



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

COMPETENCY BASED CURRICULUM

FRONT OFFICE ASSISTANT

(Duration: One Year)

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL- 4



SECTOR – TOURISM & HOSPITALITY



Directorate General of Training

FRONT OFFICE ASSISTANT

(Non-Engineering Trade)

(Revised in 2019)

Version: 1.2

CRAFTSMEN TRAINING SCHEME (CTS)

NSQF LEVEL - 4

Developed By

Ministry of Skill Development and Entrepreneurship

Directorate General of Training

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1. COURSE INFORMATION

During the one-year duration of “Front Office Assistant” trade, a candidate is trained on Professional Skill, Professional Knowledge and Employability Skill related to job role. In addition to this, a candidate is entrusted to undertake project work, extracurricular activities and on-the-job training to build up confidence. The broad components covered under Professional skill subject are as below: -

The trainee learns about safety and environment, adheres to all safety procedures. Confers and cooperates with other departments as needed to ensure coordination of activities. Includes answering inquiries pertaining to hotel services, registration of guests, shopping, dining, entertainment, and travel directions, undertake responsibility for proper key control and other security measures, keep records of room availability and guests’ accounts, operates the front office computer system, familiarization with office machines, networking and internet communication concept.

The trainee learns interpersonal communication and customer service skills, accommodates guests of hotel by greeting, performing guest transactions. Also includes up-selling and suggestive selling techniques to increase the revenues of the business, responsibility to maintain guest departure & post departure activities, start-of-shift activities, handling cash and non-cash transaction, bucket check, conflict management, Night-Audit for forecasting the previous sales and inventory. The trainee learns to perform computation, briefing and debriefing checklist, use paging system for the most complete and reliable solution to improve business efficiency and observing the rules and regulations regarding to checking in and checking out.

5. LEARNING OUTCOME

Learning outcomes are a reflection of total competencies of a trainee and assessment will be carried out as per the assessment criteria.

5.1 LEARNING OUTCOMES (TRADE SPECIFIC)

1. Develop personality and maintain team work as well as organizational hierarchy.
2. Perform the activities of front desk, bell desk, telephones and business communication.
3. Ensure the functioning of various records, tariff cards, room position and locking system.
4. Handle techniques of computer and acquire knowledge of Windows operating system.
5. Create and save a document file in word processing application.
6. Create an Excel worksheets compiling with data and charts presenting in a Power Point application.
7. Input and manage data in MS-access interface.
8. Ensure the concept of internet services, collect information and communicate through e-mail.
9. Prepare up-to-date records of occupancy.
10. Keep personalized records and ensure services for identified guests.
11. Compute guest registration process and maintain property management system.
12. Express services through interpersonal communication skill.
13. Provide bell boy as needed by a guest and monitor CCTV.
14. Use up-selling and suggestive selling techniques to sell rooms and to promote other services of the hotel.
15. Follow the post departure activities.
16. Perform cashiering tasks like bill / invoice settlement.
17. Maintain positive attitude for dealing with various guest conflict.
18. Prepare & analyse data of occupancy with briefing and debriefing checklist.
19. Prepare Room Packages and Guest Feedbacks.