

## SYLLABUS: STD XII VOC: TOURISM AND TRAVEL TECHNIQUES

### INTRODUCTION TO THE HOSPITALITY INDUSTRY (Theory)

#### Unit 1: BASICS OF FRONT OFFICE (25)

- Definition of front office
- Qualities of front office staff
- Layout of front office
- Organisation of front office
- Functions:
  - Reservation: meaning, advantages, features, types and sources
  - Registration: meaning, types and process
  - Arrival notification slip
  - Arrival departure register
  - Guest folio
  - Information
  - Message slip
  - Guest history record
  - Left luggage
  - Keys
  - Paging: meaning, types
  - Telephone: types, qualities
  - Complaint handling

#### Unit 2 BASICS OF HOUSEKEEPING (25)

- Meaning of housekeeping
- Qualities of housekeeping staff
- Layout of housekeeping department
- Organisation and functions of housekeeping department
- Coordination with other departments

#### Unit 3 BASICS OF FOOD AND BEVERAGE SERVICE (25)

- Meaning of food and beverage
- Qualities of a food and Beverage service personnel
- Types of catering establishment: transport and industry
- Restaurant: definition and types
- Service: types
- Banqueting: types
- Room service
- Bars

#### Unit 4 BASICS OF FOOD PRODUCTION (25)

- Hierarchy of the kitchen
- Culinary terms
- Types of cuisines
- Menu planning

## INTRODUCTION TO THE HOSPITALITY INDUSTRY XII (Practicals)

### FIRST TERM

#### UNIT I: FRONT OFFICE

20 MARKS

1. Filling up Forms used in the Hotel Industry.
    - a) Reservation forms
    - b) Registration card
    - c) C Form
    - d) Arrival/Departure Register
    - e) Guest History Records
    - f) Arrival notification slips
    - g) House-Keeping requisition slips
    - h) Paid out Voucher
    - i) Guest Receipt
    - j) Amenities Voucher
- File and Viva

#### UNIT II

20 MARKS

- a) Role Playing
  - Handling emergency situation
  - Receiving Guest Booking Rooms
  - Handling Request
- b) Telephone handling etiquette
- c) Oral examination on General Awareness and Hospitality Industry

### SECOND TERM

#### UNIT III : HOUSE KEEPING

20 MARKS

- a) Room Status
- b) House Keeping Requisition Slip
- c) Linen Exchange Procedures
- d) Lost & Found Procedures
- e) Cleaning Procedures (Sweeping, Moping, Vacuuming, Polishing)
- f) Bed Making (Hotel visit)
- g) Housekeeping Equipments (Hotel visit)

#### UNIT IV : F&B SERVICE

20 MARKS

- a) Identification of F&B Equipments
- b) Laying of table cloth
- c) A la Carte & Table d' hote set ups
- d) Napkin Folding
- e) Sequence of Service
- f) Order taking & Writing a KOT & BOT

PROJECT: 20 MARKS