



Bharath

INSTITUTE OF HIGHER EDUCATION AND RESEARCH
(Declared as Deemed-to-be-University under section 3 of UGC Act 1956)
ACCREDITED WITH 'A' GRADE BY NAAC

04/06/2019

Chennai

From
Gowtham Aashirwad Kumar,
Assistant Professor,
Department of Management Studies,
Bharath Institute of Higher Education and Research,
Chennai

To
Head of the Department
Department of Management Studies
Bharath Institute of Higher Education and Research,
Chennai

Sub: Permission to conduct value- added course: Short Term Course on Front Office Operations - reg.,

Respected Sir,

With reference to subject mentioned above, I would like to conduct the valued added course titled: **Short Term Course on Front Office Operations** on 03/07/2019. I am requesting your good office to kindly accept my proposal and grant me permission to commence the program.

Warm Regards,

Gowtham Aashirwad Kumar

Head of the Department



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05/06/2019
Chennai

From
Dr S Praveen Kumar,
Professor & Head,
Department of Management Studies,
Bharath Institute of Higher Education and Research,
Chennai

To
The Dean Engineering
Bharath Institute of Higher Education and Research,
Chennai

Sub: Permission to conduct value-added course: Short Term Course on Front Office Operations- reg.,

Respected Sir,

With reference to subject mentioned above, the department proposes to conduct a value-added course titled: **Short Term Course on Front Office Operations** on 03/07/2019. We kindly solicit your kind permission to commence the program.

Warm Regards,


Dr S Praveen Kumar



DEAN - Engineering

DEAN (Engineering)
Bharath Institute of Science & Technology
BHARATH INSTITUTE OF HIGHER EDUCATION & RESEARCH
(Declared as Deemed to be University U/S 3 of UGC Act. 1956)
Seiayur, Chennai-600 073.



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School of Management Studies & Commerce

Circular

06/06/2019

Sub: Organising Value-added Course: Short Term Course on Front Office Operations - reg.,

With reference to the above-mentioned subject, it is to bring it to your notice that School of Management Studies & Commerce, Bharath Institute of Higher Education & Research is organising "Value added course: Short Term Course on Front Office Operations". The Course content and registration form is enclosed below.

The application must reach the institution along with all the necessary documents as mentioned. The hard copy of the application should be sent to the institution by registered/speed post only to reach on or before 24th June 2019; application received after the mentioned date shall not be entertained under any circumstances.


Head of the Department

Encl: A copy of Syllabus & Registration form

Bharath Institute of Higher Education & Research**School of Management studies and Commerce****Value Added Course: Short Term Course on Front Office Operations****Course Duration:50**

S.No	Date	Topic	Time	Hour
1	03-07-2019	Functional Organisation of Front office	4.00-5.00 Pm	2
2	04-07-2019	Front Desk Layout and Equipment	4.00-5.00 Pm	1
3	05-07-2019	Accomedation Concept about Size and Types of Hotel	4.00-5.00 Pm	2
4	06-07-2019	Types of Rooms	4.00-6.00 Pm	2
5	08-07-2019	Rate Categories	4.00-5.00 Pm	1
6	09-07-2019	Food Plans	4.00-5.00 Pm	2
7	10-07-2019	Basis of Charging Room Rates	4.00-5.00 Pm	1
8	11-07-2019	Tariff Card	4.00-6.00 Pm	2
9	12-07-2019	Job Description of Receptionist	4.00-5.00 Pm	1
10	15-07-2019	Pre Registration Activity	4.00-5.00 Pm	2
11	16-07-2019	Registration of Guest	4.00-5.00 Pm	1
12	17-07-2019	Innovation Operations in Registration Records	4.00-6.00 Pm	2
13	18-07-2019	Message Slip	4.00-5.00 Pm	1
14	19-07-2019	Job description of Concierge	4.00-5.00 Pm	2
15	20-07-2019	Job Description of Bell boy and bell captain	4.00-5.00 Pm	1
16	22-07-2019	Errand Cards Baggage handling	4.00-6.00 Pm	2
17	23-07-2019	Left Luggage	4.00-5.00 Pm	1
18	24-07-2019	Paging the guest	4.00-5.00 Pm	2
19	25-07-2019	Car parking	4.00-5.00 Pm	1
20	26-07-2019	Job description of front office cashier	4.00-6.00 Pm	2
21	27-07-2019	House limit and floor limit	4.00-5.00 Pm	1
22	29-07-2019	Encashment of foreign currency	4.00-5.00 Pm	2

23	30-07-2019	Maintaining guest polio		
24	31-07-2019	Allowance voucher	4.00-5.00 Pm	1
			4.00-6.00 Pm	2
25	01-08-2019	Guest Departure Procedure Safety locker management	4.00-6.00 Pm	
26	02-08-2019	Global reservations technologies	4.00-6.00 Pm	2
27	03-08-2019	Individual reservations and group bookings	4.00-6.00 Pm	2
28	05-08-2019	Managing guest services	4.00-6.00 Pm	2
29	06-08-2019	Arrival, registration, assignment, and rooming	4.00-6.00 Pm	2
30	07-08-2019	Billing the guest folio	4.00-6.00 Pm	1
31	08-08-2019	Cash transactions	4.00-6.00 Pm	2

Bharath Institute of Higher Education & Research
School of Management Studies & Commerce

Participant List- 2018

Value Added Course: Short Term Course on Front Office Operations

S.No	Register Number	Student Name	Remarks
1	P18BA001	SHANKAR S	
2	P18BA004	SANGEETHA M	
3	P18BA006	SELVAKUMAR R	
4	P18BA007	LOGASRI M	
5	P18BA008	MUKESH P	
6	P18BA009	MUGUNDAN S	
7	P18BA012	JOSHVA S	
8	P18BA015	NINUSHAA R M.	
9	P18BA016	NAVEEN KUMAR D G.	
10	P18BA019	MAKISHA . R.	
11	P18BA020	SOORAJ S NAIR.	
12	P18BA024	JOSEPHINE CECILY D.	
13	P18BA025	SARAVANA KUMAR A.	
14	P18BA026	CHILUKURI KIREETI REDDY.	
15	P18BA027	KRISHNAVENI S.	
16	P18BA038	BEUTON LAWRENCE A	
17	P18BA044	SOUNDARYA S.	
18	P18BA045	JEBILAH VICTORIA K.	
19	P18BA046	ARAVINDHA KUGAN MS.	
20	P18BA047	RENJU R K	
21	P18BA051	YUVARAJ V.	
22	P18BA052	SRIDEVI U.	
23	P18BA056	INDUMATHI C	
24	P18BA059	UDHAYA KUMAR M	
25	P18BA060	JAYA SURYA J	
26	P18BA061	DATIKI RAVI TEJA	
27	P18BA062	TAMILSELVAN P	
28	P18BA065	SANJAY K.	
29	P18BA066	SINDHIYA M.	
30	P18BA067	NIKITHA P R	
31	P18BA069	SUSMITHA M	
32	P18BA070	KRUPA SHARON NISHITHA S.	
33	P18BA071	DEEPAK R	
34	P18BA073	SWETHA R	
35	P18BA074	AKULA PAVAN THE J A THEJA	
36	P18BA075	SAI SARANYA S	
37	P18BA081	VARSHS THANILAZHAGI D S	
38	P18BA082	SIKHAKOLLI SAI LAKSHMI MOUNIKA GAYATRI	
39	P18BA083	PALLAVI KUMARI	
40	P18BA084	KEERTHIGA A	

41	P18BA085	RAJKUMAR K	
42	P18BA089	VIVEK M	
43	P18BA090	RAMESH S	
44	P18BA094	KIRTI	
45	P18BA095	SREE VARSHINI R	
46	P18BA096	MONICA K	
47	P18BA099	YUVANASH V	
48	P18BA100	AASAIYAN S	
49	P18BA101	JERALD EBNIZER	
50	P18BA102	DEVANATHAN J	

value-added course titled: **Front Office Operations** on 03/07/2019





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SCHOOL OF MANAGEMENT STUDIES & COMMERCE

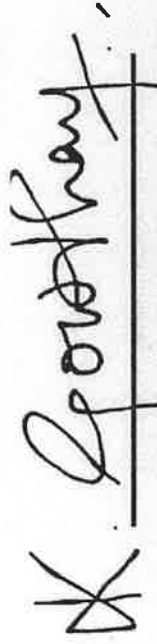
Certificate of Participation

THIS IS PRESENTED TO

AKULA PAVAN THEJA

for participated in the **Short Term Course on Front
Office Operations**, A Unique and Special Programme
held at **Bharath Institute of Higher Education and**

Research on 03/07/2019



GOWTHAM AASHIRWAD KUMAR
COURSE CO - ORDINATOR



DR S PRAVEEN KUMAR
HEAD OF THE DEPARTMENT

Course Feedback form

Date: 3/7/2019

Course Title: *Front Office Operation.*

Name: *Makisha . R*

RegNo: *U18BA019*

Department: *MBA*

S.No	Particulars	1	2	3	4	5
(1. Very Unsatisfied 2. Unsatisfied 3. Neutral 4. Satisfied 5. Very Satisfied)						
1.	objectives of the course clear to you					✓
2.	The course contents met with your expectations				✓	
3.	The lecture sequence was well planned				✓	
4.	The lectures were clear and easy to understand				✓	
5.	The teaching aids were effective			✓		✓
6.	The instructors encourage interaction and were helpful			✓		✓
7.	The level of the course				✓	
(1. Very poor 2. Poor 3. Average 4. Good 5. Excellent)						
8.	Overall rating of the course:	1	2	3	4	5

Please give Suggestion for the improvement of the course:

Weakness of the course:

Strength of the course:

Makisha
Signature

*** Thank you ***

Course Feedback form

Course Title: *Front office operation*

Date: *30/7/2019*

Name: *Yuvaraj.V*

RegNo: *PL8BA051*

Department: *MBA*

S.No	Particulars	1	2	3	4	5
(1. Very Unsatisfied 2. Unsatisfied 3. Neutral 4. Satisfied 5. Very Satisfied)						
1.	objectives of the course clear to you	✓				
2.	The course contents met with your expectations		✓			
3.	The lecture sequence was well planned			✓		
4.	The lectures were clear and easy to understand			✓		
5.	The teaching aids were effective				✓	
6.	The instructors encourage interaction and were helpful					✓
7.	The level of the course	✓				
(1. Very poor 2. Poor 3. Average 4. Good 5. Excellent)						
8.	Overall rating of the course:	1	2	3	4	5

Please give Suggestion for the improvement of the course:

Weakness of the course:

Strength of the course:

*** Thank you ***

Yuvaraj.V
Signature