

# HOTEL FRONT OFFICE OPERATIONS

(360)

## A. Classroom:

1. The classroom should be adequate in size & it should be well lit, with comfortable chairs for the students(15'x20').
2. The classroom should have a black board or a white board.

## B. The Lab:

Lab size (20'x20')

Tools	Nos.	Tools	Nos.
EPABX	1	Registers (Arrival /Departure)	
Telephone	1	Railway - Air time table	
Computer	1	Telephone Directory	
Fax	1	Emergency services	
Photocopier	1	First Aid kit	1
Display Board	1	Appropriable stationery	
Inventory forms	Bill books	Mode reception desk	1
Key box	1		

## C. Faculty:

The Teacher/Instructor should have at least a Diploma in diploma in Hotel Management.

A certificate in receptionist completed from reputed institute with one year's experience.

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