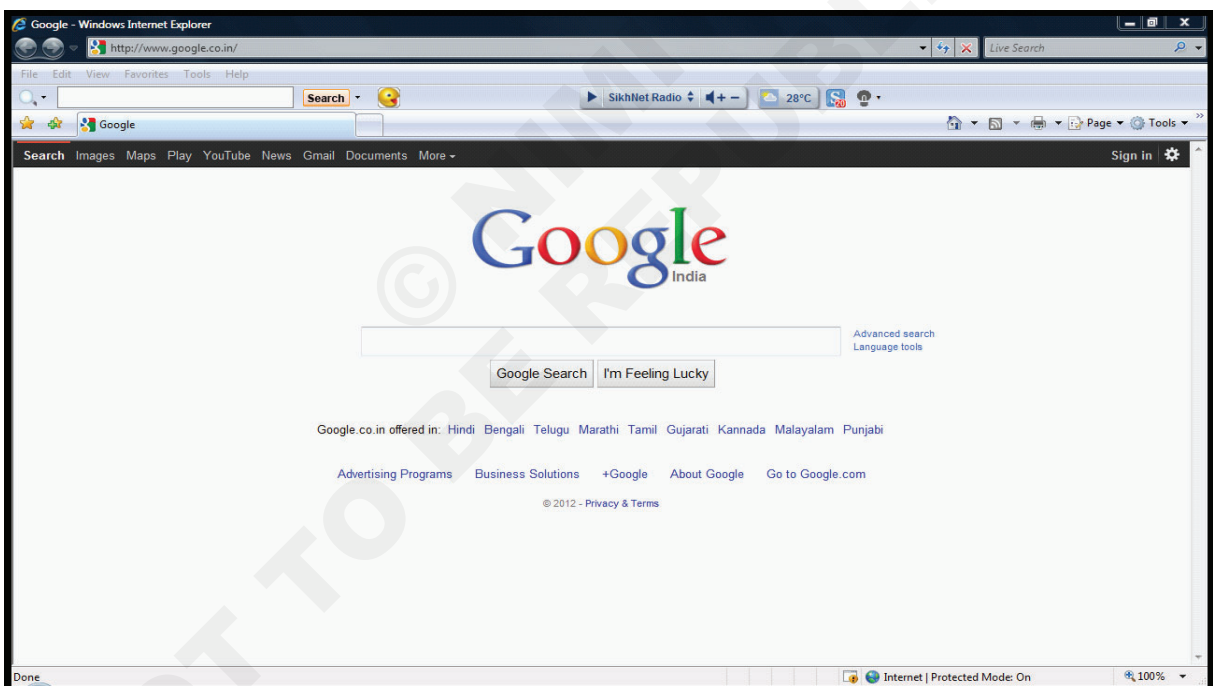
2 Type "www. dget.gov.in"

> **website of DGET appears on the screen Second way to open**

1 Type "www. dget.gov.in" on the Address bar and press enter as on Fig 2.

Fig 2
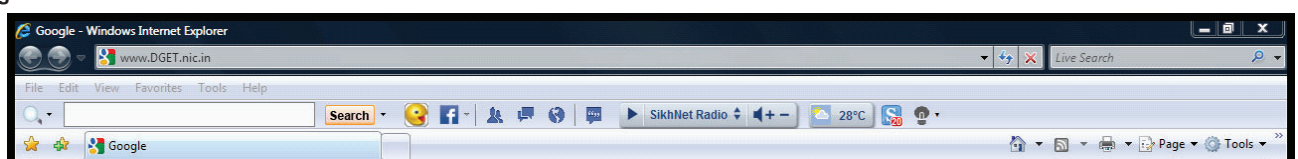
The DGET website appears on the screen as on Fig 3.

Fig 3

- - - - - - -

TASK 2 : **Download File from website**

Fig 4
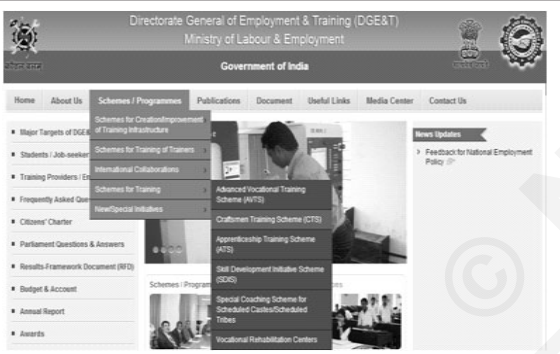
Downloading

1 Click Trade syllabus as in Fig 4 on the DGET home page.

Note: The window will appear on the screenas in Fig 5.

Fig 5
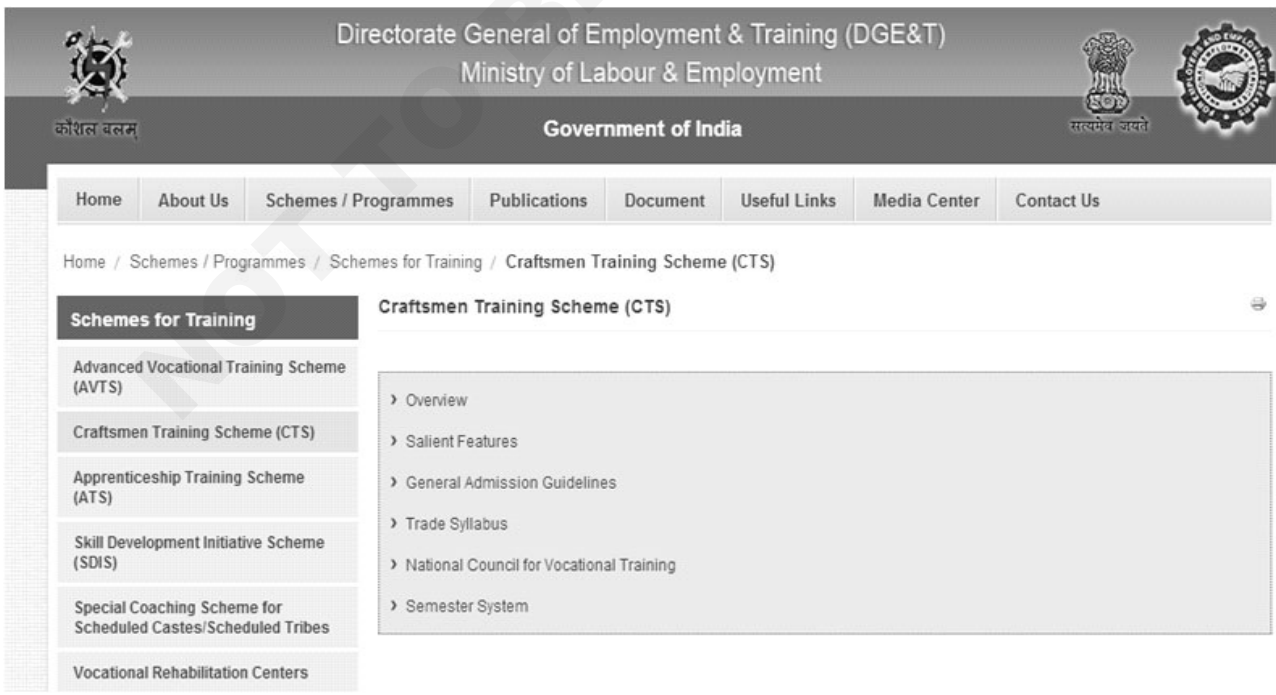
2   Select and click CRAFTSMAN TRAINING SCHEME (CTS)

Fig 6

	Non-Engineering Trades
Sl.No.	**Trade Syllabus**
1	Architectural Draughtsman 286.21 KB
2	Baker and Confectioner 355.2 KB
3	Cabin/Room Attendant 205.36 KB
4	Cane Willow and Bamboo Work 286.53 KB
5	Computer Aided Embroidery & Needle Work 270.8 KB
6	Computer Operator and Programming Assistant 540.47 KB
7	Corporate House Keeping 292.39 KB
8	Craftsman Food Production (General) 288.73 KB
9	Craftsman Food Production (Vegetarian) 297.16 KB
10	Crèche Management 188.08 KB

3   Scroll down the screen with the mouse and select your trade syllabus

Example: Trade name "FOA"

4   Click the selected trade FOA which is under lined in blue as on Fig 7.

Fig 7

www.dget.nic.in/upload/uploadfiles/files/COPA_2014.pdf

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SYLLABUS FOR THE TRADE OF

COMPUTER OPERATOR AND PROGRAMMING

ASSISTANT

(IT & ITES SECTOR)
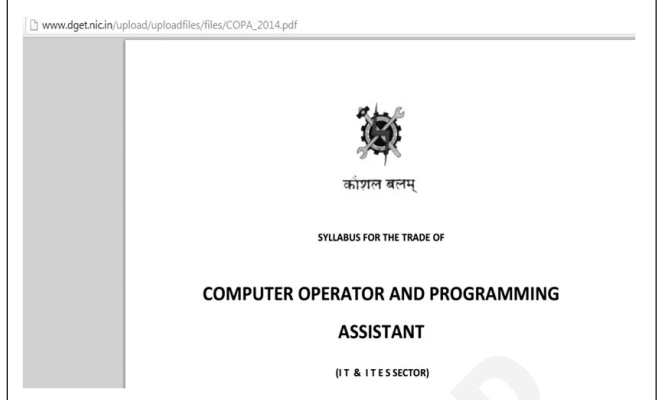
5   Click "Save a copy" to save or download the syllabus

Fig 8
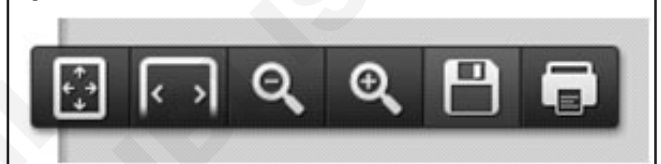
Save the file in c:/document/ FOA[1]. (Fig 9)

Fig 9
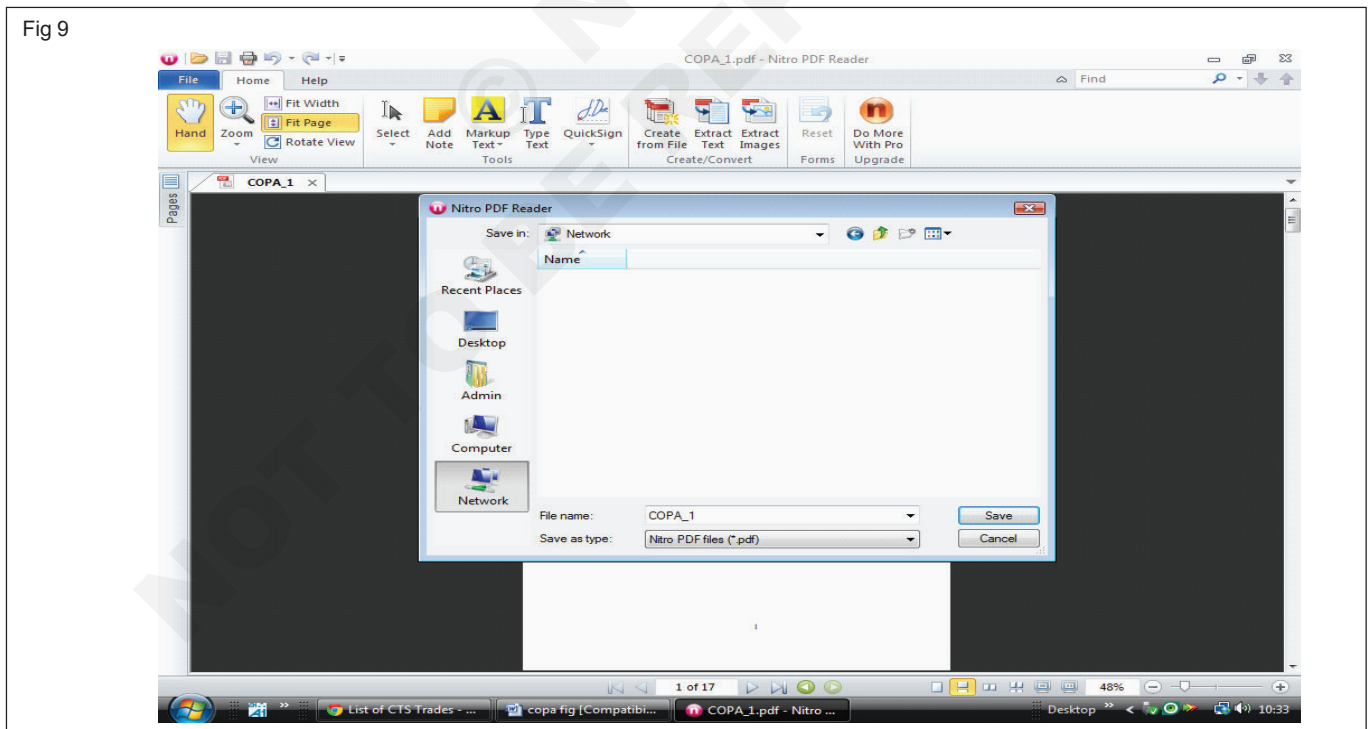
6   Click the document from c:/ and print the downloaded FOA syllabus.

7   Check with the instructor.

— — — — — — —

Creating email ID and sending receiving mails

Objectives: At the end of this exercise you shall be able to
• **create an email account**
• **create an export and import contacts**
• **compose and send emails with attach documents**
• **check the mails and sign out account.**

Requirements
Tools/Equipments/Instruments
• A working PC   - 1 No./batch.

PROCEDURE

TASK 1 : **Create an Email Account**

> **Note to the instructor:** Make the trainees to create accounts as CFOAATRG as the primary name and secondary in increasing order of number series, in Gmail.
>
> Example: CFOAATRG2, CFOAATRG3 etc.
>
> 1 Create CFOAATRG2 in yahoo mail simultaneously at the end of Task 1
>
> 2 Add contact in "CFOAATRG2" of yahoo account

1 Choose " internet explorer" and Click to open it

2 Click "Gmail" on the "Google" home page

> An Account creation screen appears on the screen Fig 1.

Fig 1
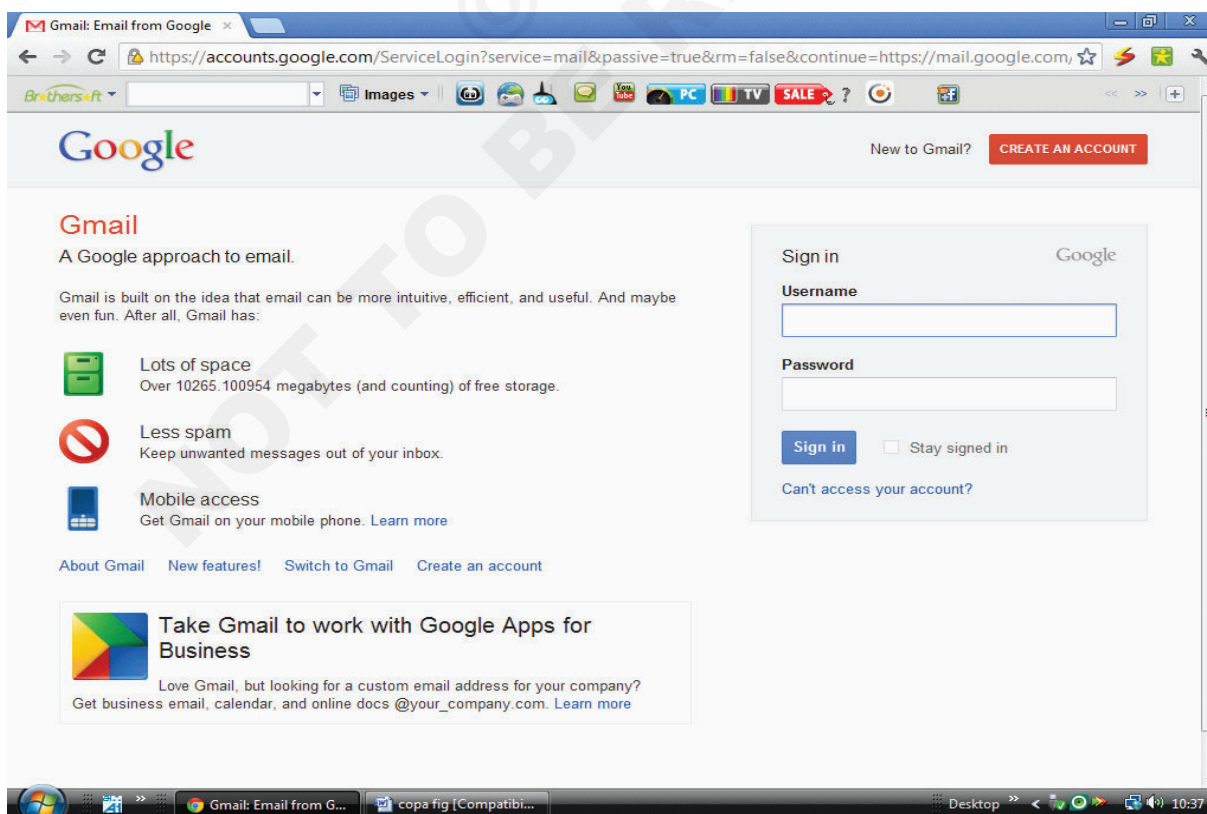
3 Click "CREATE AN ACCOUNT "

Fig 2

New to Gmail? **CREATE AN ACCOUNT**
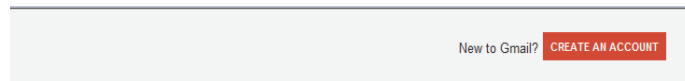
Note: An account creation screen appears on the screen as shown in Fig 3.

Fig 3

4 Type "FOATRG" in First Name box, "1" in Last Name box

5 Choose your username as "FOATRG1"

6 Password as "sachin@12" and retype the same in "confirm your password"

While typing the password the password box has to denote strong as on Fig 4.

Fig 4

7 Choose Birthday January, 24, 1994, Male in Gender, your mobile number in mobile number, and alternative email id if you have.

8 Type the given quote "Prove your not an robot" box

9 Select the location as "India"

10 Click a the box "I agree to Google" and About personalization box" as shown in Fig 5.

Fig 5

krishna200021@yahoo.com

11 Click "Next Step"

Note: A created account of foatrg1@gmail.com is appeared on the screen as on Fig 6.

12 Click " Continue to Gmail"

Note : A new Gmail account mail window appears on the screen with three mails of Google team appears as on Fig 7.

Fig 6
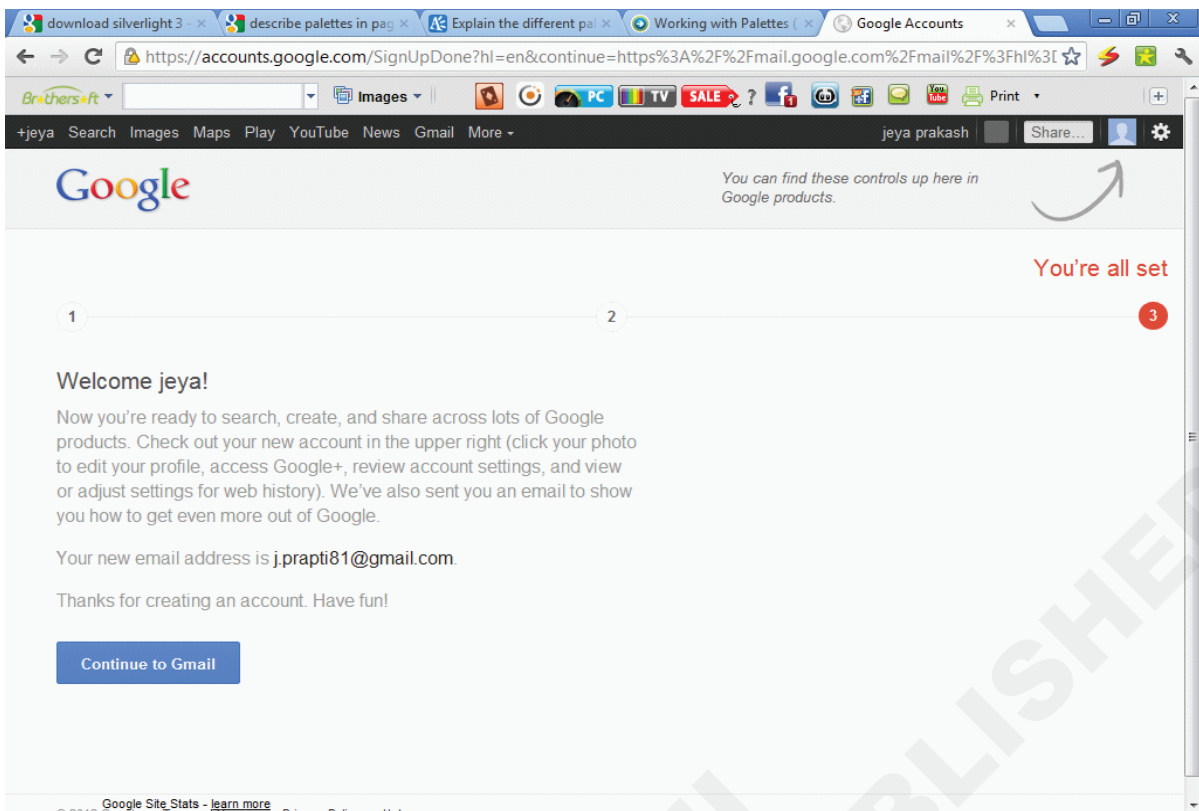
Fig 7

— — — — — — —
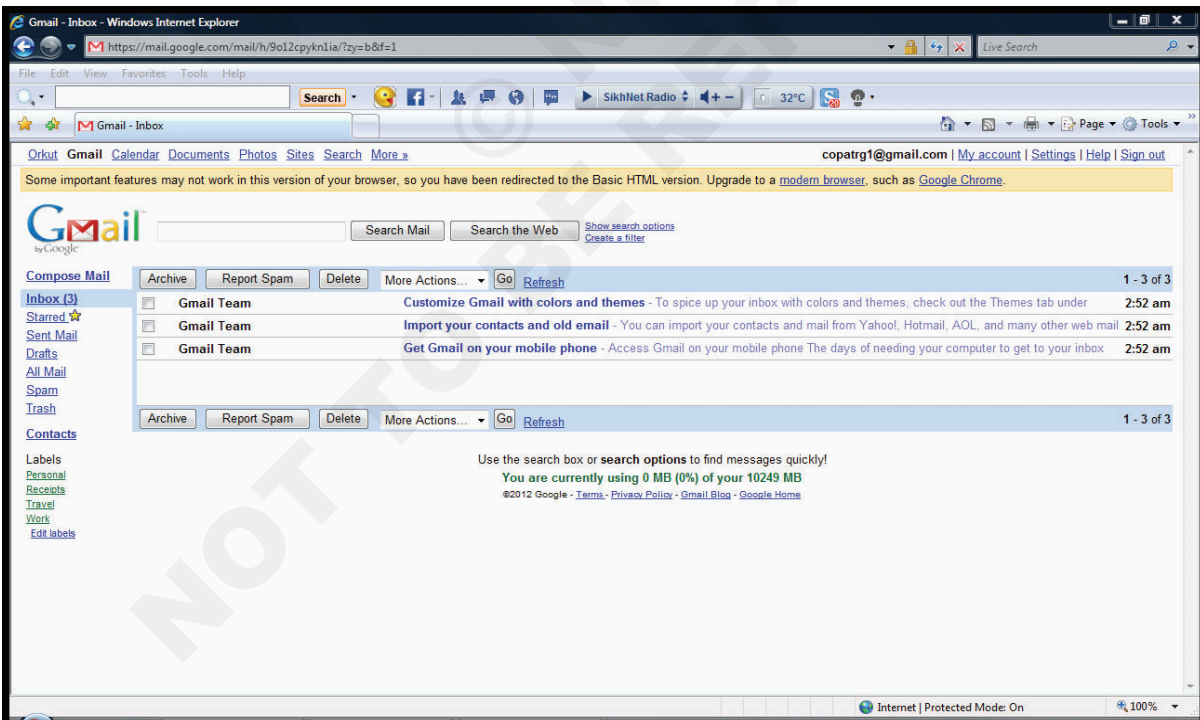
TASK 2 : **Create an Export Contacts**

1. Login to "foatrg2" of Yahoo Mail first.

2. Click on "contacts" options and select "Actions" and choose "Export All" as on Fig 8.

Fig 8

An Export window get opened as in Fig 9.

Fig 9

3. Choose and click "Yahoo! CSV [Export Now] option.

The verification codes appears on the screen as in Fig 10.

Fig 10

4. Type the given code and click export now button

Fig 11 &12 appears on the top of the export window and appear on the bottom of the export window

Fig 10

Fig 12
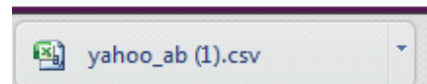
5. Click "yahoo_ab(1).csv" file from downloads of hard disk drive to view the address book

The downloaded file gets opened in excel sheet were contacts can be checked.

6. Close the address book

7. Signout yahoo mail

Importing Contacts

1. Login to your Gmail account "copatrg1"

2. Click on "contacts" in Left hand panel of gmail as shown in Fig 13.

Fig 13
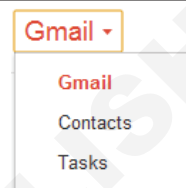
A Contact window appears on the screen

3. Click "More" and choose "import" from it as on Fig 14.

Fig 14
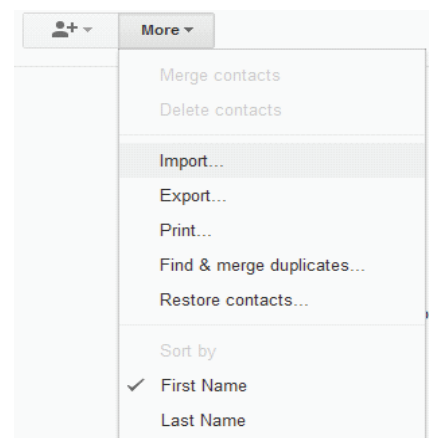
A "Import contacts" window appears on the screen as on Fig 15.

Fig 15

4. Click "Choose file" option and select "yahoo_ab.csv" the downloaded file of yahoo aaddress book

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Fig 16 shows how the selected file is displayed before importing

Fig 16

Please select a CSV or vCard file to upload:

Choose File | yahoo_ab (1).csv

5 Click "Import" button

Once the Import is complete you will see a confirmation message as on Fig 17.

Fig 17

569 contacts have been successfully imported.

Close

— — — — — — —

TASK 3 : **Composing and Sending mail with attachments**

1 Choose and click "COMPOSE" button

A compose window appears on the screen

2 Type "foatrg2@yahoo.com" in "TO" box

3 Type "foa syllabus" in "Subject" box

4 Attach "foa syllabus" from the downloads of hard disk drive

Note : wait till the attachments gets completely attached

5 Click SEND button and send the mail

6 Signout "foatrg1" gmail account

7 Check with your instructor

— — — — — — —

TASK 4 : **Checking mails and Sign Out**

1 Sign in to "foatrg2" of yahoo mail.

2 Click "INBOX"

The unread messages are shown in the inbox as in Fig 18.

Fig 18
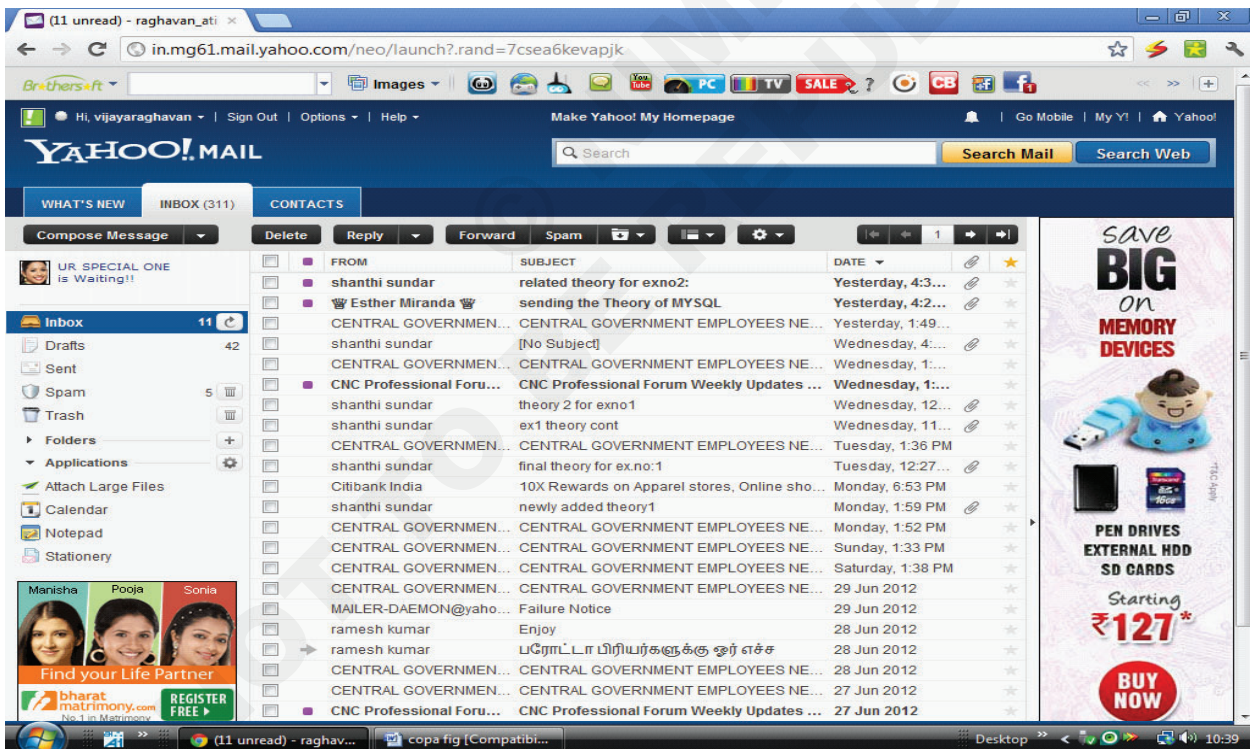
3 Click the mail named "foatrg1"

The Fig 19 appears on the screen.

if you have attachments just click download and save the file.

The file gets download in the default download file location.

4 Click "sign out" to come out of yahoo mail as on Fig 20.

5 Check with the instructor.

Fig 20
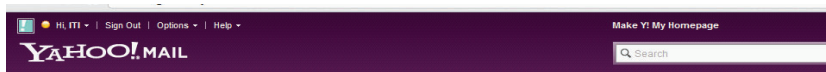
Configuring outlook express & using skype, google+

Objectives : At the end of this exercise you shall be able to
• **configure/invoke Microsoft outlook and view messages**
• **send new messages**
• **reply to messages**
• **send attachment along with the mail**
• **send messages using stationeries**
• **use skype**
• **use Google+.**

Requirements
Hardware and Software
Pentium PC with modem and internet account Microsoft outlook express 5 and above loaded Telephone line connected to the modem   - 1 Set.

PROCEDURE

TASK 1: **Invoke Microsoft outlook and view messages**

1   Click on the Microsoft outlook express shortcut found on your Windows desktop.

> **This invokes the Microsoft outook Express program and the screen looks similar to that shown in Fig 1.**

Note that, if you have set the Outlook express to automatically connect to the ISP, the dial-up software automatically calls the ISP and gets connected to the internet automatically. Then it receives all the messages in the accounts you have set and will even get disconnected once all the messages are received and all pending messages are sent.

Fig 1
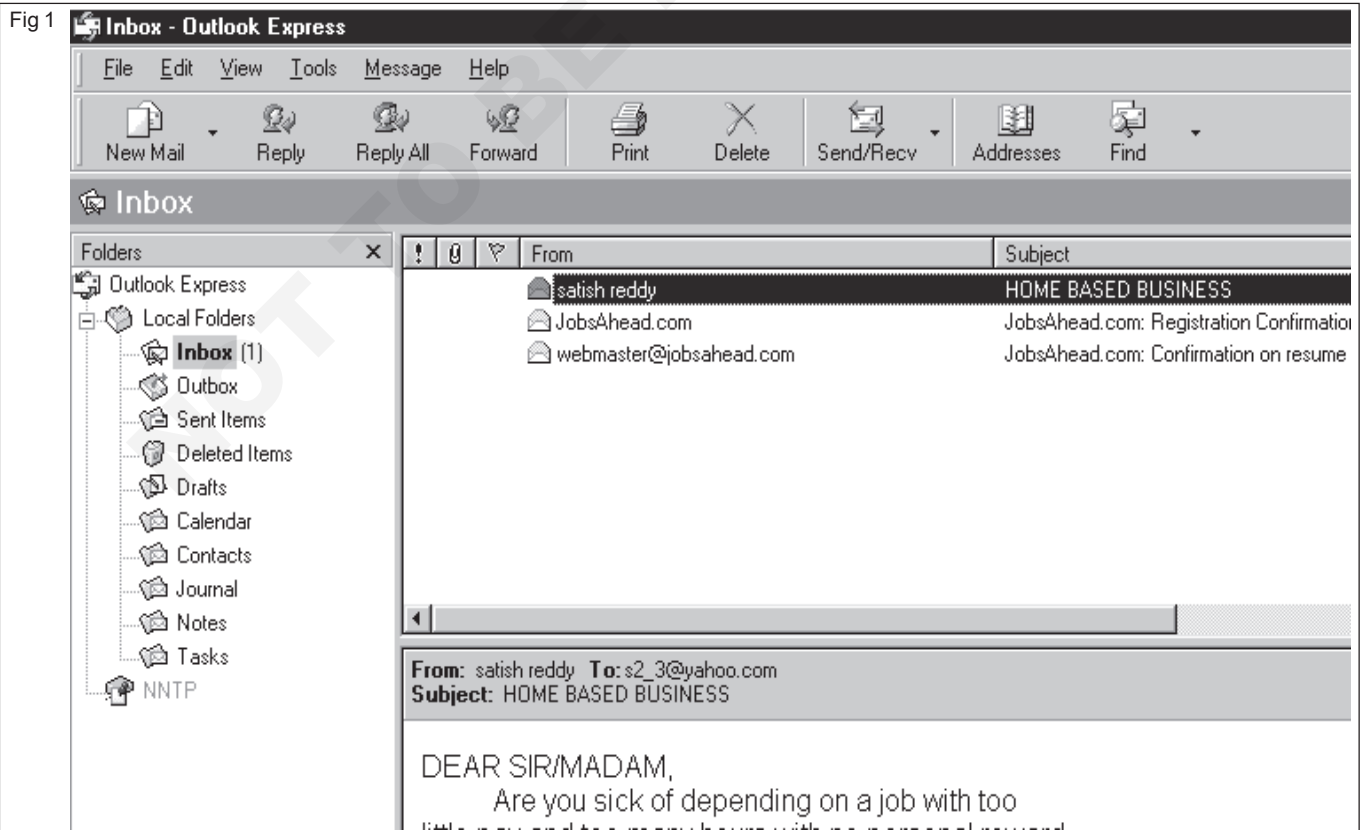
2 To View messages received in the Inbox, Click on the message line (highlighted) as shown in Fig 2.
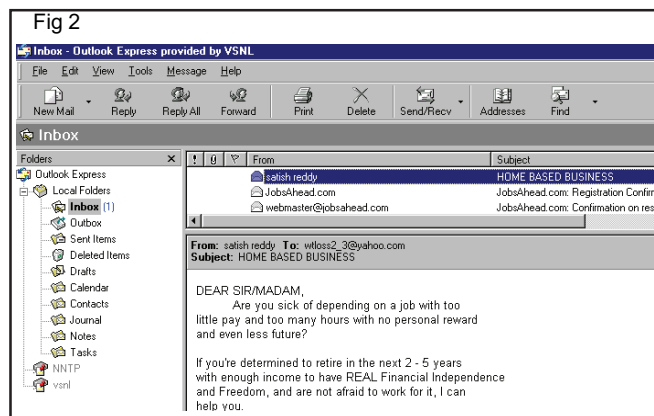
Fig 2

It also shows the sender name, date of dispatch, attachment if any, sender's email address and the time when sent.

3 Read and record the From, To and Subject of the message.

Fig 2 is only a sample display. You should record information of the message seen in your outlook and not what is seen in Fig 2.

4 Repeat step-2 and 3 for two more messages, Get it checked by the instructor.

Check new messages.

Generally newly received message will appear bold till it is read, once read, its typeface becomes normal. The number of newly received messages is shown in bracket in Inbox (See Fig 2. This has one new message). The contents of the newly received message can be viewed as in steps 2 and 3 above. For viewing lengthy messages use the scroll bars provided in the view window.

5 Click on Send/Recv button [Send/Recv]. A pull down menu appears as shown in Fig 3. From the list, choose "Receive All".

Fig 3

In case you are not connected to the network yet, it gives a message as shown in Fig 4.

TASK 2 : **Compose and send a Message**

1 To compose a new message, click on the New mail button [New Mail] found near the left hand top corner of the screen.

Fig 4
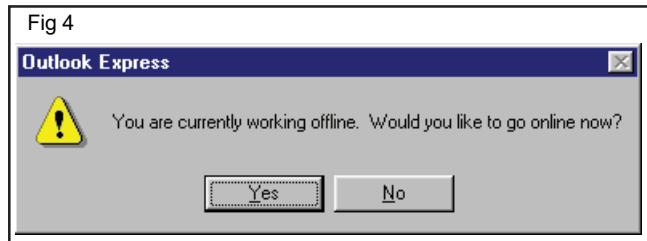
6 Click on Yes to go online. The dial-up connection software or some sort of auto-dialler software comes up as shown in Fig 5 and connectes your PC to the internet.

Fig 5

Once the connection is succussfully established, the autodialler disappears. If you have any new messages, it will be shown highlighted.

7 View the newly received message as done in steps 2 and 3 and get it checked by the instructor.

Your instructor will send another message to all the trainees from his workstation.

8 Repeat steps above to receive the new message sent by your instructor.

9 Disconnect from the internet connection as practiced in previous exercises.

This is to avoid the waste of internet connection/Telephone time, when you are doing tasks that does not require a online internet connection

On clicking this button, the system, invokes a new window as shown in Fig 7 or Fig 8 depending on the outlook version used and the settings made.

Fig 7
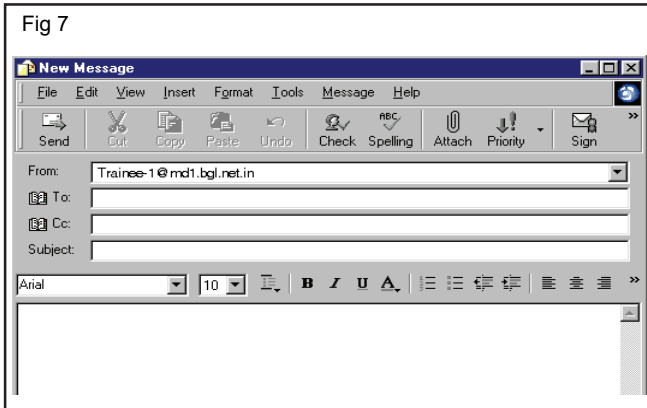
Fig 8
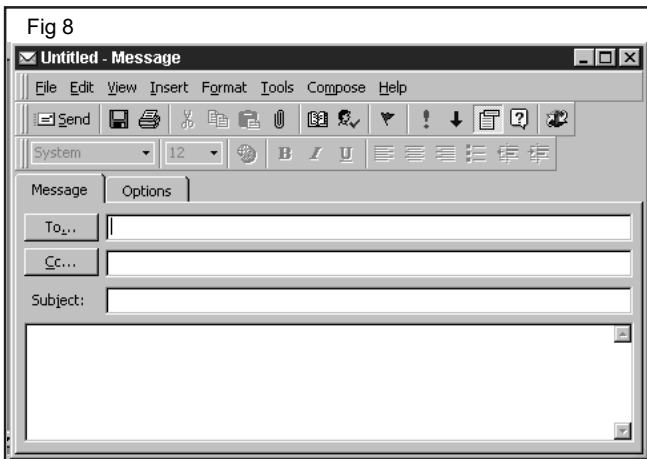
2   In the New message dialog box, type the 'To' address and the subject of the mail similar to that shown in Fig 9.

Fig 9
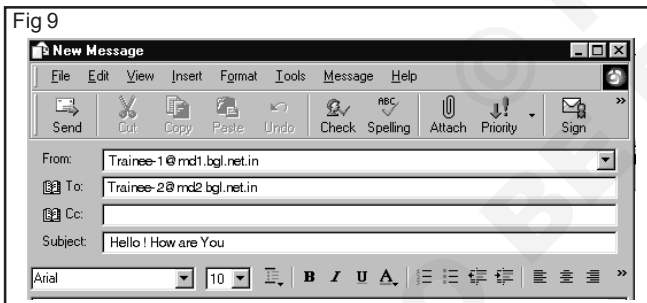
It is not mandatory to fill the Cc and Subject informations. But it is always a good practice to write the subject to be sure that the receiver gets a idea about the message type before opening and reading it.

3   Get it checked by your instructor.

4   Take the cursor to the message area and type the message you want to send.

Fig 10 shows a typical message.

Fig 10
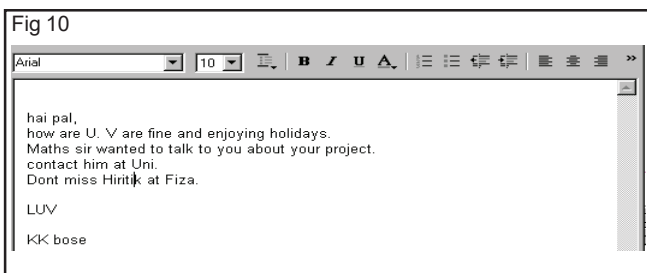
5   Get the composed mail message checked by your instructor.

6   Click on the send button to carryout spell check(not mandatory) and send the message.

On clicking the send button the spelling check program checks for errors in the spelling. It is quite similar to spell check in other window programs.

The message is then sent, which can be verified by clicking on the send/receive button which pops-up a sending status as shown in Fig 11. On completing sending the message the display at Fig 11 automatically disappears. However, if there were any errors in sending, the error message is displayed.

Fig 11
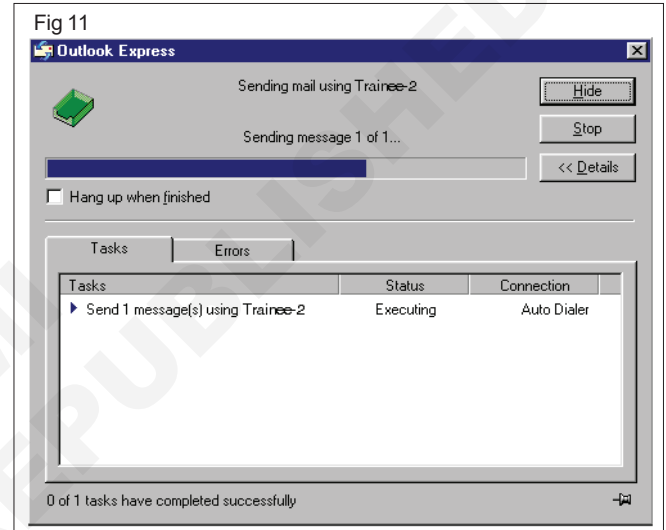
Sending attachments with email

7   Disconnect from the internet connection unless your connection is through a proxy server.

This is to avoid waste of telephone connected time and the internet alloted time.

8   Create a small doc file using MS Word or even the notepad.

Save the file under C:\F.O.A\INT\xxxx\attach1.doc.

9   Get connected to internet as done in previous steps and compose a new message as done earlier.

10 On the "New message" window, click on the attach

button .

This opens a dialog box as shown in Fig12.

11 Select the folder attach1.doc created at step-8. Click on the "Attach" button to attach the file to the mail message.

On attaching the file with the mail message, the New message dialog box looks similar to that shown in Fig 13.

12 Get the attached file and the message checked by the instructor.

Fig 12

Insert Attachment	? X
Look in:	Desktop

My Computer
Network Neighborhood
My Briefcase
wordart
Acrobat Reader 4.0
AOL & Internet FREE Trial!

AOL Instant Messenger (TM)
BOND
EXPLORE
game.exe
Microsoft Word
Netscape Communicator

File name: [   ] Attach

Files of type: All Files (*.*) Cancel

☐ Make Shortcut to this file

Fig 13

Cc:	[ ]
Subject:	[ ]
Attach:	ATTACH1.doc (147 bytes)
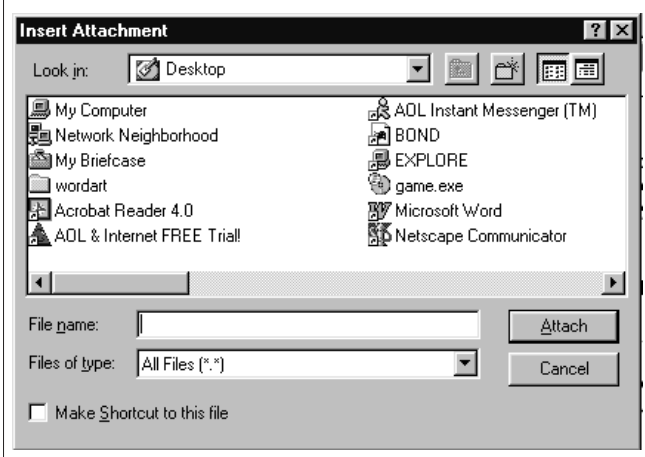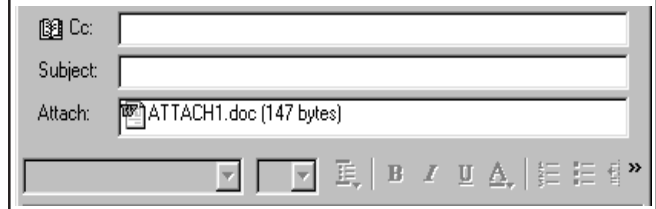
13 Click on the Send button to send the mail message with attachment.

14 Repeat steps above to send at least two more mail messages with file attachements.

— — — — — — —

TASK 3: Replying a received message

1 Open the inbox as practiced in earlier steps. Click on a message received to read the message.

2 To reply the received message, click on the button

Reply
Reply to Sender

to send a reply to the received mail.

On clicking the reply button, the mail composing window opens in insert mode where the

user can enter the reply text and need not enter the "To" address, as it will be filled up with the email id of the sender.

3 After typing the reply text message, press the send button to send reply message to the sender.

4 Get the reply message checked by the instructor.

— — — — — — —

TASK 4: Use stationery with outgoing messages

RECALL: Stationery is a template that can include a background image, unique text font colors, and custom margins. With Outlook Express stationery, you can create attractive messages for e-mail.

1 To apply stationery to all outgoing messages, from the menu, choose, **Tools > Options > Compose** tab. In the **Stationery** card, select **Mail** checkbox, and then click **Select**.

2 To apply stationery to individual messages, from the menu, choose **Message** > **New Message Using**. In the pop-down menu select any of the listed stationary or choose **Select a stationery** and select any of the stationary files available under, Program Files/Common Files/Microsoft shared/Stationary

3 To apply or change stationery after you start a message, from the menu choose **Format > Apply Stationery,** and then select a stationery of your choice.

4 Prepare at least four new messages using four different stationary.

5 Get the skills practiced by you in this exercise verified by the instructor.

6 Disconnect from the internet connection.

— — — — — — —

TASK 5: Using Skype

Note : For conducting this practical, two machine shouldbe fitting with microphone, web cam,and speaker and high speed internet connection

1 Open Skype.

2 Create Log in ID & password by Sign Up process.

3 Now log In with user Id and password.

4 Add contacts by selecting "Add a Contact" from the upper right of your contacts list and entering a Skype username.

5 Select an online contact from your contact list.

6 Select "Video Call" to initiate a video call.

— — — — — — —

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TASK 6:**Using Google+**

1 Open Browser.

2 Open www.gmail.com site

3 Login with ID and password

4 Click UserId+ button.

5 Google+ screen will open. (Fig 14)

6 Share your views publicly.

Fig 14

— — — — — — —
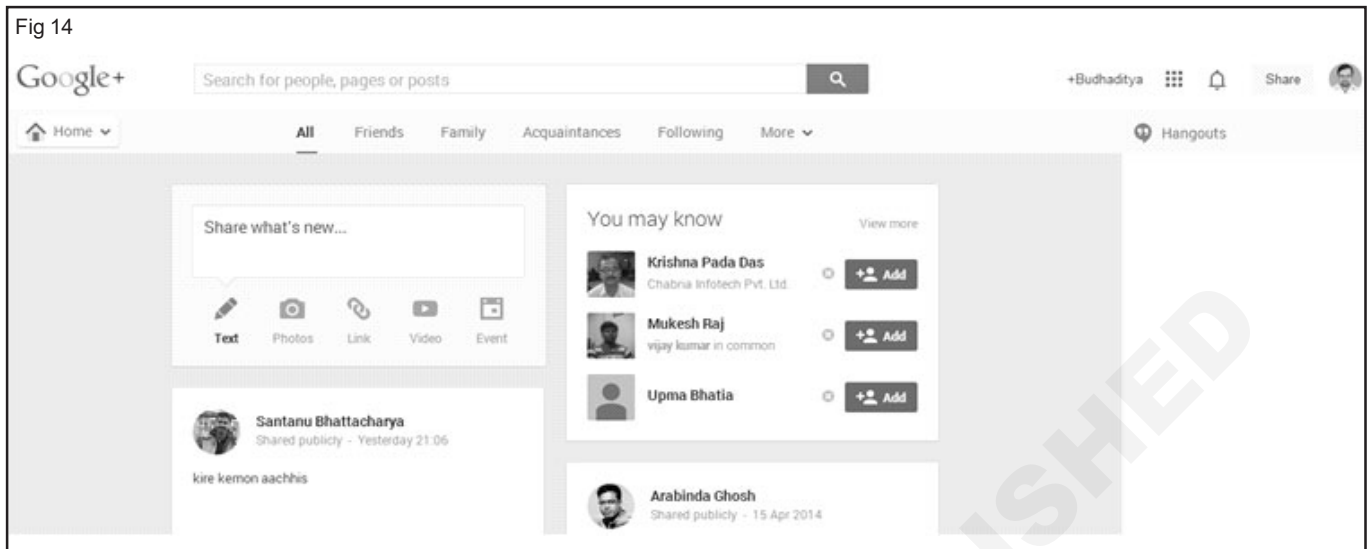
Preparing arrival list

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

Requirements	
Equipments	**Material**
• Computer System - 1 No.	• Arrival list - 1 No.

PROCEDURE

TASK 1 : **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.

— — — — — —

TASK 2 : **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 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.

— — — — — —

Fig 2					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

TASK 3 : **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.

— — — — — —

Preparing room departure list

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

TASK 1 : **Collect guest information**

1 Call the reservation 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.

— — — — — —

TASK 2 : **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.

— — — — — —

TASK 3 : **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.

— — — — — — —

TASK 4 : **Practice to guest departure**

1 Prepare guest departure list for 15days.

— — — — — — —

HOTEL XYZ

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

| Guest | Room | Room Type | Arrival Information | | | Departure Information | | | Baggage Info | | Transfort |
			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
Volhartt	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 room availability chart

Objective: At the end of this exercise you shall be able to
• **prepare room availability chart.**

> **After preparing arrival list chart, block the expected arrival rooms. Unblock rooms available for sale.**

— — — — — — —

Preparing reservation chart

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

PROCEDURE

TASK 1 : **Collecting guest information**

1 Call the reservation department.

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

— — — — — — —

TASK 2 : **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.

TASK 3 : **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, block the expected arrival rooms. Unblock rooms available for sale.**

Fig 1

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

— — — — — —

TASK 4: **Prepare to guest reservation chart**

1 Prepare guest reservation chart for 15 days.

2 Prepare guest reservation chart for a month.

— — — — — —

Preparing guest folio for walk-in guest

Objective: At the end of this exercise you shall be able to
• **handle guest request**
• **prepare guest folio.**

Requirements			
Equipments			**Material**
• Computer system	-	1 No.	• Registration form - 1 No. • 'C' form - 1 No.

PROCEDURE

TASK 1: Collecting guest details

1 Ask the guest's name.

2 Ask the guest for identity proof.

3 Confirm the reservation of the guest (see Table 1).

4 Ask the guest for passport (foreign guest).

5 Ask the guest for choice of room.

6 Ask the guest for number of required room.

7 Ask the guest for mode of payment.

8 Ask the guest for business card.

9 Ask the guest for address communication.

10 Ask the details of the credit card. (If the mode of payment is by credit only)

11 Enter all the above details collected on the registration card.

12 Attach the guest's business card to the registration. card.

13 For foreign guest, enter all the details collected on the registration " C" form (see Table 2).

14 Take guest's signature on the registration card.

— — — — — — —

TASK 2 : Creating guest folio

1 Enter the guest details into the system as a folio.

2 Enter the guest's nationality.

3 Enter the guest's date of birth.

4 Enter the guest's passport number.

5 Enter the arrival date & time of the guest.

6 Enter the room number of the guest.

7 Enter the room tariff.

8 Enter the departure date & time.

9 Enter the mode of payment confirmed by the guest.

10 Enter the meal plan chosen by the guest.

11 Enter the special request details mentioned by the guest.

— — — — — — —

TASK 3 : Practice role play situations

1 Communicate with walk-in guest.

2 Giving information.

3 Create guest folio.

— — — — — — —

Table 1

```
┌─────────────────────────────────────────────────────────────────────────┐
│                            Hotel XYZ                                      │
│                         RESERVATION SLIP                                  │
│                                                                           │
│   Name:————————————————————————————————————————————————————————          │
│   Address:—————————————————————————————————————————————————————          │
│           —————————————————————————————————————————————————————          │
│           —————————————————————————————————————————————————————          │
│                                                                           │
│   Arrival Date : ——————————————      Departure Date : ——————————————      │
│                                                                           │
│   Arrival Time: ——————————————       Departure Time:——————————————        │
│  ┌────────────────┬────────────────┬──────────────┬────────────────┐     │
│  │     Single     │  Doubles/Twin  │    Triple    │     Suite       │     │
│  ├────────────────┼────────────────┼──────────────┼────────────────┤     │
│  │ No             │                │              │                 │     │
│  ├────────────────┼────────────────┼──────────────┼────────────────┤     │
│  │ Rate           │                │              │                 │     │
│  └────────────────┴────────────────┴──────────────┴────────────────┘     │
│                                                                           │
│   Remarks / Special Instructions :——————————————————————————————          │
│                                                                           │
│   Billing Instructions :————————————————————————————————————————          │
│                                                                           │
│   Reservation Mady By : ————————————  Telephone No. : ——————————          │
│                                                                           │
│   Reservation Received By: ——————————————————————————————————————         │
│                                                                           │
│   Date:————————————                                                       │
└─────────────────────────────────────────────────────────────────────────┘
```

Preparing guest folio for VIP guest

Objective: At the end of this exercise you shall be able to
• **prepare guest folio**
• **handle guest request.**

TASK 1: **Collecting guest details**

> **Many a time name may not be asked. Normally the registration card is sent to the guest in his room and information are collected there.**

— — — — — — —

TASK 2 : **Creating guest folio**

1 Enter the rate or percentage of discount given to the guest on room tariff.

2 Enter the rate or percentage of discount given to the guest on certain food & beverage outlets.

3 Enter the rate or percentage of discount offered to the guest for health club and spa facilities.

4 Enter the perks offered to the guest with regard to the other services offered by the hotel.

— — — — — — —

TASK 3 : **Practice role play situations**

1 Prepare the registration card for VIP

2 Prepare guest (VIP) folio

— — — — — — —

Table 2

```
┌─────────────────────────────────────────────────────────────────────┐
│                     HOTEL ARRIVAL REPORT                              │
│                                                                       │
│        Form CAPS (Hotel Arrival Report) under rule 14 of the          │
│                       registration of                                 │
│               The foreigners rules, 1939                              │
│                                                                       │
│                          FORM C                                       │
│                                                                       │
│   NAME OF THE HOTEL                :  HOTEL A.B, MAWANA, ROAD          │
│                                       DELHI 250001.                   │
│                                                                       │
│   NAME OF FOREIGNER VISITORS IN FULL  : _____          │
│                                                                       │
│   NATIONALITY                      : _____             │
│                                                                       │
│   NUMBER DATE AND PLACE            : _____             │
│                                                                       │
│   ADDRESS IN INDIA                 : _____             │
│                                                                       │
│   DATE OF ARRIVAL IN INDIA         : _____             │
│                                                                       │
│   ARRIVAL FROM                     : _____             │
│                                                                       │
│   WHETHER EMPLOYED IN INDIA        : _____             │
│                                                                       │
│   *PROPOSED DURATION OF STAY IN INDIA : _____            │
│                                                                       │
│   NUMBER, DATE AND OFFICE ISSUE                                       │
│   CERTIFICATE REGISTRATION, IF ANY : _____             │
│                                                                       │
│   DATE AND TIME IN HOTEL           : _____             │
│                                                                       │
│                                                                       │
│   PREPARED BY                         MANAGER'S SIGNATURE             │
└─────────────────────────────────────────────────────────────────────┘
```

Preparing guest folio for group/crew

Objective: At the end of this exercise you shall be able to
• **prepare group folio**
• **handle guest request.**

TASK 1 : **Collecting guest details**

> **Collect the group's name/ travel agents name /tour leader. Ask for the list of guest's name in the group. Check the group arrival list (see fig 1).**

— — — — — —

TASK 2 : **Creating guest folio**

1 Prepare a master folio to keep all the guest folios of the group

2 Enter the guest details into the system as a folio (see fig 1).

3 Enter the guest's nationality.

4 Enter the guest's date of birth.

5 Enter the guest's passport number (foreign guest).

Fig 1

6 Enter the arrival date & time of the guest.

7 Enter the room number of the guest room.

8 Enter the room tariff.

9 Enter the departure date & time.

10 Enter the mode of payment confirmed by the guest.

11 Enter the meal plan chosen by the guest.

12 Enter the special request details mentioned by the guest.

13 Enter the rate or percentage of discount given to the guest on room tariff.

14 Enter the rate or percentage of discount given to the guest on certain food & beverage outlets.

15 Enter the rate or percentage of discount offered to the guest for health club and spa facilities.

16 Enter the perks offered to the guest with regard to the other services offered by the hotel.

— — — — — — —

TASK 3 : **Practice role play situations**

1 Prepare registration card for group / crew.

2 Prepare guest folio.

— — — — — — —

Preparing guest folio for Corporate guest

Objective: At the end of this exercise you shall be able to
• **prepare guest folio for corporate guest**
• **handle guest request.**

TASK 1: **Collecting guest details**

1 Ask the guest's name.

2 Ask the guest's company name.

3 Ask the guest for identity proof/ company id card.

— — — — — — —

TASK 2 : **Practice role play situations**

1 Prepare registration card for corporate guest.

RESERVATION FORM			
NAME	NO. OF PERSONS	**ARRIVAL**	DATE
ADDRESS/COMPANY			FLT. NO.
TYPE OF ACCOMODATION			TIME
BOOKED BY ADDRESS		**DEPARTURE**	DATE
DATE OF BOOKING			TIME
LETTER/TEL/TELEX/NO.		PHONE NO.	
PHONE	PERSONAL	CONFIRMED	W.L.
DEPOSIT RECEIVED: CASH		CHEQUE NO.	
SPECIAL REMARKS			
BILLING INSTRUCTIONS			
INITIAL (reservation assistant)	NO. R.(J)	ARRIVAL G.R.NO. (optional)	

— — — — — —

2 Prepare guest folio.

GUEST FOLIO				
HOTEL ABC TEL NO.			Mr./Mrs._____ Room No._____ Address	
1			Bill No.	A/c No.
2				
3				
4				
5				
6				
7				
8				
9				
10	WELCOME BACK			
11	REGISTRATION NO.			
12	NATIONALITY			
13	NO. OF PAX			
14	ARR. DATE......	DEP. TIME.....		
15	ARR. TIME...	DEP. TIME.....		
16	Telephone reading			
17	TO			
18	FROM			
19	T. CLASS			
	TARIFF AND PLAN	ROOM NO.		
	CHARGED TO..			
	BOOKED BY...... RECEPTION	MANAGER	CASHIER	DEP. DATE: DEP. TIME:
	BILLS ARE DUE ON PRESENTATION		Signature of the guest.......................	

— — — — — —

Interaction and handling registration process for walk in guest, guest with confirmed booking group or crew, corporate guest

Objectives: At the end of this exercise you shall be able to
• **handle registration process for various type of guests**
• **handle special requests of the guest.**

Requirements	
Equipments	**Material**
• Computer system - 1 No.	• Registration form - 1 No.

PROCEDURE

To handle the registration process of the Guest, the Front office should:

• Receive the guest with a smile.

• Wish him/her according to the time.

• Check availability of rooms as per the Guest's requirement.

• Discuss the type of room required.

• Handle the Pre- registration procedure

• Verify guest's identity

• Create Registration record

• Fill up the welcome card.

• Allot the accommodation

• Fill the arrival register

• Make information slip and send them to all department

• Open guest folio

• Establish payment method

• Inform the Bell boy to carry the luggage and escort the guest to the room and wish a comfortable stay in the hotel.

• Handle special requests.

— — — — — —

Filling of Guest Reservation Form and Registration Card

Objectives: At the end of this exercise you shall be able to
• **Know the process of filling Guest Registration Card**
• **Know the process of filling Guest Reservation Form**

Requirements
Materials
• Reservation Forms   • Registration Card

PROCEDURE

Filling of Registration form

•   You should make the reservation which people want to book a room in a hotel.

•   Make the reservations online through the website of the hotel or by filling the hard copy of the hotel reservation form.

Filling of Registration Card

•   After the guest arrives at the hotel, you should create 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.

•   The registration card provides the hotel with guest's billing information and provides the guest with information on checkout time and room rates

•   Fill the guest's personal information

•   Reservation is a type of confirmation

•   You should provide a written confirmation when the reservation request from the guest is accepted

•   The top portion of the registration card supplies information about the guest so the hotel has an accurate listing

•   You should quickly review the completeness of the registration card or electronic folio.

•   Any areas on the registration card that remain blank should be called to the guest's attention.

•   Registration Card includes Management Policies.

		HOTEL ABC			

NAME............	FIRST NAME & INITIALS..........		DATE OF BIRTH...........		
COMPANY........			ADDRESS...............		
DESIGNATION		ARRIVAL FORM		GOING TO	
NATIONALITY		DATE OF ARRIVAL IN HOTEL			
PASSPORT NO.		TIME OF ARRIVAL IN HOTEL			
DATE OF ISSUE	PLACE OF ISSUE	DATE OF DEPARTURE FROM HOTEL			
CERTIFICATE OF REGISTRATION		PROFESION			
NO.........	DT OF ISSUE....	OFFICE OF ISSSUE...	PURPOSE OF VISIT		
DATE OF ARRIVAL IN INDIA		CHECK OUT TIME:12 NOON.			
WHETHER EMPLOYED IN INDIA	YES	NO			

THE HOTEL WILL NOT BE RESPONSIBLE FOR ANY VALUABLES LEFT BY THE GUEST IN THE ROOM. SAFE DEPOSIT BOXES ARE AVAILABLE FREE OF CHARGE AT THE FRONT OFFICE CASHIER. VISITOR ARE NOT PERMITTED IN GUEST ROOM AFTER 11-00 P.M.

I AGREE TO ABIDE BY THE RULES OF THE HOTEL AND SHALL SETTLE MY ACCOUNT ONCE IT AMOUNTS TO Rs.10,000/-

SIGNATURE OF THE GUEST

ROOM NO	NO. OF PERSONS		RATE	BOOKED BY	PAYMENT BY & BILL TO				INITIAL
	ADULTS	CHILDREN			CASH		VOUCHER		
					CREDIT CARD		ANY OTHER		

I AGREE TO RELEASE ROOM...........................BY 12 NOON ON.......................SHOULD I FAIL TO CHECK OUT, I AUTHORISE THE MANAGEMENT TO PACK AND REMOVE MY BELONGING TO THE HOTEL CHECK ROOM SO THAT THIS ROOM IS AVAILABLE FOR INCOMING GUEST WITH CONFIRMED RESERVATION

Property Management System

Objectives: At the end of this exercise you shall be able to
• **define a PMS and explain its advantages to a hotel**
• **explain the various modules of a PMS**
• **explain the various factors to be considered when selecting a PMS for a hotel**
• **explain CRS and GDS.**

Requirements
Equipment • Computer System • PMS Software

COMPUTER APPLICATIONS IN HOSPITALITY INDUSTRY

The application of computers in the hospitality sector is of great importance because this area offers the greatest potential for improvement - cost reduction, better management information, reduced training and manpower costs and prospect of more interesting work. Today, even smaller hotels have turned to the use of computers to manage their enterprise.

PROPERTY MANAGEMENT SYSTEM (PMS)

In recent times, hotels have started using PMS in order to manage and respond to guest needs efficiently and effectively. A PMS is a single site version and is need-specific to an individual property.

> **A PMS is a generic term used to describe the computer applications (Computer hardware and software) in managing the interface of various departments in a hotel in order to manage the property effectively.**

A PMS is important and essential to front office operations in modern hotels. It includes the process of reservations, registration, guest accounts, guest check in and checkout, handling discounts and allowances and the night audit. Interfacing, electronic sharing of data of departments such as Front Office, F&B through points of sale, Maintenance through monitoring of energy and heating and cooling systems and Security through control of guest keys are a few of its applications in a hotel, mentioned below:

• Energy Management System (EMS)

• Material Management system (MMS)

• Point of Sale (MICROS)

• Human Resource Information System (HRIS)

• Accounting System

• Call Accounting System (CAS)

• Management Information System (MIS)

Benefits of a PMS:

• The operations are improved by the reduction of repetitive tasks.

• The internal operations of a hotel can be kept in a standardised manner making it easier to control which would be difficult in a manual system.

• The information needed by management to make decisions is current and accessible.

• Better internal control can be exercised with quicker and current information being available.

• Information is more difficult to compromise with user records being maintained by the system.

• The service provided to the guest can be improved with regard to timing and accuracy of information and with greater levels of personalisation.

PMS Modules: A . Front Office systems

1 Reservations:

When a prospective guest calls to make a reservation, this is the module of the PMS that is accessed. The programme allows any user to enter the details of the guest reservation, change the details or simply cancel the reservation.

a The clerk first checks the availability of the room and type requested. The system will indicate whether the room is available matching the guest request. If yes, the system will require the clerk to check the room rates by accessing the " Rates Query" section of the programme.

b Then the clerk enters the details of the guest in a profile- full name, address, contact details etc.

c Next it moves to entering the details of the current reservation- date of arrival, departure, room type, room rate, number of guests, flight details, special requests and deposit requests or credit card details for guaranteed reservations.

d   In case the guest is part of a group, the rate code specified for the group will be displayed. If the guest is coming through a company or for a conference for which a special rate has been set up, this special rate would be picked up by the system. The same would happen for special packages or promotional rates set in the system which would also show the complimentary breakfast or airport pick up included in the rate.

e   If the guest is being reserved through a travel agent, this information would also be incorporated and automatically linked to the reservation. The 'commission deducted' filed will record the amount of commission that the travel agency has deducted towards the deposit sent. This will prevent the hotel from paying more than the amount of commission agreed upon.

f   If the requested room is not available, the guests name may be placed on the waiting list.

g   During certain seasons or periods a minimum length of stay is required from the guest in order to take the reservation-say a festival or a holiday period. In this case if the guest reservation adheres to this minimum requirement only then the system will allow for the reservation to be made.

h   In the 'deposit requested' filed the FO clerk will enter the amount of deposit the guest is required to pay by a cut-off date. This is also mentioned in the confirmation letter despatched to the guest. This helps to keep an eye on deposits received or still pending against reservations. Once the deposit is received it is clearly displayed in the reservation.

i   Specific confirmation letters can also be designated and despatched for the reservation. The letters are typically printed at the end of the day.

j   Special requests regarding room features may be noted in the guest profile for proper allocation at check in.

k   Sharer reservations are possible when two or more guests will be occupying the same room with different folios. Here separate reservations, confirmations and folios will be generated along with separate registration cards.

l   Another PMS feature allows the clerk to copy the reservation information from one reservation to another- this is useful when several people from the same company are making separate reservations.

m   When a reservation must be cancelled, it is simply a job of using the 'Cancel' function. The system will retain the cancellation on the file till the arrival date, just in case the guest shows up. If the guest arrives, the clerk can simply access the cancelled reservation and give the details of the cancellation request made by the guest. In case rooms are available, he can check him in after reinstating the cancelled reservation with a few steps involved.

n   A 'transfer' refers to the ability to transfer a reservation and deposit to another hotel in the same chain when using a multi-property system. So, by simply typing in the information, the reservation, the reservation screen displays the request for which the clerk has booked a room, block a specified room and set up a confirmation to be sent. All these Steps in a manual system would require greater effort and time and manpower.

2   Guest history

a   Personal history on each guest is complied, maintained and updated automatically. The guest history saved would be the most recent one. This would include guest profile (name, VIP status, residential and company billing addresses, contact details, passport number, guest loyalty membership numbers, etc.)

b   Remarks related to likes and dislikes, arrival and departure dates, room type, room number, mode of settlement, etc would also be included.

c   Guest history is an important tool for guest satisfaction index. Since this is electronically monitored, the front office has enough information about the guests who has previously stayed in the hotel, to upsell the hotel products effectively and to ensure greater personalised service thus ensuring greater guest satisfaction.

3   REGISTRATION: This is linked by information transferred from the reservations module. Pre-registration, quick guest room assignments and online verification of room status. Increase the efficiency during the check in process. The information gets updated automatically which further speeds up the process of handling guest check in, issuing of key cards and card keys as well as handling group arrivals.

4   GUEST ACCOUNTING & CHECK OUT: This provides accurate online posting of guest charges when interfaced with the POS. Split charges and multiple folios with specific billing instructions that have been set for each guest speeds up the accounting process. Master and incidental folios can be monitored easily and effectively. Foreign exchange vouchers control flow of foreign currency and helps in handling settlement of guest folios with different payment methods. Guest check outs can be handled more efficiently and smoothly.

5   ROOMS MANAGEMENT (HOUSEKEEPING): this module allows for constant updating of room status and maintenance status of all room types in the hotel. This information can also be communicated and made accessible for confirmation to the Front Office. It can display work area allocations of different staff on the floors and can create room occupancy reports and other reports required by housekeeping. It can store statistics related to occupancy with room history records that can help in future planning and in providing better maintenance services to keep rooms in shipshape condition.

6   NIGHT AUDITING: the most important function of daily operations of a hotel Is the night audit. This process post room tariff and taxes automatically on the guest's folio and helps confirm and reconcile the final balance of the entire day's transactions. During the night audit procedural rights of front office staff are limited and therefore the PMS needs to have features that can allow other non-accounting tasks to be carried out during the night audit process.

7   SALES & CATERING (S&C/ BANQUETS): This function of the PMS deals with banquet activities and reservations regarding the booking status for any function space, specific occasions as well as days and time of the booking. More advanced systems also record the number of pax and employee assignment. The most important function is billing or posting of transactions to the Sales ledger which can be handled efficiently by the F&B staff.

B BACK OFFICE SYSTEMS OF THE PMS

Other modules used by the hotel management for operating efficient hotel operations usually include:

i   MATERIAL MANAGEMENT SYSTEM-MMS-(Stores & Purchase):

This covers the entire material management operations such as requirement planning, purchase, receiving of stock, costing etc. The System also provides information for effective decision making and budgeting.

• Purchase requirement is effectively managed helping in better management.

• It stores the history of purchase vendors in order to efficiently study cost analysis for lower purchase costs.

• It gives automatic reminders on pending purchases which is helpful during high occupancy this ensures orders for timely supplies.

• Easy monitoring of stock.

• Assists management in making effective purchase in relation to proper storage area.

• Provide for automatic stock accounting details.

• Facilitates on the spot checking of stock.

• Facilitates comparison of market trends for analysis and decision making.

II MANAGEMENT INFORMATION SYSTEM (MIS): the MIS should provide statistical information to the management to assist in decision making and revenue control.

• MIS provides the database regarding forecasts and budgets which helps management in establishing room rates.

• Comparison of budgeted figures along with actual figures established by sales & marketing department in relation with front office helps the management to address the problem in case of losses.

• An MIS should provide data which is comprehensive, accurate and detailed with business and sales analysis to ensure increased revenue and higher occupancy.

III FINANCIAL ACCOUNTING SYSTEM: this module provides information required for basic accounting as well as financial management of the hotel. Its main features are:

• Integration of account receivable, account payable , material management, ledgers, and payroll in the financial accounting system.

• An accounting system facilitates the administration in audit reconciliation on a daily basis, comparing of cash with raised vouchers, etc.

• Monthly information regarding balances, profit and loss statements is also prepared.

• Provides timely updated and accurate financial information to accounts receivable for future financial control.

• Forecasts daily cash flow for better cash management.

• Comparison of budgeted to actual revenue and related expenditure is efficiently managed.

• Timely financial statement of account is made available.

iv F&B CONTROL SYSTEM: this is the most important area of concern as a major POS which can raise revenue and create a lot of savings through control of F&B by minimising wastage of material.

• An efficient control system should establish standards of raw material usage in order to minimise wastage.

• This should highlight raw material consumption reports in case consumption is exceptionally high.

• It should automatically pick up sales details for the POS system.

• This should also control and check beverage consumption through the POS.

V HUMAN RESOURCE INFORMATION SYSTEM (HRIS): the human resource of the hotel is the most important and the most expensive asset. A good HRIS should integrate the requirement for effective career planning, personnel administration, and payroll information.

• The system should include comprehensive data regarding personnel career development as well as future manpower requirements.

• Should facilitate extensive reports on appraisals.

• Should facilitate a complete database on leave and attendance.

• Should facilitate comprehensive and detailed payroll system with automatic salary calculation and printing of payslips.

C MISCELLANEOUS FUNCTIONS OF A PMS

a HOTEL SECURITY: this includes electronic locks and computerised card systems.

• Other locking systems such as recording signatures, fingerprints (for biometric scanners and access), and attendance of employees are all a result of technology.

• This also facilitates guest room video check in and checks out in some hotel properties.

• Telephone services, hotel security alarms, guest's wakeup call services are all managed by telephone operators but are an important part of hotel security.

• Energy conservation features may be associated with the computerised key system to ensure like the light connections being incorporated with the card key when placed in a slot.

B ENERGY MANAGEMENT SYSTEM-EMS- (Engineering & Maintenance): an EMS is used to keep track of energy consumption as this provides a more effective control by highlighting excessive consumption An important application of this is in monitoring and adjusting lighting and temperature requirements in guestrooms and public areas of the hotel.

c TV INTERACTIVITY: through this interactive system guests can view and have access to their favourite programmes at their convenience. The tv can also be interfaced with the telephone and front office for viewing their folios and even settlement. The TV can also be used for accessing local or city information in many hotels.

d E-CONCIERGE (Electronic Concierge): this facility helps the guest to make a multimedia graphic and sound assisted virtual tour of the hotel. This also provides and facilitates a virtual tour of the city, local areas and attractions, restaurants and shopping centres in addition to guest rooms. This may even assist a guest in making reservations at local restaurants and theatres, etc.

E POINT-OF- SALE (POS) SYSTEM: a POS system is made up a number of terminals located at various outlets or points of sale in the hotel. Each POS terminal contains its own input and output components which are interfaced with a remote central processing unit. The interface allows the electronic data to be processed, and transferred to guest folios when required, thus reducing the time required to post a charge in the appropriate guest folio and recording o the F&B sale at the same time.

a The essential information input at the POS is the identity of the server, location of the customer (table number), number of covers and menu items being ordered.

b This order is electronically transmitted to the kitchen where it is printed as a KOT. This reduces the number of trips of the server/ waiter to the kitchen.

c An additional function could be that the order for hot items can be printed at one location and that for cold items at another location.

d The prices of all menu items, food and beverages, can be stored allowing for printing or settlement of the check.

e When the guest settles the cheque, the settlement method (Cash, credit card, city ledger or room settlement) can be entered and specified from the terminal on the checkout.

f At the end of the shift, a server can obtain the report of all unsettled or open cheques. Usually all cheques are required to be settled or closed by the F& B supervisor.

g Each cheques raised for a room settlement (for an in-house guest) should be signed by the respective guest.

h A credit card EDC (Electronic Data Capture machine) will have all the details of all credit card sales.

i Once all cheques are settled a settlement report showing details of total sales and its breakdown will be printed. This report will be the basis of balancing of F&B sales during the night audit.

f CENTRALISED RESERVATION SYSTEM (CRS):

A CRS is used for a chain or group of hotels to enable the sale of their rooms more effectively.

• The CROs (Central Reservation Offices) are linked for an effective and real time management

• It primarily works on WAN- Wide Area Network

Examples are:

MARSHA, TAJ, Leading Hotels of the World, WELCOMNET,

Holiday Inn World Wide, OCC (Oberoi Call Centre), and more

• The CRS can operate in two ways. First, it can be a CRS for one group of hotels in different locations (affiliate members). Second, it can sell rooms belonging to different hotels which are not connected or linked to each other but use the services of the CRS to sell their rooms on a wider scale thus reducing their investment and reaching a greater market which may not have been possible on their own.

• All properties featured in the CRS database can be accessed by a search criterion-this means that a reservationist can assure customised service based on the needs of a prospective client. Hotels fitting in the search criteria and displaying availability for the requested dates will be displayed on the screen. This enables the reservationist to offer a hotel that may be a better option for a scheduled date.

• Repeat guest history data for each hotel can be stored in the CRS. The past stay information on each guest history is updated at the time of the last departure. When the guest wants to return to the same hotel, this data can guide the reservationist to offer appropriate rooms.

Foreign currency exchange

Objectives: At the end of this exercise you shall be able to
• **practice accepting the foreign exchange**
• **practice processing the foreign currency received.**

PROCEDURE

TASK 1 : **Perform accepting foreign currency exchange**

1 Request the guest to produce his/her passport and determine the credentials.

2 Ask the guest for his room number.

3 Request the guest to contact the lobby manager for an authorization for the transaction, in case of non-residents.

4 Find out the type of currency to be exchanged and determine whether it is exchangeable as per Government banking regulation.

5 Fill in all the details in the Foreign Exchange Encashment certificate.

6 Request the guest to sign travellers cheques and the voucher in person.

7 Compare the signatures.

8 Receive the amount of foreign currency in cash or travellers cheques.

9 Calculate the total amount to be paid in local currency by multiplying the foreign currency amount by the rate of exchange.

10 Give the original copy of the certificate and the total amount in local currency to the guest.

— — — — — —

TASK 2 : **Perform processing foreign currency exchange received**

1 Attach the second copy of the encashment certificate to the notes/travellers cheques.

2 Leave the third copy in the book.

3 Fill in the details in the cashier's report.

4 Fill in the details in the Foreign Currency Control Sheet.

FOREIGN CURRENCY ENCASHMENT CERTIFICATE

Date: _____

Guest's Name_____
Passport No. _____ Nationality _____

REGD. NO.		ROOM No.	

T.Cheque No. or Currency Note No.	Amount	Type Money	Exchange Rate	Rs.	P
Guest's Signature	Approved By:		Cashier		

Note: State name of the Bank incase of Traveller's Cheque

We further certify that we have adjusted a sum of Rs._____out of the above mentioned rupee equivalent towards settlement of our bill nos. _____ totalling Rs. _____/Encashed from Hotel Clients.

Cashier   _____

HOTEL XYZ
RECORD OF FOREIGN CURRENCY TRANSACTED

Date	Sr. No.	Name of the tenderer	Nationality	Passport No.	Pound Sterling	U.S Dollar	Deutsche Mark	Etc. etc.	Rate	Rupee Equivalent
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)		(9)	(10)

Adjustments made towards settlement of bills for goods supplied/ **services surrendered**	Balance amount paid		Encashment certificate No. & date	Remarks
	Currency	Amount		
(11)	(12)	(13)	(14)	(15)

— — — — — — —

Practice room change

Objectives: At the end of this exercise you shall be able to
• **practice room change procedure when room is available to shift**
• **practice room change procedure when room is not available to shift.**

TASK 1: **Practice room change procedure when room is available to shift**

1 Fill up the change of room slip.

2 Prepare 6 copies of room shifting slip.

a 1st copy for reception to arrange numerically.

b 2nd copy for bell captain.

c 3rd copy for Front Office cashier- Remove the Guest Folio, change room number, Attach shifting slip with guest folio and re-arrange the guest folio.

d 4th copy for telephone department.

e 5th copy for housekeeping - change room number and rearrange the slip.

f 6th copy for room service- to be passed on food and beverage.

3 Collect keys of room number from information (if guest is in the room).

4 Proceed to the guest room.

Guest not in the room (dead move)

5 Request the room boy to accompany. Knock the door. Request the room boy to open the door.

6 Pack all guest articles systematically to ensure that no articles are left behind, if guest baggage is not packed.

7 Take the baggage out of the room.

8 Close the door.

9 Request the room boy to open the new room.

10 Knock the room. Wait till the room boy open the room.

11 Switch on the lights.

12 Enter the room.

13 Place the baggage in the presence of the room boy on the luggage rack, other pieces as directed, suits in the cupboards.

14 Close the door and come out.

15 Return to the Front Desk.

Guest is in the room (live move)

16 Knock the door. Wait for guest to open the door.

17 Wish the guest.

18 Pack the guest articles systematically, if desired by the guest to ensure that no articles are left behind.

19 Take the baggage out of the room. Close the door.

20 Escort the guest to the new room.

21 Knock the door. Wait. Open the door.

22 Switch on the lights and request the guest the guest to enter the room.

23 Place the baggage in the luggage rack. Other pieces as directed, suits in the cupboard.

24 Wish and hand over keys to the guest.

25 Collect the keys of the room from the guest.

26 Return to the reception desk.

— — — — — — —

TASK 2: Practice room change procedure when room is not available to shift

1 Inform the guest and tell him when it will be possible to shift.

2 Fill up the form, when possible to shift.

3 Prepare 6 copies of room shifting slip.

a 1st copy for reception to arrange numerically.

b 2nd copy for bell captain.

c 3rd copy for Front Office cashier- Remove the Guest Folio, change room number, Attach shifting slip with guest folio and re-arrange the guest folio.

d 4th copy for telephone department.

e 5th copy for Housekeeping- Change room number and rearrange the slip.

f 6th copy for Room Service- to be passed on food and beverage.

4 Collect keys of room number from information (if guest is in the room).

5 Proceed to the guest room.

Guest not in the room (dead move)

6 Request the room boy to accompany. Knock the door. Request the Room boy to open the door.

7 Pack all guest articles systematically to ensure that no articles are left behind, if guest baggage is not packed.

8 Take the baggage out of the room.

9 Close the door.

10 Request the room boy to open the new room.

11 Knock the room. Wait till the room boy open the room.

12 Switch on the lights.

13 Enter the room.

14 Place the baggage in the presence of the room boy on the luggage rack, other things as directed, suits in the cupboards.

15 Close the door and come out.

16 Return to the front desk.

Guest is in the room (live move)

17 Knock the door. Wait for guest to open the door.

18 Wish the guest.

19 Pack the guest articles systematically, if desired by the guest to ensure that no articles are left behind.

20 Take the baggage out of the room. Close the door.

21 Escort the guest to the new room.

22 Knock the door. Wait. Open the door.

23 Switch on the lights and request the guest to enter the room.

24 Place the baggage in the luggage rack. Other pieces as directed, suits in the cupboard.

25 Wish and hand over keys to the guest.

26 Collect the keys of the room from the guest.

27 Return to the reception desk.

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Practice handling guest complaint

Objectives: At the end of this exercise you shall be able to
• **practice handle guest complaints**
• **AC not effective situation**
• **delay in check–in process**
• **laundry complaint**
• **delay in room service complaint.**

TASK 1 : Practice handling guest's complaints

1 Listen silently without interruption, with empathy.

2 Show concern and take complaints seriously.

3 Never argue. Remember the guest is always right.

4 Never try to win over the argument-you may win the argument but lose the guest forever. (Remember it takes a lot to attract fresh customers but only a little to retain existing customers).

5 If possible, isolate the guest so that other guests may not overhear.

6 Offer choices and never make a false promise.

7 Monitor the corrective measures.

8 Follow up and inform the guest about the solution.

9 If unable to resolve the guest problem, consult your superiors.

— — — — — — —

TASK 2 : **Practice handling AC not effective situation**

1 Greet the guest.

2 Listen carefully without interruption.

3 Isolate the guest, so that other guests' do not overhear.

4 Apologize for the inconvenience made.

5 Inform the maintenance department.

6 Follow up with the maintenance department if they can rectify the problem.

7 Inform the duty manager if the AC cannot be repaired

8 Consult the duty manager if they can give an alternate room to the guest.

9 Inform the guest if the room has to be changed.

10 Follow up again.

— — — — — — —

TASK 3 : **Practice handling delay in check–in process**

1 Apologies the guest for the delay in check in.

2 Listen silently without interruption.

3 Isolate the guest, so that other guest's do not overhear.

4 Apologies for the inconvenience made.

5 Provide the guest with some refreshment.

6 Offer the guest some allowance for the mistake done.

7 Consult the duty manager if the guest doesn't listen to you properly.

8 Provide the room with some discount to the guest.

9 Apologize again for the inconvenience.

10 Complete the check in process

— — — — — — —

TASK 4 : **Practice handling laundry complaint**

1 Listen carefully without interruption.

2 Isolate the guest, so that other guests' do not overhear.

3 Apologize for the inconvenience made.

4 Inform the housekeeping department.

5 Check if the problem can be rectified.

6 Inform the manager on duty, if the problem cannot be resolved.

7 Follow up and inform the guest about the solution.

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TASK 5 : **Practice handling delay in room service complaint**

1 Listen carefully without interruption.

2 Isolate the guest, so that other guests' do not overhear.

3 Apologize for the inconvenience made.

4 Inform the Room Service department.

5 Find the reasons behind late service.

6 Check if the reason was genuine.

7 Inform the duty manager.

8 Provide the food as complimentary.

9 Inform the guest about the complimentary.

10 Follow up with the guest.

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Perform check–in & check–out duties

Objectives: At the end of this exercise you shall be able to
• **practice performing duties of bell boy during check–in**
• **practice performing duties of bell boy during the stay of guest**
• **practice performing duties of bell boy during check–out.**

PROCEDURE

TASK 1:   Perform duties of Bell boy during check–in

1   Greet the guest according to the time of the day.

2   Take the baggage from the car in the porch/gate.

3   Put the luggage tag.

4   Check if the luggage has any damage.

5   Report to the guest if the luggage has some damage.

6   Put the luggage in the luggage trolley, if luggage is more.

7   Escort the guest to the reception for the check-in process.

8   Escort the guest towards the elevator.

9   Wait until the elevator comes.

10   Request the guest to enter the elevator.

11   Enter the elevator after the guest.

12   Move out of the elevator.

13   Escort the guest towards the room.

14   Open the room.

15   Place the key in the key rack.

16   Place the luggage in the room, on the luggage rack.

17   Familiarize the guest with the use of in-house telephone directory, weather control, and functions of all other equipment installed in the room.

18   Explain the operation and control of light switches/air-conditioning etc. to the guest and switch them on.

19   Check if the guest is comfortable or needs any further guidance.

20   Wish the guest and leave the room.

21   Return back to the reception.

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TASK 2:   Perform duties of bell boy during the stay

1   Track/keep an eye on unwanted guests in the hotel.

2   Attend to instructions of supervisors.

3   Handle baggage of guests when they are shifting to another room.

4   Distribute newspapers to guest rooms and selected offices.

5   Keep lobby area clean and clear to ensure smooth traffic flow.

6   Assist in executing the baggage room formalities.

7   Provide laundry valet service at night.

8   Deliver guest messages to guest rooms.

9   Execute all procedures efficiently as per standards and systems laid down by the management.

10   Handle and store equipment carefully & appropriately i.e. luggage trolley, wheel chairs etc.

11   Report guests with scanty baggage to the lobby manager.

12   Account for 'postage stamps sold and post mail promptly.

— — — — — — —

TASK 3:   Perform duties of bell boy during the stay

1   Handle departure of guest using departure errand card.

2   Get the instruction from bell captain of carrying the luggage down from the guest room.

3   Proceed towards the guest room.

4   Carry the trolley for bringing the luggage down to the reception.

5   Knock the door.

6   Greet the guest according to the time of the day.

7   Ask the guest for carrying the luggage to the reception.

8   Load the luggage trolley with the guest's luggage.

9   Check the room to ensure that the guest has left no articles in the room by mistake.

10   Switch off all lights and air conditioners.

11   Lock the room.

12   Escort the guest towards the elevator.

13   Wait until the elevator comes.

14 Request the guest to enter the elevator.

15 Enter the elevator after the guest.

16 Move out of the elevator.

17 Escort the guest towards the cashier for check out procedures.

18 Obtain clearance from front office cashier on the errand card regarding the bill i.e. paid/signed by the guest.

19 Ensure collection of keys from guests at the time of check out and obtain clearance from information section.

20 Check for mail, messages for departure guests, and if available, collect and give mail or messages to departing guest.

21 Take the baggage and place it in the car in the porch/gate.

— — — — — —

TASK 4: **Practice handling procedure check in of the guest by Bell boy**

Bellboy : "Good morning, welcome to Bintan Lagoon Hotel"

Guest : "Good morning"

Bellboy : Please, do you have any luggage, Madam?"

Guest : "Yes, I have baggage"

(Bellboy take some luggages from baggage)

Bellboy : "Would you like to check your luggage, please?"

Guest : "Yes, of course.

Bellboy : "Would you like to follow me to Front desk?"

Guest : "Certainly"

Bellboy : "This way please..."

Receptionist : "Good morning, welcome to Bintan Lagoon Hotel. May I assist You?"

Guest : "Yes, good morning. I want to stay in your hotel"

Receptionist : "Excuse me. Do you have reservation before?"

Guest : "No, I don't have"

Receptionist : "All right mam, our hotel have Deluxe room, Superior room and Standard room. Which one do you like?"

Guest : "I'd like Superior room"

Receptionist : "May I know your name, please....."

Guest : "My name is Elisabeth Taylor"

Receptionist : "For how many person and for how long would stay in our hotel, Mrs.Taylor?"

Guest : "Just for me, for a week"

Receptionist : "Would you wait a moment, Mam. Let me check it for you"

Guest : "Ok. If i choose superior room, what would I get?"

Receptionist : "You will get free hot spot in the room for 24 hour."

Guest : "How much is the rate?"

Receptionist : "The rate is US $ 200 net include breakfast."

Guest : "Ok, I will take it."

Receptionist: "What type of payment you'll take?"

Guest : "By cash"

Receptionist: "May I borrow your ID card, Mrs. Taylor?"

Guest : "Here you are"

(Receptionist fill the registration card)

Receptionist : " Mrs. Taylor, our hotel have regulation that every guest have to pay deposit payment for 2 x room rate net x nights.So you have to deposit at least US $ 400.00"

Guest : "Never mind, here you are"

(Receptionist prepare key card, guest card, meal coupon, welcome drink card)

Receptionist: "Would you like to sign here?"

Guest : "Ok"

Receptionist : "Mrs. Taylor, ………………. (Receptionist read guest card and give the key, guest card, meal coupon and welcome drink card). You can have a breakfast in our Kintamani Restaurant from 7 a.m until 10 a.m.

Well, thank you very much Mrs. Taylor. Have a nice stay with Bintan Lagoon Hotel and If you have any question do not hesitate to call me by dialing number 2.

Would you like to go to your room now?"

Guest : "Yes, of course"

Receptionist : "Our bellboy will escort you to your room."

Guest : "Ok"

Receptionist: "Bellboy please......"

Bellboy : "Yes, I am"

Receptionist: "Mrs.Taylor this is our bellboy"

Bellboy: "Good morning Mrs.Taylor, follow me please...."

Guest : "Yes, I am"

Bellboy : "Mrs.Taylor this is your room. Number, 205, wait a moment I'll open the door."

Guest : "Ok"

(Bellboy knock the door and open the door, bellboy get in the room, turn on the light, and open the curtain)

Bellboy : "You can come in Mrs.Taylor please...."

Guest : "Thank you"

(Bellboy take the luggage in the room)

Bellboy : "Mrs.Taylor may I explain your room facilities now?"

Guest : "Yes, of course"

Bellboy : "Mrs. Taylor this is your television it has 99 channels. If you want to know your bill you choose channel 0. If you want to know about Bintan Lagoon Hotel facilities you choose channel 1, the others channels are local and international channels. And this your wardrobe, you can keep your dress here. And this is your telephone, if you want to make an international call just dial your destination number. If you want to have room service dial 1. You can dial number 2 for calling front desk. And if you need house keeping service dial 3. Mrs.Taylor this is your AC, you can adjust the temperature as you wish by using this remote control. This is your bathroom. You have cold and hot water. Red colour for hot water and the blue is for cold water.

All right Mrs.Taylor, do you have anything to ask?"

Guest : "No, thank you"

Bellboy : "Mrs.Taylor, this is your key and guest card. May i take the luggage tag?"

Guest : "Here you are"

Bellboy : "Mrs.Taylor I hope you enjoy your time and feel like your home"

Guest : "Ok, thanks

(Bellboy closing the door and go back to the concierge desk then fill the bellboy errand card and bellboy control sheet)

— — — — — — —

Handling check in

Objectives: At the end of this exercise you shall be able to
• **receive & welcome the guest assign room**
• **prepare the registration card & guest folio**
• **handle guest baggage.**

TASK 1 : **Handling the guest baggage**

1 Call up a bell boy from the bell desk.

2 Hand over the keycard to the bell boy (see fig 1).

3 Tell the bell boy the guest's name & room number.

4 Ask the bell boy to carry the luggage of the guest to the room using luggage trolley.

5 Tell the bell boy to explain the functioning of the room fittings to the guest.

Fig 1

For Your Safety
1. Secure door lock
2. Use viewport to ID all visitors
3. Safe gaurd & keep your door key at all times

1. Fully insert / swipe card
2. Remove card
3. Depress handle & open door

ABC Hotels

H--A2P02401

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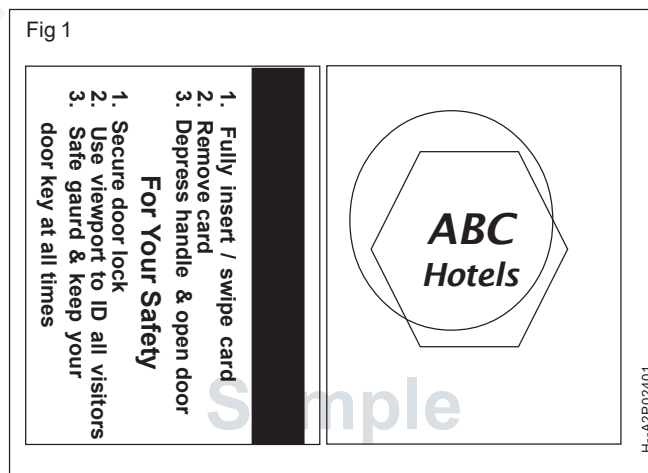
TASK 2 : **Practice role play situations**

1 Receive guest.

2 Handle guest baggage.

3 Register guest.

4 Create guest folio.

— — — — — — —

Handling group check-in and check out

Objective: At the end of this exercise you shall be able to
• **receive & welcome the group**
• **handle group baggage**
• **prepare group folio**
• **prepare guest bill**
• **handle guest luggage**
• **arrange guest transportation during checkout.**

TASK 1: **Preparing guest bill**

1 Call up the bell boy from the bell desk.

2 Write down the guest name and room number in a note and give it to the bell boy.

3 Call housekeeping department for checking the status of mini - bar consumption.

4 Ask the bell boy to collect all the concerned checks of the guest from all food & beverage outlets, laundry, travel desk, health club & spa and all other sales outlet.

5 Collect all guest paid out voucher from the front office cashier.

6 Check the room number & name of the guest.

7 Post all the bills to the guest account.

8 Print the bill.

9 Check the room number & guest name on the bill

10 Hand over the bill for the guest to verify & make the payment.

Fig 1

Luggage tag

TASK 2 : **Arranging transportation for the guest**

1 Call up the travel desk immediately as the guest is at the desk to check – out.

2 Call the bell boy handling the guest baggage and check the hotel cab number assigned for the guest drop.

3 Inform the guest about the hotel cab number.

> **Check out procedure are same for group checkouts and advance checkout.**
>
> **For checkout procedure the hotel may follow the 12noon checkout timings.**
>
> **For advance check out charges are informed to the guest at the time of check-in.**

TASK 3 : **Practice role play situations**

1 Communicate with guest.

2 Collect bills.

3 Prepare master bill.

Bold letters

• Entrance and exits, including service elevators, staff entryways, kitchen/ pantry loading/unloading areas.

• Lobbies, meeting areas and reception.

• Exclusive guest areas like swimming pools, spas, restaurants, gyms etc. Privacy masking features should be considered for these areas

• Corridors, lift and elevator areas, luggage and maintenance elevators.

• Staff lockers, kitchens, laundry/ housekeeping area.

• Perimeter and outdoors like in gardens, golf course , tennis courts etc. outdoor cameras should be opted with a minimum of IP66 rating to ensure they are weatherproof and provide good quality images.

• Cameras installed should be considered in a manner that does not invade privacy of guests in any manner while ensuring they feel safe at all times. If you have any question about CCTV cameras best suited to hotels, book a call or enquire from our experts here.

Practice Upselling Techniques

Objective: At the end of this exercise you shall be able to
• **practice upselling techniques.**

PROCEDURE

1 Know the product.

2 Control the Encounter.

> **Ask questions such as " we have a quiet double room in our club floor. Is that suitable for you?" avoid vague.**

3 Avoid open ended questions such as "what kind of room are you looking for?"

4 Sell high, but avoid high pressure selling techniques.

5 Always quote the full rate plus tax.

6 Turn negative aspect of a room or rooming situation into an advantage for the guest.

    – A room without a view becomes "quiet room".

    – A room near the elevator may be busy but quote it as handy and easily accessible.

7 Sandwich the price between descriptive phrases.

> **For example, "one of our extra rooms at Rs 7500 plus tax, overlooking the park".**

8 Quote the price of more than one room, giving the guest a choice.

> **For example, "we still have double rooms for Rs 6500 but the ones with new minibar are Rs 7500".**

9 Ask for the sale.

> **Once all information has been presented to the guest, the front office assistant must gently but resolutely close the sale.**

> **"if that is a suitable choice may I ask you to sign the registration card?" is an effective way to move negotiations to a close.**

10 Listen to guests' conversational comments.

> **"Wow what a hot day. I could do something cool."**

> They will help to determine their needs better and to sell other services to the hotel.

> **"Our poolside bars are open…"**

11 Sell the whole hotel by making suggestions for dinner,

> **"Just dial 5 on your room phone to make a reservation"**

> Or for drinks in the lounge,

> **"The new entertainer is fantastic"**

> Or for recreational facilities.

> **"There is no charge for the use of sauna".**

12 Try to anticipate guest's needs and offer services, suggestions and assistance.

— — — — — — —

Practice handling Mails & Messages, Parcels

Objectives: At the end of this exercise you shall be able to
• **practice handling mails**
• **practice handling messages.**
• **Practice handling parcels.**

PROCEDURE

TASK 1: **Practice delivering mail**

1 Stamp date and time of receipt on every mail received.

2 Sort the mails and guest mails.

3 Arrange each category of mails in alphabetical order.

4 Further sort hotel mails into official mails and employee mails.

5 Send employee mails to time office for delivering to the concerned employees.

6 Deliver the official mails to the concerned office.

7 Send guest mails to the information section.

The information section assistant will further sort the mails into the following categories:

– Resident guest (staying in the hotel)

– Checked-out guest (departed from the hotel)

– Future guest (guest with a confirmed reservation for future dates)

8 Deliver the mails of the resident guests in the guest rooms by the bell boys, if the guests are present in the room. If they are out of the hotel, the mails are placed in the rack and delivered when the guest comes back to the hotel.

9 Send the mails of checked-out guest to the back office, where the mail forwarding address is taken and mails are re-directed to that address. In case there is no forwarding address, the mails are sent back to the sender.

10 Send the mails of the future guest to the reservation section, where they are placed along with the reservation record.

11 Attach the mails with the pre-filled registration card and delivered to the guest at the time of registration on the day of arrival.

— — — — — —

TASK 2:   **Practice handling messages**

When there is a visitor or a telephone call for the guest

1   Look at the information rack to see whether the guest is a resident guest, future guest, or checked out guest.

In case of resident guest

2   Check whether the guest is present in the room or not.

If the guest is not present in the room

3   Check the key rack for the location form or any instruction left by the guest.

4   Act according to the instructions of the guest.

If the guest has not left any message

5   Take down the message for the guest on the message slip.

6   Place the original copy in the key rack and the duplicate copy is placed in a message slip envelope.

7   Slip the duplicate message slip through the door of the guestroom.

> **The purpose of preparing the message slip in duplicate is to ensure the delivery of the message to the guest.**

If there is a visitor or a call for a guest who has checked out of the hotel

8   Give the information as per the instructions left by the guest.

If there is a call for future guest

9   Note the message on a message slip.

10 Send the slip to the back office.

11 Place along with the reservation record.

12 Attach the slip with the registration form while printing the registration form on the day of arrival.

If hotels have automated system for delivering messages to guest

13 Switch on the message indication of the telephone in the guestroom in case any message s waiting for a guest.

> **This prompts the guest that there is a message for him and he may call the front desk to receive it.**

Handling Parcels or Couriers to the Guest

• The telephone operator should check the fax machine constantly.

• Sort out the messages, fax, couriers, parcels for guest and other departments separately.

• Guest faxes and important messages to be sent up to the room immediately.

• If a Do Not Disturb - DND sign is on the door, do not open the door.

• For rooms with the DND signs gently slip the message under the door.

• During the daytime, between 09.00 -20.00 hrs, knock the door thrice.

• In case there is no answer, open the room and place the message at the foot of the bed.

• If the guest responds, hand over the message to the guest.

• After 20.00 hrs, gently slip the message under the door.

• After delivering the guest messages and/or faxes, note down the details in the Courier/Fax/Message logbook.

• Internal department faxes, couriers, messages to be filed in the departmental slots or pigeon box located at the back office.

Fig 3

Hotel ABC
Message Slip

Date: _____   Time: _____

Name of the Guest: _____

Room No.: _____

In your absence

Mr/Ms _____

From: _____

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

Message: _____

_____

_____

_____

_____

Signature of Information Assistant

Perform departure activities

Objectives: At the end of this exercise you shall be able to
• **practice departure activities at reception desk**
• **practice departure activities by bell boy.**

Requirements
Equipments
• Departure errand card, Departure register   -1 No.

PROCEDURE

TASK 1: **Practice departure activities at reception desk**

1 Checkup expected departure list.

2 Send the bell boy for collecting luggage from the guest room after getting intimation from the guest room.

3 Confirm from the guest if he would like to leave a forwarding address slip.

4 Intimate all the concerned departments such as house-keeping, telephones and room service, etc. about the departure.

5 Update the racks and folds the slips in the rack of the counter.

6 Update the departure register.

7 Cancel the room on the control sheet.

8 Remove the folded slip from the rack indicating that the room is ready for sale, when the housekeeper sends room clearance report (in case Whitney System is used).

— — — — — — —

TASK 2: **Practice departure activities by bell boy**

1 Fill up the departure errand card and go to the room.

2 Collect the guest luggage.

3 Collect the room keys from the guest.

4 Take cursory look of the room for any possible damage to the property.

5 Take mental account of pillow covers, blankets, towels, small brass items, and antique small paintings, etc.

6 Draw the curtains, lock the balcony.

7 Check drawer, under pillows and mattresses, cup-boards, and tables, etc. for any items left by guest by mistake.

8 Check bathroom and its fittings.

9 Make a mini bar voucher in case the guest has consumed some beverage.

10 Request the guest politely to sign the voucher.

11 Handover the voucher to the cashier for entry in the folio.

12 Escort the guest to the front desk cash counter.

13 Deposit the key with the reception/information clerk.

14 Keep the guest luggage near the bell desk.

15 Put hotel stickers and put a 'D' mark on the luggage indicating departure luggage.

16 Obtain the clearance signature from the reception and information on the stubs of the departure errand card.

17 Collect luggage out clearance slip from the cashier.

18 Give the clearance slip to the doorman.

19 Load the luggage of the guest in the car/taxi.

20 Return to the bell desk.

21 Give back the bellboy errand.

DEPARTURE INTIMATION

DATE_____   Reception _____

S. No.	Name of the Guest	Name of the Person Informed			Time	By
		Housekeeping	Telephone Dept.	Room Service		

— — — — — —

Performing start of shift activities

Objectives: At the end of this exercise you shall be able to
• **perform shift activities.**

Requirements
Equipments
• Log Book Information register   -1 No.

PROCEDURE

TASK 1: **Perform morning shift activities**

1 Report at 0730 hrs.

2 Read the reports and log book.

3 Read arrival list and tally if special instructions on list are on registration cards.

4 Take handover at reception and information handover vis a vis parcels at desk, special paging instructions and pending back office work to be taken care of by reliever.

5 Do a random check on key/name slips.

6 Sort out the incoming mail.

7 Dispatch the mails accordingly.

8 Enter all walk-ins.

9 Intimate VIP walk-ins to housekeeping and room service by name or number.

10 Re-check all registration cards for name tags, C-forms and entries in registers.

11 File morning reports.

12 Leave at 16:00hrs.

— — — — — —

TASK 2: **Perform afternoon shift activities**

1 Report at 13:00 hrs.

2 Read reports and log book.

3 Read arrival list and tally if special instructions on list on registration cash.

4 Take handover at reception and information handover at reception vis a vis parcels at desk, special paging instructions and pending back office work to be taken by reliever.

5 Check mail in expected arrivals mail box.

6 Mark out evening newspaper for VIP's.

7 Make evening discrepancy. Note name and time.

8 Enter all walk-ins at the end of the shift.

9 Intimate VIP walk-ins to housekeeping and room service by name or number.

10 Re-check all brought forward work.

11 Collect afternoon reports and file.

— — — — — —

TASK 3: **Perform night shift activities**

1 Read log book.

2 Read arrival list and tally all blocked rooms, and special regards with FIT assignment list.

3 Block night groups and have retention open.

4 Take handover at information and back office.

5 Do mail check and parcel register check.

6 Tally parcel register physically with every item.

7 Print the Paging report and delete paging at 01:00hrs.

8 Clear slots for messages at midnight.

9 Comply an information report of all the above activities.

10 Do pre-registration of next day's arrivals, entries in register making of key cards, meal cards and making of instructions on registration card.

11 Check all night arrivals requisition by their registration cards.

12 Check key at the counter at 01:00hrs, after checking all keys are in correct slot.

13 Make no-shows early morning and their cards to be voided and bracketing to be completed.

14 Arrange all registration cards and check for missing cards and file it.

15 Check if arrival register for the day has been completely filled in.

16 Update brought forward list.

17 Tally walk-ins for the day against register, previous ones carried forward and the outstanding amounts noted.

18 Prepare and collect night report and files as shown in the following table.

Night Report For:			
Total saleable rooms	: _____	% of occupancy	: _____
Rooms vacant	: _____	Revenue	: _____
Rooms resold	: _____	Total guest	: _____
Hotel guest	: _____	Indians	: _____
Room complimentary: _____		Foreigners	: _____
Staff	: _____	Walk-ins	: _____
Room under repair	: _____	Cancellation	: _____
Rooms occupied	: _____	No. shows	: _____
Single	: _____	Position	: _____
Double	: _____	Hotel guest	: _____
Suites	: _____	Room complimentary: _____
		Staff	: _____

— — — — — —

Practice cash settlement

Objectives: At the end of this exercise you shall be able to
• **practice accepting cash payment**
• **practice accepting travellers cheque**
• **practice payment by personal cheques.**

TASK 1: **Practice accepting cash payment**

1 Check the daily currency conversion rate if accepting foreign currency from the guest.

2 Retain the cash amount outside the cash drawer till the transaction is completed to avoid any disputes.

3 Count the value of the currency in front of the guest.

4 Make the currency encashment certificate if accepting foreign currency.

5 Issue a receipt for the transaction.

6 Accept foreign currency only from the foreigners and return the balance amount, if any, in local currency. This is as per government regulations.

— — — — — — —

TASK 2: **Practice accepting traveller's cheque**

1 Ensure that the second signature is put in front of him.

2 Check the guest's passport to establish identity.

3 Note down the passport number at the back of the traveller's cheque.

4 Calculate the correct exchange value as per the daily rate if the traveller's cheque is in foreign currency.

5 Return the balance to the guest in local currency.
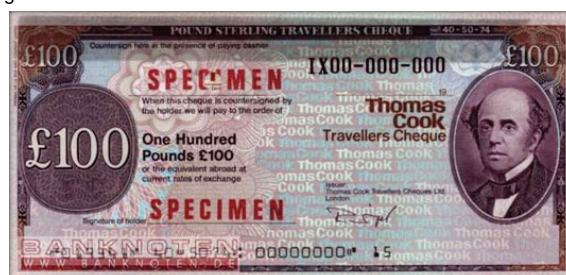
Fig 1

— — — — — — —

TASK 3: **Practice payment by personal cheques**

1 Inform the guest politely that normally payments by personal cheques are not entertained.

2 Ask them to contact the lobby manager for a written authorization in case of further assistance.

3 Give the Application for Payment by Personal Cheques Form at the receipt of the authorization from the lobby manager.

4 Check the details of the cheque and make sure that it has been marked "A/C payee only" and is duly filled.

5 Compare the signature on the cheque with that of the application form.

6 Enter details in the front office cashier's report.

7 Settle the bill.

Fig 2

— — — — — — —

Practice credit card settlement (non-cash)

Objectives: At the end of this exercise you shall be able to
• **practice accepting credit card payment**
• **practice accepting travel agent voucher/ meals & accommodation order/passenger service order**
• **process bill to company letters.**

TASK 1 : **Practice accepting credit card payment**

1 Check the card holder's name on the card.

2 Check the expiry date of the card. (Fig 1)

3 Check if the card is a stolen card.

4 Check the credit limit of the card; if the amount of the bill exceeds the limit of the credit card, the cashier requests the guest to pay the balance amount by cash.

5 Swipe the card through the EFTPOS terminal for verification and authorization from the issuer of the credit card.

6 Ask the guest to sign on the transaction slip.

7 Verify the guest signature on the transaction slip with the signature on the signature panel at the reverse of the card.

Fig 1
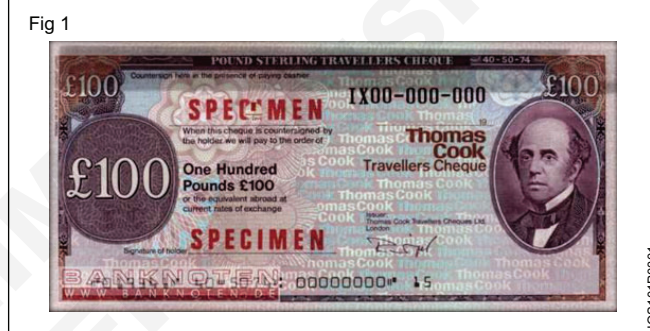
8 Return the credit card and the carbon copy of the transaction slip to the guest.

9 Process the payment.

— — — — — — —

TASK 2 : **Practice accepting travel agent voucher/meals & Accommodation order/Passenger service order**

1 Read the voucher carefully.

2 Refer to the list of approved TAs to whom the hotel offers credit.

3 Check the billing instructions carefully. (Fig 2)

Fig 2

4 Get an authorization from the lobby manager in case of a foreign travel agency's voucher.

5 Check the expenses covered by the voucher.

6 Collect payment from the guest for the service not covered or not included in the voucher; for example, bills for spa treatments.

7 Attach all the vouchers signed by the guest with the master bill, and ask the guest to verify and sign the bill.

8 Do not give the copies of signed bills to guest.

> **The copy of the signed bill has to be presented to the travel agent, who will make the payment to the hotel in this case.**

9 Send the guest bill and vouchers to the accounts department for the collection of the amount from the travel agent.

— — — — — — —

TASK 3: **Practice processing bill to company letters**

1 Establish the identity of the guest.

2 Ask the guest for his identity card or /and BTC letter, which is prepared on the company letterhead.

3 Check and verify that the company is listed in the company volume guarantee rate (CVGR) list of the hotel.

4 Check the services included in the agreement with the company.

> **Any service or facility utilized by the guest that is not covered by the company should be charged separately from the guest.**

5 Prepare the guest bill, along with all the supporting voucher.

6 Ask the guest to verify and sign the bill.

7 Do not give the bill to the guest.

> **The bills have to be given to the company, which will make the payment to the hotel.**

8 Send the duly signed bill to the accounts department for the collection from the company.

— — — — — — —

Practice handling situations in reception

Objectives: At the end of this exercise you shall be able to
• **practice handling scanty baggage guest**
• **practice handling minor guest check-in**
• **practice handling wrong billing.**

Requirements
Equipments
• Scanty Baggage Register   -1 No.

PROCEDURE

TASK 1: **Practice handling scanty baggage guest**

1 The lobby manager notify the front office as soon as a guest arrives with scanty baggage.

> **The guest with hand baggage or no baggage is termed as scanty baggage guest.**

2 Stamp 'scanty baggage' on the arrival errand card.

3 Stamp 'scanty baggage' on the registration card.

4 Enter particulars in the 'scanty baggage register.

5 Get the registration card signed by the lobby manager who has the discretion to ask for a deposit from the guest.

> **Scanty baggage guest can be skipper who check out of the hotel without intentions of paying the bill.**

6 Get the scanty baggage register signed by the lobby manager. (Fig 1)

Fig 1

Scanty Baggage Register

Date	Name of guest	Room number	Name of bell boy	Time	Description of luggage	Remarks	Signature of lobby manager	Signature of bell boy

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TASK 2: **Practice handling minor guest check-in**

1 Check if the minor guest has written letter from the parent.

2 Collect all the details from the minor guest.

3 Check for the purpose of stay.

4 Check the duration of the stay.

5 Collect all the necessary details like the identity proof from the minor guest.

6 Inform the parents of the minor guest.

7 Inform the duty manager.

8 Inform the nearest police station regarding the minor guest check-in.

9 Allot the room to the minor guest if all the procedures are done.

10 Remind the minor guest that disturbing noise, illegal drugs and underage drinking will not be permitted anywhere in the hotel property.

11 Inform the security department about the minor check in.

TASK 3: **Practice handling wrong billing**

When the guest has paid more than the actual bill amount

1 Check all the required bills thoroughly.

2 Inform the guest about the wrong billing.

3 Apologize the guest for the wrong billing.

4 Pay back the required amount to the guest.

5 Balance the account.

When the guest has paid less than the actual amount

6 Check all the bills thoroughly.

7 Inform the guest about the wrong billing.

8 Apologize the guest for the wrong billing.

9 Clarify the bill details with the guest.

10 Request the guest to pay the desired amount.

11 Inform the duty manager if the guest is not ready to pay the amount

12 Issue the allowance voucher. (Fig 2)

13 Balance the account.

Fig 2

Allowance Voucher

No. _____

Date _____

Name _____   Room Account No. _____

Detailed Explanation	Amount
Rupees (in words) Total Rs. _____	

Prepared By:	Checked By:	Authorized by:	Audited by

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— — — — — — —

Practice handling situations in reception

Objectives: At the end of this exercise you shall be able to
• **practice handling**
  – **guest without prior reservation when the rooms are available**
  – **guest without prior reservation for undesirable or blacklisted guest**
  – **late check in**
  – **early check in**
  – **lost & found**
  – **left luggage**
  – **drunk guest**
  – **bomb threats**
  – **robbery & theft.**

PROCEDURE

TASK 1: **Practice handling guest without prior reservation when the rooms are available**

1 Welcome the guest.

2 Ask the guest if they have confirmed reservation.

3 Check the room availability status for the duration of stay requested by the guest.

4 Process the reservation if the rooms are available for the requested duration.

5 Proceed with the check in activity of the walk-in guest.

6 Request the guest to fill the GRC and assist the guest in doing so.

7 Check the GRC for completeness.

8 Check the availability of rooms as per the guest's preference.

9 Allot the room accordingly.

10 Issue the room keys to the guest.

11 Authorize the bell desk personnel to escort the guest and carry the luggage to the room.

12 Wish the guest an enjoyable stay at the hotel.

— — — — — —

TASK 2: **Practice handling guest without prior reservation for undesirable or blacklisted guest**

1 Welcome the guest.

2 Ask the guest if they have confirmed reservation.

3 Check the room availability status for the duration of stay requested by the guest.

4 Politely deny reservation even if the rooms are available.

— — — — — —

TASK 3: **Practice handling late check-in**

1 Welcome the guest.

2 Check if the guest has given confirmation of late check in.

3 Check for the availability of room if the blocked room was released because the confirmation wasn't given.

4 Check for the allotted room.

5 Issue the room keys to the guest.

6 Authorize the bell desk personnel to escort the guest and carry the luggage to the room.

7 Wish the guest an enjoyable stay at the hotel.

— — — — — —

TASK 4: **Practice handling early check-in**

1 Welcome the guest.

2 Check if the guest has done the reservation.

3 Check if the blocked room is available for the guest.

4 Allot another room for the guest until the room is released by the prior guest.

5 Arrange for some site seeing for the guest if the rooms are not available.

6 Keep the luggage in the guest locker if the guest doesn't wish to carry the guest.

7 Check for the allotted room if the room is ready for the guest.

8 Issue the room keys to the guest.

9 Authorize the bell desk personnel to escort the guest and carry the luggage to the room.

10 Wish the guest an enjoyable stay at the hotel.

TASK 5: **Practice handling lost & found of the guest who checked out**

1 Hand over the articles to the housekeeping department.

2 Send the letter to the forwarding address left by a guest at the reception or to the address furnishes on the registration card.

3 Give away the article to the staff member who found the article or auction to the hotel employees if no reply is received within a specified time period stipulated by the management.

— — — — — — —

TASK 6: **Practice handling lost & found of the resident guest**

1 Hand over the articles to the housekeeping department.

2 Request the guest to give a description of the article before it is shown to the guest.

3 Hand over the article to the guest if description given by the guest matches the article.

— — — — — — —

TASK 7: **Practice handling left luggage**

1 Ascertain if the guest wishing to leave his luggage has paid his hotel bill.

2 String the baggage ticket on each piece of luggage separately.

The baggage ticket has a number which is also printed on the counterfoil of the ticket.

3 Enter details in the left luggage register.

4 Tear off the counterfoil of each ticket and hand it over to the guest.

5 Keep the luggage in the left luggage area.

During the delivery of the left luggage:

6 Take the counterfoil of the luggage ticket from the guest.

7 Tally the same with the ticket attached to the luggage in the left luggage area.

8 Enter the date of delivery in the Left Luggage Register.

9 Retain counterfoils and tags of luggage.

— — — — — — —

TASK 8: **Practice handling drunk guest**

1 Never argue with the drunk guest.

2 Take him away from the public areas either into an office or his room.

3 Inform the duty manager about the drunken guest.

4 Inform the hotel security if he is boisterous or behaves unruly.

— — — — — — —

TASK 9: **Practice handling bomb threat calls**

1 Do not interrupt the caller.

2 Write down the exact words of the caller.

3 Find out the following, if possible:

  a The time by which the bomb is due to explode.

  b The place where the device is placed.

  c The description of the device.

  d The motive of the attackers.

  e The identity of the attackers.

4 Write everything as soon as the call is disconnected.

5 Note down the following:

  a Caller's voice

  b Mannerism

  c Age and sex

  d Any background, etc.

6 Do not alter the exact conversation between you and the caller while narrating the incident to the authorities.

7 Inform the competent authority immediately.

8 Do not spread any rumor.

9 Do not attempt to defuse the bomb if you are able to locate the same.

10 Contact the local police authority or bomb disposal squad for defusing the device.

— — — — — — —

TASK 10: **Practice handling robbery & theft**

1 Comply with the robber's demand.

2 Do not make any sudden movement as it may provoke the robbers to use weapons or firearms.

3 Remain quit, unless directed to talk by the robbers.

4 Do not attempt to disarm the robbers, as this may jeopardize many lives.

5 Observe the robbers carefully.

6 Note the physical characteristics like height, build, eye colour, hair colour, mannerisms, clothing, scar marks, or anything that can be helpful in their identification.

7 Note the direction of escape, and the type and registration number of the vehicle used by the robbers.

8 Do not touch any object that might have been touched by the robbers.

9 Restrict the movement of people in the area in order to preserve fingerprints and other possible evidence left by robbers.

10 Gather the details of the robbers from the people who have witnessed the event.

11 Record the details in the crime report form, if available

— — — — — — —

Handle accidents and Emergency Situations

Objectives: At the end of this exercise you shall be able to
• **develop the handling skills in emergency situations**
• **handle accidents to help the victim.**

Requirements	
Machines	**Materials**
• Computer System - 1 No.	• Telephone Directory - 1 No. • Emergency Helpline list - 1 No.

PROCEDURE

For Handling Emergency situations, the Front office staff should

1 Remain Calm: The most important factor in effectively handling the situation is to keep calm

2 Seek additional help from emergency services if needed.

3 Determine the nature of the emergency

4 Assess emergency situations, be aware that the situation may be volatile. It may change rapidly.

5 Be alert for human-caused emergencies

6 Open honest communication between employees and supervisors is part of maintaining a safe, healthy workplace.

7 Assess the immediate threat.

8 Offer verbal reassurance to an injured person if he is conscious will help another person.

Procedure for handling Accidents:

• Front Office Staff should handle the hotel emergency team members which should consist of the Duty Manager, Security Manager or Supervisor on Duty and the General Manager.

• A health emergency is defined as any situation when guests or staffs well being or threats to his/ her life eg: Cardiac Arrest, Respiratory Arrest, Unconscious Individual or any Conscious Person in Acute Distress.

• As the first point of contact, the Front Office Staff/ Guest service agent should check with the guest what problem he is facing.

• If the guest service team is being the first who received the call, inform the operator to contact Security and rush to the scene.

• Front Office Staff should take down the caller's name, room number or location of the scene, type of sickness or injury and inform the Front Office Manager or Duty manager immediately.

• If the guest requires hospitalization then an ambulance is to be called, or alternatively, a hotel vehicle may be offered depending upon the situation/ condition of the guest. These works to be done by the Front Office Staff.

• The hotel staff should stay with the guest or injured person till the arrival of the Emergency Unit.

• In case guest request to call a doctor (doctor on call) then the standard procedure should be followed.

• In case of a serious medical emergency, the Manager on Duty should act as the leader of the medical emergency team.

• The Security Manager must be immediately notified and should be present to access the situation.

• The First aid trained staff should attempt to stabilize the victim with the assistance of the Security Team/ Manager while the ambulance is being called.

• A wheelchair should be placed on standby if required, and the Security Supervisor/ Manager will arrange for an elevator to carry out the evacuation.

• As per the hotel policy, the ambulance will be directed to arrive either via the Employee Entrance or to the hotels emergency exit.

• All medical emergencies must be logged onto the Hotel log, Security Log and Front office daily log.

Compute Occupancy Percentages and average room rate figures

Objectives: At the end of this exercise you shall be able to
• **prepare and analyse the occupancy percentages**
• **derive average room rates**
• **calculate the average daily rate**
• **calculate the revenue por available room.**

PROCEDURE

TASK 1: **Write out the formula for calculating the room revenue**

Room revenue = Room nights sold x Room rate charged

Revenue is calculated by multiplying the price at which goods or services are sold by the number of units or amount sold.
Room revenue will be taken into consideration as a primary profit of hotel.

Once managers have good implementation in maximizing revenue for hotel, they could have chance to apply the same strategies also in other departments of the hotel.

— — — — — — —

TASK 2: **Calculate the room revenue of a hotel selling 4,500 room nights at •100 per room**

Room nights sold = 4,500 room nights

Room Rate charged = Rs. 100/-

Room revenue = Room nights sold x Room rate charged

Therefore, Room Revenue   = 4500 x Rs 100

= Rs. 4, 50,000 /-

— — — — — — —

TASK 3: **Write the formula for calculating the occupancy percentage**

$$\text{occupancy}\% \frac{\text{Total rooms sold in a period}}{\text{Total no.of available rooms}} \times 100$$

Occupancy percentage is one of the most common performance measures in the lodging industry.
It expresses the proportion of rooms sold to total rooms.
An occupancy percentage is calculated by dividing the total number of rooms occupied by the total number of rooms available.

1   Calculate the Occupancy percentage of 200-unit hotel which has sold 1,200 rooms nights in one week.

The total room night available = 200x7 nights= 1400 room nights

Total rooms sold in the period = 1200 rooms

the weekly occupancy of the hotel $= \dfrac{1200}{400} \times 100$

— — — — — — —

TASK 4: **Write the formula for Average Daily Rate (ADR) of the hotel**

The average daily rate, or ADR, is a hospitality industry metric measuring the average amount paid per room over the total rooms occupied over that period

$$\text{Average daily rate} = \frac{\text{Room revenue}}{\text{No.of room nights sold}}$$

1   Calculate the average daily rate if the hotels revenue for a week is Rs. 110,000 and the hotel sold 1000 room nights that week

Room Revenue   = Rs. 1, 10,000

Number of room nights sold = 1000 room nights

Average daily rate $= \dfrac{110000}{1000}$

= Rs 110

— — — — — — —

TASK 5: **Write the formula for revenue per available room**

$$RevPar = \frac{\text{Room revenue for a period}}{\text{Total rooms available for that period}}$$

RevPAR = ADR x Occupancy percentage

Combines room occupancy and room rate information to measure hotel's ability to maximize total room revenue.

It is the best measurement of maximizing total room revenue because it identifies the hotels ability to manage both occupancy (rooms sold) and room average rate in maximizing room revenues.

— — — — — — —

TASK 6: **Write the formula of contribution margin**

Contribution Margin = Room rate - Variable Costs

Contribution margin, also called Gross Profit is the sales price received minus variable costs.

This cost is not incurred for unsold rooms.

When gross room revenues and variable costs are known, we can calculate the contribution margin or net room revenue.

1   Calculate the Contribution Margin of a hotel having Rs. 110/- room rate and variable cost for that room is Rs 20.

Room Rate = Rs. 110/-

Variable Cost = Rs 20/-

Contribution Margin = Room rate - Variable Costs

= 110- 20

= Rs 90/-

— — — — — — —

Studying and Analysing the movement list and Arrival/ Departure List

Objectives: At the end of this exercise you shall be able to
• **practice analyzing the movement list**
• **practice analyzing the arrival list**
• **practice analyzing the departure list.**

PROCEDURE

TASK 1: **Practice studying & Analyzing the movement list**

1 Check the reservation forms for the next day reservations.

2 Check the list of arrivals for the next day.

3 Check the arrival timings for the next day.

4 Check the list of departure for the next day.

5 Check the group arrivals for the next day.

6 Check the group departure for the next day.

7 Check for the number of children in-house.

8 Check the name of the guest arriving.

9 Check the name of the guest departing.

10 Check the VIPs expected.

11 Check the total rooms occupied.

12 Check the total number of guests in the house.

13 Check the percentage of room occupancy.

14 Check the percentage of guest occupancy.

— — — — — — —

TASK 2: **Practice studying & Analyzing the arrival list**

1 Check the expected arrival for the day.

2 Check the room numbers allotted.

3 Check the name of the guest.

4 Check the VIPs expected

5 Check the total number of guests (adult & child) arriving.

6 Check the time of arrival of the guest.

7 Check the length of stay of the guests.

8 Check for the special preferences of the guest.

9 Check the total rooms occupied.

10 Check the occupancy percentage of the hotel

— — — — — — —

TASK 3: **Practice studying & Analyzing the departure list**

1 Check the expected departure for the day.

2 Check the room numbers allotted.

3 Check the name of the guest.

4 Check the total number of guests (adult & child) departing.

5 Check the time of departure of the guest.

6 Check the total rooms occupied.

7 Check the occupancy percentage of the hotel.

— — — — — — —

Briefing and Debriefing

Objectives: At the end of this exercise you shall be able to
• **Brief the check-list of daily happenings in a Hotel.**

Requirements	
Equipment / Machines	**Materials**
• Computer System	• Night Log Book

Hotel Front office staff needs daily briefings so they know what's happening in the hotel that day/ previous day. This gives a smoother operation, without having to waste time asking others and they know what's happening in the hotel.

Daily Briefing in the front office is part of Hotel front office communication. The complexity of front office communication is directly related to the number of rooms, hotel size, public areas and facilities etc.

• Prepare for the briefing by making notes on what has to be communicated.

• Read the night log book to update your information

• Make a note of any special, important information or memorandums.

• Brief about previous night room closing along with room revenue and Average Rack Rate (ARR/ADR).

• Brief about expected Arrivals, Expected departure and late check outs for the day.

• High Balance guest details to be shared.

• Scanty baggage guest details.

• Expected VIP movements and In- House VIP guests.

• Any special guest requests, Fussy guests, Handle with care guests.

• Allow staff to express themselves and communicate briefly.

• Keep the briefing short (between 20- 30 min)

• Recommend that all are standing during the briefing

The debrief: the essential step in between taking a breath and diving into your next event.

Step one - plan the workshop, Consider your debrief a workshop where you're both attendee and organizer

Step two- Set a time and stick to it.

Step three- Ask the critical questions.

Step four - Get attendee feedback.

Paging System, Preparing room Packages and Guest Feed back

Objectives: At the end of this exercise you shall be able to
• **practice paging system**
• **practice processing the guest feedback form.**

PROCEDURE

TASK 1 : **Practice paging system**

1   Write the guest's name and/or room number on the board.

> **Paging is the system of displaying the name of the guest on a small board with a long handle.**

2   Check if the guest has filled the location form.

3   Hold the board aloft around the lobby, coffee shop or swimming pool.

> **The board is help above the head of the bell boy and has small bells.**

4   Ring the bell to draw attention of guests.

> **Paging system is used when a phone call is received for a guest in specified location.**

5   Announce through the channeled music system if paging is done using the public system.

> **Bell boy does the paging in most public areas especially the lobby.**

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Rules and Regulations guiding Hotel to allow check-in

Objectives: At the end of this exercise you shall be able to
• **Know and handle Hotel's rules and regulations in check-in**
• **handle the other operations related to front office.**

Requirements
Materials • Hotel's Rules and Regulation Board

Hotel Rules and Regulations

1 Hotel rooms are rented for hotel days.

2 A hotel day starts at 2.00 p.m. on the day of arrival and ends at 12:00 a.m. of the following day. Failure to check out by 12.00 p.m. will result in an additional fee for extending a hotel day. A charge for the extension until 4.00 p.m. amounts to PLN 80:00, after 4:00 p.m. the hotel will charge for an additional hole day.

3 The hotel reserves the right to pre-authorize your credit card upon check-in or collect a fee for the entire stay in the form of a cash deposit.

4 In case the guest fails to appear in the hotel by 6 p.m. of the accommodation day despite making a reservation, the fee for the room shall be charged by the hotel.

5 The hotel guest cannot hand over a room to third persons, even if the period for which the guest paid has not yet expired.

6 Persons who are not checked in the hotel may stay in a hotel room from 07.00 a.m. to till 10.00 p.m. Persons staying in a room after 10:00 p.m must check in the hotel.

7 The hotel may refuse to accept the guests who grossly violated the Hotel Rules and regulations during the last stay by damaging the Hotel's or guests' property or by inflicting damage on other guests, hotel employees or other persons staying in the hotel or in other way violated the stay of other guests or the functioning of the hotel.

8 The hotel accepts guests traveling with pets. Only one pet is allowed per room for an extra charge and the guest bears full responsibility for any damage caused by their pet. Pets must be leashed in common areas. Due to hygienic reasons, pets are not allowed in hotel restaurant.

9 The hotel renders services in accordance with its category and standard. Guests are requested to submit any complaints regarding the quality of services at the reception desk as soon as possible, thus allowing for the hotel's immediate reaction.

10 The hotel is obliged to ensure:

A Conditions for full and undisturbed rest of the guest

B Safety of stay and privacy. Every guest provides its consent to processing their personal information for the purposes of checking in and placing its data in the hotel database as per the Personal Data protection Act of 29.10.1997. (Journal of Laws of 1997, no.133, item 883 as later amended). The guest has the right to review and correct its personal data.

C Professional and polite service in respect of all services rendered by the hotel

D Cleaning of the room and performing necessary repairs of equipment during the guest's absence or in their presence is so requested by the guest

E In case of any defects which could not be repaired, the hotel shall make every effort to, where possible, change the room or in any other way read ress the inconvenience.

11 At the guest's request, the hotel renders the following free-of-charge services:

A Information concerning the guest's stay and travel

B Wake-up call at a time specified

C Storage of money and valuable belongings during the stay

D Storage of luggage; the hotel may refuse to store luggage at times other than during the guest's stay at the hotel or if the belongings are not of a personal kind.

E Access to a swimming pool sauna, Jacuzzi and gym during hours of availability and pursuant to Rules and Regulations applicable in the above places.

12 The hotel's liability for any loss or damage of items brought in by guests to the hotel is regulated by provisions of articles 846-849 of the Civil Code. The hotel's liability shall be limited if such items are not deposited at the reception. The hotel has the right to refuse to store money, securities and valuable belongings, especially valuables and items of scientific or artistic value if they pose a threat to safety or their value exceeds the standard of the hotel or if they take up too much space.

13 The guest should notify the hotel's reception desk immediately upon noticing any damage.

14 The lights-out period starts at 10.00 p.m. and ends at 07.00 a.m. of the following day.

15 Conduct of guests and persons using services of the hotel should not disturb the peaceful stay of other guests. The hotel may refuse to render services to a person violating the above rule.

16 When leaving the room, guests are expected to check whether the door is properly locked. Loss of a room card/key is subject to an extra charge

17 The hotel guest bears financial liability for damaging or destroying the hotel's equipment and technical devices due to their fault or due to the fault of their visitors.

18 Room heaters, electric irons and other similar devices which are not a part of the hotel room equipment are not allowed to be used inside the rooms due to the fire safety.

19 Smoking in hotel rooms, corridor, staircase, restaurant, bar, spa & wellness zone, cloak-rooms, gym and reception hall is prohibited. Violation of the prohibition is subject to a fine.

20 It is prohibited to consume foodstuffs bought outside the hotel in the common area.

21 Personal belongings left by guests in the hotel room upon leaving shall be sent to the address indicated by the guest at their expense.

22 If no instructions are left, belongings will be stored by the hotel for 3 months.